



5Y+5Y

Doubling your peace of mind

October 2021

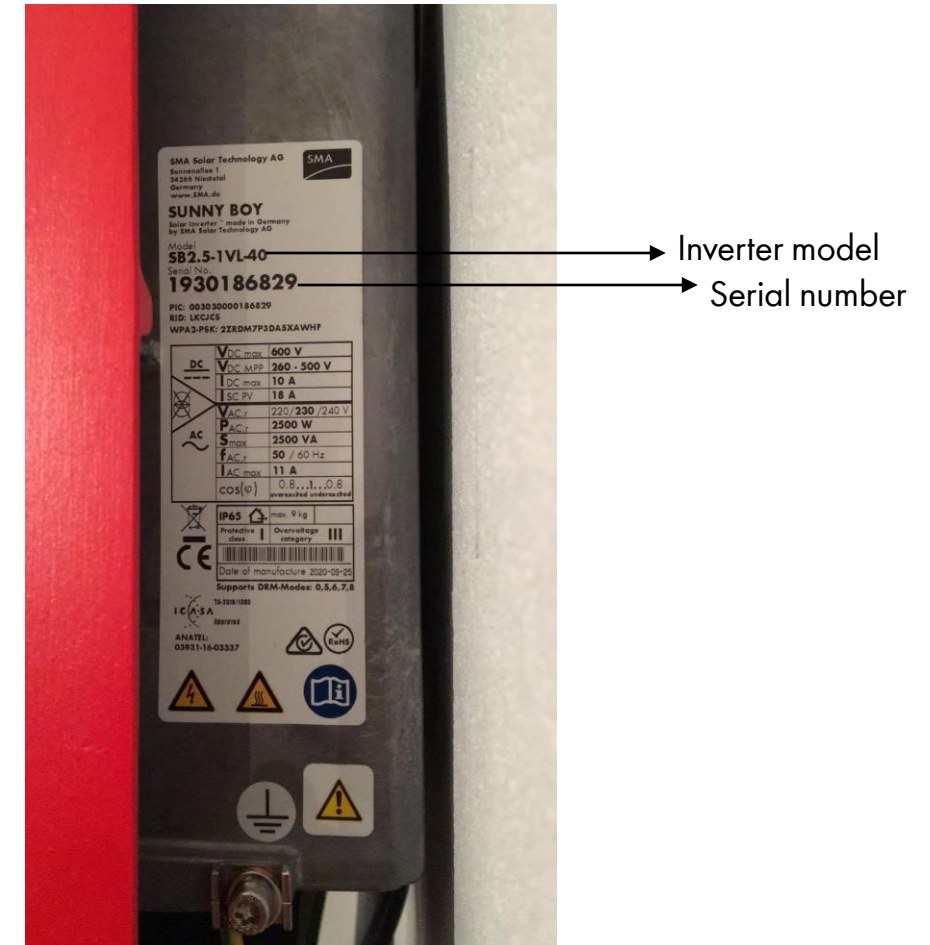


5Y+5Y of SMA Factory Warranty

What are the eligibility criteria?



- **Inverter model:** Only the inverter types and models mentioned on the next page are eligible for the extra 5 year of factory warranty. You can find the inverter model on the label which is located on the right side of the inverter. (For the Sunny Boy Storage you need to use the lowest label.)
 - **Date of installation / commissioning / external approval:** only PV systems installed as from **October 1st 2021** are eligible for the extra 5 year factory warranty.
 - **Country where the PV system is installed:**
All countries worldwide
 - PV systems installed in Belgium, Netherlands, Luxembourg, Poland and Spain are eligible for all installations as from April 1st 2021.
- In order to activate the extra 5 year factory warranty of the inverter, the serial number of the inverter needs to be registered via the dedicated product registration portal within 12 months after installation / commissioning / approval.



5Y+5Y of SMA Factory Warranty

Inverter models in scope



Sunny Boy

SB1.5-1VL-40
SB2.0-1VL-40
SB2.5-1VL-40



Sunny Boy

SB3.0-1AV-41
SB3.6-1AV-41
SB4.0-1AV-41
SB5.0-1AV-41
SB6.0-1AV-41



Sunny Tripower

STP3.0-3AV-40
STP4.0-3AV-40
STP5.0-3AV-40
STP6.0-3AV-40
STP8.0-3AV-40
STP10.0-3AV-40



Sunny Island

SI4.4M-13
SI6.0H-13
SI8.0H-13



Sunny Boy Storage

SBS2.5-1VL-10



Sunny Boy Storage

SBS3.7-10
SBS5.0-10
SBS6.0-10

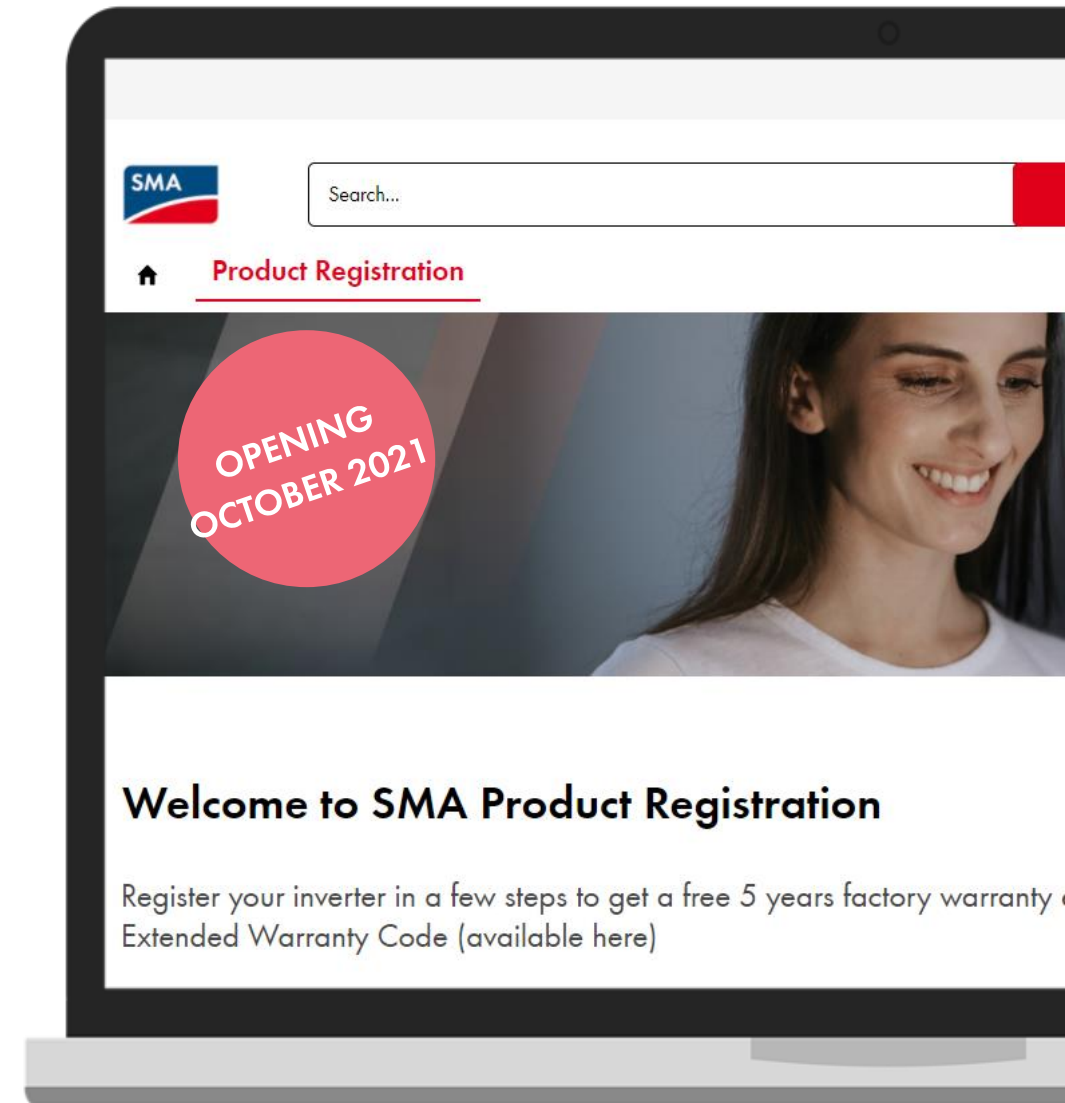
5Y+5Y of SMA Factory Warranty

3 steps away from +5 years of peace of mind



Registering a SMA product only **takes only a few steps** for a PV System Owner:

1. Create a « mySMA account » and validate account creation (or login if you already have an account for the SMA Online Service Center)
2. Register inverter: enter commissioning date, serial number, system and location data
3. Submit registration. The PV System Owner will receive a confirmation via e-mail within 24 hours.





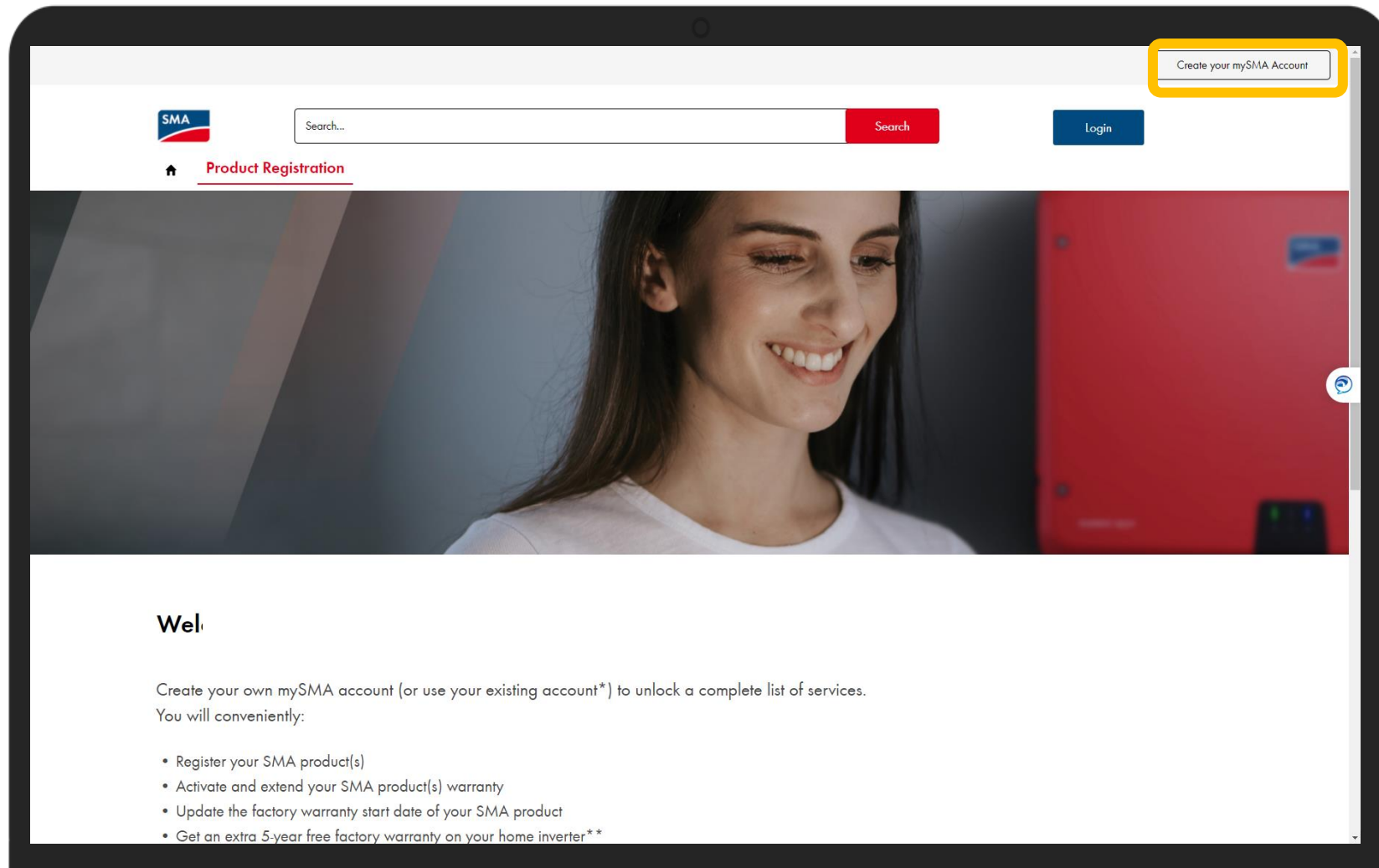
SMA Warranty

Create a mySMA account

Tutorial

Create a mySMA account

Step by step tutorial



This brief document will guide you through the creation of a mySMA account.

It's easy and won't take more than 3 minutes! A mySMA account gives you access to a host of useful services such as SMA product registration and the Online Service Center.

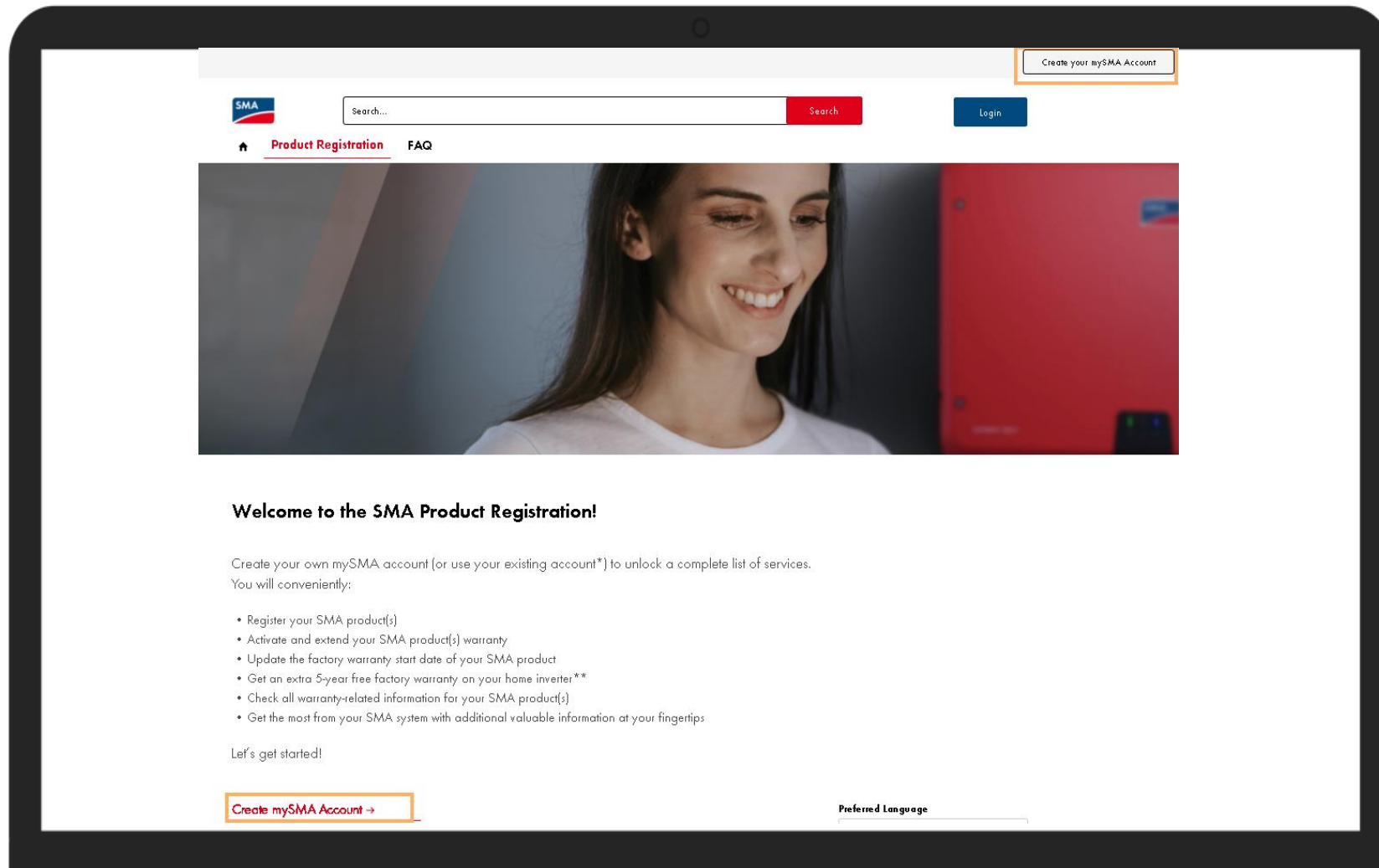
If you already have access to the Online Service Center, you should not create a new login but use this login. You can go directly to the product registration.

Let's get started!

Go to [Product Registration](#) of SMA

Create a mySMA account

Step by step tutorial



Click on "Create a mySMA Account" at the top right.

Or

In the middle click on "Create an Account mySMA"

Create a mySMA account

Step by step tutorial

A screenshot of a web browser showing the SMA account creation interface. At the top is the SMA logo. Below it is a progress bar with three steps: '1' (active), '2', and 'Confirmation'. The form fields are as follows: '* User group' with a dropdown menu showing 'System Owner'; '* Salutation' with a dropdown menu showing 'Select'; '* First Name' with a text input field; '* Last Name' with a text input field; '* Email' with a text input field and an information icon; '* Telephone' with a text input field and an information icon; and '* Language' with a dropdown menu showing 'English'. Below the language dropdown is a link that says 'Don't see your Language?'. At the bottom are 'Back' and 'Next' buttons.

SMA

1 2 Confirmation

* User group
System Owner

* Salutation
Select

* First Name

* Last Name

* Email ⓘ

* Telephone ⓘ

* Language
English

[Don't see your Language?](#)

Back Next

Select the **correct user profile**.

Be sure to choose **"System Owner"** if you are the owner of the PV system.

Then **select the salutation** and fill in your main contact details:

- **First name,**
- **Last name,**
- **Your email,**
- **And primary contact number, preferably your mobile.**

You can also **specify the language for communications from SMA**.

Then click **'Next'**.

Create a mySMA account

Step by step tutorial



Fill in your **address** and **select your country**.

Read the **terms of use for mySMA Services** and the **privacy statement**. By sliding the button to the right, you indicate your **agreement**.

If you wish to receive the "**SMA newsletter**" you can also slide that button.

When you click "**Send**" a confirmation email will be sent to the email address you provided on this form.

Please note that your **mySMA account can only be activated by clicking on the link in the confirmation email**.

If the email does not arrive within 24 hours, please check your spam folder.

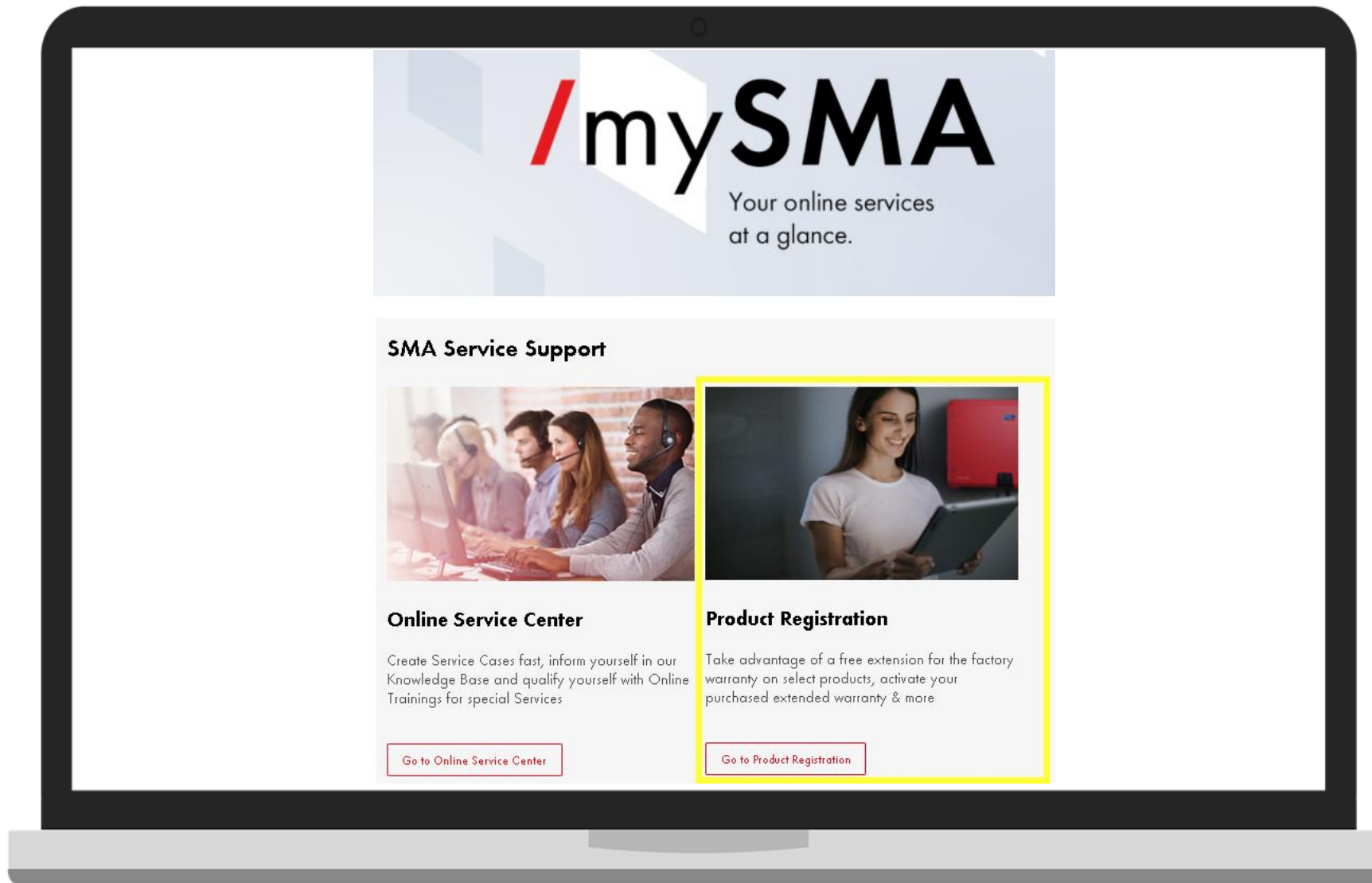
That's it! Welcome to mySMA!

The screenshot shows a web browser displaying the mySMA account creation page. At the top is the SMA logo. Below it is a progress bar with two steps: a green step with a checkmark and a blue step labeled '2' with 'Confirmati...' next to it. The main content area contains the following text and form elements:

- Text: "After your registration you will have access to the following mySMA Services:"
- Text: "SMA Online Service Center"
- Text: "* Street name and number" followed by a text input field.
- Text: "* City" followed by a text input field.
- Text: "* ZIP Code" followed by a text input field.
- Text: "* Country" followed by a dropdown menu with "Select" and a downward arrow.
- Text: "Region" followed by a dropdown menu with "Select" and a downward arrow.
- Text: "Don't see your country?" (a link)
- Text: "* ☐ I agree to the Terms of Use for mySMA Services" (a toggle switch).
- Text: "* ☐ I agree to Cookie Usage & Data Protection Declaration" (a toggle switch).
- Text: ☐ I like to receive the SMA newsletter with up-to-date information on new products, sample applications and useful information from the world of SMA (a toggle switch).
- At the bottom are two buttons: "Back" (red) and "Submit" (grey).

Create a mySMA account

Step by step tutorial



Once a mySMA account is created and confirmed via the e-mail that you received, you can log in and you will see this screen. Click 'Go to product registration'



Register a SMA product

Tutorial



Register an SMA product

Step by step tutorial



Scroll down and **select the country of installation of your PV plant.**

Welcome to SMA Product Registration

Registering your SMA product(s) means...

- Your SMA product warranty will start on the commissioning date (and not on the SMA delivery date, which may be earlier) if you register within 12 months after commissioning
- You may benefit from an extra 5 years of factory warranty on your SMA inverter
- You can access your SMA product warranty information anytime
- You can activate an SMA Extended Warranty you can get [here](#)

Registering your SMA product only takes a few minutes. Please have the following information on hand:

- Serial number (you can register multiple SMA products)
- Commissioning date

Let's get started!

Please start the product registration

1. Add your PV system.
2. Add the serial number of your inverters.
3. Receive a free extension of the factory, depending on the product type and commissioning date.
4. Add an optional activation code for an SMA extended warranty.

What country is the system installed in?

Andorra

Product registration is available in many countries. If you cannot find your system location in the list, it is unfortunately not possible to register the product here.

Next

Then click '**Next**'

Register an SMA product

Step by step tutorial



Who is the system owner of the PV system?

*** The owner of the PV system**

- ☐ is my customer. I initiate product registration for him/her.
- ☒ is me or my company, on whose behalf I register the PV system.

Previous

Next

Select 'is me or my company, on whose behalf I register the PV system'

Click on 'Next'

Register an SMA product

Step by step tutorial



Please start the product registration

*** Name of the PV system (choose as you like)**

Test Owner

*** Street and house number of the system location**

TestOwnerstraat 12

*** ZIP code**

1234

*** City**

Test

State

Previous

Next

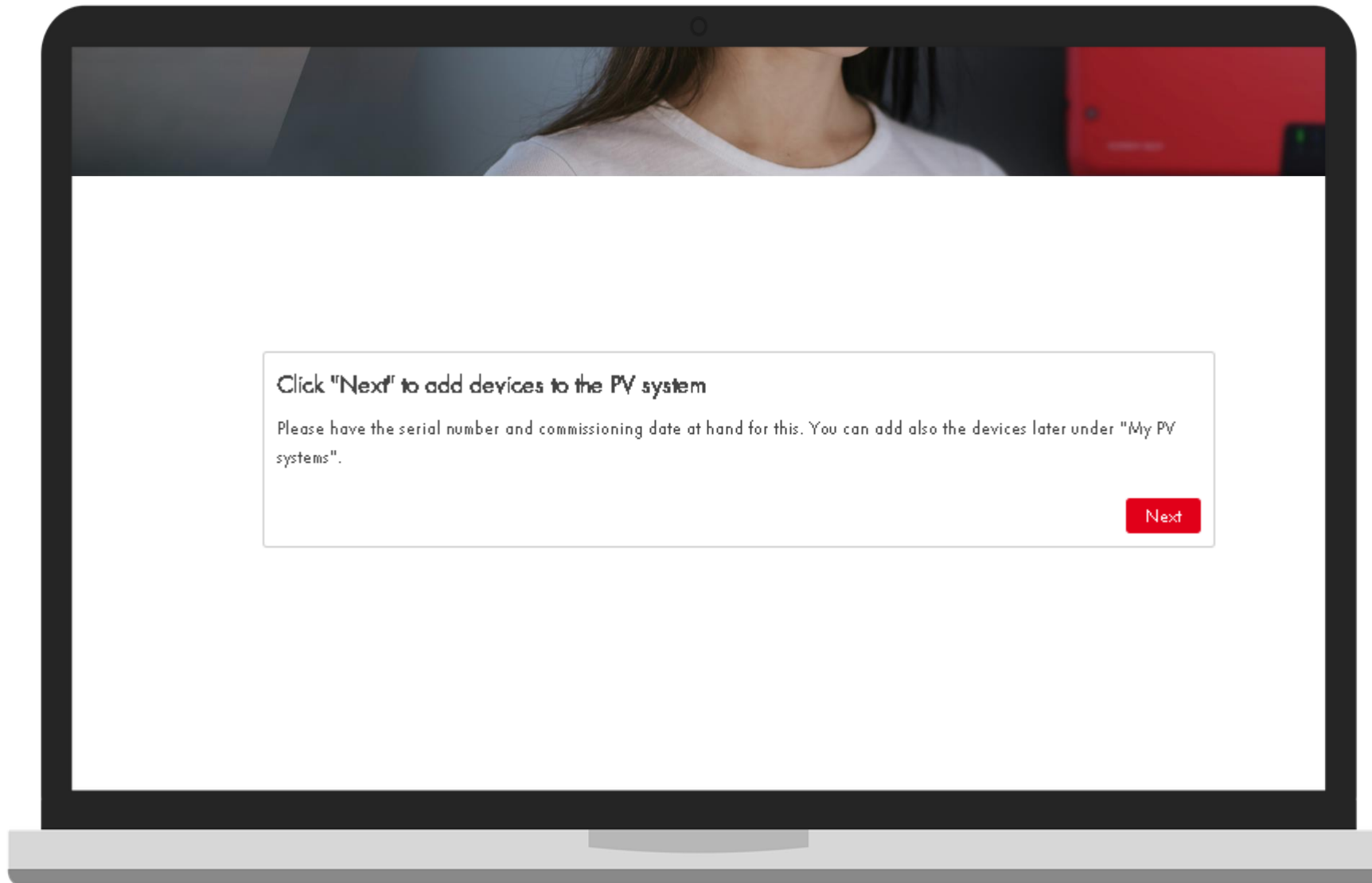
Give your photovoltaic system a name
(e.g. family name)

Then enter the address data correctly.
Changes cannot be made afterwards.

Then click on 'next'.

Register an SMA product

Step by step tutorial



Be sure to **have your serial number and commissioning date on hand**. If you don't have this information, please contact your installer.

Click on "Next".

Register an SMA product

Step by step tutorial



Product Registration PV System

My installation

PV System Name
My installation

Registration Date
15/06/2021

Street & No
test

Zip Code
34125

City
test

State
Lower Saxony

Country
Spain

Additional Information

Registering Contact
[Sophie Test Owner](#)

Technical Contact Name

Technical Contact Email

Technical Contact Phone

Add an inverter to this PV system

Enter the serial number and commissioning date:

* Product serial number (see type label on the product)

* Date of commissioning

Activation code for an SMA Extended Warranty

If you already have an activation code, you can add it below. Alternatively, you can also add the activation code later under "My Products".

Activation Code ¹

Next

On the left you can see the basic information you just saved. Please check if it's all there and correct.

Over to the right, please **enter the serial number** for your SMA product and its **commissioning date**, meaning the date at which the SMA product was put into operation.

If you **purchased a warranty extension** and received an **activation code** for it to activate an additional warranty extension, you must enter it here.

Register an SMA product

Step by step tutorial



If the start date of the manufacturer's warranty does not match the date entered in the previous step (commissioning date), please send an email to Warranty@SMA.de with the invoice and document of the commissioning of the inverter (see sample email below). Our team will update the information as soon as possible. An invoice or inspection certificate is considered a valid document)

The activated warranty plan is marked with a green checkmark.

If there is only 1 device on the installation, you can finish by clicking on 'close product registration'.

If there are multiple devices on the installation, click on 'register another product in this solar installation' and repeat the previous steps

Product Registration PV System
My installation

PV System Name
My installation

Registration Date
15/06/2021

Street & No
test

Zip Code
34125

City
test

State
Lower Saxony

Country
Spain

Additional Information

Registering Contact
[Sophie Test Owner](#)

Technical Contact Name

Technical Contact Email

Technical Contact Phone

The device has been added to the system.

Serial Number:
3006910683

Product Type: SB5.0-1AV-41

Factory Warranty
Start: 01 August 2020

- ✓ Product registered
- ✓ Start date of SMA Factory Warranty updated
- +5 years factory warranty approved
- SMA Extended Warranty activated

*** What do you want to do next?**

Register Another Product to this Plant

Complete the product registration

Next

Register an SMA product

Step by step tutorial



Recipient: Warranty@SMA.de

Below is an example of an email you can use:

Hello,

*I need to register the 5+5 warranty extension for my inverter with serial number **xxxxxx** and commissioning date **xx/xx/xxxx**. During the registration process, I have been asked to send the commissioning certificate of the inverter to this email address in order to confirm the date of commissioning.*

I enclose the document and look forward to receiving confirmation from you.

Yours sincerely,

Register an SMA product

Step by step tutorial

A laptop screen displaying the 'Product Registration PV System' form. The form is titled 'My installation' and contains fields for 'PV System Name', 'Registration Date', 'Street & No', 'Zip Code', 'City', 'State', and 'Country'. A confirmation message states: 'The product registration has been completed. The warranty periods will be updated within the next 24 hours. You will receive an e-mail as soon as the update has been completed.' A red 'Finish' button is highlighted with a yellow border. Below the main form is a section for 'Additional Information' with fields for 'Registering Contact', 'Technical Contact Name', 'Technical Contact Email', and 'Technical Contact Phone'.

You are now on the last page of the productregistration.

Click on **“Finish”**.

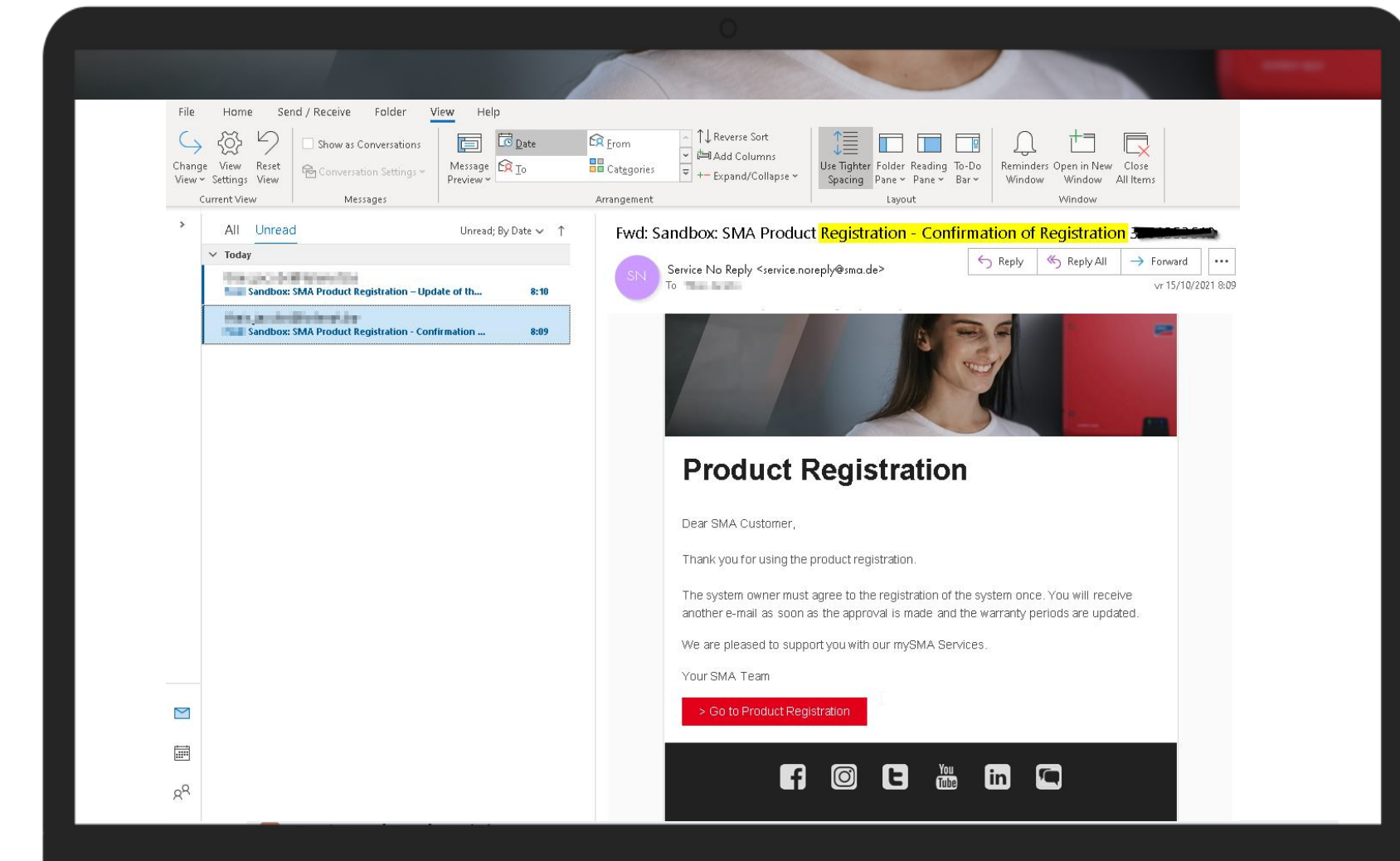
Register an SMA product

Step by step tutorial



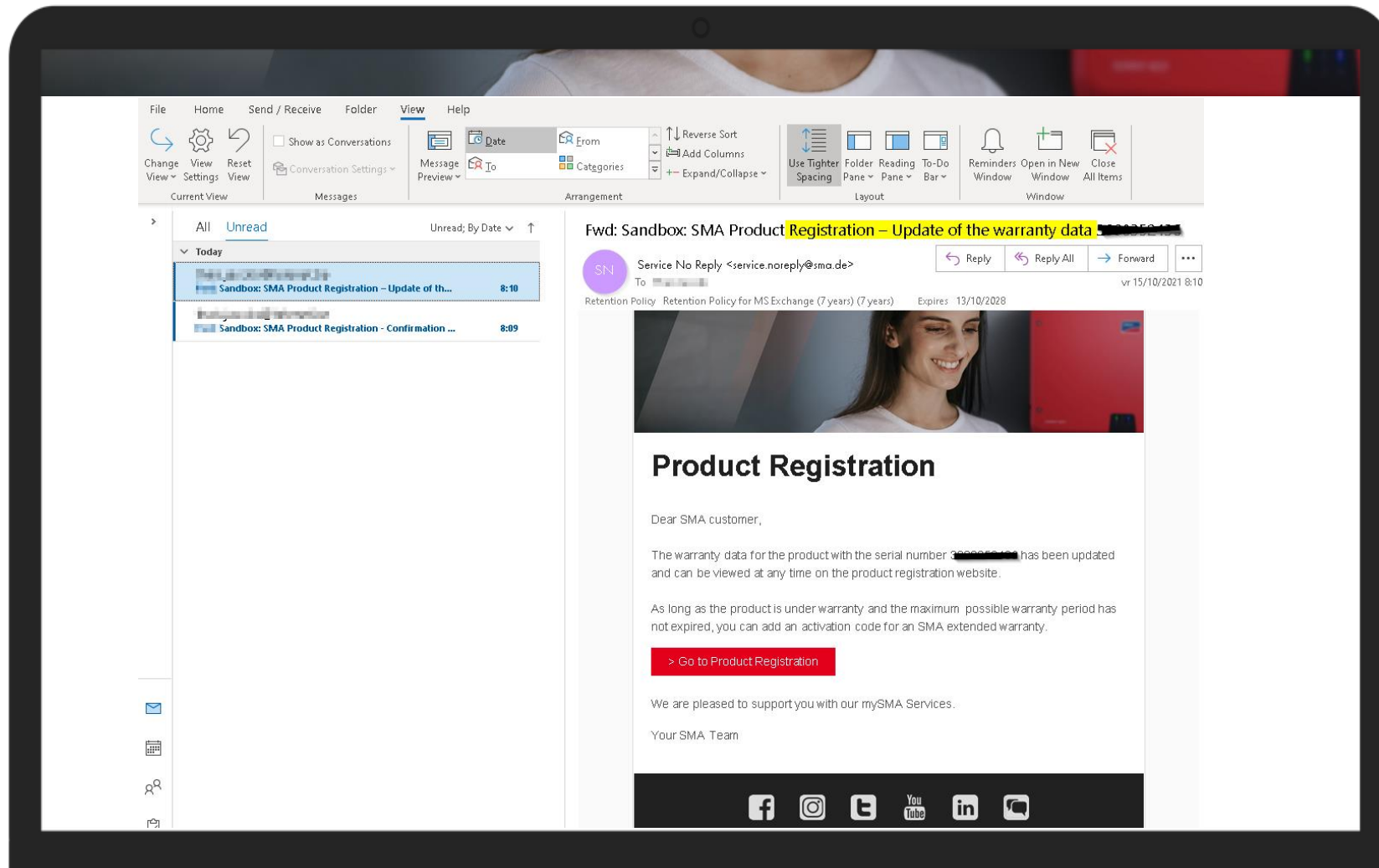
You will receive a **confirmation email** that the registration was successfully completed.

Be sure to check your spam folder.



Register an SMA product

Step by step tutorial



After this, you will also receive an email within 24 hours that **the warranty period update was modified.**

Be sure to check your spam folder.

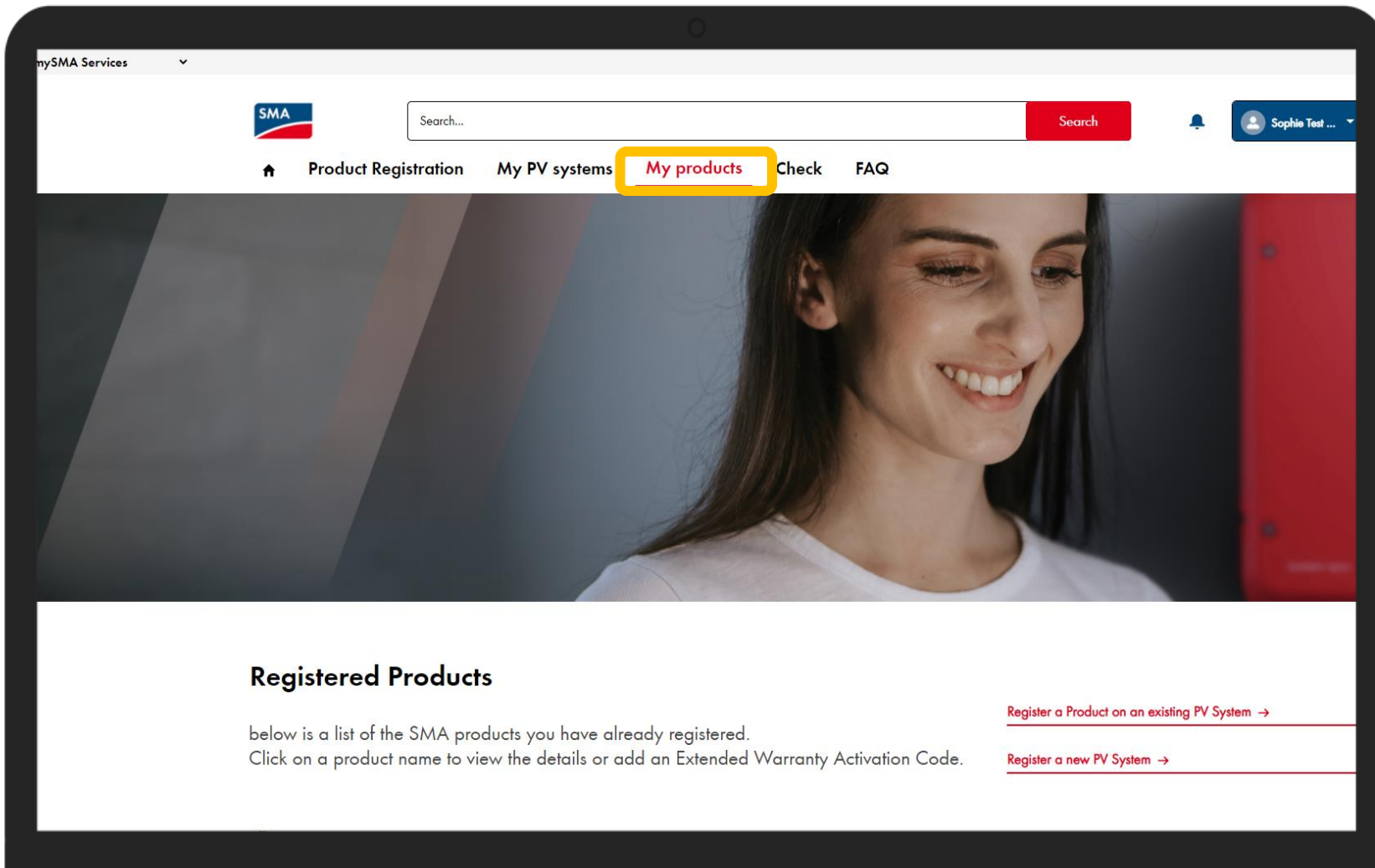


Check after Product Registration



Register an SMA product

Step by step tutorial



If you wish to verify factory warranty coverage or extend the warranty, simply log onto your mySMA account and select the “**my Products**” tab.

(Be sure to have the serial number and commissioning date on hand when registering additional products.)

Register an SMA product

Step by step tutorial



Here you will find information about the warranty of your SMA product.

Registered Products

below is a list of the SMA products you have already registered.
Click on a product name to view the details or add an Extended Warranty Activation Code.

[Register a Product on an existing PV System →](#)

[Register a new PV System →](#)

All ▼

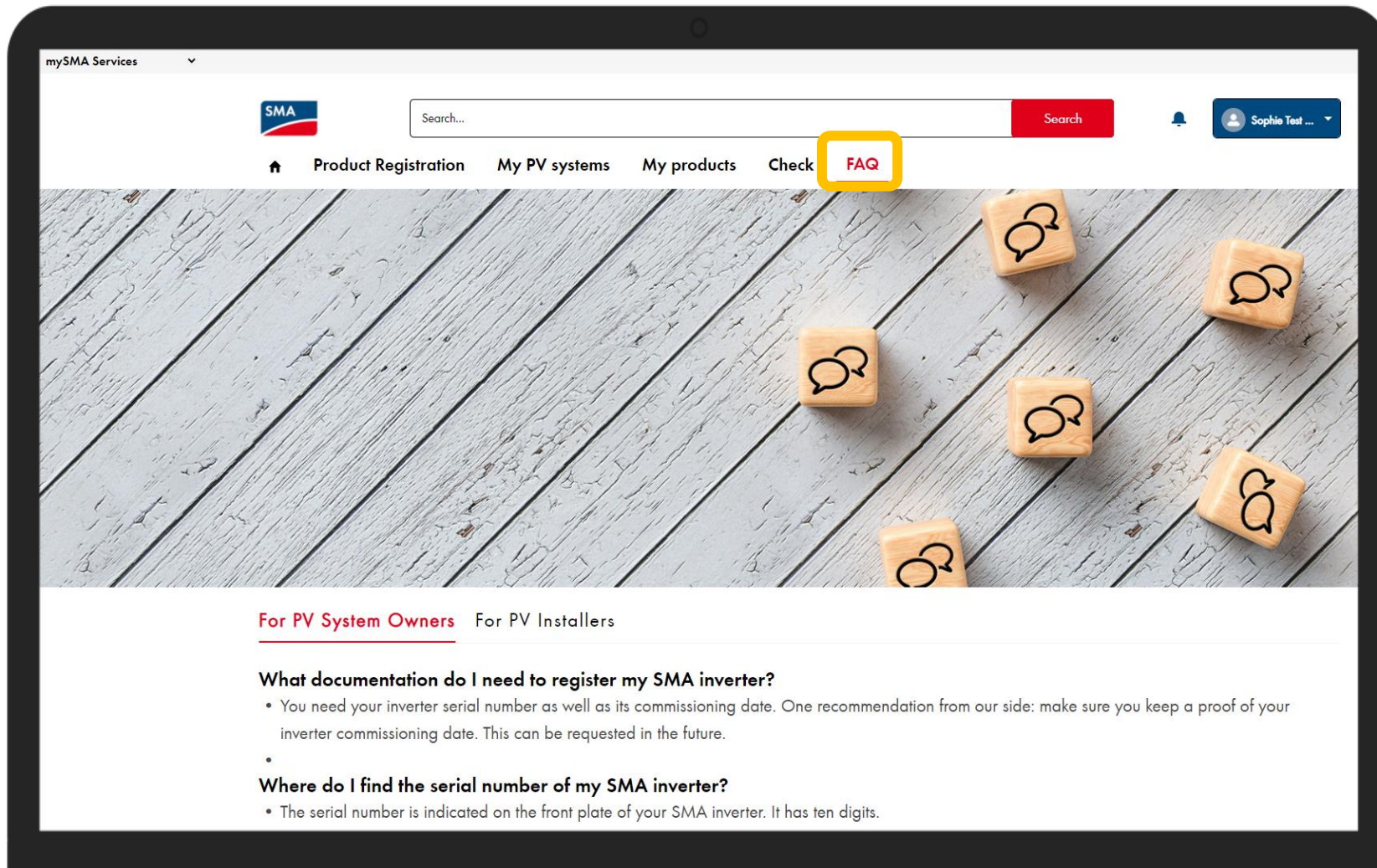
3 Items • Sorted by Product Name • Filtered by All registered products • Updated a few seconds ago

Search this list...

	Product Name ↑	Product Serial Number	Factory Warranty Start	Factory Warranty E...	Extended Warranty Start	Extended War...	Product Registratio
1	SB5.0-1AV-41	3006910685	01/08/2020				My installation
2	SB5.0-1AV-41	3008660191	17/05/2021				Mi instalacion
3	SB5.0-1AV-41	3006910683	01/08/2020				My installation

Register an SMA product

Step by step tutorial



If you have any questions, please see the **FAQ** tab. If you cannot find the answer to your question:

- Please contact your PV installer,
- Or you can send an enquiry via our [Online Service Center](#).