



5Y+5Y

Doubling your peace of mind

October 2021

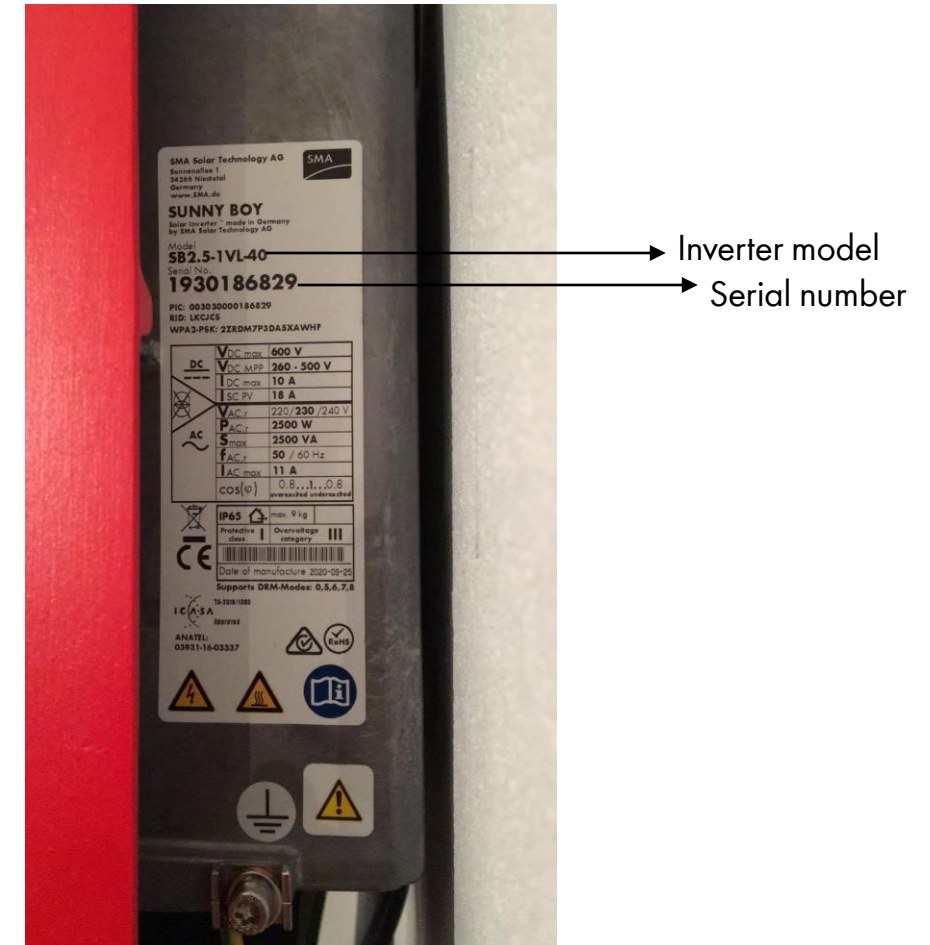


5Y+5Y of SMA Factory Warranty

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

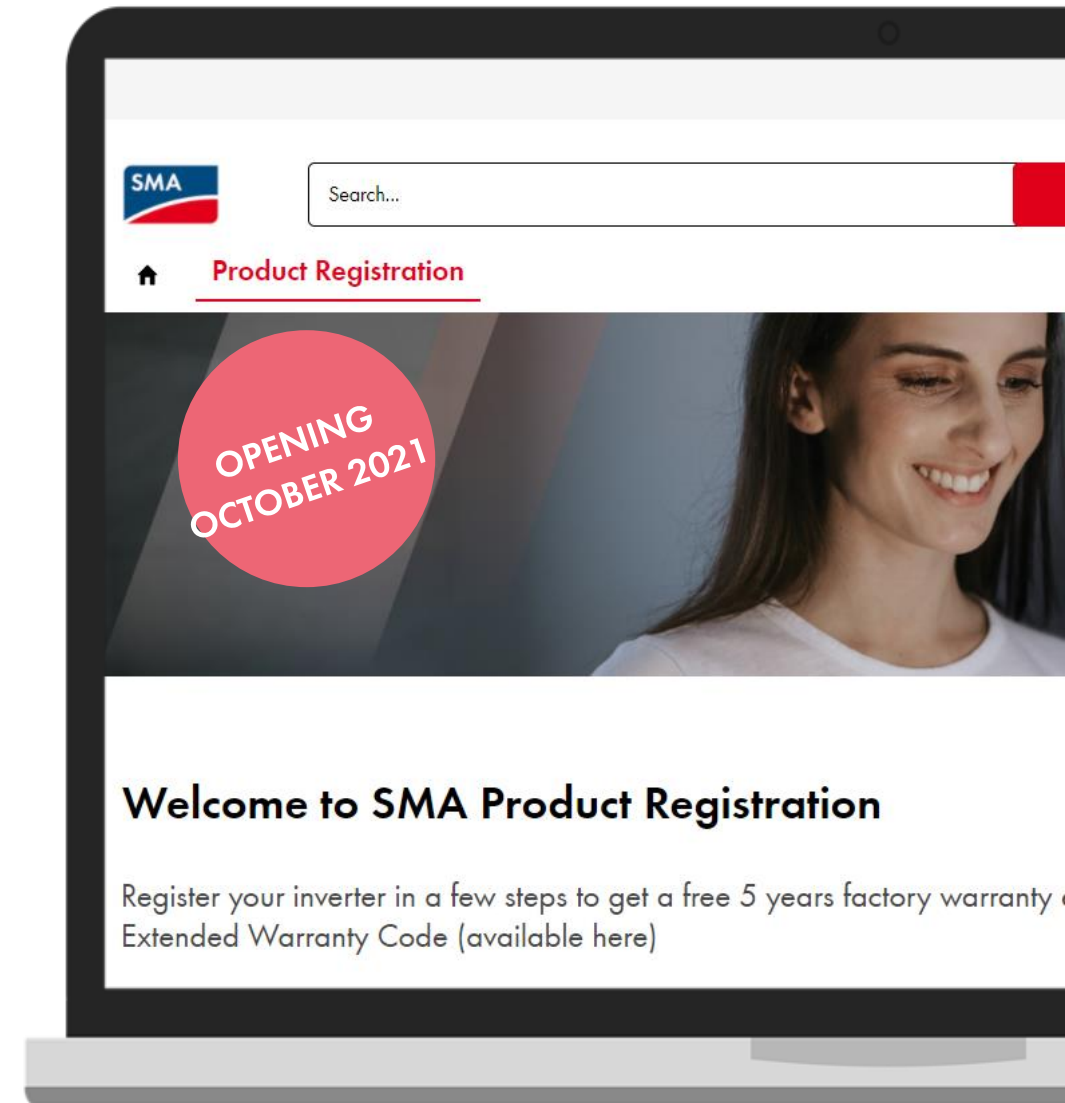
5Y+5Y of SMA Factory Warranty

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.





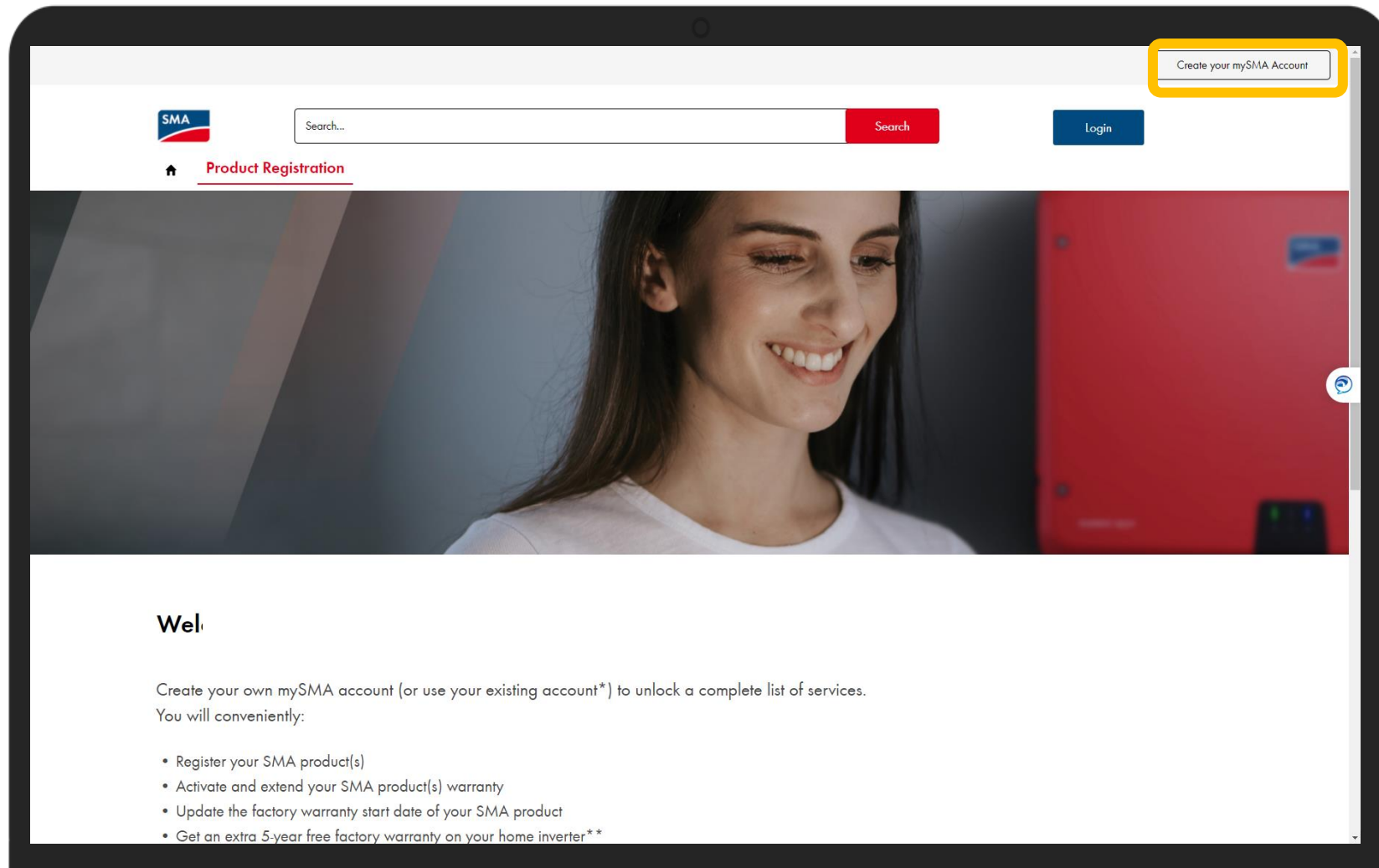
SMA Warranty

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



Welcome to the SMA Product Registration!

Create your own mySMA account [or use your existing account*] to unlock a complete list of services.
You will conveniently:

- Register your SMA product(s)
- Activate and extend your SMA product(s) warranty
- Update the factory warranty start date of your SMA product
- Get an extra 5-year free factory warranty on your home inverter**
- Check all warranty-related information for your SMA product(s)
- Get the most from your SMA system with additional valuable information at your fingertips

Let's get started!

[Create mySMA Account ->](#)

* if you already have a SMA Online Service Center account, you can use the same credentials

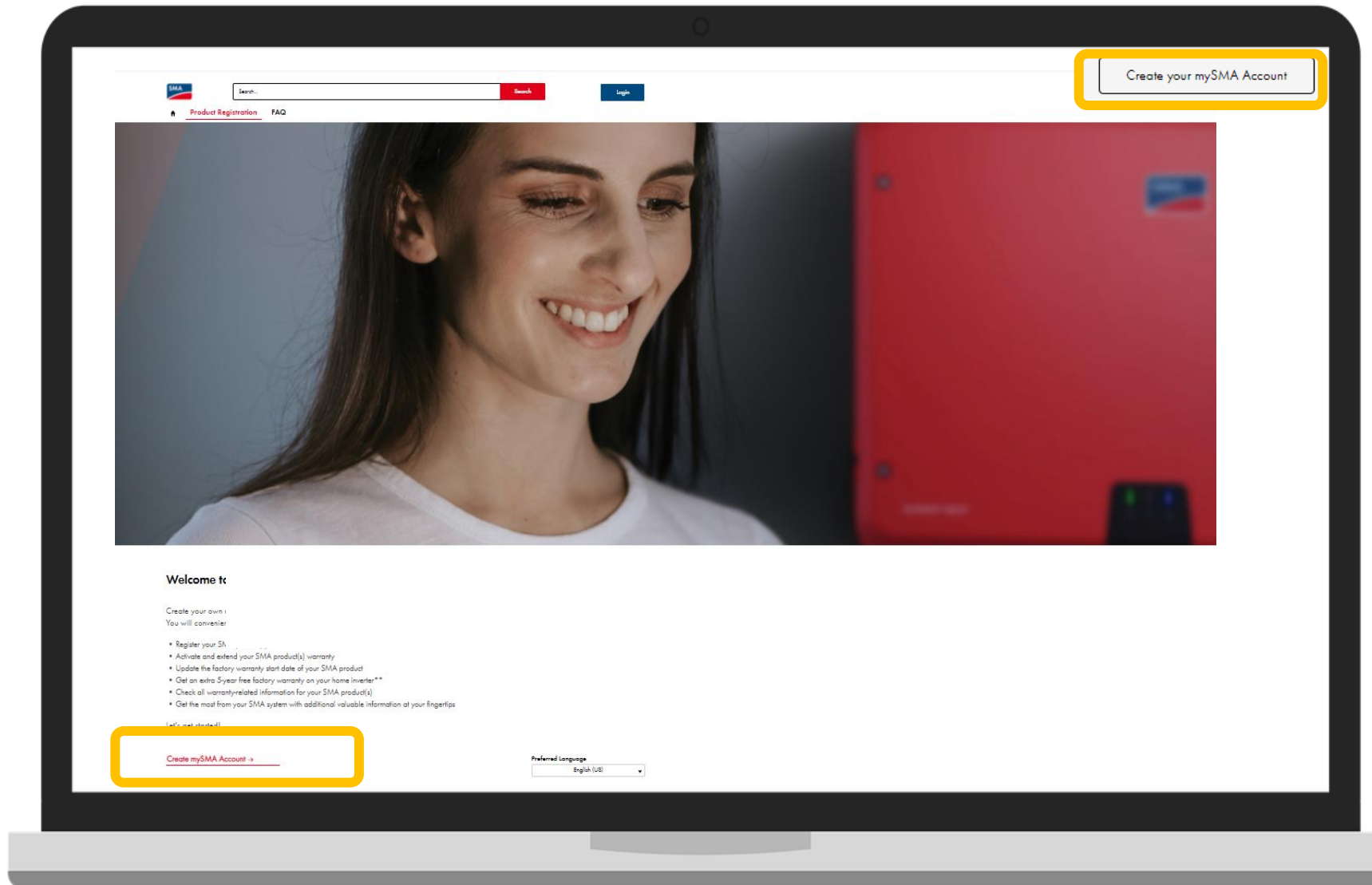
** [Terms & conditions](#) apply



You can easily change the language in the middle of the page and (if needed) **select English (US)**

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



Select the **correct user profile**.

Be sure to choose “**Specialized company/ Installer**” if you are doing the registration for your client.

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 your language** here.

Then you click on '**Continue**'.

A screenshot of a laptop displaying the SMA account creation form. The form is titled 'SMA' at the top. Below the title is a progress bar with three steps: '1' (selected), '2', and 'Confirmati...'. The form fields are: '* User group' (dropdown menu showing 'Specialized company / Installer'), '* Salutation' (dropdown menu showing 'Select'), '* First Name' (text input), '* Last Name' (text input), '* Email' (text input with an information icon), '* Telephone' (text input with an information icon), and '* Language' (dropdown menu showing 'English'). At the bottom of the form are 'Back' and 'Next' buttons. A link 'Don't see your Language?' is also present.

Create a mySMA account

Step by step tutorial



Fill in **the 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!

A screenshot of a laptop screen displaying the mySMA account creation confirmation page. The page features the SMA logo at the top, a progress bar with a green checkmark and the number '2', and the text 'Confirmati...'. Below this, it states: 'After your registration you will have access to the following mySMA Services: SMA Online Service Center, SMA Product Registration'. The form includes fields for '* Street name and number', '* City', '* ZIP Code', '* Country' (a dropdown menu), and 'Region' (a dropdown menu). There is a link 'Don't see your country?'. Three checkboxes are present, all of which are checked: 'I agree to the Terms of Use for mySMA Services', 'I agree to Cookie Usage & Data Protection Declaration', and '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'. At the bottom, there are 'Back' and 'Submit' buttons.

Create a mySMA account

Step by step tutorial



SMA Service Support



Online Service Center

Create Service Cases fast, inform yourself in our Knowledge Base and qualify yourself with Online Trainings for special Services

[Go to Online Service Center](#)



Product Registration

Take advantage of a free extension for the factory warranty on select products, activate your purchased extended warranty & more

[Go to Product Registration](#)

Once logged in you will see the following screen.

Click on 'Go to product registration'.



Register a SMA product

Tutorial



Register an SMA product

Step by step tutorial



Welcome to SMA Product Registration

This space was made to support you in providing even more peace of mind to your customers.

By registering their SMA product(s), you can:

- Update your customer's SMA product factory warranty start date to ensure optimum coverage starting from the commissioning date of their PV system
- Offer your customers an extra 5 years of factory warranty on their home inverter(s) for applicable SMA devices*
- Activate an SMA Extended Warranty. You can place an order for an extended warranty [here](#)

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

- Customer contact details,
- SMA inverter serial number (you can register multiple inverters),
- Commissioning date.

Let's get started!

Please note: When you submit the product registration for your customer, they will automatically receive a confirmation e-mail. Your customer will need to create their own mySMA account to complete the confirmation. If there is no confirmation from your customer, the product registration cannot be finalized.

*Terms & conditions apply

Please start the product registration

- What country is the system installed in?

None

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

Scroll down and select the correct country of installation

And click on 'Next'.

Register an SMA product

Step by step tutorial

A laptop screen displaying a registration form. The form has a header image of a person's neck and shoulders. Below the image is a question box with two radio button options and two buttons at the bottom.

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 my customer. I initiate product registration for him/her.**'

Click on 'Next'

Register an SMA product

Step by step tutorial



Please start the product registration

NOTE:
Please enter the information about the system owner below. This person will receive an e-mail containing an invitation for product registration.
You will not be able to enjoy the benefits of registration until the system owner releases the PV system that you registered. It is not possible to activate an extended warranty.

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

* Street and house number of the system location
Teststraat 19

* ZIP code
2800

* City
Mechelen

State

* First name of the system owner
First name END CUSTOMER

* Last name of the system owner
Last name END CUSTOMER

* E-mail address of the system owner
endcustomer@test.com

Your contact details listed here will be shown to the system owner:

Building Name
Email: info@www.sma.be
Phone: +32 (0)3 218 21 21

☒ I hereby confirm that I am authorized to provide the information provided above regarding the system owner.

Previous Next

Give your solar system a name
(e.g. name of your client)

Then fill out all the information **correctly**.

Changes **cannot** be made afterwards.

Then click on '**next**'.

Register an SMA product

Step by step tutorial



Click "Next" to add devices to the PV system

Please have the serial number and commissioning date at hand for this. You can add also the devices later under "My PV systems".

Next

Make sure you have the **serial number** and **commissioning date** (this is the date of installation or inspection) close by.

Click "**Next.**"

Register an SMA product

Step by step tutorial



Product Registration PV System TEST SMA Installer

PV System Name
TEST SMA Installer

Registered on
13/10/2021

Street and house number
Teststraat 19

Zip Code
2800

City
Mechelen

State

Country
Belgium

Additional Information

First name of the system owner
First name END CUSTOMER

Last name of the system owner
Last name END CUSTOMER

E-mail address of the system owner
[redacted]

Answer of the system owner

Answer of the system owner on

Add an inverter to this PV system

Enter the serial number and commissioning date:

TEST SMA Installer

* Product serial number (see type label on the product) ⓘ
3006910683

* Date of commissioning
24-May-2021

Activation code for an SMA Extended Warranty

If you have purchased an activation code for an SMA Extended Warranty, you can add it below. Alternatively, you can also add the activation code later under "My Products."

Activation code ⓘ

Next

On the left side you will see basic information you just saved. Verify that everything is correct.

On the right, enter the **serial number** of the SMA product and the **commissioning date**, i.e. the date on which the SMA product was put into service.

If you have purchased an **activation code** to activate an additional warranty, you must enter it here.

Active Registered Products (0)

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.

The screenshot shows the 'TEST SMA Installer' registration interface. On the left, there are input fields for 'PV System Name' (TEST SMA Installer), 'Registered on' (13/10/2021), 'Street and house number' (Teststraat 19), 'Zip Code' (2800), 'City' (Mechelen), 'State', 'Country' (Belgium), and 'Additional Information' (First name of the system owner: First name END CUSTOMER, Last name of the system owner: Last name END CUSTOMER, E-mail address of the system owner, Answer of the system owner). On the right, a confirmation box displays: 'The device has been added to the system.', 'Serial Number: 3006910683', 'Product Type: SB5.0-1AV-41', 'Factory Warranty Start: 24-May-2021', and a list of status items: 'Product registered' (checked), 'Start date of SMA Factory Warranty updated' (checked), '+5 years factory warranty approved' (checked), and 'SMA Extended Warranty activated' (unchecked). Below this is a section 'What do you want to do next?' with options 'Register Another Product to this Plant' and 'Complete the product registration'. A 'Next' button is at the bottom right. Red arrows point from the text on the right to the 'Factory Warranty Start' date, the 'SMA Extended Warranty activated' status, and the 'Next' button.

The activated warranty plan is marked with a **green** checkmark.

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

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

Register an SMA product

Step by step tutorial



Recipient: Warranty@SMA.de

Below is an example of an e-mail you can use:

Hello,

I need to register the 5+5 warranty extension for an 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.

Please find the document enclosed and I look forward to receive your confirmation.

Yours sincerely,

Register an SMA product

Step by step tutorial



The screenshot shows a laptop screen displaying the 'Product Registration PV System' form. The form is titled 'TEST SMA Installer'. It contains several input fields for system and user information. A confirmation message is displayed in a box, and a 'Finish' button is highlighted with a yellow border.

Product Registration PV System
TEST SMA Installer

PV System Name
TEST SMA Installer

Registered on
13/10/2021

Street and house number
Teststraat 19

Zip Code
2800

City
Mechelen

State

Country
Belgium

Additional Information

First name of the system owner
First name END CUSTOMER

Last name of the system owner
Last name END CUSTOMER

Email address of the system owner
[Redacted]

Answer of the system owner

Answer of the system owner on

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.

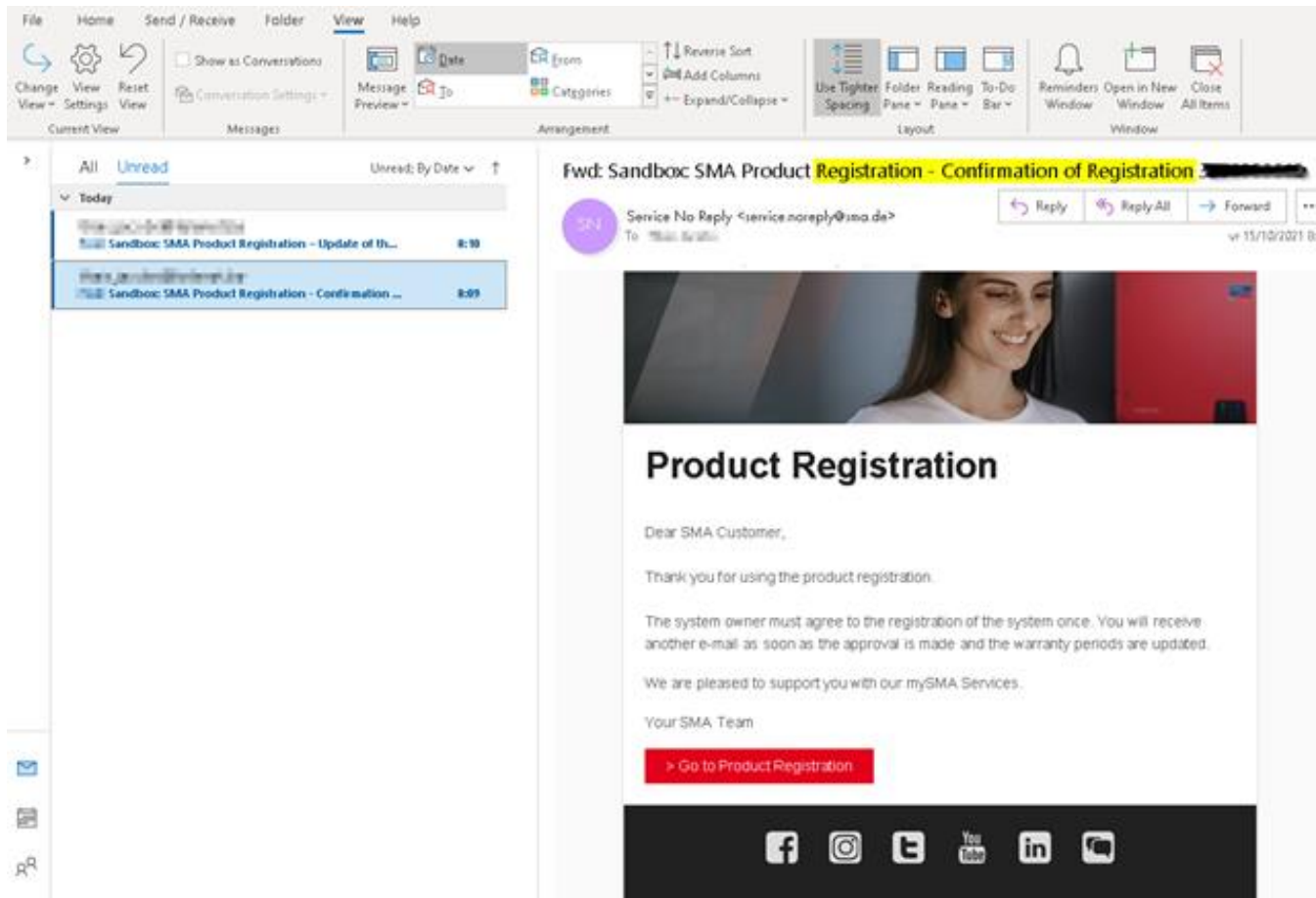
Finish

You will receive a **confirmation e-mail** for each registered product and warranty plan, usually within 24 hours. Please be sure to check your spam folder.

Click on "Finish".

Register an SMA product

Step by step tutorial



You'll receive a confirmation email as shown here.

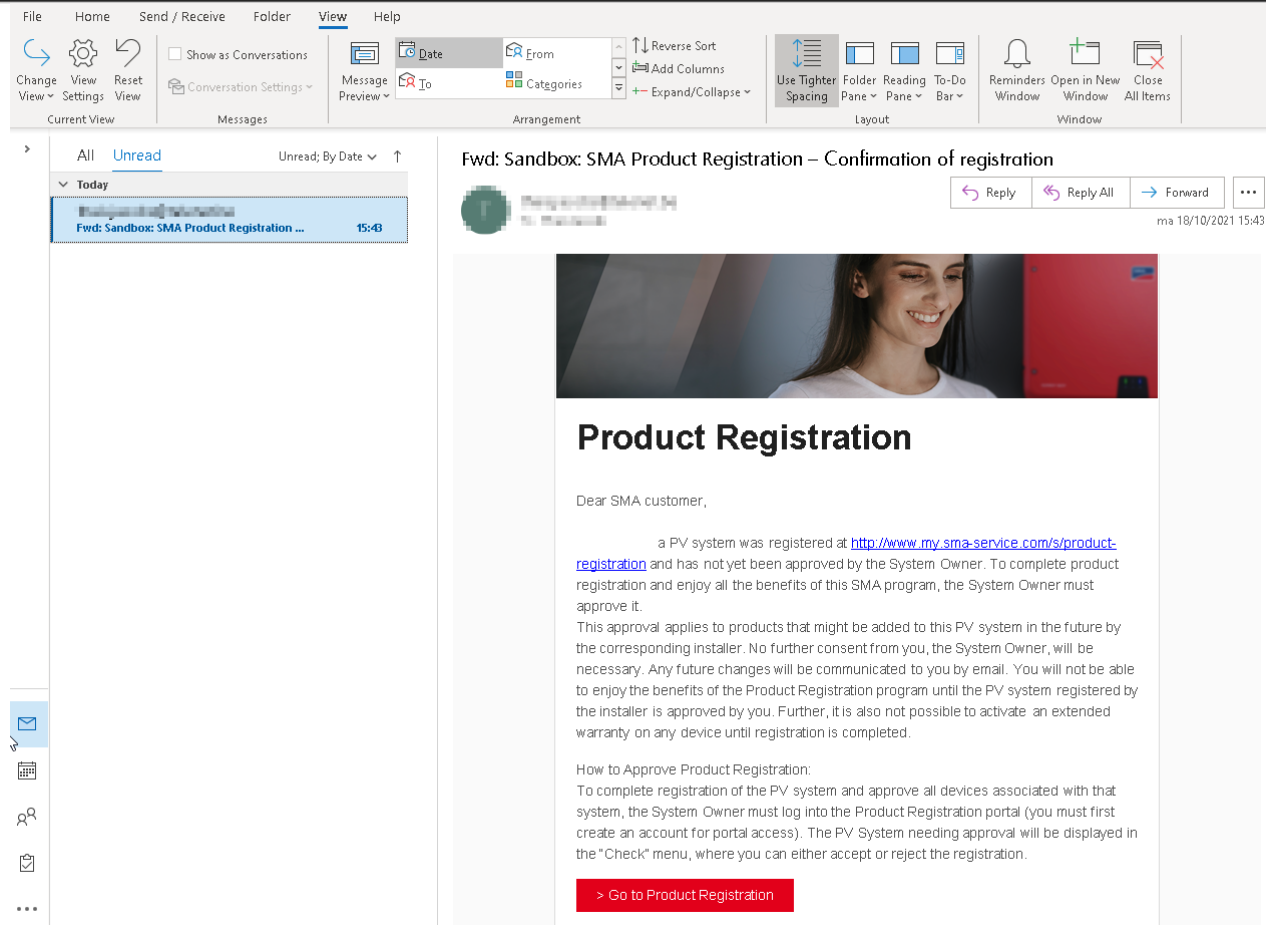
This is not the end of the process!

Your customer, the owner of the installation and therefore also the inverter, must also give his approval and thus release the registration. This is due to privacy legislation.

Your customer has a maximum of 3 weeks to give his approval. If he does not do this, your registration will not be saved and the process must be started again.

Register an SMA product

Step by step tutorial



Your customer will receive an email like this one.

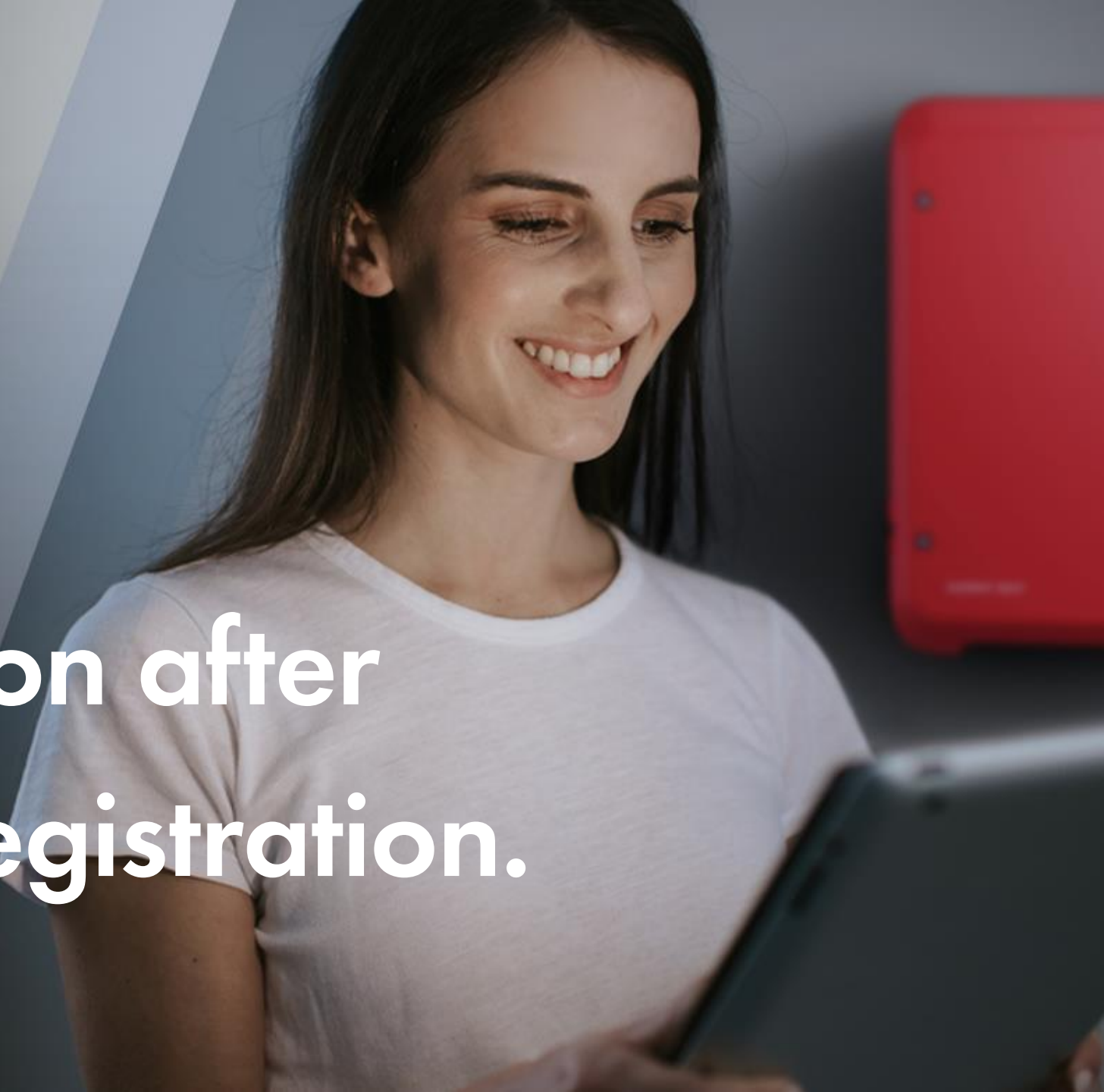
They still have to finish the registration.

Attention!

Your customer, the owner, must also first create a mySMA account and only then can they confirm and complete the registration process.

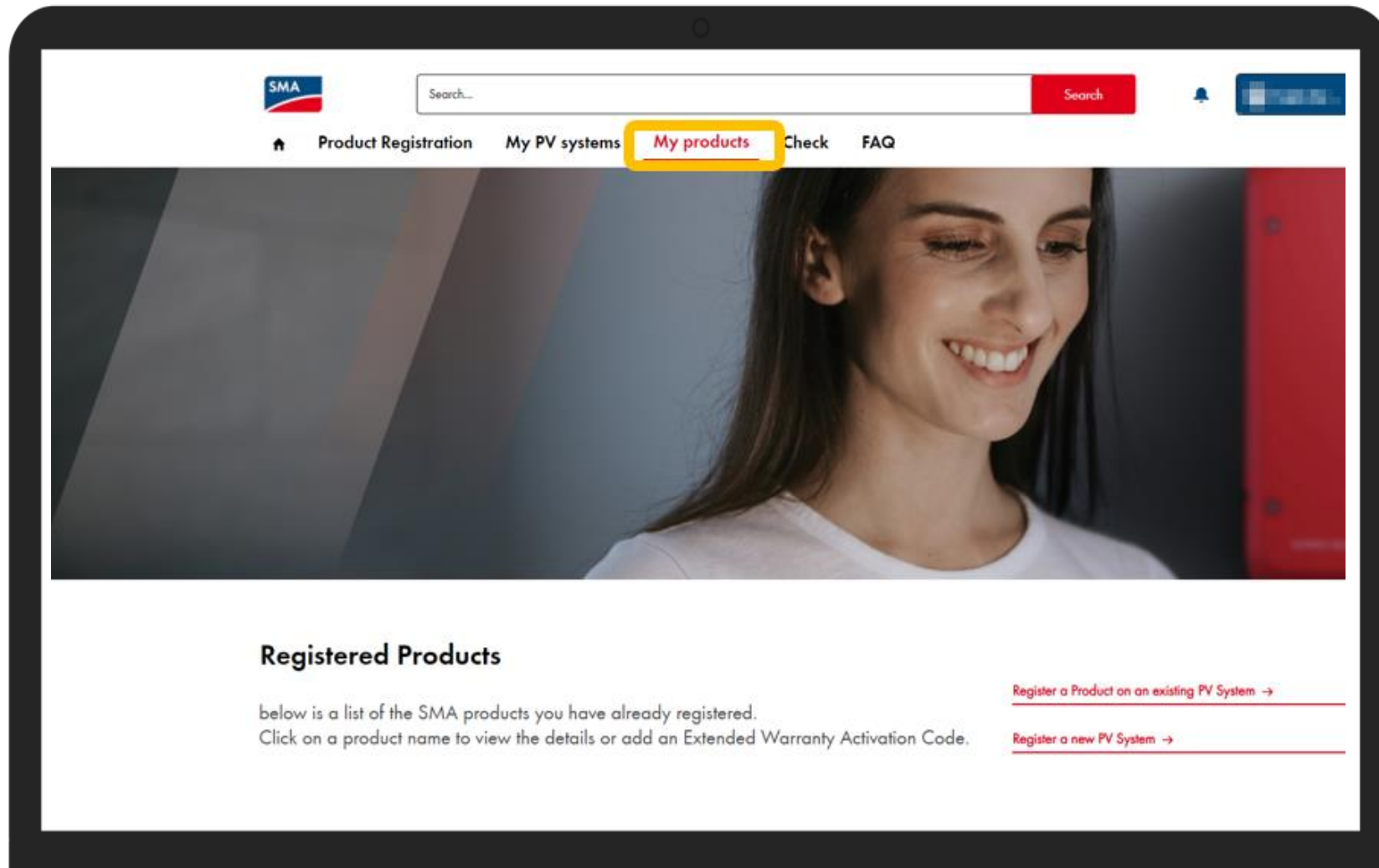


**Verification after
Productregistration.**



Register an SMA product

Step by step tutorial



To check your end customer's manufacturer's warranty or extend the warranty, log into your mySMA account and select the **"my products"** tab. Be sure to have the serial number and commissioning date handy when registering additional products.

Register an SMA product

Step by step tutorial



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

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 ▼

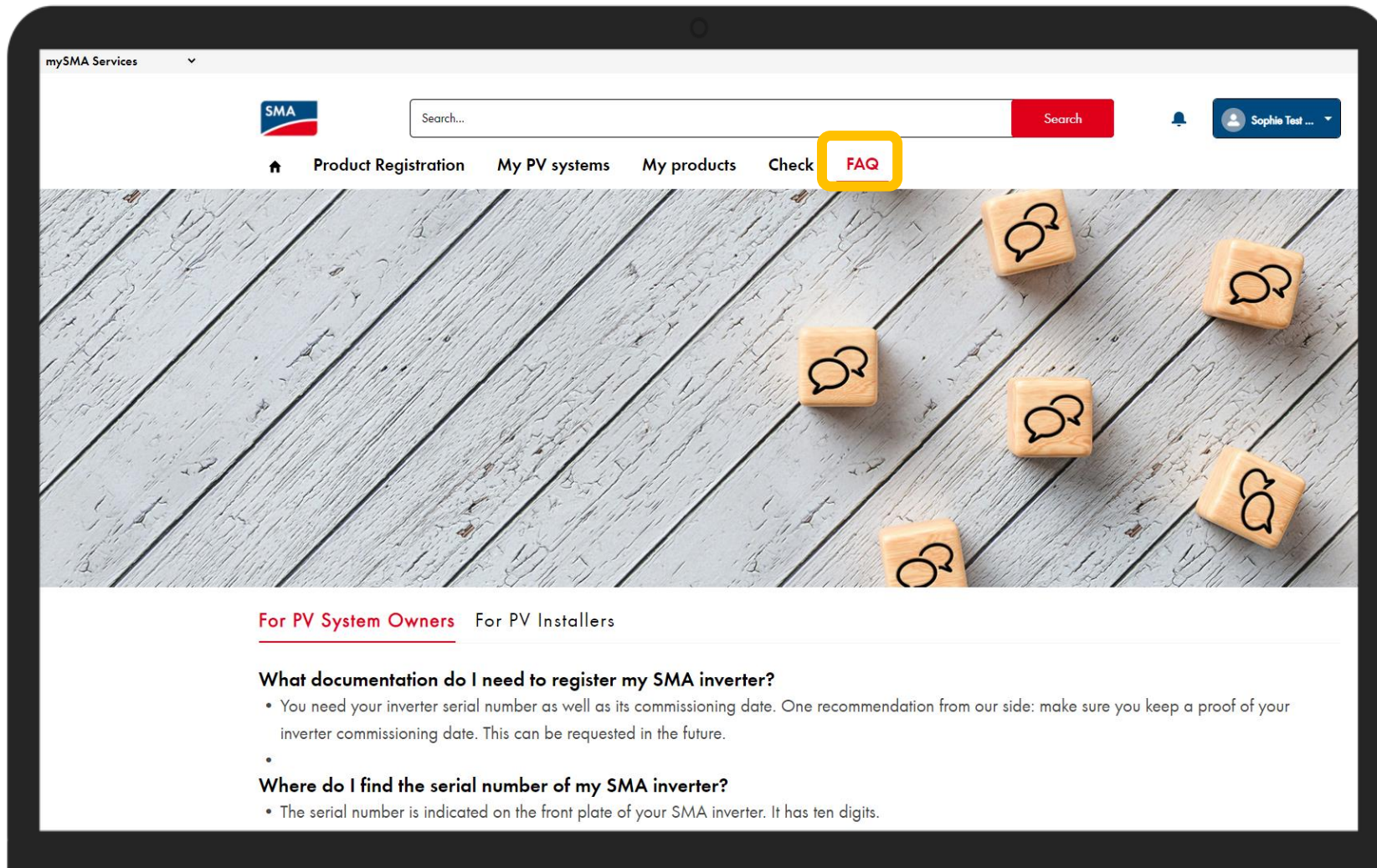
3 Items • Sorted by Product Name • Filtered by All registered products • Updated a few seconds ago

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](#).

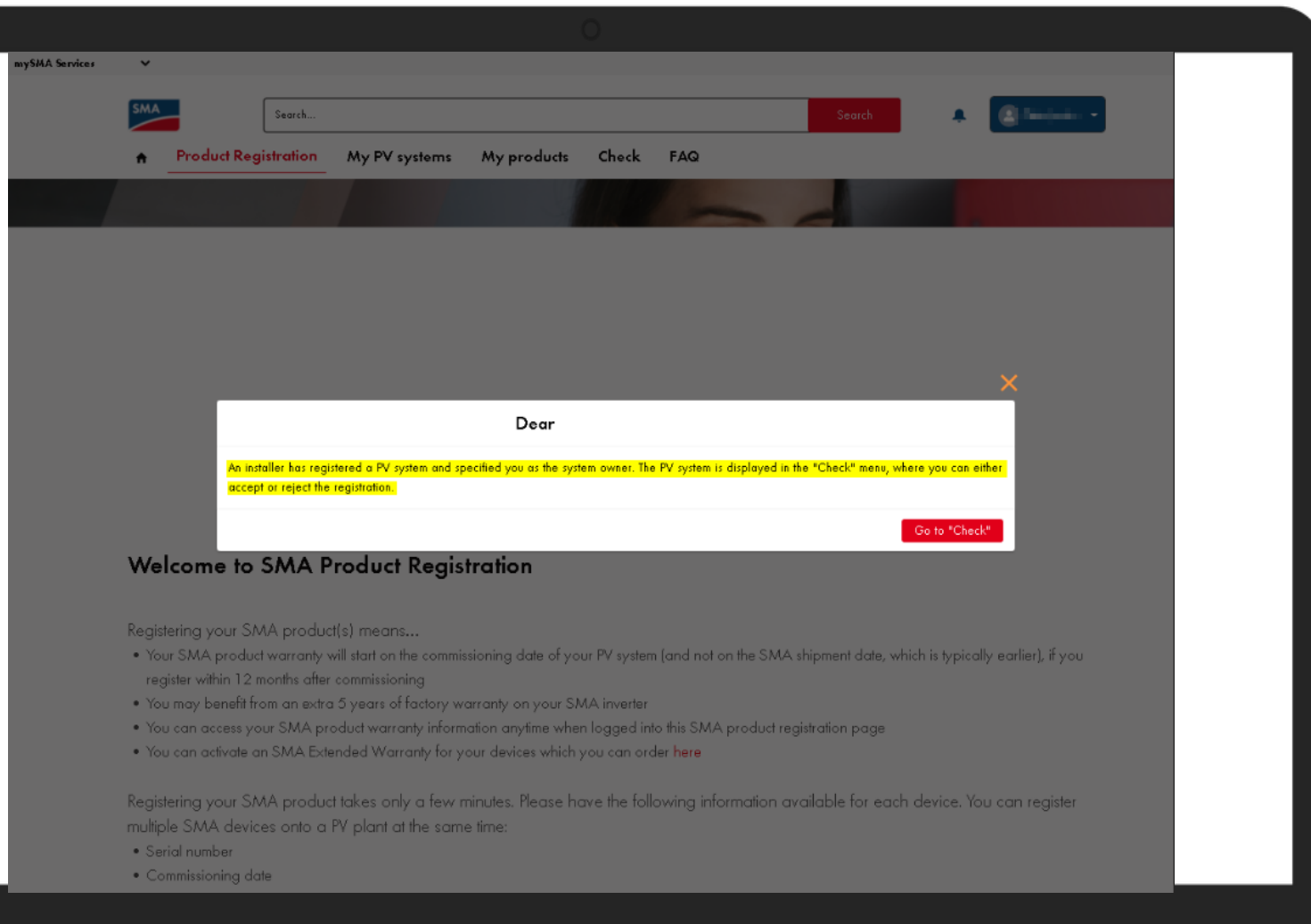


Tutorial for the end client



Register an SMA product

Step by step tutorial for your client



Once your customer is logged into mySMA this pop-up appears.

Your customer must then click on '**got to the "check" menu**'.

Register an SMA product

Step by step tutorial for your client



Product Registration My PV systems My products **Check** FAQ



Pending Approvals

PV System registrations shown below require your approval. These entries were provided by an installer on your behalf. Without your approval, the device(s) will not be registered and a requested extended warranty will not be finalized.

Approval pending

The following PV systems were registered by an installer.
Select a PV system whose registration you want to accept or reject.

Please note that your approval also refers to products added in the future by the corresponding installer (e.g. Sunny Boy, Sunny Tripower). No further approval from you will then be necessary. You will be notified by e-mail of any changes due to added products. You will not be able to enjoy the benefits of registration until you approve the PV system registered by the installer. It will also not be possible to activate an extended warranty. However, you have the option to reject the registration made by the installer and then perform it without the installer.

* Pending approval for the following PV system(s):

Test EN Installer, Test EN Installer 1, 1234 AB, Test EN Installer, NL, Thais Jacobs Installer

Next

Under the '**check**' tab, your client will see the '**outstanding authorization**'.

Here your customer indicates 'the solar plant' and clicks on '**next**'.

Register an SMA product

Step by step tutorial for your client



To complete, just click on 'next'.

Pending Approvals

PV System registrations shown below require your approval. These entries were provided by an installer on your behalf. Without your approval, the device(s) will not be registered and a requested extended warranty will not be finalized.

You have accepted the registration of the PV system. The PV system can now be seen under "My PV systems." The warranty data of the registered products will be updated within 24 hours. You will receive an e-mail as soon as this has been completed.

Please click "Next" to complete the product registration.

Next

Register an SMA product

Step by step tutorial for your client



Pending Approvals

PV System registrations shown below require your approval. These entries were provided by an installer on your behalf. Without your approval, the device(s) will not be registered and a requested extended warranty will not be finalized.

Approval of the registration

This information was provided by the installer. Please check them and either accept or reject the registration. If you reject the registration, you will not be able to use the benefits of the registration. It will also not be possible to activate an extended warranty. However, you have the option to reject the registration made by the installer and then perform it without the installer.

Information about the PV system:

Test EN Installer
Test EN Installer 1
1234 AB Test EN Installer
NL

Information about the system owner:

Test EN Installer Test EN Installer
[redacted]@m

Information about the installer:

[redacted] Installer
Email: th[redacted]@m
Phone: [redacted]

*** Do you accept the registration of the PV system as well as products added in the future by the installer mentioned above?**

☒ Yes
☐ No

Previous

Next

Your customer should then "agree" if they want to complete the registration and click "next".

Register an SMA product

Step by step tutorial for your client



Within 24 hours your customer will receive a **confirmation email** of his warranty update.

