



5Y+5Y

Doubling your peace of mind

October 2021



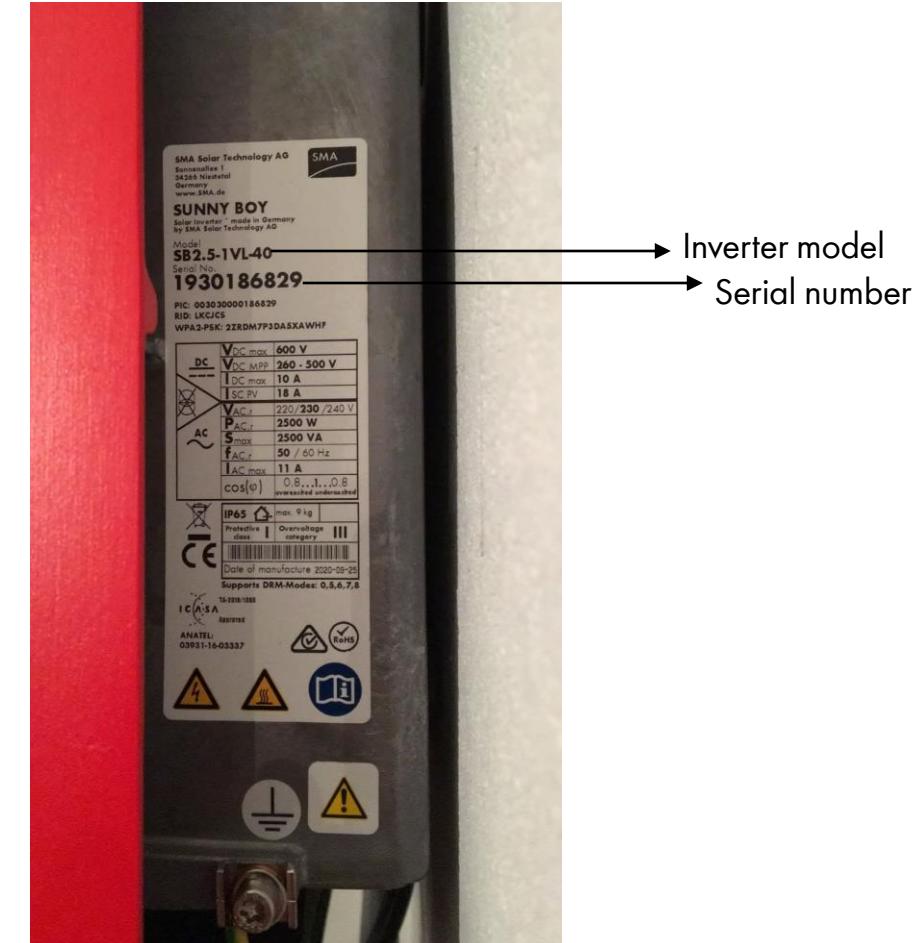
5Y+5Y of SMA Factory Warranty

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

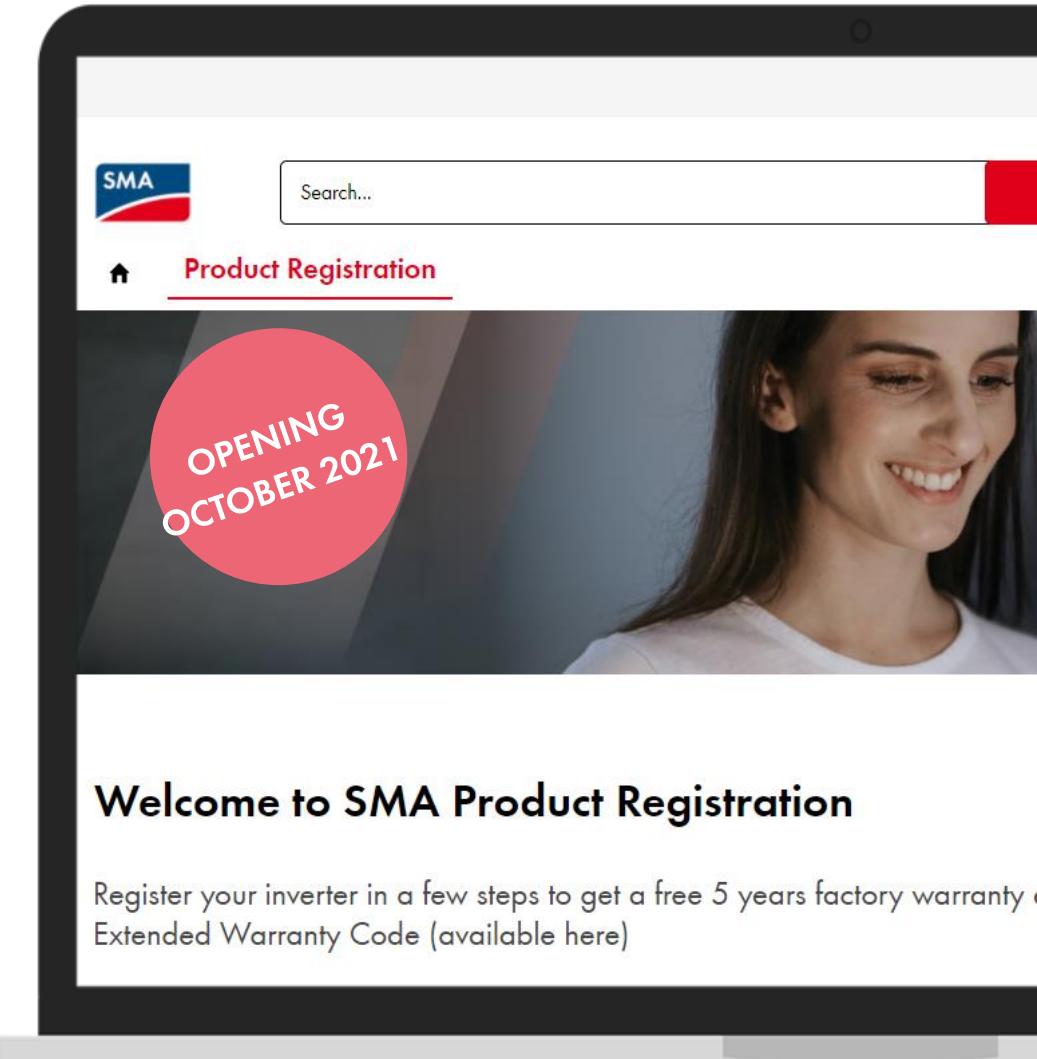
5Y+5Y of SMA Factory Warranty

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.





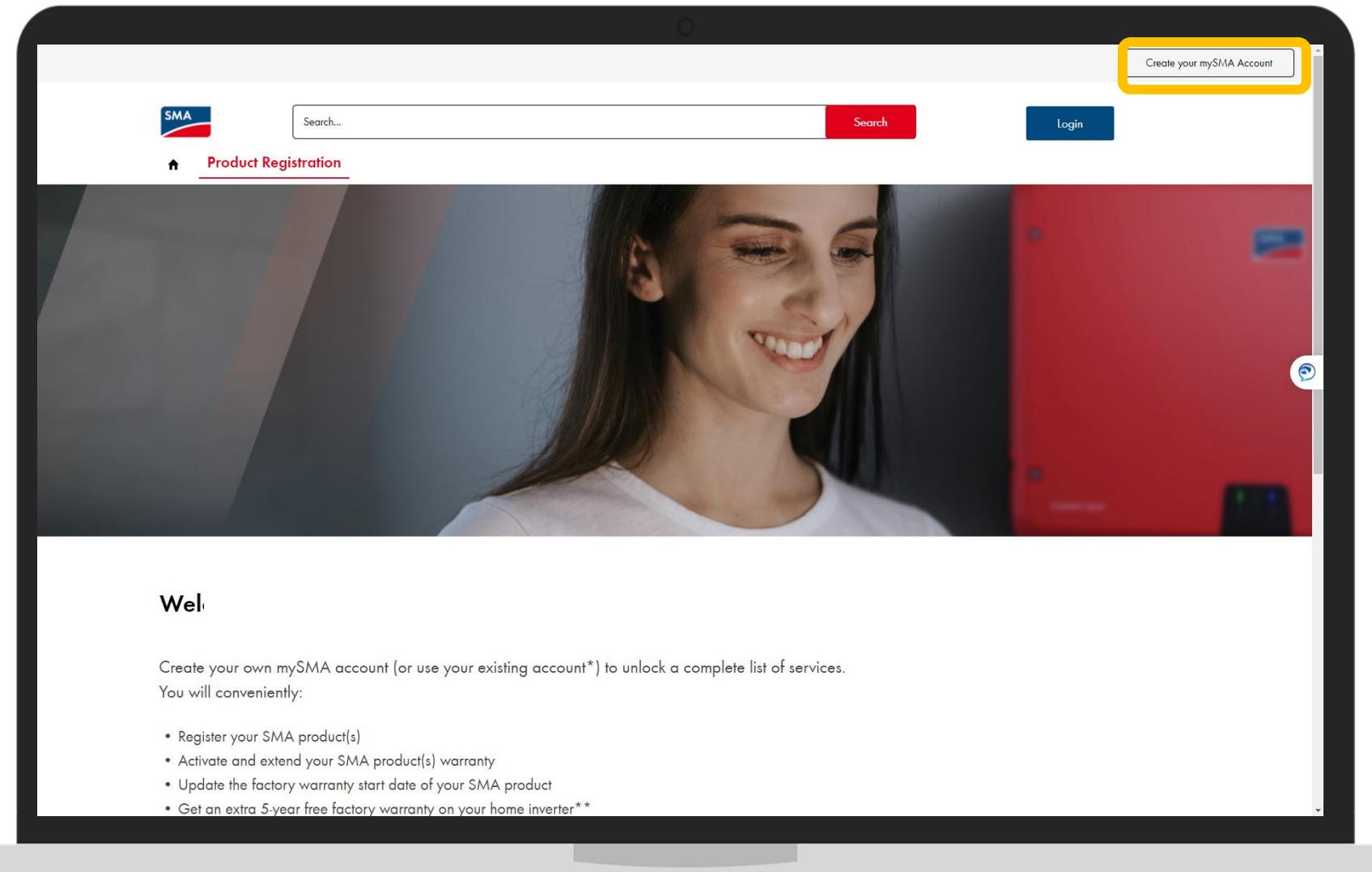
SMA Warranty Create a mySMA account

Tutorial



Create a mySMA account

Step by step tutorial

A screenshot of a computer monitor displaying the SMA Product Registration website. The top navigation bar includes the SMA logo, a search bar, and a 'Create your mySMA Account' button highlighted with a yellow box. Below the navigation is a sub-navigation bar with 'Product Registration' selected. The main content area features a smiling woman and a red SMA inverter. A large 'Welcome' heading is partially visible. Below it, text encourages creating a mySMA account to unlock services like product registration and warranty activation. A list of benefits is provided, including registering products, activating warranties, updating factory warranty start dates, and getting extra warranties. A small note at the bottom states that existing accounts can be used.

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**

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.

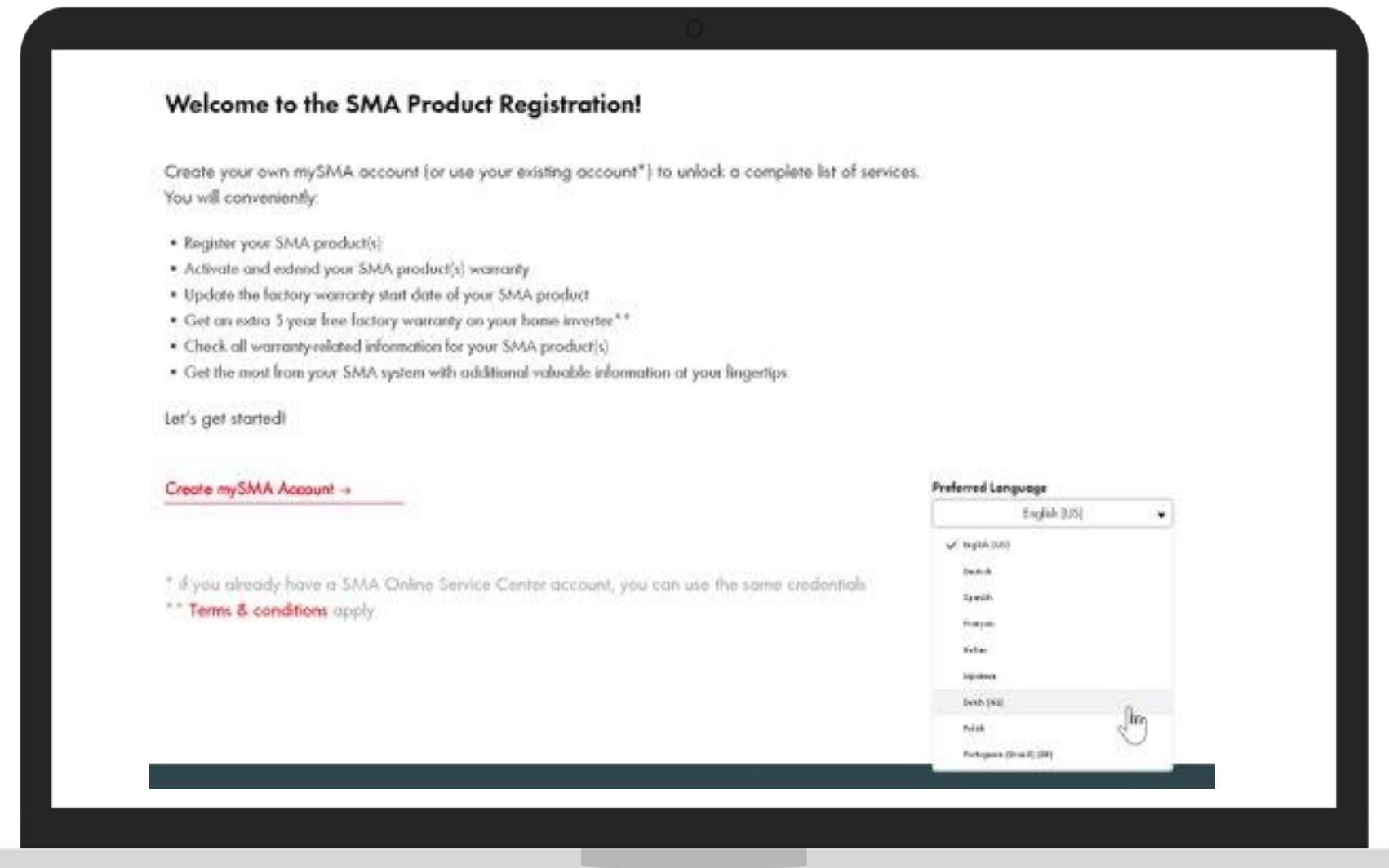
If you already have access to the Online Service Center, you should not create a new login but use this login. You can go directly to the product registration.

Let's get started!

Go to [Product Registration](#) of SMA

Create a mySMA account

Step by step tutorial



The screenshot shows the 'Welcome to the SMA Product Registration!' page. It includes a list of benefits for creating an account, a 'Let's get started!' button, and a 'Create mySMA Account' link. At the bottom, there are two small notes: one about using existing account credentials and another about terms and conditions.

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!

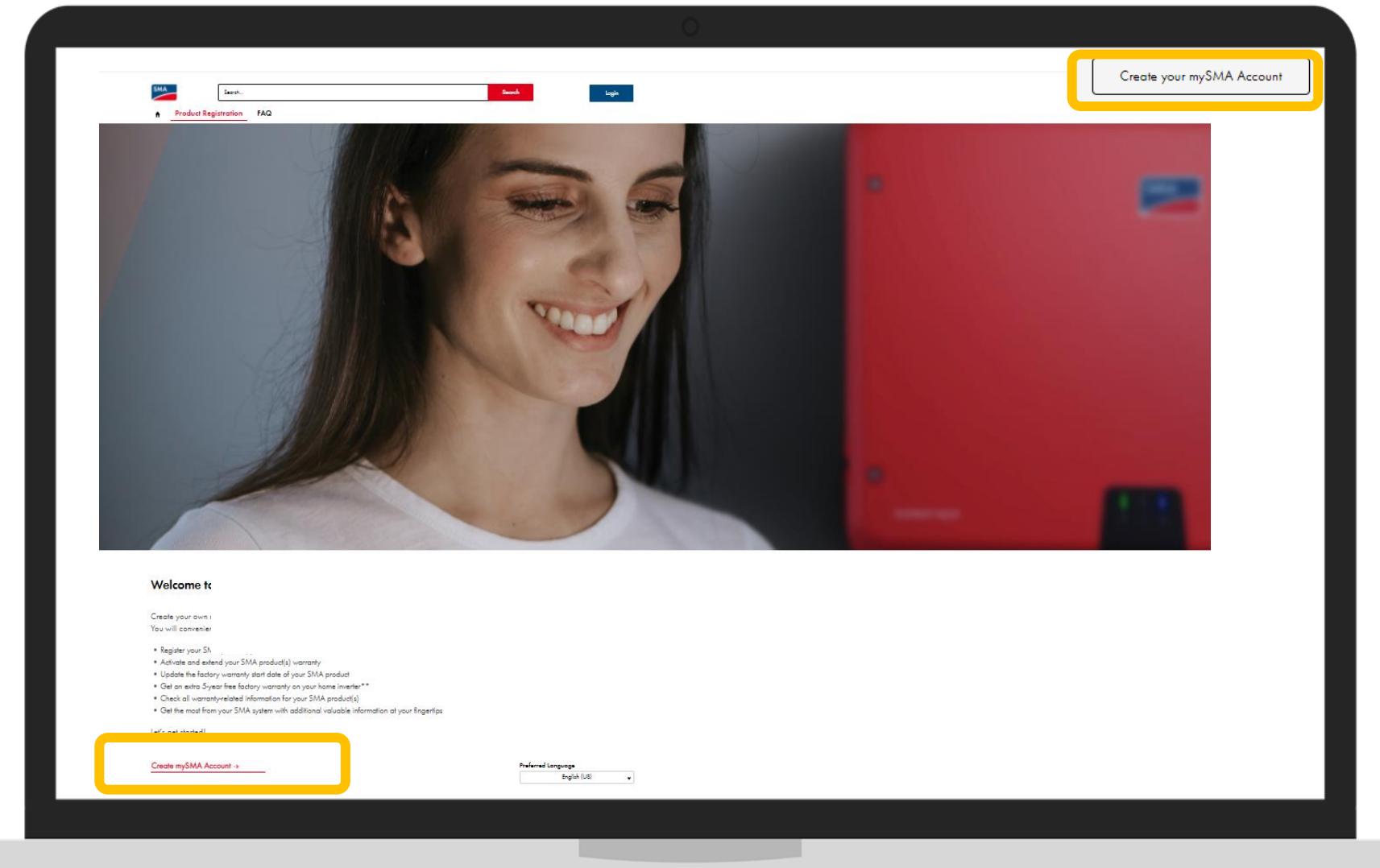
[Create mySMA Account](#)

* 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



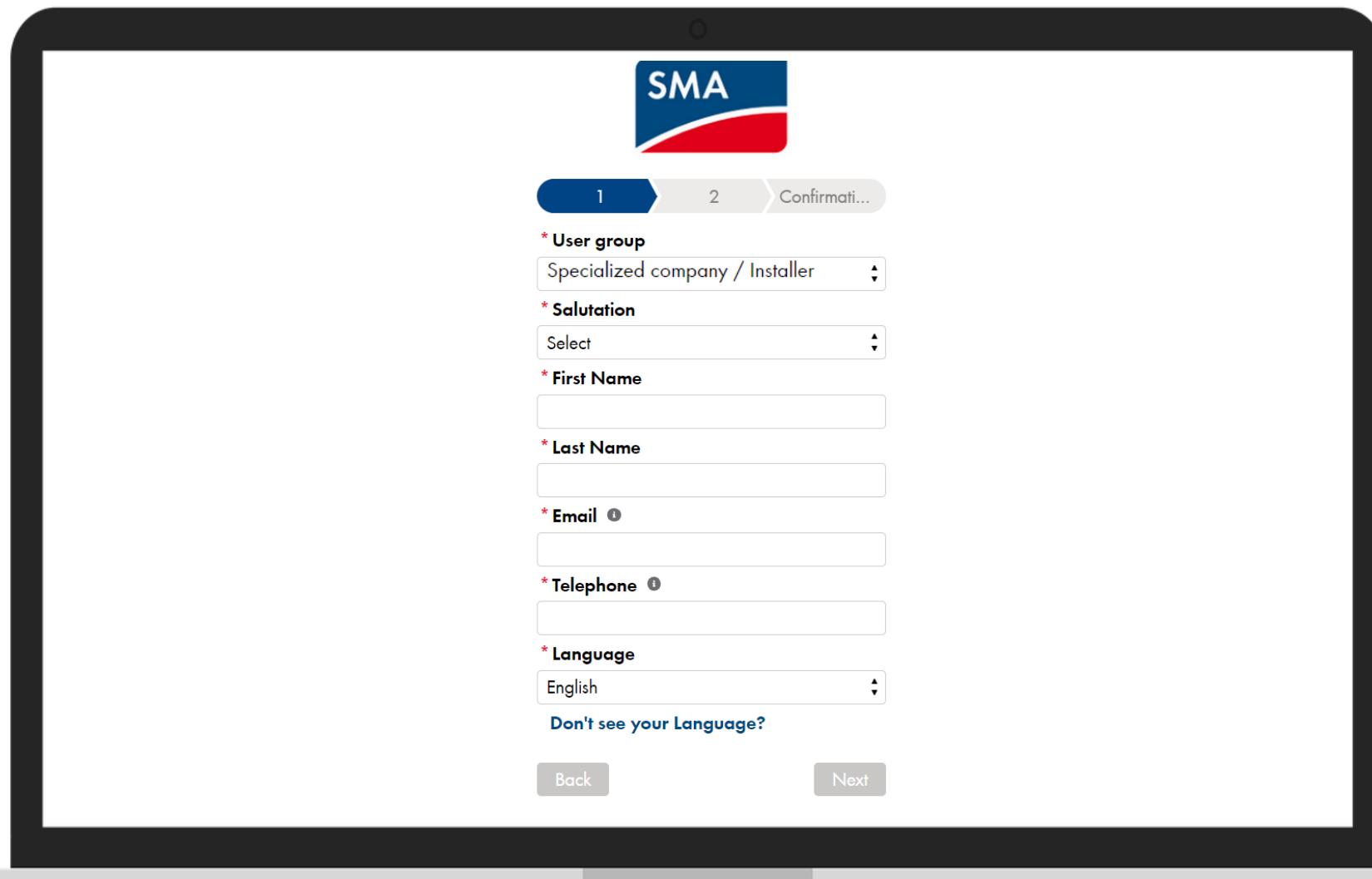
Click on "Create a mySMA Account" at the top right.

Or

In the middle click on
"Create an Account mySMA"

Create a mySMA account

Step by step tutorial



A screenshot of a mobile application screen showing the first step of account creation. The screen has a header with the SMA logo and a progress bar with steps 1, 2, and 'Confirmati...'. The form fields are as follows:

- * User group:** Specialized company / Installer
- * Salutation:** Select
- * First Name:** (empty input field)
- * Last Name:** (empty input field)
- * Email:** (empty input field)
- * Telephone:** (empty input field)
- * Language:** English
- Don't see your Language?** (link)

At the bottom are 'Back' and 'Next' buttons.

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**'.

Create a mySMA account

Step by step tutorial



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

After your registration you will have access to the following mySMA Services:

- SMA Online Service Center
- SMA Product Registration

* Street name and number

* City

* ZIP Code

* Country

Region

Don't see your country?

I agree to the Terms of Use for mySMA Services

I agree to Cookie Usage & Data Protection Declaration

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

Back Submit

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!

Create a mySMA account

Step by step tutorial



Once logged in you will see the following screen.

Click on 'Go to product registration'.



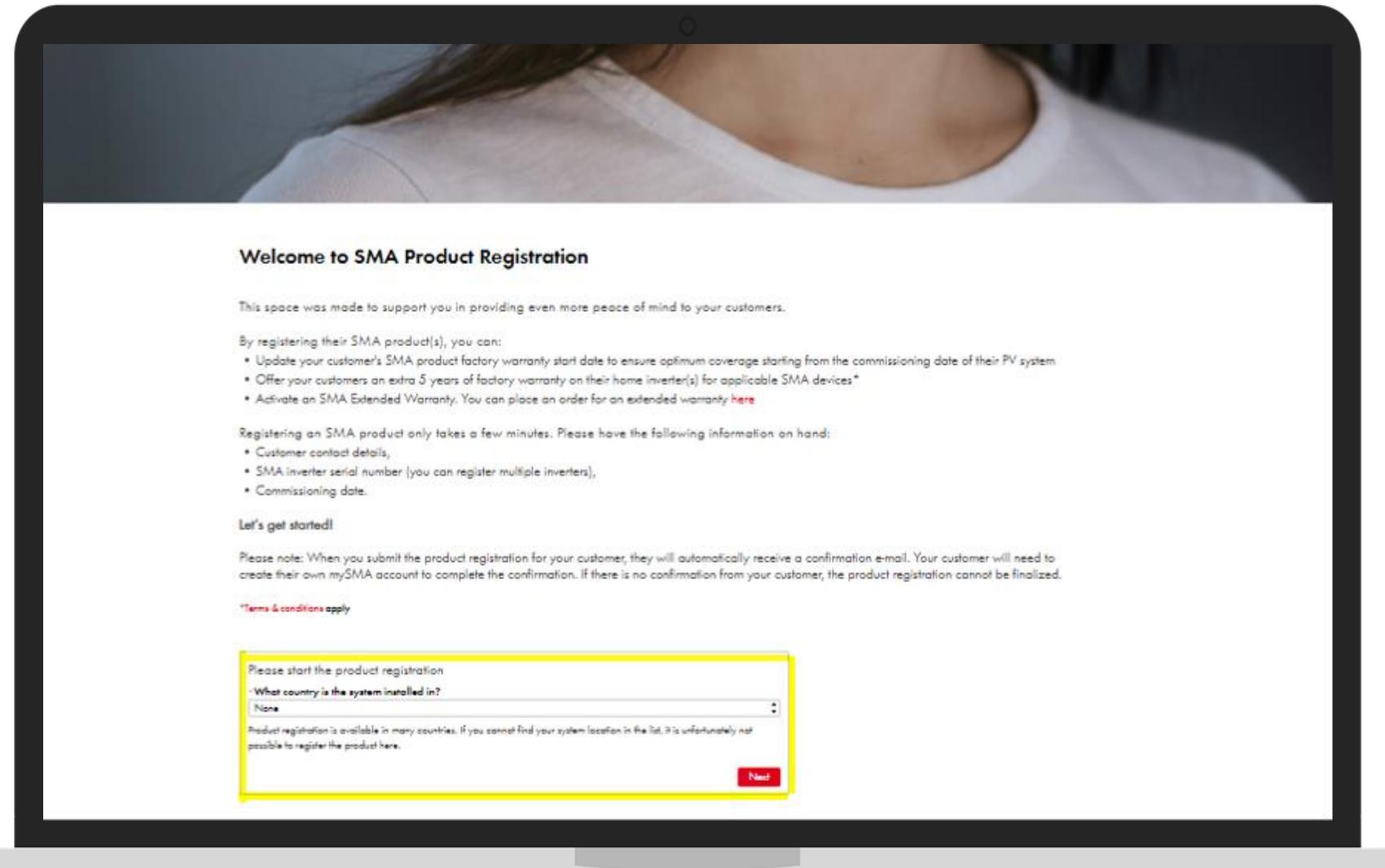
Register a SMA product

Tutorial



Register an SMA product

Step by step tutorial

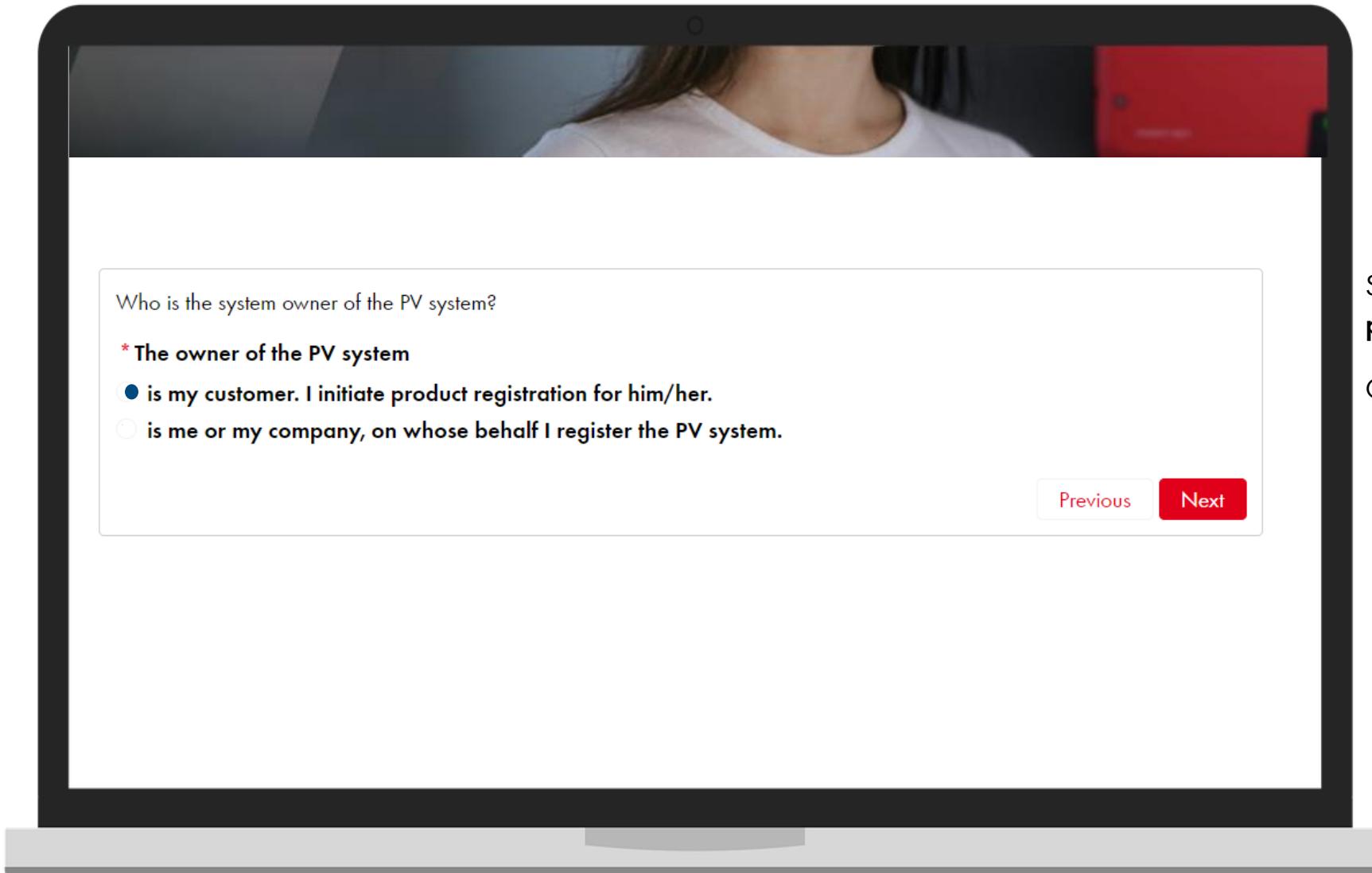


Scroll down and select the correct country of installation

And click on 'Next'.

Register an SMA product

Step by step tutorial

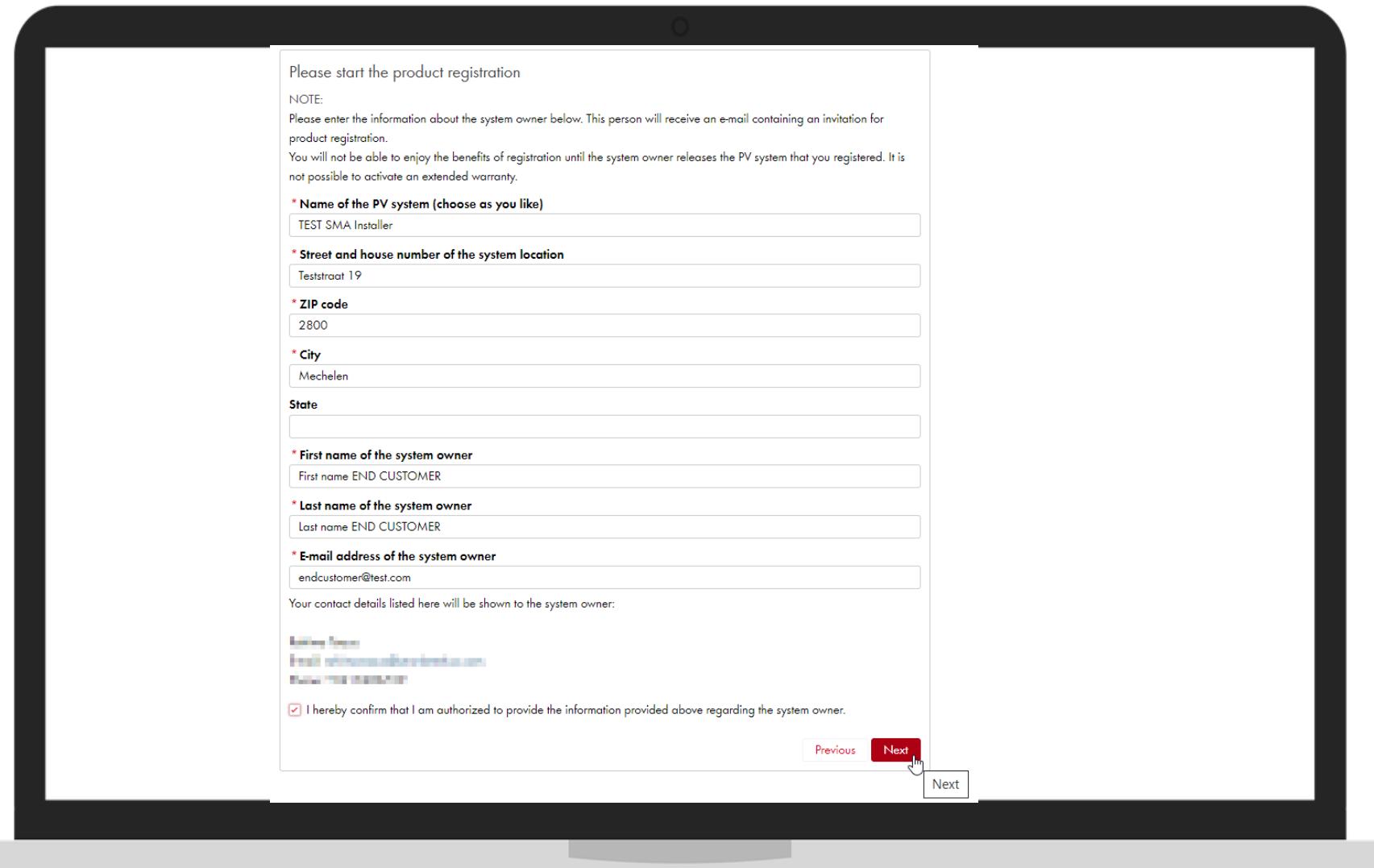


Select '**is my customer. I initiate product registration for him/her.**'

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
[empty field]

* 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:

Business Name:
First name:
Last name:
Email address:
Phone number:

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

Previous Next

Next

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

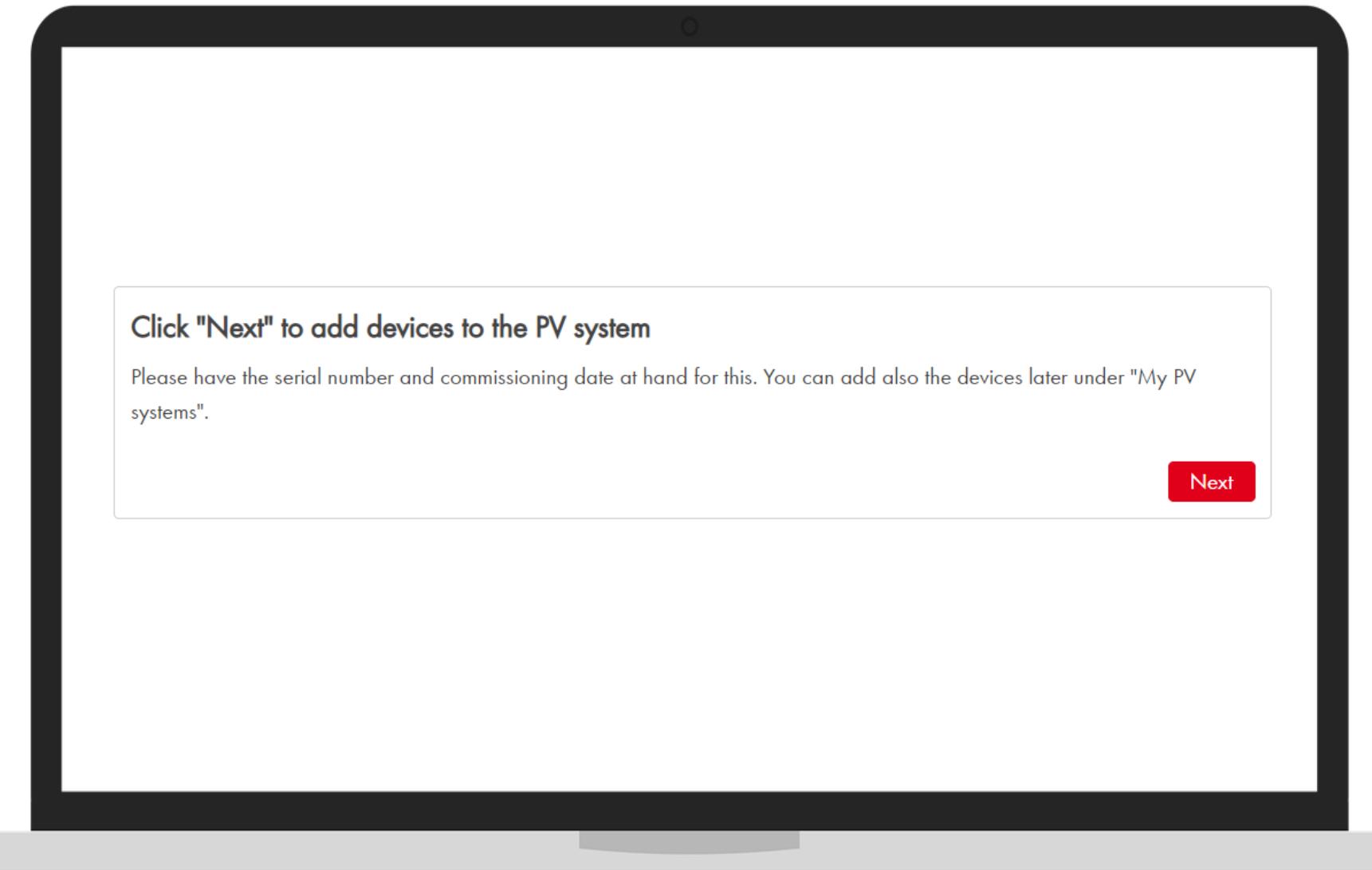
Then fill out all the information **correctly**.

Changes **cannot** be made afterwards.

Then click on '**next**'.

Register an SMA product

Step by step tutorial



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: END CUSTOMER
Last name of the system owner: END CUSTOMER
E-mail address of the system owner: [REDACTED]

Answer of the system owner: [REDACTED]
Answer of the system owner on: [REDACTED]

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: [REDACTED]

Next

Active Registered Products (0)

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.

Register an SMA product

Step by step tutorial



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:
Answer of the system owner:

Registered by:

The device has been added to the system.
Serial Number: 3006910683
Product Type: SB5.0-1-AV-41

Factory Warranty
Start: 24-May-2021

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

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 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,

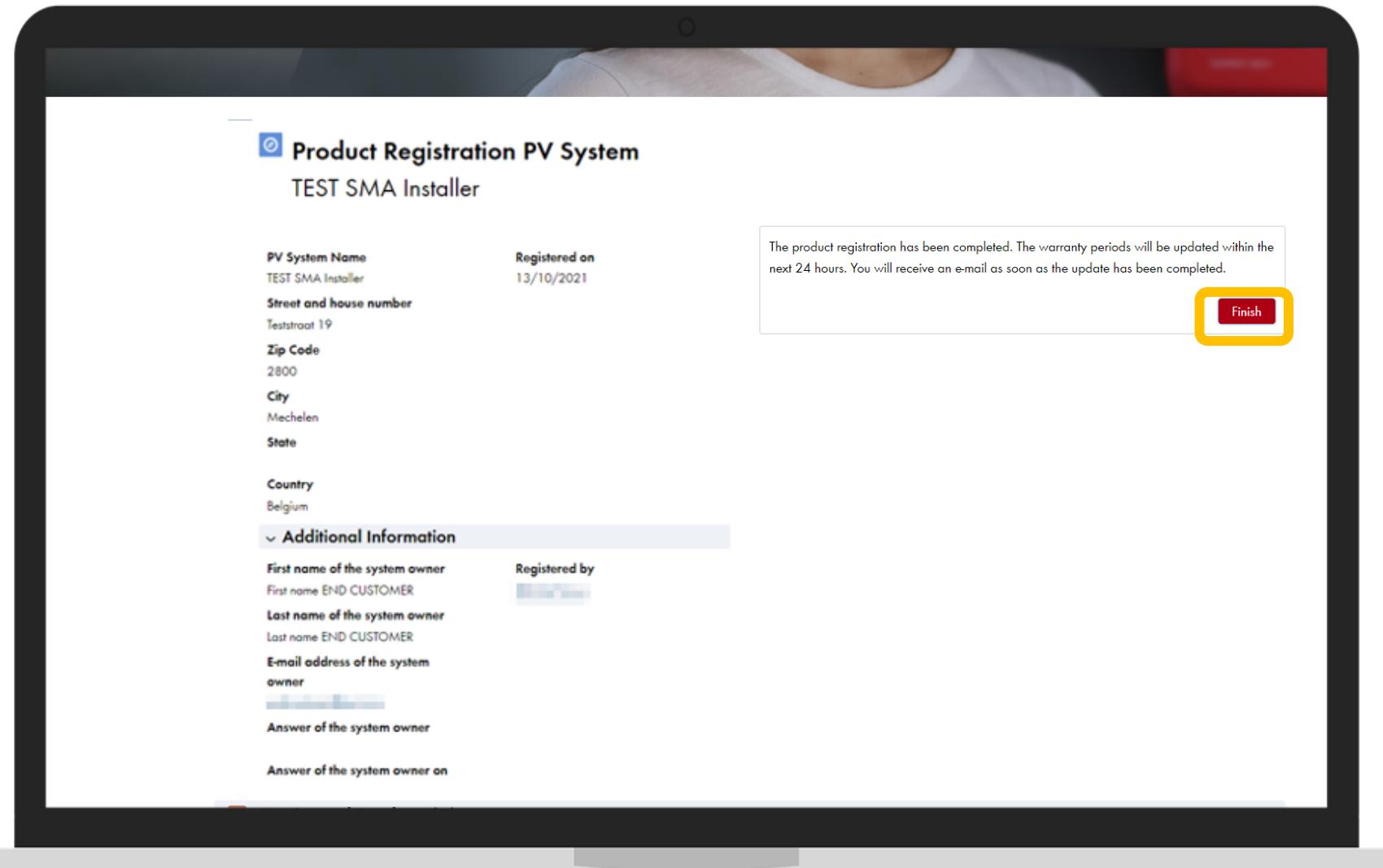
I need to register the 5+5 warranty extension for an inverter with serial number **xxxxxx** and commissioning date **xx/xx/xxxx**. During the registration process, I have been asked to send the commissioning certificate of the inverter to this email address in order to confirm the date of commissioning.

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

Yours sincerely,

Register an SMA product

Step by step tutorial

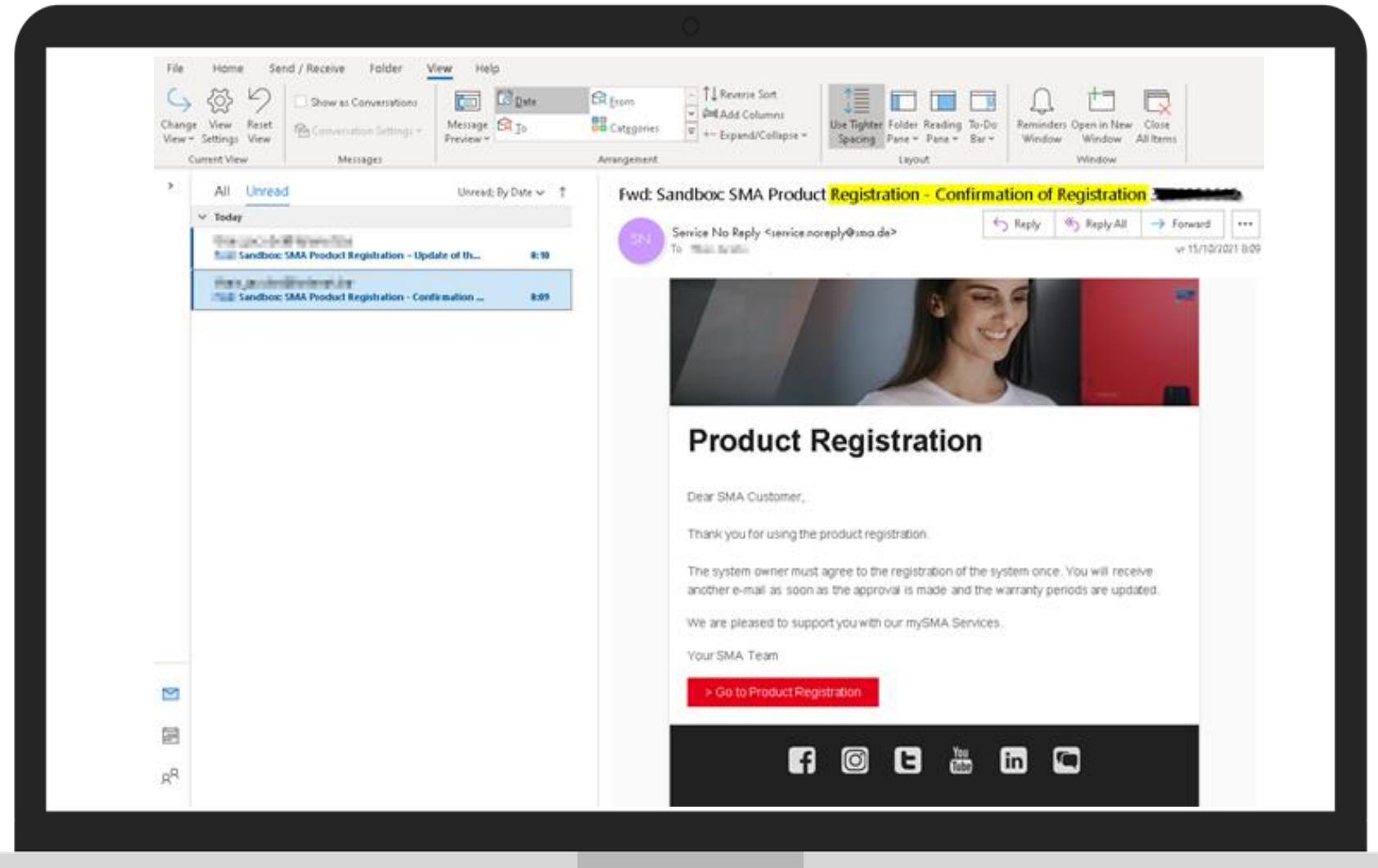


You will receive a **confirmation e-mail** for each registered product and warranty plan, usually within 24 hours. Please be sure to check your spam folder.

Click on "Finish".

Register an SMA product

Step by step tutorial



You'll receive a confirmation email as shown here.

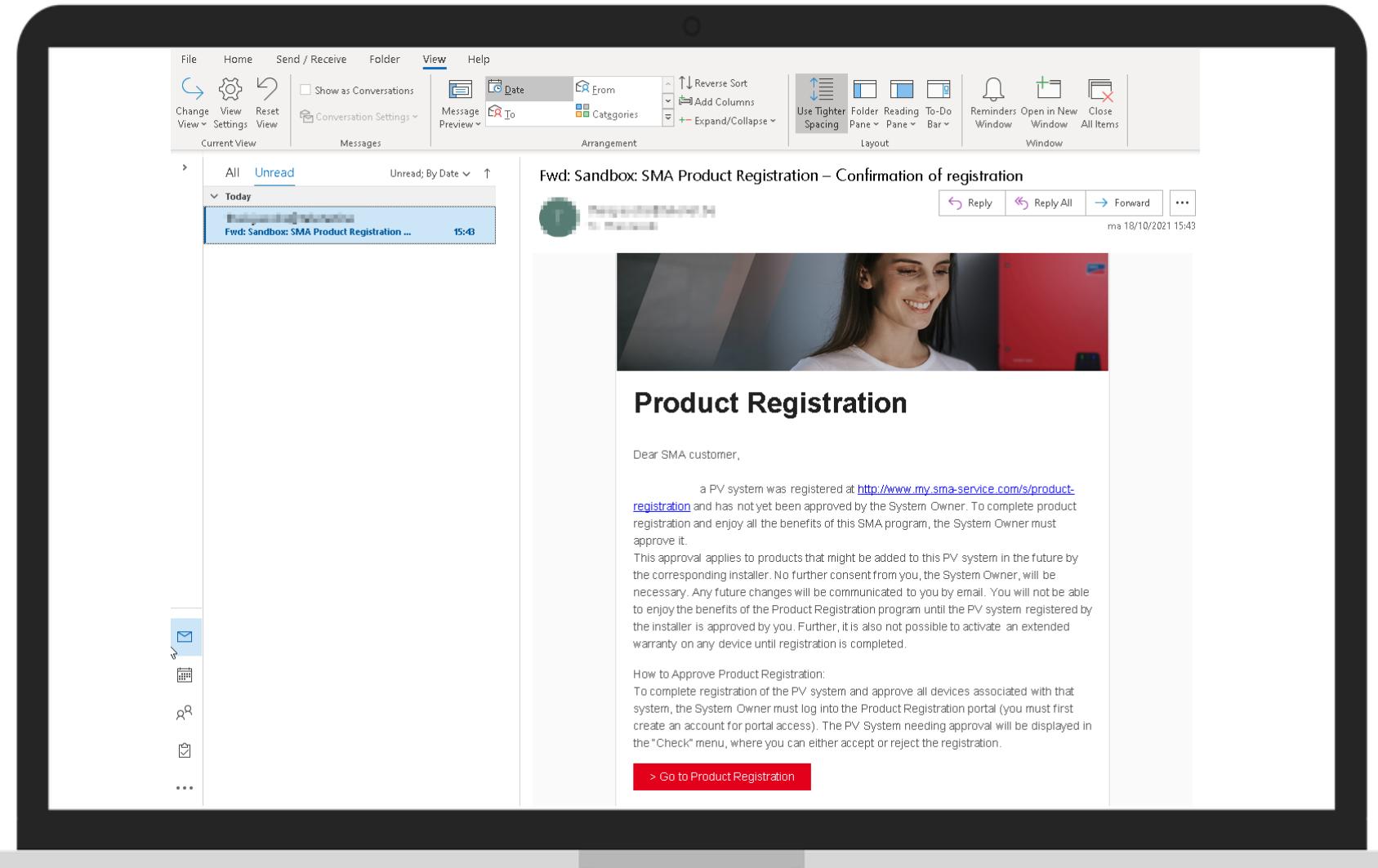
This is not the end of the process!

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



The screenshot shows a Microsoft Outlook window. The ribbon is visible with tabs like File, Home, Send / Receive, Folder, View, and Help. The View tab is selected. The main area shows an email message. The subject of the email is "Fwd: Sandbox: SMA Product Registration – Confirmation of registration". The email body contains the following text:

Product Registration

Dear SMA customer,

A PV system was registered at <http://www.my.sma-service.com/s/product-registration> and has not yet been approved by the System Owner. To complete product registration and enjoy all the benefits of this SMA program, the System Owner must approve it.

This approval applies to products that might be added to this PV system in the future by the corresponding installer. No further consent from you, the System Owner, will be necessary. Any future changes will be communicated to you by email. You will not be able to enjoy the benefits of the Product Registration program until the PV system registered by the installer is approved by you. Further, it is also not possible to activate an extended warranty on any device until registration is completed.

How to Approve Product Registration:

To complete registration of the PV system and approve all devices associated with that system, the System Owner must log into the Product Registration portal (you must first create an account for portal access). The PV System needing approval will be displayed in the "Check" menu, where you can either accept or reject the registration.

[> Go to Product Registration](#)

Your customer will receive an email like this one.

They still have to finish the registration.

Attention!

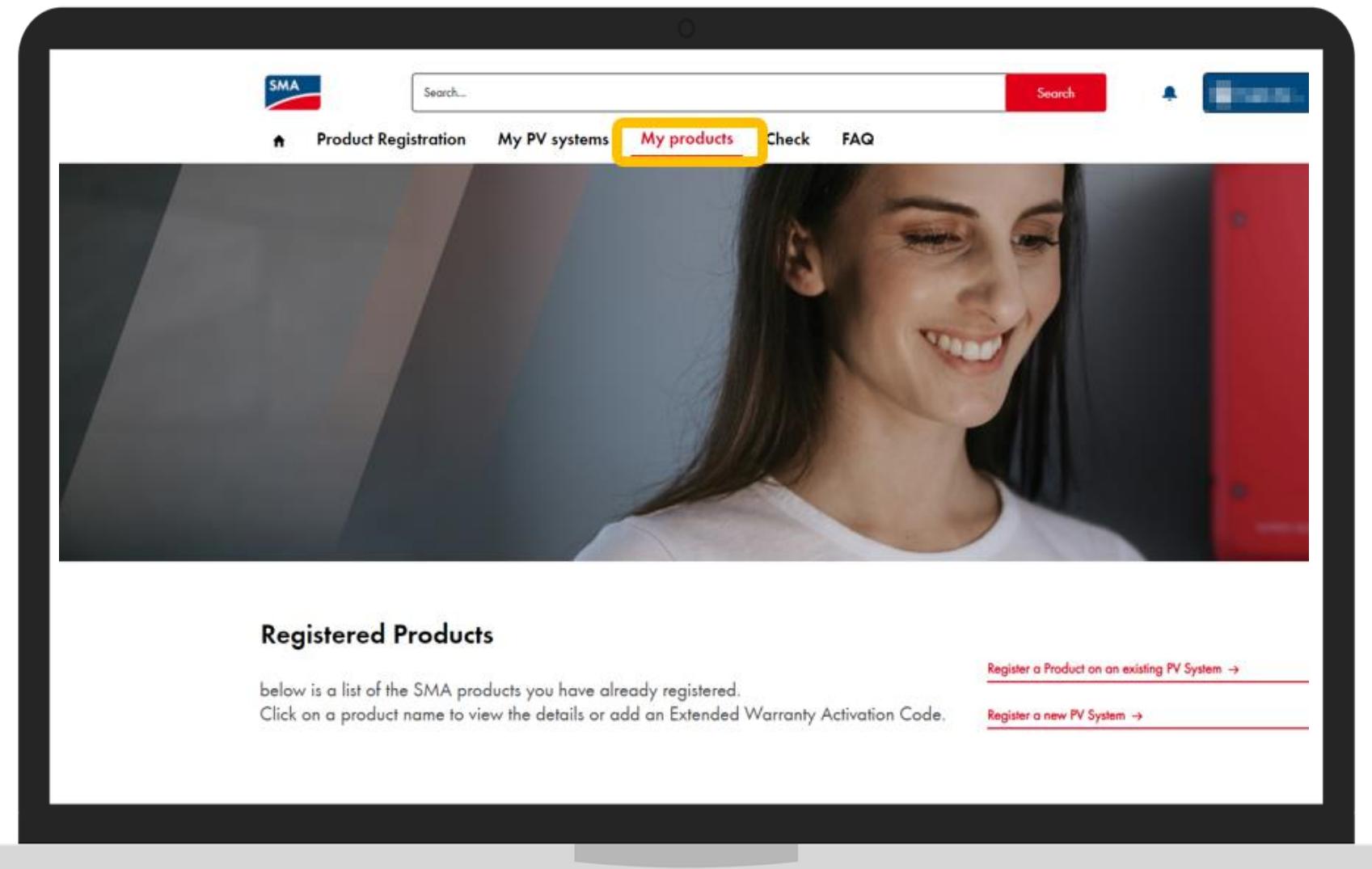
Your customer, the owner, must also first create a mySMA account and only then can they confirm and complete the registration process.

A woman with long dark hair, wearing a white t-shirt, is smiling and holding a tablet computer. She is positioned in front of a large red SMA solar inverter. The background is a light-colored wall with a subtle geometric pattern. The overall scene suggests a positive outcome or satisfaction with the product.

Verification after
Productregistration.

Register an SMA product

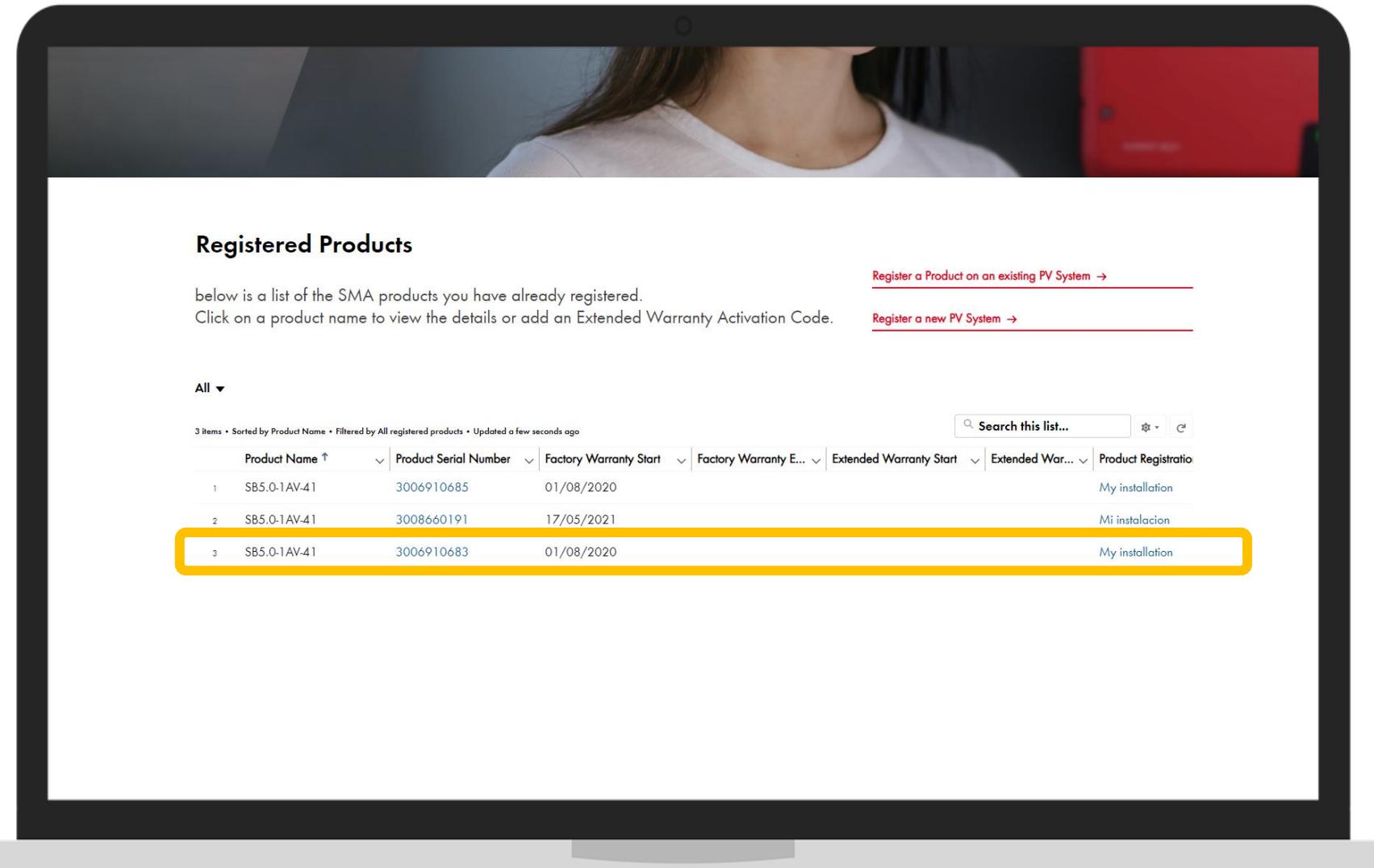
Step by step tutorial

A screenshot of a web browser showing the SMA product registration interface. The top navigation bar includes the SMA logo, a search bar, and links for "Product Registration", "My PV systems", "My products" (which is highlighted with a yellow box), "Check", and "FAQ". Below the navigation is a large image of a smiling woman. The main content area is titled "Registered Products" and contains text: "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." It also includes two red links: "Register a Product on an existing PV System →" and "Register a new PV System →".

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



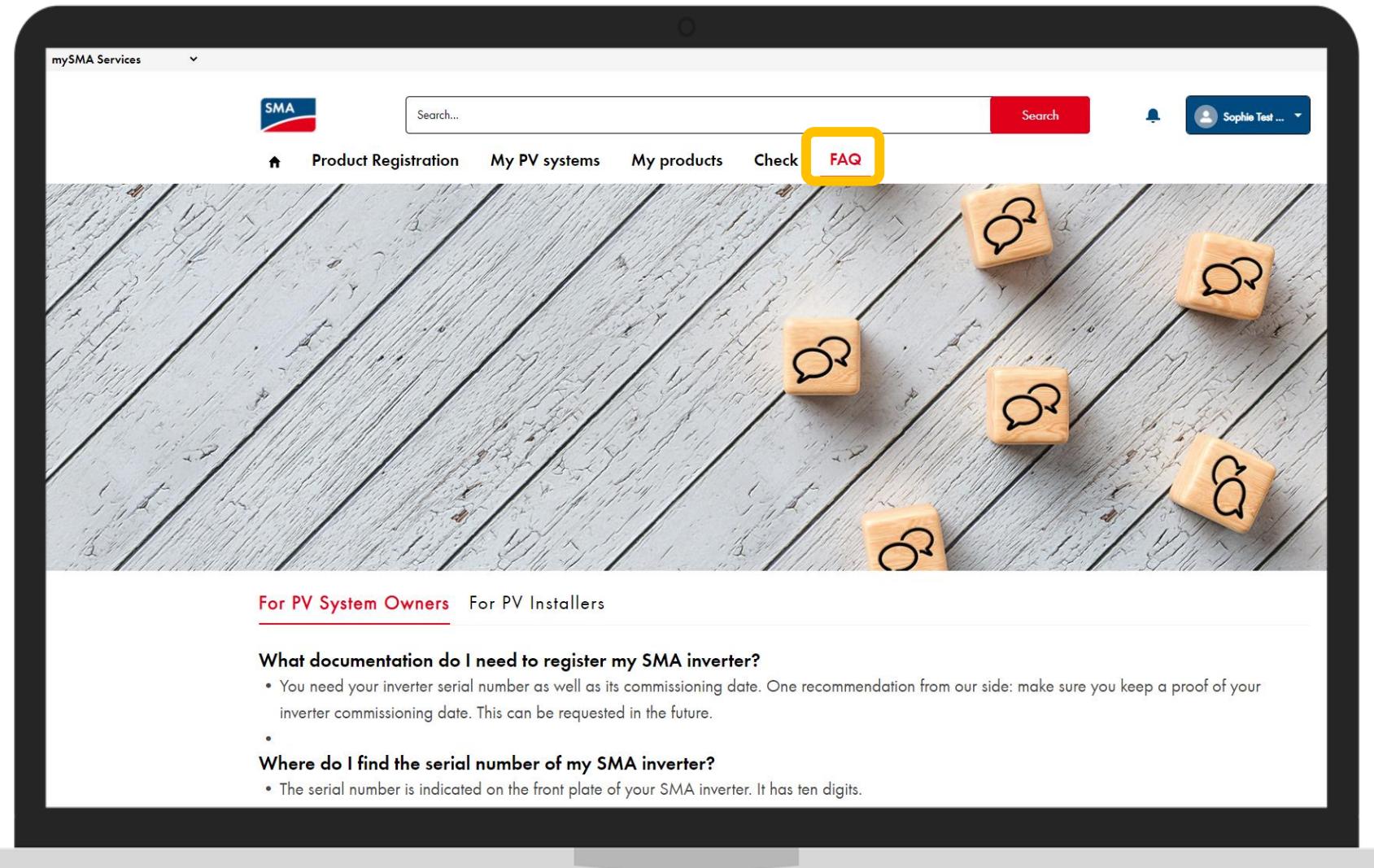
The screenshot shows a web-based interface for managing registered products. At the top, there is a video thumbnail of a person's neck and shoulders. Below it, a section titled "Registered Products" displays a list of three items. Each item in the list includes columns for Product Name, Product Serial Number, Factory Warranty Start, Factory Warranty End, Extended Warranty Start, Extended Warranty End, and Product Registration Status. The third item in the list is highlighted with a yellow box. The interface also includes buttons for "Register a Product on an existing PV System" and "Register a new PV System". A search bar and a dropdown menu are also visible.

Product Name	Product Serial Number	Factory Warranty Start	Factory Warranty End	Extended Warranty Start	Extended Warranty End	Product Registration
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

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

Register an SMA product

Step by step tutorial

A screenshot of the mySMA Services website. The top navigation bar includes 'mySMA Services', the SMA logo, a search bar, a 'Search' button, a notification bell, and a user profile for 'Sophie Test ...'. The main menu has options: 'Product Registration', 'My PV systems', 'My products', 'Check', and 'FAQ', with 'FAQ' highlighted by a yellow box. Below the menu is a large image of a wooden surface with several wooden blocks, each featuring a question mark icon. At the bottom of the page, there are two buttons: 'For PV System Owners' and 'For PV Installers'. Under 'For PV System Owners', there are two sections: 'What documentation do I need to register my SMA inverter?' and 'Where do I find the serial number of my SMA inverter?'. Each section contains a bulleted list of instructions.

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

A screenshot of a computer monitor displaying the mySMA Services website. The main navigation bar includes 'mySMA Services', 'SMA', 'Product Registration' (which is underlined in red), 'My PV systems', 'My products', 'Check', and 'FAQ'. A search bar and a user profile icon are also present. A central pop-up window has a dark gray background and contains the following text:

Dear

An installer has registered a PV system and specified you as the system owner. The PV system is displayed in the "Check" menu, where you can either accept or reject the registration.

[Go to "Check"](#)

Below the pop-up, the main content area is titled 'Welcome to SMA Product Registration'. It contains text about the benefits of registering products and a list of bullet points. At the bottom, there is a section about registering multiple devices with a list of required information.

Registering your SMA product(s) means...

- Your SMA product warranty will start on the commissioning date of your PV system (and not on the SMA shipment date, which is typically 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 when logged into this SMA product registration page
- You can activate an SMA Extended Warranty for your devices which you can order [here](#)

Registering your SMA product takes only a few minutes. Please have the following information available for each device. You can register multiple SMA devices onto a PV plant at the same time:

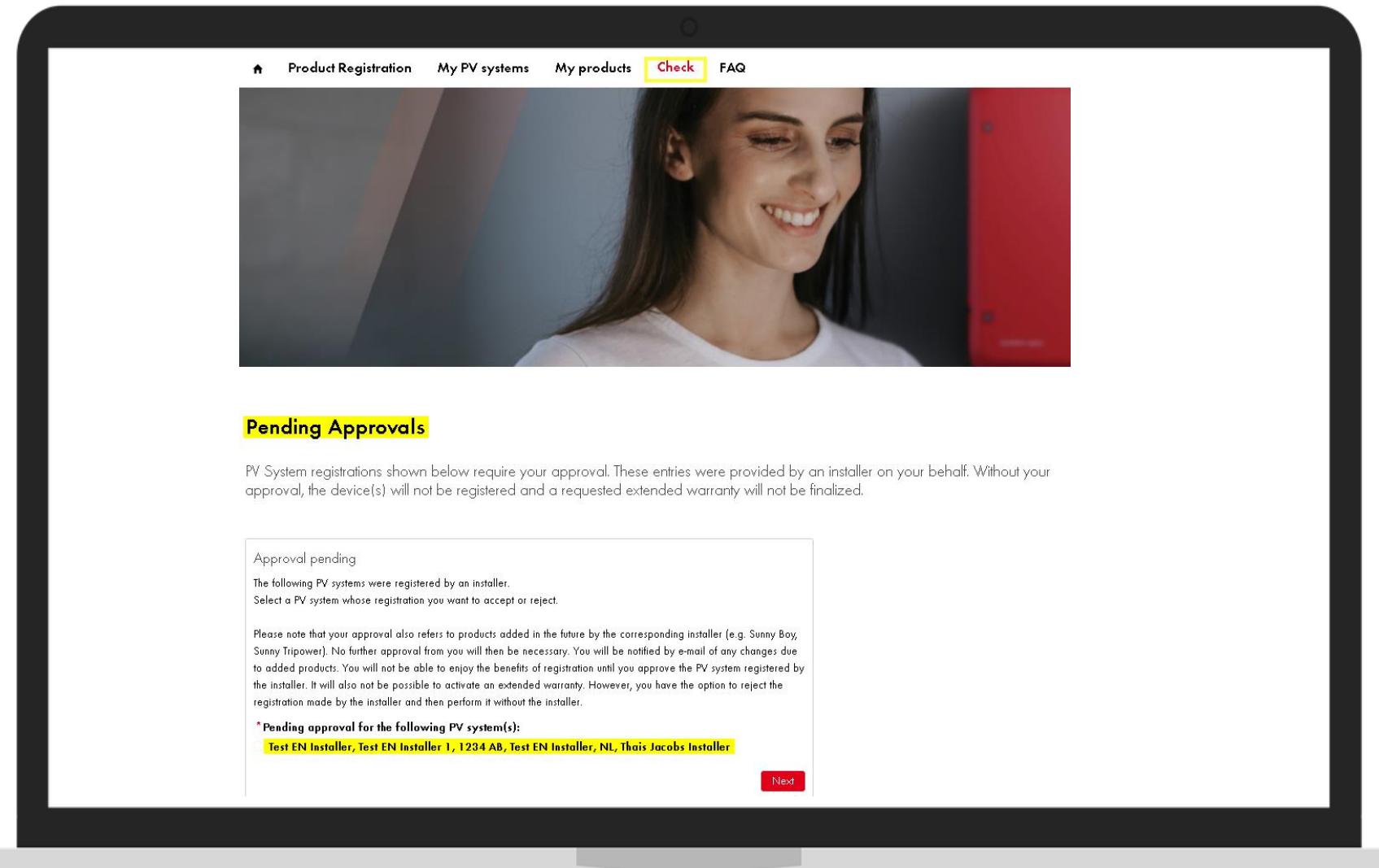
- Serial number
- Commissioning date

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

A screenshot of a web browser showing the SMA product registration interface. The top navigation bar includes 'Product Registration', 'My PV systems', 'My products', 'Check' (which is highlighted with a yellow box), and 'FAQ'. Below the navigation is a large image of a smiling woman. The main content area is titled 'Pending Approvals' and contains the following text:

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

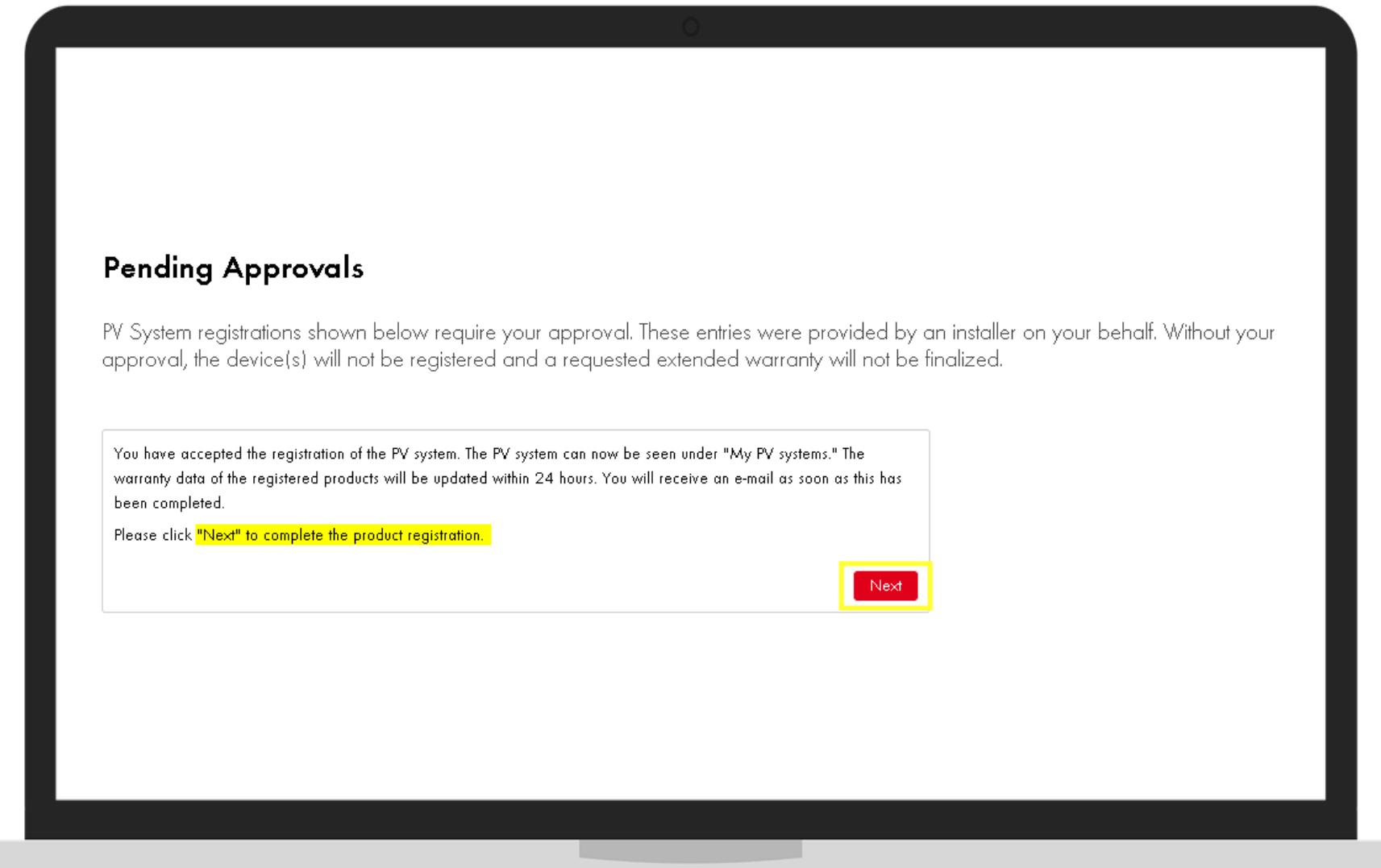
Next

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**'.

Register an SMA product

Step by step tutorial for your client

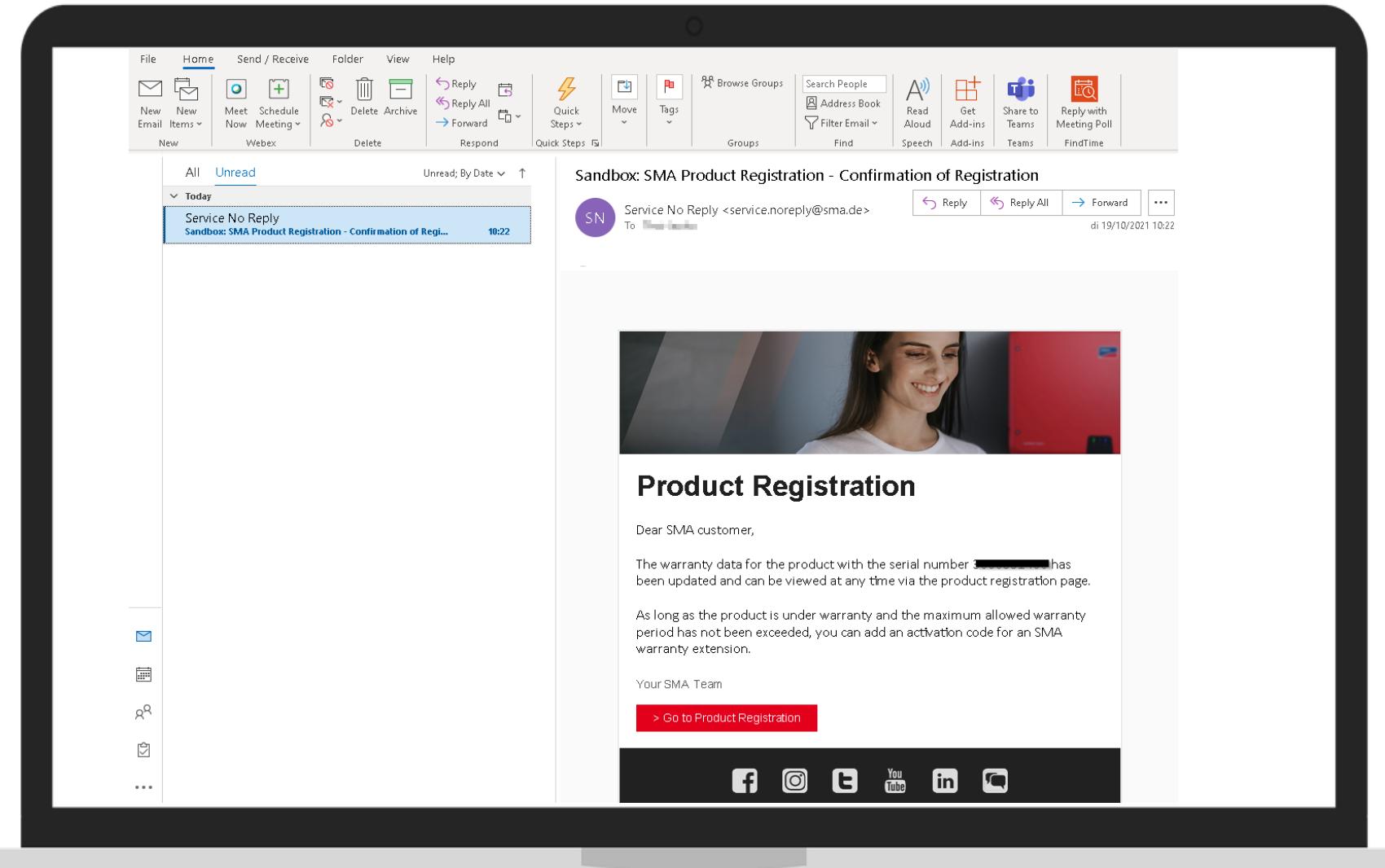


The screenshot shows a web-based registration interface for an SMA product. The title "Pending Approvals" is at the top. A message states: "PV System registrations shown below require your approval. These entries were provided by an installer on your behalf. Without your approval, the device(s) will not be registered and a requested extended warranty will not be finalized." Below this, there are sections for "Approval of the registration", "Information about the PV system", "Information about the system owner", and "Information about the installer". Each section contains placeholder text for a real installer. At the bottom, a question asks: "Do you accept the registration of the PV system as well as products added in the future by the installer mentioned above?". Two radio buttons are provided: "Yes" (selected) and "No". Navigation buttons "Previous" and "Next" are at the bottom right, with "Next" highlighted in red.

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.