

SMA SERVICE SELECT



Services for string inverters



SMA SERVICE

Effective. Reliable. Profitable.

One thing is certain: Investing in your PV system was the right decision. You are helping protect the environment, gaining independence from rising electricity prices and saving money. To keep things that way, SMA offers a multitude of customized services for your PV system, including an extended warranty for inverters, a system check and even remote monitoring.

A strong team stands behind you

Our goal is for you not to need us at all, but we are realists and know the extreme conditions that our products have to withstand. If needed, our service team will provide you with support quickly and competently via SMA Service Line or on-site.

Today, we can look back on more than 30 years of service experience and want to continue to support and inspire you with our products and services. Our latest customer survey* confirms our success here with over 90 percent of those surveyed satisfied with SMA services, and 83 percent reporting that they would recommend our services. That is no surprise, because we rely on qualified employees, fast response times and individual service solutions.

That is what we call service

Your satisfaction is our highest priority. We get the best out of your PV system, leaving you free to worry about the important things in life. Benefit from our manufacturing expertise and go with the best when it comes to service. For enhanced system reliability. For greater success.

SMA SERVICE OFFERS YOU

- ✓ Comprehensive service for optimal and reliable system performance – for 20 years or more
- ✓ The right services – customized service package combination
- ✓ Professional support – experienced service experts on the phone and on-site
- ✓ Comprehensive service network – fast response times

* Results from the 2013 SMA Service customer survey.



SMA SERVICE SELECT

Reliability for the entire service life of the system

SMA has a comprehensive approach to service with the goal of covering all system needs for the entire useful life of a PV system. It is important to us that your investment is protected right from the start and generates the yields that you have projected over the long term. To this end, we focus on helping you maintain the value of your system as well as ensure reliable and optimal operation.

Service tailored to your needs

In developing our service products, we maintain close contact with our customers and always use their feedback and suggestions to improve our service. This ensures that our services always keep pace with

customer needs, which means you benefit with higher and reliable returns. This is exactly how our new service concept SMA Service Select* was developed. SMA Service Select offers you the most flexible and custom-tailored service so you can select the service package to best meet your individual needs – because every PV system is unique and has its own specific technology.

With SMA Service Select, we provide you with service throughout the entire service life of your PV system – for 20 years or more. Because a PV system is a major investment, err on the side of caution by selecting a suitable service package. Do not leave anything up to chance.

The following pages present our service modules in detail. To learn more about which SMA service combination is best for your PV system, refer to page 18. To order services online, simply use our Service Select Configurator, which is described on page 19 of this brochure.

* Please note that our services and their scope can vary in different countries.

SMA Services at a Glance



SMA Extended Warranty

With the Extended Warranty, you can continue to rely on our full service even after the 5-year manufacturer's warranty has expired. SMA warranties contain no hidden costs or fine print.



SMA Remote Service

With the Remote Service, we keep an eye on your inverter's performance at all times, providing you with a new level in proactive services. We contact you immediately if your PV system experiences irregularities.



SMA System Check

The System Check lets you know whether your system is operating optimally and also if it meets all future safety standards. After all, damage, such as animals chewing on cables and lines, can occur quickly and go unnoticed.



SMA Maintenance

Regular maintenance from our SMA experts optimizes the performance of your PV system and at the same time minimizes the risk of a potential system shutdown. To that end, we schedule routine maintenance visits for your PV system.



SMA Upgrade

Turn something old into something new by modernizing your PV system. This increases its value and keeps it up to date with the most modern technology standards. The Upgrade means we take back your old inverters and replace them with new ones from the latest SMA product portfolio.



SMA Commissioning

Why not rely on our manufacturing expertise right from the start? With the Commissioning, your PV system will be connected to the grid safely and reliably, thus producing the desired output immediately. This means there is no chance of any resultant damage.

SMA EXTENDED WARRANTY

Definitely a good investment



SMA stands for high standards and quality excellence. With our 5-year SMA factory warranty, our customers enjoy guaranteed full service if needed: you receive a replacement device with all the necessary updates at no cost and if requested, SMA will take over the inverter replacement at your PV system.

The Extended Warranty is the best option if you want the security of knowing your system is covered even after the manufacturer's warranty has expired. For a minimal monthly fee, you can ensure that your PV system continues to operate smoothly.

Upon request, SMA can therefore offer cost certainty throughout the entire service life of your system.

You can extend your warranty to 10, 15, 20 or even 25 years at any time during the term of your 5-year manufacturer's warranty. Customers who already have a 10-year extended warranty have the option of extending it an additional time. There is also the option of making annual installment payments.

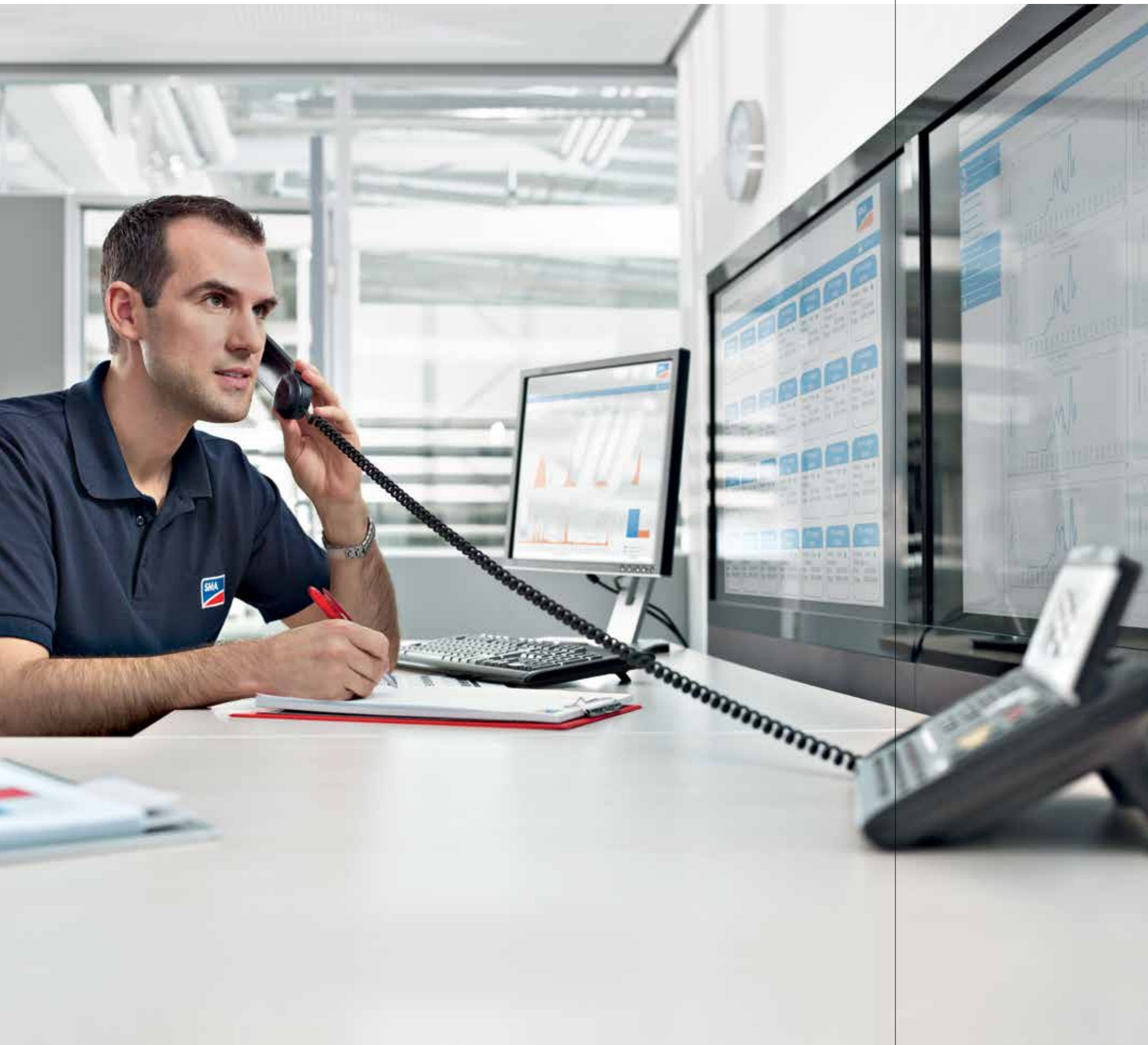
INCLUDED IN THE SERVICE PACKAGE

- SMA replacement device with all the necessary updates
- Shipping costs for replacement inverter covered
- Our SMA Service Line employees take care of the fault analysis and initiate the inverter replacement if needed
- If requested, SMA experts will take over the inverter replacement at your PV system

BENEFITS

- Long-term PV system operation guaranteed
- Minimal downtime thanks to fast inverter replacement process
- Costs certainty throughout the PV system's entire service life
- Possible tax benefits as a result of additional investment in your PV system





SMA REMOTE SERVICE

Remote monitoring for maximum reliability



Investing in a PV system requires a high level of certainty. The Remote Service allows SMA to monitor the performance of your inverters at all times thanks to nearly real-time data monitoring. System operators can rest assured that their PV systems will run smoothly, thereby building protection from unforeseen system failures and potential yield losses.

Should the PV system malfunction or detect an error, speed is of the utmost importance. As soon as our system detects an error that requires action, we inform you or your con-

tact person by e-mail or by phone within four hours* to discuss next steps. Often, the issue can be handled remotely so that a service call is not even necessary. A monthly report on your PV system rounds off the services included in this package. This ensures that your PV system will operate smoothly at all times – and, ultimately, optimize your yield. This service offers you a new level in proactive services.

* Available during SMA Service Line's business hours.

INCLUDED IN THE SERVICE PACKAGE

- Continuous inverter monitoring
- Fast response time from SMA by e-mail or by phone
- Error analysis and professional recommendations from qualified SMA experts
- Regular reporting

BENEFITS

- Reliable yields over the long term
- PV plant is guaranteed to run smoothly
- Early detection of irregularities
- Faster troubleshooting because SMA has the necessary data immediately on hand
- No or minimum downtimes

SMA SYSTEM CHECK

Ready for high-yielding summer months



Just like your car, your PV system should get regular checkups. Because damages occur quickly and often go unnoticed, particularly when your system has been in operation for a few years. Whether it is dirt and frost damage to modules or animals chewing on the cables and lines, damage can sometimes put safety at risk.

The System Check helps detect these problems early on and if your PV system is producing the yields that you have projected.

You receive a detailed test log with all of the measurement data and professional recommendations for action. The result is a PV system that operates flawlessly, once again maximizing performance.

And should we find something that is not functioning at 100 percent, our experts will provide you with advice and assistance and explain how to best handle big and small problems.

INCLUDED IN THE SERVICE PACKAGE

- Measuring the inverters and providing a readout of the operating data
- Visual inspection of modules for damage and dirt
- Visual inspection of cabling for damage
- Report on system condition, including recommendations

BENEFITS

- Your PV system operates safely and reliably
- Transparency concerning the condition of your system
- Potential damage is detected early on
- System performance is optimized





SMA MAINTENANCE

For optimum system performance



Better performance and efficiency means higher profits, which is why routine maintenance performed by SMA experts is the best possible way to retain the value of your investment. Our technicians optimize your system's operation while simultaneously minimizing the risk of a potential system shutdown. As part of this maintenance service, we inspect your SMA products at regular intervals, perform necessary firmware updates

and clean up important components in your system. In addition, our service technicians will read through the error memory and ensure that everything is in good working order. We recommend supplementing the Maintenance with an Extended Warranty.

INCLUDED IN THE SERVICE PACKAGE

- Parts and components inspection and cleaning
- Necessary firmware updates
- Detailed maintenance report

BENEFITS

- Helps you retain the value of your investment
- Keeps your PV system operating reliably
- Prevents possible downtimes and yield losses

SMA UPGRADE

Modernizing your PV system



Improve your yield and increase the value of your PV system. As part of this service, we remove the old inverters and replace them with new ones from the latest SMA product portfolio – including cutting-edge technology for maximum efficiency. You thus optimize your PV system’s long-term performance and continue to get the highest quality.

Another plus is that the new inverters come with the complete SMA 5-year warranty, with the possibility of extending it to 10 years.

With devices from newer SMA product families, even larger PV systems can be operated with only one inverter. This means that the Upgrade often involves replacing several older devices with just one SMA product. The following example shows how this service can pay off for SMA customers.

A 10.2-kWp system had been operated with five SWR 2000 inverters. After the Upgrade, the system now operates with only one SMA Sunny Tripower 10 000 TL-10, resulting in improved efficiency, performance and yield. Lastly, integrating the most modern SMA communication products into your system will give you a better handle on your system performance.



INCLUDED IN THE SERVICE PACKAGE

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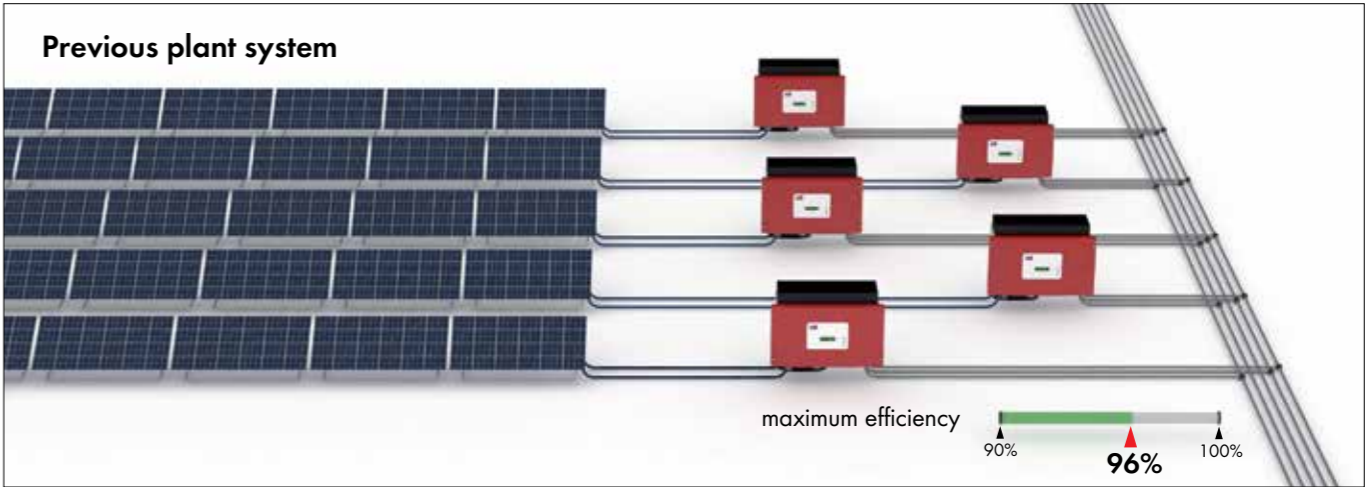
- Detailed analysis of your PV system configuration and upgrade recommendations
- Inverters with maximum efficiency from the latest SMA product portfolio
- 5-year or an optional 10-year SMA warranty on the new inverter

BENEFITS

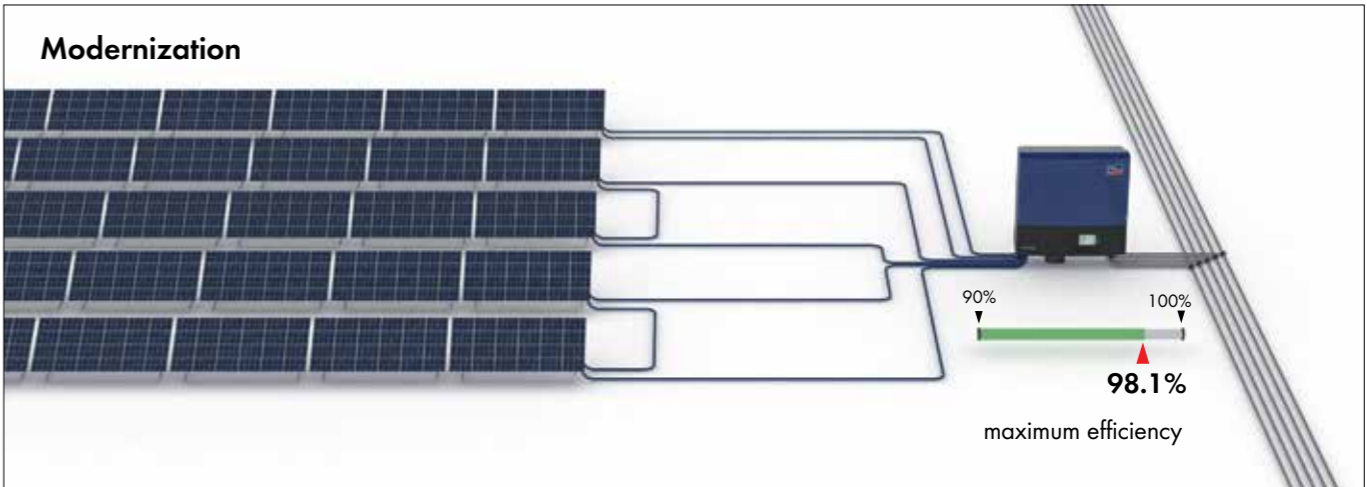
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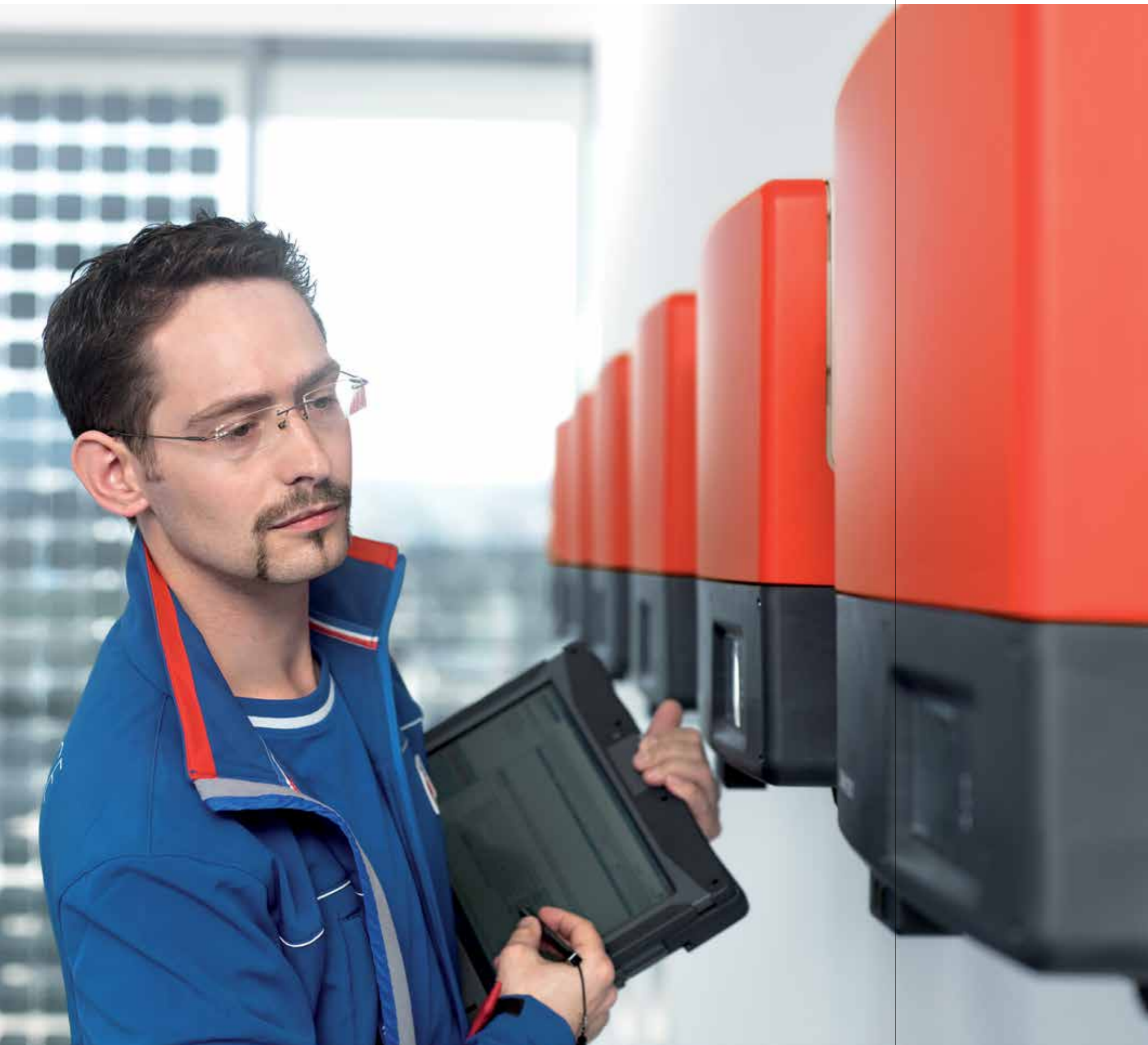
- Updated PV system with the latest technology
- Helps you retain the value of your PV system
- Improved system performance and better yield
- Option of connecting to modern SMA communication products

Previous plant system



Modernization





SMA COMMISSIONING

Superior system performance right from the start



Benefit from our expertise as the manufacturer right from the start. A properly installed and comprehensively inspected PV system combined with professional commissioning contribute considerably to long-term stable and reliable operation of your PV system.

Prior to commissioning, our service experts review the system documentation for completeness. Building on that, our technicians do a comprehensive initial assessment of the system installation in terms of DC and AC. All significant components in your system are inspected, measured and tested. Beyond correct installation of your inverter, this service ensures and documents the over-

all installation quality of your PV system. It is an optional service that SMA recommends prior to the actual commissioning phase.

During commissioning, SMA takes care of adjusting the inverter settings by performing a detailed functional test and finishing the procedure with a grid-failure test, among others. These proactive steps mean that the system can be connected to the grid safely and reliably, thus producing the desired output immediately. All initial assessment and commissioning work and results are recorded in a test report and log so that your system documentation is complete.

INCLUDED IN THE SERVICE PACKAGE

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- Initial assessment of system installation and commissioning of the PV system
- Review of system documentation
- Documentation provided with SMA test report and commissioning report

BENEFITS

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- Confirmation from qualified SMA technicians that your PV system is properly installed
- Reliable and optimal operation of your PV system – from day one
- Prevent possible secondary damage and downtimes caused by system faults

YOUR CUSTOMIZED SERVICE PACKAGE

Combining service packages for long-term success

SMA SMART HOME

You have an SMA Smart Home and produce and store your own energy. It is therefore important to you to ensure your self-consumption over the long term and remain independent from rising electricity prices.

For you, we would recommend the following service package:

- **SMA Extended Warranty**
- **SMA System Check, then SMA Maintenance**



COMMERCIAL

You operate a commercial PV system, for example, on the roof of a supermarket or a production facility. Your PV system has been in operation for a long time and is not always easily or quickly accessible for you.

We would recommend the following service package:

- **SMA Commissioning**
- **SMA Extended Warranty**
- **SMA Remote Service**
- **SMA System Check, then SMA Maintenance**
- **SMA Upgrade**



PV Power Plant

Are you planning to install a decentralized 100-kilowatt or a multi-megawatt PV power plant? We understand that you want to have a PV power plant that will operate reliably for the long term and produce your projected yield.

To guarantee you meet your goals, we recommend the following services from Service Select:

- **SMA Commissioning**
- **SMA Extended Warranty**
- **SMA Remote Service**
- **SMA Maintenance**
- **SMA Upgrade**





www.SMA.de/en/Service

SMA SERVICE SELECT CONFIGURATOR

Reliability with just a few clicks

We have expanded the SMA Online Service Center, our service portal, with you in mind. Our Service Select Configurator enables you to order all the services you want quickly and easily. You can also use it to conveniently customize your own service package to meet your individual needs. Moreover, it informs you when the manufacturer's warranty for your system devices expires so you can conveniently extend the standard warranty in a timely manner.

Service around the clock

In addition to being able to order your service package, the SMA Online Service Center makes it possible to manage your inverters and system data so that you are always on top of managing your system.

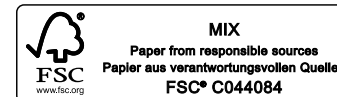
The portal is also a valuable tool if service is required. If you have recorded all your system information in the Online Service Center, our Service Line employees can respond faster because they already have your system information right at their fingertips. The system also provides information on the status of your request for a replacement inverter. We are there for you 24/7.

The SMA Online Service Center is available to our customers in Germany, Austria and Switzerland.

Register now at
www.SMA.de/en/Service.

OUR TIP:

Another benefit: With our FAQ & Support troubleshooting system, we pass SMA expert knowledge directly on to you. This means you are always up to date and benefit from complete access.



ENERGY
THAT
CHANGES



We are happy to assist you

Do you have questions or need individual assistance? If so, please contact us. We will be happy to help you select the right services.

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