



ORDER FORM

SMA ACTIVATION CODE FOR EXTENDED WARRANTY

valid from August 22, 2022

Extended warranty exclusively for the products listed on the following page

The extended warranty includes the repair of your device according to the Terms and Conditions for SMA Warranty Contracts. All important information about the SMA warranty extension can be found in our Terms and Conditions for SMA Warranty Contracts <https://www.sma.de/en/service-support/overview>

Simply fill out the order form and fax or e-mail it to us.

Fax number: +49 561 9522-435600, e-mail address: Warranty@SMA.de

I would like to order the SMA extended warranty under the following conditions (one-off payment). All listed device prices are exclusive of value-added tax:

Power class		ACTIVE (can be activated for ACTIVE and COMFORT countries)				
Type	Quantity	+5 years	Quantity	+10 years	Quantity	+15 years
up to 5 kVA per device		x 200 €		x 400 €		x 600 €
up to 10 kVA per device		x 270 €		x 540 €		x 810 €
up to 25 kVA per device		x 450 €		x 900 €		x 1,350 €
up to 50 kVA per device		x 600 €		x 1,200 €		x 1,800 €
up to 90 kVA per device		x 800 €		x 1,600 €		x 2,400 €
up to 150 kVA per device		x 1,000 €		x 2,000 €		x 3,000 €

Power class		COMFORT (can be activated only for COMFORT countries)				
Type	Quantity	+5 years	Quantity	+10 years	Quantity	+15 years
up to 5 kVA per device		x 250 €		x 500 €		x 750 €
up to 10 kVA per device		x 330 €		x 660 €		x 990 €
up to 25 kVA per device		x 550 €		x 1,100 €		x 1,650 €
up to 50 kVA per device		x 700 €		x 1,400 €		x 2,100 €
up to 90 kVA per device		x 900 €		x 1,800 €		x 2,700 €
up to 150 kVA per device		x 1,150 €		x 2,300 €		x 3,450 €



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The total duration of the factory warranty period and the warranty extension period may not exceed the max. warranty period (SMA Limited Factory Warranty + Extended Warranty).

Power class	Device type	Max. warranty period
up to 5 kVA per device	SB3.0-1AV-40, SB3.0-1AV-41, STP3.0-3AV-40, SB3.6-1AV-40, SB3.6-1AV-41, SB4.0-1AV-40, SB4.0-1AV-41, STP4.0-3AV-40, SB5.0-1AV-40, SB5.0-1AV-41, SB5.5-LV-JP-41, STP5.0-3AV-40, STP5.0-3SE-40	15 years
up to 5 kVA per device	SB5.0-1xx-US-4x, SB3.0-1xx-US-4x, SB3.8-1xx-US-4x, SB 2000HF-30, SB 2100TL, SB 2500, SB 2500HF-30, SB 2500TLST-21, SB 3000, SB 3000HF-30, SB 3000TL-20, SB 3000TL-21, SB 3300, SB 3300-11, SB 3500TL-JP-22, SB 3500TL-JP-22-MP, SB 3600TL-20, SB 3600TL-21, SB 3800, SB 3800-11, SB 4000TL-20, SB 4000TL-21, SB 4500TL-JP-22, SB 4500TL-JP-22-MP, SB 5000TL-20, SB 5000TL-21, STP 5000TL-20, SB 5400TL-JP-22-MP, SB1.5-1VL-40, SB2.0-1VL-40, SB2.5-1VL-40, SB3600SE-10, SB3000TL-US-22, SB3800TL-US-22, SB4000TL-US-22, SB5000TL-US-22	20 years
up to 10 kVA per device	SB6.0-1AV-41, STP6.0-3AV-40, STP8.0-3AV-40, STP10.0-3AV-40, STP6.0-3SE-40, STP8.0-3SE-40, STP10.0-3SE-40	15 years
up to 10 kVA per device	SB6.0-1xx-US-4x, SB7.0-1xx-US-4x, SB7.7-1xx-US-4x, SB 6000TL-21, STP 6000TL-20, STP 7000TL-20, STP 8000TL-20, STP 9000TL-20, STP 10000TL-20, STP 10000TLEE-JP-10, STP 10000TLEE-JP-11, SB6000TL-US-22, SB7000TL-US-22, SB7700TL-US-22	20 years
up to 25 kVA per device	STP 12000TL-US-10, STP 15000TL-US-10, STP 12000TL-20, STP 15000TL-30, STP 20000TL-30, STP 20000TL-US-10, STP 20000TLEE-JP-11, STP 24000TL-US-10, STP 24500TL-JP-30, STP 25000TL-30, STP 25000TL-JP-30, STP 12-50, STP 15-50, STP 20-50, STP 25-50, STP 20-US-50, STP 25-US-50	20 years
up to 50 kVA per device	SMA EV Charger Business	7 years
up to 50 kVA per device	03-50-1000-1-40 (STP 50-40), 03-50-1000-1-41 (STP 50-41), 03-50-1000-3-40 (STP 50-JP-40), 03-50-1000-3-41 (STP 50-JP-41), 03-33-1000-2-41 (STP 33-US-41), 03-50-1000-2-40 (STP 50-US-40), 03-50-1000-2-41 (STP 50-US-41), STP 30000TL-US-10, STP 30-US-50	20 years
up to 90 kVA per device	IM-20, IM-10	10 years
up to 90 kVA per device	SHP 75-10, STPS60-10, 03-62-1000-2-41 (STP 62-US-41), STP 60-10, MLX 60	20 years
up to 150 kVA per device	ES-SYS-TS-70*	10 years
up to 150 kVA per device	3-125-1500-2-20 (SHP 125-US-20), STP 110-60, 3-150-1500-1-20 (SHP 150-20), 3-150-1500-2-20 (SHP 150-US-20), 3-143-1500-3-20 (SHP 143-JP-20), 3-100-1000-1-20 (SHP 100-20), 3-100-1000-3-20 (SHP 100-JP-20), 3-150-1500-1-21 (SHP 150-21), 3-150-1500-2-21 (SHP 150-US-21), 3-125-1500-2-21 (SHP 125-US-21), 3-100-1000-1-21 (SHP 100-21), 3-100-1000-3-21 (SHP 100-JP-21), 3-143-1500-3-21 (SHP 143-JP-21)	20 years

The sale of extended warranties is limited to the above listed device types (the above mentioned device types ending with BS, -IT and -Kxx are excluded from the limitation). SMA reserves the right to add or remove device types to or from the overview list at any time. The warranty can only be extended during an existing valid warranty period.

* Please note **not** to activate your code during product registration. You have to send the non-activated code together with the registration form to Warranty@sma.de. The warranty will be confirmed to you by e-mail.



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Invoice recipient	Company / legal form	
	System operator	Installer
	Last name, first name	
	VAT ID no. ¹⁾	
	Customer no. (if any)	
	Street and no.	
	ZIP code/city/country	
	Telephone no.	
	E-mail address	

¹⁾ If your address is in the European Union, please provide a valid value-added tax identification number (VAT ID no.).

When you have filled out our order form, please send it to us by fax or e-mail.

Fax number: +49 561 9522-435600, e-mail address: Warranty@SMA.de

After processing your order, we will send you the documents including the activation code(s) to the specified e-mail address.

In order to extend the warranty of an inverter using an activation code you have to do the following:

1. Register your product via the SMA homepage:
<http://www.my.sma-service.com/s/product-registration>
2. During product registration, enter the activation code for your extended warranty.
3. If you have already registered your product, please log in at
<http://www.my.sma-service.com/s/product-registration> and activate the code under "My PV systems".

Please note:

- The code activation is only possible with a valid warranty.
- Warranty coverage varies depending on the country of installation.
- For more information, please refer to the Terms and Conditions for SMA Warranty Contracts on the SMA homepage at <https://www.sma.de/en/service/downloads.html>

The purchase price will only be refunded on return or exchange following effective cancellation in accordance with the Terms and Conditions for SMA Warranty Contracts. After the cancellation period, the goods cannot be returned in exchange for a refund or to purchase other goods. SMA shall not be liable for the loss of the activation code or any resulting damage after it has been sent to the email address provided by the customer.



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	WARRANTY ACTIVE	WARRANTY COMFORT
POWER		Service flat rate for your installer
	Complete shipment processing	Complete shipment processing
	Repair, replacement device or new device (in case a repair is not possible)	Repair, replacement device or new device (in case a repair is not possible)
	Online Service via mySMA, 360 App Support and Service Line	Online Service via mySMA, 360 App Support and Service Line

The countries for the respective service level are listed in the following tables:

ACTIVE

Argentina	Bangladesh	Belize	Bolivia	Brazil
Chile	Costa Rica	Ecuador	El Salvador	Guatemala
Honduras	India	Israel	Indonesia	Japan
Jordan	Colombia	Malaysia	Mexico	Myanmar
Namibia	Nicaragua	Pakistan	Panama	Paraguay
Peru	Philippines	San Marino	Singapore	Sri Lanka
South Africa	Taiwan	Thailand	Turkey	Ukraine
Uruguay	Vatican City	United Arab Emirates	Vietnam	

COMFORT

Andorra	Australia	Belgium	Bulgaria	Denmark
Germany	Estonia	Finland	France (Mainland)	France (Oversea territories)
Greece	Italy	Canada	Croatia	Latvia
Lithuania	Liechtenstein	Luxembourg	Malta	Monaco
New Zealand	Netherlands	Austria	Poland	Portugal
Republic of Ireland	Romania	Sweden	Switzerland	Slovenia
Slovakia	Spain	South Korea	Czech Republic	Hungary
United States of America	United Kingdom	West Cyprus		

Yes, I agree that SMA stores my invoice data.

Yes, I would like to receive information on current issues regarding the PV system and energy management by mail, e-mail or telephone.

You can withdraw your consent to the storage and use of your data at any time by sending an email to Kundendaten.Service@SMA.de or by mail. All personal data gathered, processed or used by SMA will be treated in accordance with the applicable data protection laws. Any personal data that SMA collects about you will be treated as strictly confidential and will not be passed on to third parties without your express consent.

Date, signature of customer/invoice recipient