



SMA SERVICE Off-Grid Solutions





SMA SERVICE FOR OFF-GRID SOLUTIONS

CUTTING-EDGE TECHNOLOGY COMBINED WITH PROFESSIONAL SUPPORT

Off-grid systems have developed into a key market of the future. For many countries in Africa, Eastern Asia and South America, a PV-based off-grid power supply is the most cost-effective way to set up a stable power distribution grid. Yet stand-alone grids are attractive not only to newly industrialized countries, but also to any region where connection to a cross-regional power distribution grid is too expensive or technically unfeasible.

In addition to products for creating an autonomous AC grid, SMA also offers a solution for storing solar power in electricity

grids – our Sunny Backup systems. These systems not only increase self-consumption, but can also form an intelligent stand-alone grid during power outages to ensure an uninterrupted supply of power.

Good products come with good service: From comprehensive support through our SMA Service Line to on-site assistance for all your commissioning requirements – we are there when you need us. This brochure will tell you more about our wide range of services.

The SMA manufacturer's warranty – all around security

SMA stands for high standards and excellent quality. Our inverters come with a five-year manufacturer's warranty. If a warranty claim is made during this period, you can feel secure knowing that the following services are available:

- SMA replacement device with shipping processing*
- Professional support from our SMA Service Line
- Quality assistance from our service technicians, who provide on-site support if our SMA Service Line is unable to diagnose the problem

The SMA warranty concept – Flexibility. Guaranteed Security. Guaranteed

With our SMA warranty concept we can offer you service tailored to your individual needs. You can choose from two extended warranty plans which are good for 10, 15, 20 or 25 years. A wide range of payment plans is also available. Our customers can purchase warranties in one single payment or in installments.

* According to warranty conditions

The SMA replacement device to ensure high availability

We respond to service requests quickly and efficiently. We will send you a replacement inverter with all necessary updates so that you can replace the device without any unnecessary hassles.

If a device is replaced within the warranty period, the remaining warranty period carries over to the replacement device. In any event, we provide a full one-year warranty on all replacement devices whether or not the original warranty is still valid.

By the way, we also offer replacement components for our AS and Multicluster Boxes. Simply call our SMA Service Line for more information.

Our SMA Service Line – expert advice over the phone

Do you have questions about how to install or commission your off-grid system? Our expert team for stand-alone grids will provide you with advice and assistance.

We also support you if an inverter happens to stop functioning as it should. Together we will look for a solution and ensure that your customer's PV plant starts running smoothly again as quickly as possible. We start by performing an analysis via remote access

or with the data you provide us with in an e-mail or on a memory card. We will notify you of the results as soon as the analysis is complete.

Proactive service for registered PV plants

To respond to your service requests with the best possible support, we first need some information about your PV plant. We therefore recommend that you register your Sunny Island system with us. Once you are registered, we will have all the details and specifications of your plant so that we can respond to your future service requests in a proactive manner. Our SMA Service Line staff will be happy to send you a system registration sheet.

SMA on-site service – available worldwide

You can rely on SMA. We currently have service technicians in 19 different countries and over 85 service hubs around the world.

If our SMA Service Line is unable to diagnose your problem and on-site service is required, we will send one of our service technicians to your customer as quickly as possible. Once on site, the technician will assess the problem and discuss your options.



SMA COMMISSIONING SUPPORT

FIRSTHAND SUPPORT

You can count on our expertise when installing and commissioning off-grid systems. Do not hesitate to contact us if you need support. To ensure proper installation, we rely on the SMA commissioning report and the installation and user manual of the inverter.

This page offers detailed information on the various commissioning services we provide.*

MONITORING

We check:

- AC and DC power cables at the terminals of components supplied by SMA
- data cables
- battery system (from SMA)

PRECISION

We take care of configuration and parameter settings in Sunny Island or Sunny Backup systems.

TIME SAVING

We can instruct operating personnel and answer any of your questions. We are happy to give you more details on your plant.

RELIABILITY

We carry out functional tests of the entire system.

DOCUMENTATION

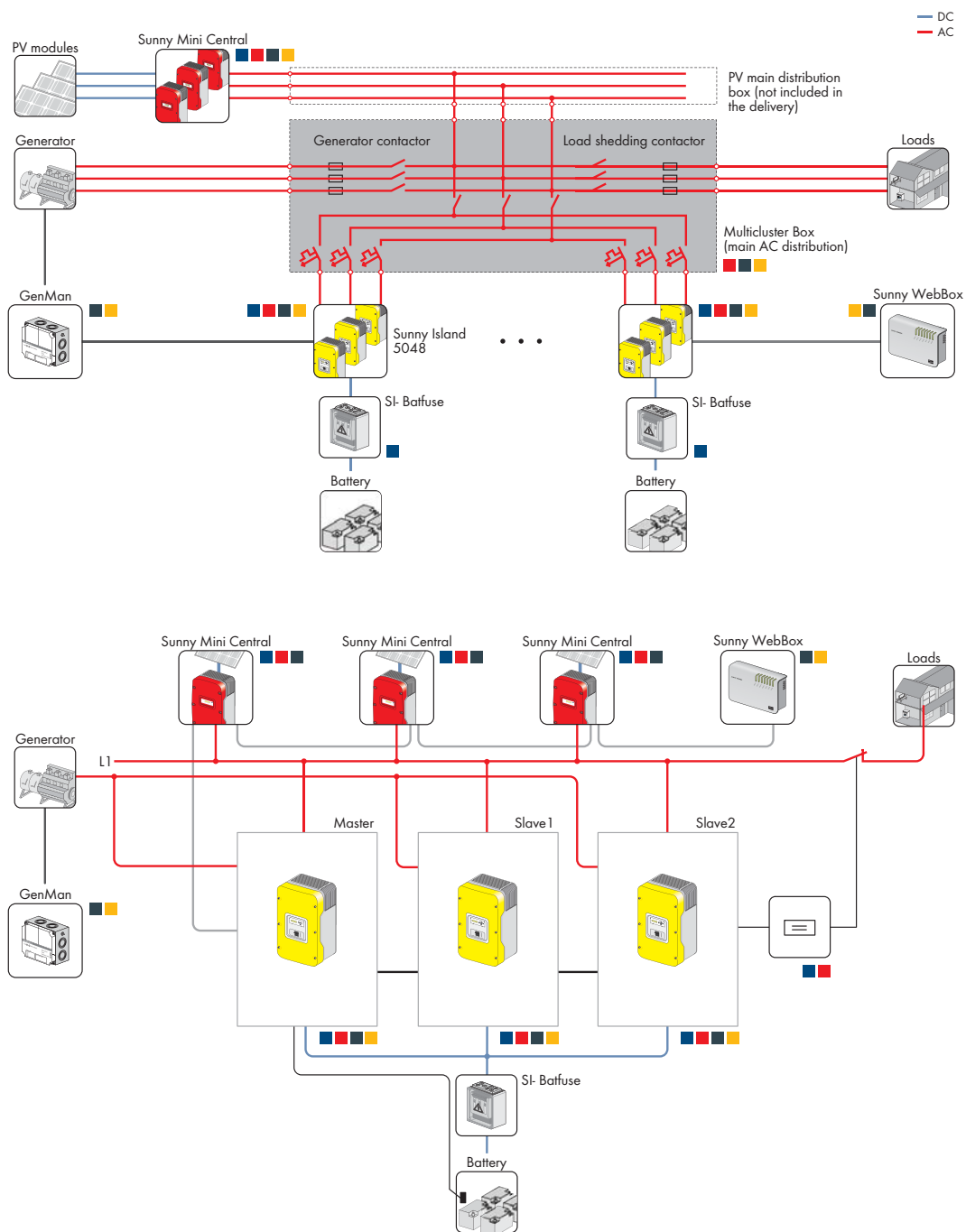
We compile a report on the commissioning support provided.

Please note:

Before we can begin work, all devices and components must be installed and wired by an electrically qualified person and documented accordingly.

If you install a Sunny Backup system for a customer, please let them know that the backup system requires the approval of their local electric utility company.

* SMA commissioning assistance is only available for components supplied by SMA. This also applies for battery systems. Please contact the battery manufacturer if you have any questions.



Scope of our services at initial commissioning

- Check of DC power cabling
- Check of AC power cabling
- Check of communication cabling
- Configuration/parameter setting

This circuit diagram provides detailed information on the commissioning services we provide.

SMA Solar Technology

www.SMA-Solar.com

**Sonnenallee 1
34266 Niestetal
Germany
Tel.: +49 561 9522-399
Fax: +49 561 9522-4699
E-mail:
SunnyIsland.Service@SMA.de**



We would be glad to assist you.

Do you have any questions or requests or require professional support? Then do not hesitate to call our SMA Service Line at any time. The operating hours and telephone numbers of our expert teams can be found on our website at www.SMA.de/Service.

