

# Service SUNNY BOY / SUNNY MINI CENTRAL



- > Comprehensive customer service
- > Security of investment for the entire service life
- > Guaranteed technical availability of up to 99%
- > Dependability from the market leader



## SUNNY BOY / SUNNY MINI CENTRAL

Our service – Your benefits

With the SMA service concept the choice is yours: SMA provides you with comprehensive service packages to suit your needs. You can either opt for specifically required service and maintenance programs. Or, we offer an “all-inclusive package” including service, maintenance and the guarantee of technical availability. The SMA range of services also includes a warranty extension for the entire service life of the PV plant.

Feel free to contact us!

# Service

## SUNNY BOY / SUNNY MINI CENTRAL

Service Level	1	2	3	4
Type	SMA Factory Warranty	Extension of Warranty	Service and maintenance contract First-Level-Support by customer	Service and maintenance contract Full-Service
Time periods (years)	5	10, 15, 20, 25 <sup>1)</sup>	20 <sup>1)</sup>	20 <sup>1)</sup>
Selectable guaranteed technical availability <sup>2)</sup>	–	–	97%, 98%, 99%	97%, 98%, 99%
Report on technical availability from SMA	–	–	yearly	yearly
Maintenance	As incurred	As incurred	included (Material without labour)	included (Material and labor)
Repair	included (Material and labor)	included (Material and labor)	included (Material and labour, except for first failure diagnosis and repair) <sup>3)</sup>	included (Material and labor)
Yield loss compensation <sup>4)</sup> (per day)	–	–	1.20 € per kW nominal AC power of the defective unit	1.20 € per kW nominal AC power of the defective unit
available in the following countries <sup>5)</sup>	worldwide <sup>6)</sup>	worldwide <sup>6)</sup>	Australia, Belgium, Bulgaria, Denmark, Germany, Estonia, Finland, France, Greece, Great Britain, Ireland, Italy, Croatia, Latvia, Lithuania, Luxembourg, Netherlands, Norway, Austria, Poland, Portugal, Romania, Sweden, Switzerland, Slovakia, Spain, South Korea, Czech Republic, Hungary, USA	Australia, Belgium, Bulgaria, Denmark, Germany, Estonia, Finland, France, Greece, Great Britain, Ireland, Italy, Croatia, Latvia, Lithuania, Luxembourg, Netherlands, Norway, Austria, Poland, Portugal, Romania, Sweden, Switzerland, Slovakia, Spain, South Korea, Czech Republic, Hungary, USA
Service Line / Helpline	included	included	included	included

– Not available.

1) Periods include 5 years SMA factory warranty (the legal warranty is not affected)

2) The guaranteed technical availability refers to the 5-years average / data link required.

3) In case of first level support, qualified personnel engaged by the customer is responsible for cause analysis as well as simple repair works (e.g. exchange of a fuse).

4) In case the technical availability is below the guaranteed technical availability.

5) Special regulations apply to overseas territories and islands of the countries mentioned / to be requested project-specifically.

6) Transport costs / customs duties not included. Included in Australia, Belgium, Bulgaria, Denmark, Germany, Estonia, Finland, France, Greece, Great Britain, Ireland, Italy, Croatia, Latvia, Lithuania, Luxembourg, Netherlands, Norway, Austria, Poland, Portugal, Romania, Sweden, Switzerland, Slovakia, Spain, South Korea, Czech Republic, Hungary, USA.