

Device Exchange Procedure

This document describes the recommended SMA warranty exchange procedure to be followed by installers and end customers. This procedure aims to reduce the number of installer call-outs, and also to make the process easier on both sides. The procedure is as follows:

When the customer has an issue with their system, they are required to call their solar installer or an alternative installation company.

The installer is to visit the site, and conduct the necessary tests. If the installer suspects the SMA device is at fault, they are required to call the SMA Service Line, on 1800 762 287, Monday to Friday between 8am and 6pm (AEST), while on-site, to obtain a Return Authorisation number. We will also be able to help the installer troubleshoot through the issue if required. Failure to do so may result in another call-out.

Upon receiving the RA number, the installer is required to fill out the "Request for exchange device" form. This form can be obtained from the SMA Service Line, or through our website, http://www.sma-australia.com.au/en_AU/service/sunny-boy-sunny-mini-central-sunny-tripower-windy-boy/device-replacement.html. You are also able to fill out the form online via the same link. Once this form has been emailed/faxed through to the SMA Service Line, an exchange device will generally be shipped out on the same day or the next day.

Upon receiving the exchange device, if the defective device is an inverter, the installer is required to swap over the lids and all other accessories between the two inverters. The exchange inverter is sent out with a transportation lid and is not designed to be used.

Once the exchange has taken place, it is required that the defective device be returned to SMA, otherwise an invoice will be issued. Instructions on how to do so can be found in the paperwork sent with the exchange device.

The installer is now able to apply for the Service Rebate. This form can be obtained from the SMA Service Line, or through our website, http://www.sma-australia.com.au/en_AU/service/sunny-boy-sunny-mini-central-sunny-tripower-windy-boy/device-replacement/sma-service-rebate.html.

Please note that the warranty of the exchange device will be carried on from the defective device. If there is less than one year's worth of warranty remaining on the defective device, the exchange device will have a full year's warranty included. If you wish to enquire about or extend the warranty of your inverter, please call the SMA Service Line, or visit our website, http://www.sma-australia.com.au/en_AU/service/sunny-boy-sunny-mini-central-sunny-tripower-windy-boy/warranties.html.

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