



SIMPLE AND CONVENIENT

## THE SMA SERVICE REBATE FOR ELECTRICAL INSTALLERS

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### What is the SMA service rebate?

The service rebate is our remuneration for installers who replace inverters for us at customer's site. The principle behind it is that you support us and we compensate you by paying a rebate for your services. Our key requirement: It must be a warranty case.

### Advantages:

- The service rebate is a fixed amount that compensates you for your expenses.
- You maintain contact with your customers and convince them with your expertise and speed.
- The SMA Service Line will, of course, be glad to provide you with advice and assistance at any time.

### The service rebate is structured as follows:

We pay a base service rebate of 100 € for travel and setup time. In addition, we provide remuneration for the individual services performed on SMA inverters: For replacing an inverter we pay 20 €. SMA further pays 20 € for each additional inverter replaced in the same plant on the same day. The base service rebate for Danfoss inverters and components includes travel time, setup time and one replacement. For each additional inverter or component replaced in the same plant on the same day, SMA pays 20 € each.

Please see the remuneration rates in the table on the next page. We have also provided an invoice template on our homepage to save your time. You only need to fill it out and mail it to SMA.

### The service rebate in the SMA warranty concept

You receive the service rebate whenever the defective inverter is still covered by the 5-year manufacturer's warranty. The following conditions apply for our two versions of the extended warranty: We pay the SMA service rebate if the customer has an extended warranty Comfort and you perform the replacement at customer's site. There is no service rebate under the extended warranty Active.



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### Remuneration specifications

#### SMA inverters

Service		Net amount €
Base service rebate (Includes travel time and your setup time)		100 €
Additional fees	Inverter replacement	20 €
	Additional replacements (same day, same installation)	20 €

#### Quick examples:

1. You replace an inverter for one of your customers:  
Base service rebate (100 €) + inverter (20 €) = **120 €**
2. You replace an inverter for one of your customers as well as two additional inverters on the same day in the same system:  
Base service rebate (100 €) + inverter (20 €) + additional inverter (20 €) + additional inverter (20 €) = **160 €**

#### Danfoss inverters or components

Service		Net amount €
Base service rebate (Includes travel time, your setup time and one replacement)		100 €
Additional fees	Additional replacements (same day, same installation)	20 €

#### Quick examples:

1. You replace one Danfoss inverter or component (e.g. display) for one of your customers:  
Base service rebate (100 €) = **100 €**
2. You replace one Danfoss inverter or component for one of your customers as well as one additional device on the same day in the same system:  
Base service rebate (100 €) + additional device (20 €) = **120 €**

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### How do I receive the SMA service rebate?



#### For an inverter replacement

1. Request replacement device via the SMA Service Line, note ticket number
2. Replace defective inverter and send defective inverter to the SMA Local Company in your country
3. Fill out the invoice form for the service rebate and mail it together with the plant registration form (the original) to the SMA subsidiary in your country within 12 months
4. After verification by SMA, the service rebate will be transferred to your account

### At a glance: Payment conditions for the service rebate

Please note that

- the defective inverter must be covered by the manufacturer's warranty or the SMA extended warranty Comfort.
- we only pay the service rebate to installers. The service cannot be performed by your customers.
- the customer's issue has to be recorded at our Service Line. Please always note the applicable ticket number, because we cannot pay the service rebate without this information.
- prior plant registration is mandatory for requesting the service rebate.
- we only provide service rebate remuneration for inverters covered by a warranty in accordance with our warranty conditions. In other words, the customer must not be at fault for the defect and the device must not be damaged as result of overvoltage (e.g., lightning).
- the SMA service rebate does not apply for any kind of communication product.
- the service must be billed within 12 months of being performed.\*
- the SMA service rebate can be credited only if the plant and invoicing party are located in a country/region with an SMA Service branch office.\*\*

\* Not applicable in cases of loss of life, personal injury or impairment of health, nor in cases arising from intentional or grossly negligent breach of duty by SMA or the malicious concealment of defects.

\*\* At present SMA is represented by its own Service branch offices in the following countries/regions: Australia, Benelux, Canada, China, Chile, Czech Republic, France, Germany, Greece, India, Italy, Japan, North America, Poland, Portugal, South Africa, South Korea, Spain, Thailand, United Arab Emirates, United Kingdom. SMA pays the service compensation for installed Danfoss devices (ULX, DLX, TLX) in all countries in which Danfoss offered a replacement service according to the warranty conditions applicable at the time.