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Amtsgericht Kassel (District court) Kassel HRB (registration number) 3972
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Vorstand (Managing Board): Dr.-Ing. Jürgen Reinert (Vorstandsvorsitzender / CEO), Olaf Heyden, Dr. Kaveh Rouhi

SMA Limited Factory Warranty for SMA Home Storage (HS-BM-3.28-10) and SMA Storage M (STM-BMS-10/STM-BM-4.09-10) – effective as of October 1, 2026

General Information

Note: this description of SMA Solar Technology AG's (hereinafter "**SMA**") Limited Factory Warranty for SMA Home Storage (HS-BM-3.28-10) and SMA Storage M (STM-BMS-10/STM-BM-4.09-10) (hereinafter "**SMA Limited Factory Warranty**") is effective and applies to purchases of the Product Types stated below conducted after 2026-10-01 and to that extent supersedes all prior SMA Limited Factory Warranties for the Product Types listed below.

This SMA Limited Factory Warranty is not a guarantee of durability and does not include device availability. It applies exclusively to new devices of the following Product Types (hereinafter "**Product(s)**"):

- SMA HOME STORAGE (HS-BM-3.28-10)
- SMA STORAGE M (STM-BMS-10, STM-BM-4.09-10)

1 No restriction of statutory warranty rights or other national statutory rights

The statutory warranty obligation of the device seller and the corresponding statutory warranty rights of the buyer that may not lawfully be excluded or limited are not affected by this SMA Limited Factory Warranty. Furthermore, should this SMA Limited Factory Warranty violate any national statutory rights that may not lawfully be excluded or limited and that grant the Warranty Claimant (defined in Section 3 below) any rights in addition to the SMA Limited Factory Warranty, then such national statutory rights shall not be affected by the provisions of this SMA Limited Factory Warranty.

2 Warrantor

The warrantor is SMA. SMA reserves the right, at its sole discretion, to have the services specified in this SMA Limited Factory Warranty conducted by SMA authorized Service Partners.

3 Warranty Claimant

Only the following persons are eligible to raise claims under this SMA Limited Factory Warranty:

(i) buyers (e.g., end customers) who have purchased the Products themselves and have put them into operation for the first time (hereinafter "**Initial Operator**") and (ii) buyers who have acquired the Products legitimately and with no modifications from the Initial Operator or the Initial Operator's legal successor(s) and who continue to operate the Products at the location of the initial commissioning. The persons eligible under this SMA Limited Factory Warranty are herein referred to as "**Warranty Claimant**". Other persons are not authorized to assert claims against SMA under this SMA Limited Factory Warranty. However, the Warranty Claimant may appoint a third party to administer its claims under this SMA Limited Factory Warranty. Notwithstanding the foregoing, assigning and/ or transferring these rights or claims to persons other than a Warranty Claimant is not permitted.

4 Scope of the SMA Limited Factory Warranty

4.1. Geographical Scope

The SMA Limited Factory Warranty only applies if the Product is purchased and installed within the following countries:

	Countries
SMA HOME STORAGE	Austria, Belgium, France, Germany, Ireland, Italy, Luxembourg, the Netherlands, Poland, Portugal, Spain, Sweden, Switzerland, United Kingdom of Great Britain and Northern Ireland
SMA STORAGE M	Austria, Belgium, France, Germany, Ireland, Italy, Luxembourg, the Netherlands, Poland, Portugal, Spain, Sweden, Switzerland, United Kingdom of Great Britain and Northern Ireland

The geographical scope of the SMA Limited Factory Warranty excludes overseas territories and associated islands belonging to the aforementioned countries.

4.2. Scope of Coverage

The SMA Limited Factory Warranty includes a product warranty and a performance warranty.

Under the **product warranty**, SMA warrants the functionality of the Products and that the Products are free from any defects in materials and workmanship for the specified term and within the scope described in this Limited Factory Warranty.

Under the **performance warranty**, SMA warrants that the products will retain at least the percentage of their original usable storage capacity (State of Health, "SOH") specified below throughout the stated warranty period, but only until the nominal energy throughput per kWh of installed usable storage capacity (cumulative since initial commissioning) reaches the limit specified below:

	Nominal energy throughput per kWh of installed usable storage capacity	Percentage of original usable storage capacity (SOH)
SMA HOME STORAGE	7.2 MWh / kWh: for all countries listed in Section 4.1	60%
SMA STORAGE M	7.2 MWh / kWh: Austria, Belgium, Germany, Ireland, Luxembourg, the Netherlands, Poland, Sweden, Switzerland, United Kingdom of Great Britain and Northern Ireland	60%
	6.2 MWh / kWh: France, Italy, Portugal, Spain	60%

4.3. Warranty Period

Claims under the SMA Limited Factory Warranty shall be submitted by the Warranty Claimant to SMA within the warranty periods specified below and in compliance with the applicable claim filing deadlines.

The following warranty periods apply if **no free extended warranty applies**:

	Product warranty	Performance warranty
SMA HOME STORAGE	2 years	2 years

SMA STORAGE M	2 years	2 years

The warranty period shall commence on the date of the Product's initial commissioning, but no later than (i) 365 days after the Production Date in accordance with the type label or, if applicable, (ii) 180 days after cyclization, whichever date is later. Cyclization shall be carried out exclusively by SMA or by a third party commissioned by SMA. SMA shall have sole discretion to authorize any deviation from the cyclization deadlines specified above. After cyclization by SMA or a third party commissioned by SMA, the cyclized product will be marked accordingly.

The following warranty periods apply if **a free extended warranty** of eight or ten years respectively applies:

	Product warranty	Performance warranty
SMA HOME STORAGE	10 years	12 years
SMA STORAGE M	10 years	10 years

The warranty is automatically extended free of charge if both of the following requirements are fulfilled:

1. The Warranty Claimant has registered the purchased product in SMA's Online Service Center and added it in the SMA Sunny Portal within 30 days of initial commissioning. The above registrations must be completed no later than 395 days after the production date indicated on the type label or, if applicable, 210 days after cyclization by SMA or an SMA-authorized service partner, whichever date is later.

2. The Warranty Claimant must enable automatic installation of software updates that SMA reasonably considers critical, both for the product and for the SMA inverters connected to it, and must maintain an Internet connection for at least ten consecutive hours each calendar week.

5 Conditions of the SMA Limited Factory Warranty

The SMA Limited Factory Warranty is subject to the following conditions:

- The Products must have been installed and commissioned correctly by an electrical installer (electrically qualified person) in accordance with the Installation and User Manuals and applicable local regulations.
- The ambient conditions during the **operation of the Product** shall at all times be within the following range:

	Temperature	Altitude of the installation site
SMA HOME STORAGE	between -10°C and +50°C	< 3000 m above sea level
SMA STORAGE M	between -20°C and +50°C	< 3000 m above sea level

- If the **Products are not being operated**, they must be stored indoors in a dry and clean environment and must meet the ambient conditions defined below for short-term and long-term storage:

	Temperature (depending on the storage duration)	Relative humidity
SMA HOME STORAGE	up to 1 month: between -20°C and 45°C up to 6 months: between 0°C and 45°C	5 to 95% (non-condensing)

SMA STORAGE M	up to 1 month: between -20°C and 45°C up to 6 months: between 0°C and 45°C	5 to 95% (non-condensing)

- The Products may have been stored for at least 180 days **from delivery** by SMA, but for no longer than 365 days **from the production date** without having been commissioned or subjected to cyclization.

  Following cyclization, the Products may be stored for no more than an additional 180 days.

  Commissioning has to be completed by that time.

  The SMA Limited Factory Warranty shall become void if cyclization is not performed on time.
- **Following initial commissioning**, operation of the Products must not be interrupted for more than 180 days. If the Product is not operated for 180 consecutive days or longer, it must be subjected to cyclization at least once every 180 days.
- The Products shall not be exposed in the installed area to direct sunlight.
- The Product installation location must be ventilated in accordance with the requirements of Installation and User Manuals.
- The Products must have no contact with corrosive substances and must be kept away from fire and heat sources [> 50°C].
- This Product Warranty and Performance Warranty do not extend to any Products that have been completely or partially disassembled or modified, except where such disassembly or modification was carried out by SMA or at SMA's direction.
- In case of a defect and a respective request of SMA, the SMA or a third-party specified by SMA shall be submitted the performance data of the data memory in the Products.
- Critical software updates (in particular critical updates being safety relevant) provided by SMA have to be installed immediately.

6 Claims Process (Procedure to Exercise Rights under the SMA Limited Factory Warranty) and Claims Periods

Any warranty claim under this SMA Limited Factory Warranty must be submitted and processed in accordance with the rules in this Section 6.

If any Products fail within the Warranty Period, the Products (or the system in which the Products are installed as the case may be) shall be isolated from any energy source. The warranty claim shall be submitted without delay through the **SMA Online Service Center** (see below), no later than the end of the **claims periods** specified below:

	General period	Reduced period (applicable when the specified event messages occur)
SMA HOME STORAGE	within 14 days of occurrence of the product nonconformity	(not applicable)
SMA STORAGE M	within 42 days of occurrence of the product nonconformity	within 14 days of occurrence of the product nonconformity (150, 151, 168, 171, 172, 180, 183, 184, 185, 186, 187)

When contacting SMA to assert warranty claims, the Warranty Claimant shall have the following information at hand and transmit it to SMA:

- Model name and SMA serial number of the Product
- Model name of the connected inverter
- Installation date and full address, in which the Product has been installed
- Service history of the Product, incl. complete and detailed list of observed nonconformities and other information which could help with the analysis of the nonconformity (e.g., videos and photos)
- Name of the Sunny Portal plant in which the system is virtually installed

SMA has to be contacted via the SMA Online Service Center, which can be found in the "Support" section at https://my.sma-service.com or www.sma-solar.com, to exercise rights under this SMA Limited Factory Warranty.

Warranty claims must be submitted to SMA Service by the Warranty Claimant or their representative (electrically qualified person). To determine if the Product is covered by the SMA Limited Factory Warranty, the Warranty Claimant must, upon SMA's request, submit a copy of the commissioning report which must include the serial number of the defective Product.

SMA reserves the right to request a copy of additional documents including, but not limited to, the purchasing invoice, which must include the serial number of the Product. SMA will only accept documents in the following languages: Czech, Dutch, English, French, German, Greek, Italian, and Spanish. Certified translations into one of the aforementioned languages will also be accepted.

The type label on the Product must be undamaged and legible.

The Warranty Claimant shall also be subject to the following **cooperation obligations**, which may be performed by an electrical installer (electrically qualified person) on the Warranty Claimant's behalf:

- Proper diagnosis of nonconformities may require an electrical installer (electrically qualified person) to be at the product location and to be equipped with a high-quality digital AC/DC voltmeter and further required tools as specified in the SMA Installation and User Manual.
- The on-site electrical installer (electrically qualified person) may be asked to take voltage measurements and provide event messages (error codes) from the Product or the inverter connected to the Product.
- The Warranty Claimant shall ensure that the defective Product is properly packaged using the packaging materials supplied by SMA. The packaging of the replacement device supplied by SMA shall be used if a replacement device has been supplied; otherwise, the empty packaging provided by SMA shall be used.

If the aforementioned requirements are not fully met, SMA is not obliged to perform the obligations under the SMA Limited Factory Warranty.

If no nonconformity is found when the device is tested by the SMA Service Repair Department, the Warranty Claimant may be charged an inspection fee, as well as transportation costs.

If services are to be rendered by SMA free of charge in accordance with this SMA Limited Factory Warranty, these are only free of charge if and to the extent the course of action is agreed with and confirmed in writing by SMA in advance. Communication in text form, for example electronic messages such as e-mail, satisfy the requirement that confirmation be given in writing. All costs incurred by the Warranty Claimant to exercise rights under this SMA Limited Factory Warranty shall be borne by the Warranty Claimant.

7 Determination of Usable Storage Capacity for Assessment of a Performance Warranty Claim

The usable storage capacity of the Products guaranteed in the Performance Warranty is measured by SMA under the following conditions and according to the following method:

Conditions:

	Ambient temperature during the measurement	Current and voltage measurement
SMA HOME STORAGE	25 – 28°C	on the DC side of the battery, with calibrated measuring equipment
SMA STORAGE M	21 – 25°C	on the DC side of the battery, with calibrated measuring equipment

Charging/discharging procedure:

(Values in *italics* are to be taken from the test value list below)

(1) The Product is discharged at a *Constant Current* until the Product reaches the *End-of-Discharge Voltage* or the discharging current has dropped to 0 A (self-protection function of the product).

(2) The Product is left to rest for a period of 2 hours.

(3) The Product is charged at a *Constant Current* until it reaches the *End-of-Charge Voltage*. Once the *End-of-Charge Voltage* is reached, the Product continues charging at Constant Charge Voltage until the *Cut-Off Current* is reached or the self-protection function of the Product automatically shuts it down.

(4) The Product is left to rest for a period of 2 hours.

(5) The Product is discharged at *Constant Current* until the Product reaches the *End-of Discharge Voltage* or the discharging current has dropped to 0 A (self-protection function of the product).

(6) The currently usable capacity is calculated using the following formula: Currently Usable Capacity = Discharge Time × *Constant Current*

(7) Divide the Currently Usable Capacity by the initial usable capacity to calculate the remaining capacity in percentage.

Test value list:

	End-of-Discharge Voltage (V)	End-of-Charge Voltage (V)	Constant Current (A)	Cut-Off Current (A)	Initial Usable Energy Content (kWh)
SMA HOME STORAGE	88	108	7.2	1.8	3.28
SMA STORAGE M	54	63.9	12.75	5.0	4.09

8 Fulfillment of the SMA Limited Factory Warranty

For all Products, either an exchange of defective parts (i.e., printed circuit boards, housing components, accessories, etc.) or an exchange of the defective Product itself shall take place at SMA's discretion in case of a Product defect.

SMA ensures that defective parts or Products will be replaced by new or repaired spare parts or new or repaired replacement devices in the original or improved design at its sole discretion. In any case, the Warranty Claimant must accept spare parts or exchange devices even if it has cosmetic defects that do not affect functionality or safety compliance. SMA will retain ownership of the supplied spare part or replacement device until it receives the defective Product or spare part. Upon receipt of the defective Product or spare part, ownership of the defective Product or spare part shall transfer to SMA, unless the defective Product or spare part is disposed of by the electrical installer (electrically qualified person) at the installation site at SMA's direction and in accordance with applicable law.

Where this is not feasible, due to technological advancements, SMA will supply another type of Product of at least the same or similar function, performance and similar form.

Further, SMA reserves the right not to exchange, but repair the Products or parts of it or have it repaired by an SMA authorized Service Partner.

If none of the foregoing options is possible, SMA shall have the right to determine the residual value ("**RV**") of the defective Product in accordance with the formula below and reimburse the Warranty Claimant accordingly. SMA's warranty obligations shall be deemed fulfilled once the RV has been reimbursed. The RV is calculated as follows:

RW	=	*(Market Value / Total Warranty Period in Months)*
	*	*(Total Warranty Period in Months – Number of Months Already Elapsed)*

The market value is the purchase price of a new Product of the same type or, if unavailable, a similar Product.

Until SMA has made a decision regarding the disposal or return of the defective Products, the Warranty Claimant or its electrical installer (electrically qualified person) shall retain the defective Products. As a general rule, SMA shall make this decision within 10 business days from the date on which the spare parts and/or replacement devices are delivered.

If the Products pose a risk to life, limb or property of third parties, SMA reserves the right to shut down the Products immediately. The Warranty Claimant will be informed of the reasons as soon as possible.

9 Impact of Warranty Coverage on the (Remaining) Warranty Period

If the entire Product is replaced under this SMA Limited Factory Warranty, the remainder of the warranty period will be transferred to the replacement device.

If Product components/spare parts are replaced under this SMA Limited Factory Warranty, the components/spare parts used will be covered by the same remainder of the warranty period as the original Product.

10 Exclusions from the SMA Limited Factory Warranty

10.1. The SMA Limited Factory Warranty shall not cover:

- defects arising from
  - improper handling, transportation, storage, repackaging, or installation (including removal and/or reinstallation)
  - commissioning of the Products in a manner that does not comply with the Installation and User Manuals provided by SMA, applicable local regulations (in particular safety regulations), or reasonable standards of care
  - operation, use, or maintenance of the Products in a manner that does not comply with the Installation and User Manuals provided by SMA, or inappropriate or incorrect use or use without reasonable care, including failure to maintain or clean the Products

  - exposure to excessive heat or cold; see Section 5, Ambient Temperatures; or use of the Products in inadequately ventilated environments
  - contamination by foreign material (e.g., excessive dirt, smoke, salt, chemicals, or other impurities); water entry; exposure to solvents, strong vibrations, or a strong magnetic field or false/inappropriate voltage/current or electrical power
  - accidental damage, theft or vandalism, or use of the Products for a purpose or in ambient conditions for which the Products were not designed or sold as specified in the Installation or User Manuals
  - corrosion because of exposure to aggressive atmospheres or corrosive substances (e.g., acids) or ambient conditions outside the scope of design
  - Force Majeure or by external influences including unusual physical or electrical stress (power outage, overvoltage, inrush current, lightning, flood, fire, accidental breakage, etc.)
  - non-compliance with the relevant safety regulations (UL, CSA, VDE, IEC, etc.) when using the Products in conjunction with an inverter, rectifier, PCS inverter, or any other product not approved by SMA
  - exchanges of spare parts of Products or Products which have not been performed by a third party authorized by SMA or use of spare parts which have not been manufactured, sold, or approved by SMA
  - continued use of the Products after an obvious defect or a defect in accordance with User or Installation Manuals is known, or could have been known with reasonable care
  - any attempt to extend or reduce the service life of the Products (whether by physical means, programming, or other means) without written confirmation from SMA, or any other interventions, modifications, or repair attempts not approved by SMA
- defects
  - affecting only the surface coating or varnish

    (not affecting the normal use of Product)
  - resulting from regular wear and tear of the Product or its parts, as well as consumables
  - resulting from changes to national or regional laws or regulations
  - not caused by the materials used and/or the manufacturing process
- cases where the product
  - has not been cyclized within the required time frame, see Section 5
  - does not have a legible type label or where the serial number of the Products was modified without authorization from SMA
  - was already damaged during transportation, but was nevertheless put into operation
- cases where the Warranty Claimant
  - does not report the defect or deterioration of the Product to the SMA Service Line or Online Service Center within the applicable claim time periods
  - cannot present the original invoice of the Product
  - fails to fulfill its cooperation obligations under Section 6
  - does not grant SMA or a third party access to the performance data of the data memory in the Product and/or manipulates the data
  - refuses to install critical software updates provided by SMA (checks for critical updates must be performed at least once a week)

10.2. The SMA Limited Factory Warranty does not cover:

- defects as a result of any other defective or malfunctioning parts in the system into which the Products have been installed;
- costs of third parties not authorized by SMA;

10.3. Reported but invalid Warranty Claim

The costs and expenses incurred by SMA for the purpose of testing an alleged defect in order to verify if there is indeed a defect covered by this SMA Limited Factory Warranty shall be borne by Warranty Claimant, if it turns out that there was no defect or if the defect is not covered by this SMA Limited Factory Warranty. In this case, the Warranty Claimant shall bear all incurred costs.

11 Final validity

The rights mentioned in this SMA Limited Factory Warranty reflect the exhaustive and exclusive rights of the Warranty Claimant under this SMA Limited Factory Warranty. No other claims–including, but not limited to, claims for compensation for direct or indirect or incidental or consequential damage or loss caused by the defective Product, claims for compensation for costs arising from disassembly or installation, and/or loss of power production or profits–are covered by the SMA Limited Factory Warranty. If the Warranty Claimant requests unnecessary or unjustified servicing and/or SMA replacements under this SMA Limited Factory Warranty, SMA shall be entitled to invoice the Warranty Claimant for the costs incurred as a result. For information on the distinction between the SMA Limited Factory Warranty and statutory warranty rights, refer to Section 1 above.

12 Disclaimer for Firmware Updates

SMA periodically provides firmware updates, at its sole discretion, for Products purchased from SMA. Such firmware updates will be made available to the Warranty Claimant "as is" and normally at no additional cost. SMA does not assume any obligation for the reimbursement of expenses and providing any maintenance, support, further updates, or configuration changes resulting out of or in connection with the SMA firmware update. Unless there is evidence of willful or grossly negligent fault on the part of SMA, SMA does not assume any liability for direct, indirect, incidental, or consequential damages, including loss of production, loss of profits or any additional expenses, which resulted from or in connection with the SMA firmware update, regardless of whether it is carried out remotely or manually, even if the user has been informed of the possibility of such damage.

The statutory warranty obligation of the device seller and the corresponding statutory warranty rights of the buyer which may not lawfully be excluded or limited are not affected by this disclaimer for firmware updates; see Section 1 above.

13 Applicable law and place of jurisdiction

(1) All claims arising from or in connection with this SMA Limited Factory Warranty are subject to German law with the exclusion of the United Nations Convention on Contracts for the International Sale of Goods (CISG). However, if the Warranty Claimant is a consumer as defined in Art. 6 of Regulation (EC) No 593/2008 and SMA has (i) either pursued our commercial or professional activities in the country where the Warranty Claimant has its habitual residence, or (ii) by any means, directed such activities to that country or to several countries including that country, and (iii) this SMA Limited Factory Warranty falls within the scope of such activities, then the choice of German law as stated in this paragraph does not have the result of depriving the Warranty Claimant of the protection afforded to it by provisions that cannot be derogated from by agreement by virtue of the law of the country where the Warranty Claimant has its habitual residence.

(2) Kassel, Germany, is the exclusive place of jurisdiction for all disputes arising from or in connection with this SMA Limited Factory Warranty provided that the Warranty Claimant is not a consumer, but rather, for example, a merchant, a legal entity under public law or a special asset under public law.

(3) In the event the Warranty Claimant is a consumer, whose residence or habitual residence is in the European Union or in Countries which are contracting Parties to the Agreement on the European Economic Area, the following shall apply: SMA is principally in favor to attend a dispute settlement procedure at the General Consumer Conciliation Body of the Centre for Conciliation in Germany: Allgemeine Verbraucherschlichtungsstelle des Zentrums für Schlichtung e. V., Straßburger Str. 8, 77694 Kehl.

For further information, please visit www.SMA-Solar.com