



SMA Limited Factory Warranty for SMA Storage XL

1 General Information

The following description of the SMA Limited Factory Warranty (hereinafter "**Warranty**") of SMA Solar Technology AG (hereinafter "**SMA**") applies to all purchases of the product types specified below made after 29.04.2026 and installed and commissioned by SMA or a third party authorized and qualified by SMA, and replaces all previous warranties relating to these products. This Warranty is not a warranty of durability and does not include a warranty of availability. It applies exclusively to new devices of the following product types (hereinafter "**Product(s)**"):

- CS-107-OUT-30
- CS-197-OUT-30
- CS-89-IN-30
- CS-197-IN-30

2 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 which may not lawfully be excluded or limited are not affected by this voluntary Warranty. Furthermore, should this Warranty violate any national statutory rights which may not be lawfully excluded or limited and which grant the warranty claimant any rights in addition to this Warranty, then such national statutory rights shall not be affected by the provisions of this warranty.

3 Warrantor and Warranty Claimant

1. The Warrantor is SMA. SMA reserves the right to have the services specified in this Warranty provided by partners authorized by SMA.
2. The persons who are eligible to raise claims under this Warranty (hereinafter "**Warranty Claimant**") are only buyers (end customers) who have purchased the Products themselves and have the Products commissioned for the first time by a commissioning engineer of SMA or a third party authorized and qualified by SMA (hereinafter "**Commissioning Engineer**"). Persons other than the Warranty Claimant are not authorized to make claims against SMA under this Warranty. However, the Warranty Claimant may appoint a third party to assert its claims under this Warranty. Assigning and/or transferring these rights to persons other than a Warranty Claimant is not permitted.

4 Geographical scope of the Warranty

The Warranty applies to the following countries, provided the Products were also installed and commissioned in such following countries: Germany, Austria, Switzerland, Czechia, Italy, France, Belgium, Netherlands, Luxembourg, Poland, Portugal and Spain. The Warranty does not apply to the overseas territories and associated territories of the aforementioned countries.

5 Warranty

The Warranty consists of a product warranty (hereinafter "**Product Warranty**") and a performance warranty (hereinafter "**Performance Warranty**").

1. With the Product Warranty SMA warrants that the Products (materials of the Products as well as the manufacturing of the Products) are free from any defects, which would impair the functionality of the Products to a more than insignificant extent, for a period of **2 years**, which commences on (i) the date of the first commissioning of the Products or (ii) 6 months after dispatch of the Products at the warehouse of SMA, whichever comes first.

If the Warranty Claimant registers the Products in the Online Service Center or on the Sunny Portal powered by ennexOS of SMA within 30 days after commissioning, the warranty period of the Product Warranty of the Products is automatically extended by further eight (8) years. In this case, the overall warranty period of the Product Warranty is ten (10) years. For the following components of the Products, however, the warranty period of the Product Warranty is only extended by a further three (3) years: Water Sensor, Smoke Sensor, Heat Sensor, Gas Detector, Heating, Ventilation and Air Conditioning ("HVAC") and Local Control Unit ("LCU"). The overall warranty period of the Product Warranty for such components is five (5) years.

Further preconditions for the extension of the warranty period of the Product Warranty to ten (10) respectively five (5) years are that the Warranty Claimant enables automatic software updates for software updates classified as critical in the reasonable discretion of SMA for the Products as well as for the SMA inverters connected to the Products and that a regular internet connection (at least 10 consecutive hours per week) is established. In addition, the commissioning report must be fully completed and signed after commissioning, within a period of no more than thirty (30) calendar days, and safely stored. The commissioning report must be made available to SMA on request, but in any case in the event of a warranty claim.

Deviations of the capacity of the battery modules from the nominal capacity are to be assessed exclusively in accordance with the requirements of Section 6.2 (Performance Warranty) and do not constitute a warranty case under Section 6.1 (Product Warranty).

2. With the Performance Warranty SMA warrants that after an Energy Throughput per kWh usable capacity of 1.3 MWh the Products retain at least 70 percent of its usable capacity (State of Health, "**SOH**") for **2 years** from (i) the date of the first commissioning of the Products or (ii) 6 months after dispatch of the Products at the warehouse of SMA, whichever comes first.

For reasons of clarity, see the following table:

Table 1 - Warranted Energy Throughputs by Product and C-rate (unregistered Products)

70% SOH	CS-107-OUT-30, CS-197-OUT-30	CS-89-IN-30, CS-197-IN-30
Warranty 2 years	✓	✓
0.25 C-rate ("C")	1.3 MWh/kWh	1.3 MWh/kWh

0.5 C	1.3 MWh/kWh	1.3 MWh/kWh
1.0 C	1.3 MWh/kWh	1.3 MWh/kWh

If the Warranty Claimant registers the Products in the Online Service Center or on the Sunny Portal powered by ennexOS of SMA within 30 days after commissioning, the warranty period of the Performance Warranty is automatically extended by a further eight (8) years. In this case, the overall warranty period of the Performance Warranty is ten (10) years.

Further preconditions for the extension of the warranty period of the Performance Warranty to ten (10) years are that the Warranty Claimant enables automatic software updates for software updates classified as critical in the reasonable discretion of SMA for the Products as well as for the SMA inverters connected to the Products and that a regular internet connection (at least 10 consecutive hours per week) is established. In addition, the commissioning report must be fully completed and signed after commissioning, within a period of no more than thirty (30) calendar days, and safely stored. The commissioning report must be made available to SMA on request, but in any case in the event of a warranty claim.

For reasons of clarity, see the following table:

Table 2 - Warranted Energy Throughputs by Product and C-rate (timely registered Products)

70% SOH	CS-107-OUT-30, CS-197-OUT-30	CS-89-IN-30, CS-197-IN-30
Warranty 10 years	✓	✓
0.25 C-rate ("C")	6.5 MWh/kWh	6.5 MWh/kWh
0.5 C	6.5 MWh/kWh	6.5 MWh/kWh
1.0 C	6.5 MWh/kWh	6.5 MWh/kWh

3. The Energy Throughput values of 1.3 MWh/kWh for 2 years and 6.5 MWh/kWh for 10 years apply only to combinations of Products (89 kWh, 107 kWh, 197 kWh) and following SMA Inverter: STPS30-20, STPS50-20, SI30-20, SI50-20. Such combinations are allowed under this Warranty. **For combinations outside of the foregoing, this Warranty (Product Warranty and Performance Warranty) does not apply.**

4. The Product Warranty and Performance Warranty only apply if the Products have been commissioned and operated in accordance with the system manual SMA STORAGE XL PACKAGE provided by SMA.

5. Furthermore, Warrantor warrants that it will not be necessary to perform a recharge (process of fully charging and discharging the Products to factory conditions) of the Products according to the following table:

Table 3 - Storage durations depending on storage temperature

Storage temperature	Maximum storage duration without recharge after dispatch date SMA warehouse
-40 °C to 25 °C	9 months
>25 °C to 45 °C	6 months
>45 °C to 60 °C	3 months

At the end of the storage durations in accordance with column 2 of Table 3 the commissioning must be performed. After commissioning the Products must not be out of operation for more than 1 months.

In case, the aforementioned storage durations and recharge/commissioning requirements are not complied with, the Warranty is void.

6. The SOH - value is measured and calculated using the following test method ("**Test**") to confirm or disconfirm a Performance Warranty claim:

- The Test is based on a battery system (not individual modules),
- Ambient conditions during the Test operation of the Products shall be: $25^{\circ}\text{C} \pm 2^{\circ}\text{C}$.
- First the Products shall be charged to 100% State of Charge ("**SOC**"),
- Then the Products shall be discharged to 0% SOC,
- Afterwards the real capacity of energy compared to the rated capacity shall be calculated in accordance with IEC 62620
- Charging and discharging current must be at 0.2 C-rate ("**C**").

6 Warranty services

1. For all Products, either a repair or an exchange of spare parts or functional units or the Products itself in SMA's sole discretion shall take place in case of Product failure.

2. SMA ensures that defective spare parts or functional units or the Product itself will be replaced by new or equal to new (which may be refurbished) spare parts or new or equal to new (which may be refurbished) functional units or new or equal to new (which may be refurbished) exchange devices in the original or improved design at its sole discretion. In any case, the Warranty Claimant must accept spare parts, functional units or exchange devices even if those have cosmetic defects that do not affect functionality or safety compliance. SMA will retain ownership until SMA receives the defective spare part, functional unit or Product. With receipt of the defective spare part, functional unit or Product (exchange of the defective spare part, functional unit or Product), SMA will receive ownership of the defective spare part, functional unit or Product.

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

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

5. If a warranty service by SMA fails, SMA is entitled to provide the same or another form of warranty service repeatedly, unless this is unreasonable for the Warranty Claimant.

6. SMA also reserves the right, at its sole discretion, to reimburse an appropriate market value specified by SMA of the defective Product (which is determined by SMA, at its sole discretion, based on the market value that the Product would have if it were not defective), and to therefore satisfy all warranty obligations.

7. Before disposal of the defective spare parts, functional units or Product(s), Warranty Claimants shall keep the defective spare parts, functional units or Products at least **20 business days** after SMA received a complete service request from the Warranty Claimant. SMA will decide, at its sole discretion, if the defective spare parts, functional units or Products can be disposed or SMA or an SMA authorized Service Partner will take back the defective spare parts, functional units or Products. The defective spare parts, functional units or Products handed over to SMA or to an SMA authorized Service Partner become the property of SMA after replacement.

8. If the entire Product is replaced under this Warranty, the remainder of the warranty period of the Product Warranty and the Performance Warranty will be transferred to the replacement device. If Product components are replaced under this Warranty, the components used will be covered by the same remainder of the warranty period as the replaced component.

9. If the Products or spare parts pose a risk to life, limb or property, SMA reserves the right to shut down or reduce the performance (SOH) of the Products immediately. The Warranty Claimants will be informed of this as soon as possible.

7 Exclusion of the Warranty

This Warranty is excluded for defects:

1. if the Products were altered or modified without the consent of SMA in writing,
2. due to misuse, abuse or accidents in storage, transport, handling and installation,
3. due to force majeure, electrical surge, lightning, flood, fire, vandalism, tampering, accidental damage, or other circumstances beyond the control of SMA or harmful environmental conditions such as air pollution, smoke, salt water, or sulphur corrosion or accidents and external influences,
4. due to installation, commissioning or use of the Products not in accordance with the system manual SMA STORAGE XL PACKAGE,
5. due to the failure to perform regular maintenance as required in the system manual SMA STORAGE XL PACKAGE,
6. due to the use of incompatible inverters, rectifiers or power conversion systems (PCS), i.e., incompliance with section (Warranty (6.3)),
7. caused by bites from rodents, cockroaches and other toothed animals,
8. due to theft or vandalism of the Products or any part thereof.

The Warranty is further excluded if the Products or components of the Product:

9. were not stored, transported, set up, or installed properly and professionally, or not in accordance with the system manual SMA STORAGE XL PACKAGE for the Products or in accordance with the technical specifications of SMA or the recognized engineering rules,
10. were removed from the location of commissioning for the first time or transferred to a different location, reinstalled, or disassembled, unless SMA gave its express written approval in advance,
11. were resold, recycled, or otherwise reused after they were commissioned for the first time, unless SMA gave its express written approval in advance,
12. were operated contrary to their intended use or contrary to the operating instructions in the system manual SMA STORAGE XL PACKAGE of the Product (including, in particular, improper forced disconnection or incorrect DC ratio),
13. **have not been stored, commissioned, operated or recharged in compliance with section (5),**
14. were not updated or upgraded with updates provided and recommended by SMA,
15. were modified (in terms of the structure or in any other way) by the Warranty Claimant or third parties or were subject to other interventions,
16. overvoltage occurred in the utility grid to which they are connected,
17. the legal statutory regulations applicable at the location of the Product were not permanently complied with, or
18. were subjected to interventions, changes, or attempted repairs not approved by SMA,
19. were insufficiently ventilated, resulting in thermal damage,

20. are corroded due to exposure to aggressive atmospheres or ambient conditions outside the specifications,
21. relevant safety regulations (CSA, VDE, IEC, etc.) were not observed.

In the cases referred to in Sections (1) – (21), it is sufficient if the relevant circumstance is (was) also the cause of the impairment, damage, or destruction of the Product covered by the Warranty. A (contributory) cause is assumed if one of the circumstances listed in Sections (1) – (21) applies. The Warranty Claimant is entitled to provide proof of the lack of causality.

This Warranty is also excluded:

22. if the Products are not used in the following combinations of Products: Products (89 kWh, 107 kWh, 197 kWh) and SMA Inverter STPS30-20, STPS50-20, SI30-20, SI50-20,
23. if the Product has been commissioned by persons other than the Commissioning Engineer,
24. if the commissioning report, which was completed and signed within a period of no more than thirty (30) working days after commissioning, is not sent to SMA with a warranty claim and upon SMA's request,
25. if Section 8 is not complied with and a warranty claim has not been made within the relevant warranty period in accordance with Section 5,
26. if the warranty claim is not made within ten (10) business days after the Warranty Claimant has become aware of the warranty claim or should have become aware of it without negligence,
27. if the warranty claim is not made using the Service Checklist - SMA Storage XL,
28. if the Warranty Claimant denies access by SMA or a third party authorized by SMA or manipulates the Diagnose File (as defined below) of the Product or has tampered with or deleted the Diagnose File,
29. if Warranty Claimant is unable to provide data that is relevant for the assessment of the Warranty Claim or has tampered with or deleted such data,
30. if the serial number on the Products can no longer be identified or has been modified, or
31. if the warranty case was caused or contributed to by the fault of the Warranty Claimant, its employees, agents, or other vicarious agents,
32. in the event of cosmetic wear and tear (including, but not limited to, any scratches, stains, mechanical wear and tear, rust or mould), which do not impair functionality.

8 Procedure for asserting rights under this Warranty and cooperation obligations of the Warranty Claimants

1. Warranty claims shall be placed at SMA in writing during the warranty period and shall be made within a maximum of ten (10) business days after the Warranty Claimant has become aware of the defect or should have become aware of it without negligence. The Warranty service is also available by accessing SMA Online Support at www.SMA-Solar.com under the heading SERVICE & SUPPORT at the local SMA Service Center.
2. The Warranty Claimant shall provide SMA with the following data and documents in its warranty claim:
 - model name of the Product and SMA serial number of the Product.
 - model name of the connected SMA inverter.
 - original purchasing invoice.

- **Proof of the date of commissioning of the Product by sending SMA a fully completed and signed commissioning report (including the postal code, city and country, in which the Product has been commissioned) that was completed and signed within a period of no more than thirty (30) calendar days after commissioning.**
- complete and detailed list of observed faults and other information which could help with the analysis of the fault (e.g., any videos and photos etc.).
- diagnose file from SMA ennexOS Portal (including battery data covering at least the 2 weeks preceding the failure and temperature and throughput data during the Warranty period collected by a tracking system implemented to the Products ("**Diagnose File**").
- completed Service Checklist - SMA STORAGE XL in accordance with the SMA template.

3. The Warranty Claimant shall provide SMA with more information necessary for the assessment as soon as possible on SMA's request (e.g. type designation or description of all modifications performed on the Products and connected inverter).

4. SMA reserves also the right to request a copy of other documents. SMA will only accept documents in the following languages: Czech, Dutch, English, French, German, Italian, Spanish, Portuguese and Polish. Certified translations into one of the aforementioned languages will also be accepted. The type labels on the Products shall be completely undamaged and legible.

5. SMA may require a qualified service technician to be at the Product location and equipped with a high-quality digital AC/DC voltmeter and the required tools as specified in the system manual SMA STORAGE XL PACKAGE. The qualified service technician on site may be requested to take voltage measurements and state event numbers (fault codes) of the Products and inverter. The qualified service technician may be required to remove any optional interface modules from the Product to be returned, and keep them with the exchange device for reuse.

6. SMA will provide instructions for the proper return or disposal of the defective Product.

7. The Warranty Claimant is obliged to provide SMA or a third party authorized and qualified by SMA with access to the Diagnose File of the Product, and to the necessary data of the connected inverter and energy management system at the time of disclosure of the warranty claim in accordance with Section 8.2. above. The Warranty Claimant is obliged to follow the instructions of SMA or a qualified third party authorized by SMA.

8. The Warranty Claimant is obliged to provide SMA or a third party authorized and qualified by SMA with remote access to the monitoring software included in the battery-storage system of the Product. SMA or the third party authorized and qualified by SMA shall instruct the Warranty Claimant accordingly.

9. The Warranty Claimant is obliged to provide SMA or a third party authorized and qualified by SMA with information on repair, care, and maintenance measures performed on the Product (in particular the battery-storage system of the Product), such as maintenance reports, on request.

10. The Warranty claimant shall grant SMA or a third party authorized and qualified by SMA unhindered access to the Product covered by the Warranty for the purpose of checking whether a warranty case applies and for the purpose of providing Warranty services.

If the aforementioned requirements are not fully complied with, SMA is not obliged to fulfill any of the obligations out of or in connection with this Warranty.

9 Assumption of costs by the warranty claimant

If, during the assessment of the Product covered by the Warranty by SMA or a third party authorized by SMA, no warranty claim is determined or it is determined that the warranty claim is excluded e.g. in accordance with Section 7, SMA may demand reimbursement of the resulting costs for the assessment from the Warranty Claimant. The required working hours are charged at an hourly rate of 95.00 euros, with a maximum rate per day of 760.00 euros in the case of an assessment in Germany and 920.00 euros in the case of an assessment in another country. 0.30 euros per km are charged for traveling to and from the location. In all other respects, the resulting travel expenses are calculated in accordance with the provisions of the German Federal Travel Expenses Act ("Bundesreisekostengesetz"). All amounts given are subject to the applicable value-added tax. If and to the extent services are to be provided by SMA free of charge in accordance with this Warranty, they are only free of charge if and to the extent the procedure is agreed with and confirmed in writing by SMA in advance. Text form is sufficient to comply with the written form requirement, which also applies to electronic messages (e-mail).

All costs incurred by the Warranty Claimant to assert its rights under this Warranty shall in any case be borne by the Warranty Claimant.

10 Final validity

The rights mentioned in this Warranty reflect the exclusive rights of the Warranty Claimant in accordance with this Warranty. No other claims, in particular for compensation for direct or indirect damage caused by the defective Product, the costs resulting from disassembly or installation, and/or claims for compensation for loss of power production or profits, are covered by this Warranty. If the Warranty Claimant requests unnecessary or unjustified service work and/or SMA replacements under this Warranty, SMA is entitled to invoice the Warranty Claimant for the resulting costs.

11 Firmware disclaimer

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 provision of any maintenance, support, further updates, or configuration changes resulting from or in the context of the SMA firmware update. Unless there is proof 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 resulting from or in the context of the SMA firmware update, regardless of whether it is carried out remotely or manually, even if the user was 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 be lawfully excluded or limited are not affected by this firmware disclaimer.

12 Applicable law and place of jurisdiction

1. All claims resulting from or in the context of this 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 its commercial or professional activities in the country where the consumer has their habitual residence, or (ii) by any means, directed such

activities to that country or to several countries including that country, and (iii) this 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 consumer of the protection afforded to him by provisions that cannot be derogated from by agreement by virtue of the law of the country where the consumer has his habitual residence.

2. Kassel (Germany) is the exclusive place of jurisdiction for all disputes arising from or in the context of this Warranty provided the Warranty Claimant is a merchant, a legal entity under public law, or special assets 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 willing 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, Germany.

For more information, please visit the "Service" section of our website at www.SMA-Solar.com