



## SMA Consumer FAQs

- When was SMA founded? What's your history, and how have you grown?
  - SMA was founded in 1981 in Germany. As a leading global specialist in photovoltaic system technology, SMA is setting the standards today for the decentralized, digital and renewable energy supply of tomorrow. More than 3,000 SMA employees in 18 countries have devoted themselves to this task. Our innovative solutions for every type of photovoltaic application offer people and companies worldwide greater independence in meeting their energy needs. In collaboration with our partners and customers, we are helping people transition to a self-sufficient, decentralized and renewable energy supply. SMA inverters with a total output of more than 100 gigawatts have been installed in more than 190 countries worldwide. SMA's multi-award-winning technology is protected by more than 1,600 patents and utility models. Since 2008, the Group's parent company, SMA Solar Technology AG, has been listed on the Prime Standard of the Frankfurt Stock Exchange (S92) and is listed in the SDAX index.
- Where is SMA headquartered?
  - SMA is headquartered in Niestetal, Germany.
- What's your company's mission?
  - By continuous further developments and innovations in system technology, we will make the installation and operation of photovoltaic power plants even simpler, more reliable, safer, and above all, more cost-effective. We want to increase technical progress and the worldwide spread of photovoltaics with our work.
- How does SMA's Sunny Boy inverter compare to the other options available on the market?
  - The Sunny Boy produces more energy on an annual basis than competing models using traditional optimizers. This is thanks to SMA's ShadeFix optimization, which is a proprietary, integrated inverter technology that optimizes PV system energy production in every situation – even when shading occurs. It also uses less components on the roof than traditional optimizers, providing greater reliability and investment security for system owners.
  - SMA is also the only manufacturer that offers a proactive monitoring and service solution for free with every Sunny Boy inverter. SMA Smart Connected

monitors the inverter and in the event of an error, notifies the installer. It also can offer automated service guidance and even proactively ship a replacement. SMA has taken the guesswork out of service, which means our system owners can rest easy. Instead of owners having to painstakingly look at every module themselves to ensure proper performance, Smart Connected automates the entire process and watches for issues 24/7. Now, that's smart!

- What would you say the best use cases are for the Sunny Boy? Who should consider installing this technology?
  - The Sunny Boy is the ideal choice for residential PV installations because of its long history of durability and reliability. In fact, the Sunny Boy is the only residential inverter installed and operational in systems that are 20+ years old. It can be used in any rooftop or ground mount scenario, even in shaded conditions thanks to SMA's ShadeFix optimization.
  - The Sunny Boy can also be used in storage applications when paired with a Sunny Boy Storage and your choice of one of many highly respected battery suppliers. Storage use cases include energy management for system owners in time-of-use utility jurisdictions as well as whole home backup for the ultimate peace of mind.
- What warranties do you offer for the Sunny Boy inverter? Does your warranty cover the cost of shipping and labor for replacements?
  - While anyone can issue an attractive warranty on paper, SMA believes its German engineering and superior quality represent its best guarantee. For owners needing that extra peace of mind, however, SMA offers extended warranties up to 20 years, which includes the cost of shipping as well as a service rebate for the installer to offset costs for the owner.
- Where are SMA products available? Do you have a certified installer network?
  - SMA products are available for installers to purchase across the United States through a network of trusted [Authorized Distributors](#). SMA PowerUP Partners are a network of trusted solar energy professionals who are trained to install and service your residential or commercial SMA solution. If you're looking for a qualified SMA Partner in your area, the SMA PowerUP Trusted Solar Energy Partner Network is all you need! [Click here to locate an installer](#).
- Outside of the Sunny Boy inverters, does SMA offer any additional solutions/products homeowners should know about?

- o SMA also offers [storage solutions](#) as well as industry leading, award winning monitoring solutions through our [Sunny Portal](#).
- What should customers consider when shopping for a solar inverter?
  - o Not all solar inverters are alike, so don't buy the hype from companies who have only been doing business for a fraction of the time that SMA has been providing energy solutions. Look for a reputable partner like SMA, with more than 40 years of experience and a proven track record for quality and reliability.
  - o Ask your solar installer what brand of inverter is the most reliable and why they recommend one inverter over another.
  - o Don't put more components on the roof than are absolutely necessary. The environment under PV panels is a truly inhospitable one for power electronics and adding unnecessary components in that climate increases the likelihood of failures. SMA's ShadeFix optimization generates more power with fewer components than traditional optimizers. And, Microinverters add even more electronics to a system, dramatically increasing the risk of failures, which causes headaches for system owners and PV professionals alike.
- Why should a consumer use this type of inverter technology instead of another?
  - o SMA inverters with ShadeFix optimization produce the maximum power from PV modules - even in most shaded situations. They outperform traditional module-based optimizers, which require additional hardware. This was the conclusion of a study entitled "[The Impact of Optimizers for PV Modules](#)" carried out by the University of Southern Denmark in May 2019.
  - o Traditional optimizers and micro inverters introduce more components on the roof, increasing the chances for failures due to heat and stress. SMA's ShadeFix optimization has taken those components off the roof and placed them in the inverter, which is installed in a much more temperate climate. This makes SMA systems with the Sunny Boy inverter more reliable and less likely to need servicing than alternatives.
  - o The Sunny Boy inverter was developed with precision German engineering and represents decades of experience across the globe.