



**SMA Solar Technology AG**

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**Possible malfunction on ESS handle: important customer information for electrically skilled persons**

Dear Sir or Madam,

During the latest quality tests on the Sunny Tripower range we determined that during the pulling of the ESS handle a contact element can remain in the inverter and as a result the DC disconnection process is not completed correctly. This occurrence is very unlikely and only affects an older version of the ESS handle. This letter is to inform you in a prompt and comprehensive way about the situation. We would also like to ask for your support as we work to eliminate this event in the field from the outset.

Affected inverters are: all Sunny Tripower 15000TL/17000TL (STP 15000TL-10/ STP 17000TL-10) delivered up to October 31, 2010 in the serial number range from 2100000001 to 2110025617.

According to a comprehensive risk analysis no potential danger exists during normal operation of the inverter.

However we would like to ask you to take the following courses of action:

1. When you are planning maintenance or service work with your customers, we request that you check beforehand whether there are inverters in the system from the above stated time period or serial number range. If this is the case please order new ESS handles via the SMA Service using the toll-free number 00800 7627378423 stating the inverter type and serial number. Here you will also receive information on the postage-free return of the replaced ESS handles. For easy recognition the ESS handle with the new construction has a yellow or white dot in the handle recess.



2. During pulling of the affected inverters' ESS handle it is important to confirm that the AC side of the inverter has been disconnected – as described in the installation manual. Furthermore, it is to be checked whether the contact element with the metal tongues is in the ESS handle and not in the inverter. (You will find an illustrated representation also in the installation manual, section 9.2).
3. Should the unlikely event occur that the contact element of the ESS handle remains in the device it is to be ensured again that the AC side disconnection of the inverter has been carried out. Only then must all DC plug connectors be pulled. A waiting time of ten minutes after this action is required to allow the voltage within the touchable parts to fall to a non-dangerous value. Only then may the remaining contact element in the device be removed using an insulated tool. Recommissioning of the inverter may only take place with an ESS handle with the new construction.

We would like to expressly inform you that in the event of non-compliance with the procedure described above a **danger to life** exists due to high contact voltages.

We greatly regret that we have caused extra work for you. But we also ask for your understanding that in this case we are only thinking of the safety of yourself and your colleagues. We thank you for your support.

If you have any questions, please contact us at 00800 7627378423. Additional information is also available at [www.sma.de/en/ESS](http://www.sma.de/en/ESS).

We assure you that we are doing everything we can to provide as much information as possible in the field.

Yours faithfully,

SMA Solar Technology AG

A handwritten signature in blue ink, appearing to be 'R. Grebe', with a long horizontal flourish extending to the right.

Roland Grebe  
Chief Technology Officer