



SMA Solar Technology AG

Sonnendlee 1
34266 Niestetal
GERMANY
Tel.: +49 561 9522-0
Fax: +49 561 9522-100
E-Mail: info@SMA.de
Internet: www.SMA.de

Date 01.08.2011

Possible malfunction on ESS handle: important customer information for specialized traders

Dear Sir or Madam,

During the latest quality tests on the Sunny Tripower range we have 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. No potential danger exists during normal operation of the inverter.

Nevertheless we want to inform you as well as the installers in a prompt and comprehensive way about the situation and ask for your support. Our aim is to eliminate this event in the field from the outset and to reach a maximum number of installers with our communication.

To this end we ask that you distribute the recommended procedure enclosed in this letter to your customers.

Affected inverters are: all Sunny Tripower 15000TL/17000TL (STP 15000TL-10/ STP 17000TL-10) delivered up to 31st October 2010 in the serial number range from 2100000001 to 2110025617. Should there still be affected devices within your warehouse we request that you contact SMA Service using our toll-free number 00800 7627378423 stating the inverter type and serial number. Here you will receive all information regarding next steps.

We greatly regret that we have caused extra work for you. But we also ask for your understanding as we are only taking action to ensure your and your customers' safety. If you have any questions or require further information please contact us at 00800 7627378423. Additional information is also available at www.SMA.de/en/ESS.



We thank you for your assistance and 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 read 'R. Grebe', with a long horizontal flourish extending to the right.

Roland Grebe
Chief Technology Officer