



## 10 YEARS FRONIUS WARRANTY FAQs

### Which inverters are included under the 10 years Fronius Warranty promotion?

- All **string inverters** installed and registered between 01/01/2015 and 31/12/2015

To validate your data, we may ask you to provide your purchase invoice, the serial number of the device and your commissioning report (in Australia: COES - Certificate of Electrical Safety).

Please note: To redeem the warranty promotion certificate you will have to register online under [www.solarweb.com](http://www.solarweb.com)

### What effect does this offer have on the warranty I already have for the inverter in question?

For the first 5 years, you continue to enjoy the standard Fronius Warranty Plus on all the inverters covered by this offer. By registering, this warranty can be extended with an additional 5 year Fronius Warranty if the warranty holder registers the inverter (serial number) online.

### What does Fronius Warranty actually mean?

Under the Fronius Warranty, Fronius will only cover the costs of materials. Any other costs incurred such as transport or labour, will not be covered by Fronius.

### In what ways do the Fronius Warranty and the Fronius Warranty Plus differ?

The Fronius Warranty Plus applies for the first 5 years of all Fronius inverters. It also includes labour and transport costs (within Australia only). The Fronius Warranty covers cost for parts only. Labour and transport cost are not included.

### How can I as an end customer make a claim under the warranty?

To make a claim under the warranty, keep the offer certificate, the purchasing invoice and commissioning record/Certificate of Electrical Safety (COES) and hand all three documents to your installer when servicing is required. You will not be able to make any claims under this offer unless these documents are provided.

### How does the installer make a claim under the warranty?

When making a claim under the warranty, the installer sends the offer certificate, the purchasing invoice and commissioning record/Certificate of Electrical Safety (COES) to Fronius Australia TechSupport [pv-support-australia@fronius.com](mailto:pv-support-australia@fronius.com).

### What does parts warranty mean in the event that a PC board is replaced?

The installer/service agent will be charged by Fronius for transport of the replacement part. These costs and any other labour costs will then be passed on to the end customer.



**What does Fronius Warranty mean in the event that an inverter is replaced?**

In this situation the cost of any replacement parts will be covered by Fronius.

Fronius will charge the installer a set repair fee and transport fee.

In the majority of cases, these costs will be then passed on to the end customer.

**How much does the set repair fee amount to?**

The set repair fee is the same for all inverters covered by the parts warranty and is currently \$175. This figure is subject to change.

**How much does the set transport fee amount to?**

The set transport fee for inverters and components is currently \$80. For IG Plus inverters with two or three power stage sets, it is currently \$245. These figures are subject to change.

**In addition to this Fronius Warranty, I would also like to purchase an extension to 20 years, for example on the Fronius Warranty Extension Plus. Is this still possible?**

Yes, you can even choose between two warranty levels. The Fronius Warranty Extension, which equals the Fronius Warranty and the Fronius Warranty Extension Plus, which equals the Fronius Warranty Plus.

**In addition to this Fronius Warranty, I would also like to purchase a Fronius Warranty Extension Plus to 20 years. What will this cost me?**

There is a new price list for the Warranty Extensions allowing to cover your needs even better than before. Please contact Fronius Australia for more information.

**Where can I get more information about the Fronius Warranties?**

[www.fronius.com/solar/warranty](http://www.fronius.com/solar/warranty)