



## FRONIUS WARRANTY TERMS AND CONDITIONS

valid from: 01/04/2015

These warranty terms and conditions apply to first-installation Fronius inverters and the Fronius AC Combiner in Bahrain, Barbados, Egypt, Ghana, Israel, Jamaica, Jordan, Kenya, Kuwait, Lebanon, Morocco, Namibia, Nigeria, Pakistan, Palestinian Territory, Qatar, Saudi Arabia, Serbia, South Africa, Sri Lanka, Tanzania, Thailand, Tunisia and United Arab Emirates.

### Content of the warranty:

#### Fronius Warranty/Warranty Extension

The Fronius Warranty/Warranty Extension covers the costs of materials under the terms and conditions indicated below.

#### Duration of warranty:

In each case the warranty period begins the day that the products leave the Fronius factory.

#### String inverters (wall-mounted devices) and Fronius AC Combiner

String inverters and the Fronius AC Combiner are supplied with a 2-year Fronius Warranty.

The warranty period is extended free of charge by a 3-year Fronius Warranty (total of 5 years) if the warranty holder registers the inverter (serial number) at [www.solarweb.com](http://www.solarweb.com) within 30 months (of being dispatched from the Fronius factory). The warranty will be invalid if incorrect details are provided.

#### Central inverters (free-standing devices)

Central inverters are supplied with a 5-year Fronius Warranty.

#### Solar Battery

The Fronius Solar Battery is supplied with a 2-year Fronius Warranty.

The warranty period is extended free of charge with a 3-year Fronius Warranty (total of 5 years) if the warranty holder registers the Solar Battery (serial number) at [www.solarweb.com](http://www.solarweb.com) within 30 months (of dispatch from the Fronius factory). The warranty will be invalid if incorrect details are provided.

### Warranty services:

If a fault should occur during the warranty period for which Fronius is responsible, Fronius itself will at its discretion either

- / make the corresponding spare parts available,
- / make an equivalent replacement device available,
- / repair this fault at its premises or on the customer's premises,
- / or have these services carried out by a suitably-trained Fronius Service Partner.

#### Materials

"Materials" means that, during the warranty period, Fronius will bear the cost of materials (spare part or replacement device excluding labour costs) associated with the warranty service.

#### General transport regulations

Devices or components are to be returned in the original or equivalent packaging. In principle, Fronius retains ownership of replacement devices and components inside or outside of the warranty/warranty exclusion until the faulty parts/devices have been received. In all cases ownership of the faulty device/parts is transferred to Fronius when the replacement device is received. If the faulty device/parts is/are not returned to Fronius within 60 days, they will be charged at the current replacement prices.

Other incidental costs (such as travel costs, installation costs, if these exceed the Fronius service fee, customs duties, etc.) are not covered by the warranties.

#### Fronius Warranty Extension

An extended warranty can be purchased up to 30 months after dispatch by Fronius. Fronius may reject orders received later. The extended warranties only apply to Fronius inverters unambiguously identified by their serial number.

It is possible to extend the warranty to 10, 15 or 20 years from dispatch by Fronius. (max. of 10 years in the case of the Fronius AC Combiner)

#### Considerations when making a warranty claim

First contact an installer, who will then contact Fronius if necessary.

The procedure in the event of a warranty claim must be agreed with Fronius. This is the only way of ensuring that the warranty services remain free of charge for the warranty holder.

The purchase invoice, serial number of the device and start-up report (the date on which the device was provided/commissioned and report from the power supply company), as well as proof of payment of the warranty extension fee, are required for warranty claims. The purchase price must have been paid to Fronius in full in order for the warranty service to be provided.

When devices or components are replaced, the remaining warranty period is transferred to the replacement device or



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replacement component. This is automatically registered at Fronius. A new certificate is not issued.

If servicing is carried out on site, the client must guarantee unrestricted access to the inverters. If necessary, the warranty holder must make the equipment required by the applicable health and safety regulations available free of charge.

#### Scope and validity of the warranty

The Fronius warranties apply only to inverters and Fronius AC Combiners that have been identified unambiguously by their serial number. These must be appropriately certified for the country of installation. The other components of the photovoltaic system and Fronius system add-ons (for example, plug-in cards), system monitoring components and pre-production devices are excluded from the warranty. These components fall under the corresponding provisions of the applicable General Delivery and Payment Conditions of Fronius.

#### Exclusions from the Fronius warranties

Failure to observe the operating instructions, installation instructions or maintenance procedures.

- / Improper installation
- / Improper commissioning
- / Improper transportation
- / Improper or incorrect operation
- / Inadequate ventilation of the device
- / Any work performed on the device by companies or persons that have not been authorised by Fronius
- / Failure to observe safety rules and installation standards
- / Force majeure (storm, lightning, overvoltage, fire, etc.)

If a hybrid inverter is used in the emergency power mode for more than 15% of its operating time, this will result in exclusion from the warranty.

Damage to the inverter caused by other components in the photovoltaic system or damage that does not impair the function of the inverter ("cosmetic flaws") is also excluded from the warranty.

The warranty does not cover travel and accommodation expenses as well as on-site assembly and installation costs,

if these exceed the service reimbursement paid to the installer by Fronius depending on the service and agreement.

Changes to the existing PV system, in-house installation and similar or the time involved and the costs incurred are not covered by the warranty.

Due to technological progress, the equivalent replacement or new device provided may not be compatible with the system monitoring or other components installed on site (e.g. Fronius DATCOM). The warranty does not cover the expenses and costs incurred as a result.

A claim for compensation cannot be made for energy that has not been fed into the grid or energy that has not been consumed in-house, etc.

Fuses and other wearing parts are excluded from the warranty.

#### Other legal information

Other legal warranty or liability claims against Fronius remain unaffected by this warranty.

In the event of such claims, please contact the vendor of your device.

Our General Delivery and Payment Conditions under "Legal information" on our website ([www.fronius.com](http://www.fronius.com)) also apply.

The terms and conditions of this warranty supersede the terms and conditions that have been in force up to now.

The warranty agreement is concluded between Fronius and the warranty holder (owner of the installed system). For this reason, the system must be registered by the warranty holder using his Solar.web login credentials. Registration may only be performed by third-parties if they have been suitably authorised to do so. Non-compliance may result in a penalty. The warranty will be invalid if incorrect details are provided.

Up-to-date and detailed information regarding warranty terms and conditions can be found on our website at [www.fronius.com/solar/warranty](http://www.fronius.com/solar/warranty)