



# Gold Quality Guarantee Program

Revised August, 2009



The Fronius **Gold Quality Guarantee** program is designed to solidify customer confidence in Fronius products by guaranteeing the highest level of quality and service support available to all customers. The **Gold Quality Guarantee**, implemented in May, 2008, applies to Fronius' entire line of solar inverters manufactured in 2008 or later and on any inverter with a serial number beginning in 19xxxxxx or higher.

## Features of the Gold Quality Guarantee:

### 15-year product & service warranty

All customers will have the option to purchase an additional 5-year warranty extension on all 2008 or later Fronius inverters, bringing the total warranty life to 15 years. This warranty extension includes a dealer service plan, covering both the inverter *and* service.

The 15-year warranty is not only a first in the industry, but is intended to emphasize Fronius' long-term commitment to our customers. Not only do we build our products to last, but in the unlikely event that something does happen, we will be there to cover it.

The 15-year warranty offers the same features as the 10-year warranty, including:

- A paperless RMA process tracked by the serial number, not the owner.
- Shipping costs covered both ways.
- Pre-shipping of replacement inverters – no waiting for us to receive the old inverter, and no credit card required.
- No warranty exclusions for corrosion and biological infestation.
- If a replacement unit is installed, and the warranty term is near to its expiration date, the replacement unit warranty is extended for one full year beyond the original warranty coverage.

### Pricing (2009 price list):

Part number	Product	Price in USD
4,200,118	Warranty Extension from 10 to 15 years for IG Plus models 3.0 - 1 UNI and 3.8 - 1 UNI	\$750
4,200,119	Warranty Extension from 10 to 15 years for IG Plus models 5.0 - 1 UNI, 6.0 - 1 UNI and 7.5 - 1 UNI	\$1250
4,200,117	Warranty Extension from 10 to 15 years for IG Plus models 10.0 - 1 UNI, 11.4 - 1 UNI, 11.4 - 3 Delta and 12.0-3-WYE277	\$1975
41,200,116	Warranty Extension from 10 to 15 years for IG4000, IG4500LV, and IG5100	\$910
41,200,115	Warranty Extension from 10 to 15 years for IG2000, IG2500LV, and IG3000	\$660

### Fronius USA LLC

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**Full warranty text:**

[http://www.fronius.com/cps/rde/xbcg/SID-51891BB3-9F0F9454/fronius\\_usa/warranty\\_statement\\_usa\\_ig\\_022008.pdf](http://www.fronius.com/cps/rde/xbcg/SID-51891BB3-9F0F9454/fronius_usa/warranty_statement_usa_ig_022008.pdf)

**The Fronius warranty process:**

[http://www.fronius.com/cps/rde/xchg/SID-51891BB3-9F0F9454/fronius\\_usa/hs.xsl/2714\\_7008.htm](http://www.fronius.com/cps/rde/xchg/SID-51891BB3-9F0F9454/fronius_usa/hs.xsl/2714_7008.htm)

**Written service promise**

- **30-minute telephone diagnostics:** Field diagnostic telephone calls to isolate inverter or installation issues will not exceed 30 minutes, or the inverter is automatically replaced (*assumes useable cell reception and technical competency on behalf of the installer*).
- **Phone and email response times:** Fronius will work very hard to ensure a two hour resolution path goal on all phone messages and four business hours for email inquiries on typical engineering support questions during Fronius business hours – 9:00am to 9:00 pm EST, Monday through Friday (*excluding holidays*).

**Service reimbursements**

Service reimbursements to dealers are \$250 per qualifying RMA.

**Convenient service toolkit now available**



We have also developed a Fronius Service Toolkit, available for USD \$210, with useful items in an easy-to-carry case, helping to eliminate return visits.

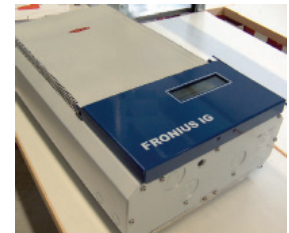
**Out-of-box reliability**

Quality control is very important at Fronius, from our ISO-9001 certification to a company-wide, independent quality department to our fully automated final inspection process, we have implemented redundant inspections and audits to ensure the highest possible out-of-box reliability.

**Dead on arrival (DOA) units:** As part of Fronius' commitment to quality, if an inverter is received DOA, Fronius will automatically reimburse you \$400.

**Quality audits include an extensive inspection process, including the following:**

1. Packaging
  - a. Damage, impurity
  - b. Rating plate
  - c. Label
  - d. Transportation protection
2. Completeness of packaged unit
  - a. Manual
  - b. Certificate
  - c. Accessories



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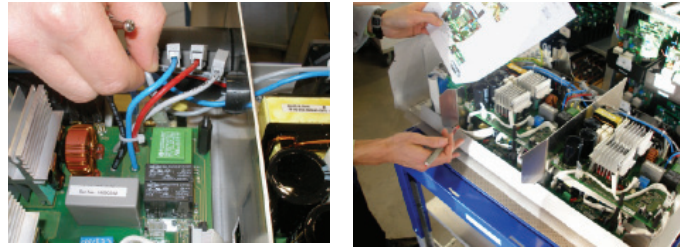
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3. Housing
  - a. Surface
  - b. Screen print
  - c. Safety stickers
  - d. Screws and rivets
  - e. Flange protection
  - f. Front lid
4. Connection Area
  - a. Cable routing and fixing
  - b. Connection of plugs
  - c. Cable clamping
  - d. Molex plug connectors
  - e. Ribbon cables
  - f. AC and DC breakers
  - g. DC terminals
  - h. Bolted connects
  - i. Display
  - j. And other items as needed
5. Power Stage
  - a. Cable routing/fixing and cable sleeves
  - b. Plastic stand-offs
  - c. Molex plug connectors
  - d. Ribbon cables
  - e. Cleanliness
  - f. Cable sleeves for thermal couples
  - g. AC output inductor – lock washer
  - h. Fan
  - i. Knockouts



### **Quality and service commitment**

The Fronius **Gold Quality Guarantee** represents our commitment – in writing – to quality products and superior service. We believe strongly in our products and work hard to make sure that each and every customer is happy they chose Fronius. From extensive quality checks to ensure a reliable product, to easy-to-reach service support, to long-term warranty coverage, each commitment of the **Gold Quality Guarantee** is designed to make working with Fronius easy for our customers.

If you have any questions regarding the Fronius **Gold Quality Guarantee**, please feel free to contact us via email: [pv-us@fronius.com](mailto:pv-us@fronius.com), by phone: 810-220-4414, or contact your Fronius representative directly.