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## Fronius USA Dead on Arrival (D.O.A.) Reimbursement Guidelines

(Applies to all inverters with serial # 19XXXXXX or greater)

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### FRONIUS IG Solar Inverter Models:

FRONIUS IG 2000/ FRONIUS IG 2500-LV/ FRONIUS IG 3000/ FRONIUS IG 4000/ FRONIUS IG 4500-LV/ FRONIUS IG 5100

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### FRONIUS IG Plus Solar Inverter Models:

FRONIUS IG Plus 3.0-1<sub>UNI</sub>/ FRONIUS IG Plus 3.8-1<sub>UNI</sub>/ FRONIUS IG Plus 5.0-1<sub>UNI</sub>/ FRONIUS IG Plus 6.0-1<sub>UNI</sub>/ FRONIUS IG Plus 7.5-1<sub>UNI</sub>/  
FRONIUS IG Plus 10.0-1<sub>UNI</sub>/ FRONIUS IG Plus 11.4-1<sub>UNI</sub>/ FRONIUS IG Plus 11.4-3<sub>Delta</sub>/ FRONIUS IG Plus 12.0-3<sub>WYE277</sub>

The **Fronius Dead on Arrival or D.O.A reimbursement program** was introduced on April 15, 2008 as a component of the industry leading Fronius Gold Quality Guarantee program and applies only to inverters with a serial number of 19XXXXXX or higher.

The D.O.A. reimbursement provides for a \$400.00 per D.O.A. (in addition to our standard service reimbursements) inverter credit to the installer if any new Fronius inverter with a serial number of 19XXXXXX or higher fails to produce full power during the initial installation due to a component failure or has an unrecoverable state code which can not be easily repaired by the installer in the field. The D.O.A. reimbursement does not apply if the installer fails to contact Fronius USA Technical Support\*\* at 810-220-4414 while on the installation site to conduct essential diagnostics and obtain an RMA (as detailed below in the Fronius service process) or the problem can not be verified by Fronius in our repair center or the problem is determined to have been caused by shipping damage, improper installation or operation, misuse, abuse, manipulation, alterations or repair attempts, accidents, fire, floods, acts of God, and incidental or consequential damage caused by defects with other components of the solar system.

### Fronius service process for warranty returns and repairs:

- **Obtain a Returned Merchandise Authorization (RMA)**

- ✓ All returned FRONIUS IG Solar Inverters require an RMA.
- ✓ Call Fronius USA Technical Support at 810-220-4414 to obtain an RMA.
  - Technical Support is available Monday through Friday, excluding holidays, from 6:00 am to 6:00 pm P.S.T., and weekends by appointment only.

- **Steps and information required for the RMA application:**

- ✓ Contact with a Fronius Technical Support Representative at 810-220-4414 to evaluate and troubleshoot the issue **while the inverter is in the field**, as many problems can be fixed in the field. Technical Support is available Monday through Friday, excluding holidays, from 6:00 am to 6:00 pm P.S.T., and weekends by appointment only.
- ✓ If troubleshooting does not fix the problem, the following information will be required by the Technical Support Representative for the RMA application. The representative will collect this information over the phone:
  1. Model and Serial Number of the FRONIUS Solar Inverter.
  2. Detailed description of the problem including the Inverter's diagnostic code(s).
  3. Shipping address for the warranty replacement equipment.
  4. When the replacement inverter will be required.



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- **Once the RMA has been issued:**

- ✓ Fronius USA will ship a replacement inverter ahead to the installer within the time specified as per point #4 above. Fronius will prepay the shipping costs.
- ✓ When the replacement inverter arrives and is installed, the installer simply places the defective inverter into the box from the replacement inverter.
  - Apply the included UPS call tag to the box and call UPS.
  - The defective inverter must be returned to Fronius USA within 14 days of receiving the replacement unit or a charge may be applied for the replacement.
  - All FRONIUS Solar Inverters authorized for return by Fronius USA must be returned in its original shipping container or packaging providing equal protection.

**Warranty period for any repaired or replaced inverter:** 12 months after shipment from Fronius USA or the original remaining warranty period, whichever is greater.

**Service reimbursement:** Service reimbursement is \$150.00 per qualifying RMA and can be either a credit provided on your companies behalf to your Fronius Distributor or a check issued by Fronius to your company (sorry Fronius can not issue service reimbursement checks to individuals). Further details of this program can be found in the Fronius USA Premium 10 and 15 year Warranties.

**Damage caused by shipping or mishandling:** Visually evident damage caused by shipping or mishandling is to be reported to the shipper as soon as possible. Shipping damage is the responsibility of the shipper, not Fronius, and should always be so noted with the shipper prior to accepting and signing for the product.

Some states do not allow the exclusion or limitation of incidental or consequential damages. This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. Fronius USA, LLC General Terms and Conditions also apply.

**Additional Information:** Contact your local Solar Dealer, Fronius Distribution Partner, or Fronius, for additional information on the Fronius 10 and 15 year Premium warranties. Additional resources may also be found on the Fronius USA Solar web site, [www.fronius-usa.com](http://www.fronius-usa.com), including information on service assistance, online training, accessories, product information, or product manuals.

**You may also contact Fronius Directly**

\*\*Fronius Technical Support is available 6am to 6pm (P.S.T.) Monday through Friday excluding holidays and weekends by appointment only.

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