

## Fronius Warranty Process and Technical Support – Second to None



At Fronius, we are proud to claim that our Warranty and Technical Support process is second to none in the industry. Our goal is to make service processes as hassle-free and user-friendly as possible. Here are a few of the highlights:

### **Warranty**

- Standard warranty is 10 years and upgradeable to 15 years for all customers and all current production inverters (Serial #19XXXXXX or greater)
- Warranty based on serial number only (no proof of purchase required)
- Paperless warranty process. No RMA to fill out on the part of installer. All information is obtained during Technical Support phone call. Only serial number of inverter is required.
- Warranty has no exclusions for corrosion or biological infestation
- Warranty document is written in plain English – no law degree required, making it easy to compare with other warranties.

### **Technical Support**

- Technical Support Team is available Monday - Friday from 6:00 am - 6:00 pm PST (excluding holidays)
- 30 minute diagnostic time limit or inverter is replaced
- Two hour resolution path on all phone messages left during business hours (6:00 am - 6:00 pm PST)
- Four hour response timeline on all e-mail inquiries received during business hours
- Access to technical support on weekends by appointment

🔗 [Visit our web site to download this warranty process information](#)