



Recommended IG- Plus Software Upgrade Explanation and Resolution

Explanation

The Fronius IG Plus line of inverters is based upon the successful IG concept which has a proven track record with well over a GW of installed inverters worldwide. Within the IG Plus inverters there is sophisticated software that controls and verifies the parameters inside the inverter.

In a limited number of cases, Fronius USA, LLC has seen IG Plus single-phase multi-stage inverters recycle. This only happens in specific circumstances in which the master and slave power stage(s) are operating in tandem combined with a rapid change of irradiance.

Resolution

If your IG Plus single-phase multi-stage inverter has a serial number lower than 20110322, Fronius recommends that the new software be installed to eliminate this potential challenge. The update can be accomplished by simply replacing the IG Brain card in the Plug-n-Play area of the connection box in the inverter with a new card containing new software. This does not require the removal of the inverter from the installation location. This process involves opening the connection area door, removing four screws, pulling out the existing IG Brain card, replacing it with the new card and replacing the four screws. If your IG Plus single-phase multi-stage inverter has a serial number greater than 20110322 the new software has already been installed.

Affected Inverters

Inverter models potentially affected are the Fronius IG Plus single phase multi-stage inverters 5.0-1_{UNI}, 6.0-1_{UNI}, 7.5-1_{UNI}, 10.0-1_{UNI} and 11.4-1_{UNI}; with serial numbers less than 20110322.

Recommended Actions

Installers can upgrade an affected inverter by replacing the IG Brain card in the Plug-n-Play section of the inverter. It is estimated that this process will take between 5 -10 minutes. Fronius will pay for shipping the replacement card and return of the old card as well as provide service reimbursement of \$150.00 per qualified IG Brain card replacement, once we receive the old IG Brain card back. The reimbursement will be in the form of a credit to your distributor or check to the company doing the replacement of the IG Brain card.

Please contact our Technical Support at 810-220-4414 with serial number of the affected inverter to proceed.

It is our goal to resolve this quickly and with minimum inconvenience. Fronius appreciates your business and continued support.

If you have any questions, concerns or feedback we would like to hear from you. Please e-mail pv-us-support@fronius.com or call us at 810-220-4414 and ask for Fronius Solar Technical Support.