



POWERING YOUR FUTURE

Fronius USA Premium 10-Year Warranty

(Applies to all inverters shipped from Fronius, USA as of January 1, 2007 forward)

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Fronius USA Premium 15-Year Extended Warranty

(15 year extended warranty can be purchased for a nominal fee for inverters with serial # 19XXXXXX or greater)

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

The **Fronius Premium 10-Year Warranty** now comes standard on the solar inverter models shipped from Fronius as of January 1, 2007 forward in the models listed above. Starting April 15, 2008 Fronius customers now have the option of purchasing a five year warranty extension for a nominal fee to increase their Fronius inverter warranty to a **15-Year Fronius USA Premium Warranty**. Fronius warranties offer the straight forward protection and support that Fronius customers have come to expect from an industry leader.

At Fronius, we have been designing and manufacturing high quality power electronics equipment for over 60 years. And all our production facilities are ISO 9001 certified. You will probably not encounter any service-related issues with your FRONIUS IG Solar Inverter. However, in the unlikely event that you discover a problem within your warranty term caused by defects in either workmanship or materials, we will see that it is either repaired or replaced. Repair or replacement depends on Fronius's evaluation of the issue and what we decide makes the most sense according to the situation. The warranty is based on the inverter's serial number, allowing the warranty to be transferred to another owner if the FRONIUS IG Solar Inverter remains installed in the original installation location. As the warranty is tied to the serial number, there is no paperwork to transfer the warranty to a new owner.

The FRONIUS IG Solar Inverters are designed to withstand normal operating conditions and typical wear and tear when the FRONIUS IG Solar Inverter is used for its original intent, in compliance with the local electrical codes, the FRONIUS IG Installation and Operational Manual(s) supplied with the original equipment. This warranty does not cover damages by 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. This warranty does not extend beyond the original cost of the FRONIUS IG Solar Inverter.

Any Fronius inverter that requires a warranty replacement within 180 days of shipping from Fronius, typically at least 90 days from the inverter and system commissioning, will be replaced by Fronius with a brand new inverter as standard policy.

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.

NOTE: There is no paperwork involved on the part of the installer to obtain an RMA as all information required will be obtained during the phone call.



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- **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.
- ✓ 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 IG 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.

- **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 IG 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: Starting April 15, 2008 service reimbursement will increase to \$150.00 per qualifying RMA. 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, 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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