

## FAQs: 5 + 5 Years Fronius Warranty

### Which inverters are included under the 5 + 5 years Fronius Warranty promotion?

- All Fronius SnapINverters installed between 01/01/2016 and 30/09/2024
- All Fronius GEN24 & GEN24 Plus inverters installed between 01/10/2020 and 30/09/2024
- All Fronius Tauro inverters installed between 01/11/2021 and 30/09/2024

They must all also be registered in Fronius Solar.web within 24 months of installation and have been sold into the Australian and New Zealand markets by Fronius Australia. To validate your data, we may ask you to provide your purchase invoice, the serial number of the device and your commissioning report (in Australia: COES – Certificate of Electrical Safety).

Please note: To claim the warranty promotion, you will have to register your Fronius inverter at [www.solarweb.com](http://www.solarweb.com) via the “Product registration” tab after logging in. You can then obtain the additional 5 years of Fronius Warranty on our Webshop. [Click here for a video guide.](#)

### What effect does this offer have on the warranty I already have for my inverter in question?

For the first five years, you will enjoy the standard Fronius Warranty Plus on all inverters covered by this offer. By registering your Fronius device in Fronius Solar.web within 24 months of installation and claiming it on your

Solar.web account, this warranty can be extended with an additional five years Fronius Warranty. Please note that the warranty holder must register the inverter (with the inverter’s serial number) online at [www.solarweb.com](http://www.solarweb.com).

### What does “Fronius Warranty\*” mean?

Under the Fronius Warranty, Fronius will cover the costs of materials to repair the inverter. Any other costs incurred such as transport or labour, will not be covered by Fronius.

### In what ways do the “Fronius Warranty\*” and the “Fronius Warranty Plus” differ?

The Fronius Warranty Plus applies for the first five years of all Fronius inverters. It also includes labour and transport costs (Australia wide). The Fronius Warranty covers cost for parts only; labour and transport costs are not included.

\*Please refer to our Warranty Terms & Conditions for further details.

### How can I, as an end customer, make a claim under the warranty?

To make a claim under the 5 + 5 Years Fronius Warranty, keep the warranty certificate, the purchasing invoice and commissioning record/Certificate of Electrical Safety (COES) and provide all three documents to your installer when servicing is required upon request. You may not be able to make any claims under this offer unless these documents are provided if required for data verification purposes.

### How does the installer make a claim under the warranty?

When making a claim under the 5 + 5 Years Fronius Warranty, the installer raises a case with Fronius. In some cases, a copy of the warranty certificate, the purchasing invoice and/or commissioning record/Certificate of Electrical Safety (COES) may be requested by Fronius Australia Technical Support.

### What does 'parts only warranty' mean if a component is replaced?

The installer/service agent will be charged by Fronius for transport of the replacement part/s. These costs and any other additional labour costs will not be covered by Fronius.

### What does the 5 + 5 years Fronius Warranty mean in the event that an inverter is replaced?

If the inverter fails during the first five years of the 5 + 5 Fronius Warranty (i.e. years 1-5), the cost of any replacement parts, labour and transport will be covered by Fronius. If the inverter fails during the second five years of the 5 + 5 Fronius Warranty (i.e. years 6-10), Fronius will charge the installer a set transport fee and the installers labour costs will not be covered by Fronius. In most cases, these costs will then be passed on to the end customer.

### What are the transport costs?

Fronius Australia uses an external freight company for transportation of goods and therefore prices are subject to change based on their prices at the current time. These prices can be confirmed by Fronius upon request.

### How much will the labour costs amount to?

The end customer must confirm this cost with their installer.

### How do I purchase an alternative/additional Fronius Warranty extension for my product?

Upon registering your Fronius inverter on Solar.web, you can access our WebShop by clicking the button "Extend Warranty" (Accessed via the "Product Registration" tab).

All warranty extension options, available for the specific device, will be visible in the WebShop.



If you prefer to have the full 10-year Fronius Warranty Plus (Instead of claiming the 5+5 warranty promotion), you can choose to purchase this package instead (Charges apply).

The extension of your warranty cover with the Fronius Warranty Plus is only possible if the 5+5 warranty promotion has not been claimed. You can purchase additional cover of the Fronius Warranty Plus as a 5-year package (available for year 6-10 only) or on a year-by-year basis, until the last day of Fronius Warranty Plus cover.

The warranty cover period is limited to 20 years (maximum 15 years of additional cover).

It is not possible to change the level of cover once the initial extension has been completed.