FRONIUS SOLAR ONLINE SUPPORT

The innovative Fronius Solar Online Support (Fronius SOS) web portal allows installers and Fronius Service Providers to initiate the repair process directly from the field. The portal can be accessed using a laptop or smart phone, and eliminates the need to call Fronius technical support for assistance. With just a few clicks, installers can access product information, troubleshooting support, and request exchange components - making field servicing faster and easier.
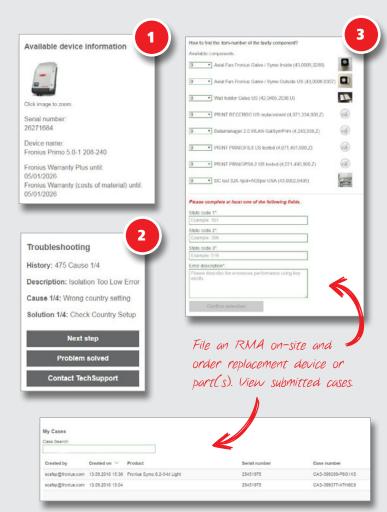
STEP 1: DEVICE LOOK UP

/ Search inverter by serial number to confirm model, size and warranty coverage.

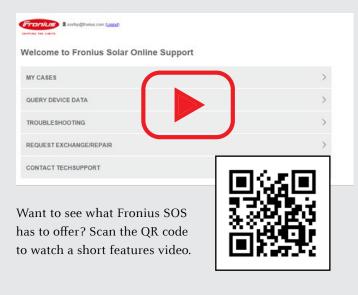/ Before you start working on the device, confirm it is still under warranty.

STEP 2: TROUBLESHOOTING

/ Simply enter model and state code to begin troubleshooting. Follow the step-by-step instructions to work through the most common causes and rectify the fault.

/ For further assistance, users can email Fronius technical support via an integrated link.

STEP 3: FILE A CASE AND REQUEST AN EXCHANGE

/ Installers will be able to request exchange devices, while Fronius Service Providers can order replacement parts.

/ Parts lists are populated automatically per device, there is no arduous data entry or searching for item numbers.

/ Initiate the RMA process online, simply enter state codes and error description.

/ View submitted cases for the last 90 days by company or user account.

File an RMA on-site and order replacement device or part(s). View submitted cases.

FEATURES

/ Simple and intuitive interface

/ Optimized for mobile use

/ Free, accessible 24/7

/ Overview of recent open parts orders and cases

/ Immediate querying of warranty coverage by serial number

/ Perform troubleshooting using state code look up

/ Order a replacement component (FSPs only) or exchange device online (all users), without having to make a phone call

/ Direct contact with Fronius technical support

*Depending on your country and authorization level, not all menu items may be available to you.

Want to see what Fronius SOS has to offer? Scan the QR code to watch a short features video.

HOW TO REGISTER

Before you register, please confirm that your company has a Fronius account number!

1. Go to sos.fronius.com and select "register". Complete the account set up page. Your information will be synchronized with Fronius' customer database.

2. You will immediately receive a confirmation email. Please open and click the confirmation link. You will be directed to log back into Fronius SOS.

3. a) If **you are already entered as a validated contact in our database**, your Fronius SOS account information matches the existing entry and your employer has an active Fronius account number, your SOS account will now be active.

    b) **If your contact information is not already entered in our database**, you will be asked to provide your employer's Fronius account number. After providing the account number, an automated email will be sent to your company's primary contact on record to confirm your employment and right to access. Upon approval by the primary account contact, your SOS account will now be active and ready to use!

Help, I don't know my Fronius account number or who is our primary contact! Please email all registration questions to pv-support-canada@fronius.com.

What if my company does not have a Fronius account number but we still want to use Fronius SOS? No problem! We encourage you to attend a Fronius SOS training session. Your company will be required to complete our Declaration of Consent agreement and upon receipt, we will set up a service account number for you. To request a service account number, please email pv-sales-canada@fronius.com.

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