



## FRONIUS SOS

### FRONIUS SOLAR ONLINE SUPPORT

/ The innovative Solar Online Support internet portal allows the installer to initiate the repair process directly from the system site. The portal can be accessed using a laptop or smartphone, and eliminates the need to call Technical Support for assistance. With just a few clicks you can receive product information, troubleshooting support, and request exchange components at any time - making hotline queues and telephone costs a thing of the past.

/ You can of course continue to contact our Technical Support team by telephone as usual - we will always be happy to help.

#### QUICK

- / Initiate the exchange or repair of the inverter or its components online
- / No hotline queues or telephone costs
- / Can be carried out directly at the system site via a laptop or smartphone
- / Direct contact with Fronius Technical Support via an integrated link

#### INFORMATIVE

- / Select the components to be replaced with a click of the mouse
- / Whether the device is still under warranty or not is ascertained instantly
- / Request the delivery status of the replacement component at any time
- / View all open orders at a glance

#### SIMPLE

- / The serial number of the device is all that is needed
- / Available 24 hours a day, seven days a week
- / Select whether the device is to be repaired or replaced
- / Troubleshooting: simply enter a status code and follow the instructions to rectify the fault

## FRONIUS SOLAR ONLINE SUPPORT



- / Simple and intuitive interface
- / Overview of all open orders
- / Request the warranty period immediately using the serial number
- / Perform troubleshooting using the status code
- / Order a replacement component or device directly and without having to make a phone call
- / Request the current delivery status at any time using the tracking number
- / Direct contact with Fronius Technical Support

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

## EXTREMELY STRAIGHTFORWARD REPLACEMENT OF A DEVICE OR COMPONENT IN THE SHORTEST TIME

**SOS.FRONIUS.COM**

**REQUEST A REPLACEMENT COMPONENT OR DEVICE**

**RECEIVE TROUBLESHOOTING SUPPORT USING THE DEVICE NAME/SERIAL NUMBER AND STATUS CODE**

**REQUEST A REPLACEMENT COMPONENT OR DEVICE**

/ Perfect Welding / Solar Energy / Perfect Charging

### **WE HAVE THREE DIVISIONS AND ONE PASSION: SHIFTING THE LIMITS OF POSSIBILITY.**

/ Whether welding technology, photovoltaics or battery charging technology – our goal is clearly defined: to be the innovation leader. With around 3,700 employees worldwide, we shift the limits of what's possible - our record of over 800 granted patents is testimony to this. While others progress step by step, we innovate in leaps and bounds. Just as we've always done. The responsible use of our resources forms the basis of our corporate policy.

Further information about all Fronius products and our global sales partners and representatives can be found at [www.fronius.com](http://www.fronius.com)

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