



## FRONIUS SOS

### FRONIUS SOLAR ONLINE SUPPORT

/ The innovative Fronius Solar Online Support (SOS) online portal allows installers to initiate a repair process directly on-site, without ever having to call Fronius Technical Support - saving installers significant time in the field!

/ With just a few clicks you can receive product information, track cases, troubleshoot state codes, process warranty repair and request an exchange. We're here to help still at Fronius Technical Support, but in the event you cannot reach us or need help after-hours, signal us an SOS.

#### QUICK

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

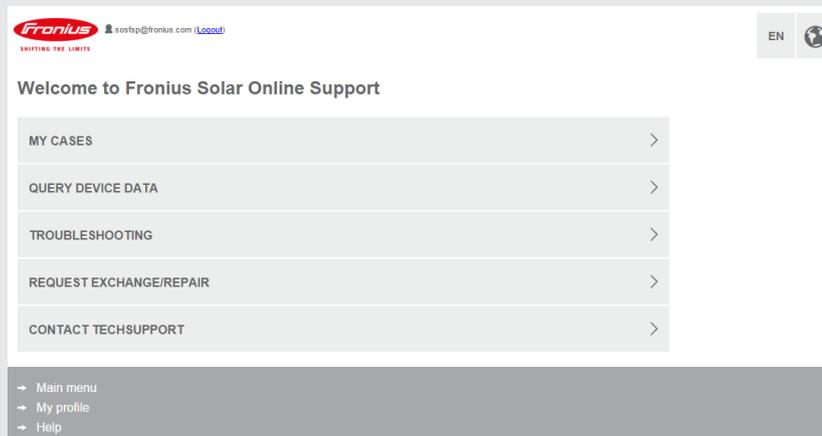
#### INFORMATIVE

- / Select the components to be replaced with a click.
- / Whether the device is still under warranty or not is autopopulated, just need the serial number.
- / Request the delivery status of a replacement component at any time.
- / View all open orders at a glance.

#### SIMPLE AND SECURE

- / 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 by simply entering a state code and follow the instructions to rectify the fault.
- / Users are required to have a valid Fronius account number and a signed Declaration of Consent for Service. Only certified Fronius Service Providers (FSP) can request an exchange of devices/components or a repair via Fronius SOS. To become a FSP please contact [pv-training-usa@fronius.com](mailto:pv-training-usa@fronius.com).

## FRONIUS SOLAR ONLINE SUPPORT



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

- / Simple and easy-to-use interface.
- / Overview of all of your open cases.
- / Request the warranty period immediately using the serial number.
- / Perform troubleshooting using the state code on the inverter.
- / Order replacement components or a new device depending on the error directly and without having to make a call to technical support.
- / Find out delivery status at any time using the tracking number.
- / Direct contact with Fronius Technical Support.

## EASY STEPS TO HIGH QUALITY SERVICE

**SOS.FRONIUS.COM**

**REQUEST A REPLACEMENT COMPONENT OR DEVICE**

**TROUBLESHOOTING SUPPORT USING THE DEVICE SERIAL NUMBER AND STATE 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 3,300 employees worldwide, we shift the limits of what's possible - our record of over 900 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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