



Fronius USA, LLC Warranty Process Guidelines

This document outlines the standard warranty process by Fronius USA, LLC. For any given service case, all documents mentioned are applicable in their version valid on the day of the creation of the service case. Up-to-date versions of the Fronius USA Warranty Terms and Conditions and the Fronius USA Terms and Conditions are available at <https://www.fronius.com>.

Up-to-date versions of this document and the Fronius Cost Absorption Declaration USA can be requested from the Fronius Tech Support team at any time. Fronius reserves the right to change any of the terms of these documents at any time.



1. Type of service

Fronius will attempt to resolve failures through the Fronius Solutions Provider (FSP) part replacement process. If the product cannot be repaired by a trained Fronius Solutions Provider or a Fronius Solutions Provider is not within geographic range of the failure, Fronius will resolve the problem by sending advance replacement inverters or inverter components to an installer or qualified electrician (hereinafter referred to as "installer") designated by the system owner. When possible, Fronius may also offer to repair faulty products at our Portage, IN facility instead of performing a complete replacement.

2. Failure within 90 days of a new installation

If the problem cannot be resolved through the FSP process, Fronius will advance ship a new unit to the installer provided that the failure occurred within 90 days of a new installation and was within the scope of the normal operating conditions.

3. Failure after 90 days of installation

If the problem cannot be resolved through the FSP process, Fronius will advance ship a refurbished unit to the installer provided that the failure was after 90 days of installation and within the scope of the normal operating conditions.

4. Replacement request

Notifications for service calls and requests for replacement devices are initiated by a telephone call or email to Fronius Technical Support. Fronius Technical Support can be reached at (219) 734-5500 or PV-Support-USA@Fronius.com

In the online support tool SOS.Fronius.com, installers may troubleshoot any error, open an RMA case, and communicate with Technical Support. In addition, Fronius Solutions Providers may request replacement boards and inverters via the SOS tool. Replacement requests submitted on this platform will follow the standard process for verifying warranties outlined in the Fronius USA Warranty Terms and Conditions.

5. Troubleshooting in the field

Troubleshooting in the field to determine the cause of failure will likely be required. In this case, Fronius Technical Support should be emailed or called, so they can advise the installers on what tests to conduct. If the problem cannot be resolved in the field, a replacement will be warranted.

6. Delivery of replacement devices

The delivery of replacement devices to the delivery address within the 50 states and Puerto Rico agreed during the telephone call with Fronius Technical Support and the return delivery of defective devices to Fronius is initially paid by Fronius. Delivery is made via UPS ground service, or by a similar service or freight carrier. Shipping and



delivery requests that create charges outside of the standard shipping fees (e.g., expedited shipping) will be charged to the account listed.

After the defective devices arrive at Fronius, a determination of the warranty status will be made as per the Fronius Declaration of Consent. If the warranty claim is verified, Fronius will assume the transportation costs within the scope of the Fronius USA Warranty Terms and Conditions. If the warranty claim is not verified, the transportation costs will be charged to the account listed.

If the installer does not have a Fronius account number, Fronius offers to send advanced replacement units after a pre-payment via credit card is made in the name of the business.

7. Shipping defective devices and/or power stage sets back to Fronius

The defective devices and/or power stage sets being replaced should be sent immediately to the Fronius Repair Center (6797 Fronius Dr., Portage, IN 46368) so that the cause of the error can be found, and a determination made regarding the warranty claim. Fronius pays the costs for the transport within the scope of the Fronius USA Warranty Terms and Conditions and will provide a return shipping label via our online portal.

To properly return the defective device, pack it into the carton received with the replacement unit, utilizing all packaging materials to ensure safe transit. Attach the shipping label to the box and schedule a pickup with UPS. If UPS cannot schedule a pickup at your location, it may be necessary to return the product to a UPS location. If the return shipment needs to be arranged with a freight carrier (returns packed on a pallet), please contact the Fronius Repair Center at PV-Service-USA@Fronius.com for arrangements.

If a freight pickup is scheduled by Fronius, but the return items have not been palletized and are not ready for the carrier upon arrival, Fronius will charge for the rescheduled pickup and shipment.

If a defective device and/or power stage set is not received by Fronius within 30 days after we ship the replacement, the replacement device and/or power stage shipped will be invoiced at the list price along with any transport costs incurred. If the product is not returned after 30 days from invoice date, the bank account or credit card will be charged the cost of the replacement product.

If the defective device and/or power stage is not received by Fronius within 60 days after shipping the replacement device and/or power stage set, the service reimbursement no longer applies.

The faulty unit must be packed into the carton received with the Fronius replacement product, utilizing the packing materials inside the carton to avoid shipping damages.



All care must be given in handling the faulty unit during the uninstall and afterwards as to avoid any physical damage (cracked housing or other damage, etc.) which will void the warranty. Defective units received at Fronius with obvious damages caused by improper handling and/or improper packaging will result in damaged components being charged to the installer or the unit's warranty being voided. Fronius will not cover repairs to the exchange unit and the service reimbursement will be forfeited.

8. Warranty verification

After the defective devices arrive at Fronius, a determination will be made by the Fronius Repair Center as to whether the case falls under a warranty claim or not. This verification will be made through testing and analysis of said defective products. The Fronius Repair Center retains the right to make the final determination of warranty status.

9. Device and/or power stage set replacement during the warranty period

When a device replacement service call is carried out and Fronius acknowledges that this falls under warranty, the installer will receive a service reimbursement (if the business has an account number with Fronius USA). Service reimbursements are governed by the Cost Absorption Declaration.

10. Warranty on replacement devices and/or power stage sets

Warranty periods are transferred to the replacement devices and/or power stage sets after device and/or power stage set replacement is carried out. There is no re-issue of warranty certificates. If less than 12 months is remaining on the original warranty, the warranty on the replacement product will be extended to 12 months.

11. Payment of service reimbursements

A service reimbursement comes due to the installer after a defective device is received by the designated Fronius Repair Center and a determination is made that the case falls under a warranty claim (if the installer has an account number with Fronius USA). Once the service reimbursement has come due, Fronius will send this reimbursement to the company listed on the Declaration of Consent within 2 weeks of receipt of the credit note (example: 242/xxxxxxx).

Information regarding service reimbursements in individual cases is provided by the Fronius Repair Center. Inquiries should be sent to PV-Service-USA@Fronius.com

The service reimbursement that is due will be paid by ACH to the installer listed in the Declaration of Consent for handling service processes and/or if need be, settled with bills receivable. The installer receives a corresponding written confirmation. Service reimbursements can only be paid via ACH transfer to a US bank.



A schedule of current reimbursement amounts can be found on the Fronius Cost Absorption Declaration USA.

12. Other costs related to a service call

Other costs that are incurred within the scope of a service call are not covered by Fronius. Expressly, this means that a loss of yield incurred by the system owner while the solar power system is not operational is not covered.

13. Service calls with expired warranties or no warranty claim

Fronius charges the repair fees and any transport costs for the repair of Fronius devices whose warranty period has expired. Repair fees and transport costs are governed by the Cost Absorption Declaration.

If there is no warranty claim, e.g., in cases of user negligence, vandalism, force majeure, or damage due to outside influences (e.g., water damage), the actual repair costs as well as any transport costs will be charged.

If the installer would like our Repair Center to repair the defective device, Fronius will create a cost estimate for a diagnostic fee. The installer has 30 days after receiving the cost estimate to submit a purchase order for the repair. If the installer places an order for the repair within 30 days, the diagnostic fee will be waived.

If no purchase order for a repair is placed within 30 days or if the installer is declining a repair, Fronius will send back the defective device and charge a diagnostic fee and shipping to the installer. If the installer wishes to recycle the defective unit instead of repairing, a diagnostic fee will be charged.

14. Invoicing replacement devices and/or power stage sets without a defect

If a device and/or power stage set is replaced at the installer's request and no defect is found after inspection by the Fronius Repair Center (these instances are referred to as "No Fault Found" cases), an inspection fee as well as any transport costs will be charged to the account listed. A service reimbursement will not be paid in such cases. Inspection fees and transport costs are governed by the Cost Absorption Declaration.

If, for any reason, the installer would like to return the replacement unit back to Fronius after the RMA was approved, authorization must be obtained by the Fronius Repair Center.

15. Administration fees

Fronius reserves the right to charge administration fees according to incurred cost whenever the described service procedures are not followed accordingly.

16. Other information about Fronius replacement processes

When possible, Fronius will ship refurbished units as replacement for warranty claims. "Refurbished Units" are lightly used products that have been reconditioned to like-new



condition and updated to include the latest technology. Therefore, housings may show signs of an earlier installation. The system operator must be made aware of this.

If impaired devices are sent to Fronius without approval from the designated Fronius Technical Support (no RMA case was created), an inspection fee of \$250.00 as well as parts and transportation costs will be charged to the account listed. A Service reimbursement will not be paid in these instances.

If a product is returned to Fronius for repair or maintenance and repeated attempts by Fronius USA to contact the installer regarding the product have been made without success, the product will be considered abandoned after ninety (90) days of no contact and the product will become the property of Fronius USA, LLC.

17. Fronius USA Supported vs. Non-Supported Market Areas

For inverters installed outside of the 50 states, the Fronius USA Warranty Terms and Conditions do not apply. Instead, the Fronius Warranty Terms and Conditions for the particular region apply (see overview [here](#)). This is regardless of where the inverter was purchased.

Fronius USA supports the 50 states and Puerto Rico. All other regions are supported by Fronius International at PV-Support@Fronius.com or SOS.fronius.com, regardless of where the inverter was purchased.

18. Adjustment of warranty start date

Per the Fronius USA Warranty Terms and Conditions, an inverter can be registered on www.solarweb.com within 30 months of dispatch from the Fronius factory to update the warranty start date with the actual installation date or permission-to-operate (PTO) date. This applies to all inverters dispatched from 1 October 2018.

For inverters shipped prior to 1 October 2018, the warranty start date can be adjusted by Fronius to a maximum of 30 months after the dispatch from the Fronius factory. In order for Fronius to adjust the warranty start date, proper proof of the actual PTO date must be provided to Fronius USA Technical Support, which includes the official permitting paperwork showing the inverter's serial number. Screenshots are not accepted.

19. Contacts

Fronius USA Service Department

E-mail: PV-Service-USA@Fronius.com Phone: (219)734-5500

Fronius USA Solar Energy Technical Support

E-mail: PV-Support-USA@Fronius.com Phone: (219)734-5500 – Ask for Solar Energy Support