



SHIFTING THE LIMITS

## DECLARATION OF CONSENT – EU HANDLING OF SERVICE PROCESSES

Name of company:

Name of contact person:

Official company address:

Name of bank:

Bank code:

Account number:

Billing address (if different):

Bank's SWIFT code:

IBAN number:

VAT ID number\*:

(\*if the company is headquartered in the EU)

Phone:

FAX:

E-mail:

The signatory hereby acknowledges that any replacement inverters, power stages or components delivered by Fronius International for handling service cases, are used solely for the service case for which they were intended. This service case can only be created via telephone request to Fronius Tech Support.

If the signatory is located in an EU country, he must provide a VAT ID number. If this is not provided, service calls from countries in which no Fronius subsidiary is onsite to handle service calls will be charged using the national value added tax of the Fronius subsidiary that handled the respective service call.

In addition, the signatory also confirms the receipt of the guidelines for handling service cases, the Fronius warranty terms and conditions, and the actual service costs overview which will be available at [sos.fronius.com](http://sos.fronius.com) and expressly acknowledges his consent to the provisions contained therein. The invoice will be done on the latest version of the service cost overview, and can be requested at any time at the Technical Support of Fronius or at [sos.fronius.com](http://sos.fronius.com).

Unless the representation agreement with their attachments provide no specific rules, the current General Delivery and Payment terms of Fronius International GmbH prevail.

Please visit our homepage ([www.fronius.com](http://www.fronius.com) under "Terms and conditions")

Any disputes arising from this agreement shall be exclusively governed by Austrian law excluding referral rules governing conflict of law principles and provisions of CISG Convention.

Exclusive jurisdiction is Wels.

The relevant Terms of Warranty that apply are available on our homepage.

([www.fronius.com/solarelectronics/termsowarranty](http://www.fronius.com/solarelectronics/termsowarranty))

### **Company stamp and signature of the authorized signatory:**

Attachment:

Guidelines for handling service calls

## **GUIDLINES FOR HANDLING SERVICE CALLS**

The following describes the processes involved in handling service calls. Business partners must always follow the specified procedures. The attached declaration of consent must be signed by the business partner to signify that he consents to the provisions of the guidelines before handling a service call for the first time together with us.

### **1. TYPE OF SERVICE**

FRONIUS handles most service calls via replacement device pools. However, a repair service is available for a small group of device types and components.

### **2. REPLACEMENT REQUEST**

Notifications for service calls and requests for replacement devices always must be done in the online portal [sos.fronius.com](https://sos.fronius.com), or some support is require with a telephone call with the designated Fronius TechSupport.

### **3. DELIVERY OF REPLACEMENT DEVICES**

The delivery of replacement devices to the delivery address agreed during the telephone call with the designated Fronius TechSupport as well as the return delivery of defective devices to FRONIUS is free. After the defective devices arrive at FRONIUS, a determination will be made as to whether or not this falls under a warranty claim. If this is the case, FRONIUS will assume the resulting transportation costs within the scope of the Fronius warranty terms and conditions. If this does not fall under a warranty claim, then the resulting transportation costs will be charged.

### **4. SHIPPING DEFECTIVE DEVICES AND/OR POWER STAGE SETS TO FRONIUS**

The defective devices and/or power stage sets being replaced should be sent immediately to the designated Fronius Repair Center so that the cause of the error can be found and determination made regarding warranty claim approval. FRONIUS pays the costs for the transport within the scope of the Fronius “Warranty Terms and Conditions”. The business partner must organize the pickup with the from Fronius provided online portal of the logistic partner by himself.

In countries in which devices and/or power stage sets must be picked up, arrangements will be made by FRONIUS subject to the address information provided during the telephone call with the designated Fronius TechSupport. Information regarding country-specific regulations is provided by the Fronius TechSupport and/or Fronius Repair Center designated for your region (Fronius TechSupport and/or Fronius Repair Center contact data). If no time is agreed during the telephone call with Fronius TechSupport for the pickup of the defective component, the earliest pickup will take place ten days after the telephone call with designated Fronius



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TechSupport. If component pickup is not possible within this time period, the business partner can call the designated Fronius Repair Center to adjust the time accordingly.

If a defective device, power stage or component is not received by FRONIUS within 30 calendar days after shipping the replacement device, power stage or component and no deadline extension has been requested, the replacement device, power stage or component shipped will be charged at the list price along with any transport costs incurred.

#### **5. 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 the warranty, the business partner will receive a service reimbursement. Service reimbursements are governed by the service costs overview.

#### **6. 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. In addition, the respective national warranty regulations also apply.

#### **7. PAYMENT OF SERVICE REIMBURSEMENTS**

A service reimbursement comes due after a defective device is received by the designated Fronius Repair Center and a determination is made that this falls under a warranty claim. In this case, an invoice in the amount of the service reimbursement should be sent to the designated Fronius company after receipt of the defect report. Information regarding service reimbursements in individual cases is provided by the respective designated Fronius Repair Center.

After receipt of the invoice, the service reimbursement that is due is transferred to the bank account of the business partner listed in the declaration of consent for handling service processes and/or if need be, settled with bills receivable. The business partner receives a corresponding written confirmation.

An invoice is not required in certain countries, in this case the service reimbursement will be automatically transferred to the bank account of the business partner listed in the declaration of consent for handling service processes and/or if need be, settled with bills receivable.

The business partner receives a corresponding written confirmation.

#### **8. 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 operator while the solar power system is down is not covered.



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## 9. SERVICE CALLS WHEN THE WARRANTY HAS EXPIRED OR THERE IS 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 for a defective device and/or defective component and it is replaced with a replacement device and/or component, FRONIUS will charge the corresponding repair fee as well as any transport costs. 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.

## 10. INVOICING REPLACEMENT DEVICES AND/OR POWER STAGE SETS WITHOUT A DEFECT

If a device and/or power stage set is replaced and no defect is found after inspection by the designated Fronius Repair Center, an inspection fee as well as any transport costs will be charged. A service reimbursement will not be paid in such cases. Inspection fees and transport costs are governed by the Cost Absorption Declaration.

## 11. OTHER INFORMATION ABOUT FRONIUS REPLACEMENT PROCESSES

Replacement devices and/or power stage sets are normally repaired devices and/or power stage sets that have been reconditioned 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.

Defective devices and/or power stage sets that are odorous, heavily soiled, or impaired in other ways are excluded from the replacement process. Fronius offers a repair service in such cases. If impaired devices are sent to Fronius without approval from the designated Fronius Repair Center and extra costs are incurred for the repair, then these costs will be charged.

In addition, please note that the setup of the replacement device must be adjusted to the country of use for many device types and/or power stage sets. In such cases, a leaflet will be included with the replacement device and/or power stage set containing the necessary information.

## 12. CONTACTS

Repair Center International

e-mail: [pv-service@fronius.com](mailto:pv-service@fronius.com)

Phone: +43 (0) 7242 241 6777

TechSupport International

e-mail: [pv-support@fronius.com](mailto:pv-support@fronius.com)

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