



WARRANTY CONDITIONS FOR FRONIUS INVERTERS, THE FRONIUS DATAMANAGER, FRONIUS SMART METER AND THE FRONIUS AC COMBINER

FOR THE FRONIUS WARRANTY

(Valid from: 01/09/2020)

Fronius International GmbH grants a warranty (as Fronius Warranty) for the warranty products defined here.

The warranty applies in addition to any legal or contractual claims and rights of the warranty holder and without prejudice to such claims or rights.

For more information about the Fronius Warranty please visit: www.fronius.com/solar/warranty.

Warranty products

This warranty applies exclusively to Fronius inverters, Fronius Datamanagers, Fronius Smart Meters and Fronius AC Combiners and only to the extent that these products are first installed in Algeria, Antigua and Barbuda, Bangladesh, Bahrain, Barbados, Bonaire, Cambodia, Congo, Curacao, Dominica, Ghana, Grenada, Guyana, Hong Kong, Indonesia, Iran, Iraq, Israel, Jamaica, Kenya, Kuwait, Lebanon, Malawi, Mali, Malaysia, Myanmar, Morocco, Namibia, Nigeria, Oman, Pakistan, Palestinian Territory, Peru, Philippines, Qatar, Saint Lucia, Saint Martin, Saudi Arabia, Singapore, South Africa, Sri Lanka, St. Vincent and the Grenadines, Taiwan, Tanzania, Thailand, Tunisia, Uganda, United Arab Emirates, Yemen, Zambia and Zimbabwe and uniquely identified by their serial number. Fuses and other wearing parts are excluded from the warranty together with other components of the photovoltaic system as well as system add-ons, components for system monitoring and data communication, accessories and pre-production devices.

Warranty holder

Only the owner of the warranty product is entitled to make a claim under this warranty. No other person shall have any rights under this warranty. In the event of a change in ownership of the warranty product, the warranty is transferred.

Warranty claim

A warranty claim exists in the event that a warranty product develops a fault for which Fronius is responsible within the warranty period.

Warranty exclusions

The warranty does not apply if

- / the fault is the result of improper installation, operation, commissioning or transport; failure to comply with the installation instructions or operating instructions; insufficient ventilation; work performed on the warranty product by a third party not authorised by Fronius; failure to heed the safety rules, operating instructions and installation standards; force majeure (storm, lightning, overvoltage, fire, etc.);
- / the fault has been caused by another component in the warranty holder's photovoltaic system;
- / Fronius could not identify a fault upon examination of the product;
- / the damage does not impair the function of the Fronius inverter ("cosmetic flaws");
- / the full purchase price of the warranty product has still not been paid to Fronius.
- / a Fronius product is disassembled and rebuilt outside of the replacement process.
- / Failure to install or delayed installation of necessary software updates, if the device is not online;

Warranty services

Fronius grants the Fronius Warranty for a period of two years from dispatch from the Fronius factory. After these two years, the warranty period granted by Fronius is different depending on whether the warranty holder extended the Fronius Warranty when registering the product at www.solarweb.com.

/ Fronius Warranty

- **Material warranty:** Fronius will not cover any removal and installation costs, labour costs, transport costs or costs for any other service. Fronius will provide the relevant replacement part or a replacement device. The warranty holder does not have to pay for the replacement part. In the event of replacement with an equivalent replacement device, Fronius will charge for the labour costs (time) of repairing the original device.
- **Service:** Fronius will not pay the labour costs for removing and installing the replacement part or replacement device, or costs for any other service.
- **Transport:** Fronius will not pay any shipping and transport costs incurred in relation to the Material and Service under this Fronius Warranty

Warranty period

The warranty period begins when the warranty product is dispatched by Fronius. The precise expiration date of the warranty can be checked by entering the serial number at www.solarweb.com. If the device is registered on www.solarweb.com within 30 months of dispatch from the Fronius factory, the warranty period begins from the installation date entered during the product registration process. This applies to all devices dispatched from 1 October 2018.

The warranty period for the Fronius Warranty differs depending on the warranty product.



Free warranty extensions can be claimed by the warranty holder within 30 months of the warranty product being dispatched by Fronius. The warranty extension is claimed by registering the warranty product together with its serial number at www.solarweb.com and selecting the desired warranty model. The warranty extension applies exclusively to the warranty product unambiguously identified by its serial number.

Where parts or devices are replaced, the remaining warranty period is transferred to the replacement part or replacement device. This will be registered by Fronius automatically and the warranty holder will not receive a new certificate.

Overview of warranty product, warranty service and warranty period:

	String inverters (wall-mounted)	AC Combiner	Datamanager	Fronius Smart Meter
Warranty services from dispatch from Fronius factory	Fronius Warranty	Fronius Warranty	Fronius Warranty	Fronius Warranty
Warranty services from dispatch from Fronius factory	2 years	2 years	2 years	2 years
Free warranty extension available if registered at www.solarweb.com within 30 months of dispatch from the Fronius factory	✓ Fronius Warranty: to 5 years	✓ Fronius Warranty: to 5 years	Is automatically covered by the warranty period of the inverter in which the Datamanager has been installed.	No warranty extension possible
Warranty extension can be purchased from your installer within 30 months of dispatch from the Fronius factory	Fronius Warranty ✓ to 10, 15, 20 years	Fronius Warranty ✓ to 10 years	Is automatically covered by the warranty period of the inverter in which the Datamanager has been installed.	No warranty extension possible

Making a claim under the warranty, return of parts and devices – to be observed without exception:

In the event of a warranty claim, the warranty holder must first notify his installer, who in turn will contact Fronius.

The procedure to follow in the event of a warranty claim must be agreed with Fronius, as this is the only way to ensure that the warranty services can be provided. Warranty claims must be accompanied with the purchase invoice, the serial number of the warranty product, the commissioning report (handover date, commissioning date, report from the power supply company) and, where necessary, proof of payment of the warranty extension fee.

The warranty holder must return parts or devices in the original packaging or equivalent. If the faulty part or device is not received by Fronius within 60 days, the warranty holder will be charged for the part/device at the current price for a new part/device. Faulty parts and devices returned to Fronius become the property of Fronius upon receipt; until they are received, Fronius retains ownership of the corresponding replacement parts and devices.

It is the responsibility of the warranty holder to substantiate the warranty claim and show that the conditions are met.

A claim for compensation cannot be made for energy that has not been fed into the grid or energy that has not been used for self-consumption, etc.

Software-Updates:

The following applies to the GEN24 product series: If the warranty holder has agreed to online access by FRONIUS, updates will be carried out automatically by FRONIUS. The prerequisites for online access by FRONIUS are: (1) The establishment of a network connection with the product covered (2) The complete commissioning including connection to FRONIUS Solar.web (3) The free maintenance and provision of an Internet connection by the warranty holder.

If the warranty holder has not agreed to online access by FRONIUS, software updates can be installed by the warranty holder through a service partner authorised by FRONIUS. In this case, FRONIUS will only provide the software update free of charge. FRONIUS will not assume the additional costs for the update by the service partner (travel costs, working hours, etc.). These must be borne by the warranty holder.

FRONIUS will always announce software updates at www.fronius.com/solar/softwareupdates. The warranty holder is responsible for regularly (at least every 3 months) reviewing these announcements and for ensuring that the necessary software updates are installed. The timely installation of software updates ensures the best possible performance and serviceability of the product. Failure to install software updates, either in a timely manner or at all, may result in functional limitations of the product. It is the responsibility of the warranty holder to ensure that the Internet connection is maintained during the warranty period.