

# Fronius Proactive Solutions

## A proactive approach to gaining and keeping customers

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Whitepaper

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Gender-specific wording refers equally to female and male form.

## THE 24H SUN VISION

At Fronius, we believe in a future in which we cover 100% of our global energy requirements from renewable sources: a world of 24 hours of sun. In this future, renewable energy is accessible to everyone, at any time, in any place. Solar power plays a leading role in the mix of renewables that will supply us with energy around the clock.



The generation and use of solar energy at home has changed radically. Previously, feed-in tariffs were considered the most attractive aspect of solar energy. Today however, most people want to generate energy for self-consumption. Together with this shift in attitude, our storage technology allows self-sufficiency to a degree never seen before.

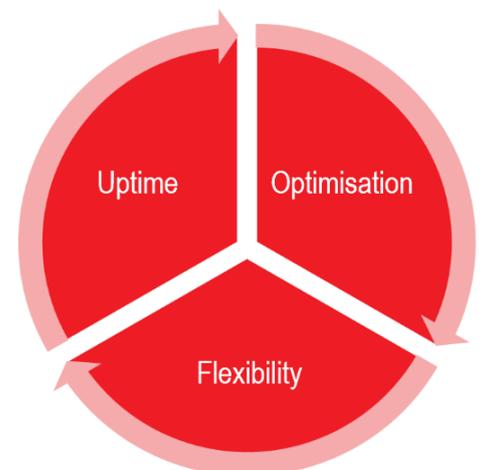
Every single one of us can help to create a world where energy is 100% renewable. Including you! Change the world together with us.

Take a look at our film *You are 24 hours of sun* and add your personal message at [www.24hoursofsun.com](http://www.24hoursofsun.com)



### The perfect PV system should meet three principles

With this in mind, it is crucial to **offer efficient and flexible solutions** that not only meet the needs of today but are also rigorous enough to cope with the demands of tomorrow. That's why every Fronius product is designed with the future in mind. Our devices allow you to provide your customers with ongoing solutions as their needs change. Through Fronius Proactive Solutions, every Fronius Service Partner (FSP) is able to maintain their customers' PV systems ensuring they always benefit from **maximum uptime, maximum optimisation and maximum flexibility**. From system monitoring to system management, **Fronius Proactive Solutions** helps turn one-time customers into repeat customers by providing you with the expertise to manage the lifecycle of every PV system.



We give you the competitive advantage through Fronius Proactive Solutions by providing solutions that go above-and-beyond a normal solar system.



# Uptime

System uptime is the most crucial characteristic of any energy supply. Maximising the uptime of a PV System should therefore be the highest priority for every solution. By designing our inverters with onsite service capabilities, free monitoring and system alerts, and by providing technical support via our Fronius Solar Online Support tool and Technical Support Hotline, we give FSPs the tools to deliver the fastest service plan on the market.

## / Highest quality

Rest assured that the Fronius products you install meet demanding quality requirements. Each Fronius inverter undergoes continual testing. See how:



## / Free monitoring and remote diagnosis

Free monitoring and error code alerts are standard features of every Fronius inverter. This allows you to troubleshoot remotely and diagnose the problem without the need to go on site.

## / Serviceability on site

Swapping out an inverter can be a time consuming process. That's why our products have a serviceability-on-site feature. By becoming an FSP you will be eligible to repair our inverters while on site, without the need to wait for replacement units.

## / Technical Support Hotline

Fronius offers worldwide technical support. In Australia, our technical experts are available Monday to Friday 9:00am-5:00pm.

## / Fronius Solar Online Support

The Fronius Solar Online Support internet portal allows you to initiate the repair process directly from the system site. See how it works:





# Optimisation

The focus of solar energy supply has shifted. The era of generous feed-in tariffs has come to an end and today it's more important than ever to self-consume energy from PV production, rather than feeding it into the grid for low returns. The easiest way to do this is to store the produced energy in order to use it later. However, as batteries are still an emerging technology, today the focus is on optimising usage of the PV system ensuring energy is used as it's produced. As an FSP applying Fronius Proactive Solutions you will be able to assist your customers in setting up a cost-effective system that automatically switches on household consumers during periods of high solar energy generation.

## / Inbuilt Intelligent Energy Management

All Fronius inverters feature an intelligent energy management function, which can control the switching on and off of electrical devices. See how it works:



## / Fronius SnapInverter Smart Packages

Fronius SnapInverter Smart Packages provide free inbuilt monitoring; monitoring consumption allows you to analyse and optimise customers' energy usage. This can be used to educate customers and help change their consumption behaviours, not only today but as seasons change, families grow and electricity demands evolve.

## / Training

As an FSP you will receive ongoing training and support from Fronius to help you optimise and operate PV systems, setup the Fronius Energy Management Relay function, and educate your customers.

Recording and analysing customers' systems in a database, by mapping both energy production and consumption, results in better advice and more efficient solar systems.





Fronius products are designed to meet the demands of today, and tomorrow. We ensure every device is flexible in its application and primed to embrace emerging technologies and industry requirements. We believe that in a few years solar storage will be integrated into the majority of PV systems – both new and existing

### / **Multi Flow Technology**

Fronius inverters with Multi Flow Technology can control different energy flows in parallel and in all directions. See how it works:



### / **Smart Grid Ready**

Fronius inverters can be integrated into external management systems, have export limitation capabilities and are open to power control by third party devices. They are therefore suitable to work in micro grids. They can also communicate with consumers and grid operators to ensure a stable mains supply. See how it works:



### / **Solar.web features**

Over time this online platform will deliver more services to FSPs and their customers. Services currently include intelligent battery management and continuous support for 24 hours of sun advocates.

### / **Strong partnerships**

At Fronius, we believe that the renewable energy revolution will be achieved faster through cooperation among leaders in technological innovation.

As an FSP you will be able to understand and explain the difference between highest self-sufficiency and highest self-consumption of storage systems. Most importantly, you will be trained in understanding the best solution for your customer.



## What does it mean to apply Fronius Proactive Solutions as an FSP and how can this set you apart from other installers?

In order to be successful in the long term, it isn't enough for us to simply offer innovative products. We need FSPs who can analyse and select the best possible solution at the right time. Fronius Service Partners benefit from a varied range of offers which support their day-to-day business and give them the competitive edge. As an FSP and an expert in our products you will be able to:

- / Profile your customer and provide a tailored solution at the right time
- / Generate new business by operating, managing and upgrading old systems and providing a complete after-sales service
- / Service our inverters on site and maximise PV system uptime

**We are #24hoursofsun | We believe in #ProactiveSolutions | What about you?**



**YOU ARE  
24 HOURS OF SUN.**

/ 24hrs sun: A world powered  
100% by renewables.

Find out more at [www.24hoursofsun.com](http://www.24hoursofsun.com)