

## **FRONIUS USA, LLC WARRANTY PROCESS GUIDELINES**

This document outlines the standard warranty process set forth 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 Warranty Terms and Conditions, the Declaration of Consent for Service, and the Fronius USA General Terms of Delivery and Payment are available at [www.fronius.com](http://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 Service Provider (FSP) part replacement process. If the product cannot be repaired by a trained Fronius Service Provider or a Fronius Service Provider is not within geographic range of the failure, Fronius will resolve the problem by sending advance replacement inverters or inverter components to an electrician or installer designated by the system owner. When possible, Fronius may also offer to repair existing products 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 customer provided that the failure 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 customer provided that the failure was 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](mailto:PV-Support-USA@Fronius.com). Fronius Technical Support is available from 8:00 am to 7:00 pm C.S.T.

Cases may also be entered in our online support tool: [SOS.Fronius.com](http://SOS.Fronius.com). Fronius Service Providers may request replacement boards via this online platform, and installers may request replacement inverters. Replacement requests submitted on this platform will follow the standard process for verifying warranties outlined in Section 9 “Warranty Verification”. If a replacement is requested but no fault exists on the inverter, charges may be assessed as per Section 14 “Service calls with expired warranties or no warranty claim”



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## **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 will advise the business partner 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 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 Section 6 of this Declaration of Consent. If the warranty claim is verified, Fronius will assume the transportation costs within the scope of the Fronius warranty terms and conditions. If the warranty claim is not verified, the transportation costs will be charged.

## **7. 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 Fronius Repair Center (6797 Fronius Dr., Portage, IN 46368) so that the cause of the error can be found and determination made regarding the warranty claim. Fronius pays the costs for the transport within the scope of the Fronius warranty terms and conditions and will send a return shipping label with all replacement product.

All replacement product sent by Fronius will have a pre-paid return shipping label attached to the box. To return product to Fronius, simply attach this label to the box and schedule a delivery with UPS. If UPS cannot schedule a pickup at your location, it may be necessary to return the product to a UPS location.

If a defective device and/or power stage set is not received by Fronius within 30 days after we ship the replacement and no deadline extension has been requested, the replacement device and/or power stage set 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 will be void.

## **8. Warranty verification**

After the defective devices arrive at Fronius, a determination will be made by the Fronius Repair Center as to whether or not this falls under a warranty claim. The Fronius Repair Center retains the right to make the final determination of warranty status.



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## **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 business partner will receive a service reimbursement. 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 after a defective device is received by the designated Fronius Repair Center and a determination is made that this falls under a warranty claim. Once the service reimbursement has come due, Fronius will send this reimbursement to the company listed on this form within 2 weeks of receipt of the credit note (example: 242/xxxxxxxx).

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

The service reimbursement that is due will be paid by check to 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.

If the business partner is not located in the United States, the Service Reimbursement will be paid as a credit card refund. Credit cards must be provided in these cases, and must be in the name of the company.

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 operator while the solar power system is down 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 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 are governed by the Cost Absorption Declaration.



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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.

#### **14. 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 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.

#### **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 failures. "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, 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 cases.

If a product is returned to Fronius for repair or maintenance and repeated attempts by Fronius USA to contact the installer or end user 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 support for other North America countries**

Inverters sold by Fronius USA, but installed outside of the USA, have two options for service. If preferable, the installer may contact the Fronius subsidiary in the country or region in which the installation is located. If this option is chosen, the warranty terms of the local Fronius subsidiary will be enforced, including service reimbursement and warranty lengths.

Fronius USA does not send advanced replacements outside of the USA. After conducting on-site troubleshooting, the Fronius business partner may return the product to Fronius USA for evaluation and repair. Fronius will pay for shipping only from the border of the United States of America. Transport to and across the USA border is the responsibility of the Fronius business partner.

For international cases, Fronius USA requires a credit card in the name of the business be provided in order to



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transfer the service reimbursement funds. If no credit card is provided, Fronius will not issue the service reimbursement.

## 18. Contacts

Service Department

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

Phone: (219)734-5500

Technical Support

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

Phone: (219)734-5500