

Return Shipping Instructions for Solar Energy damaged devices

Updated Jan, 2024

Packing Instructions



- Please do not use the outer big box for shipping back the defective inverter.
- The outer box has been used just for additional protection for the incoming replacement.
- Please pack the returning inverter only in the inverter's box, using original foam found when receiving the replacement.

Generate Shipping Return Labels via our UPS Return Label Portal

<https://www.fronius.com/en-ca/canada/solar-energy/installers-partners/service-support/return-shipping-labels>

/ **Ship from:**

- Enter the sender's information including the pick-up address and contact information of the item to be returned

/ **Shipment:**

- Enter the description of the item to be returned

/ **Package:**

- Enter the Case Number using the following format: CAS-XXXXXXX-XXXXXX (see delivery note)
- Enter the reference Sales Order number (see delivery note)
- Select the category and item to be returned. Weights and dimensions will automatically populate. If the item to be returned can't be selected under category- select "Other item" and enter the actual weight and dimensions of the item to be returned.

/ **"Process Shipment"** and Schedule a pickup on the next page

/ Print out the UPS shipping label and attach it on the outside of the package.

/ Click on "Schedule a pickup" to arrange the collection at your preferred date and time or find a UPS location.

/ Return the defective product using the "Replacement Product" packaging in which the replacement unit arrived.

/ ****Important: Please mark the outside of the box with the CAS number as referenced on the packing slip!****

For any questions or assistance, please feel free to contact the Fronius Canada Repair Center:
pv-service-canada@fronius.com // 905-288-2100

For Fronius Canada Tech. Support please contact pv-support-canada@fronius.com