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## 5 + 5 YEARS FRONIUS WARRANTY FAQs

### **Which inverters are included under the 5 + 5 years Fronius Warranty promotion?**

All Fronius SnapINverters installed between 01/01/2016 and 30/06/2021, and all Fronius GEN24 Plus inverters installed between 01/01/2016 and 31/12/2020, which have been brought online in Fronius Solar.web within 24 months of installation, and which have been sold into the Australian and New Zealand markets by Fronius Australia. To validate your data, we may ask you to provide your purchase invoice, the serial number of the device and your commissioning report (in Australia: COES – Certificate of Electrical Safety).

**Please note:** To redeem the warranty promotion certificate you will have to register online at [www.solarweb.com](http://www.solarweb.com)

### **What effect does this offer have on the warranty I already have for the inverter in question?**

For the first five years, you will enjoy the standard Fronius Warranty Plus on all inverters covered by this offer. By registering your Fronius device in Fronius Solar.web within 24 months of installation, this warranty can be extended with an additional five years Fronius Warranty. Please note that the warranty holder must register the inverter (with the inverter's serial number) online at [www.solarweb.com](http://www.solarweb.com).

### **What does Fronius Warranty actually mean?**

Under the Fronius Warranty, Fronius will only cover the costs of materials to repair the inverter. Any other costs incurred such as transport or labour, will not be covered by Fronius.

### **In what ways do the Fronius Warranty and the Fronius Warranty Plus differ?**

The Fronius Warranty Plus applies for the first five years of all Fronius inverters. It also includes labour and transport costs (Australia wide). The Fronius Warranty covers cost for parts only; labour and transport costs are not included.

### **How can I, as an end customer, make a claim under the warranty?**

To make a claim under the 5 + 5 Years Fronius Warranty, keep the offer certificate, the purchasing invoice and commissioning record/Certificate of Electrical Safety (COES) and provide all three documents to your installer when servicing is required. You will not be able to make any claims under this offer unless these documents are provided.

### **How does the installer make a claim under the warranty?**

When making a claim under the 5 + 5 Years Fronius Warranty, the installer sends the offer certificate, the purchasing invoice and commissioning record/Certificate of Electrical Safety (COES) to Fronius Australia Technical Support via [pv-support-australia@fronius.com](mailto:pv-support-australia@fronius.com).

### **What does 'parts only warranty' mean in the event that a PC board is replaced?**

The installer/service agent will be charged by Fronius for transport of the replacement part/s. These costs and any other additional labour costs will not be covered by Fronius.

### **What does the 5 + 5 years Fronius Warranty mean in the event that an inverter is replaced?**

If the inverter fails during the first five years of the 5 + 5 Fronius Warranty (i.e. years 1-5), the cost of any replacement parts, labour and transport will be covered by Fronius. If the inverter fails during the second five years of the 5 + 5 Fronius Warranty (i.e. years 6-10), Fronius will charge the installer a set repair fee and transport fee. In the majority of cases, these costs will then be passed on to the end customer. Any other additional labour costs will not be covered by Fronius.



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**How much does the set repair fee amount to?**

The average set repair fee is \$200+GST for all inverters covered by the parts warranty. This figure is an indication only and is subject to change. Note: this fee is not applicable for unit exchanges - it does not reflect the labour cost which the installer charges for on-site repairs or the fees for exchanging a unit. These charges must be confirmed with the installer by the end customer

**How much does the set transport fee amount to?**

The average set transport fee for components is \$50+GST. For small Fronius IG, Fronius IG Plus units with single power stage sets and small Fronius SnapINverters (<10kW), the average transport fee is \$110+GST. For large Fronius SnapINverters (≥10kW) and Fronius IG Plus Inverters with two or three power stage sets, the average transport fee is \$210+GST. For Fronius Symo GEN24 Plus units the average transport fee is \$180+GST. These figures are an indication only and subject to change.

**How do I purchase an alternative Fronius Warranty Extension package for my product to extend the total warranty coverage to 10, 15 or 20 years?**

If you choose to purchase an extension of the Fronius Warranty or the Fronius Warranty Plus for up to a total of 10, 15 or 20 years, it will override the Fronius 5 + 5 Years Warranty offer.

You are able to purchase Fronius Warranty Extensions for Fronius inverters up to 30 months after dispatch from Fronius. Fronius Warranty Extensions allow you to cover your needs better than before.

Please contact Fronius Australia at [pv-sales-australia@fronius.com](mailto:pv-sales-australia@fronius.com) for pricing and further information.

**Where can I get more information about the Fronius Warranties?**

Please see [www.fronius.com/solar/warranty](http://www.fronius.com/solar/warranty) for further information.