



THE FRONIUS WARRANTY PROCESS

/ We offer an easy and fast warranty process to better serve you and your customer's system. The following are the milestones in our process, so we can help you quickly and keep systems up and running.



CONTACT OUR TECHNICAL SUPPORT TO SUBMIT WARRANTY CLAIM. HAVE YOUR SERIAL NUMBER READY!

CALL 219-734-5500, EMAIL PV-SUPPORT-USA@FRONIUS.COM, OR FILE A CASE SEAMLESSLY ONLINE AT SOS.FRONIUS.COM.

IF YOU ALREADY HAVE AN ACCOUNT

IF THIS IS YOUR FIRST WARRANTY CLAIM WITH US



SUBMIT PAPERWORK THAT IS EMAILED TO YOU. AN ACCOUNT WILL BE SET UP FOR YOU AND YOU WILL BE GIVEN YOUR ACCOUNT NUMBER

WE SEND YOU THE EXCHANGE UNIT AND THE RETURN SHIPPING LABEL FOR THE FAILED UNIT. SHIPPING INFORMATION AND TRACKING WILL BE EMAILED TO YOU, BUT CAN ALSO BE VIEWED AT SOS.FRONIUS.COM.



THE FAILED UNIT MUST BE RETURNED WITHIN 30 DAYS. IF IT IS NOT RETURNED IN THAT TIME FRAME, THE EXCHANGE UNIT WILL BE INVOICED. OUR REPAIR CENTER WILL VERIFY THE CLAIM.



YOUR SERVICE REIMBURSEMENT WILL BE SENT TO YOU VIA CHECK.

**24HRS
SUN**

TOGETHER WE CAN ACHIEVE #24HOURSOF SUN. QUESTIONS?

PLEASE CONTACT 219-734-5500 OR PV-SALES-USA@FRONIUS.COM. YOU ARE 24 HOURS OF SUN!