



SHIFTING THE LIMITS

## Warranty terms and conditions

These guaranteed conditions apply to inverters in the following series:

### String inverters

- Fronius IG
- Fronius IG Plus
- Fronius IG Plus V
- Fronius IG TL
- Fronius Galvo (light)
- Fronius Symo (light)

### Central inverters

- Fronius IG
- Fronius CL

### **Geographical validity**

These warranty terms and conditions are valid worldwide. However, they do not apply to Canada, the United States of America and Mexico. Separate warranty terms and conditions apply to these countries.

### **Fronius manufacturer's warranty**

The inverters listed above come standard with a manufacturer's warranty of 60 months from the date of installation. Fronius guarantees that your photovoltaic inverter will function correctly during this period.

### **Extended warranty**

An extended warranty can be purchased up to 6 months after the date of installation. Applications for an extended warranty after this date can be rejected by Fronius. The extended warranty only applies to the inverters listed above.

You can apply to extend the warranty period to a total of 10, 15 or 20 years for string inverters. For central inverters, the warranty period can be extended to a total of 10 or 20 years.

### **Services within the warranty period**

If a defect should occur within the agreed upon warranty period for which Fronius is responsible, Fronius has the option of

- repairing the defect at Fronius or onsite
- providing an equivalent replacement device or new device
- or having a trained Fronius Service Partner carry out these services

### **Transport**

Fronius pays the transport costs for the inverter (by land or sea)

- into and within countries with a national Fronius subsidiary
- into and within countries of the EU (including the autonomous regions or cities of Spain and Portugal)

- into and within Switzerland
- between the respective national or nearest Fronius subsidiary and the retail site of the official Fronius sales partner from which the device was purchased.

Transport costs are not paid

- from or to EU overseas territories
- from, into, or within countries outside of the EU provided that there are no national Fronius subsidiaries there.

For return transportation, devices or components must be packed in their original or equivalent packaging.

### **Fronius subsidiaries**

As of September 2012, Fronius will have national subsidiaries in the following countries outside the EU, Switzerland and the USA:

- Australia
- Brazil
- Canada
- China
- Mexico
- Norway
- Turkey
- Ukraine

Current information about this can be found on our website at [www.fronius.com](http://www.fronius.com).

### **When making a warranty claim, attention should be paid to the following:**

The purchase invoice, serial number of the device and start-up report (the date on which the device was provided/commissioned and report from the power supply company), as well as proof of payment of the warranty extension fee, are required for warranty claims.

End customers, please contact your installer. If necessary, the installer will get in contact with Fronius.

The procedure for a warranty claim must be coordinated with Fronius. This is the only way to ensure that the above mentioned warranty services will be provided free of charge for the warrantee.

When devices or components are replaced, the remaining warranty period will be transferred to the replacement device or component. This will be registered automatically by Fronius. You will not receive a new certificate.

If the remaining warranty period is less than one year, you will automatically receive a full year for the remaining warranty period for the replacement device or component.

### **Scope and validity of the warranty**

The manufacturer's warranty is only valid for the inverter that is uniquely identified by the serial number. Other photovoltaic system components as well as Fronius system upgrades (e.g., plug-in cards) are not covered by the warranty.



SHIFTING THE LIMITS

Fronius DATCOM components (for system monitoring) come standard with a 24-month warranty from the date of installation.

#### **Exclusions from the Fronius warranty**

Defects not attributable to Fronius are excluded from the guarantee. Defects not attributable to Fronius are those that are caused in particular by:

- Non-compliance with operating instructions, installation instructions or maintenance instructions
- Improper installation
- Improper commissioning
- Incorrect transport
- Improper or incorrect operation
- Inadequate ventilation of the device
- Tampering with the device by companies or persons not authorized by Fronius
- Non-compliance with safety instructions and installation standards
- Force majeure (storm, lightning, overvoltage, fire, etc.)

Damage to the inverter caused by the remaining components of the photovoltaic system or damage that impairs the function of the inverter, such as "flaws," are also excluded from the manufacturer's warranty.

The warranty does not cover travel and accommodation costs as well as onsite assembly and installation costs if they exceed the service reimbursement received by the installer performing the work from Fronius depending on the service and agreement.

Changes to the existing PV system, the building installation and the like, or any expenditure of time and the costs resulting from this are not covered by the warranty.

Due to technological progress, the possibility exists that a replacement or new device of similar value provided may not be compatible with the system monitoring or other

components installed onsite (e.g., Fronius DATCOM). Expenditures and costs resulting from this are not covered by the warranty.

No compensation is provided for lost power that has not been fed into the grid or for energy consumption that does not take place and the like.

#### **Other legal information**

In Australia, this warranty is given by, and all Australian warranty claims should be directed to:

Fronius Australia Pty Ltd, 90-92 Lambeck Drive, Tullamarine, VIC 3043, Telephone 03 8340 2900, Email [pv-support-australia@fronius.com](mailto:pv-support-australia@fronius.com)

The benefits to the consumer given by this manufacturer's warranty are in addition to other rights and remedies of the consumer that are stipulated by law, and which are not affected by this manufacturer's warranty.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

The general delivery and payment terms and conditions located on our website ([www.fronius.com.au](http://www.fronius.com.au)) under "Terms and conditions" are in effect unless these warranty conditions allow more favorable provisions.

Previously valid warranty conditions are replaced by these conditions.

Current and detailed information about warranty terms and conditions can be found on our website at

[www.fronius.com/solar/warranty](http://www.fronius.com/solar/warranty)