



SHIFTING THE LIMITS

## FRONIUS LIMITED WARRANTY TERMS AND CONDITIONS

valid from: 01/01/2016

These limited warranty terms and conditions apply to original installation of Fronius inverters in the United States of America. The warranty holder is the owner of the installed Fronius product.

### Content of the warranty:

#### Fronius Warranty Plus/Warranty Extension Plus

The Fronius Warranty Plus/Warranty Extension Plus covers materials, servicing and transport under the terms and conditions indicated below.

#### Fronius Warranty/Warranty Extension

The Fronius Warranty/Warranty Extension covers materials under the terms and conditions indicated below.

### Duration of warranty:

In each case the warranty period begins the day that the products leave the Fronius factory.

#### Fronius string inverters (wall-mounted devices)

Fronius string inverters are supplied with a 10-year Fronius Warranty Plus.

#### Fronius central inverters (free-standing devices)

Fronius central inverters are supplied with a 5-year Fronius Warranty Plus.

#### Fronius Rapid Shut-down Box (RSB)

Fronius Rapid Shut-down boxes are supplied with a 5-year Fronius Warranty Plus.

### Warranty claim:

If a fault should occur during the Fronius warranty period and the fault is covered by the limited warranty terms and conditions, Fronius reserves the right to

- / make the corresponding spare parts available,
- / make an equivalent replacement device available,
- / repair this fault at its premises or on the customer's premises,
- / or have these services carried out by a suitably trained installer.

### Materials

The materials warranty means that Fronius will bear the costs of materials (spare parts or replacement device excluding flat-rate labour charge) in the event of a warranty claim during the warranty period, provided the other terms of these warranty conditions are met.

### Servicing

The services warranty means that Fronius will bear the labour costs associated with the materials in the event of a warranty claim during the warranty period, provided the other terms of these warranty conditions are met and provided these services are provided by Fronius itself or an installer.

### Transport

The transport warranty means that Fronius will bear the costs of domestic transport in the event of a warranty claim during the warranty period, provided the other terms of these warranty conditions are met and provided these costs are incurred in the course of the transport process agreed between the installer and Fronius. The installer is responsible to the warranty holder for adhering to the transport process.

### General provisions

Devices or components are to be returned in the original or equivalent packaging. Fronius retains ownership of replacement devices and components inside or outside of the warranty/warranty exclusion until the faulty parts/devices have been received. In all cases ownership of the faulty device/parts is transferred to Fronius when the replacement device is received. If the faulty device/parts is/are not returned to Fronius within 60 days, they will be charged to the installer at the current replacement prices.

### Fronius Warranty Extension/Warranty Extension Plus

An extended warranty can be purchased up to 30 months after dispatch by Fronius. Fronius may reject orders received later. The extended warranties only apply to Fronius inverters unambiguously identified by their serial number.

It is possible to extend the warranty to 10, 15 or 20 years from dispatch by Fronius.

### Considerations when making a warranty claim

Contact your installer without delay. They will get in touch with Fronius regarding the warranty process. The procedure in the event of a warranty claim must be agreed with Fronius. This is the only way of ensuring that the warranty services remain free of charge for the warranty holder.

Fronius will not bear any costs incurred due to non-observance of the warranty procedures stipulated by Fronius (such as non-agreed transport costs, service charges, travel expenses, installation costs, customs duties, etc.). The installer is responsible toward the warranty holder for observance of warranty procedures.

It is the responsibility of the warranty holder to substantiate the warranty claim and show that the conditions are met. In particular, the purchase invoice, serial number of the device and commissioning report (the date on which the device was provided, commissioning date and report from the power supply company), as well as proof of payment of the warranty extension fee, must be presented. The purchase price must have been paid to Fronius in full in order for the warranty service to be provided.



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When devices or components are replaced, the remaining warranty period is transferred to the replacement device or replacement component. This is automatically registered at Fronius. A new certificate is not issued.

If servicing is carried out on site, the client must guarantee unrestricted access to the Fronius inverters. If necessary, the warranty holder must make the equipment required by the applicable health and safety regulations available free of charge.

#### Scope and validity of the warranty

Fronius warranties apply only to Fronius products that have been identified unambiguously by their serial number and certified for the country of installation. Other components of the photovoltaic system as well as system add-ons, system monitoring and data communication components, any accessories, and pre-production devices are excluded from the warranty.

#### Exclusions from the Fronius warranties

- / Failure to observe the operating instructions, installation instructions or maintenance procedures
- / Improper commissioning, transport, operation
- / Inadequate ventilation of the device
- / Any work performed on the device by persons who have not been authorised by Fronius
- / Failure to observe safety rules and installation standards
- / Force majeure (storm, lightning, overvoltage, fire, etc.)

Damage to the Fronius inverter caused by other components in the photovoltaic system or damage that does not impair the function of the Fronius inverter ("cosmetic flaws") is also excluded from the warranty.

The warranty does not cover travel and accommodation expenses as well as on-site assembly and installation costs, if these exceed the service reimbursement paid to the installer by Fronius depending on the service and agreement.

Changes to the existing PV system, in-house installation and similar or the time involved and the costs incurred are not covered by the warranty.

Due to technological progress, the equivalent replacement or new device provided may not be compatible with the system monitoring or other components installed on site (e.g. Fronius DATCOM). The warranty does not cover the expenses and costs incurred as a result of upgrading system monitors or other components of the PV system.

A claim for compensation cannot be made for energy that has not been fed into the grid or energy that has not been consumed in-house, etc.

Fuses and other wearing parts are excluded from the warranty.

#### Other legal information

**SELLER DISCLAIMS ALL IMPLIED WARRANTIES AND SIMILAR OBLIGATIONS (OTHER THAN THAT THE GOODS WILL BE NEW AND GOOD TITLE) INCLUDING BUT NOT LIMITED TO THOSE OF FITNESS FOR A PARTICULAR PURPOSE, AND MERCHANTABILITY, WHETHER OTHERWISE ARISING BY LAW, CUSTOM, USAGE, TRADE PRACTICE, COURSE OF DEALING, OR COURSE OF PERFORMANCE.** There are no warranties which extend beyond those express warranties contained in the Agreement. Buyer affirms that it has not relied upon Seller's skill nor judgment to select or furnish the Goods for any particular purpose beyond the specific express warranties in the Agreement. Seller does not warrant the Goods will comply with the requirements of any safety or environmental code or regulation of any federal, state, municipality or other jurisdiction beyond the specific express warranties in the Agreement. Seller does not warrant that the Goods will operate with any accessories or within any system not sold under the Agreement and Seller's warranty is limited to the operation of the Goods in a stand-alone mode. Some countries, states, or provinces do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages for certain products supplied to consumers, or the limitation of liability for personal injury, so such limitations and exclusions may be limited in their application to an end user and others. When the implied warranties are not allowed to be excluded in their entirety, they will be limited to the duration of the applicable written warranty. The warranty gives specific legal rights which may vary depending on local law.

Other legal warranty or liability claims against Fronius remain unaffected by this warranty.

In the event of such claims, please contact the vendor of your device. Our General Delivery and Payment Conditions under "Legal information" on our website ([www.fronius.com](http://www.fronius.com)) also apply.

Previously valid warranty conditions are replaced by these conditions. Fronius reserves the right to make changes to the warranty process at any time.

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)