



## FRONIUS WARRANTY TERMS AND CONDITIONS

valid from: 01/01/2016

These warranty terms and conditions apply to original installation of Fronius inverters and the Fronius Solar Battery in Australia. 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 5-year Fronius Warranty Plus.

Under the 10 year warranty promotion the standard 5 year Fronius Warranty Plus can be extended with an additional 5 year Fronius Warranty if the warranty holder registers the inverter (serial number) online at [www.solarweb.com](http://www.solarweb.com).

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

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

#### Fronius Solar Battery

The Fronius Solar Battery consists of storage modules and additional system components.

The Fronius Solar Battery is supplied with a 2-year Fronius Warranty Plus.

The warranty period is extended free of charge if the warranty holder registers the Fronius Solar Battery (serial number) at [www.solarweb.com](http://www.solarweb.com) within 30 months (of being dispatched from the Fronius factory).

During this registration process, the warranty holder can choose between the Fronius Warranty for 7 years and the Fronius Warranty Plus for 5 years.

### Warranty claim:

If a fault should occur during the warranty period for which Fronius is responsible, Fronius itself will at its discretion either

- / 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. In principle, 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 90 days, they will be charged 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 Australia. Fronius may reject orders received later. Warranty extensions apply exclusively to Fronius inverters and Fronius Solar Batteries unambiguously identified by their serial numbers.

A warranty extension for the Fronius Solar Battery covers only the storage module of the Fronius Solar Battery. A warranty extension does not cover the other system components of the Fronius Solar Battery.

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.



SHIFTING THE LIMITS

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 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.)

If a Fronius hybrid inverter is used in emergency power mode for more than 15% of its operating time, this will invalidate the warranty.

A warranty claim may be made on the Fronius Solar Battery if the capacity falls below 80% of the usable capacity stated on the data sheet.

Storage modules may be retrofitted to the Fronius Solar Battery up to 30 months after dispatch of the Fronius Solar Battery by Fronius. The existing warranty covering the Fronius Solar Battery remains unaffected. If a Fronius Warranty Extension or Fronius Warranty Extension plus has been purchased for the Fronius Solar Battery, the warranty holder must also purchase a warranty extension for the retrofitted storage modules.

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.

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

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.

The product must be registered by the warranty holder using their Solar.web login credentials. Registration may only be performed by third-parties if they have been suitably authorised to do so. Non-compliance may result in a penalty. Incorrect details given at the time of registration will invalidate the warranty.

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)