

Warranty terms and conditions

These warranty terms and conditions apply to the following inverters:

String inverters

- Fronius IG 15, 20, 30, 40, 50, 60 HV
- Fronius IG Plus 35, 50, 70, 100, 120, 150
- Fronius IG Plus 25 V, 30 V, 35 V, 50 V, 70 V, 100 V, 120 V, 150 V
- Fronius IG TL 3.0, 3.6, 4.0, 4.6, 5.0
- Fronius RL 5.0-3

Central inverters

- Fronius IG 300, 390, 400, 500
- Fronius CL 36.0, 48.0, 60.0

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 October 2010, there are national Fronius subsidiaries in the following countries outside of the EU, Switzerland and the USA:

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

Current information about this can be found on our website at www.fronius.com.

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

The following are required as proof of your warranty claim: purchase invoice, serial number of the device as well as the commissioning log (transfer date, commissioning date, or report from the power supply company).

End customers, may wish to contact your installer who will, if necessary, get in contact with Fronius.

The procedure for a warranty claim must be coordinated with Fronius at the below address. 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 manufacturer's 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.

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

Exceptions to the Fronius manufacturer's warranty

Defects are not covered by the manufacturer's warranty if they are caused by the following:

- Non-compliance with operating instructions, installation instructions or maintenance instructions
- Errors during device installation
- Errors during device commissioning
- Damage during device transport
- Improper or incorrect operation of the device
- Insufficient device ventilation
- Tampering with the device by companies or persons not authorized by Fronius
- Non-compliance with safety instructions and installation standards
- Acts of God (storm, lightning strike, overvoltage, fire, etc.)

This manufacturer's warranty also does not cover damage to the inverter that is attributed to the other system components as well as damage that does not adversely affect the proper functioning of the inverter, e.g., "cosmetic defects."



SHIFTING THE LIMITS

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 information - Australia

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**

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) 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.au/solarelectronics/termsofwarranty_au