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## 5 + 5 YEARS FRONIUS WARRANTY FAQs

### Which inverters are included under the 5 + 5 years Fronius Warranty promotion?

- All Fronius SnapINverters installed between 01/01/2016 and 31/12/2023
- All Fronius GEN24 & GEN24 Plus inverters installed between 01/10/2020 and 31/12/2023 and
- All Fronius Tauro inverters installed between 01/11/2021 and 31/12/2023

They must all also be registered in Fronius Solar.web within 24 months of installation and have been sold into the Australian and New Zealand markets by Fronius Australia. To validate your data, we may ask you to provide your purchase invoice, the serial number of the device and your commissioning report (in Australia: COES – Certificate of Electrical Safety).

**Please note:** To redeem the warranty promotion certificate you will have to register & claim it at [www.solarweb.com](http://www.solarweb.com) via the “Product registration” tab after logging in.

### What effect does this offer have on the warranty I already have for the inverter in question?

For the first five years, you will enjoy the standard Fronius Warranty Plus on all inverters covered by this offer. By registering your Fronius device in Fronius Solar.web within 24 months of installation and claiming it on your Solar.web account, this warranty can be extended with an additional five years Fronius Warranty. Please note that the warranty holder must register the inverter (with the inverter’s serial number) online at [www.solarweb.com](http://www.solarweb.com).

### What does “Fronius Warranty” mean?

Under the Fronius Warranty, Fronius will only cover the costs of materials to repair the inverter. Any other costs incurred such as transport or labour, will not be covered by Fronius.

### In what ways do the “Fronius Warranty” and the “Fronius Warranty Plus” differ?

The Fronius Warranty Plus applies for the first five years of all Fronius inverters. It also includes labour and transport costs (Australia wide). The Fronius Warranty covers cost for parts only; labour and transport costs are not included.

### How can I, as an end customer, make a claim under the warranty?

To make a claim under the 5 + 5 Years Fronius Warranty, keep the offer certificate, the purchasing invoice and commissioning record/Certificate of Electrical Safety (COES) and provide all three documents to your installer when servicing is required. You will not be able to make any claims under this offer unless these documents are provided.

### How does the installer make a claim under the warranty?

When making a claim under the 5 + 5 Years Fronius Warranty, the installer sends the offer certificate, the purchasing invoice and commissioning record/Certificate of Electrical Safety (COES) to Fronius Australia Technical Support via [pv-support-australia@fronius.com](mailto:pv-support-australia@fronius.com).

### What does ‘parts only warranty’ mean in the event that a PC board is replaced?

The installer/service agent will be charged by Fronius for transport of the replacement part/s. These costs and any other additional labour costs will not be covered by Fronius.

### What does the 5 + 5 years Fronius Warranty mean in the event that an inverter is replaced?

If the inverter fails during the first five years of the 5 + 5 Fronius Warranty (i.e. years 1-5), the cost of any replacement parts, labour and transport will be covered by Fronius. If the inverter fails during the second five years of the 5 + 5



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Fronius Warranty (i.e. years 6-10), Fronius will charge the installer a set repair fee and transport fee. In the majority of cases, these costs will then be passed on to the end customer. Any other additional labour costs will not be covered by Fronius.

### **What are the transport costs?**

Fronius Australia uses an external freight company for transportation of goods and therefore prices are subject to change based on their prices at the current time. These prices can be confirmed by contacting us via the email below.

### **How much will the labour costs amount to?**

The end customer must confirm this cost with their installer.

### **How do I purchase an alternative Fronius Warranty Extension package for my product to extend the total warranty coverage to 10, 15 or 20 years?**

There are two ways you can extend your warranty.

1. You can purchase a warranty extension package for cover over 10, 15 or 20 years. If you choose to purchase an extension of the Fronius Warranty or the Fronius Warranty Plus for up to a total of 10, 15 or 20 years, it will override the Fronius 5 + 5 Years Warranty offer.

You can purchase Fronius Warranty Extensions for Fronius inverters up to 30 months after dispatch from Fronius. Fronius Warranty Extensions allow you to cover your needs better than before.

2. You can purchase a warranty extension via the Fronius WebShop (Accessed via the "Product Registration" tab)
  - You (the customer or supervisor of the unit) can purchase additional warranty cover until the last day the unit is covered under warranty on the WebShop.
  - For a total cover of 10 years, the additional 5 years must be purchased all together as a package (i.e. you did not register and claim the unit's extended warranty within the first 24 months but would like to purchase an extension of the standard 5 year warranty).
  - A further extension of max. 5 years (total cover of 15 years) can be purchased on a year-by-year basis or in full if it occurs before the last day of warranty cover.
  - You can choose the level of cover when purchasing additional warranty cover. However, please note that Fronius Warranty is unable to be upgraded to Fronius Warranty Plus (i.e. if you have registered and claimed your Fronius 5+5 Warranty promotion, you can only further extend your warranty duration with Fronius Warranty).
  - If you prefer to have the full 10 year Fronius Warranty Plus, (instead of claiming the 5+5 warranty promotion), you can choose to purchase this package instead (Charges apply).

Please contact Fronius Australia at [pv-sales-australia@fronius.com](mailto:pv-sales-australia@fronius.com) for pricing and further information.

### **Where can I get more information about the Fronius Warranties?**

Please see <https://www.fronius.com/en-au/australia/solar-energy/installers-partners/service-support/warranty-models> for further information.