

ABB string inverters

Single and three-phase

Warranty program



Standard warranty ^(A)

We offer the Standard warranty level for customers outside of ABB's normal service area. Typically, customers covered under our Standard warranty purchase a local inventory of spare parts. The customer is responsible for the swap and shipment to and from ABB for any units in need of repair under the warranty. The repair and material is fully covered during the warranty period.

Since the spare parts or inverters are already on site, the urgency to restock the inventory is reduced. ABB will repair or replace non conforming units and ship units in good working order back to the customer within 10-business days of receipt at the ABB repair depot.

The Standard warranty agreement for ABB string inverters includes:

- Five (5) to ten (10) year parts warranty depending on product and market
- Guaranteed shipment of repaired units / parts within ten (10) days of receipt at ABB repair depot
- Technical hotline for support and troubleshooting
- Accessibility to global field service and partner network for on-site troubleshooting and repair (fees may apply).

Assure warranty ^(B)

In addition to the Standard warranty benefits, the Assure warranty level provides customers with expedited spare parts delivery (arriving on site typically within three to five days). The Assure warranty also provides the customer with re-installation support through either payment of a fixed reimbursement amount paid to the installer based on geographic location and product or by dispatching an ABB authorized service provider to perform repairs or replacement part installation.

Under the Assure warranty, customers receive the needed parts in advance, allowing one site visit to un-install the non-conforming unit and re-install the repaired or replacement inverter. Access to the technical hotline for support and trouble shooting, the security of replacement part support and labor support combine to provide a complete response team that is prepared to support you any time a warranty need arises.

The Assure warranty agreement from ABB includes all the attributes of the Standard warranty agreement with the added benefits of:

- Expedited advanced parts swap shipment (typically 3-5 ³⁾ days to site)
- Dispatched labour and material freight costs are included

Warranty duration

Product	Worldwide except North America
Single phase string PV inverter	5 years from shipment
Project TRIO 20.0 + 27.6 PRO-33.0	5 years from shipment
All other three phase string PV inverter	10 years from shipment

Service levels ABB string inverters: PVI, UNO, TRIO, PRO

Services	1	2	3
	Product warranty		Additional services ¹⁾
Type	Standard warranty	Assure warranty	Response time uptime, etc.
Standard duration (years)	5 / 10	5 / 10	1 to 20
Extended duration (years)	10, 15, 20	10, 15, 20	1 to 20
Technical availability (%)	-	-	97, 98, 99
Corrective action	Included	Included	-
Response time (days)	10 ²⁾	3-5 ³⁾ days	On a case by case basis
Remote support	Included	Included	Included
Where available	Worldwide	Over 60 countries	Available upon request

1) Available upon request. A service contract is required

2) Shipment guarantee of replacement unit/parts once unit/part have arrived at ABB repair depot

3) We can typically ship the part within 3 days, but allow additional days for receipt to account for weekends, holidays and remote locations.

For PRO-33.0 we are offering a material-kit for periodic fan-replacement.
We also offer the workmanship (fee applies).

(A) Our Standard product warranty, including coverage terms and warranty limitations, is set forth in the Product Terms and Conditions of Sale. For complete warranty coverage information, requirements and limitations relating to a specific product or service, please refer to the contractual terms and conditions governing the purchase and sale of said product or service. The information set forth herein is a summation of, and subject to, the terms and conditions governing the purchase and sale of the product. Should there be any conflict between this document and the Terms and Conditions of Sale, the Terms and Conditions of Sale shall prevail.

(B) The Assure warranty includes all the benefits and coverage terms set as set forth in the Standard product warranty (see footnote A), but also provides the additional benefits of expedited advance parts swap and included dispatch labour and material freight costs.

For more information please contact
your local ABB representative or visit:
www.abb.com/solarinverters
www.abb.com

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