

## 5+5 YEARS PARTS WARRANTY FAQs

### Which inverters are included under the 5+5 years parts warranty promotion?

- All **inverters up to 10kW** installed and registered between 01/01/2014 and 31/12/2014

*Offer valid for the Fronius Symo 3.0 - 10.0 kW, Fronius Galvo 1.5 - 3.0 kW, Fronius IG 1.3 - 5.0 kW, Fronius TL 3.0 - 5.0 kW and Fronius IG Plus 2.6 - 10.0 kW.*

- All **inverters from 12kW to 20kW** installed and registered between 01/06/2014 and 31/12/2014

*Offer valid for the Fronius Symo 12.5 - 20.0 kW and Fronius IG Plus 12.0 kW.*

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 additional 5 year parts warranty promotion certificate you will have to register online under [www.fronius.com.au/solar/promotion](http://www.fronius.com.au/solar/promotion).

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

For the first 5 years, you continue to enjoy the standard manufacturer's warranty on all the inverters covered by this offer. With this offer, Fronius is providing a free parts warranty for the respective inverters for years 6 to 10.

### What does "parts warranty" actually mean?

Under the parts warranty, Fronius will only cover the costs of materials. Any other costs incurred such as transport or labour, will not be covered by Fronius.

### In what ways do the parts warranty and the manufacturer's warranty differ?

The manufacturer's warranty applies for the first 5 years of all Fronius inverters. It also includes labour and transport costs.

The parts warranty covers cost for parts only. Labour and transport cost are not included.

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

To make a claim under the warranty, keep the offer certificate, the purchasing invoice and commissioning record/Certificate of Electrical Safety (COES) and hand 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 warranty, the installer sends the offer certificate, the purchasing invoice and commissioning record/Certificate of Electrical Safety (COES) to Fronius Australia TechSupport [pv-support-australia@fronius.com](mailto:pv-support-australia@fronius.com).



**What does parts 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. These costs and any other labour costs will then be passed on to the end customer.

**What does parts warranty mean in the event that an inverter is replaced?**

In this situation the cost of any replacement parts will be covered by Fronius. Fronius will charge the installer a set repair fee and transport fee.

In the majority of cases, these costs will be then passed on to the end customer.

**How much does the set repair fee amount to?**

The set repair fee is the same for all inverters covered by the parts warranty and is currently \$175. This figure is subject to change.

**How much does the set transport fee amount to?**

The set transport fee for inverters and components is currently \$80. For IG Plus inverters with two or three power stage sets, it is currently \$245. These figures are subject to change.

**In addition to this parts warranty, I would also like to purchase an extension to 20 years, for example on the full warranty. Is this still possible?**

Yes, the standard warranty extensions are still available.

**In addition to this parts warranty, I would also like to purchase an extension to 20 years, for example, on the full warranty. What will this cost me?**

The prices of the standard warranty extension (full warranty) have not changed. This offer has no impact on the duration or price of the standard warranty extensions.