

# Fronius USA Premium Warranties

## Fronius USA Premium Standard 10-Year Warranty

The Fronius USA Premium 10-Year Warranty applies to the following products:

- Fronius IG Series Inverters - IG 2000 / IG 2500LV / IG 3000 / IG 4000 / IG 4500LV / IG 5100
- Fronius IG Plus Series Inverters – 3.0-1<sub>UNI</sub> / 3.8-1<sub>UNI</sub> / 5.0-1<sub>UNI</sub> / 6.0-1<sub>UNI</sub> / 7.5-1<sub>UNI</sub> / 10.0-1<sub>UNI</sub> / 11.4-1<sub>UNI</sub> / 11.4-3<sub>Delta</sub> / IG 12-0-3<sub>WYE277</sub>
- Fronius IG Plus V Series Inverters – 3.0-1<sub>UNI</sub> / 3.8-1<sub>UNI</sub> / 5.0-1<sub>UNI</sub> / 6.0-1<sub>UNI</sub> / 7.5-1<sub>UNI</sub> / 10.0-1<sub>UNI</sub> / 11.4-1<sub>UNI</sub> / 10.0-3<sub>Delta</sub> / 11.4-3<sub>Delta</sub> / IG 12-0-3<sub>WYE277</sub>
- Fronius CL Series – PV Central Inverters – CL 33.3 / CL 36.0 / CL 44.4 / CL 48.0 / CL 55.5 / CL 60.0

## Fronius Premium Extended Warranties

Fronius USA Premium 5-Year Extended Warranty applies to the following products:

- Fronius IG Series Inverters - IG 2000 / IG 2500LV / IG 3000 / IG 4000 / IG 4500LV / IG 5100
- Fronius IG Plus Series Inverters – 3.0-1<sub>UNI</sub> / 3.8-1<sub>UNI</sub> / 5.0-1<sub>UNI</sub> / 6.0-1<sub>UNI</sub> / 7.5-1<sub>UNI</sub> / 10.0-1<sub>UNI</sub> / 11.4-1<sub>UNI</sub> / 11.4-3<sub>Delta</sub> / IG 12-0-3<sub>WYE277</sub>
- Fronius IG Plus V Series Inverters – 3.0-1<sub>UNI</sub> / 3.8-1<sub>UNI</sub> / 5.0-1<sub>UNI</sub> / 6.0-1<sub>UNI</sub> / 7.5-1<sub>UNI</sub> / 10.0-1<sub>UNI</sub> / 11.4-1<sub>UNI</sub> / 10.0-3<sub>Delta</sub> / 11.4-3<sub>Delta</sub> / IG 12-0-3<sub>WYE277</sub>

Fronius USA Premium 10-Year Extended Warranty applies to the following products:

- Fronius IG Series Inverters - IG 2000 / IG 2500LV / IG 3000 / IG 4000 / IG 4500LV / IG 5100
- Fronius IG Plus Series Inverters – 3.0-1<sub>UNI</sub> / 3.8-1<sub>UNI</sub> / 5.0-1<sub>UNI</sub> / 6.0-1<sub>UNI</sub> / 7.5-1<sub>UNI</sub> / 10.0-1<sub>UNI</sub> / 11.4-1<sub>UNI</sub> / 11.4-3<sub>Delta</sub> / IG 12-0-3<sub>WYE277</sub>
- Fronius IG Plus V Series Inverters – 3.0-1<sub>UNI</sub> / 3.8-1<sub>UNI</sub> / 5.0-1<sub>UNI</sub> / 6.0-1<sub>UNI</sub> / 7.5-1<sub>UNI</sub> / 10.0-1<sub>UNI</sub> / 1.4-1<sub>UNI</sub> / 10.0-3<sub>Delta</sub> / 11.4-3<sub>Delta</sub> / IG 12-0-3<sub>WYE277</sub>
- Fronius CL Series – PV Central Inverters – CL 33.3 / CL 36.0 / CL 44.4 / CL 48.0 / CL 55.5 / CL 60.0

Please contact your Fronius Authorized Distributor or Integrator. The purchase the Fronius Premium 5 or 10-Year Warranty Extension must be done through your Solar Dealer or Installer whom will forward the details to the Fronius Authorized Distributor or directly to Fronius if they are a direct account of Fronius. See the **Fronius USA 5-Year and 10-Year Warranty Extension** document for further details. You can download this document from [www.fronius-usa.com](http://www.fronius-usa.com).



## Fronius Warranty Conditions

The **Fronius Premium 10-Year Warranty** comes standard on the solar inverter models shipped from Fronius in the models listed above. Fronius warranties offer the straight forward protection and support that Fronius customers have come to expect from an industry leader.

The Fronius 5-Year and 10-Year Extended Warranties are available for purchase, for a nominal investment to increase the Fronius inverter warranty to 15 or 20 years. Please contact your supplier to purchase a Fronius Extended Warranty.

At Fronius, we have been designing and manufacturing high quality power electronics equipment for over 65 years. And all our production facilities are ISO 9001 certified. You will probably not encounter any service-related issues with your FRONIUS Solar Inverter (IG, IG Plus, IG Plus V and CL models). However, in the unlikely event that you discover a problem within your warranty term caused by defects in either workmanship or materials, we will see that it is either repaired or replaced. Repair or replacement depends on Fronius's evaluation of the issue and what we decide makes the most sense according to the situation. The warranty is based on the inverter's serial number, allowing the warranty to be transferred to another owner if the FRONIUS Solar Inverter remains installed in the original installation location. As the warranty is tied to the serial number, there is no paperwork to transfer the warranty to a new owner.

The FRONIUS Solar Inverters are designed to withstand normal operating conditions and typical wear and tear when the FRONIUS Solar Inverter is used for its original intent, in compliance with the local electrical codes, the FRONIUS Installation and Operational Manual(s) supplied with the original equipment. This warranty does not cover damages by improper installation or operation, misuse, abuse, manipulation, alterations or repair attempts, accidents, fire, floods, force Majeure, and incidental or consequential damage caused by defects with other components of the solar system. This warranty does not extend beyond the original cost of the FRONIUS Solar Inverter.

Any Fronius inverter that requires a warranty replacement within 180 days of shipping from Fronius, typically at least 90 days from the inverter and system commissioning, will be replaced by Fronius with a brand new inverter as standard policy.

### Fronius service process for warranty returns and repairs:

- **Obtain a Returned Merchandise Authorization (RMA)**
  - ✓ All returned FRONIUS Solar Inverters require an RMA.
  - ✓ Call Fronius USA Technical Support at 810-220-4414 to obtain an RMA.
    - Technical Support is available Monday through Friday, excluding holidays, from 6:00 am to 6:00 pm P.S.T., and weekends by appointment only.

**NOTE: There is no paperwork involved on the part of the installer to obtain an RMA as all information required will be obtained during the phone call.**

- **Steps and information required for the RMA application:**
  - ✓ Contact with a Fronius Technical Support Representative at 810-220-4414 to evaluate and troubleshoot the issue **while the inverter is in the field**, as many problems can be resolved on site.



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- ✓ If troubleshooting does not fix the problem, the following information will be required by the Technical Support Representative for the RMA application. The representative will collect this information over the phone:

1. Model and Serial Number of the FRONIUS Solar Inverter.
2. Detailed description of the problem including the Inverter's diagnostic code(s).
3. Shipping address for the warranty replacement equipment.
4. When the replacement inverter will be required.

**Note: Failure to contact Fronius Technical support in advance of conducting service on any Fronius product will result in no service compensation being paid.**

- **Once the RMA has been issued:**

- ✓ Fronius USA will ship a replacement inverter or part ahead to the installer and every reasonable effort will be made to ship the replacement within the specified time as per point #4 above. Fronius will prepay the shipping costs.
- ✓ When the replacement inverter or part arrives and is installed, the installer simply places the defective item into the box from the replacement item.
  - Apply the included UPS call tag to the box and call UPS.
  - The defective inverter must be returned to Fronius USA within 14 days of receiving the replacement unit or a charge may be applied for the replacement. No service reimbursement will be issued until the product is returned.
  - All FRONIUS Solar Inverters authorized for return by Fronius USA must be returned in its original shipping container or packaging providing equal protection.

**Warranty period for any repaired or replaced inverter:** 12 months after shipment from Fronius USA or the original remaining warranty period, whichever is greater.

**Service reimbursement:** Fronius offers a service reimbursement amount of \$250.00 per qualifying RMA.

**Damage caused by shipping or mishandling:** Visually evident damage caused by shipping or mishandling is to be reported to the freight carrier within 24 hours. Shipping damage is the responsibility of the freight carrier, not Fronius, and should always be duly noted with the freight carrier prior to accepting and signing for the product.

Some states do not allow the exclusion or limitation of incidental or consequential damages. This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. Fronius USA, LLC General Terms and Conditions also apply.

**Additional Information:** Contact your local Solar Dealer, Fronius Distribution Partner, or Fronius for additional information on the Fronius 10-Year Premium Warranty. Additional resources may also be found on the Fronius USA Solar web site [www.fronius-usa.com](http://www.fronius-usa.com), including information on service assistance, online training, accessories, product information, or product manuals.

**You may also contact Fronius Directly:** Fronius Technical Support is available 6am to 6pm (P.S.T.) Monday through Friday excluding holidays and weekends by appointment only at 810-220-4414.

For product or purchasing inquiries contact:

**ecodirect**

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