

Terms of Warranty

Manufacturer's warranty given by Fronius

By default, the Fronius IG and IG Plus series are sold with a manufacturer's warranty covering a period of 60 months as of the installation date. This is the period of time for which Fronius warrants the proper functioning of your photovoltaic inverter.

Extension of warranty period

Ordering parties may apply for an extension of the warranty period against payment for a period of up to 6 months following the installation date. Fronius may reject any applications received at a later point in time. The extension of the warranty period shall only be applicable to products of the Fronius IG and IG Plus series.

Ordering parties may apply for an extension of the warranty period for string inverters (IG 15 through 60 and IG Plus 35 through 150) to a period of 10, 15 or 20 years in the aggregate. The warranty period for central inverters (IG 300 through 500) can be extended to a period of 10 or 20 years in the aggregate.

Services during the warranty period

In the event of the occurrence of a defect for which Fronius is responsible during the agreed warranty period, Fronius will, at its option, either

- repair such defect on the premises of Fronius or on-site; or
- provide an equivalent replacement or a new device; or
- have these services performed by a Fronius Service Partner (FSP) that has undergone proper training.

Transportation

Fronius shall bear the costs resulting from the transportation of the inverter to or within countries with a national Fronius subsidiary, to or within EU countries or to or within Switzerland, in each case from the respective national or nearest Fronius branch to the point of sale of the official Fronius distribution partner where the device was bought. Fronius will not bear any transportation costs from, to or within EU overseas territories or transportation costs from, to or within non-EU countries unless Fronius has a national subsidiary in these territories or countries (cf. section "Geographical scope").

Devices or components, as applicable, must be transported back in original or equivalent packaging.

Rules to be observed in connection with warranty claims

For purposes of demonstrating the existence of a warranty claim, ordering parties need the invoice, the serial number of the device as well as the start-up protocol (acceptance date, commission date, report prepared by the utility company).

Any action taken in connection with warranty claims must be coordinated with Fronius. This is the only way to ensure that the warrantee does not have to pay for the aforementioned warranty performance.

In the event of a replacement of the device, the remaining warranty period shall be transferred to the replacement device. Fronius will register such replacement automatically. You will not be provided with a new certificate.

Scope and validity of the manufacturer's warranty

The manufacturer's warranty shall only be applicable to the inverter unequivocally identified by the serial number. The remaining components of the photovoltaic installation and the Fronius system add-ons (e.g. plug-in cards) shall not be covered by the manufacturer's warranty.

Exceptions to the manufacturer's warranty given by Fronius

Any defect caused by the following circumstances shall not be covered by the manufacturer's warranty:

- failure to comply with the operating instructions, the installation guide and the maintenance instructions;
- faulty installation of the device;
- faulty start-up of the device;
- damage during the transportation of the device;
- improper use or misuse of the device;
- insufficient ventilation of the device;
- interference with the device by staff not having been trained by Fronius;
- failure to comply with safety regulations and installation guides;
- force majeure (violent or stormy weather, lightning, overvoltage, fire etc.).

Any damage to the inverter that originates from the remaining components of the photovoltaic installation or damage that does not adversely affect the proper functioning of the inverter, i.e., for instance, "flaws", shall be likewise excluded from the manufacturer's warranty.

Travel and subsistence expenses as well as on-site assembly and installation costs will not be covered by the warranty.

Modifications of the existing PV system, the house installation and the like or the time spent thereon and the costs incurred as a consequence will not be covered by the warranty.

Fronius will not accept any claims for compensation in connection with power that was not fed into the mains or power that was not consumed and the like.

Geographical scope

These Terms of Warranty shall not apply in the United States of America (U.S.A.). Outside the EU and Switzerland, the Terms of Warranty shall only apply in countries where Fronius has a national subsidiary.

As per September 2009, Fronius has national subsidiaries in the following non-EU countries other than the U.S.A.: Brazil, Canada, Mexico, Norway, Ukraine. Current information related to this topic can be found on our website www.fronius.com.

Further legal instructions

In addition to the manufacturer's warranty given by Fronius, ordering parties have statutory warranty claims that are not adversely affected by this manufacturer's warranty.

The manufacturer's warranty shall not cover any claims going beyond the rights specified in the Terms of Warranty unless the mandatory statutory provisions provide for a liability on the part of Fronius. In the event of any such claims, please contact the seller of your device.

Unless these Terms of Warranty provide for more favorable terms, our General Terms of Delivery and Payment (General Terms), as amended from time to time, which can be found on our website (www.fronius.com) under "Terms and conditions", shall apply.

Any warranty terms heretofore in force shall be replaced by the provisions in this document.