



WARRANTY CONDITIONS FOR FRONIUS INVERTERS, THE FRONIUS DATAMANAGER, FRONIUS SMART METER AND FRONIUS OHMPILOT

FOR THE FRONIUS WARRANTY AND FRONIUS WARRANTY PLUS

(Valid from: Sept/01/2020)

Fronius International GmbH grants a warranty (as Fronius Warranty or Fronius Warranty Plus) for the warranty products defined here.

The warranty applies in addition to any legal or contractual claims and rights of the warranty holder and without prejudice to such claims or rights.

For more information about the Fronius Warranty please visit: www.fronius.com/solar/warranty.

Warranty products

This warranty applies exclusively to Fronius inverters, Fronius Datamanagers, Fronius Smart Meters and Fronius Ohmpilots and only to the extent that these products are first installed in Australia and New Zealand and uniquely identified by their serial number. Fuses and other wearing parts are excluded from the warranty together with other components of the photovoltaic system as well as system add-ons, components for system monitoring and data communication, accessories and pre-production devices.

Warranty holder

Only the owner of the warranty product is entitled to make a claim under this warranty. No other person shall have any rights under this warranty. In the event of a change in ownership of the warranty product, the warranty is transferred.

Warranty claim

A warranty claim exists in the event that a warranty product develops a fault for which Fronius is responsible within the warranty period.

Warranty exclusions

The warranty does not apply if

- / the fault is the result of improper installation, operation, commissioning or transport; failure to comply with the installation instructions or operating instructions; insufficient ventilation; work performed on the warranty product by a third party not authorised by Fronius; failure to heed the safety rules, operating instructions and installation standards; force majeure (storm, lightning, overvoltage, fire, etc.);
- / the fault has been caused by another component in the warranty holder's photovoltaic system;
- / Fronius could not identify a fault upon examination of the product;
- / the damage does not impair the function of the Fronius inverter ("cosmetic flaws");
- / the full purchase price of the warranty product has still not been paid to Fronius.
- / a Fronius product is disassembled and rebuilt outside of the replacement process.
- / Failure to install or delayed installation of necessary software updates, if the device is not online;

Warranty services

Fronius grants the Fronius Warranty Plus for a period of five years from dispatch from the Fronius factory. After these five years, Fronius grants different warranty services depending on whether the warranty holder selected the Fronius Warranty or Fronius Warranty Plus when registering the product at www.solarweb.com.

/ Fronius Warranty

- **Material warranty:** Fronius will not cover any removal and installation costs, labour costs, transport costs or costs for any other service. Fronius will provide the relevant replacement part or a replacement device. The warranty holder does not have to pay for the replacement part. In the event of replacement with an equivalent replacement device, Fronius will charge for the labour costs (time) of repairing the original device.
- **Service:** Fronius will not pay the labour costs for removing and installing the replacement part or replacement device, or costs for any other service.
- **Transport:** Fronius will not pay any shipping and transport costs incurred in relation to the Material and Service under this Fronius Warranty

/ Fronius Warranty Plus

- **Material warranty:** Fronius will provide a replacement part or an equivalent replacement device at no cost to the warranty holder.
- **Service:** Fronius will cover the labour costs for removing and installing the replacement part or replacement device, provided this work is undertaken by Fronius or a third party appointed by Fronius. Due to technological progress, the replacement part or replacement device provided may not be compatible with the system monitoring or other components installed on-site (e.g. Fronius DATCOM). Costs incurred as a result are not part of this warranty service and will not be covered by Fronius. Other costs, such as travel expenses, installation costs, customs duties, etc., will not be covered by Fronius. These services do not include modifications to the existing photovoltaic system of the warranty holder, his building wiring or other devices. The warranty holder must enable unrestricted access to the device(s) affected and provide all necessary equipment to comply with any applicable health & safety regulations free of charge.
- **Transport:** Fronius will cover any national transport costs incurred in relation to the Material and Service services, as necessary. Express delivery costs will not be covered.



Warranty period

The warranty period begins when the warranty product is dispatched by Fronius. The precise expiration date of the warranty can be checked by entering the serial number at www.solarweb.com. If the device is registered on www.solarweb.com within 30 months of dispatch from the Fronius factory, the warranty period begins from the installation date entered during the product registration process. This applies to all devices dispatched from 1 October 2018.

Depending on the warranty product, the warranty periods for the Fronius Warranty and Fronius Warranty Plus are different.

Free warranty extensions can be claimed by the warranty holder within 30 months of the warranty product being dispatched by Fronius. The warranty extension is claimed by registering the warranty product together with its serial number at www.solarweb.com and selecting the desired warranty model. The warranty extension applies exclusively to the warranty product unambiguously identified by its serial number.

Where parts or devices are replaced, the remaining warranty period is transferred to the replacement part or replacement device. This will be registered by Fronius automatically and the warranty holder will not receive a new certificate.

Overview of warranty product, warranty service and warranty period:

	String inverters (wall-mounted)	Datamanager	Fronius Smart Meter	Fronius Ohmpilot
Warranty services from dispatch from Fronius factory	Fronius Warranty Plus	Fronius Warranty Plus	Fronius Warranty Plus	Fronius Warranty Plus
Warranty services from dispatch from Fronius factory	5 years	5 years	2 years	2 years
Free warranty extension available if registered at www.solarweb.com within 30 months of dispatch from the Fronius factory	✓ Fronius Warranty: to 10 years	Is automatically covered by the warranty period of the inverter in which the Datamanager has been installed.	Free warranty extension not possible	No warranty extension possible
Warranty extension can be purchased from your installer within 30 months of dispatch from the Fronius factory	Fronius Warranty or Fronius Warranty Plus ✓ to 10, 15, 20 years	Is automatically covered by the warranty period of the inverter in which the Datamanager has been installed.	No warranty extension possible	No warranty extension possible

Making a claim under the warranty, return of parts and devices – to be observed without exception:

In the event of a warranty claim, the warranty holder must first notify his installer, who in turn will contact Fronius.

The procedure to follow in the event of a warranty claim must be agreed with Fronius, as this is the only way to ensure that the warranty services can be provided. Warranty claims must be accompanied with the purchase invoice, the serial number of the warranty product, the commissioning report (handover date, commissioning date, report from the power supply company) and, where necessary, proof of payment of the warranty extension fee.

The warranty holder must return parts or devices in the original packaging or equivalent. If the faulty part or device is not received by Fronius within 60 days, the warranty holder will be charged for the part/device at the current price for a new part/device. Faulty parts and devices returned to Fronius become the property of Fronius upon receipt; until they are received, Fronius retains ownership of the corresponding replacement parts and devices.

It is the responsibility of the warranty holder to substantiate the warranty claim and show that the conditions are met.

A claim for compensation cannot be made for energy that has not been fed into the grid or energy that has not been used for self-consumption, etc.

Software-Updates:

The following applies to the GEN24 product series: If the warranty holder has agreed to online access by FRONIUS, updates will be carried out automatically by FRONIUS. The prerequisites for online access by FRONIUS are: (1) The establishment of a network connection with the product covered (2) The complete commissioning including connection to FRONIUS Solar.web (3) The free maintenance and provision of an Internet connection by the warranty holder.

If the warranty holder has not agreed to online access by FRONIUS, software updates can be installed by the warranty holder through a service partner authorised by FRONIUS. In this case, FRONIUS will only provide the software update free of charge. FRONIUS will not assume the additional costs for the update by the service partner (travel costs, working hours, etc.). These must be borne by the warranty holder.

FRONIUS will always announce software updates at www.fronius.com/solar/softwareupdates. The warranty holder is responsible for regularly (at least every 3 months) reviewing these announcements and for ensuring that the necessary software updates are installed. The timely installation of software updates ensures the best possible performance and serviceability of the product. Failure to install



software updates, either in a timely manner or at all, may result in functional limitations of the product. It is the responsibility of the warranty holder to ensure that the Internet connection is maintained during the warranty period.

WARRANTY CONDITIONS OF THE FRONIUS SOLAR BATTERY

The purchaser (end consumer) of the Fronius Solar Battery receives a two-year Fronius Warranty Plus covering the entire Fronius Solar Battery from the date of dispatch from the Fronius factory. This can be extended by registering online at www.solarweb.com within 30 months of dispatch from the Fronius factory plus ensuring that an internet connection is established at least once a month between Fronius Solar.web and the Fronius Solar Battery. In this case the warranty holder receives a five-year Fronius Warranty Plus covering the Fronius Solar Battery plus a fifteen-year capacity guarantee covering the Murata “IJ1001M” battery module used, which includes repair or replacement in the scenarios listed below (see table).

Overview of warranty product, warranty service and warranty period:

	Fronius Solar Battery
Warranty services from dispatch from Fronius factory	Fronius Warranty Plus
Warranty services from dispatch from Fronius factory	2 years
Free warranty extension available if registered at www.solarweb.com within 30 months of dispatch from the Fronius factory	✓ Fronius Warranty Plus: to 5 years for the Fronius Solar Battery plus with monthly internet connection between Fronius Solar.web and the Fronius Solar Battery, Fronius capacity guarantee: to 15 years for Murata battery module *) Fronius Warranty: to 7 years
Warranty extension can be purchased from your installer within 30 months of dispatch from the Fronius factory **)	Fronius Warranty or Fronius Warranty Plus ✓ to 10 years

**) Subject matter of the warranty in the event of a warranty extension for the Fronius Solar Battery is exclusively the Murata battery module. If a Murata battery module is retrofitted, the existing warranty covering the existing battery modules is transferred. A warranty extension does not cover the other system components of the Fronius Solar Battery.

In the event of a warranty claim, the value of the affected Fronius Solar Battery will be replaced in compliance with the conditions listed below. The current value of the Products affected by this warranty is generally replaced through the delivery of one or more replacement Products or through repair of the Products. The warranty starts with the delivery of the warranty product by Fronius and ends after 2 or 15 years (“Warranty Period”). The purchaser must keep the sales receipt for the Fronius Solar Battery or any individual Fronius battery modules purchased during the entire warranty period. The sales receipt(s) must be presented to Fronius upon request. The unexpired portion of the Warranty Period will apply to the replaced or repaired Products. Replacement or Repair of Products under the terms of the warranty does not provide the right to a renewal of the Warranty Period.

*) A claim under the warranty exists in the event that the current recoverable capacity of an individual battery module (IJ1001M) falls to 68% of the rated capacity on the data sheet within 15 years after purchase, or below 80% of the rated capacity on the data sheet within 10 years after purchase, as a result of degradation. The purchaser must report any imperfections or irregularities to a Fronius installer in writing within 14 days. The Fronius Repair Center will assess the current recoverable capacity of the individual battery modules. If the current recoverable capacity of a battery module is less than 80% or 68% of the capacity stated on the data sheet, the Fronius Repair Center will repair or replace the battery module(s) affected. The recoverable capacity of a battery module is the energy that can be drawn from the battery module, as measured at the connections of the battery module, under the conditions stipulated by the manufacturer. The battery components provided by way of replacement will have a current recoverable capacity of more than 80% or 68% of the capacity stated on the data sheet. Replaced battery modules and components become the property of Fronius.

Costs incurred for the assessment of the warranty claim (service use, capacity testing) are covered by this warranty only in the event of a confirmed warranty claim. Costs incurred for the implementation of the warranty claim (removal and installation costs, transport costs, etc.) are not covered by this warranty.

- The purchaser of the Product cannot claim under this warranty if
- ✓ the Products have not been installed inside (inside a building) and an ambient temperature of 5 to 35 °C has not been maintained; (unless the extended ambient temperature guideline up to 45° applies: SE_CER Extended temperatur_range_Australia_Fronius_Solar_Battery_EN.pdf)
 - ✓ an extended ambient temperature of 5 to 45 ° is possible, if the customer accepts and considers the restrictions shown in SE_CER_Extended_temperatur_range_Fronius_Solar_Battery_EN.pdf)
 - ✓ the Products are exposed to direct sunlight, heat from heat-generating equipment or draught air such as in a garage;
 - ✓ the Products are moved from their original installation location;



- / the Products are not stored, installed, commissioned, charged, operated and maintained in accordance with the technical instructions as per the operating instructions;
- / the Murata battery module was not kept within a specific temperature range (see table). The battery manufacturer can check the temperature of the Fronius Battery Module and is able to determine whether the required temperature has been maintained throughout the entire service life.

Time distribution according to cell temperature (in % and hours)								
Cell temperature (°C)		60≥T>50	50≥T>45	45≥T>40	40≥T>35	35≥T>30	30≥T>25	25≥T
10 years	Time T	0 h	0 h	0 h	0 h	0 h	0 h	≤ 87.600 h
	(hours, %)	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	≤ 100%
15 years	Time T	0 h	≤ 1003 h	≤ 1505 h	≤ 2007 h	≤ 2509 h	≤ 22.903 h	≥ 101.470 h
	(hours, %)	0,0%	≤ 0,8%	≤ 1,1%	≤ 1,5%	≤ 1,9 %	≤ 17,4%	≥ 77,2%

- / the warranty claim is not submitted immediately and no later than 14 days after the occurrence of abnormalities that may lead to a warranty claim as defined above, in writing by e-mail to Fronius.

In addition, the purchaser must – following prior consultation – ensure that MURATA or Fronius representatives have access to the installed Products during usual business hours for the purpose of inspection in order to fulfil the warranty claim.

The warranty does not apply to Products that:

- / have been modified or used with components not authorised by MURATA;
- / have been physically damaged;
- / have been improperly, negligently or inappropriately handled in any other manner;
- / are damaged with regard to their functionality due to external influences for which MURATA is not responsible, such as a natural disaster, including floods and storms (force majeure);
- / have exceeded 5475 charging cycles. Cycles can be checked either via the inverter or web server, whereby one cycle corresponds to a complete discharge and recharge;
- / relate to a Fronius hybrid inverter as the warranty product and which has spent more than 15% of its operating hours being used in emergency power mode. This condition applies after the hybrid inverter has spent 1500 hours operating in emergency power mode.

Other legal information

In Australia, this warranty is given by, and all Australian warranty claims should be directed to:

Fronius Australia Pty Ltd, 90-92 Lambeck Drive, Tullamarine, VIC 3043, Telephone 03 8340 2900, Email pv-support-australia@fronius.com

The benefits to the consumer given by this manufacturer's warranty are in addition to other rights and remedies of the consumer that are stipulated by law, and which are not affected by this manufacturer's warranty.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

The general delivery and payment terms and conditions located on our website (www.fronius.com.au) under "Terms and conditions" are in effect unless these warranty conditions allow more favorable provisions. Previously valid warranty conditions are replaced by these conditions.