



Service Process Overview Fronius Australia:

1. The Installer contacts our technical support in order to raise a case. (If you have access to the SOS platform this tool can also be used for troubleshooting)
Ideally our technical support is contacted by the installer during the initial site visit in order to carry out troubleshooting steps (software update,) based on the error code and nature of the failure.
2. If the fault cannot be rectified on site, our technical support creates a case for a replacement item (inverter or part) in order to be sent out. (If you have SOS access you can create the case for a replacement yourselves)
Our technical support can only verify the warranty cover based on the warranty expiry date. The warranty cover based on the fault can only be confirmed upon inspection of the item by our technicians upon return.
The delivery address and contact details have to be confirmed by the installer. Please note that the delivery address must be staffed during business hours and needs to be capable to receive the goods (i.e.: forklift must be available if the replacement item is delivered on a pallet – Symo 10-20, Eco & IG Plus V-3 units are always transported on skids)
3. Our service administration processes the request and organises the delivery of the replacement item. A despatch notification e-mail (incl. tracking link) is sent once the item has been sent to the requestor of the exchange item.
4. The replacement item is received by the installer and the faulty item (which is stated on the delivery note) is replaced.
Please note Wall Brackets (incl. DC-Isolator) and Covers are Transport items only and must be swapped with the original parts of the faulty unit. (If required for exchange based on the nature of the fault the item will be supplied/built into the replacement inverter)
Datamanager cards are not part of replacement inverters and must be transferred from the original inverter to the replacement unit. (If required for exchange based on the nature of the fault the Datamanager card will be supplied/built into the replacement inverter)
In order to ensure the warranty cover is transferred correctly, the replacement inverter must be used to replace the item it was supplied for (SN stated on the Delivery Note).
If a unit fails upon installation, the replacement with a new sales unit must be approved by our technical support (DOA case). For these cases a sales inverter (all parts included) will be sent out.
Once a DOA case has been approved by our technical support you can change over the faulty unit with a new unit from your stock (if available and required to be changed over immediately) and the inverter we despatch for this case can be used to replenish your stock.



5. The Delivery Note (supplied with the replacement item) will state if the faulty item is required to be returned or can be disposed of.
All inverters and most components (Datamanager, ...) must be returned to Fronius (e-mail to request the pick-up to pv-service-australia@fronius.com).
All return items must be packed using the packaging of the replacement item in order to prevent being damaged in transit.
Symo 10-20, Eco & IG Plus V-3 units must be returned on the skid which the replacement unit was delivered on. (packed inside the carton - strapped to the skid)
6. The return consignment is created by our service administration and the return documents are sent via e-mail to the requestor of the pick-up.
The pick-up location must be staffed during business hours and capable to despatch the items (load goods onto the truck, i.e.: forklift must be available if the replacement item is delivered on a pallet – Symo 10-20, Eco & IG Plus V-3 units are always transported on skids)
It is highly recommended to avoid leaving faulty items with end customers, as this causes significant issues for the return process. (If the item cannot be picked up and fails to be returned to Fronius the item value, freight and non-return fee is charged to the company which requested the replacement item)
7. Once the item is received by Fronius it will be credited into our stock and scheduled for inspection.
The invoice for the despatch of the replacement item (unless previously charged for non-return within 60 days) as well as the credit note for the receipt of the faulty item will be issued on the same day. -> You will receive both documents (Invoice 210 or 209/xxxxxxx and Credit Note 240/xxxxxxx) via e-mail automatically. (Please find further information regarding invoices and credit notes for service cases below)
8. The unit is inspected in our repair centre to verify the fault and confirm if the warranty cover is applicable.
The average lead time between the receipt of the faulty item and inspection is approx. 4-8 weeks.
9. Upon inspection you receive the service invoice 211/xxxxxxx.
This invoice will state if the nature of the fault is covered under warranty (\$0 value on the invoice and approved Service Lump Sum outlined in the text on the document) or not (repair cost charged with reasoning of non-warranty processing outlined in the text of the invoice)
10. Once you have received the service invoice (211/xxxxxxx) and the warranty cover and Lump Sum have been confirmed please issue your invoice to us (our 211/xxxxxxx number must be noted on your invoice and the invoiced amount must match the approved Lump Sum).
Please send your invoice to pv-service-australia@fronius.com for processing.
Non-Warranty cover: If you have received an invoice for the repair please transfer the funds to the account stated on the invoice.



11. The invoice you supplied for the Lump Sum payment is verified and approved by the service administration team and forwarded to our accounts department for processing the payment.

Contact details:

Technical Support: pv-support-australia@fronius.com (08/ 8340 2910)

Service Administration: pv-service-australia@fronius.com (08/ 8340 2900)

Finance Department: borg.rochelle@fronius.com (08/ 8340 2941)

Invoice overview:

210/xxxxxxx or 209/xxxxxxx (Invoice Sales Order): Will be generated for the despatch of replacement items.

- For warranty cases (based on the warranty expiry date) it will have a value of \$0 and the invoice is issued upon return of the faulty item to Fronius (same day as credit note for receipt).
- For out of warranty cases based on the expired warranty cover) the cost of the item will be invoiced upon despatch and the request for payment is stated in the text.
- In case the item is not returned within 60 days the invoice for the value of the item as well as the freight cost will be issued.

240/xxxxxxx (Credit Note Sales Order): Will be generated for the return of faulty items (and replacement items if returned unused). These will have a value of \$0 unless the item is invoiced for non-return after 60 days. In case the item is returned after it has been invoiced for non-return the item value will be credited in full (Please note the non-return fee will not be credited).

211/xxxxxxx (Service Invoice): Will be issued upon closing off the service case (once the case has been confirmed as under warranty or out of warranty based on the inspection).

- For confirmed warranty cases the value will be \$0 and the text will state the \$ amount approved as a service lump sum payment (to be invoiced to us with our invoice number as a reference on your invoice).
- If the inspection results deem the fault to be outside the scope of warranty (due to surge, installation error, no fault found or other non-warranty fault) the value will reflect the cost of the inspection, repair or item value (depending on the case and reason for non-warranty cover).
- In case the replacement item is returned unused the item will require to be tested and the invoice will be issued for the inspection fee as well as freight charges.
- In case the item is not returned within 60 days the non-return fee will be invoiced (non-refundable if the item is returned after the non-return charges were issued)