



The Fronius **Gold Quality Guarantee** program is designed to solidify customer confidence in Fronius products by guaranteeing the highest level of quality and service support available to all customers. The **Gold Quality Guarantee** applies to Fronius' IG, IG Plus and IG Plus V inverters.

Features of the Gold Quality Guarantee:

15-year and 20-year product & service warranty

All customers will have the option to purchase an additional 5-year or 10-year warranty extension on Fronius IG, IG Plus and IG Plus V inverters, bringing the total warranty life to 15 or 20 years. This warranty extension includes a dealer service plan, covering both the inverter *and* service. The 15-year and 20-year warranties are intended to emphasize Fronius' long-term commitment to our customers. Not only do we build our products to last, but in the unlikely event that something does happen, we will be there to cover it.

The 15-year and 20-year warranties must be purchased through a Fronius Authorized Distributor or Integrator within **180 Days** or **6 months** of shipping from Fronius. The extended warranties offer the same features as the 10-year standard warranty, including:

- + A paperless RMA process tracked by the serial number, not the owner.
- + Shipping costs covered both ways.
- + Pre-shipping of replacement inverters – no waiting for us to receive the old inverter, and no credit card required.
- + No warranty exclusions for corrosion and biological infestation.
- + Repaired or replaced units are covered for a full year from the date of shipment from Fronius USA or for the rest of the original, remaining warranty period – whichever is greater.



SHIFTING THE LIMITS

Below are the Fronius Part Numbers for the 5 and 10-Year Extended Warranty Options:

Part Number	Description	Inverter type
41,200,126	5-Year Extended Warranty to 15 years	Fronius IG 2000 / IG 3000 / IG 2500LV, Fronius IG Plus and IG Plus V 3.0-1 _{UNI} / 3.8-1 _{UNI}
41,200,127	5-Year Extended Warranty to 15 years	Fronius IG 4000 / IG 5100 / IG 4500LV, Fronius IG Plus and IG Plus V 5.0-1 _{UNI} / 6.0-1 _{UNI} / 7.5-1 _{UNI}
41,200,128	5-Year Extended Warranty to 15 years	Fronius IG Plus and IG Plus V 10.0-1 _{UNI} / 11.4-1 _{UNI} / 10.0-3 _{Delta} * / 11.4-3 _{Delta} / 12.0-3 _{WYE277}
41,200,130	10-Year Extended Warranty to 20 years	Fronius IG 2000 / IG 3000 / IG 2500LV, Fronius IG Plus and IG Plus V 3.0-1 _{UNI} / 3.8-1 _{UNI}
41,200,131	10-Year Extended Warranty to 20 years	Fronius IG 4000 / IG 5100 / IG 4500LV, Fronius IG Plus and IG Plus V 5.0-1 _{UNI} / 6.0-1 _{UNI} / 7.5-1 _{UNI}
41,200,132	10-Year Extended Warranty to 20 years	Fronius IG Plus and IG Plus V 10.0-1 _{UNI} / 11.4-1 _{UNI} / 10.0-3 _{Delta} * / 11.4-3 _{Delta} / 12.0-3 _{WYE277}
42,200,121	10-Year Extended Warranty to 20 years	Fronius CL 33.3 _{Delta} / 44.4 _{Delta} / 55.5 _{Delta} / 36.0 _{WYE277} / 48.0 _{WYE277} / 60.0 _{WYE277}

*10.0-3_{Delta} only available in IG Plus V series

See Fronius USA Premium Warranty for full warranty text.

Written service promise

- ⊕ **30-minute telephone diagnostics:** Field diagnostic telephone calls to isolate inverter or installation issues will not exceed 30 minutes, or the inverter is automatically replaced (*assumes useable cell reception and technical competency on behalf of the installer*).
- ⊕ **Phone and email response times:** Fronius will work very hard to ensure a two-hour resolution path goal on all phone messages and four business hours for email inquiries on typical engineering support questions during Fronius business hours – 9:00am to 9:00 pm EST, Monday through Friday (*excluding holidays*).

Service reimbursements

Service reimbursements to dealers are \$250 per qualifying RMA.

Convenient service toolkit now available



We have also developed a Fronius Service Toolkit, with useful items in an easy-to-carry case, helping to eliminate return visits.

Out-of-box reliability

Quality control is very important at Fronius, from our ISO-9001 certification to a company-wide, independent quality department to our fully automated final inspection process, we have implemented redundant inspections and audits to ensure the highest possible out-of-box reliability.

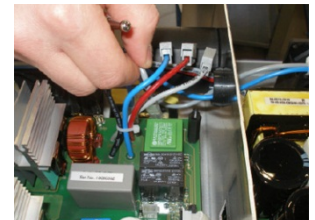
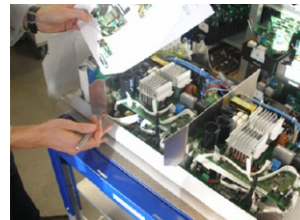
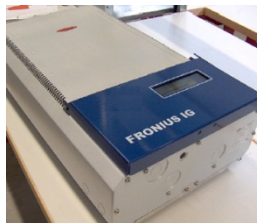
Dead on arrival (DOA) units: As part of Fronius' commitment to quality, if an inverter is received DOA, Fronius will automatically reimburse you \$400.

Quality audits include an extensive inspection process, including the following:

1. Packaging
 - a. Damage, impurity
 - b. Rating plate
 - c. Label
 - d. Transportation protection

2. Completeness of packaged unit
 - a. Manual
 - b. Certificate
 - c. Accessories

3. Housing
 - a. Surface
 - b. Screen print
 - c. Safety stickers
 - d. Screws and rivets
 - e. Flange protection
 - f. Front lid





SHIFTING THE LIMITS

4. Connection Area
 - a. Cable routing and fixing
 - b. Connection of plugs
 - c. Cable clamping
 - d. Molex plug connectors
 - e. Ribbon cables
 - f. AC and DC breakers
 - g. DC terminals
 - h. Bolted connects
 - i. Display
 - j. And other items as needed

5. Power Stage
 - a. Cable routing/fixing and cable sleeves
 - b. Plastic stand-offs
 - c. Molex plug connectors
 - d. Ribbon cables
 - e. Cleanliness
 - f. Cable sleeves for thermal couples
 - g. AC output inductor – lock washer
 - h. Fan
 - i. Knockouts

Quality and service commitment

The Fronius **Gold Quality Guarantee** represents our commitment – in writing – to quality products and superior service. We believe strongly in our products and work hard to make sure that each and every customer is happy they chose Fronius. From extensive quality checks to ensure a reliable product, to easy-to-reach service support, to long-term warranty coverage, each commitment of the **Gold Quality Guarantee** is designed to make working with Fronius easy for our customers.

If you have any questions regarding the Fronius **Gold Quality Guarantee**, please feel free to contact us via email: pv-support-usa@fronius.com, by phone: 810-220-4414, or contact your Fronius representative directly.

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