

Warranty conditions

ASSURE and accessories

Valid from: August 1st 2017

Applicable products

These warranty terms and conditions are applicable for the following ABB inverters: UNO-DM-PLUS, PVI-10.0 (3N819900000A), PVI-12.5 (3N829900000A), TRIO-5.0/7.5/8.5, TRIO-20.0/27.6, TRIO-50.0/60.0-TL, TRIO-TM-50.0/60.0, PVS-100/120 and accessories. Concerning the REACT product, these warranty terms and conditions are applicable only for REACT-UNO. REACT-BATT has a dedicated warranty T&C.

Warranty programs for inverters

The ASSURE warranty (see Table 1) covers advance replacement inverter or power module, the freight costs and on site removal and reinstall labor (fixed reimbursement). Condition details are available in Table 1.

Warranty programs for accessories

The solar accessories include all monitoring components. Accessory warranty covers the repair material and repair labor in repair center or replacement product at ABB sole discretion. The on site removal and reinstall labor costs are excluded. Details are available in Table 1.

Applicable countries

The ASSURE warranty program applies when the product is installed in Australia.

Duration of manufacturer warranty:

The default warranty period is five (5) years starting from the installation/commissioning date but in any case not longer than 66 months from manufacturing date.

The manufacturer warranty period for accessories is two (2) years starting from the shipping date from Manufacturer in Australia.

Warranty claim:

All warranty claims must follow the processes outlined below to be valid.

Claim must be made using the following method.

- Via phone Hotline (1800 769 663).
- Via email (service.solarinverters@au.abb.com).

The following information must be provided:

- Inverter and/or device model
- Serial number (S/N) and production week (WK) of the inverter. A photograph of the label of the inverter and/or device in .jpg format is required)

- Description of the problem/error code (a photograph of the inverter display in .jpg format is required)
- Contact details of warranty holder (complete name, address (site of installation), email and phone)
- Contact details of entity asking for assistance (complete name, address, email and phone)

ABB will provide a CARE number associated with the claim. This CARE number must be mentioned for any correspondence during the claim resolution process.

Claim resolution:

The resolution method of a claim is at the sole discretion of ABB.

It can consist of:

- Return and Repair
- Advance Replacement
- Repair on Site (Field Intervention)

Advance replacement (advanced swap) for the ASSURE program:

In the ASSURE program a replacement unit is included. ABB will either ship a replacement power module or complete inverter before the allegedly defective product has been returned to ABB repair center. At the sole discretion of ABB, this replacement unit can be either new or refurbished, but in any case fit as a replacement.

The customer must make the defective inverter available for return within ten (10) days following the delivery of the replacement unit and with the appropriate packaging as per the replacement unit provided.

Allegedly defective inverters will be returned to an ABB repair center for validation of the warranty claim. In case the warranty claim is confirmed, the remaining warranty period of the defective inverter will be transferred to the replacement unit. In case the defect is not covered by the manufacturer's warranty (see below under Exclusion from warranty), the warranty claim may be void and the incurred cost (logistics, administration, failure analysis and replacement inverter) may be invoiced to the customer. Upon payment of these incurred costs, the replacement inverter will be warranted for two years from delivery of the replacement inverter. ABB undertakes to perform this analysis within three (3) weeks from the delivery of the allegedly defective inverter.

Field intervention:

In case of any field intervention (including advance

replacement) decided by ABB, the choice of the ABB qualified technician belongs to ABB.

For the field intervention, the legal owner of the inverter is responsible to ensure access and provide any special equipment required to access the installation (e.g. scissor lift).

The legal owner of the inverter has also to ensure that the installation and working environment for the installation is compliant with applicable Occupational Health and Safety Regulations.

The qualified technician may refuse an intervention if the conditions defined by Health and Safety Regulations and Standards are not met.

Should the above conditions not be met, ABB may charge the legal owner of the inverter for any consequent cost, including, without limitation, the costs of the qualified technician.

Exclusions from this warranty:

Notwithstanding the available mandatory, statutory warranty rights pursuant to the Australian Consumer Law, a warranty claim pursuant to this warranty may be invalid in the following circumstances:

- Warranty period expired
- Mechanical damage of defective unit when done by customer
- Mechanical damage during transportation when arranged by the customer
- Any modification applied to the inverter that was not performed by ABB-authorized personnel
- Inappropriate installation or commissioning
- Negligence or inappropriate use of the product
- External event (overvoltage, failure of other components in the installation causing inverter failure, etc.)
- Non observance of documentation, including preventative maintenance
- Force majeure, including but not restricted to lightning, power surges, natural disasters and fires
- Returned inverter shows no fault after analysis
- Utilisation in combination with equipment, items or materials not permitted by ABB documentation

The warranty exclusions may be discovered by the legal owner of the ABB inverter, by the technician in the field or during the repair of the unit in the ABB repair center. If a warranty exclusion is confirmed by ABB, the incurred costs (logistics, administration, failure analysis, associated material, labour and replacement inverter) may be invoiced to the customer.

Due to the evolution of technology, the replacement unit or new device provided may not be compatible with the installed system. The warranty does not cover any expenses or any costs which may be incurred to configure, retrofit or adapt the inverter to the installation.

Unless agreed upon in a specific contract, ABB will not provide financial compensation for energy that has not been fed into the grid by the installation during any service activity, including preventive and corrective maintenance.

The warranty claim may be invalid if incorrect details (inverter serial number, error code, etc.) are provided.

Preventive maintenance parts and consumables are not covered by this warranty (i.e. overvoltage protection, fuses).

Legal aspects and other conditions

This factory warranty is freely provided by ABB and does not prejudice in any way the inverter’s conditions of sale, including any warranty provided by a third party entity from which it has been purchased.

This factory warranty is governed by Australian Law. Any expressed or implied contravention of the Australian Consumer Law contained within this document is unintentional.

This factory warranty supersedes any terms and conditions that have been in force previously, and applies only to inverters sold from the date of validity of this document

ABB has implemented a Code of Conduct, entitled “ABB Code of Conduct”, that is available on ABB website <http://new.abb.com/about/integrity/standards/abb-code-of-conduct>. Relations with ABB and with ABB staff, should show behavior accordingly.

Table 1: details of the Service terms and conditions

Definition	Inverter		Accessory
	Assure Warranty	Accessories Warranty	
Default duration (years)	5	2	
Extended duration (total years). Must be purchased when the inverter is purchased.	10	no extension	
Repair material and labor costs in repair center	included	included	
Removal and reinstall costs (See conditions in description).	included	not included	
Parameter setup of replacement product	included	not included	
Material freight costs returning defective unit (to location defined by ABB)	included	not included	
Material freight costs of repaired (or replacement) unit to customer	included	included	
Advanced replacement unit (where technically possible, the alternative is on-site repair)	included	not included	
Technical hotline	included	included	