

ABB Australia PG Solar

Single and three-phase Warranty Program

Dear Valued Customer,

ABB offers the ASSURE Warranty Program in Australia for all the single and three-phase inverters.

Please find attached ABB's String Inverter Warranty Program information for Australia.

Below, find the process by which you can make an inquiry or contact our Service Team.

1. If you have an issue with an ABB inverter:
Call the ABB Contact Centre on 1800 769 663 and select (1) for the Solar Technical Support Team.
Please be in front of the inverter when you call and have the inverter size, model, serial number, and fault codes.
2. If a replacement inverter is required:
 - a) The Technical Support Team will email a claim form that needs to be completed and returned via email to service.solarinverters@au.abb.com. It is recommended that photos, of the fault code and the inverter manufacture information on the side panel, accompany the claim form.
 - b) On receipt of the claim form, one claim per email, an auto-generated email will be sent. This is your reference that ABB has received and is processing your In House Repair (IHR). Please reference the 'Care' number in any phone or email correspondence.
 - c) Once the IHR is processed and accepted, a replacement inverter will be sent out with TNT and the tracking information provided to you via email.
3. To return the faulty unit:
Contact TNT on 1300 367 238, Monday to Friday between 9:00am and 5:15pm AEST.

Use the packaging of the replacement unit to hand back the faulty unit.

The return is at the cost of ABB, please specify this is an ABB return pick up and quote the IHR number (315*****).

The lodged faulty inverter must be returned to ABB within ten (10) days of receiving the replacement, otherwise charges may apply.
4. Replacement unit reimbursement:
A flat fee of \$180 plus GST is paid for replacement of ABB inverters.
The TRIO 20kW and 27.6kW inverters the fee is \$300 plus GST.

Payment is processed upon receipt of the faulty inverter into ABB's system and passing a visual inspection.

If you have any questions please call the ABB Contact Centre on 1800 769 663 select (2) and request the Solar Customer Service Team.

ABB will only provide payment against an invoice.

The invoice must be addressed to:

ABB Australia Pty Limited (ABN 68 003 337 611), state the IHR number (315*****) and shipping connote number as provided by TNT, include your bank account details, and email in PDF or TIFF format.

Email abbau.accountspayable@recall.com or post to:

ABB Australia Pty Limited
PO Box 725
Auburn, 1835, NSW

For account payable enquiries please call +61 (2) 9753 7533.

Notes:

Our warranty inverters do not come with mounting brackets, accessory kits or manuals. Utilise the accessories supplied with the original inverter, or indicate requirement on the claim form.

Damages not covered under warranty are:

- Any physical damage or change of appearance
- Holes drilled into the inverter
- Melting of the AC terminal block
- Water damage unless through a fault of the inverter
- Any other damage outside of general wear and tear

Please don't hesitate to call or email if you have any questions or queries.

Yours Sincerely

ABB Australia Solar Service.

Email: service.solarinverters@au.abb.com

Phone: 1800 769 663



Power and productivity
for a better world™

ABB string inverters

Single and three-phase warranty programs

STANDARD, ASSURE and PROFIL

STANDARD warranty

The STANDARD warranty level is available for any ABB inverter worldwide.

The customer is responsible for the replacement for any unit in need of repair under the warranty.

Shipment costs are taken by Customer.

To shorten the outage time during repair the customer can purchase spare parts for quick exchange on site.

The STANDARD warranty agreement for ABB string inverters includes:

- Five (5) year parts warranty depending on product and market
- Repaired units / parts are typically ready to ship within ten (10) days at ABB repair center after reception
- The repair and material is covered during the warranty period
- Technical hotline for support and troubleshooting
- Accessibility to global field service and partner network for on-site troubleshooting (fees apply)

ASSURE warranty

In addition to the STANDARD warranty benefits, the ASSURE warranty level provides customers in some installation countries with advance spare parts delivery. ABB will provide within their sole discretion new or completely reconditioned inverters.

The ASSURE warranty also provides the customer with re-installation support through either (decision by ABB):

- Payment of a fixed reimbursement amount paid to the installer based on geographic location and product
- Dispatching an ABB certified technician to perform repairs or replacement of units / parts

Under the ASSURE warranty, customers receive the needed parts in advance, allowing single site visit for swap. Access to the technical hotline for support and troubleshooting, the security of replacement parts and labour is available at any time a warranty need arises

The ASSURE warranty agreement from ABB includes all the attributes of the STANDARD warranty agreement with the added benefits of:

- Advanced material replacement: typically ready to ship within 3 working days after ABB's authorization to replace defect material
- Dispatching, labour and material freight costs are included

PROFIL additional services

Additional services to meet customer specific needs not covered by the STANDARD and ASSURE warranty levels are offered complementary under customer / site specific service contracts upon request, like:

- Rapid on-site response time
- Technical availability 97%, 98% and 99%
- Preventive maintenance

For further information about the additional services and service contracts please contact your local sales agent.

Service levels ABB string inverters: PVI, UNO, TRIO, PRO

Services	1	2	3
Type	Product warranty		Additional services Available upon request A service contract is required
	STANDARD warranty	ASSURE warranty	PROFIL Response time uptime, etc.
Standard duration (years)	5	5	1 to 20*
Extended duration (years)	10, 15, 20*	10, 15, 20*	
Technical availability (%)	-	-	97, 98, 99
Preventive maintenance	-	-	According to product manual
Corrective action	Included	Included	-
Ready to ship			
Typical availability of material but allow additional days to account for weekends and holidays	10 days	3 days	On a case by case basis
Remote support	Included	Included	Included
Where available	Worldwide	Ask your local ABB Representative	Available upon request

* For long period extension, some mandatory inspection / maintenance may be required.
The factory reserves the right to decline providing extended warranty would the inverter not be installed in accordance with the factory installation guidelines.

Maintenance parts and consumables are not covered by warranty (i.e. Fans for PRO-33, fuses).

For PRO-33.0 we are offering a material-kit for periodic fan-replacement (price available on request). We also offer the workmanship (fee applies).

Our product warranties, including coverage terms and warranty limitations, are set forth in the Product Terms and Conditions of Sale. For complete warranty coverage information, requirements and limitations relating to a specific product or service please refer to the contractual terms and conditions governing the purchase and sale of said product or service. The information set forth herein is a summation of, and subject to, the terms and conditions governing the purchase and sale of the product. Should there be any conflict between this document and the Terms and Conditions of Sale, the Terms and Conditions of Sale shall prevail.

For more information please contact your local ABB representative or visit:
www.abb.com/solar
www.abb.com/solarinverters
www.abb.com

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