

# ABB solar inverters Warranty conditions STANDARD, ASSURE and accessories

Valid from: August 1st 2016

## Applicable products

These warranty terms and conditions are applicable for the following ABB inverters: single and three phase string inverters, PRO, CENTRAL PLUS, ULTRA 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 STANDARD warranty covers the repair material and repair labor in repair center or on site depending on ABB decision. Condition details are available in table 1.

The ASSURE warranty covers, in addition to the STANDARD warranty, 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 also all monitoring components and string combiner boxes for central inverters.

Accessory warranty covers the repair material and repair labor in repair center or replacement product at ABB sold discretion.

Details are available in table 1.

## Applicable countries

The ASSURE warranty program applies when the product is installed in one of the following countries:

Australia, Austria, Belgium, Canada, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Israel, Italy, Luxembourg, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom, United States.

The STANDARD and accessory warranty programs are applicable in other installation countries.

## Duration of warranty

The default warranty period for the STANDARD, ASSURE and accessories integrated into the inverter is 5 years starting from the installation/commissioning date but in any case not longer than +66 months from manufacturing date.

The default warranty period for accessories sold separately is 2 years starting from the manufacturing date.

## Warranty claim

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

Claim must be made using the following method.

- Via a phone Hotline. A list of countries offering hotline is available on ABB Web site.
- Via the online ticket service at: <http://new.abb.com/power-converters-inverters/submit-your-inquiry>

The following information must to be provided:

- Inverter and/or device model
- Serial number (S/N) and production week (WK) of the inverter: both are visible on the label on the side of the inverter (a photograph of the label of the inverter and/or device in .jpg format is recommended)
- Description of the problem and if available, the error code shown on the inverter
- Company details of warranty holder (complete address and name of the contact person)
- Company details of entity asking for assistance (complete address and name of the contact person)
- Email address of warranty holder
- Address of site of installation

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

## Claim resolution

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

It can consist of:

- Return and repair
- Advance replacement (ASSURE only)
- Repair on site
- Refund

## Advance replacement (advanced swap) for the ASSURE program

Replacement unit is included in the ASSURE program. ABB will then ship a replacement power module or complete inverter before the defective product has been returned to ABB repair center. At the sole discretion of ABB, this replacement unit can be new, refurbished or equivalent in form, fit and function.

The delivery of the advance replacement unit is not, in any case, ABB's recognition or acceptance of the warranty claim. ABB's acceptance, or no acceptance, of the claim will follow upon ABB's analysis of the returned inverter only.

The customer must make the defective inverter available for return within 7 days following the replacement and with an appropriate packaging.

The replacement unit remains property of ABB as long as the defective unit has not been returned.

At the end of the claim process the remaining warranty period of the affected unit will be transferred to the replacement unit.

### 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, warranty holder is responsible to ensure access and provide any required special equipment necessary to access the installation (e.g. scissor lift). Warranty owner has also to ensure that the installation and working environment is compliant with applicable Health and Safety standards.

ABB technician may refuse an intervention if the conditions defined by ABB health safety regulations are not met.

Should the above conditions not be met, ABB will charge the warranty holder for any consequent cost.

### Exclusion from warranty

The warranty claim is invalid in the following situations:

- Warranty period expired
- Mechanical damage during transportation of defective unit when done by 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
- Improper or no application of safety regulations
- Utilization in combination with equipment, items or materials not permitted by ABB documentation

The warranty exclusion may be discovered by the warranty holder, 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 logistics, analysis, and associated material, labor and administration costs will be charged to the warranty holder.

If a warranty exclusion is discovered during the repair, the repair will be stopped, the warranty holder notified, and when possible, a repair estimate will be provided.

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 might 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 will be invalid if incorrect details (inverter serial number, error code, etc.) are provided.

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

### Legal aspects and other conditions

The warranty agreement is concluded between ABB and the warranty holder (the legal owner of the ABB inverter). Therefore a claim by a third party is only possible if the warranty holder has explicitly authorized the third party to act under his/her name, and if the third party accepts the ABB terms and conditions in the name of the warranty holder. The ABB warranty terms and conditions will then apply to the warranty holder through the authorized third party.

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.

The present terms and conditions supersede any terms and conditions that have been in force previously, and applies to inverters sold from the date of validity of this document.

These factory warranty conditions are governed by Italian law. All disputes relating to the validity, interpretation and execution of this document shall be assigned exclusively to the authority of the Tribunal of Milan.

ABB has implemented a Code of Conduct, entitled "ABB Code of Conduct", that is available on ABB website [www.abb.com](http://www.abb.com). Relations with ABB and with ABB staff, should show behavior accordingly.

Power One S.p.A. acknowledges that, pursuant to and in accordance with Article 13 of Italian Legislative Decree no. 196 of 30 June 2003, the data provided by the Customer will be processed only to fulfil the purposes described in the notes on personal data processing, which can be consulted on the ABB Web site <http://new.abb.com/power-converters-inverters/solar>

## STANDARD, ASSURE and Accessories

Table 1: details of the Service terms and conditions

Definition	Inverter		Accessories
	STANDARD Warranty	ASSURE Warranty	ACCESSORIES Warranty
Default duration (years)	5	5	2 when sold separately 5 when integrated in Inverter
Extended duration (total years) Must be purchased when the inverter is purchased	10	10	No extension
Repair material and labor costs in repair center	Included	Included	Included
Removal and reinstall costs (See conditions in description)	Not included	Included	Not included
Parameter setup of replacement product	Not included	Included	Not included
Material freight costs returning defective unit (to location defined by ABB)	Not included	Included	Not included
Material freight costs of repaired (or replacement) unit to customer	Not included	Included	Not included
Advanced replacement unit (where technically possible, the alternative is on-site repair)	Not included	Included	Not included
Technical hotline	A list of countries offering hotline is available on ABB Web site	Included	Ask your local ABB Representative for covered countries
Effective availability (percentage)	Not included	Not included	Not applicable
Preventive maintenance	Not included	Not included	Not included
Ready to ship indication After acceptance of claim. subject to material availability	Usually 10 working days After reception of inverter at the ABB repair center	Usually 5 working days	Usually 15 working days After reception at the ABB repair center
Where available	Worldwide	See list in page 1	Worldwide

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For more information please contact your local ABB representative or visit:

[www.abb.com/solarinverters](http://www.abb.com/solarinverters)  
[www.abb.com](http://www.abb.com)

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