



FRONIUS SOS

/ Fronius Solar Online Support



/ Fronius Solar Online Support is a new internet portal that enables an engineer to initiate a repair process at any time, even whilst on site. All that is required is the inverter's serial number and a computer or smartphone with an internet connection. As such it is no longer necessary to phone the Technical Support Hotline to request an exchange – saving you time and money.

/ Our Technical Support Hotline is of course still available, where we will continue to provide assistance as usual.

FAST

- / Request the exchange of faulty inverters or components online.
- / No waiting in the Hotline queue and no call costs.
- / Direct on-site access possible from Notebook or Smartphone.

SIMPLE

- / Login using Partnerweb login details and an inverter serial number.
- / Available 24 hours, 7 days a week.
- / Request a quote for repairs online.
- / Decide whether an inverter should be exchanged or repaired.

INFORMATIVE

- / With a mouse click select the components that need to be exchanged.
- / Find out immediately if the inverter is still under guarantee.

FRONIUS SOLAR ONLINE SUPPORT

/ The simple route to your replacement inverter or component.



STEP 1:

/ Login on: sos.fronius.com

Use your Fronius Partnerweb login details if you already have an account.

If you are not yet registered in Fronius Partnerweb, you can register as a new user here.



STEP 2:

/ Enter the serial number of the inverter.

You can find a label displaying the serial number either inside the inverter's door (central inverters), or on the under-side of the inverter.

This will provide you with available details on the inverter.



STEP 3:

Choose between:

/ Exchange components

/ Repair components

/ Exchange the inverter

To exchange a component, select the component that needs to be replaced.

If an inverter needs to be exchanged for repairs, then a quote can be requested. Simply fill in the form by detailing the State Codes displayed, and a brief description of the error.



STEP 4:

/ Provide a delivery/collection date.

You will then receive a summary of the exchange process requested.

/ Perfect Welding / Solar Energy / Perfect Charging

WE HAVE THREE DIVISIONS AND ONE PASSION: SHIFTING THE LIMITS OF POSSIBILITY.

/ Whether welding technology, photovoltaics or battery charging technology – our goal is clearly defined: to be the innovation leader. With around 3,000 employees worldwide, we shift the limits of what's possible - our more than 850 active patents are testimony to this. While others progress step by step, we innovate in leaps and bounds. Just as we've always done. The responsible use of our resources forms the basis of our corporate policy.

Further information about all Fronius products and our global sales partners and representatives can be found at www.fronius.com

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