

MAKING MODERN LIVING POSSIBLE

Danfoss



Service and Warranty Conditions

Valid from August 2008

SOLAR INVERTERS



Warranty and Service Conditions

Committed to providing strong after sales service

Danfoss Solar Inverters is dedicated to offering our customers strong after sales service. We consider service an integrated part of our inverter solution in order to provide optimum customer satisfaction. This involves competent hotline and repair service capabilities.

Danfoss has always been well-known for excellent service capabilities. Our service partners and service technicians are experienced and well trained making our network competence strong for the solar inverter market.

Warranty conditions tailored to your needs

Danfoss Solar Inverters offers different levels of warranty conditions depending on the needs of each customer. Apart from the standard warranty period we can provide extended warranty of up to 10 years on inverters.

A solid basis for a mutually beneficial cooperation

The purpose of this warranty and service conditions document is to provide a mutually beneficial basis for how to work together to provide you with optimal service. Therefore we also take the liberty to make requirements on how to report cases to our service department. Our intension is to make everything as comprehensible as possible to be able to servicing you optimally.

Warranty conditions

Products covered by warranty

Products	Warranty period
UniLynx inverters	60 months
TripleLynx inverters	60 months
ComLynx monitoring products	24 months
Spare parts and replaced/exchanged modules	24 months

Table 1

Extended warranty

Within 12 months after invoice date, the end customer can purchase 5 years extended warranty, up to a total of 10 years warranty. Extended warranty prices are shown in the Danfoss Solar Inverters price list.

Warranty coverage (what is covered)

Danfoss Solar Inverters warrants the products including built-in options against defects in material and workmanship for the above mentioned warranty periods from date of invoice.

The warranty shall at the choice of Danfoss Solar Inverters cover repair or exchange of the warranted product or subassembly of the product by Danfoss Solar Inverters.



For determination of the warranty period the end customer should upon request from Danfoss Solar Inverter Hotline send a copy of the purchase invoice or warranty extension invoice/warranty extension certificate to Danfoss Solar Inverter Hotline.

Cases not covered by warranty

Direct and indirect damage and claims arising from the following are not covered by the standard Danfoss Solar Inverters warranty:

- Incorrect installation, commissioning or inappropriate use of the device
- Use of the product outside its specifications
- Modification made in the product
- Unauthorised repair of the product
- Transportation damages
- Return of defective product in unauthorised packaging material
- Insufficient ventilation of the product
- Failures caused by external impact (i.e. over voltage, lightning, fire, rough handling etc.)

Service conditions

If a product covered by warranty becomes defective during the warranty period, service and repair will be performed as follows:

- Danfoss Solar Inverters Hotline is always the starting point if service is required. Hotline finds the most efficient way of solving the issue.
- Exchange Service: If our Hotline concludes that an inverter exchange is required, it will be shipped within 24 hours.
- On-Site Service: If the service issue cannot be solved by our Hotline guidance or Exchange Service, our On-Site service teams take care of the task, which is initiated within 24 hours.

Hotline

Starting point for service support

The Danfoss Solar Inverter Hotline is the entry point for any service case. Hotline will receive calls, arrange for service and report to the caller after service has been completed.

Response time

Cases reported on telephone or e-mail within office hours will within one workday be closed by telephone assistance or by arranging service.

Cases reported outside office hours will be handled the following workday.



Language

Hotline is capable of giving assistance in English, German, Spanish, French and Italian.

Availability

Please find contact information and opening hours in Appendix 1

Information from caller to Hotline

Reporting of cases to the Hotline from the caller (installer, distributor) must contain the following information:

- Complete type and serial number (22 digits)
- Details of caller (name, telephone, e-mail)
- Date of installation
- Date of problem first seen
- Description of problem and fault codes
- Specific information about access to and service on installation site
- Details of contact (name, address, telephone, mobile, email)
- Details of installation site (name, address, telephone, mobile, email)

If all the required information is not provided when a service case is reported the specified reaction time can not be guaranteed.

Information from Hotline to caller

On-site service visits will be reported to the caller, within 5 workdays after the visit. The status information will within 10 work days be followed by an invoice.

The invoice will contain the following information:

- Case number
- Complete type and serial number (22 digits) of products involved
- List with cost for
 - Travel
 - Service hours
 - Components used
- Warranty coverage of costs

Exchange Service

If Hotline concludes that an inverter exchange is required, Hotline will arrange that an exchange product is shipped within 24 hours for the Service Partner or the installer to install. The defective product is to be sent to Danfoss Solar Inverters for repair within 10 days.

If exchange of the product is arranged, the defective product has to be returned in the packaging material of the new product. If other packaging material is used liability of the product will be excluded.



On-site Service

Response time

If the service issue cannot be solved by our Hotline guidance or Exchange Service, our On-Site service teams take care of the task, which is initiated within 24 hours.

Capability

Communication will be in English, German or local language. All service technicians will be from an ISO 9000 certified company within the Danfoss service network.

Access requirements to be fulfilled by caller

In order for the Service Technician to service the product it is required that the caller has ensured sufficient access on-site. This includes scaffolding in case the installation to be serviced is placed out of reach from the floor. In cases of insufficient access to the installation the extra cost for getting access will be invoiced to the caller.

Approval of repair outside warranty

In case the reported fault in an installation is not related to the inverter or is not covered by warranty DSIH will invoice all associated cost to the caller. In these cases DSIH will ask the caller to sign an "Approval of Repair Cost outside Warranty Form" and return this form by fax before the on-site service will be arranged.

APPENDIX 1

Danfoss Solar Inverters Hotline: Contact Information and opening hours in each language

You can choose the Hotline language you prefer regardless of the geographical location of the inverter installation

English

Tel: +45 7488 1349

Email: inverter-hotline@danfoss.com

Opening hours: Mon-Thur : 0800 - 1600
 Fri: 0800 - 1500

German

Tel: +49 (0) 69 366 016 18

Email: inverter-hotline@danfoss.com

Opening hours: Mon-Thur : 0800 - 1600
 Fri: 0800 - 1500

Spanish

Tel: +34 91 383 0455

Email: comercial@iac-sl.es

Opening hours: Mon-Fri : 0830 - 1730

Italian

Tel: 800 00 50 88

Email: inverter-hotline@danfoss.com

Opening hours: Mon-Fri : 0830 - 1800

French

Tel: 820 20 10 43

Email: inverter-hotline@danfoss.com

Opening hours: Mon-Thur : 0900 - 1730
 Fri: 0900 - 1630



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