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*Danfoss*

# Danfoss Solar Inverters Service and Warranty Conditions

Valid from August 2011



[www.danfoss.com/solar](http://www.danfoss.com/solar)



## 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 20 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 18 months after Danfoss Solar Inverters invoice date, the customer can purchase 5 or 15 years extended warranty, up to a total of 20 years warranty. Extended warranty prices are shown in the Danfoss Solar Inverters price list. For 15 years extended warranty special conditions apply.

### 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 the date of invoice issued by Danfoss Solar Inverters plus a period of 6 months from such date.

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 customer shall upon request from Danfoss Solar Inverters Hotline send a copy of the purchase invoice or warranty extension invoice/warranty extension certificate to Danfoss Solar Inverters 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.

### **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.

Danfoss Solar Inverters standard service form is available on request.

### **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**

Within warranty period, 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 Danfoss Solar Inverters 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.

### **Geographical coverage of warranty:**

The Warranty and Service conditions cover the European region. Overseas territories and islands of any European country are not covered.

Please contact Danfoss Solar Inverters for further information on warranty coverage in other regions.

### **Date of Service and Warranty validity:**

August 1<sup>st</sup>, 2011

## APPENDIX 1

### Danfoss Solar Inverters Hotline contact details:

International	Telephone	Email	Opening hours
Denmark	+45 7488 1349	<a href="mailto:inverter-hotline@danfoss.com">inverter-hotline@danfoss.com</a>	08:00 – 16:00 Monday – Thursday 08:00 – 15:00 Friday

Country	Telephone	Email	Opening hours
Germany	+49 69 89 02 454	<a href="mailto:dsi-service@danfoss.com">dsi-service@danfoss.com</a>	08:00 – 16:00 Monday – Thursday 08:00 – 15:00 Friday
Spain	+34 902 933 187	<a href="mailto:satsolar@danfoss.com">satsolar@danfoss.com</a>	08:30 – 17:00 Monday – Friday
Italy	+39 011 3000 558	<a href="mailto:solar_service@danfoss.it">solar_service@danfoss.it</a>	08:30 – 18:00 Monday – Friday
Belgium	+32 2 525 07 32	<a href="mailto:solar.service@danfoss.be">solar.service@danfoss.be</a>	08:30 – 17:00 Monday – Thursday 08:30 – 16:00 Friday
Holland	+32 2 525 07 32	<a href="mailto:solar.service@danfoss.be">solar.service@danfoss.be</a>	08:30 – 17:00 Monday – Friday 08:30 – 16:00 Friday
Luxemburg	+32 2 525 07 32	<a href="mailto:solar.service@danfoss.be">solar.service@danfoss.be</a>	08:30 – 17:00 Monday – Thursday 08:30 – 16:00 Friday
France	+33 1 30 62 50 85	<a href="mailto:solar-service@danfoss.fr">solar-service@danfoss.fr</a>	09:00 – 17:30 Monday – Thursday 09:00 – 16:30 Friday
United Kingdom	+44 1895 61 7120	<a href="mailto:uk-solar-service@danfoss.com">uk-solar-service@danfoss.com</a>	08:30 – 17:00 Monday – Friday
Greece	+30 210 72 333 18	<a href="mailto:solar@drivetech.gr">solar@drivetech.gr</a>	09:00 – 17:30 Monday – Thursday 09:00 – 16:30 Friday
Cyprus	+30 210 72 333 18	<a href="mailto:solar@drivetech.gr">solar@drivetech.gr</a>	09:00 – 17:30 Monday - Thursday 09:00 – 16:30 Friday



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