



Danfoss Solar Inverters Service and Warranty Conditions

Valid from January 2013





Service and Warranty Conditions

Providing strong after sales service

Danfoss Solar Inverters is dedicated to providing strong after sales service to our customers. We consider service an integrated part of our inverter solution, and a prerequisite for customer satisfaction. This naturally includes competent hotline and repair service capabilities.

Danfoss has always been well-known for excellent service. Our service partners and service technicians are experienced and skilled in solar inverter applications.

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.

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 in order 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 service you optimally.

Warranty conditions

Products covered by warranty

Products	Warranty period
TLX inverter series	60 months
DLX inverter series	60 months
ComLynx monitoring series	24 months
CLX monitoring series	24 months
Spare parts and replaced parts	12 months

Table 1

Extended warranty

Within 18 months after Danfoss Solar Inverters invoicing date, the customer can purchase a 5 years extended warranty, resulting in a total of 10 years warranty.

An extended warranty of 15 years , resulting in a total of 20 years warranty must be purchased at the time of the inverter delivery. For 15 years extended warranty special conditions apply.

What is covered by warranty?

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 said date.

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



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.

Service cases and cost 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 to 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. The Danfoss Solar Inverters Hotline finds the most efficient way of solving the issue.
- Exchange Service: If the Danfoss Solar Inverters Hotline concludes that a product exchange is required, it will be shipped within 1 work day from date of registered service case.
- On-Site Service: If the service issue cannot be solved by the Danfoss Solar Inverters Hotline guidance or Exchange Service, the Danfoss Solar Inverters On-Site service teams take care of the task, which is initiated within 1 work day from date of registered service case.
- Each service case shall be registered with a service case number (RMA number) and a service request document (RMA form) shall be completed by the service caller. The service caller hereby accepts to cover all incurred service costs if the service case is outside warranty conditions or the Danfoss Solar Inverters product is outside the warranty period.

Hotline

Starting point for service support

The Danfoss Solar Inverters Hotline is the entry point for any service case. The 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 1 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)
- Details of defective product pick up destination (name, address, telephone, mobile, email)

A service exchange product cannot be dispatched and the specified reaction time cannot be guaranteed, if all the required information listed above, is not provided, when a service case is reported. Any additional cost incurred, due to missing/wrong information, will be invoiced to the caller.

Danfoss Solar Inverters standard service request document (RMA form) is available on request.

Information from Hotline to caller

Subsequent to a service visit the caller will receive a full report within 10 working days after the visit.

The status information will within 35 working days be followed by an invoice.

The invoice will contain the following information:

- Case number (RMA number)
- Complete type and serial number (22 digits) of defective product
- List of costs of
 - Travel
 - Service hours
 - Components used
- Warranty coverage of costs

Exchange Service

Within the warranty period, if Hotline concludes that a product exchange is required, Hotline will arrange that an exchange product is shipped within 1 working day for the Installer or the Service Partner to install. The defective product shall be sent to Danfoss Solar Inverters for repair within 5 work days from date of exchange inverter shipment.



Return of defect products

Danfoss Solar Inverters products shall be returned in the packaging material of the new product. If other packaging material is used liability of the product will be excluded.

Danfoss reserves the right to bill the service caller for the value of the exchange product, if the faulty product is not received at Danfoss Solar Inverters in Denmark within 20 work days from service case (RMA) registration.

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 1 work day from date of registered service case.

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 any additional costs endured for getting access will be invoiced the caller.

Cost of repair outside warranty

In case the reported fault in an installation is not related to the Danfoss product or is not covered by warranty Danfoss Solar Inverters will invoice all associated cost to the caller.

Geographical coverage of warranty:

The Warranty and Service conditions cover the European region. Any territories and islands belonging to a European country, which is located outside Europe, are not covered.

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

Date of Service and Warranty validity:

January 1st, 2013

APPENDIX 1

Danfoss Solar Inverters Hotline contact details:

International	Telephone	Email	Opening hours
Denmark	+45 7488 1349	inverter-hotline@danfoss.com	08:00 – 17:00 Monday – Thursday 08:00 – 16:00 Friday

Country	Telephone	Email	Opening hours
Germany	+49 69 89 02 454	solar-service@danfoss.com	08:00 – 16:00 Monday – Thursday 08:00 – 15:00 Friday
Spain	+34 902 933 187	satsolar@danfoss.com	08:30 – 17:00 Monday – Friday
Italy	+39 011 3000 558	solar-service@danfoss.it	08:30 – 18:00 Monday – Friday
Belgium	+32 2 525 07 32	solar.service@danfoss.be	08:30 – 17:00 Monday – Thursday 08:30 – 16:00 Friday
Holland	+32 2 525 07 32	solar.service@danfoss.be	08:30 – 17:00 Monday – Friday 08:30 – 16:00 Friday
Luxemburg	+32 2 525 07 32	solar.service@danfoss.be	08:30 – 17:00 Monday – Thursday 08:30 – 16:00 Friday
France	+33 1 30 62 50 85	solar-service@danfoss.fr	09:00 – 17:30 Monday – Thursday 09:00 – 16:30 Friday
United Kingdom	+44 1895 61 7120	uk-solar-service@danfoss.com	08:30 – 17:00 Monday – Friday
Greece	+30 210 72 333 18	solar@drivetech.gr	09:00 – 17:00 Monday – Thursday 09:00 – 16:30 Friday
Cyprus	+30 210 72 333 18	solar@drivetech.gr	09:00 – 17:00 Monday - Thursday 09:00 – 16:30 Friday
Czech Rep.	+42 0 720 31 71 81	solar-service@fabik-group.cz	09:00 – 17:00 Monday – Friday
Slovakia	+42 0 720 31 71 81	solar-service@fabik-group.cz	09:00 – 17:00 Monday – Friday
Slovenia	+386 1 721 17 75	meritel@siol.net	08:00 – 17:00 Monday – Friday
Bulgaria	+359 42 681691	solectrics@abv.bg	08:30 – 16:30 Monday – Friday
Turkey	+90 212 320 7040	servis@dantek.com.tr	7 days / 24 hrs.



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