

ABB Australia PG Solar

Single and three-phase Warranty Program

Dear Valued Customer,

ABB offers the ASSURE Warranty Program in Australia for all the single and three-phase inverters.

Please find attached ABB's String Inverter Warranty Program information for Australia.

Below, find the process by which you can make an inquiry or contact our Service Team.

1. If you have an issue with an ABB inverter:
Call the ABB Contact Centre on 1800 769 663 and select (1) for the Solar Technical Support Team.
Please be in front of the inverter when you call and have the inverter size, model, serial number, and fault codes.
2. If a replacement inverter is required:
 - a) The Technical Support Team will email a claim form that needs to be completed and returned via email to service.solarinverters@au.abb.com. It is recommended that photos, of the fault code and the inverter manufacture information on the side panel, accompany the claim form.
 - b) On receipt of the claim form, one claim per email, an auto-generated email will be sent. This is your reference that ABB has received and is processing your In House Repair (IHR). Please reference the 'Care' number in any phone or email correspondence.
 - c) Once the IHR is processed and accepted, a replacement inverter will be sent out with TNT and the tracking information provided to you via email.
3. To return the faulty unit:
Contact TNT on 1300 367 238, Monday to Friday between 9:00am and 5:15pm AEST.

Use the packaging of the replacement unit to hand back the faulty unit.

The return is at the cost of ABB, please specify this is an ABB return pick up and quote the IHR number (315*****).

The lodged faulty inverter must be returned to ABB within ten (10) days of receiving the replacement, otherwise charges may apply.
4. Replacement unit reimbursement:
A flat fee of \$180 plus GST is paid for replacement of ABB inverters.
The TRIO 20kW and 27.6kW inverters the fee is \$300 plus GST.

Payment is processed upon receipt of the faulty inverter into ABB's system and passing a visual inspection.

If you have any questions please call the ABB Contact Centre on 1800 769 663 select (2) and request the Solar Customer Service Team.

ABB will only provide payment against an invoice.

The invoice must be addressed to:

ABB Australia Pty Limited (ABN 68 003 337 611), state the IHR number (315*****) and shipping connote number as provided by TNT, include your bank account details, and email in PDF or TIFF format.

Email abbau.accountspayable@recall.com or post to:

ABB Australia Pty Limited
PO Box 725
Auburn, 1835, NSW

For account payable enquiries please call +61 (2) 9753 7533.

Notes:

Our warranty inverters do not come with mounting brackets, accessory kits or manuals. Utilise the accessories supplied with the original inverter, or indicate requirement on the claim form.

Damages not covered under warranty are:

- Any physical damage or change of appearance
- Holes drilled into the inverter
- Melting of the AC terminal block
- Water damage unless through a fault of the inverter
- Any other damage outside of general wear and tear

Please don't hesitate to call or email if you have any questions or queries.

Yours Sincerely

ABB Australia Solar Service.

Email: service.solarinverters@au.abb.com

Phone: 1800 769 663



Power and productivity
for a better world™