

ABB string inverters

Single and three-phase warranty programs

STANDARD, ASSURE and PROFIL

STANDARD warranty

The STANDARD warranty level is available for any ABB inverter worldwide.

The customer is responsible for the replacement for any unit in need of repair under the warranty.

Shipment costs are taken by Customer.

To shorten the outage time during repair the customer can purchase spare parts for quick exchange on site.

The STANDARD warranty agreement for ABB string inverters includes:

- Five (5) year parts warranty depending on product and market
- Repaired units / parts are typically ready to ship within ten (10) days at ABB repair center after reception
- The repair and material is covered during the warranty period
- Technical hotline for support and troubleshooting
- Accessibility to global field service and partner network for on-site troubleshooting (fees apply)

ASSURE warranty

In addition to the STANDARD warranty benefits, the ASSURE warranty level provides customers in some installation countries with advance spare parts delivery. ABB will provide within their sole discretion new or completely reconditioned inverters.

The ASSURE warranty also provides the customer with re-installation support through either (decision by ABB):

- Payment of a fixed reimbursement amount paid to the installer based on geographic location and product
- Dispatching an ABB certified technician to perform repairs or replacement of units / parts

Under the ASSURE warranty, customers receive the needed parts in advance, allowing single site visit for swap. Access to the technical hotline for support and troubleshooting, the security of replacement parts and labour is available at any time a warranty need arises

The ASSURE warranty agreement from ABB includes all the attributes of the STANDARD warranty agreement with the added benefits of:

- Advanced material replacement: typically ready to ship within 3 working days after ABB's authorization to replace defect material
- Dispatching, labour and material freight costs are included

PROFIL additional services

Additional services to meet customer specific needs not covered by the STANDARD and ASSURE warranty levels are offered complementary under customer / site specific service contracts upon request, like:

- Rapid on-site response time
- Technical availability 97%, 98% and 99%
- Preventive maintenance

For further information about the additional services and service contracts please contact your local sales agent.

Service levels ABB string inverters: PVI, UNO, TRIO, PRO

Services	1	2	3
Type	Product warranty		Additional services Available upon request A service contract is required
	STANDARD warranty	ASSURE warranty	PROFIL Response time uptime, etc.
Standard duration (years)	5	5	1 to 20*
Extended duration (years)	10, 15, 20*	10, 15, 20*	
Technical availability (%)	-	-	97, 98, 99
Preventive maintenance	-	-	According to product manual
Corrective action	Included	Included	-
Ready to ship			
Typical availability of material but allow additional days to account for weekends and holidays	10 days	3 days	On a case by case basis
Remote support	Included	Included	Included
Where available	Worldwide	Ask your local ABB Representative	Available upon request

* For long period extension, some mandatory inspection / maintenance may be required.
The factory reserves the right to decline providing extended warranty would the inverter not be installed in accordance with the factory installation guidelines.

Maintenance parts and consumables are not covered by warranty (i.e. Fans for PRO-33, fuses).

For PRO-33.0 we are offering a material-kit for periodic fan-replacement (price available on request). We also offer the workmanship (fee applies).

Our product warranties, including coverage terms and warranty limitations, are set forth in the Product Terms and Conditions of Sale. For complete warranty coverage information, requirements and limitations relating to a specific product or service please refer to the contractual terms and conditions governing the purchase and sale of said product or service. The information set forth herein is a summation of, and subject to, the terms and conditions governing the purchase and sale of the product. Should there be any conflict between this document and the Terms and Conditions of Sale, the Terms and Conditions of Sale shall prevail.

For more information please contact your local ABB representative or visit:
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