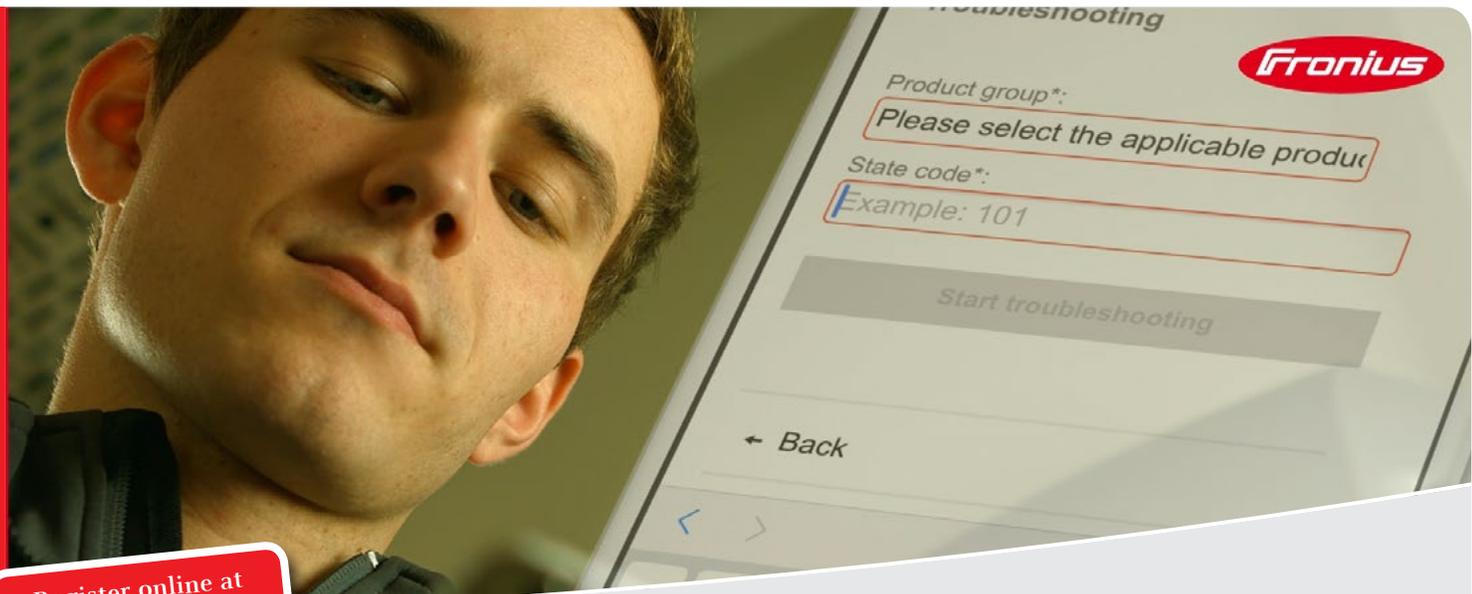


Register online at  
**SOS.FRONIUS.COM**



# FRONIUS SOLAR ONLINE SUPPORT

The innovative Fronius Solar Online Support (Fronius SOS) web portal allows installers and Fronius Service Providers to initiate the repair process directly from the field. The portal can be accessed using a laptop or smart phone, and eliminates the need to call Fronius technical support for assistance. With just a few clicks, installers can access product information, troubleshooting support, and request exchange components - making field servicing faster and easier.

### STEP 1: DEVICE LOOK UP

- / Search inverter by serial number to confirm model, size and warranty coverage.
- / Before you start working on the device, confirm it is still under warranty.

### STEP 2: TROUBLESHOOTING

- / Simply enter model and state code to begin troubleshooting. Follow the step-by-step instructions to work through the most common causes and rectify the fault.
- / For further assistance, users can email Fronius technical support via an integrated link.

### STEP 3: FILE A CASE AND REQUEST AN EXCHANGE

- / Installers will be able to request exchange devices, while Fronius Service Providers can order replacement parts.
- / Parts lists are populated automatically per device, there is no arduous data entry or searching for item numbers.
- / Initiate the RMA process online, simply enter state codes and error description.
- / View submitted cases for the last 90 days by company or user account.

**1** Available device information

Click image to zoom.

Serial number: 26271684

Device name: Fronius Primo 5.0-1 208-240

Fronius Warranty Plus until: 05/01/2026

Fronius Warranty (costs of material) until: 05/01/2026

**2** Troubleshooting

History: 475 Cause 1/4

Description: Isolation Too Low Error

Cause 1/4: Wrong country setting

Solution 1/4: Check Country Setup

Next step

Problem solved

Contact TechSupport

**3** How to find the item-number of the faulty component?

Available components:

- 0 Axial Fan Fronius Galvo / Symo Inside (43,000,0280)
- 0 Axial Fan Fronius Galvo / Symo Outside US (42,000,0307)
- 0 Wall holder Galvo US (42,0405,2036 U)
- 0 PRINT RECERBO US replacement (4,071,334,000 Z)
- 0 Datamanager 2.0 WLAN Gal/Sym/Prim (4,240,038 Z)
- 0 PRINT PRIMOFILB US tested (4,071,401,890 Z)
- 0 PRINT PRIMOPSB.2 US tested (4,071,400,800 Z)
- 0 DC isol 32A 4pol-AC2pol USA (43,0002,0406)

Please complete at least one of the following fields.

State code 1\* (Example: 101)

State code 2\* (Example: 309)

State code 3\* (Example: 516)

Error description\* (Please describe the erroneous performance using key words.)

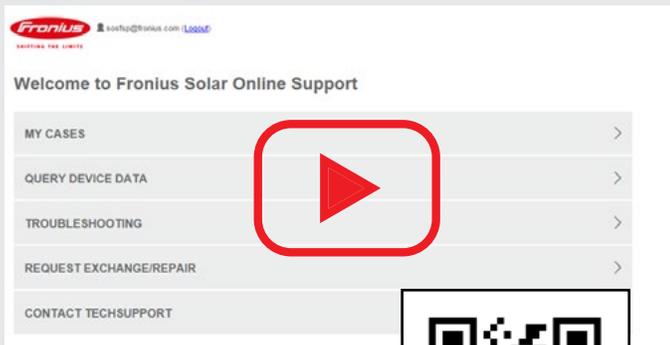
Confirm selection

*File an RMA on-site and order replacement device or part(s). View submitted cases.*

**My Cases**

Case Search:

Created by	Created on	Product	Serial number	Case number
scf@fronius.com	13.09.2016 15:30	Fronius Symo 6.2-3-M Light	25451975	CAS-399399-PE01K5
scf@fronius.com	13.09.2016 15:04		25451975	CAS-399377-KTH0C8



Want to see what Fronius SOS has to offer? Scan the QR code to watch a short features video.



## HOW TO REGISTER

**Before you register, please confirm that your company has a Fronius account number!**

1. Go to [sos.fronius.com](https://sos.fronius.com) and select "register". Complete the account set up page. Your information will be synchronized with Fronius' customer database.
2. You will immediately receive a confirmation email. Please open and click the confirmation link. You will be directed to log back into Fronius SOS.
3. a) **If you are already entered as a validated contact in our database**, your Fronius SOS account information matches the existing entry and your employer has an active Fronius account number, your SOS account will now be active.  
b) **If your contact information is not already entered in our database**, you will be asked to provide your employer's Fronius account number. After providing the account number, an automated email will be sent to your

## FEATURES

- / Simple and intuitive interface
- / Optimized for mobile use
- / Free, accessible 24/7
- / Overview of recent open parts orders and cases
- / Immediate querying of warranty coverage by serial number
- / Perform troubleshooting using state code look up
- / Order a replacement component (FSPs only) or exchange device online (all users), without having to make a phone call
- / Direct contact with Fronius technical support

\*Depending on your country and authorization level, not all menu items may be available to you.

company's primary contact on record to confirm your employment and right to access. Upon approval by the primary account contact, your SOS account will now be active and ready to use!

**Help, I don't know my Fronius account number or who is our primary contact!** Please email all registration questions to [pv-support-canada@fronius.com](mailto:pv-support-canada@fronius.com).

**What if my company does not have a Fronius account number but we still want to use Fronius SOS?** No problem! We encourage you to attend a Fronius SOS training session. Your company will be required to complete our Declaration of Consent agreement and upon receipt, we will set up a service account number for you. To request a service account number, please email [pv-sales-canada@fronius.com](mailto:pv-sales-canada@fronius.com).

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