

Warranty Activation

Partner / Partner+ / Representatives

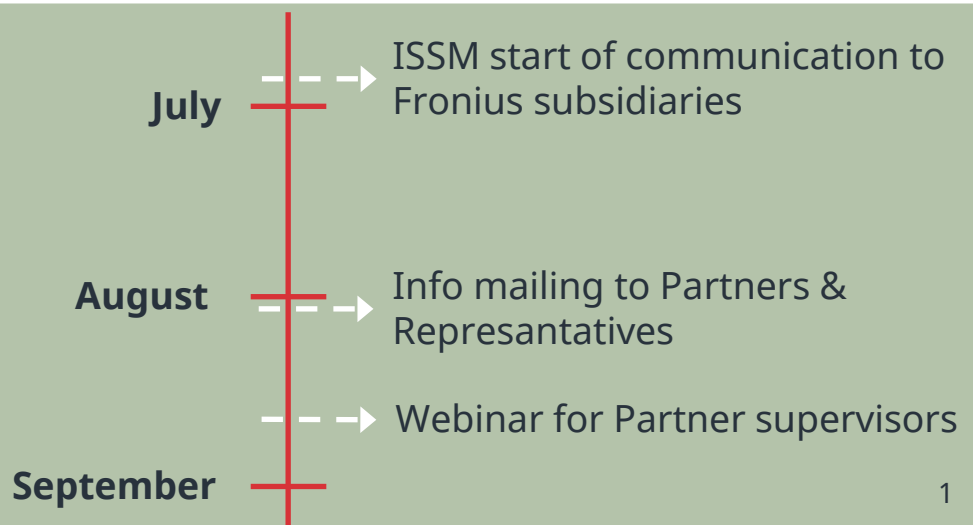
- This document in order to create a consistent understanding of "Partner Warranty Activation".
- It is an information base for all sales staff, representatives and Fronius Partners/Partner+.

Devices with activatable Fronius warranty



- TransPocket Serie (Ignis nach SOS)
- AccuPocket Serie (Ignis Battery nach SOS)
- TransTig 170, 210 (Artis nach SOS)
- iWave 190i, 230i
- TransSteel Serie
- TPSi 270i c
- MagicCleaner 150, 300

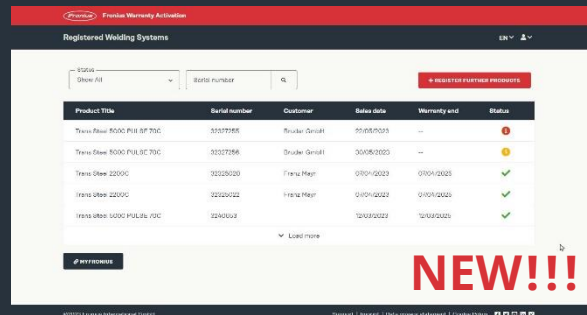
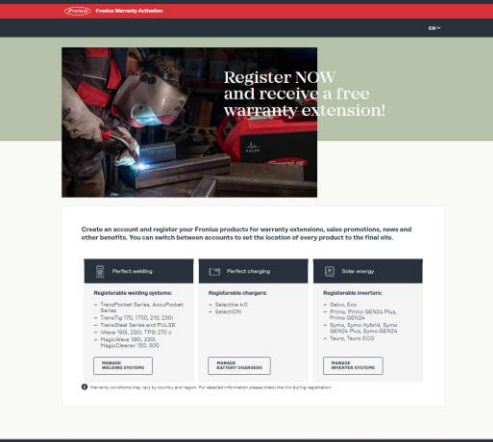
Timeline



End customers

Representatives
Partner & Partner +

All other!



Existing warranty activation for end customers.
- Active since 2021

Partner warranty activation
- Active since August 2023

Logic



Representatives, Partners and Partner+ are identified by their line of business (branch codes) classification. In addition, the customer's account must be "active" in the CRM.

Relationship Type * Potential Prospect

Line of Business * 150 - Light metal fabric./Handicraft



Who does not get into the registration?



Resellers without an active partner or representative contract

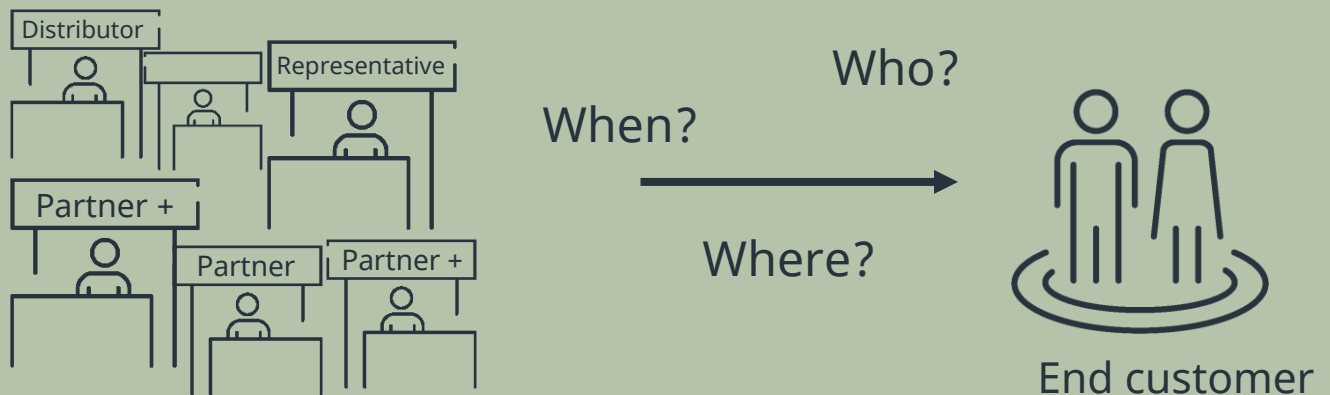
Warranty Periods



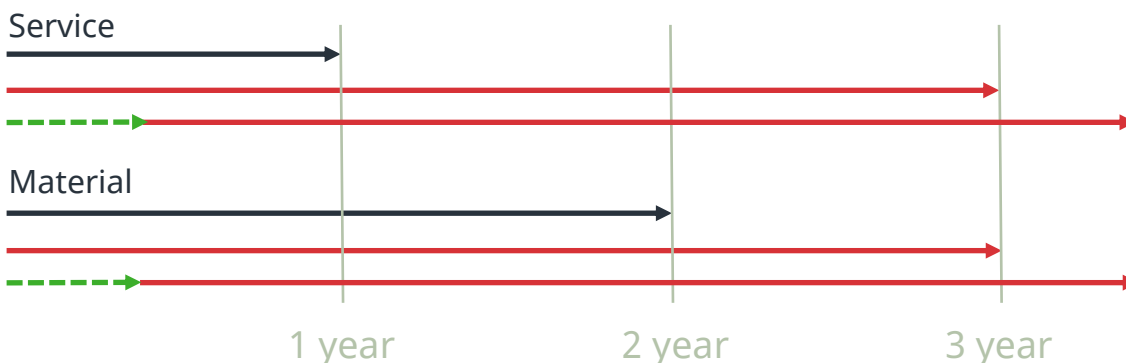
Fronius, offers it's customers a **split manufacturer warranty** as standard. This applies from the installation date of the serial number. (Usually delivery date/invoice date)

In multi-level sales via distributor or representative, it can happen that devices are also **stored** before they are sold to another.

The end customer who buys from the intermediary only has a **remaining warranty period**, which he receives from Fronius, **depending on the storage time**. In addition, we do not know when the actual date of sale to the end customer was.



With our product activation, we adjust the **warranty start time** to the actual **purchase date**. In addition, the split 24-month warranty becomes the **3-year Fronius warranty**.



Warranty
Fronius warranty with activation
Storage time (not calculable)

Trainings

Webinar

on **August 31st 2023**

EN: 8:30 MEZ & 16:00 MEZ

You can register via ...

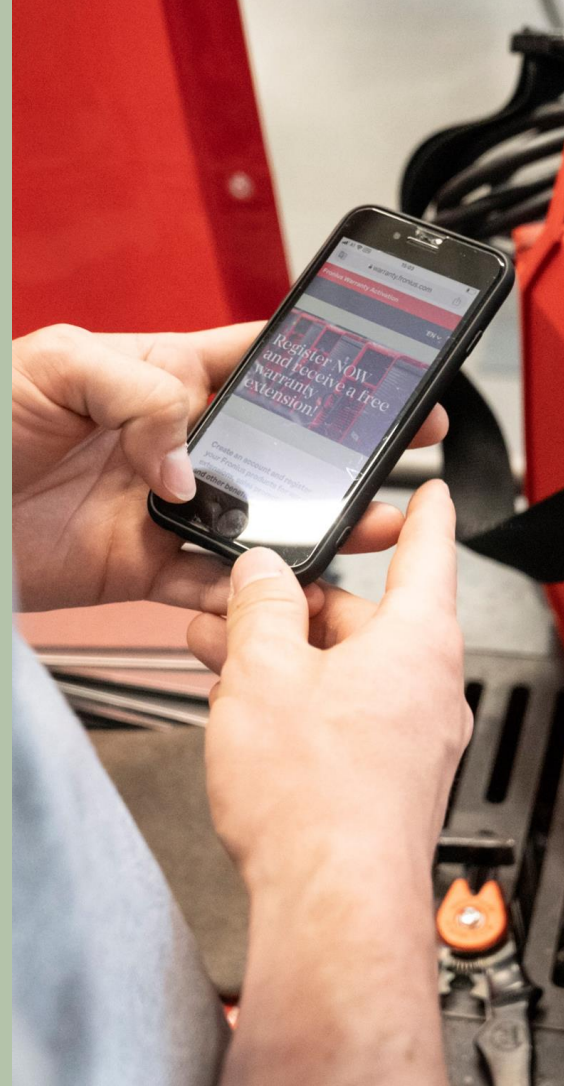
E-Mail to: trainings@fronius.com



Warranty System explained (EN)

This module provides an overview of the warranty system and its areas of application in the business unit Perfect Welding and can be viewed at any time on SharePoint.

[Link](#)



Support



The general **customer support** runs as usual through our support department. support@fronius.com

If you have any questions or are **unclear** about the product activation, please feel free to check out our FAQ. <https://www.fronius.com/en/faq-online-tools/faq-perfect-welding>

Warranty conditions can be found under the following [Link](#) in the download area.