

**FIMER**



# **FIMER Prevent**

**A comprehensive maintenance program for PVI Central**

# More energy for your inverters

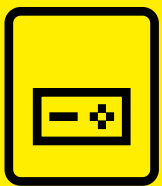
**FIMER Prevent is a comprehensive program which provides an accurate maintenance intervention by FIMER, aiming at evaluating the inverter conditions.**

The program includes a spare module available to allow the customer to promptly make up for any downtime.

The contract guarantees special discounts (three-year or five-year) which can be used for:

- The reparation of faulty power modules
- The purchase of reconditioned modules
- The purchase of new modules

To request further information and to subscribe to the program, please contact us by e-mail: [glb-oow@fimer.com](mailto:glb-oow@fimer.com)



## Concerned products

The terms and conditions of the program are applicable to **CENTRAL PLUS** inverters.



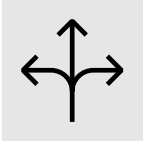
## Concerned countries

The program is valid for PV systems installed in Europe.



## Duration

The FIMER Prevent program lasts **3 or 5 years**.



## **Management of support requests during FIMER Prevent contracts**

Support requests can be submitted:

- Online through the webpage:  
<https://www.fimer.com/online-technical-support>

### **The following information will be required:**

- Inverter model
- Serial number (S/N) and week of production (WK): both visible on the label applied on the side of the inverter (we recommend that a picture of the label is provided in jpg format)
- Description of the issue and, if available, the error code displayed on the inverter
- Details of the company which subscribed the contract (complete address and name of a contact person)
- Details of the company requiring assistance (complete address and name of a contact person) - if different from the subscribing company
- E-mail address of the holder of the assistance contract
- Address where the PV system is installed
- FIMER will provide a CARE number associated with the claim. The number must be mentioned in all phases of the claim resolution.

Due to the evolution of technology, the replacement unit or new device provided may be partially or fully incompatible with the installed system. The contract does not cover expenses and costs related to the configuration, retrofit or adaptation of the inverter to the system.

Unless otherwise agreed in a specific contract, FIMER will not provide any economic compensation for the energy not injected into the network by the PV system during assistance activities, including preventive and corrective maintenance.

The support request will not be handled unless the provided details are correct (the inverter's serial number, error code, etc).



## **Support**

Following a request for support, the type of intervention will be agreed with the customer who will be able to benefit from the discounts acquired thanks to the FIMER Prevent program.



## **Exclusions from the contract**

Where the causes of the failure are not to be attributed to FIMER, the Company reserves the right not to execute the contract. In such cases, costs related to logistics, analysis, consumption materials, labor and administration will be charged to the contract holder.

If the exclusion from the contract is ascertained during the reparation, the latter will be suspended. The contract holder will receive a notification and a quotation will be provided as soon as possible in order to complete the reparation.



## **Legal aspects and other conditions**

**The contract is stipulated between FIMER and the contract holder.**

Claims from third parties are possible only if the contract owner has explicitly authorized such third parties to act on its behalf and if the third parties accept the terms and conditions by FIMER.

| Description of the service  | Prevent                            | Prevent  |
|---|------------------------------------|--|
| Duration  | 3 years                            | 5 years  |
| Maintenance intervention  | 1 in the beginning of the contract | 2 in the beginning and half-way through the contract |
| Spare parts necessary during the maintenance intervention               | ✓                                  | ✓  |
| Labor during the maintenance intervention                               | ✓                                  | ✓  |
| Spare module (reconditioned - with two years of warranty)               | ✓                                  | ✓  |
| Shipping costs of replaced or repaired units                            | ✓                                  | ✓  |
| Special discount for the purchase of new or reconditioned power modules | ✓                                  | ✓  |
| Discounted reparation costs   | ✓                                  | ✓  |

## Repairable inverters

| Model | Configuration |             |                  |
|-------|---------------|-------------|------------------|
|       | Multimaster   | Masterslave | MultimasterSLAVE |
| 3I 19 |               | ✓(*)        | ✓(*)             |
| 3M04  |               | ✓(*)        | ✓(*)             |
| 3L07  | ✓             | ✓           | ✓                |
| 3M05  | ✓             | ✓           | ✓                |

REPAIRABLE ✓

REPAIRABLE ✓(\*) Subject to material availability

**NOTE:** For Masterslave and Multimasterslave racks it is necessary to check the compatibility of the firmware. For all systems which present these configurations with 3M05 and 3L07 modules, the firmware will be updated during the intervention in order to expand their compatibility with latest generation modules.



For further information contact a FIMER representative or visit our website:

fimer.com

**For contract subscription:**  
glb-ooow@fimer.com

**For claims:**  
<https://www.fimer.com/online-technical-support>

