

FIMER



# FIMER Revamp

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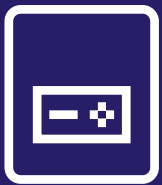
A comprehensive revamping program for PVI Central

# More value for your inverters

**FIMER Revamp: our revamping program which, in conjunction with a careful maintenance intervention by FIMER, involves the replacement of all power modules of the PV system with new ones.**

Provides protection against faults through a 5-year warranty (which includes reparation costs and intervention) and thanks to the availability of a spare module, left at the customer's disposal in order to promptly make up for any downtime.

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)



# 5

## Concerned products

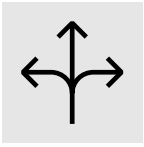
The terms and conditions of the program are applicable to **CENTRAL PLUS** inverters.

## Concerned countries

The program is valid for PV systems installed in Europe.

## Duration

The FIMER Revamp program lasts **5 years**.



## Management of claims during FIMER Revamp contracts

### Claims 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.



## 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.

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 claim will not be considered valid unless the provided details are correct (the inverter's serial number, error code, etc).



## Claim resolution

The claim resolution method is selected at FIMER's discretion.

### It can involve:

- Return and reparation
- Early replacement
- On-site 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	Revamp
Duration	5
Remote support	✓
Maintenance intervention	1 in the beginning of the contract
Spare parts necessary during the maintenance intervention	✓
Labor during the maintenance intervention	✓
New power modules for revamping	✓
Spare module (reconditioned - with two years of warranty)	✓
Pick-up costs of modules to be replaced	✓
Shipping costs of replaced or repaired units	✓
SWAP or R&R or ROS units (at FIMER's discretion)	✓
Costs related to returning faulty units following a SWAP procedure	✓
Presence of an on-site engineer (if necessary according to FIMER)	✓
Labor for a replacement intervention or on-site preparation	✓

**SWAP** **Advanced SWAP:** process of early replacement of the faulty unit with subsequent withdrawal of the same by FIMER

**R&R** **Return and Repair:** process of collection of the faulty unit by FIMER, reparation at its authorized center and shipment of the repaired unit to the customer

**ROS** **Repair On Site:** intervention by FIMER or one of its authorized Service Partners, aimed at solving the fault directly on site through a reparation

## Repairable inverters

Model	Configuration	Configuration	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](https://www.fimer.com)

**For contract subscription:**  
[glb-ooow@fimer.com](mailto:glb-ooow@fimer.com)

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

