



PRESS RELEASE

Saving time and always to hand

Practical online tools for happy installers and customers

(Wels, 17/11/20) Fronius relies on quality and is known for providing the best service on the market. Start-up, monitoring and after-sales support have also been completely reinvented with the latest generation of inverters. This has resulted in three useful apps for installers, service technicians and end customers.

Fronius has expanded its range of tried-and-tested online tools and added some helpful new features. Servicing support is available more quickly, as well as being efficient and costing less. With the new apps, these tools are ready for use at all times, wherever you are.

Solar.start app – 3 steps and the inverter is up and running

Starting up all Fronius inverters is child's play with the Solar.start app. In just three steps, the installer connects to the internet, configures the device and last but not least, integrates the inverter into the Solar.web online-monitoring portal. It happens quickly and ensures a professional appearance for the customer. The app provides another service by linking to useful platforms such as Solar.web or Solar.SOS.

Solar.web app – keeping an eye on your PV system

Fronius now also offers the Solar.web app in addition to the tried-and-tested Solar.web energy management and monitoring tool. The energy flows and the yield and consumption of the system owner's solar power plant are presented clearly and comprehensibly for them to follow. They can see their self-consumption and degree of self-sufficiency, or discover how much money and CO₂ they are saving. With the Solar.web app, PV system owners literally hold 24 hours of sun in their hands.

Solar.SOS app – for an even faster service

By the end of 2020, on-site troubleshooting will be far easier with the comprehensive Solar.SOS online service tool and the Solar.SOS app. Service technicians simply enter the serial number and the state code shown on their smartphone or laptop and the repair instructions appear immediately. Technical videos, Installation Instructions and Operating Instructions are also accessible for all Fronius devices. Should it be necessary to repair or replace individual components, this can be set up directly over the Solar.SOS app – without queues or phone charges. Outstanding servicing work can also be easily dealt with to save time, and multiple accounts and systems can be managed with the same account.

The technical support team is still on-hand to help and advise of course; firstly via the support hotline during normal business hours and secondly via the new messaging function in the app that is ready to help 24/7. *“Our new apps let us provide technical support 24 hours a day, so that installers can give their end customers a first-rate service. Servicing can even become a positive experience for the end customer,”* observes Stephan Holzinger, head of technical support at Fronius International GmbH.

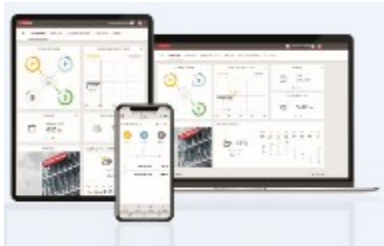
The new Fronius apps are available from the Google Play Store and Apple Store.

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Three steps and two minutes are all it takes to start up the inverter with the Solar.start app.



With the Solar.web app, end customers hold their solar power plant in their hands and can clearly and easily see vast amounts of live data, or monthly or annual data, at any time.



Immediate support for on-site troubleshooting with the Solar.SOS app – 24 hours a day, efficient both in terms of time and cost!

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About Fronius Solar Energy

The Fronius Business Unit (BU) Solar Energy has been developing photovoltaic energy solutions and distributing its products through a global network of expert installation, service and sales partners since 1992. More than 24 Solar Energy subsidiaries, an export ratio of over 95 percent and a total output of more than 17 Gigawatts from installed inverters are testament to this. Its mission is to achieve 24 hours of sun. Day after day Fronius is hard at work turning this vision of a future in which 100% of the world's energy needs are covered by renewable sources into a reality. With this in mind, Fronius develops energy solutions to generate, store, distribute and consume solar energy economically and intelligently.

About Fronius International GmbH

Fronius International is an Austrian company with headquarters in Pettenbach and other sites in Wels, Thalheim, Steinhaus and Sattledt. Founded by Günter Fronius in 1945, this long-standing company with a rich tradition will be celebrating its 75th anniversary in 2020. What began as a local one-man venture has grown into a global player with more than 5440 employees worldwide working in the areas of welding technology,



photovoltaics and battery charging systems. Its export ratio of around 93 percent is achieved with 34 international Fronius subsidiaries and sales partners/representatives in more than 60 countries. Moreover, its innovative products and services and its portfolio of 1264 registered patents make it an innovation leader on the world market.

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