



APPLICATION GUIDE

Fronius GEN24 Upgrade Process

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Gender-specific wording refers equally to female and male form.

Change Log

DATE	VERSION	COMMENTS	AUTHOR
27/07/2022	1.0	First Release	Fronius Australia
21/04/2023	2.0	Remote firmware update added as requirement	Fronius Australia
04/07/2025	3.0	Updated format and content, including inclusion of Pay by Account method in Webshop	Fronius Australia

Scope

This document outlines the procedure to upgrade a *Fronius GEN24* to a *Fronius GEN24 Plus* via an UP.storage purchase. After the UP.storage purchase is completed, the inverter will have the battery & full backup functionality unlocked. The standard commissioning process for the battery or full backup functionality will still need to be followed if a battery is being installed.

There is also a video on how to process a GEN24 upgrade [here](#).

NOTE: The UP.storage is ONLY available for solar industry professionals to purchase. You MUST have a valid Fronius business account / customer number for the process to work.

The following inverter series are relevant to this document:

- / **Fronius GEN24 Primo**
- / **Fronius GEN24 Symo**

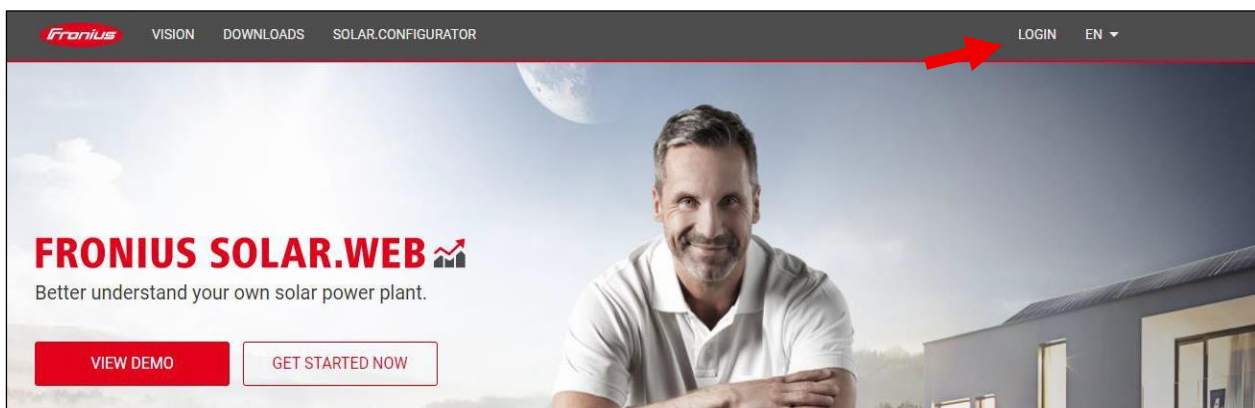
1. Firmware Update

If the inverter firmware version is <1.23, a software update will be required. For instructions on this process, a video is provided [here](#). Note this update MUST be performed while the inverter has a valid internet connection.

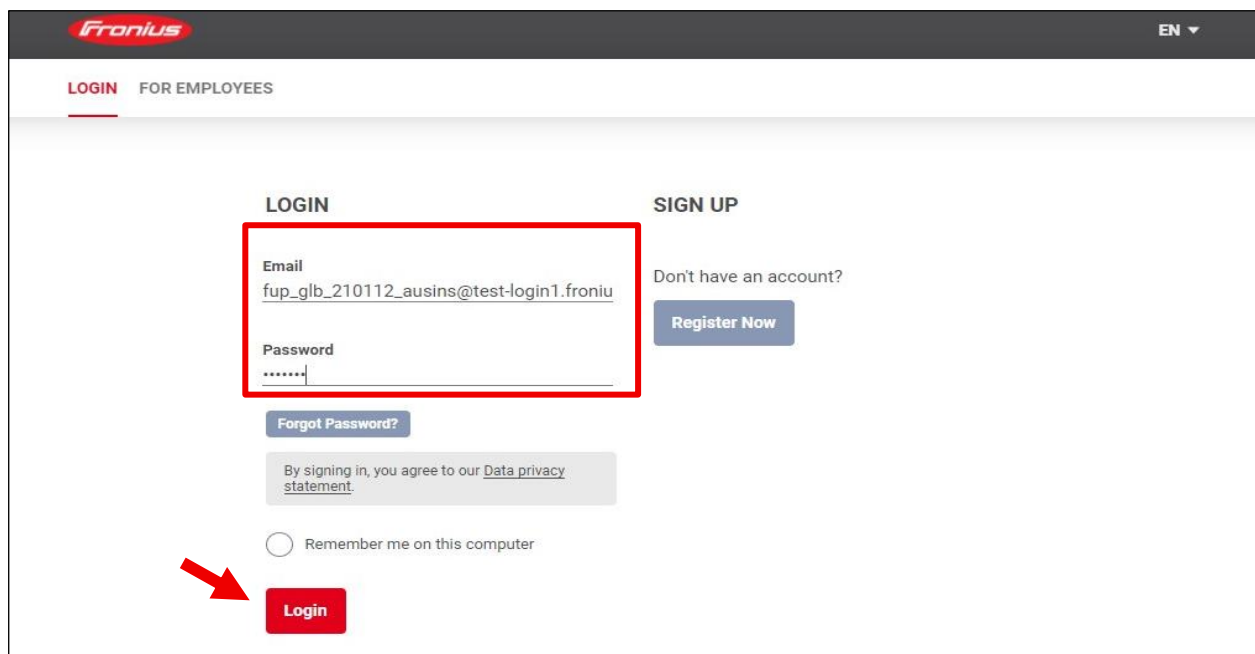
2. Product Registration

2.1. Log in to Solar.web

- A link to Solar.web is provided [here](#).
- Once on the main page, click **Login** at the top right of the page.

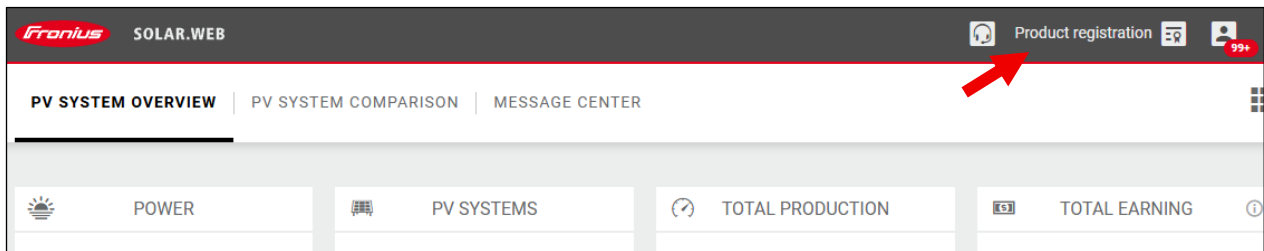


- Enter login credentials and click **Login**.



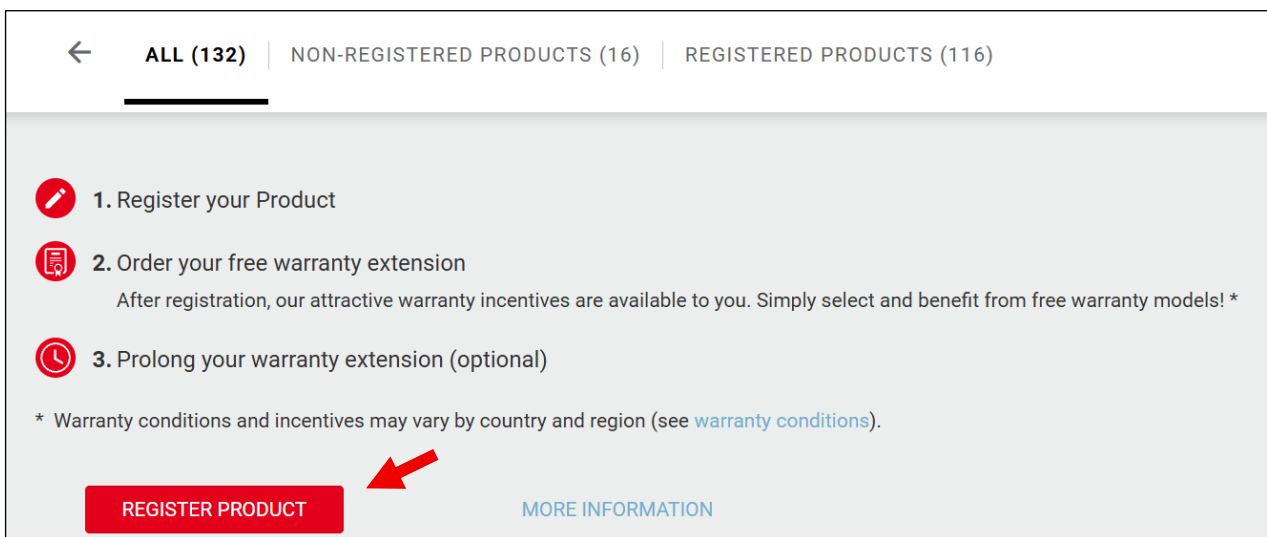
2.2. Navigate to Product Registration

- Once in Solar.web, click on **Product registration** at the top right of the page.

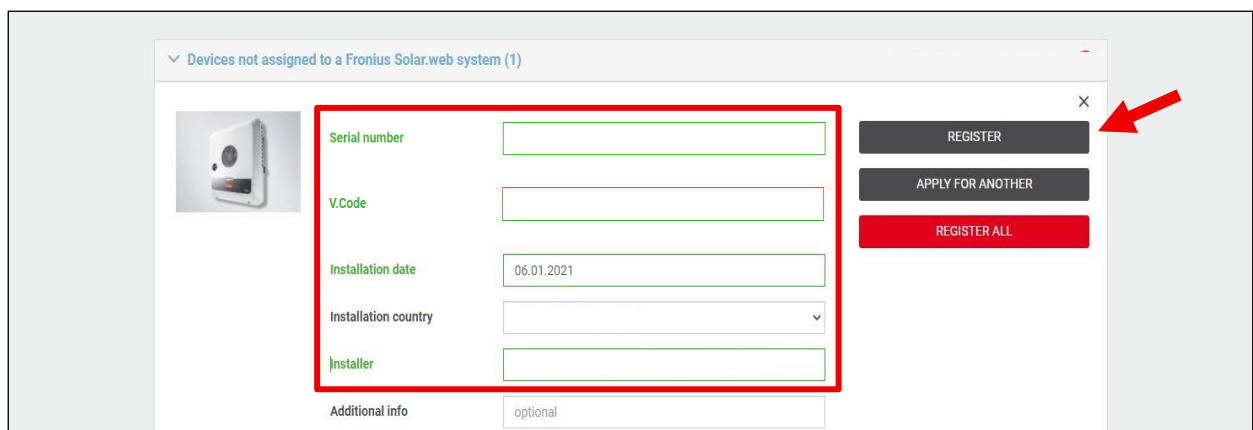


2.3. Register the inverter

- Once in the Product Registration page, click on **Register Product**.



- **Serial Number** and **V.Code** can be found on the inverter nameplate (right side of the inverter).
- Enter the **Installation Date** and select the **Installer**.
- Once all mandatory details are entered, click **Register**.



2.4. Accessing the Fronius Webshop

- Once the inverter is registered, click **Choose Upgrade** to access the Fronius Webshop.



Primo GEN24 5.0

20013979617 Primo GEN24 5.0

Serial number

Installer

Warranty

Product registration by

Additional info

Feature upgrade

Fronius Warranty Plus:

Fronius Warranty:

Nothing selected

EXTEND WARRANTY

WARRANTY CERTIFICATE

CHOOSE UPGRADE

3. Fronius Webshop

3.1. Place the UP.storage in the shopping cart

20013979617 Primo GEN24 5.0



Serial number :
Installation Country : AU
Installer:
Additional Information : Not defined

UP.storage

AUD
Incl. GST



3.2. Access the shopping cart at the top right of the screen

Innovative solar solutions since 1992

Buy individual products 24/7

Flexible payment methods

Fronius

Fronius Warranty

Solar.web Premium

Fronius UP



3.3. Click *Proceed to Checkout*

Item	Price	Qty	Subtotal gross	Apply Discount Code
 UP.storage 41,300,215 Serial number : Installation Country : AU Clear Shopping Cart Print Shopping Cart		1		Enter discount code Apply Discount
				Summary Subtotal net VAT (10%) Order Total Proceed to Checkout

3.4. Choose payment method and complete purchase

- Once the payment method is selected, accept the Terms and Conditions, then click **Buy now**.
- Note if choosing the 'Purchase on account' option, a copy of the invoice (invoice 202-25xxxx) is automatically sent to the designated finance/accounts email used by your company, which will then need to be paid out accordingly. This may require an internal invoice to be raised by your company.

Billing Address

Australia

VAT: 26832458768

Payment Method

☒ Purchase on account

☐ PayPal

☐ Credit Card / Google Pay / Apple Pay

☐ By clicking on 'Buy now' you accept our [General Terms and Conditions \(GTC\)](#). The cancellation policy and the sample cancellation form can be found in the GTC, more detailed information on data processing in our [privacy policy](#).

< Back to shopping cart

Buy now

Order Summary

Subtotal net
VAT (10%)

Order Total

Items in Cart



UP.storage

41,300,215

1 piece

Serial number:
Installation Country: AU

AUD

Innovative solar solutions since 1992

Buy individual products 24/7

Flexible payment methods



 Fronius Warranty

 Solar.web Premium

 Fronius UP

THANK YOU FOR YOUR ORDER!

We have received your order **17000000051** and are processing it now. You will receive a confirmation e-mail shortly.

Order information:
Orders are processed immediately. If you have ordered goods that are being delivered digitally, you will receive them as soon as your order has been successfully submitted. Products that are being shipped are processed on the next working day. As soon as your order has been processed, the invoice will be sent to your specified e-mail address.

Right of withdrawal/right of termination:
You can find details on your right of withdrawal/right of termination in our [Terms of Use](#) and [General Webshop Terms and Conditions](#).

If you have any further questions, please see our [FAQs](#). If you can't find the answer you're looking for there, please contact support@fronius.com

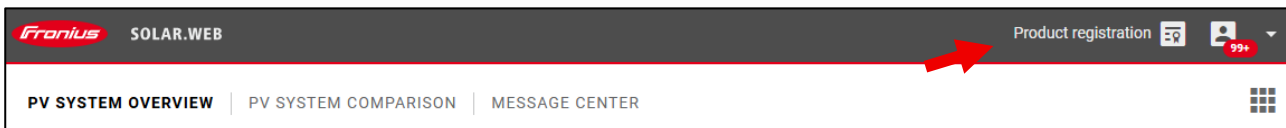
To Fronius Solar.web

Continue shopping

4. Checking UP.storage status

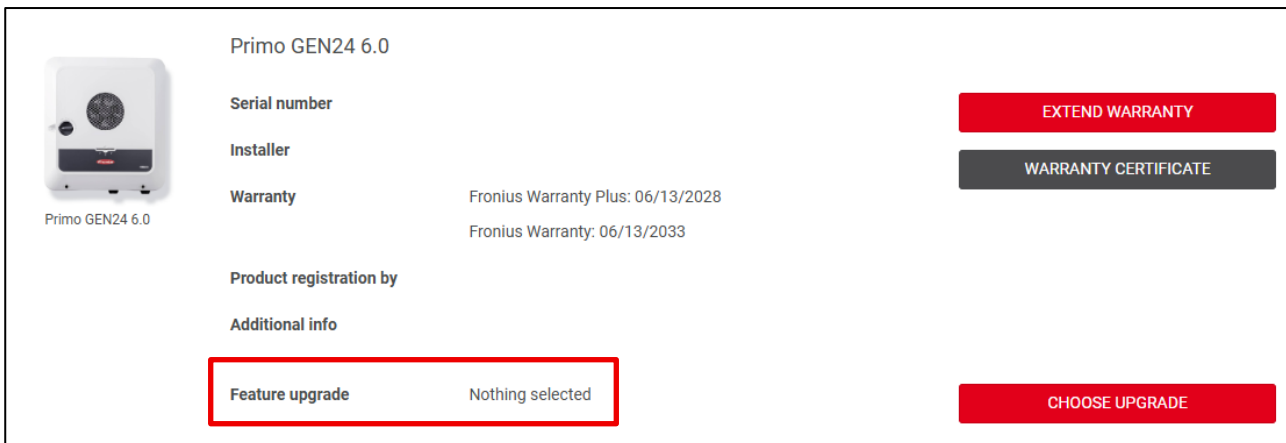
- The upgrade will ONLY be installed if the system is connected to the internet. If your inverter is not online, please connect it to the internet in order to complete the upgrade process.
- To verify whether a GEN24 unit has been upgraded to a GEN24 Plus, follow these steps:

4.1. Log in to [Solar.web](#) and navigate to the Product Registration page

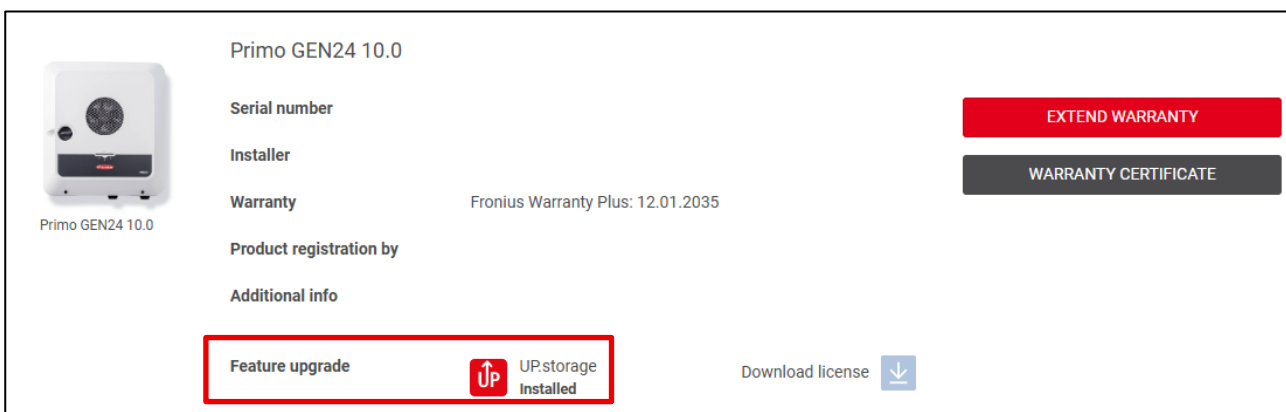


4.2. Select the inverter

- If the unit is not upgraded, "Nothing selected" is displayed next to Feature upgrade.



- If the unit is upgraded, "UP.storage installed" is displayed next to Feature upgrade.



FAQ and Troubleshooting

How long does the upgrade take to load on the inverter once connected to Solar.web?

Once the inverter has a valid internet connection and is connected to Solar.web, the upgrade should be active on the inverter within a few minutes. If not, please restart the inverter.

Who is eligible to purchase the upgrade?

Only solar industry business professionals with a Solar.web username linked to a Fronius account number/customer number in our system are able to purchase the upgrade. i.e. Installers, Retailers etc.

Can an end user purchase the upgrade?

No, as above, only solar installer and industry professionals are able to purchase the upgrade.

How do I pay for the upgrade?

Payments can be made via Account, Credit Card or PayPal in the Fronius Webshop. If you are an employee of an installation company and are purchasing the upgrade on site, it is recommended to confirm the credit card details with your employer beforehand.

Can I purchase the upgrade over the phone with Fronius Technical Support?

No, the upgrade can only be purchased online on via the Fronius Webshop.

Does the inverter need to be connected to the internet to complete the upgrade?

Yes, in order for the upgrade to be installed on the GEN24 device, the inverter MUST be online and have a solid connection to Solar.web for the upgrade to be pushed to the inverter.

If I have no possible internet at site, can I load the upgrade locally onto the inverter?

Here the easiest option is to connect the inverter to the internet using a WIFI hotspot from a mobile phone. hotspot. Contact Fronius Technical Support for further information if your site doesn't have any internet.

Can I purchase the upgrade before I actually install the inverter or visit site?

Yes, the upgrade can be purchased before the installation. You would need to register the inverter and pay for the upgrade in the Webshop, using the same steps described above within the "Product Registration" and "Fronius Webshop" sections.

I am an installer, and I am unsure if my Solar.web account is linked to a Fronius customer number. What do I do?

Please contact Fronius Technical Support on +61 3 8340 2910 or raise a case on Solar.SOS. If your company has an account with us, you will be provided your customer number or will be sent documents to apply for one.

I am an installer and know my Solar.web account is linked to a customer number. I am still not able to purchase the upgrade. What do I do?

There may be an issue with your account, or your account may not be linked correctly in the Fronius database. Please contact Fronius Technical Support on +61 3 8240 2910 or raise a case on Solar.SOS.

What do I do if I don't see the "Choose Upgrade" option?

If you don't see the "Choose Upgrade" option, then it's likely you don't have a Fronius customer number or your Fronius account is not compatible to do the upgrade process. For further assistance, please contact Fronius Technical Support and provide them the registered Solar.web email that's being used to perform the upgrade.

The Fronius Upgrade does not appear in the cart although I have added it to the cart?

Please check if you have any other "free" purchases in the cart at the same time. It is currently not possible to carry out a free warranty purchase & the Fronius upgrade at the same time. Remove all other purchases for the cart and re-add the Fronius Upgrade to the cart. i.e. free warranty extensions & inverter upgrades cannot be processed at the same time in the same cart.

END OF DOCUMENT

Fronius Australia Technical Support
Email: PV-Support-Australia@fronius.com
Phone: 03 8340 2910

For more detailed information see the operation manual available on the product specific page on [here](#).