SOLAR ELECTRIC

KOSTAL



Smart connections.

Service and warranty conditions

KOSTAL solar inverters

Service and warranty conditions

Replacement warranty for KOSTAL solar inverters

Valid from: 01.09.2020

Dear customer,

You have purchased a quality product with the KOSTAL solar inverter. KOSTAL Solar Electric GmbH guarantees the inverter's full functionality and freedom from material defects. These warranty conditions apply exclusively to the KOSTAL solar inverter stated below and not to connectable accessories such as batteries, sensors, etc.

Should any problems arise during or following the installation of your inverter despite diligent processing and monitoring, please contact your specialist company.

Should your specialist company not be able to start up the inverter without any problems or remedy faults during ongoing operation, our customer support is on hand to assist them. The specialist company is your representative who can determine whether the inverter is defective and therefore needs to be replaced. Please note that only those persons with the necessary specialist knowledge and approval from the mains grid operator responsible for your solar system may carry out work on the mains grid.

2-year replacement warranty plus 3-year KOSTAL Smart Warranty

For your KOSTAL solar inverter you will be provided with a manufacturer's warranty for two years from the date of purchase, but for no more than 30 months from delivery by KOSTAL Solar Electric GmbH. You can upgrade this free of charge to our 5-year (2+3) KOSTAL Smart Warranty by registering your KOSTAL solar inverter with our KOSTAL Solar online shop or asking your installer to do this for you. This can only be done within the first 6 months after purchase or 12 months after delivery by KOSTAL Solar Electric GmbH.

Exchange service

Replacing a product is very simple. Your specialist company contacts our customer support hotline and requests a replacement inverter or creates a service request on our website under Service & Support > Service Area.

In non-EU countries[1], your specialist company must contact our local partner or, if there is no local contact, must contact the EU dealer for the inverter. This person will call the customer service hotline and request a replacement inverter and/or repairs to the inverter.

The following information is required for the claim to be accepted and processed:

- Device type and serial number
- Copy of purchase receipt
- Commissioning date
- Error message on the display (where present) and other information concerning the malfunction
- The log data of the inverter (further information on reading the log data can be found in the operating manual of the inverter)
- Detailed information concerning the complete system (devices, modules, string wiring, DC input data (currents, voltages), etc.)
- In some cases, the service team will send you an inverter registration form. Please complete and return to us.

You will receive a replacement device of equal value from us soon after. In non-EU countries[1],your device will be picked up by your local partner or the EU dealer for repairs or this person will receive an equivalent replacement device from us. Upon shipment of the replacement device, the warranty period of your original inverter is transferred to the replacement device. Your specialist company may only use this device for the exchange.

For KOSTAL solar inverters PIKO 3.0-20, PIKO EPC and PIKO BA, the replacement device is usually shipped with a transport lid. This is replaced with the original lid during installation.

In terms of performance data, the replacement device rates at least on a par with your original inverter unless technical requirements arising during further development have made a modification necessary. Replacement devices are generally refurbished devices with a quality standard equal to that of series devices. The presence of minimal traces of usage on replacement devices cannot always be excluded.

[1] With the exception of Switzerland and Turkey. These countries are treated like EU countries.

Please note that the actual cause of failure can only be determined by the manufacturer directly. A recommendation of replacement by our customer support team does not therefore automatically imply that the issue is a warranty case. The final decision on whether warranty applies or not lies with KOSTAL Solar Electric GmbH.

Your specialist company will remove the defective device and install the replacement device. The replacement device will be commissioned. The defective device is then picked up from your specialist company or from you by our parcel service in the replacement device's original packaging and/or you will have to organise this with the help of the documents enclosed (PIKO MP, MP plus). In non-EU countries, the defective device must be sent to our local partner or dealer or, in the case of a repair, the defective device is removed by your specialist company and sent to the EU dealer.

The service guide (on Page 6 / Page 7) contains everything you need to know about the process.

Warranty exclusion

However, we have to reject warranty claims in the following situations:

- Improper installation, maintenance or operation of the device
- No or incorrect maintenance (e.g. inadequate inspection and cleaning of the fans)
- Improper usage or inverter installed in the wrong location
- Installation or operation in a country not approved by KOSTAL (see Geographic validity on Page 4)
- Interventions, modifications or attempts to repair the device
  (with the PIKO IQ, PLENTICORE and PIKO CI 50/60 inverters, only the terminal compartment may be opened)
- Transport damage
- Insufficient ventilation
- Failure to observe valid and recognised good engineering practice, defining specifications relating to installation and safety (e.g. international DIN-IEC; European DIN-EN, national DIN-VDE)
- Damage caused by force majeure or external influences, such as storm damage, lightning strikes, overvoltage, fire, pollution, hail, flooding, line defects and animal bites
- Incorrect layout or configuration of the photovoltaic system
- Malfunctions or damage that have been caused by the use of unapproved third-party products
- Devices in which no defects can be detected in the factory during checking

Please note that damage of any kind, resulting from the reasons stated above, on the object covered by warranty or other equipment (e.g. the solar system), is not covered by the warranty.

The warranty obligation does not apply to and no liability is accepted for transport damage, as well as all other damage caused following the point when risk was transferred, and damage due to the use of incorrect packaging by the orderer.

Nor does the replacement warranty include any aesthetic defects that do not impact on the energy supply.

Alongside safe operation, you yourself are responsible for correctly setting up, extending, modifying and maintaining the electrical system downstream of the house connection fuse. One thing you will need to do to ensure this is to make sure that the electrical system complies with recognised good engineering practice. We can only be held liable here when we are co-responsible for the damage as defined by statutory provisions. However, we can only be held liable in proportion to our contributory negligence.

Claims extending beyond the rights stated in the warranty conditions are not included in the replacement warranty when liability of KOSTAL Solar Electric GmbH is not absolutely prescribed by law. This is particularly the case for claims for compensation for damages arising directly or indirectly from device defects, for costs arising due to removal and installation or for claims for compensation for lost grid feed-in or lost self-consumption, etc. Any claims in accordance with the Product Liability Act remain unaffected.

Replacement costs for EU countries

You will receive the replacement device at no charge if you send us the defective inverter within the specified period following receipt of the replacement device and if the defect is covered by warranty according to our conditions stated above. In this case, the parcel service is also arranged by us at no cost to you. However, we do not cover transport costs and customs charges from or into EU overseas territories, as well as from and into countries outside of the EU if there is no KOSTAL Solar Electric sales company in the area (see "Geographic validity"). Special regulations also apply for all islands (please enquire).

In addition to this, we will also reimburse your specialist company as goodwill with a fixed sum for replacing the inverter. You can view the current exchange fixed sums at any time on our website at www.kostal-solar-electric.com > Download by going to > Product > Country > Service > Service Information and Prices. Please note that this fixed sum only covers the costs of the nearest specialist company. The warranty does not cover travel and accommodation costs resulting from engaging a specialist company that is not local to you. We are very happy to help you select a suitable specialist company.

KOSTAL Solar Electric GmbH may only be charged higher exchange fixed sums by prior arrangement and in cases where special justification can be given. If this is not the case, we reserve the right to reduce the invoice amount accordingly.

In the event that a defect occurs during the warranty period for which we cannot be held responsible (exclusion of warranty), we shall invoice you for a flat-rate repair fee and shipping at a preferred price. The original warranty of course continues to apply to the replacement device to the same extent. In this case, we will request reimbursement of any exchange fixed sums already paid.

Should we not receive the defective device, we will invoice you for the device price plus transport costs. In this case, you will only be entitled to the statutory two-year warranty for the replacement inverter instead of our warranty.

All reimbursements can only be provided if the procedure has been agreed in advance with KOSTAL Solar Electric GmbH and if it is submitted within 6 months of receiving the results of the analysis.

Replacement costs for non-EU countries[1]

You will receive the replacement device at no charge if you have sent the defective inverter to our local partner within the specified period following receipt of the replacement device and if the defect is covered by warranty according to our conditions stated above.

However, we do not cover transport costs and customs charges from or into EU overseas territories, as well as from and into countries outside of the EU if there is no KOSTAL Solar Electric sales company in the area (see "Geographic validity"). Special regulations also apply for all islands (please enquire).

The warranty does not cover travel and accommodation costs or local mounting and installation resulting from engaging a specialist company that is not local to you.

In the event that a defect occurs during the warranty period for which we cannot be held responsible (exclusion of warranty), we shall invoice you for a flat-rate repair fee and shipping at a preferred price. You are however only entitled to this preferred price if the defective device is sent back to us and can be repaired. The original warranty of course continues to apply to the replacement device to the same extent.

Should we not receive the defective device, we will invoice you for the device price plus transport costs. In this case, you will only be entitled to the statutory two-year warranty for the replacement inverter instead of our warranty.

All reimbursements can only be provided if the procedure has been agreed in advance with KOSTAL Solar Electric GmbH and if it is submitted within 6 months of receiving the results of the analysis.

Geographic validity

These warranty conditions apply to all approved countries in accordance with the list of countries provided by KOSTAL Solar Electric GmbH. You can view the list of countries at any time on our website at www.kostal-solar-electric.com > Download by going to > Product > Country > Operating manual > Approved countries.

[1] With the exception of Switzerland and Turkey. These countries are treated like EU countries.

Transfer of ownership

KOSTAL Solar Electric GmbH retains ownership of the replacement inverter until the defective device is returned to us or, if the customer purchases a replacement device, until payment of the invoiced purchase price. In all cases, ownership of the defective device is transferred to KOSTAL Solar Electric GmbH when the replacement device is received.

Purchase of a replacement inverter

You have purchased a replacement inverter after expiry of the warranty. For this device you are entitled to the statutory two-year warranty starting from the date of delivery. The submission of a signed order form is a prerequisite for the purchase of a replacement inverter.

Fixed sums for inspection

In the case of devices which are replaced within the warranty period as part of our exchange service, but upon inspection or analysis do not reveal any problems, we will apply a fixed inspection sum. You can view the price currently applicable on our website at www.kostal-solar-electric.com > Download by going to > Product > Service > Service Information and Prices. Please note that the actual cause of failure can only be determined by the manufacturer directly. A recommendation of replacement by our hotline does not therefore automatically imply that the issue is covered by our warranty conditions.

Fixed sums for cleaning

Please return the defective device in clean condition. Inverters contaminated by dust, paint, spores, mould, plant growth, ammonia gases, etc. can only be analysed and repaired subsequent to cleaning. In such cases we will charge you a fixed cleaning sum.

Liability

We only limit our liability for compensation for damages, including the liability of our employees or agents, to intentional damage or damage due to gross negligence. However, this limitation of liability does not apply to personal injury (bodily injury or death). It also does not apply when we would be held liable in accordance with contractually invariable, i.e. compulsory legal regulations, even in the event of absence of fault.

Extension of warranty

Do you want even more peace of mind? No problem. Within the first two years of the purchase date for the inverter we offer you a warranty extension for your new device to 5, 10 or 15 years, with preferential conditions. If you would like to take advantage of this offer, please take out a warranty extension via our KOSTAL Solar online shop. You will find this on our website at www.kostal-solar-electric.com. The warranty extension document can then be printed out with ease. Please always store this in a safe place together with the purchase receipt for your inverter.

Please note the following with regard to the KOSTAL solar inverters of the PIKO MP plus, PIKO IQ, PLENTICORE plus and PLENTICORE BI ranges. With these inverters, if you have registered with the KOSTAL Solar online shop within the first 6 months of the purchase date or 12 months after delivery by KOSTAL Solar Electric GmbH, we reward you with our free KOSTAL Smart Warranty extension of another 3 years and you can therefore take advantage of the 10-, 15- or 20-year warranty for your inverter. If you do not register with the KOSTAL Solar online shop, the warranty period is reduced by 3 years in each case (7, 12 or 17 years).

Enjoy a good power yield with your inverter!

KOSTAL Solar Electric GmbH



Dr. Manfred Gerhard (Managing Director)

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Service guide for specialist electrical companies

Valid for PIKO 10-20, PIKO EPC, PIKO CI, PIKO IQ, PLENTICORE within the EU



Request replacement device

Please contact us on our service hotline or use the online options we provide to send your complaint/service message. Please have the following information ready: device type, serial number, date of commissioning, details of wiring and module type. It is even better if you know the incident shown on the display and can provide us with a short description of the error.



Take delivery of replacement device

If we can't help you further on the telephone, we will quickly send you a completely refurbished replacement device without accessories. In the package you will find a return slip (RMA) with a collection date for your defective device, important instructions for processing the return and a peel-off return label.



Pack defective inverter

Pack the defective inverter in the original packaging of the replacement device prior to the indicated collection date. Apply the return label to the top of the package. For the PIKO BA, PIKO 3.0-20 and PIKO EPC, also replace the normal lid with the red transport lid.



Check readiness for pick-up on the pick-up date

Please check whether the collection date we have specified is convenient for you and whether the collection address shown on the return label is correct. Is everything OK? That leaves only step 5.



Hand parcel over to parcel service

Hand the lower section of the return slip to the parcel service, and have the handover confirmed on the return slip. We will pay for the transport costs.

Service hotline

Country	Phone	E-mail	Language
Germany	+49 761 47744 222	service-solar@kostal.com	DE / EN
Switzerland	+41 32 5800 225	service-solar@kostal.com	DE / EN
France	+33 1 6138 4117	service-solar-fr@kostal.com	FR / EN
Greece	+30 2310 477 555	service-solar-el@kostal.com	EL / EN
Italy	+39 011 97 82 420	service-solar-it@kostal.com	IT / EN
Spain	+34 961 824 927	service-solar-es@kostal.com	ES / PT / EN

Service guide for specialist electrical companies

Valid for PIKO MP, PIKO MP plus within the EU



Request replacement device

Please contact us on our service hotline or use the online options we provide to send your complaint/service message. Please have the following information ready: device type, serial number, date of commissioning, details of wiring and module type. It is even better if you know the incident shown on the display and can provide us with a short description of the error.



Take delivery of replacement device

If we can't help you further on the telephone, we will quickly send you a completely refurbished replacement device without accessories. You will also find a return slip (RMA) for the free return of the defective device to our service partner in the parcel.



Pack defective inverter

Pack the defective inverter in the original packaging of the replacement device. Apply the return label to the top of the package.



Arrange a collection date

Call UPS directly on +49 (0)1806 882 663 (Germany) to arrange a collection date quickly and easily. You can find telephone numbers for other countries in the UPS contact information at www.ups.com.



Hand parcel over to parcel service

Hand the packaged inverter to the parcel service. This will electronically confirm the acceptance of the parcel. By using the return slip the transport costs are automatically borne by us. You can track the status of your shipment using your tracking number on the UPS homepage at any time.

Service hotline

Country	Phone	E-mail	Language
Germany	+49 761 47744 222	service-solar@kostal.com	DE / EN
Switzerland	+41 32 5800 225	service-solar@kostal.com	DE / EN
France	+33 1 6138 4117	service-solar-fr@kostal.com	FR / EN
Greece	+30 2310 477 555	service-solar-el@kostal.com	EL / EN
Italy	+39 011 97 82 420	service-solar-it@kostal.com	IT / EN
Spain	+34 961 824 927	service-solar-es@kostal.com	ES / PT / EN

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You can find current information at www.kostal-solar-electric.com. Manufacturer: KOSTAL Industrie Elektrik GmbH, Hagen, Germany