

Smart  
connections.

## Service and warranty conditions

PIKO Inverter

## Service and warranty conditions

### 5-year exchange guarantee PIKO inverter

#### Dear customer,

With the PIKO inverter you have acquired a quality product. KOSTAL Solar Electric GmbH guarantees you the full functionality and freedom from material defects of the inverter. These warranty conditions apply exclusively to the PIKO inverter and not to connectable accessories such as the battery, modem, sensor, etc.

Our customer support team is ready to help you if any problems should arise following the installation of your inverter despite diligent processing and monitoring.

If you are also unable to correctly commission the inverter even following consultation with us, be sure to hire a specialist company to rectify the malfunction. 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 and open the housing of the inverter.

For the afore-mentioned device you will be provided with a manufacturer's warranty for a period of five years from the date of purchase, but for a period of no longer than 66 months from delivery by KOSTAL Solar Electric GmbH.

#### Exchange service

Exchanging a product is very simple. Your specialist company will need to report to our customer support hotline and request an exchange inverter. The following information is required for the claim to be accepted and processed:

- Device type and serial number
- Copy of the purchase receipt and possibly the warranty extension certificate
- Commissioning date
- Error message on the display (where present) and other information concerning the malfunction
- The most detailed information possible concerning the complete system (modules, wiring, etc.)

You will soon receive a device of equal value from us. Upon shipment of the exchange device, the warranty period of your original inverter is transferred to the replacement device. It is therefore necessary that your specialist company uses only this device for the replacement. The replacement device is generally shipped with a transport lid. This is replaced by the original lid during installation.

In terms of the technical performance data, the replacement device corresponds to at least those of your original inverter. This generally involves 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.

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.

Your specialist company will dismantle the defective device and install the replacement device. The transport lid of the replacement device will be screwed onto the defective device. The replacement device will be commissioned. The defective device is then picked up from you by our parcel service in the original packaging of the replacement device.

The PIKO Service Guide (page 7) contains all the information necessary for the procedure.

## **Warranty exclusion**

When we cannot be held responsible for the failure of your inverter, we are forced to reject services performed under warranty and based on the statutory guarantee or liability. Reasons for exclusion include:

- Improper installation, maintenance or handling 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
- Interventions, modifications or attempts to repair the device
- Transport damage
- Insufficient ventilation of the device
- Failure to observe the relevant and national safety regulations (VDE etc.)
- Damage caused by force majeure, such as storm damage, lightning strikes, overvoltage, fire, pollution, hail, flooding, line defects
- Incorrect layout or configuration of the photovoltaic system

We also exempt ourselves from any warranty claims or liability for damages of any kind for which you or persons commissioned by you are responsible, regardless of the legal relationship you have with such persons. This especially applies to false installation, commissioning and maintenance, damaging intervention, alterations or repairs not carried out by us, incorrect usage or improper operation, as well as inadequate ventilation of the device, etc.

The warranty obligation does not apply to and liability is excluded for transport damages, as well as all other damages caused following the point in time of the transfer of risk, as well as damages due to incorrect packaging by the orderer.

Nor does the exchange guarantee encompass any aesthetic defects that do not impact on the functioning of the inverter.

You are responsible for observing the relevant safety regulations (e.g. according to VDE) and the conditions of the grid operator for connection to the mains grid. We can only be held liable here when we are held co-responsible for the damages as defined by statutory provisions. However, we can only be held liable in relation to our contributory fault.

Claims extending beyond the rights named in the warranty conditions are not included in the exchange guarantee 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 the defects of the device, for costs arising due to the dismantling and installation or for claims for compensation for lost main supply or lost internal consumption, etc. In the event of such claims, please contact the seller of your device. Any claims in accordance with the Product Liability Act remain unaffected.

## **Replacement costs**

In a warranty case we shall bear the replacement costs. This means that you will receive the replacement device at no charge when you send us the defective inverter within a maximum period of 5 working days following receipt of the replacement device and providing we can be held responsible for the defect in accordance with our warranty conditions. In this case, the parcel service is also commissioned by us at no cost to you. In addition to this, we will also reimburse your specialist company in goodwill with a flat-rate replacement exchange fee. You can view the current flat-rate replacement exchange fee at any time on our website at [www.kostal-solar-electric.com/service/de](http://www.kostal-solar-electric.com/service/de).

As we are sure you will understand, we cannot reimburse these costs for those cases where a warranty case does not exist or where the replacement obviously took place with the intention of misuse. KOSTAL Solar Electric GmbH may only be billed higher replacement costs by prior arrangement and in cases where special justification can be given. However, we reserve the right to reduce the invoice amount accordingly.

The warranty does not cover travel and accommodations costs, as well as assembly and installation costs on site. Also not accepted are transport costs and customs fees from or into EU overseas territories, as well as into and from countries outside of the EU when no KOSTAL Solar Electric sales company is located in these areas (see "Geographic validity"). Special regulations also apply for all islands (please enquire).

In the event that a defect occurs during the warranty period for which we cannot be held responsible for (exclusion of warranty), we shall invoice you for a flat-rate repair fee and shipping at a preferred price. You can view the current price at any time on our website at [www.kostal-solar-electric.com/service/de](http://www.kostal-solar-electric.com/service/de). However, this preferred price is only available to you if the defective device is returned to us and is in repairable condition. You are of course entitled to the statutory two-year warranty starting from delivery of the replacement device. In this case, we will claim the reimbursement of any potentially already paid replacement lump sum payments.

Should we not receive the defective device, we will invoice you for the recommended retail 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 when the procedure is coordinated in advance with KOSTAL Solar Electric GmbH.

## **Geographic validity**

These warranty conditions apply to all countries for which the PIKO inverter is certified.

## **Transfer of ownership**

KOSTAL Solar Electric GmbH principally retains ownership of the replacement inverter until receipt of the defective device 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 upon receipt of the replacement device.

## **Purchase of a replacement inverter**

You have purchased a replacement inverter after expiry of the warranty. For this unit you are entitled to the statutory two-year warranty starting from the date of delivery. In order to purchase a replacement inverter, you must return the defective device to us. If you do not return the defective device within five working days, you will be charged the difference between the price of the replacement unit and the recommended retail price.

## **Inspection charge**

In the case of devices delivered within the warranty period as part of our replacement service, but when our inspection analysis does not reveal any problems, we will apply an inspection flat-rate fee. You can find the currently valid price on our website at [www.kostal-solar-electric.com/service/de](http://www.kostal-solar-electric.com/service/de). 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.

## Flat-rate fees 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 cleaning flat-rate.

## Statutory warranty or liability

By law you are entitled to a two-year warranty starting from the purchase of the inverter. Your legal warranty claims are not limited by our warranty.

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 damage to persons (bodily injury or death). It also does not apply when we would be held liable in accordance with contractually invariable, meaning compulsory legal regulations, even in the event of absence of fault.

## Extension of warranty

Do you want even more security? No problem. Within the first two years following purchase of the inverter we offer you a warranty extension from 5 to 10 years or from 5 to 20 years. Should you decide to take advantage of this offer, please send us the completed and signed warranty extension application form (by post or fax). You will find this form on our website at [www.kostal-solar-electric.com/service/de](http://www.kostal-solar-electric.com/service/de). Please also include the purchase receipt. We will then send you a corresponding invoice and register your warranty extension upon receipt of payment. You will receive a warranty extension certificate. Please always store this in a safe place together with the purchase receipt for your inverter. It also retains its validity for the replacement device until expiration of the warranty.

Enjoy a good power yield with the PIKO inverter!

Freiburg im Breisgau, Germany

Sincerely,

KOSTAL Solar Electric GmbH




Werner Palm  
(CEO)





Axel Zimmermann  
(CEO)


## Service guide for specialist installation companies


### 5 steps to replacing your inverter

- 1.**  **Request replacement device**

Contact our service hotline. Please have the following information ready: device type and serial number, as well as commissioning date. If possible, the error code shown on the display.
- 2.**  **Take receipt of replacement device**

If we can't help you further on the telephone, we will quickly send you a completely refurbished replacement device. In the package you will also 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.
- 3.**  **Pack defective inverter**

Pack the defective inverter together with the red-labelled transport lid in the original packaging of the replacement device prior to the indicated collection date. Apply the return label to the top of the package.
- 4.**  **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.
- 5.**  **Hand parcel over to parcel service**

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

## Service hotline

Country	Phone	E-mail
Germany, Belgium, Bosnia-Herzegovina, Bulgaria, Denmark, Estonia, United Kingdom (UK), Croatia, Latvia, Lithuania, Luxembourg, Malta, Moldavia, Netherlands, Austria, Poland, Romania, Sweden, Switzerland, Slovakia, Slovenia, Czech Republic, Turkey	+49 761 47744 222	service-solar@kostal.com*
France Belgium, Luxembourg	+33 1 6138 4117	service-solar-fr@kostal.com
Greece	+30 2310 477 555	service-solar-el@kostal.com
Italy	+39 011 97 82 420	service-solar-it@kostal.com
Spain Portugal	+34 961 824 927	service-solar-es@kostal.com

\* We ask you to address your correspondence to us in German or English if possible.



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