



Smart
connections.

Service and warranty conditions for non European countries

PIKO Inverter

Service and warranty conditions

For non european countries

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, 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 unable to commission the inverter without any problems even following consultation with us or should problems arise during operation, it is essential that you engage a specialist company to rectify the fault. 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 local partner, or, in case there is no local contact, to the EU-distributor of the inverter. He will contact the customer support hotline and request an exchange inverter respectively a repair of the 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 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

We will soon pickup your device for repair at your local partner respective the EU-distributor or he will 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 corresponds to the technical performance data of at least your original inverter, unless there have been technical requirements in the course of further development which have made a modification necessary. 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. The ultimate decision regarding warranty rests with KOSTAL Solar Electric GmbH.

Your specialist company will dismantle the defective device and install the replacement device.

The replacement device will be commissioned. The defective device will be send by your specialist company to our local partner or distributor in the original packaging of the replacement device.

Or in case of a repair the defective device will be dismantled by your specialist company and shipped to the EU-distributor.

Warranty exclusion

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

- 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 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 damages that have been caused by the use of unapproved third-party products
- Devices in which defects cannot 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 beyond this object (e.g. the solar system), is not covered by the warranty.

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 material costs. This means that you will receive the replacement device at no charge when you send to our local partner 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.

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.

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 or sales company of 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. However, this preferred price is only available to you if the defective device is returned to us and is in repairable condition. 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 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.

Geographic validity

These warranty conditions apply to all countries not mentioned on our country list which can be accessed at any time on our homepage at www.kostal-solar-electric.com > [Download](#) > [Service](#) > [Released Countries](#). (e.g. MENA-region (Middle East / North Africa) and the overseas territories of the certified regions.)

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.

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 > [Download](#) > [Service](#). 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.

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 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 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 preferred conditions. If you would like to use this offer, please take out a warranty extension via our KOSTAL Solar web shop. You will find this on our website at www.kostal-solar-electric.com.

Enjoy a good power yield with the PIKO inverter!

Freiburg im Breisgau, Germany

Sincerely,

KOSTAL Solar Electric GmbH



Werner Palm
(CEO)



Dr. Manfred Gerhard
(CEO)

Service hotline

Country	Phone	E-mail	Language
Germany	+49 761 47744 222	service-solar@kostal.com	DE / EN
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A list of local partner can be obtained on our Homepage.

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