



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, 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

Replacing a product is very simple. Your specialist company contacts our customer support hotline and requests a replacement inverter or creates a [complaint and service request](#) on our homepage under Produkte & Service > Servicebereich (Products & Services > Service Area). Service messages that are sent online are treated with priority. The following information is required for the claim to be accepted and processed:

- Device type and serial number
- Copy of the 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 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 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. 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 is then picked up from you by our parcel service in the original packaging of the replacement device.

The Service Guide (page 10) contains all the information necessary for the procedure.

## 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
- The inverter was installed in a country for which it was not approved (see Geographic validity on page 8)
- 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

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 in goodwill with a flat-rate replacement exchange fee. You can view the current exchange fixed sums at any time on our website at [www.kostal-solar-electric.com](http://www.kostal-solar-electric.com) > [Download](#) > [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. However, 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 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. 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 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](http://www.kostal-solar-electric.com) > [Download](#) > [Service](#) > [Released Countries](#).

## **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. The submission of a signed order form is a prerequisite for the purchase of a replacement inverter.

## **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](http://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](http://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 guide for specialist electrical companies

### 5 steps to replacing your inverter

1.



#### Request replacement device

Please contact us on our service hotline or take the opportunity to send your complaint/service message [online](#). 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.

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 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
Turkey	+90 212 803 06 26	service-solar-tr@kostal.com	TR / EN

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