

KOSTAL warranty (Smart Warranty) – important information

To activate the free KOSTAL Smart Warranty in accordance with our valid warranty conditions, please log in to your user account on the online shop.

Validity

The free warranty (Smart Warranty), which can be activated within 6 months of initial commissioning, is available for the following KOSTAL products:

KOSTAL product		1-5 years Smart Warranty	6-10 years Smart Warranty plus*
	KOSTAL inverters up to 20 kW	✓	✓
	KOSTAL inverters > 20 kW	✓	✗
	KOSTAL wallbox (ENECTOR)	✓	✗

*) as of initial commissioning date of 01.04.2022

Warranty activation

To activate the Smart Warranty you will need to create a user account in our online shop. You only have to do this once. Then you only have to enter and confirm the system and location data. You will receive the warranty certificate immediately by e-mail.

The **Smart Warranty** covers all components of the KOSTAL product (material warranty) as well as fixed sums for transport and exchange for the first 5 years from the commissioning date.

With the **Smart Warranty plus** you receive a further 5-year material warranty, valid from the 6th year of operation, for inverters up to 20 kW with an initial commissioning date on or after 01.04.2022.

Important: In order to benefit from Smart Warranty plus, you will need to register on the [KOSTAL Solar Portal](#). The portal is used to visualise and monitor your solar system and allows you to use our KOSTAL Solar App. You need a separate login for this.

Your statutory warranty is not affected by our product warranty. The services covered by the warranty for the first 5 years include an exchange service at short notice to get your PV system quickly back in operation. We will organise the return of your defective device and we will also cover the freight costs incurred.

From the 6th year after initial commissioning, in the event of a warranty claim you will only bear the exchange and freight costs. We will pay the repair costs.

Chargeable warranty extension

For even more peace of mind, an additional 5-year chargeable warranty extension is available in the online shop for some of our products. This can only be purchased after activation of the Smart Warranty and a maximum of 24 months after the device was purchased.

Warranty start

The warranty begins on the initial commissioning date for the device belonging to the system owner/end customer. You confirm this commissioning date when you activate the Smart Warranty in our online shop.

At the request of KOSTAL, the proof of purchase or the commissioning report must be submitted as evidence.

Should this not be available to you in the event of a claim or if the date of commissioning specified by you is incorrect, we will have to reject the warranty activation retrospectively.

Replacement warranty

Upon shipment of a replacement device, the **remaining warranty period** of your original device is transferred automatically to the replacement device. Please note that in this case no new warranty certificate will be issued as the warranty certificate of the original device is still valid.

The KOSTAL Smart Warranty does not have to be activated again for this device. You should only do this if **no** Smart Warranty was **previously** activated for the original device.

For this reason, your specialist company may only use this device for the replacement.

You can find our service and warranty conditions, including the applicable exchange fixed sums, on our website in the [download area](#).

Activation code for replacement devices – important information

Upon shipment of a replacement device for an inverter that already has battery power within the warranty period, the activation code for the replacement device will be e-mailed to you or your specialist company. You will also find this on the delivery note attached to the package.

Replacement outside warranty

Upon shipment of a chargeable replacement device outside warranty, the implied warranty from the date of delivery applies. Smart Warranty activation is not possible with these devices.

User account

You will find the following information relating to warranty in your user account:

- 1 **Smart Warranty / Smart Warranty plus:** all warranty activations with the option of downloading the warranty certificate
- 2 **Warranty extension:** all warranty extensions with the option of downloading the warranty certificate

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