

Service information and prices from 1 August 2018

<u>Services reimbursed by KOSTAL</u>	
Exchange fixed sums exclusively for installers / specialist companies	
When exchanging certain components as part of warranty, we reimburse a net exchange fixed sum as follows. This is a goodwill service for which payment is offered on a voluntary basis and does not therefore give rise to any legal claims. This payment is only offered if the warranty is valid and the faulty device is returned to us. We also require an invoice showing the KOSTAL reference number , the type and serial number of the defective device, as well as indication of the sales tax (VAT). For B2B customers in the EU, the reverse charge process applies (our VAT no.: DE813742170). Please send invoices to the address below: KOSTAL Industrie Elektrik GmbH An der Bellmerlei 10 58513 Lüdenscheid Germany	
Exchange of the first string inverter up to 40 kg (PIKO BA, PIKO MP, PIKO MP plus, PIKO 3.0-12, PIKO IQ, PLENTICORE plus) in a system	€110
Every further string inverter in this system	€50
Exchange of the first string inverter over 40 kg (PIKO 15-36 EPC) in a system	€130
Every further string inverter in this system	€75
Exchange of the first battery inverter, PSSB, BMU, battery module in a system	€130
Every further battery inverter, PSSB, BMU in this system	€75
Every further battery module in this system	€30
Exchange of a communication board	€60
Exchange of other components not listed	€30
Software update, which has to be undertaken by the installer in order to rectify the error	€50
<u>Services charged by KOSTAL</u>	
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.	€100
Fixed sums for inspection* If a device is delivered within the warranty period as part of our exchange service but our inspection / analysis does not reveal any problems, we will apply the following inspection charge: Exception: For PIKO MP inverters:	€125 €90
Analysis report When we provide an analysis report (e.g. for presentation to an insurance company), we invoice the following charges for each analysis report. This is only charged when an analysis report is requested in the context of the warranty.	€150
Prices for service devices with a general overhaul and exchangeable spare parts	on request
Prices for new devices are available exclusively from your installer / wholesaler	

All prices plus statutory VAT

* Prices do not include additional shipping charges

Our warranty certificate and our general terms and conditions apply.
These can be found on our website: www.kostal-solar-electric.com.