



Smart
connections.

Warranty documents

PIKO-Inverter

3.0 | 3.6 | 4.2 | 5.5 | 7.0 | 8.3 | 10.1

Certificate of Warranty

5-year replacement warranty

KOSTAL string inverters of the PIKO series 3.0 | 3.6 | 4.2 | 5.5 | 7.0 | 8.3 | 10.1

Dear Customer,

Congratulations! By purchasing the KOSTAL string inverter of the PIKO series you have acquired a high-quality product. KOSTAL Solar Electric GmbH guarantees the reliable performance of the inverter and that it is free of defects.

In order for it to function properly, the country code must be correctly set. Please refer to the operating manual for the country list and setting the country codes. If, despite meticulous production and inspection procedures, there is a problem with your inverter after installation, our service hotline will provide assistance. The enclosed PIKO Service Guide provides you with all the necessary information on how to proceed.

If, even with the help of our service staff, you still cannot properly commission the inverter, you should commission a specialist firm to rectify the fault. The specialist firm is your agent. The specialist firm can determine whether the inverter has a defect and must therefore be replaced. Please note that only personnel who have the required technical qualification and authorization from the power grid operator responsible for your solar power system may perform work on the power grid and open the inverter housing.

Replacement service

You will find that replacing the device is really simple. Your specialist firm calls our service hotline and orders an inverter replacement.

We will quickly provide you with an equivalent device with its own serial number. This device is assigned the same warranty date as your initial device. It complies fully with the exact technical performance data of your initial inverter. However, we reserve the right to send you, if necessary, a follow-up device of our choice from the current series production or a reconditioned replacement device as a replacement product.

Your specialist firm will remove the defective device and install the replacement device. The specialist firm will also commission the device. The defective device is then sent back to us in the original packaging of the replacement device.

Exclusion of warranty

We shall assume liability to you for events within the scope of our responsibility. However, in cases where we cannot be made responsible for the failure of your inverter, we must reject the services from the warranty as well as from the statutory warranty or liability. Exceptions include

- Improper device installation, maintenance or operation
- Using inverter for purpose other than that designated
- Interventions, modifications or attempts to repair the device
- Transport damage
- Insufficient device ventilation
- Failure to observe the relevant safety regulations (VDE etc.)
- Damage caused by force majeure, such as storm damage, lightning strikes, overvoltage, fire, pollution, hail, flooding, line defects.

We exclude damage of any kind for which you or the personnel you commission are responsible — regardless of the legal situation between you and said personnel — from our warranty as well as the statutory warranty and liability. In particular, this applies to improper installation or commissioning and maintenance, damaging procedures, modifications or repairs that are not performed by our personnel, improper use or inappropriate operation as well as insufficient ventilation of the device.

You are responsible for ensuring compliance with the relevant safety regulations (e.g. in accordance with VDE) or the terms and conditions of the grid operator for connecting the device to the power grid. In this case, we shall only assume liability if we are also responsible for the damage according to statutory provisions. However, we shall only assume liability within the scope of our contributory negligence.

Our warranty does not extend to direct or indirect damage that results from the reduction or the failure of electrical power production or grid feeding.

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.

Replacement costs

In case of a valid warranty claim we shall bear the replacement costs. That means that you receive the replacement device at no charge if the defective inverter is sent to us within 10 working days after you have received the replacement device and if we are responsible for the defective device according to our warranty terms and conditions. The parcel service we use in this case is provided to you free-of-charge. In addition, as a gesture of goodwill, we will pay your specialist firm a lump sum for the work involved in replacing each device.

You can obtain the current price at any time on our homepage at **www.kostal-solar-electric.com/en/download.php**.

Of course, you will appreciate that we cannot reimburse these costs if there is no verifiable warranty claim or the replacement work was obviously performed incorrectly. KOSTAL Solar Electric GmbH may only be charged higher replacement costs upon prior agreement and only if there are particularly legitimate reasons. Otherwise, we reserve the right to lower the invoice total 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 or sales company of is located in these areas (see "Geographic validity").

If there is a defect with the device for which we are not responsible (warranty exclusion) within the warranty period, we will invoice you with a preferential price for the device and shipping. You can obtain the current price at any time on our homepage at www.kostal-solar-electric.com/en/download.php. We can only offer this preferential price if you return the defective device and it can be repaired. Once you have received the replacement device, you are of course entitled to the 2-year statutory warranty.

If we do not receive the defective device, we shall invoice you for the replacement device at the recommended retail price plus transport costs.

Flat-rate inspection fee

For devices that were replaced within the scope of our replacement service within the warranty terms, but were not found to have any faults upon being inspected or analysed, we shall charge you a flat-rate inspection fee. You will find the current prices on our homepage at:
www.kostal-solar-electric.com/en/download.php.

Statutory warranty or liability

You are entitled to a statutory 2-year warranty upon purchasing the inverter. Your statutory warranty claims are not restricted by our warranty.

We only restrict our liability — including the liability of our employees or agents — for compensation to damages caused by gross negligence or intent. This limitation of liability, however, does not apply to personal injury (bodily injury or death). Neither does it apply if we assume liability due to contractual, non-amendable regulations, i.e. mandatory legal regulations, even without being culpable.

Warranty extension

Would you like even more security? No problem. Within the first 2 years after purchase of the inverter, we offer you a low cost warranty extension to 10 respectively 20 years.

If you would like to take advantage of this offer, please complete and sign the warranty extension application and return it to us (by mail or fax). You can download these documents from the internet at: www.kostal-solar-electric.com/en/download.php. Please also enclose the receipt. We will send you the corresponding invoice and, upon receipt of payment, your warranty extension will be registered with us. You will receive a corresponding certificate of warranty.

Please be sure to always store your certificate of warranty in a safe place. The certificate of warranty retains its validity for the replacement device until the warranty period expires.

We wish you excellent power yields with your PIKO string inverter from KOSTAL!

Freiburg im Breisgau, Germany

Your

KOSTAL Solar Electric GmbH



Service Guide

5 Steps to Replacing Your Inverter

1

**Request replacement device**

Please contact our Service Hotline. You can find your responsible hotline contact on the following page.

Please make sure you have the following information at hand: Device type and serial number. It is even better if you know the error code displayed.

2

**Receive replacement device**

If we are unable to help you on the phone, we will generally send you a replacement device as good as new on the same day. You will also find a return slip in the package.

3

**Pack the defective inverter**

Pack the defective inverter within a maximum of 10 days of receiving the replacement device. Use the original packaging of the replacement device. Enclose the completed return slip.

4

**Let us know when the defective device is ready to be picked up**

Contact our Service Hotline and let us know the device is packed. The defective inverter will be picked up within 2-3 days of you notifying us, or at a time to be arranged.

5

**Hand over package to parcel service**

Make sure you get a receipt when you hand over the device to the parcel service. We will cover the shipping costs.

Our service for you:

Our service hotline provides advice and support for commissioning and troubleshooting.

You can extend the warranty to 10 respectively 20 years within the first 2 years after purchase of the inverter.

Service Hotline

Country	Phone	Email
Germany Belgium, Bosnia-Herzegovina, Bulgaria, Denmark, Estonia, Great Britain (UK), Croatia, Latvia, Lithuania, Luxembourg, Malta, Moldova, 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

Defect during the warranty period:

- 5-year replacement warranty
- Replacement device has the same end-of-warranty date as the defective device
- Flat-rate replacement fee for specialist firm possible

Damage caused by third parties during the warranty period:

- Preferential price for replacements if you return a defective device that is still repairable
- 2-year statutory warranty for replacement item

Replacement warranty:

You received a replacement inverter as part of our replacement warranty.

This unit is given the same warranty date as your original unit.

However, for this to take effect you must return the faulty unit to us within 10 working days. If we do not receive the faulty unit, you will only be entitled to the statutory 2-year guarantee for the replacement inverter instead of our warranty. In this case you will be charged the full retail price and the costs of shipping.

Exclusion of warranty or guarantee:

If it becomes apparent during inspection that the warranty or guarantee is invalid, the statutory 2-year guarantee shall apply starting from the date of delivery. In this case you will be charged the preferential price of the current replacement unit package.

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 2-year guarantee starting from the date of delivery.

In order to purchase a replacement inverter, you must return the faulty unit to us. If you do not return the faulty unit within 10 working days, you will be charged the difference between the price of the replacement unit and the recommended retail price.

Transfer of ownership:

KOSTAL retains ownership of the replacement inverter until the faulty unit is returned to us or, if the customer purchases a replacement unit, until payment of the invoiced purchase price.

In all cases, ownership of the faulty unit is transferred to KOSTAL when the replacement unit is received.

The applicable conditions are laid out in our **warranty declaration**.

You can download these and the current replacement prices and conditions from the Internet at: **www.kostal-solar-electric.com**

Our **Service Hotline** will be pleased to offer you further assistance.

Our service team wishes you excellent power yields with your PIKO string inverter from KOSTAL!



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