

## Service information and prices for complaints as of 01.04.2026

<b>Services reimbursed by KOSTAL</b>	
<b>Exchange fixed sums exclusively for installers / specialist companies</b>	
<p>We will reimburse a replacement flat rate in the following net amount for the replacement of certain components in accordance with our warranty conditions. This is a goodwill service for which payment is offered on a voluntary basis and does not therefore give rise to any legal claims.</p> <p>The prerequisite for this payment is, apart from the existence of a warranty claim, the return of the defective device within 6 weeks after receipt of the replacement device. We also require an invoice showing the <b>KOSTAL reference number</b>, 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.: DE362842559).</p> <p>Please send invoices to the address below:</p> <p>KOSTAL Industrie Elektrik GmbH &amp; Co. KG An der Bellmerlei 10 58513 Lüdenscheid Germany Email: <a href="mailto:e-invoices.de@kostal.com">e-invoices.de@kostal.com</a></p> <p>We require your bank details for payment of the submitted invoice. Please enter your bank details and an account confirmation from your bank in your KOSTAL Solar Terminal company account. Without verification, we are not able to settle the submitted invoice. <a href="#">Quick guide to entering bank details</a></p>	
Exchange of the first string inverter <b>up to 40 kg (PIKO BA, PIKO MP, PIKO 3.0-12, PIKO IQ, PLENTICORE plus)</b> in a system incl. SW-Up-Date	120,00 €
Every further string inverter in this system incl. SW-Up-Date	50,00 €
Exchange of the first string inverter <b>over 40 kg (PIKO 15-36 EPC, PIKO CI 30 / 30 G2 / 50 G2)</b> in a system incl. SW-Up-Date	140,00 €
Every further string inverter in this system incl. SW-Up-Date	75,00 €
Replacement of the first string inverter <b>over 60 kg (PIKO CI 50/60)</b> in a system incl. SW-Up-Date	250,00 €
Every further string inverter in this system incl. SW-Up-Date	85,00 €
Replacement of the first string inverter <b>over 90 kg (PIKO CI 100)</b> in a system incl. SW-Up-Date	300,00 €
Every further string inverter in this system incl. SW-Up-Date	90,00 €
Exchange of the first battery inverter, PSSB, BMU, battery module (Sony/Murata + KOSTAL HELIVOR HV) in a system incl. SW-Up-Date	130,00 €
Every further battery inverter, PSSB, BMU in this system incl. SW-Up-Date	75,00 €
Every further battery module in this system	30,00 €
Replacement of a KSEM, KEM, communication board incl. SW-Up-Date	60,00 €
Replacement of other components not listed (e.g. fan, etc.)	50,00 €
Replacement of a wallbox (Enector) incl. SW-Up-Date.	120,00 €
Each additional wallbox in this system incl. SW update.	50,00 €
Software update recommended by KOSTAL for troubleshooting (not PIKO IQ / Plenticore > AutoUp-date)	50,00 €
<b>Services charged by KOSTAL</b>	
<b>Fixed sums for cleaning</b>	
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.	100,00 €
<b>Fixed sums for inspection*</b>	
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:	125,00 €
Exception: For PIKO MP inverters:	90,00 €
<b>Analysis report</b>	
For the creation of a detailed analysis document (e.g. for submission to the insurance company), we charge a flat rate per report. This is due regardless of a possible warranty claim.	150,00 €
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*