

## Warranty and service conditions for Powador inverters

### Product overview

#### Warranty and service conditions

for the Powador inverters	2002, 3002, 4202, 5002, 6002, 3000SE 3200, 4200, 4400, 5300, 5500, 6600, 7700, 7900, 8600, 9600 5300 / 7700 / 7900 / 8600 / 9600 supreme 10.0 TL3, 12.0 TL3, 14.0 TL3, 18.0 TL3 16.0 TR3, 18.0 TR3 30.0 TL3, 33.0 TL3, 36.0 TL3, 39.0 TL3, 40.0 TL3, 48.0 TL3 Park
<b>Standard warranty period</b>	<b>5 years or 7 years from the date of installation*<sup>a</sup></b>
<b>Warranty extension up to at most</b>	<b>25 years**</b>

*\*Longer warranty period when the inverter is registered with KACO new energy; see the "Registration" section*

*<sup>a</sup> However, no more than 66 months from the date of shipment by KACO new energy for non-registered units, or no more than 90 months from the date of shipment by KACO new energy for units registered before the deadline.*

*\*\*Please consult the order form on our homepage for the prices and validity area of warranty extensions.*

### Product overview

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for the Powador inverters	60.0 TL3, 72.0 TL3 Park XP100-HV, XP200-HV (TL), XP250-HV (TL), XP350-HV TL XP500-HV TL / outdoor, XP550-HV TL / outdoor Argus Box 16S DCS, Argus Box 24S DCS
<b>Standard warranty period</b>	<b>3 years or 5 years from the date of installation*<sup>a</sup></b>

*\*Longer warranty period when the inverter is registered with KACO new energy; see the "Registration" section*

*<sup>a</sup> However, no more than 42 months from the date of shipment by KACO new energy for non-registered units, or no more than 66 months from the date of shipment by KACO new energy for units registered before the deadline.*

### Overview of countries

#### Applies to the following countries\*\*\* <sup>c</sup>

Belgium, Bulgaria, Denmark, Germany, Estonia, France, Greece, Italy, Latvia, Lithuania, Malta, Austria, Portugal, Switzerland, Slovakia, Slovenia, Spain, Czech Republic, Hungary, The UK, Cyprus

*\*\*\* Overseas territories of the countries listed above are exceptions. (Please inquire separately.)*

*<sup>c</sup> The warranty is only valid to the extent that valid national certificates are held when servicing is required.*

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## 1 Manufacturer's warranty

KACO new energy explicitly states that the following warranty services for the relevant product will only be provided after confirmation that the full purchase price has been paid. This manufacturer's warranty only applies in its entirety if the **online registration of the inverter (see "Registration") takes place within 4 weeks of the date of installation.**

These warranty conditions apply expressly to all of the above-mentioned inverters in the above-mentioned countries, unless differing conditions have been agreed upon in writing as a part of an individual agreement between KACO new energy and the customer.

Special arrangements apply as a matter of course to overseas territories and islands of the listed countries (please inquire on a project-specific basis).

During the manufacturer's warranty period, KACO new energy warrants that the inverter will function properly. The manufacturer's warranty has no effect on the purchaser's statutory warranty claims.

All claims from or in connection with this warranty are subject to German law. The sole court of jurisdiction – to the extent legally possible – for all disputes from or in connection with this warranty is Heilbronn, Germany.

## 2 Registration

Register this unit on our homepage to obtain full warranty services. The unit can be registered at the following "registration domain":

**<http://www.kaco-newenergy.de/registrierung>**

From this page, you can reach the international registration forms by clicking on the appropriate flag.

**Please note that if false or incomplete information (such as the address of the system owner) is provided on the registration form, the registrant's claims to an extension of warranty services no longer apply.**

## 3 Warranty extension and maintenance contracts

On request, KACO new energy offers warranty extensions and maintenance contracts with varying levels of service. A warranty extension or maintenance contract can be concluded inside the manufacturer's standard warranty period. Warranty extension is no longer possible after expiration of the standard warranty period.

You can find detailed information and the order form for the warranty extension on our homepage at:

<http://www.kaco-newenergy.de/de/site/service/garantie/>

If you are interested in or have questions about warranty extensions and possible maintenance contracts, please contact our sales staff at +49 71323818220 in Germany, or at your national subsidiary. You will find contact information on our company website.

## 4 Procedure in the case of servicing

Contact your specialty dealer or installer first if your unit exhibits a defect or fault during the warranty period. To file warranty claims and for claim management, you are required to supply us with the following information and documentation regarding the affected inverter:

- Model (e.g. Powador 5002) and serial number (e.g. 5002G123456)
- A copy of the invoice and proof of registration or warranty certificate for the inverter
- Copy of the startup report and startup date
- Error message in display (if available) and additional information regarding the defect/error
- Detailed information about the entire system (modules, circuits, etc.)
- Documentation detailing previous claims/exchanges (if applicable)

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After the claim has been filed, KACO new energy decides at its own discretion how and where repairs or rectification of defects are to take place, or whether the defective unit must be replaced. Customers do not have the right to choose between an on-site repair and a replacement unit, or to claim compensation for lost income.

Essentially, the principle of proportionality applies. It is a case of disproportionality if a measure would incur unreasonable costs for KACO new energy given the value that the unit would have without the defects and the significance of the defects, or after consideration of alternative remedies that could be used without significant inconvenience to the customer.

If a unit is exchanged, KACO new energy sends a replacement device after the defective unit has arrived at KACO new energy. Units must be shipped in the manufacturer packaging or in suitable packaging of equal quality. As a result of the exchange process, the replacement unit becomes the property of the customer and the defective unit becomes the property of KACO new energy. The remaining warranty period for the affected unit is transferred to the replacement unit. If defective units are not shipped to us within the return period of one week after the exchange process, we will invoice the replacement unit delivered at the transfer price applicable at that point in time. For a justified warranty claim for an inverter made **within 5 years of installation**, KACO new energy will pay the installer a fixed-rate replacement fee, currently **€100**; for each additional unit that is replaced in the same system, plus half the amount. The fixed-rate replacement fee is a courtesy which KACO new energy pays voluntarily. There is therefore no legal claim to payment of the fixed-rate replacement fees. The fixed-rate replacement fee will be paid upon receipt of an invoice from the installer and only after the cause of the defect has been determined. The fee will be paid only if the warranty claim is justifiable and only if the required information, such as the unit numbers of the old and new units, as well as the date of replacement and the service number, is included on the invoice.

KACO new energy is entitled to use repaired or fully reconditioned spare parts or housing components in a replacement.

KACO new energy does not provide repair reports, defective components or devices to third parties (such as insurance companies, etc.).

### 5 When making a service request, please note

Because of technical progress, it is possible that a replacement unit provided or additional components purchased may not be compatible with the system monitor (e.g. Powador proLOG) or other components installed on-site. Any resulting expenses and costs are not covered by the warranty. Customers have no claim to compensation for lost income. Software updates which customers can run themselves are provided on the homepage.

If servicing is required, the customer must ensure unimpeded access to the inverters and, if required, provide the necessary tools which comply with the applicable occupational safety regulations.

If the warranty claim is not valid, KACO new energy reserves the right to invoice the customer for the troubleshooting work.

### 6 Exclusion of warranty claims

KACO new energy can only provide warranty services when a copy of the invoice and a certificate of warranty extension for the affected unit as issued to the end customer by the dealer or installer are submitted, and when the name plate is complete and legible. If these requirements are not fulfilled, KACO new energy reserves the right to deny warranty services. Warranty services are generally excluded in the following cases

- Improper use of the unit
- Installation or operation that is improper or that does not comply with the relevant standards
- Operating the unit with defective protective equipment
- Unauthorised modifications to the unit or repair attempts
- Damage due to foreign objects or force majeure (lightning, overvoltage, severe weather, fire, etc.)

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- Insufficient ventilation of the unit
- Failure to observe the relevant safety regulations (VDE, etc.)
- Damage resulting from transport or installation
- Damage caused by faulty system planning/dimensioning or installation
- “Grey imports” in countries in which the unit is not authorised or intended for use
- Vandalism or theft
- Failure/malfunctions related to accessories from third-party manufacturers
- Faulty connections
- Damage to the unit’s memory caused by overvoltage or faulty operation

### 7 Service after warranty expiration

After expiration of the warranty period, the repair costs are calculated according to labour costs. Currently applicable repair rates apply to on-site repairs which take place outside of the warranty period, as well as to all repairs that are subject to fees. By requesting a KACO service technician, the customer declares his willingness to assume the costs incurred in accordance with the current price rates of KACO new energy. If the unit is to be repaired on KACO new energy’s premises, the customer receives a cost estimate before repair work is carried out. We request that the customer **approve this cost estimate within 2 weeks**. The defective inverter is repaired after all costs have been approved and a repair order from the customer has been received.

### 8 Overview: In the case of servicing, which parties assume which costs?

Type of cost	Who assumes the costs if there is	
	a warranty claim?	<u>no</u> warranty claim?
Fixed-rate for unit exchange by installer	KACO new energy*	Customer, cost-dependent
Shipping of exchange/replacement unit to customer	Customer	Customer
Shipping of defective unit to KACO	Customer	Customer
Packaging costs for defective unit	Customer	Customer
Shipping replacement parts and materials to the customer	Customer	Customer
Shipping defective parts to KACO	Customer	Customer
KACO’s hours of labour	KACO new energy	Customer, cost-dependent
Replacement parts and materials	KACO new energy	Customer, cost-dependent
Travel costs and transportation costs	Customer	Customer
Troubleshooting/determining the cause of the defect	KACO new energy	Customer
Administrative costs of the servicing procedure	KACO new energy	Customer

\*Up to 5 years after installation, see “Procedure in the case of servicing”