

## Warranty and Service

for Powador inverters with an AC rated power up to 12.5 kW / 12.5 kVA

### Product overview

#### Warranty and service conditions

for the Powador inverters	2002, 3002, 4202, 5002, 6002 3200 (2500xi), 4200, 4400 ( 3600xi), 5300 (4000xi), 5500 (4500xi), 6600 (5000xi), 7700 (6400xi), 7900 (6650xi), 8600 (7200xi), 9600 (8000xi) 4000 supreme, 5300 supreme, 6400 supreme, 6650 supreme, 7200 supreme, 7700 supreme, 7900 supreme, 8000 supreme, 8600 supreme, 9600 supreme 10.0 TL3, 12.0 TL3, 14.0 TL3
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<b>Warranty period</b>	<b>5 years or 7 years*</b>
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<b>Warranty extension up to at most</b>	<b>25 years**</b>
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\* Requirements: Registration of the inverter with KACO new energy GmbH; see section "Registration".

\*\* You can find the prices for the warranty extension on the order form on our website.

### Overview of countries

Applicable to the following countries in Europe***	Service hotline
Austria	+49 71323818660
Belgium	+49 71323818660
Bulgaria	+49 71323818660
Czech Republic	+49 71323818660
France	+33 160930112
Germany	+49 71323818660
Greece	+30 2352043411
Hungary	+49 71323818660
Italy	+39 069962172
Portugal	+49 71323818660
Slovakia	+49 71323818660
Slovenia	+49 71323818660
Spain	+34 916740798
Switzerland	+49 71323818660
United Kingdom	+49 71323818660

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

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### ▪ **Manufacturer's warranty**

KACO new energy GmbH, hereinafter "KACO", issues a manufacturer's warranty of five or seven years on the above-mentioned Powador inverters starting on the date of installation and extending no longer than 90 months after the date of shipment by KACO. During this time, KACO guarantees the proper function of this inverter. The requirement for a seven-year manufacturer's warranty, however, is the **registration of the inverter** with KACO within 24 months of the installation date. Without registration, the device has a warranty period of five years (see "Registration").

The manufacturer's warranty applies in addition to the statutory warranty claims of the customer vis-à-vis the vendor/dealer.

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 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).

### ▪ **Registration**

The unit can be registered at the following "registration domain":

<http://www.kaco-newenergy.de/de/site/service/registrieren/index.xml>.

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

**Please note that claims for an extension of the warranty services are null in case of false information on the registration form.**

### ▪ **Warranty extension**

The manufacturer's warranty can be extended at extra cost to 10, 15, 20 or 25 years.\* The warranty extension can be ordered from KACO during the entire warranty period by specifying the serial number. Warranty extension is no longer possible after expiration of the warranty period. Upon purchase of the warranty extension, KACO grants the customer a warranty certificate for each inverter confirming the extended warranty period. An order form can be found in the appendix.

### ▪ **Please note in case of a warranty claim**

All claims from or in connection with the 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.

### ▪ **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)
- Copy of the invoice and 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 accepted, KACO decides how and where repairs or rework are to take place and determines whether the defective unit must be replaced by a replacement unit. There is no right to select between an on-site repair and a replacement unit. There is no claim to compensation for lost income.

The principle of proportionality applies as a matter of course. There is a disproportionality if the measure would cause costs to KACO that would be unreasonable in view of the value that the unit would have without the defects, taking into account the importance of the defect or after consideration of alternative remedies that could be used without significant inconvenience to the customer.

KACO is entitled to use repaired or fully reconditioned replacement parts in the replacement.

If a unit is to be replaced, KACO will ship a replacement unit immediately, so that units can typically be replaced **within 2 working days**; longer times may be caused by transportation conditions. If return is necessary, units must be shipped in the original packaging if possible, or in equal-quality, suitable packaging, within the **return period of one week** following receipt of the replacement unit.

The replacement unit sent by KACO will be no older than the affected unit and comes refurbished and in excellent condition, both technically and visually. As part of the replacement procedure, the replacement unit becomes the property of the customer and the defective unit becomes the property of KACO. The remaining warranty period of the affected unit is transferred to the replacement unit.

If rework or repair is performed or if the unit is replaced, a remaining warranty period of at least one year is granted, i.e. should a warranty claim be made with a remaining warranty period of less than one year, the customer is granted an additional warranty on the repaired or replacement unit for a period of one year from the date of service.

If, after the replacement procedure, the defective unit has not been returned to KACO within the prescribed period of one week after the replacement unit has been sent, we will bill the customer for the current transfer price of the replacement unit. If the defective unit is returned to KACO within the return period after invoicing, KACO will issue a refund or credit voucher.

For a justified warranty claim for an inverter **within the applicable manufacturer's warranty period** KACO 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. If a warranty extension was agreed, KACO continues to cover the fixed-rate replacement fee.

The fixed-rate replacement fee is a courtesy which KACO voluntarily pays. 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.

- **Please note for a service request**

Because of technical progress, it is possible that a replacement unit provided may not be compatible with the system monitor (e.g., Powador-proLOG) or other components installed on-site. Expenses and costs arising from this are not covered by the warranty. There is no claim to compensation for lost income.

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### ▪ Exclusion of warranty claims

KACO can only process warranty claims for which a copy of the invoice as issued to the end customer by the dealer or installer for the affected unit is provided and for which the type label is complete and legible. If these requirements are not fulfilled, KACO reserves the right to deny warranty services. Warranty claims 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
- Influence of foreign objects and force majeure (lightning, overvoltage, severe weather, fire)
- Insufficient ventilation of the unit
- Failure to observe the relevant safety regulations (VDE, etc.)
- Damage resulting from transport or installation
- Damage resulting from faulty planning and/or installation of the entire system
- "Grey imports" in countries in which the unit is not authorised or intended for use

### ▪ Service after warranty expiration

If, after the warranty has expired, the customer requires a replacement unit for the inverter during the time required for repairs to be completed, KACO can provide the customer with a rental unit for a fee during the repair period. The rental fee includes the costs for the unit, the subsequent technical inspection of the unit and the transportation insurance. The customer is billed separately for transport costs as incurred. If the unit is returned damaged, the customer is billed for the cost of labour associated with any necessary repair work.

If repairs are to take place on-site at the customer's premises, the customer must be prepared to assume all costs associated with the KACO service technician in accordance with the current cost rates as determined by KACO. If the unit is to be repaired at the KACO plant, 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.

Currently applicable on-site repair cost rates apply to repairs which take place outside of the warranty period as well as to all repairs that are subject to fees.

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- **Overview: In the case of servicing, which parties assume specific costs?**

Type of cost	The costs are assumed	
	during the manufacturer's warranty by	after expiration of the manufacturer's warranty by
Installer fixed-rate replacement fee	KACO	Customer
Shipping of replacement/spare unit to customer	Customer	Customer
Shipping of defective unit to KACO	Customer	Customer
Packaging costs for defective unit	Customer	Customer
Hours of labour	KACO	Customer, cost-dependent
Spare parts and materials	KACO	Customer, cost-dependent
Travel costs and out-of-pocket expenses	Customer	Customer
Troubleshooting/determining the cause of the defect	KACO	Customer
Administrative costs of the servicing procedure	KACO	Customer
Rental unit fixed-rate fee (optional)	-	Customer

- **Powador hotline**

Our hotline offers you competent help for all topics and questions related to the PV system technology of KACO new energy GmbH. The service number for complaints and the construction site hotline can be found in the warranty conditions or on our website.

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### ▪ Service Guide

In case of a functional failure, the customer can be quickly helped in three steps

#### 1. Error message

- 1.) The owner of the unit contacts the authorised specialist.
- 2.) The specialist contacts the KACO service hotline.

Required information:

- Unit model
- Serial no.
- Error message

#### 2. Replacement/repair

If the cause of the error cannot be determined by telephone and rectified by the authorised specialist, KACO will immediately send a replacement unit, so that the unit can be replaced, usually **within 2 working days**; longer times are possible, due to transport problems.

The units are replaced by the specialist firm or a KACO service technician.

KACO new energy GmbH assumes the costs for replacing the unit, in accordance with the applicable warranty provisions.

#### 3. Return

The unit is returned by the specialist company that undertakes the replacement.