

## Limited Warranty and Service Conditions for Inverters

Warranty Period	Warranty applies to the following models
<p><b>5 Years</b> (max. 66 months from shipment)</p>	<p><u>Wall-mounted inverters</u> blueplanet: 3.0 TL1, 3.5 TL1, 3.7 TL1, 4.0 TL1, 4.6 TL1, 5.0 TL1, 3.0 TL3, 4.0 TL3, 5.0 TL3, 6.5 TL3, 7.5 TL3, 8.6 TL3, 9.0 TL3, 10.0 TL3, 15.0 TL3, 15.0 TL3 OD+, 20.0 TL3, 20.0 TL3 OD+, 50.0 TL3, 50.0 TL3 OD+, 125 TL3</p> <p>Powador: 12.0 TL3</p> <p><u>Ground-mounted inverters</u> Powador: 39.0 TL3, 48.0 TL3 Park, 60.0 TL3, 72.0 TL3 Park</p> <p><u>Central inverters</u> blueplanet: 750 TL3, 875 TL3, 1000 TL3, 2200 TL3</p>
<p><b>2 Years</b> (max. 30 month from shipment)</p>	<p><u>Wall-mounted inverters</u> blueplanet: gridsave 50.0 TL3-S, 50.0 TL3 ROnly</p>

The warranty comes into effect on the date of the first delivery by KACO new energy. For the benefit of the end customer, the start of warranty may be postponed by up to six (6) months by giving binding evidence of the actual date that the appliance was commissioned.

The manufacturer's limited warranty applies only to inverters from KACO new energy. Products not manufactured by KACO new energy (such as, for example, DC combiners, switchgear systems, transformers, fuel-saving control units, monitoring devices) are excluded from the conditions of this warranty. The original manufacturer's warranty, which can be supplied on request, applies for these products.

For wall-mounted and ground-mounted inverters in systems having an AC power output of one megawatt upwards, and for central inverters in systems having an AC power of 750 kilowatts upwards, in addition to the date of commissioning, proof that commissioning support was provided by KACO new energy or a certified partner is also required.

The warranty for **wall-mounted inverters** is valid in the following countries\*:

**Europe:** Albania, Austria, Belgium, Bosnia, Bulgaria, Croatia, Czech Republic, Cyprus, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Kosovo, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Monte Negro, Netherlands, Norway, Poland, Portugal, Romania, Serbia, Slovakia, Slovenia, South Africa, Spain, Sweden, Switzerland, Turkey, Ukraine, United Kingdom

**Africa:** Algeria, Angola, Botswana, Cameroon, Egypt, Ghana, Ivory Coast, Kenya, Malawi, Mali, Morocco, Mozambique, Namibia, Nigeria, Senegal, South Africa, Swaziland, Tanzania, Tunisia, Uganda, Zambia, Zimbabwe

**Near and Middle East:** Iran, Jordan, Kuwait, Oman, Qatar, Saudi Arabia, United Arab Emirates

**Asia:** India, Indonesia, Japan, Malaysia, Myanmar, the Philippines, South Korea, Sri Lanka, Taiwan, Thailand

**Latin America:** Argentina, Brazil, Chile, Peru

For **ground-mounted inverters and central inverters**, this warranty is valid exclusively in the countries of the European Union, in Switzerland and in South Korea. In other countries, KACO new energy offers a project guarantee on request.

The warranty only applies to inverters operated in a country for which electro-technical certification and approval for operation is valid at the time of purchase of the inverter.

\*The warranty includes the French overseas territories. Overseas territories of other countries listed above are excluded from this warranty coverage. For countries not listed above, the warranty coverage may be extended to units delivered DDP to our Service Plant; however, this exception is limited to 24 months from the date of shipment of the unit from KACO new energy to the Purchaser.

# Limited Warranty and Service Conditions for Inverters

## 1 Manufacturer's Limited Warranty

This limited warranty will apply only to the aforementioned inverters in the listed countries. Previous conditions are no longer valid. All eventual and individual agreements between KACO new energy and the customer must be disclosed.

The manufacturer's warranty covers the proper functioning of the product. The warranty cover only applies if the inverter has been installed and operated properly as per the manufacturer's instructions and guidelines which are updated from time to time. Further claims for costs, in particular for reimbursement of lost income resulting from direct and indirect damage incurred in installation and removal, are not covered under this warranty.

KACO new energy states explicitly that this warranty will apply only to the relevant product, if and when the payment for the relevant purchased item has been made in full to KACO new energy. All claims arising from, or, in connection with this warranty are subject to German law. The exclusive place of jurisdiction for all disputes arising from, or in connection with this warranty is – as far as legally permissible – Heilbronn, Germany.

This manufacturer's warranty shall not affect the buyer's legal rights affecting warranty claims.

## 2 Maintenance Contracts and Warranty Extensions

Warranty extensions can be requested via customers of KACO new energy. Warranty extensions are only available for wall-mounted inverters within the first 30 months after initial delivery. Maintenance contracts are available for ground-mounted inverters and central inverters.

## 3 To Request Service

If you suspect a product defect or malfunction, please contact your local installer for troubleshooting assistance. Software updates, that can be installed independently, are provided on our website (depending on the model).

For service and processing, the following information and documentation pertaining to the affected inverter must be provided:

- Device type (e.g. blueplanet 15.0 TL3) and serial number (e.g. 15.0TL01234567)
- Error message appearing on the display (if available) and other information regarding the defect / fault
- Current software version
- Assurance that all tests for warranty exclusions have been carried out by the installer
- Date and copy of any commissioning support report(s)
- Proof of regular maintenance according to the predefined maintenance plan
- Detailed information about the entire system design (modules, connection-diagram etc.)
- Copy of the purchase invoice and proof of registration or the Warranty Certificate
- Documentation relating to any previous complaints and or exchanges (if applicable)

On accepting claims, KACO new energy, after consultation with the reporting specialist electrical dealer, will decide at its discretion how and where repairs or rework are to take place and will determine whether the defective unit is to be replaced by a replacement unit or whether the cost of the inverter, where it has a warranty valid for more than five years, will be refunded.

The decision to repair on-site, at the repair center, or to replace the device is at the sole discretion of KACO new energy. When KACO new energy technicians provide on-site service, the client must ensure full and free access to the inverters. If required, the Customer must also make any necessary resources (instruments / access equipment etc.) available and these must comply with the governing applicable health and safety regulations.

## Limited Warranty and Service Conditions for Inverters

In the case of a refund, KACO new energy will determine the appropriate value of the defective device based on its marketable value if it had not been defective. Only this value will be refunded.

If the return of equipment is required, the customer is responsible for ensuring that it is safely and securely packed for shipping in the original manufacturer's packaging or equivalent. If a device is replaced, KACO new energy will send a replacement unit, after receipt of the defective appliance. By the exchange procedure, the replacement unit becomes the property of the customer and the defective unit becomes the property of KACO new energy. The remaining warranty period of the original product is transferred to the replacement device. Logistics costs are to be borne by the customer.

### 4 Considerations during Service Interventions

Due to technical progress, it is possible that an alternative product must be provided. It is also possible that a provided replacement unit or other purchased components may not be compatible with locally installed components (e.g. accessories for remote monitoring or remote control). The resulting expenses and costs are not covered by this warranty. Logistics costs are to be borne by the customer.

The basic principle of proportionality applies under this warranty. Disproportionality is deemed when it would be impossible to provide a measure or if the measure would result in unreasonable costs for KACO new energy, given the value of the device without the defect, and/or after consideration of the importance of the defect, and after consideration of alternative remedies available to be used, without significant inconvenience to the customer.

If a device is exchanged, KACO new energy is entitled to use repaired or reconditioned spare parts and body parts. Repair reports, defective components and/or devices are not generally released to third parties. However, confirmation for insurance purposes can be obtained from KACO new energy.

### 5 Warranty Exclusions

KACO new energy reserves the right to justifiably refuse warranty services and to bill for already performed services, or yet to be provided interventions for the end customer. The warranty will explicitly be rendered void by any of, but not limited to, the following:

- Failure to commission the inverter within twenty-four (24) months from the date of the KACO new energy commercial invoice, or if the inverter has been commissioned, and thereafter shut down or depowered for a period in excess of twenty-four (24) months
- Improper or non-standard installation or operation (product and system)
- Prior damage which is caused by improper installation or operation (of the equipment or the plant)
- Operating the unit with defective protective equipment (electrical and / or mechanical)
- Unauthorized changes to the unit or repair attempts
- The influence of foreign objects and force majeure (e.g. lightning, overvoltage, severe weather, fire, etc.)
- Insufficient ventilation of the device
- Inadequate protection against external influences and weather
- Non-compliance with the relevant safety regulations (VDE, etc.)
- Transportation, storage and installation damage
- Faulty system planning / design or installation
- "Gray imports" in countries for which the appliance is not intended / authorized
- Vandalism, engraving, labels, irreversible marking or contamination or theft
- Failures / faults in relation with third-party accessories
- Connection errors and / or incorrect menu settings
- Non applicable or simple to repair fault causes (e.g. software updates)
- Defects which could have been avoided by carrying out regular maintenance (e.g. damage resulting from corrosion)
- Damage to the device memory due to overvoltage or incorrect operation

## Limited Warranty and Service Conditions for Inverters

### 6 Obligations not Covered by this Warranty or not Covered after Warranty Expiration

Repair, alterations and services, which are not entitled to cover under this warranty, will be charged. The customer agrees to accept the costs for the services provided, as per the current KACO new energy flat-rate charges. Up to date flat-rate charges can be requested at any time.

### 7 Overview: Responsibility for Costs in the Event of Service

In the case of a justified warranty claim for an inverter within the European Union where it is necessary to remove the inverter from the system and send it to the KACO new energy workshop, KACO new energy will pay the installer a fixed-rate service fee; in addition, KACO new energy will pay half this fee for each further unit in the same system which is claimed for at the same time. Any service fee is a discretionary goodwill gesture without legal claim and will only be granted for up to five (5) years after the first commissioning of the plant was performed. Payment of the service fee will only be made, upon receipt of a valid invoice from the installer and only after the cause of the defect has been determined. A refund will only be made if the complaint is justified and providing that all of the required data, such as device numbers, service numbers and service dates, are listed on the invoice.

For defective devices, which are not delivered to KACO new energy within one week after an exchange procedure, KACO new energy will bill the customer for the current price of the replacement device. Even in warranty cases, should the repair of the damaged inverter involve disproportionate effort and/or costs, the customer will be billed for these.

<b>Costs</b>	<b>Warranty</b>	<b>Non-Warranty</b>
Service allowance installer	KACO new energy	Customer at cost
Shipping damaged device to KACO new energy	Customer	Customer
Shipping Repaired / Replacement unit to installer	Customer	Customer
Packaging costs of defective device	Customer	Customer
Preparation / cleaning (if required)	Customer	Customer
Hours worked by KACO new energy	KACO new energy	Customer at cost
Spare parts and materials	KACO new energy	Customer at cost
Travel Cost, Accommodation and Per Diem	Customer	Customer
Troubleshooting / Cause determination on product	KACO new energy	Customer
Administrative Service Processing Fees	KACO new energy	Customer