

**Limited Warranty and Service for USA/Canada, Mexico, Caribbean,
Central and South America**
For Integrated Power Stations (IPS)

Warranty Period ^{a b}	Product Overview
<p>5 years (Max. 66 months from shipment)</p>	<p>Inverter: bp1000TL3, bp2200TL3</p> <p>Skid Platform Structure</p>
<p>12 months (Max. 18 months from shipment)</p>	<p>Skid Components: Medium Voltage Transformer IFS Cabinet, Disconnects, Breakers, Interconnections/ Cablings</p>

^a 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 the warranty may be postponed by up to 6 months by giving binding evidence of the actual date that the appliance was commissioned.

^b In addition to proof of installation, plants must undergo commissioning support by KACO new energy or a certified service partner for the warranty to be valid.

KACO Americas Service Territory Category Definitions: Please see the table under Section 7. This warranty will only maintain its validity providing that the valid country certificate for the related product is in existence upon occurrence of the service case.

Worldwide Project Warranty upon request.

1. Manufacturer's Warranty

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 Previous conditions are no longer valid.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

The manufacturer's warranty covers the proper functioning of the product. The warranty cover only applies, if the IPS has been installed and operated properly as per 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 products, if and when the payment for such product has been made in full to KACO new energy. All claims arising from, or, in the connection with this warranty are subject to the State of Texas and of the United States of America. The United Nations Convention on Contracts for the International Sale of Goods shall not apply. The exclusive place of jurisdiction for all disputes arising from, or, in connection with this warranty is-as far as legally permissible- San Antonio, Texas.

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

2. Service Contracts and Warranty Extensions

The standard warranty will only be provided in conjunction with a valid maintenance contract and commissioning support undergone by KACO new energy or an authorized Service Partner. For further information regarding service contracts, project warranties and warranty extensions, please contact your national service branch.

3. To Request Service

If you suspect a product defect or malfunction, please contact your local installer's office 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 device will be required:

- Device type and serial number
- 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 the commissioning support report(s)
- Proof of regular maintenance according to the predefined maintenance plan
- Detailed information about the entire system design (modules, connection plan etc.)
- Copy of the purchase invoice or proof of registration or the Warranty Certificate of the IPS
- The documentation of any previous complaints and/or exchanges (if applicable)

If the case is accepted, KACO new energy, in consultation with the reporting licensed electricians, and at KACO new energy 's sole discretion, will decide how and where the repairs or replacements are made.

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 customer must provide full, barrier-free access to the IPSs. If required, the customer also has to make the necessary resources (instruments/Safety & Lifting Equipment) available and these must comply with the governing applicable health and safety regulations.

KACO new energy will require a customer-paid site escort, at all remote, unattended sites. If the return of defective parts and material is required, the customer is responsible for ensuring that it is safely and securely packed for shipping in the original manufacturer's packaging or its equivalent. KACO new energy will send replacement parts and material after receipt of the defective parts and material. By the exchange procedure, the replacement parts and material become the property of the customer and the defective ones become the property of KACO new energy.

If KACO new energy repairs or replaces a product part, its warranty continues for the remaining portion of the Warranty Period or 90 days from the date of the repair or replacement, whichever is greater. This manufacturer's warranty covers KACO new energy's costs for labor and materials necessary to reestablish trouble free operation. Logistic 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 during service it is determined that 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. Logistic costs are to be borne by the customer.

This warranty is subject to the provision that KACO new energy is solely required to use commercially reasonable efforts to repair and/or replace covered products. To the extent that a repair or replacement action normally called for under this Warranty would result in unreasonable cost to KACO new energy in light of the product's value. KACO new energy may instead elect an alternative remedy, provided that such alternative remedy does not substantially and adversely impact 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 already performed services or yet to be provided service interventions to the end customer. The warranty does not cover certain conditions, including (without limitation) the following:

- Failure to commission the IPS within twenty-four (24) months from the date of the KACO commercial invoice, or if the IPS has been commissioned, and thereafter shut down or depowered for a period in excess of twenty-four (24) months
- Non-authorized use of the IPS
- Improper or non-standard installation or operation (product and system)
- Prior damage which can be expected due to improper installation or operation (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)
- Cosmetic or superficial defects, dents, marks, scratches, and paint fade (e.g. due to UV radiation), which do not directly influence energy production, or degrade form, fit, function of the skid and/or inverter
- Insufficient ventilation of the devices
- Inadequate protection against external influences and weather
- Non-compliance with the relevant safety regulations (UL Standards, 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 are preventable by proper maintenance (e.g. damage by corrosion)
- Damage to the device memory due to overvoltage or incorrect operation

6. Obligations not covered by this Limited Warranty or not covered after Warranty Expiration

Repair, alterations and services which are not entitled to cover under this warranty will be charged at cost. If the customer’s property is repaired by KACO new energy at the factory, the customer is entitled to receive free estimates of the repair costs. The customer agrees to accept the costs for the services provided, as per the current KACO new energy price lists. Up to this point, an up to date price-list can be requested at any time. Devices which are received for exchange and, which are not entitled to warranty cover, will be repaired without providing an estimate.

7. KACO Americas Service Territory Definitions and Warranty Conditions

For defective parts and material, which are not delivered to KACO new energy within one (1) week after an exchange procedure, Kaco new energy will bill the customer for the current price of the replacement ones. Even in warranty cases, should the repair of the damaged inverter involve disproportionate effort and/ or costs, the customer will be billed for these.

Territory	Locations
1	48 states within the contiguous United states, Canada (Ontario only). The site must be within 150-mile radius of a major airport*
2	Mexico, Caribbean, Central and South America, and all category 1 listed locations outside the 150-mile radius of a major airport*

*A major airport is defined as an airport with 1 million travelers per year. Please see the following link:
http://www.nationsonline.org/oneworld/major_US_airports.htm

For Customers in category 2, the incremental costs of travel and travel time for KACO service technician, from the point of existing category 1 territory, to the point of arrival at the customer’s site, will be charged to the customer. This applies to commissioning support and warranty service visits. Kaco new energy requires a purchase order from the customer in advance of service travel for all territory 2 visits.