# Warranty and Service Conditions

(Valid from: October 2026)

## 1. General information

KACO new energy GmbH (hereinafter KACO new energy) hereby grants a limited warranty for the products manufactured or sold as listed in section 4.

KACO new energy is entitled to change these warranty conditions at any time with effect for the future. The warranty conditions valid at the time of purchase of a product always apply.

The warranty extension as described in section 3 is also subject to the General Terms and Conditions of KACO new energy (General Terms and Conditions for Supplies and Services of KACO new energy).

## 2. Manufacturer's Limited Warranty

The warranty is a manufacturer's warranty; the beneficiary of the warranty is the owner of the device for which the warranty was concluded ("customer").

This limited warranty applies only to the products in section 4 in the respective countries listed. All possible and individual agreements between KACO new energy and the customer must be disclosed.

This manufacturer's warranty guarantees that the device is free of material or manufacturing defects at the time of initial delivery. Claims under this warranty can only be made if the device is installed and operated in accordance with the manufacturer's regularly updated instructions and if the defect is reported immediately after discovery and within the warranty period. The scope is limited to the elimination of the defect by - at KACO new energy's option - repair or replacement of the device with a repaired device. Alternatively, KACO new energy may choose to refund the current residual value of the inverter. In the event of replacement of the entire device, the remaining warranty period shall be transferred to the replacement device. If device components are replaced, they will receive the same remaining warranty period as the repaired device.

Further claims, in particular for compensation for loss of profit, direct and indirect damage caused by the defect, installation and removal costs and loss of profit, are excluded from this warranty. If the customer demands unnecessary or unjustified service and/or (KACO new energy) replacement services under this manufacturer's warranty, KACO new energy shall be entitled to charge the Customer for the costs incurred.

KACO new energy points out that warranty services for a device will only be provided when KACO new energy no longer has any outstanding claims against the customer. All claims arising out of or in connection with this warranty shall be governed by German law. The exclusive place of jurisdiction for all disputes arising from or in connection with this warranty is - to the extent permitted by law - Heilbronn, Germany.

This manufacturer's warranty shall apply in addition to the customer's statutory rights and shall not affect the customer's statutory rights in the event of warranty claims (including claims against KACO new energy as manufacturer under the Product Liability Act).

## 3. Warranty Extensions

Warranty extensions can be requested by KACO new energy customers.

KACO new energy customers may apply for a warranty extension based on a new offer from KACO new energy, which is subject to additional costs and should be confirmed by KACO new energy.

Considering the KACO standard warranty period offered (5 years), KACO new energy provides three types of warranty extension on KACO new energy products:

- Additional 5-year warranty extension to a total of 10 years
- Additional 10-year warranty extension to a total of 15 years – on request
- Additional 15-year warranty extension to a total of 20 years – on request

A warranty extension is only possible after confirmation by KACO new energy and only during the term of KACO standard warranty period (5 years). KACO new energy may request an inspection of the condition of the inverters.

Warranty extensions are not available for:
- DC-Combiner / Shutdown Box
- 3.0 NX3, 5.0 NX3, 8.0 NX3
- 25.0 NX3, 30.0 NX3, 33.0 NX3
- 50.0 NX3, 60.0 NX3
- 6.0 NH3, 8.0 NH3, 10.0 NH3, 12.0 NH3

Furthermore, the standard warranty period for the 360 NX Communication-Box is 2 years and can only be extended with costs by 3 years to a total of 5 years.

During the warranty extension and every 5 years from the start of the warranty extension, KACO new energy is entitled to carry out a mandatory inspection of the equipment. Furthermore, KACO new energy reserves the right to inspect the equipment for which no maintenance contract has been concluded. The inspection shall be at the expense of the customer, who shall grant KACO new energy's employees' access to the inverter and the relevant maintenance documents.

Cooling fans are not covered by the warranty when a device's warranty is extended.

KACO new energy reserves the right to unilaterally terminate the contract at the customer's expense after the inspection.

The term of the warranty extension shall commence upon acceptance of a warranty extension order by KACO new energy after the above-mentioned inspection and upon payment in accordance with the contractual payment terms.

After expiration of the warranty extension order term, the warranty extension order expires automatically.

In the event that the German inflation index (https://www.destatis.de/EN/Themes/Economy/Prices/Consumer-Price-Index/_node.html) rises above 2%, KACO reserves the right to adjust the price.

**4.1 Warranty period and scope DC-Combiner / Shutdown Box:**

| Warranty Period | Warranty applies to the following models and variants*[1] |
|---|---|
| **5 years** | DC-Combiner / Shutdown Box:<br><br>DC-Combiner_1500V_12_HP_HIS<br>DC-Combiner_1500V_12_Mon_HP_HIS<br>DC-Combiner_1500V_16_HP_HIS<br>DC-Combiner_1500V_16_Mon_HP_HIS<br>DC-Combiner_1500V_12_ARC_UVR_HIS<br>DC-Combiner_1500V_16_ARC_UVR_HIS<br>DC-Combiner_1500V_9_Mon_HC_HIS<br>DC-Combiner_1500V_12_HC_HIS<br>DC-Combiner_1500V_12_Mon_HC_HIS<br>DC safety shutdown box for 10 MPPT´s<br>DC safety shutdown box for 8 MPPT´s |

**5 Years warranty for DC-Combiner / Shutdown Box only applies for European countries**

Albania, Austria, Belgium, Bosnia, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Greece, Hungary, Ireland, Italy, Kosovo, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, North Macedonia, Montenegro, Netherlands, Norway, Poland, Portugal, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, United Kingdom, Ukraine.

The warranty starts on the date of initial delivery by KACO new energy and ends after 60 months.

The warranty for countries outside of Europe is 1 year.

Project boxes not mentioned above may contain different warranty periods that can be requested on demand.

## 4.2 Warranty period and scope blueplanet inverters and 360 NX Communication Box

| Warranty Period | Warranty applies to the following models and variants*[1] |
|---|---|
| **5 years** | blueplanet wall-mounted inverters:<br>3.0 NX3, 5.0 NX3, 8.0 NX3<br>6.0 NH3, 8.0N H3, 10.0 NH3, 12.0 NH3<br>87.0 TL3, 92.0 TL3, 105 TL3, 110 TL3, 125 TL3, 137 TL3, 150 TL3, 155 TL3, 165 TL3<br>100 NX3, 125 NX3<br>360 NX3<br>blueplanet Gridsave wall-mounted inverters:<br>92.0 TL3, 110 TL3, 137 TL3, 150 TL3<br>100 TL3, 120 TL3, 150 TL3, 165 TL3 (Backup, HV) |
| **10 years** | blueplanet wall-mounted inverters:<br>25.0 NX3, 30.0 NX3, 33.0 NX3<br>50.0 NX3, 60.0 NX3 |
| **2 years** | 360 NX Communication-Box |

*[1] It only applies to devices manufactured or sold by KACO new energy. Products not manufactured or sold by KACO new energy (e.g., DC distributors, switchgear, current transformers, voltage transformers, transformers, (low consumption) control devices, monitoring and communication devices, routed cables, accumulators, and batteries) as well as consumables and equipment parts subject to regular wear and tear (e.g., accumulators, batteries, varistors, string fuses, surge arresters and surge protection devices) are excluded from the terms of this warranty.

Prerequisite for the warranty is the proper installation of the products and observance of the technical conditions. These can be found in the installation instructions and in the technical data sheets.

The warranty begins on the date of initial delivery by KACO new energy and ends on the earlier of (depending on the model, see above): (i) sixty (60) months from the date the unit is placed in service or (ii) sixty-six (66) months from the date of initial delivery by KACO new energy or (i) one hundred twenty (120) months from the date the unit is placed in service or (ii) one hundred twenty-six (126) months from the date of initial delivery by KACO new energy or (i) twenty-four (24) months from the date the unit is placed in service or (ii) thirty (30) months from the date of initial delivery by KACO new energy.

**The warranty is valid in the following countries*2:**

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

For the overseas territories listed below, FCA KACO new energy Service plant must be considered as INCOTERMS 2020*3:

**Africa:** Namibia, South Africa, Togo, Ghana, Senegal

**Near and Middle East:** Jordan, Qatar, Kuwait, Oman, Saudi Arabia, Lebanon, United Arab Emirates, Israel (Only valid for devices imported by Altitude)

**Asia/Pacific:** Sri Lanka, South Korea, Taiwan, Vietnam

**America:** Argentina, Brazil, Chile, Colombia, Costa Rica, Dominican Republic, El Salvador, Guatemala, Honduras, Jamaica, Panama, Peru, Mexico, Ecuador, Canada

*2 A prerequisite for the validity of the warranty is that valid country certificates for the device are available. Furthermore, the fulfillment of the warranty by KACO new energy is subject to the proviso that there are no obstacles to fulfillment due to national or international regulations of foreign trade law as well as no embargos and/or other sanctions.

*3 For overseas territories and for countries not listed, the warranty can be claimed upon approval of KACO new energy exclusively upon delivery FCA in a service plant of KACO new energy or from a partner certified by KACO new energy. The service contact points in the countries can be contacted via https://kaco-newenergy.com/service-partner.

## 5. Warranty Exclusions

KACO new energy reserves the right to refuse warranty services for justified reasons and to charge the customer for services rendered or still to be rendered. Warranty services are generally excluded in the case of:

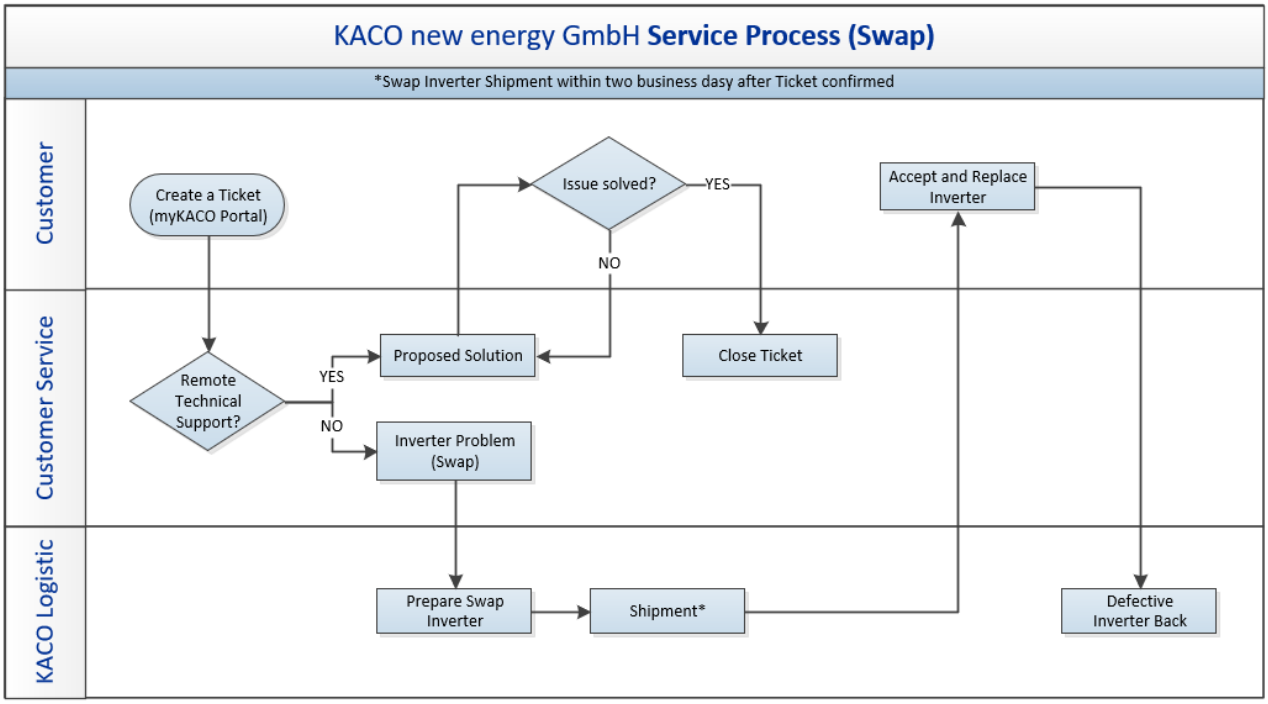
- Non-commissioning of the device within 24 months after delivery by KACO new energy, or if the device has been switched off for more than 24 months after commissioning
- Improper use of the device or use outside the specified ambient conditions (e.g., consequential damage after corrosion) improper or incorrect installation or commissioning and/or operation of the device (e.g., connection errors and/or incorrect menu settings)
- Operation of the device with defective protective equipment (electrical and/or mechanical)
- Unauthorized tampering, modifications to the device or attempted repairs not approved by KACO new energy
- Use of battery types that are not certified for operation with KACO new energy hybrid inverters.
- External impact and force majeure (e.g., lightning strike, overvoltage, severe weather, fire, earthquake, pest infestation)
- Insufficient ventilation of the device
- Insufficient protection of the device against external influences and weather conditions
- Non-observance of the relevant safety regulations (VDE, etc.)
- Transport and/or storage damage to the device (e.g., in the case of return shipments of defective devices in unsuitable packaging)
- Faulty or non-standard planning, design, installation and/or operation of the equipment, which have caused damage to the equipment
- Missing or invalid country certificates for the purchased device, i.e., in the case of "gray imports" to countries for which the device is not intended/approved
- Vandalism, engravings, inscriptions, irreversible soiling, or theft
- Failures/malfunctions in connection with third-party accessories
- Easily remedied causes of malfunctions (e.g., software updates)
- Removal or obscuring of the nameplate on the device
- Deviations from the data and instructions in catalogs, instructions and manuals provided (including www.kaco-newenergy.com), operating instructions, assembly instructions and maintenance specifications.
- If the mandatory required information and documents are not available (esp. Pt3)
- Incorrect use or improper operation (including in particular improper forced disconnection or operating outside the technical specification (e.g., exceeding the max. DC short-circuit current, etc.).
- Wear parts such as fuse inserts, overcurrent protection, hinges or fastening tabs
- Surfaces / cosmetic defects that do not impair the power supply / function.

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

Repairs, conversions, and services without a warranty claim (i.e., after the expiry of the warranty period, provided that warranty claims are excluded or there is no defect) will be charged. By requesting service, the customer agrees to bear the costs incurred in accordance with KACO new energy's current cost flat rates. The cost flat rates valid at that time can be requested in advance.

## 7. KACO new energy service process swap (EU)

The following chart is explaining the service process swap and refers to the European Economic Area and is accordingly only valid in the EU.




- Create a ticket via the myKACO portal on the KACO new energy homepage: https://kaco-newenergy.com/de/home/, phone number: +49 7132 896-0.

## 8. Required information in case of service for the ticket

In order to create a ticket, the customer must contact his local professional electrical installer for troubleshooting assistance to determine the cause and report the defect. Software updates, that can be installed without the support of KACO new energy, are provided on the KACO new energy website www.kaco-newenergy.com (depending on the model).

The following information and documents of the affected inverter are required for fault acceptance and processing:

Mandatory:

- Device type (e.g., blueplanet 87.0 TL3) and serial number (e.g., 87.0TL01234567) as stated on the type label of the device (with photo of type label)
- Date of delivery ex works from KACO new energy facility and/or date of initial commissioning (copy of commissioning support report)
- For inverters in systems having an AC power output of one megawatt upwards, proof of the date of commissioning and that commissioning support was provided by KACO new energy or a certified partner

If available:

- Precise description of the fault / error message as indicated on the web interface/app or display and other information regarding the defect / fault, Supporting photographs
- Current software version
- Assurance that all tests for warranty exclusions have been carried out by the professional installer
- 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 professional installer, will decide at its sole discretion how and where to carry out the repairs / rework and will determine whether the defective unit needs to be replaced by a replacement unit or whether the cost of the device will be refunded.

When KACO new energy technicians provide on-site service, the customer at his own expense must ensure full, free and secure access to the devices. 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.

If device components are replaced or repaired, the components are covered by the same remaining warranty period as the repaired device.

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 at its own risk 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 device in advance, which is to be regarded as a provisional warranty claim. The final warranty determination will be made after KACO new energy has received and inspected the defective device. Through the exchange process, the defective unit becomes the property of KACO new energy, and the replacement unit becomes the property of the customer whereby KACO new energy reserves ownership of the replacement device until receipt of the defective device or receipt of payment of the price for the replacement device. The remaining warranty period of the original device is transferred to the replacement device.

For defective devices that are not delivered to KACO new energy within two weeks after delivery of the replacement device, KACO new energy shall invoice the customer for the current price of the replacement device. Should the repair of the defective device involve disproportionate effort and/or costs, even in the case of warranty, these shall be charged to the customer.

## 9. Considerations during Service procedures

KACO new energy is entitled to use repaired or reconditioned spare parts and housing parts (traces of use possible) within the scope of an exchange.

Due to technical progress, it is possible that an alternative device must be used as a replacement device in a service case.

It is also possible that a replacement device provided or purchased components are not compatible with components installed on site (e.g., accessories for remote monitoring or remote action). Any expenses and costs incurred as a result are not covered by the warranty and will not be covered by KACO new energy.

## 10. Overview: Which costs are covered by whom in case of service

| Cost coverage for | Warranty case*4 (first 2 years of warranty) | Warranty case (from 3rd year to end of warranty) | No Warranty case |
|---|---|---|---|
| Service flat fee professional installer | KACO new energy | KACO new energy | Customer |
| Shipment of defective device to KACO new energy | KACO new energy (European countries)<br>Customer (non-European countries) | Customer | Customer |
| Return shipment of repaired unit/replacement unit | KACO new energy (European countries)<br>Customer (non-European countries) | Customer | Customer |
| Packaging costs | KACO new energy | KACO new energy | Customer |
| Shipping of spare parts and material to customer | KACO new energy (European countries)<br>Customer (non-European countries) | Customer | Customer |
| Shipping of defective parts to KACO new energy | KACO new energy (European countries)<br>Customer (non-European countries) | Customer | Customer |
| Reconditioning / cleaning (if required) | KACO new energy | Customer | Customer |
| Hours worked by KACO new energy | KACO new energy | KACO new energy | Customer |
| Spare parts and materials | KACO new energy | KACO new energy | Customer |
| Travel expenses | KACO new energy | Customer | Customer |
| Troubleshooting / Cause determination on device by KACO new energy | KACO new energy | KACO new energy | Customer |
| Administrative effort Service procedure | KACO new energy | KACO new energy | Customer |
| Inspections and customs costs | Customer | Customer | Customer |

*4 This manufacturer's warranty applies in addition to the customer's statutory rights and does not affect these in the event of warranty claims (including claims against KACO new energy as manufacturer under the Product Liability Act).

Further information can be found at www.kaco-newenergy.de