

Conditions for warranty, service, repair and exchange

Inverters from the Powador XP series

■ Manufacturer's warranty

KACO new energy GmbH, (hereinafter "KACO"), issues a warranty of three years on the inverters from the Powador XP series starting from the date of installation and extending no longer than 42 months after the date of shipment by KACO. During this time, KACO guarantees the proper function of this inverter.

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

These warranty conditions apply expressly to all inverters from the Powador XP series unless differing conditions have been agreed upon in writing as a part of an individual agreement between KACO and the customer.

■ Warranty extension

No warranty extension is offered for this unit type at this time.

■ Procedure in the case of servicing

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

- Unit type and serial number (e.g. 100kG00001)
- 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)

After the claim has been filed, KACO decides how and where repairs or replacement are to take place and determines whether the defective unit must be replaced by a replacement unit. On-site repairs, replacement units and damages resulting from drops in yield are not covered by this warranty.

In the case of replacement or repair or if the unit is exchanged, 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.

Repairs on the Powador XP inverter are to be carried out within five working days beginning on the day after the claim has been filed at KACO. For claims which have little to no effect on the energy yield of the PV system, repairs may take longer than five working days.

Inverters from the Powador XP series

■ 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:

- Use of the unit in ways not intended
- Installation or operation that is improper or that does not comply with the relevant standards
- Non-observance of the maintenance work and intervals detailed in the operating instructions
- 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

For units from the Powador XP series, the cost of repair after the expiration of the warranty is calculated according to cost of labour. If repairs are to take place on-site at the customer's location, 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. Once all costs have been approved and the customer has filed the repair order, repair of the defective inverter is handled immediately.

Current valid 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. The current rates are as follows (last updated: January 2009):

- One hour of repair work with a technician in the KACO plant (calculated in 15 minute intervals):
€ 65.00
- Hour of standby time/travel time with a technician on a service call (calculated in 15 minute intervals):
€ 75.00
- Hour of standby time/travel time with an assistant on a service call (calculated in 15 minute intervals):
€ 45.00
- Vehicle costs for passenger car/transporter (calculated per kilometre):
€ 0.55
- Vehicle costs for truck (calculated per kilometre):
€ 1.10
- Materials/spare parts:
Cost-dependent
- Out-of-pocket expenses and accommodation costs:
Cost-dependent

All prices are net and therefore subject to VAT.

Conditions for warranty, service, repair and exchange

Inverters from the Powador XP series

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

Type of cost	Costs assumed during		
	legal warranty period*	KACO warranty period	at the end of the warranty period
Shipping of replacement/spare unit to customer	KACO	Customer	Customer
Shipping of defective unit to KACO	KACO	Customer	Customer
Packaging costs for defective unit	KACO	Customer	Customer
Repair costs at KACO location (work time)	KACO	KACO	Customer, cost-dependent
Spare parts and materials	KACO	KACO	
On-site repair call	KACO	KACO	
Travel costs and out-of-pocket expenses	KACO	Customer	Customer
Troubleshooting/determining the cause of the defect	KACO	KACO	Customer
Administrative costs of the servicing procedure	KACO	KACO	Customer

* The legal warranty applies as regards the relationship between the system operator/end customer and contract partner with a warranty period of 2 years.

■ Maintenance contracts

Upon request, KACO offers maintenance contracts of various service levels for the inverters of the Powador XP series. Please contact our sales department for information and questions regarding the various maintenance contracts.