

Warranty and Service

for Powador monitoring

Product overview

Warranty and service conditions

for Powador monitoring	Powador-view Powador-LOG / -proLOG / -piccoLOG / -miniLOG Powador-protect
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Warranty period	2 years
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Overview of countries

Applicable to the following countries in Europe*	Service hotline
Austria	+49 71323818680
Belgium	+49 71323818680
Bulgaria	+49 71323818680
Czech Republic	+49 71323818680
France	+33 160930112
Germany	+49 71323818680
Greece	+30 2352043411
Hungary	+49 71323818680
Italy	+39 069962172
Portugal	+49 71323818680
Slovakia	+49 71323818680
Slovenia	+49 71323818680
Spain	+34 916740798
Switzerland	+49 71323818680
United Kingdom	+49 71323818680

* 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 two years on the above-mentioned Powador devices starting on the date of installation and extending no longer than 30 months after the date of shipment by KACO. During this time, KACO warrants the proper function of this device.

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).

▪ **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-proLOG) and serial number
- 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 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.

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, 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.

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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
- Vandalism or theft
- Failures/malfunctions associated with foreign inverters and/or electronic products that were not recommended for the appropriate use by KACO.

▪ 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
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.