

# KOSTAL-Wallbox



**Activate EXTRA YEARS  
of FREE WARRANTY!**  
at [shop.kostal-solar-electric.com](http://shop.kostal-solar-electric.com)

Service and warranty conditions

# Service and warranty conditions

## KOSTAL wallbox replacement warranty

Valid from: 01/04/2022

### Dear Customer,

By purchasing a KOSTAL wallbox, you have acquired a quality product. KOSTAL Solar Electric GmbH guarantees the KOSTAL wallbox full functionality and freedom from material defects. These warranty conditions apply exclusively to the types stated below and not to connectable accessories such as energy meters, charging cables, sensors etc. Furthermore, the warranty is excluded should the unit be handled improperly.

Should any problems arise during or following the installation of your device despite diligent processing and monitoring, please contact your specialist company.

Should your specialist company not be able to start up the device without any problems or remedy faults during ongoing operation, our telephone-based customer support is on hand to assist them. The specialist company is your representative who can determine whether the device is defective and therefore needs to be replaced. Please note that only those persons with the necessary specialist knowledge and approval from the mains grid operator responsible for your device may carry out work on the mains grid.

### 5-year KOSTAL Smart Warranty

For KOSTAL wallboxes, you receive a manufacturer's warranty from the time of initial commissioning. You can extend this free of charge to our 5-year KOSTAL Smart Warranty. You can activate the KOSTAL warranty yourself or your installer can do it for you on our [KOSTAL Solar online shop](#). This can only be done within the first 6 months after purchase or 12 months after delivery by KOSTAL Solar Electric GmbH. The statutory warranty is not affected by the Smart Warranty.

### Exchange service

Replacing a product is very simple. Your specialist company contacts our customer support hotline and requests a replacement or creates a service request on our website under [Service & Support](#) > Contact.

In non-EU countries<sup>1</sup> your specialist company must contact our local partner or, if there is no local contact, must contact the EU dealer. This person will call the customer service hotline and request a replacement and/or repairs to the device.

The following information is required for the claim to be accepted and processed:

- Device type and serial number
- Copy of purchase receipt

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<sup>1</sup> Exception: Switzerland. This country is treated as an EU country.

- Commissioning date
- Error message (where present) and other information concerning the fault
- Detailed information concerning the complete system (devices, currents, voltages, etc.)
- In some cases, the service team will send you a registration form. Please complete and return to us.

You will receive a replacement for your wallbox from us soon after. In non-EU countries<sup>1</sup>, your device will be picked up from your local partner or the EU dealer for repairs or this person will receive a replacement device from us. When the wallbox is shipped, the warranty period of your original wallbox is automatically transferred to the replacement device. Your specialist company may only use this wallbox for the exchange.

Please note that the actual cause of failure can only be determined by the manufacturer directly. A recommendation of replacement by our customer support team does not therefore automatically imply that the issue is a warranty case. The final decision on whether warranty applies or not lies with KOSTAL Solar Electric GmbH.

Your specialist company will remove the defective device and install the replacement device. The replacement device will be commissioned. The defective wallbox is then picked up from your specialist company or from you by our parcel service in the replacement device's original packaging or you will have to organise this with the help of the documents enclosed.

In non-EU countries, the defective device must be sent to our local partner or dealer or, in the case of a repair, the defective device is removed by your specialist company and sent to the EU dealer.

The **📄 Service guide, Page 7** contains everything you need to know about the process.

### Warranty exclusion

However, we have to reject warranty claims in the following situations:

- Improper installation, maintenance or operation of the device
- Improper use or incorrect installation site
- Installation or operation in a country not approved by KOSTAL (see "Geographical validity")
- Interventions, modifications or attempts to repair the device
- Transport damage
- Insufficient ventilation
- Failure to observe valid and recognised good engineering practice, defining specifications relating to installation and safety (e.g. international DIN-IEC, European DIN-EN, in Germany DIN-VDE)
- Damage caused by force majeure or external influences, e.g. storm damage, lightning strikes, over-voltage, fire, pollution, hail, flooding, line defects and animal bites
- Malfunctions or damage that have been caused by the use of unapproved third-party products
- Devices in which no defects can be detected in the factory during checking

Please note that damage of any kind, resulting from the reasons stated above, on the object covered by warranty or other equipment (e.g. on the solar system, automotive vehicles) is not covered by the warranty.

The warranty obligation does not apply to and no liability is accepted for transport damage as well as all other damage caused following the point when risk was transferred. The same applies to damage due to the use of incorrect packaging by the orderer.

Nor does the replacement warranty include any aesthetic defects that do not impact on the charging function.

Alongside safe operation, you yourself are responsible for correctly setting up, extending, modifying and maintaining the electrical system downstream of the house connection fuse. One thing you will need to do to ensure this is to make sure that the electrical system complies with recognised good engineering practice. We can only be held liable here when we are co-responsible for the damage as defined by statutory provisions. However, we can only be held liable in proportion to our contributory negligence.

Claims extending beyond the rights stated in the warranty conditions are not included in the replacement warranty if KOSTAL Solar Electric GmbH's liability is not prescribed by law. This is the case in particular for claims for compensation for damages arising directly or indirectly from device defects, for costs arising due to removal and installation or for claims for compensation for lost grid feed-in or lost self-consumption, etc. Any claims in accordance with the German Product Liability Act remain unaffected.

### Replacement costs for EU countries

You will receive the replacement device at no charge if you send us the defective wallbox within the specified period following receipt of the replacement device and if the defect is covered by warranty according to the conditions stated above. In this case, the parcel service is also arranged by us at no cost to you. However, we do not cover transport costs and customs charges from or into EU overseas territories as well as from and into countries outside of the EU if there is no KOSTAL Solar Electric sales company in the territory or country (see "Geographical validity"). Special regulations also apply for all islands (please enquire).

In addition to this, we will also reimburse your specialist company as goodwill with a fixed sum for replacing the wallbox. You can view the current amount at any time on our website at **[www.kostal-solar-electric.com](http://www.kostal-solar-electric.com) > Download > Product > Country > Service > Service Information and Prices**.

Please note that this fixed sum only covers the costs of the nearest specialist company. The warranty does not cover travel and accommodation costs resulting from engaging a specialist company that is not local to you. We are very happy to help you select a suitable specialist company.

KOSTAL Solar Electric GmbH may only be charged higher fixed sums by prior arrangement and in cases where special justification can be given. If this is not the case, we reserve the right to reduce the invoice amount accordingly.

In the event that a defect occurs during the warranty period for which we cannot be held responsible (exclusion of warranty), we shall invoice you for a flat-rate repair fee and shipping at a preferred price. The original warranty of course continues to apply to the replacement device to the same extent. In this case, we will request reimbursement of any fixed sums already paid for the exchange.

Should we not receive the defective device, we will invoice you for the device price plus transport costs. In this case, you will only receive the statutory warranty on the replacement unit instead of the warranty.

All reimbursements can only be provided if the work to be done has been agreed in advance with KOSTAL Solar Electric GmbH and if it is submitted within 6 months of receiving the results of the analysis.

### Replacement costs for non-EU countries<sup>2</sup>

You will receive the replacement device at no charge if you have sent the defective wallbox to our local partner within the specified period following receipt of the replacement device and if the defect is covered by warranty according to the conditions stated above.

However, we do not cover transport costs and customs charges from or into EU overseas territories as well as from and into countries outside of the EU if there is no KOSTAL Solar Electric sales company in the territory or country (see "Geographical validity"). Special regulations also apply for all islands (please enquire).

The warranty does not cover travel and accommodation costs or on-site installation costs resulting from engaging a specialist company that is not local to you.

In the event that a defect occurs during the warranty period for which we cannot be held responsible (exclusion of warranty), we shall invoice you for a flat-rate repair fee and shipping at a preferred price. You are however only entitled to this preferred price if the defective device is sent back to us and can be repaired. The original warranty of course continues to apply to the replacement device to the same extent.

Should we not receive the defective device, we will invoice you for the device price plus transport costs. In this case, you will only receive the statutory warranty on the replacement unit instead of the warranty.

All reimbursements can only be provided if the work to be done has been agreed in advance with KOSTAL Solar Electric GmbH and if it is submitted within 6 months of receiving the results of the analysis.

### Geographical validity

These warranty conditions apply to all approved countries in accordance with the list of countries provided by KOSTAL Solar Electric GmbH. You can view the list of countries at any time on our website at [www.kostal-solar-electric.com](http://www.kostal-solar-electric.com) > **Download** > **Product** > **Country** > **Operating manual** > **Released countries**.

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<sup>2</sup> Exception: Switzerland. This country is treated as an EU country.

## Transfer of ownership

KOSTAL Solar Electric GmbH retains ownership of the replacement device until the defective device is returned to us or, if the customer purchases a replacement device, until payment of the invoiced purchase price. In all cases, ownership of the defective device is transferred to KOSTAL Solar Electric GmbH when the replacement device is received.

## Fixed sum for inspection

In the case of devices which are replaced within the warranty period as part of our exchange service, but upon inspection or analysis do not reveal any problems, we will apply a fixed inspection sum. You can view the price currently applicable on our website at [www.kostal-solar-electric.com](http://www.kostal-solar-electric.com) > **Download** > **Product** > **Service** > **Service Information and Prices**. Please note that the actual cause of failure can only be determined by the manufacturer directly. A recommendation of replacement by our hotline does not therefore automatically imply that the issue is covered by our warranty conditions.

## Fixed sum for cleaning

Please return the defective device in clean condition. Devices contaminated by dust, paint, spores, mould, plant growth, ammonia gases, etc. can only be analysed and repaired once they have been cleaned. In such cases we will charge you a fixed cleaning sum.

## Liability

For compensation for damages only, we limit our liability, including the liability of our employees or agents, to intentional damage or damage due to gross negligence. However, this limitation of liability does not apply to personal injury (bodily injury or death). It also does not apply when we would be held liable in accordance with contractually invariable, i.e. compulsory legal provisions, even in the event of absence of fault.

We hope that you are very pleased with your device!

KOSTAL Solar Electric GmbH



Frank Henn (Managing Director)

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# Service guide

for specialist electrical companies

## Valid for wallboxes within the EU



### Request replacement device

Please contact us on our service hotline or submit your complaint/service message online. Please have the following information ready: device type, serial number, commissioning date. Ideally, please tell us the event, if known, and give us a brief description of the fault.



### Take delivery of replacement device

If we are not able to further assist on the telephone, we will quickly send you a replacement device without accessories. In the package you will find a return slip (RMA) with a collection date for your defective device, important instructions for processing the return and a peel-off return label.



### Pack defective wallbox

Pack the defective wallbox in the original packaging of the replacement device prior to the indicated collection date. Stick the return label to the top of the package.



### Check readiness for pick-up on the pick-up date

Please check whether the collection date we have specified is convenient for you and whether the collection address shown on the return label is correct. Is everything OK? That leaves only step 5.



### Hand parcel over to parcel service

Hand the lower section of the return slip to the parcel service and have the handover confirmed on the return slip. We will pay for the transport costs.

# Service hotline

Contact persons and contact details such as e-mail addresses and telephone numbers of our service hotline can be found on our website at [www.kostal-solar-electric.com](http://www.kostal-solar-electric.com) > **Service & Support** > **Contact**.

