



# Bosch Power Tec Warranty conditions for string inverters and accessories of the BPT-S series

Bosch Power Tec GmbH, Herrenberger Str. 130, 71034 Boeblingen, Germany (hereafter referred to as 'Bosch Power Tec') guarantees a product warranty. The product warranty only encompasses material and workmanship of the products named below: BPT-S 3, 3.68, 4, 4.6 and e.Control ('Products' in the following). This product warranty does not include any availability guarantees. Statutory warranty claims are not affected by this product warranty.

## A. Product warranty

Bosch Power Tec provides a warranty to the end user (hereafter 'End Customer') under the conditions stated herein for a period of five years from the purchase date guaranteeing that the products are free of defects in material and workmanship.

## B. Warranty conditions

### 1. General

1.1 The product warranty is only granted to End Customers. It does not apply to distributors, installation companies or second-hand purchasers of the Products. End Customers are all parties who have purchased Products for their own needs (not for the purpose of resale) or who have purchased a building on or in which the Products were first installed. The Product must be a part of a solar system in which it was first operated.

1.2 This product warranty shall exist independently of legal warranty claims against the vendor of the Products and irrespective of non-contractual claims. This product warranty is an independent, voluntary and complementary service provided by Bosch Power Tec to the End Customer. It does not affect the quality agreements between vendor and purchaser.

1.3 In the event that these warranty conditions deviate from the specifications set forth in the data sheet, these warranty conditions shall prevail.

1.4 The product warranty is valid worldwide within countries in which the products have been directly distributed by Bosch Power Tec or its legal representative, are used in those countries and under the condition that at the time of commissioning the corresponding country certificates have been available. Claims arising from or in connection with this warranty must be filed in writing within the warranty period

This warranty is not applicable in Australia, New Zealand, the United States of America and Singapore. The warranty valid in Australia and New Zealand can be found on the Bosch Power Tec homepage ([www.bosch-power-](http://www.bosch-power-)

[tec.com](http://tec.com)), asked for via Phone AU/NZ: +61(0)3-9541-3925 or E-mail AU/NZ: [Service.BoschPowerTec@au.bosch.com](mailto:Service.BoschPowerTec@au.bosch.com)

## 2. Disclaimers

2.1 This product warranty is valid for normal and proper use and installation, and only under normal operating conditions of the Products. The product warranty assumes that the performance of the Products has not been reduced by actions or events outside the sphere of influence of Bosch Power Tec.

This product warranty therefore does not cover any damages which are results of:

- a) Damages in transit,
- b) Incorrect storage before and during installation
- c) Installation contrary to the installation guide (no certified specialist)
- d) Incorrect installation or commissioning as well as incorrect use or inadequate use,
- e) Impairment due to exceptional environmental influences (overvoltage, magnetic fields etc.) or other external influences such as smoke, salt, chemicals and other impurities
- f) Failure to observe the operating instructions,
- g) Non-observance of locally applicable safety regulations,
- h) Other damages not affecting energy generation and which are of a visual nature,
- i) Acts of God (e.g. lightning strike, overvoltage, storms, fire),
- j) Normal wear,
- k) Attempts to rectify problems not approved by Bosch Power Tec or other repair work by the End Customer or a third party
- l) Vandalism and theft by third parties.

2.2 Furthermore, product warranty claims will only be accepted if the Products have been used according to their intended purpose and do not exhibit any signs of excessive wear and tear or external damage not reconcilable with normal use and if the serial number and/or Product label is undamaged. In addition, the assembly and operation manual must always be adhered to. Compliance with the safety and warning notes contained therein and the permissible operating and installation conditions specified on the data sheet is a prerequisite for the acceptance of product warranty claims.

2.3 Claims under this product warranty may not be transferred to a third party.

## 3. Warranty services

3.1 In case of a warranty claim, Bosch Power Tec shall, at its own discretion, replace the Product with a correctly working Product of the same type or remedy the defects. Should the type of Product no longer be produced at the time of the warranty claim, Bosch Power Tec shall be permitted to supply another type (different size, shape, colour, manufacturer and/or capacity).

This Bosch Power Tec product warranty covers the costs for materials which are necessary in order to restore trouble-free functionality. All further costs, particularly travel and overnight stay expenses for Bosch Power Tec service personnel during the repairs in the field as well as transport costs for materials or completely new Products are not covered by this product

PM CE 2013 0095-4

Registered Office: Boeblingen, Registration Court: Amtsgericht Stuttgart, HRB 750868;

Sales tax ID no. DE249766464, tax registration no. 27/190/00854

Managing Directors: Georges Andary; Markus Schmidt

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Banking connection: Deutsche Bank SWIFT: DEUTDESSXXX IBAN: DE34 6007 0070 0168 0164 00

warranty. However, this is not the case for the purchase and operation of string inverters in FCC - Full Covered Countries where transport costs for materials are also covered by this product warranty. This corresponding country list can be found on the Bosch Power Tec homepage ([www.bosch-power-tec.com](http://www.bosch-power-tec.com)).

3.2 No other claims shall be derived from this product warranty. In particular, claims for replacement due to direct or indirect damage caused by a faulty Product, costs for construction and deconstruction or lost revenue are not covered by this product warranty. Possible Product liability claims are not affected.

3.3 For Products newly supplied or repaired, only the remaining time of the original warranty period shall apply.

3.4 Thanks to technical advances it is possible that replacement devices made available or additionally purchased components are not compatible with the system monitoring or other components installed on site. Expenses and costs incurred in this way are not covered by the warranty.

#### Claim procedure

Should a fault covered by this warranty become apparent with this Product please contact the Bosch Power Tec Service Hotline immediately. If you are requested by Bosch Power Tec Service employees to provide Bosch Power Tec with certain purchase documents, then these are to be submitted by post or fax to the following address:

#### **Bosch Power Tec GmbH -Service**

Herrenberger Str. 130  
71034 Boeblingen, Germany  
Phone DE: 0800 2714 004  
Phone Internat.: +49 (0)180 12783 04  
Fax DE: 0800 2714 005  
Fax internat.: +49 (0)180 12783 05  
E-mail:

[Service.BoschPowerTec@de.bosch.com](mailto:Service.BoschPowerTec@de.bosch.com)

Please have the following information to hand before calling:

- Your name, address, post code, a telephone number where you can be contacted and an e-mail address,
- The model designation and serial number of the product (you can find both on the device),
- Proof of purchase with date and address of the vendor,
- Installation date and installation address,
- A complete list of observed faults, notifications to the device and further information which could help with the analysis of the fault.

The Bosch Power Tec customer service employees will inform you of the further course of action.

Please note that devices sent to Bosch Power Tec without prior notification by telephone cannot be accepted. Claims arising from or in connection with this warranty must be filed in writing within three months of the event giving rise to the claim becoming known. No considera-

tion will be given to late complaints. The determining factor for adherence to the deadline shall be timely receipt at Bosch Power Tec.

#### **D. Final provisions**

1. The claim of the End Customer to this product warranty is limited to warranty services stated in section B no. 3.
2. Bosch Power Tec is not liable for delays or failure to provide warranty services stated in section B no. 3 if these are due to acts of God, warlike conditions, civil disturbances, strike, epidemics, fire, flooding or other comparable conditions which are outside of the scope of responsibility of Bosch Power Tec.
3. This product warranty is subject to the laws of the Federal Republic of Germany. The conflict of law rules and the UN Sales Convention do not apply.
4. This product warranty shall apply to Products delivered between 01.07.2014 and the day a new warranty becomes effective.