

## General Terms and Conditions of Service - KOSTAL INVEOR Drive Controller

November 2023

## I. Returns

If one of your products has a technical fault, we will repair it or replace it with a device offering the same technology. We will decide which course to take in house after we have carried out a technical analysis of the complaint. After being replaced with a functional device, the defective device will become our property. If you require a written opinion, please specifically request this when you send us the device. Please note that we are unable to provide written opinions as a free service.

Procedure:

Download the returns form from the download area at [www.kostal-industrie-elektrik.com](http://www.kostal-industrie-elektrik.com) and enclose the completed form with the return delivery. Send the product to the address below.

If you did not purchase the product directly from us, please contact your supplier.  
There are no grounds for warranty claims against KOSTAL.

**We consider your submission as an order to conduct an analysis.**

You will receive the following feedback / the following costs will be incurred depending on the analysis findings:

Analysis findings	Feedback	Costs
Warranty case recognised	Written opinion	No charge
Payable by the customer or not covered by warranty	Analysis result + cost estimate	Analysis flat rate or repair flat rate
No error detectable	Written opinion	Analysis flat rate

You can request the current price list by e-mailing [INVEOR-Service@KOSTAL.com](mailto:INVEOR-Service@KOSTAL.com).

If you have devices more than **5 years** old, please contact us **before** sending them in.

If the product is out of warranty and a repair is uneconomical, you will be informed before an analysis is carried out.

You have the following options:

- Free return shipment (not repaired)
- Free disposal
- Chargeable analysis (without repair option)

Software configuration

Please note that your drive controller will generally be returned in factory condition, which includes the most recent firmware version. This may have an effect on your application. We do not undertake parameterisation; it is your responsibility to configure the device after it is returned to you.

Rechnungsanschrift  
An der Bellmerlei 10  
58513 Lüdenscheid

Commerzbank AG  
BLZ: 458 400 26  
Konto: 623 841 400  
IBAN: DE66 4584 0026 0623 8414 00  
BIC: COBADEFF458

Deutsche Bank AG  
BLZ: 450 700 02  
Konto: 230 344 400  
IBAN: DE73 4507 0002 0230 3444 00  
BIC: DEUTDE33HAN

KOSTAL Industrie Elektrik GmbH & Co. KG, Registergericht Iserlohn HRA 5629 | Sitz Lüdenscheid  
Geschäftsführung: Dr.-Ing. Dipl.-Wirt.-Ing. Manfred Gerhard, Dr. Gregor M. Schmeken

USt-Id-Nr./Vat No.: DE362842559  
Steuer-Nr./TAX-No.: 332/5740/1164

**Process:****I. Send in**

Please use our returns form.

In the download area at:

[www.kostal-industrie-elektrik.com](http://www.kostal-industrie-elektrik.com)

Please send the defective device carriage paid to the following address:

KOSTAL Industrie Elektrik GmbH & Co. KG  
Service / IS-D  
Lange Eck 11  
58099 Hagen, Germany

**We consider your submission as an order to conduct an analysis.**

**II. Analysis**

Every unit will be fully analysed and the findings will be used to improve our quality management.

**III. Warranty check**

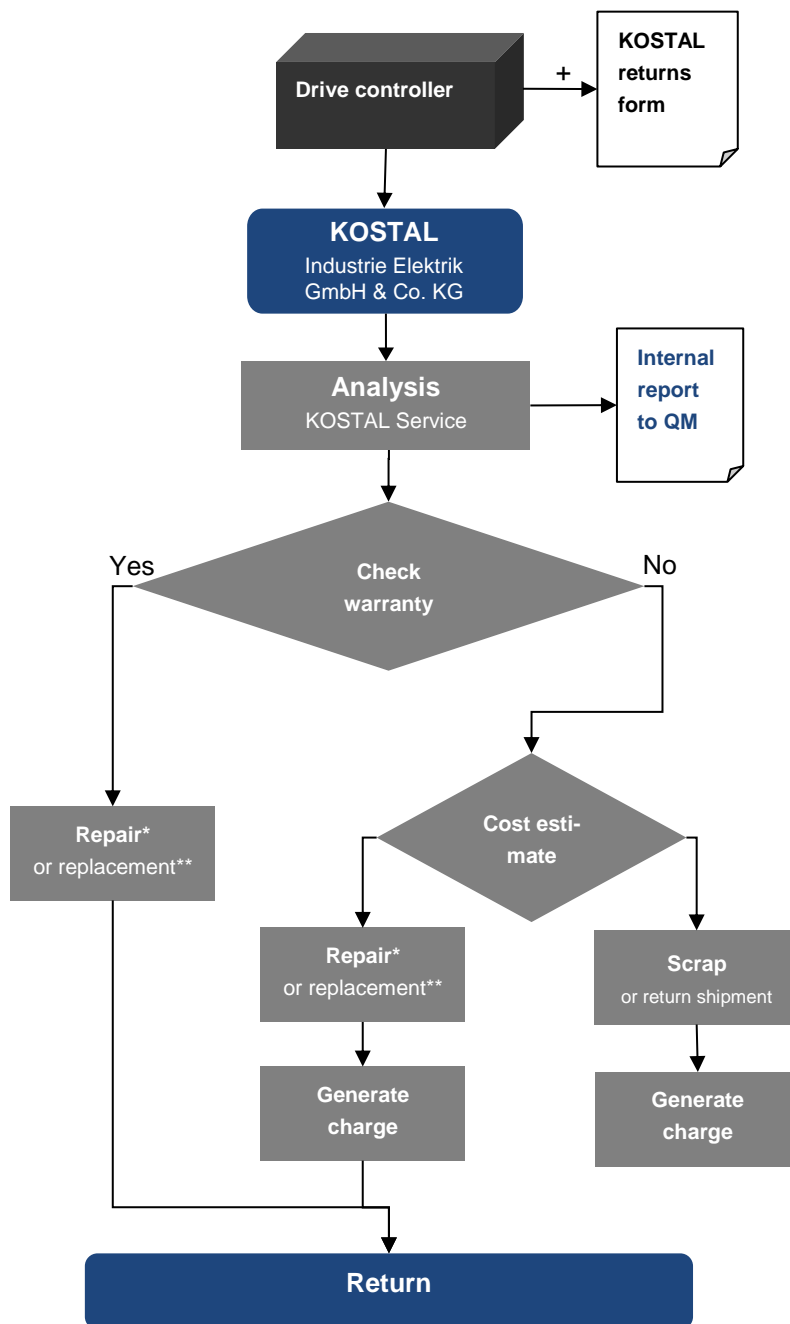
We will decide on the basis of the analysis results and the date of purchase who is responsible for the defect and who will carry the costs of the repair.

**IV. Repair**

If a repair can be performed under warranty, it will be carried out immediately. If we are not liable under warranty, you will receive a cost estimate.

**V. Return**

Returns within Germany are handled by KOSTAL Industrie Elektrik GmbH & Co. KG.

**Notes:**

*\*Repairs are not carried out at component level. Circuit boards or complete assemblies are replaced and the drive controller then passes through the complete quality process again (electrical check, EOL, run-in).*

*\*\*The warranty period is unaffected. For billable repairs, a 6-month warranty is offered on the repair.*

*In the case of billable repairs, information is provided about the cause of the malfunction.*

Contact address:

KOSTAL Industrie Elektrik GmbH & Co. KG  
Service / IS-D  
Lange Eck 11  
58099 Hagen, Germany

Our service department can be contacted from Monday to Friday between 8 am and 4 pm, except national and regional (North Rhine-Westphalia) holidays.  
(Local time UTC+1.)

## Service hotline:

Tel.: +49 2331 8040 - 848

Fax: +49 2331 8040 - 602

E-mail: [INVEOR-Service@KOSTAL.com](mailto:INVEOR-Service@KOSTAL.com)**II. On-site service**

On-site service work can be agreed on and provided to suit the reason for the work.

**III. Warranty**

The warranty period is not affected by repairs under warranty.

For billable repairs, a 6-month warranty is offered on the work carried out.

The customer is obliged to inspect the goods delivered by us immediately and to report any defects without delay. We must also be notified immediately if the wrong item or too small a quantity has been delivered.

No warranty claims will be accepted if the customer undertakes rework, modifications or repairs without first giving us the opportunity to rectify the defect or obtaining our written consent.

**V. Disposal**

If a repair would be uneconomical, we will professionally dispose of the device after a storage period of 6 weeks after this information becomes available. If you wish the device to be returned to you, please contact us within this time and we will return it.

**VI. Transport**

Devices must be supplied in packaging suitable for transport.

The costs of delivery of the goods subject to complaint to us shall be borne by the sender; the costs of the return delivery shall be borne (within Germany) by KOSTAL Industrie Elektrik GmbH & Co. KG

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