

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

March 2026

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 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.

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.

Process:

I. Send in

Please use our returns form.
In the download area at:
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.
The analysis usually takes up to 20 working days.

III. Warranty check

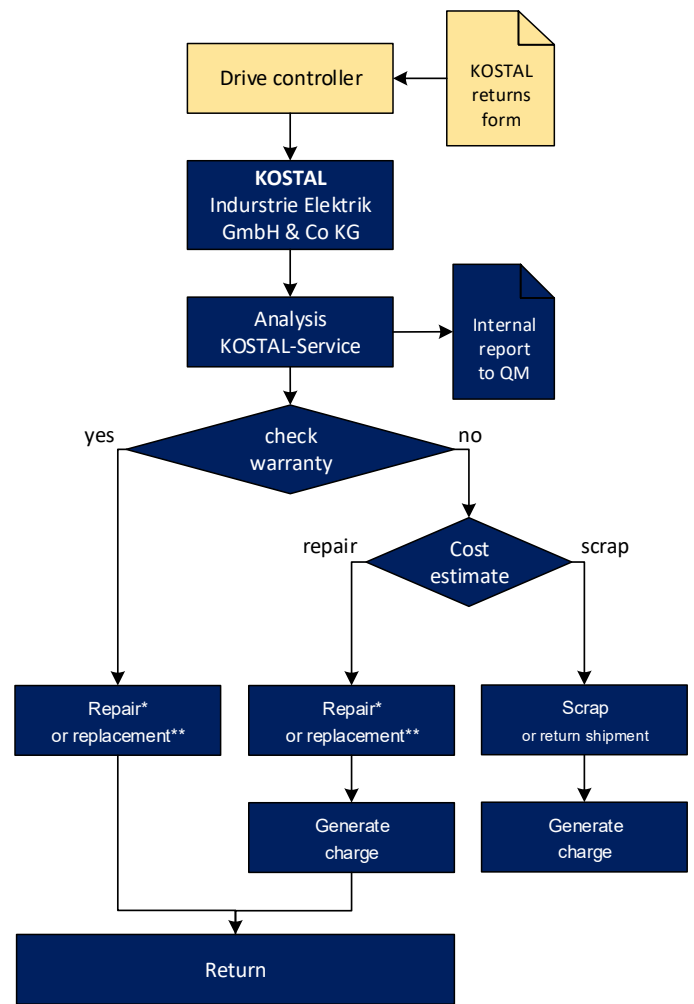
We will decide on the basis of the analysis results and the date of purchase who is responsible for the defect and who will carry the costs of the repair.

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

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.

IV. Guarantee (subject to a charge only for devices with feature IV1x)

The purchase of the guarantee and the assertion of any related claims may be made by the customer exclusively in writing. The guarantee can only be ordered and corresponding claims asserted by the customer in writing. With regard to the guarantee conditions, the guarantee applies in the same cases as the warranty. The guarantee can only be ordered when ordering the product. It is not possible to order the guarantee retrospectively.

1 The guarantee obligation

In the event of written consent to a guarantee (order by the customer), the following guarantee services (scope of guarantee) apply from the first day for the entire guarantee period of 48 months:

- (a) Defect rectification: In the first half of the guarantee period (until the end of the 24th month), a repair will be carried out. In the second half of the guarantee period, the customer will receive a credit note amounting to 60% of the original purchase price for the defective device, which can be redeemed on their next purchase from KOSTAL.
- (b) Replacement of components: In the event of a repair under guarantee, the defective components will be replaced. In addition, the heat sink and cover will be replaced if there are signs of wear (as defined in the limit sample catalogue). If modifications have been made to the heat sink or cover, these components will not be replaced. Furthermore, the heat sink and cover will be replaced for a maximum of 50% of the defective products (e.g. 10 complaints => replacement of heat sink and cover for a maximum of 5 devices).
- (c) Analysis: The analysis usually takes up to 10 working days. In the event of a field failure within the first two years of the guarantee period, a short report with a sentence on the analysis result will be prepared; however, an 8D report will not be provided.
- (d) Analysis costs in the event of customer fault (no guarantee claim): In this case, the customer will be charged the analysis costs with a 25% discount on the applicable repair price list. The analysis costs reimbursable in the current year are limited to 2% of the annual quantity ordered with guarantee.
- (e) Repair costs in the event of customer fault (no guarantee claim): In this case, the customer will be offered the repair costs with a 10% discount on the currently valid repair price list. The repair costs reimbursable in the current year are limited to 2% of the annual quantity ordered with guarantee.

Travel and accommodation costs, on-site assembly and installation costs, and downtime costs are not covered by the guarantee.

Billing address

An der Bellmerlei 10
58513 Lüdenscheid

Commerzbank AG

Bank code: 458 400 26
Account: 623 841 400
IBAN: DE66 4584 0026 0623 8414 00
BIC: COBADEFF458

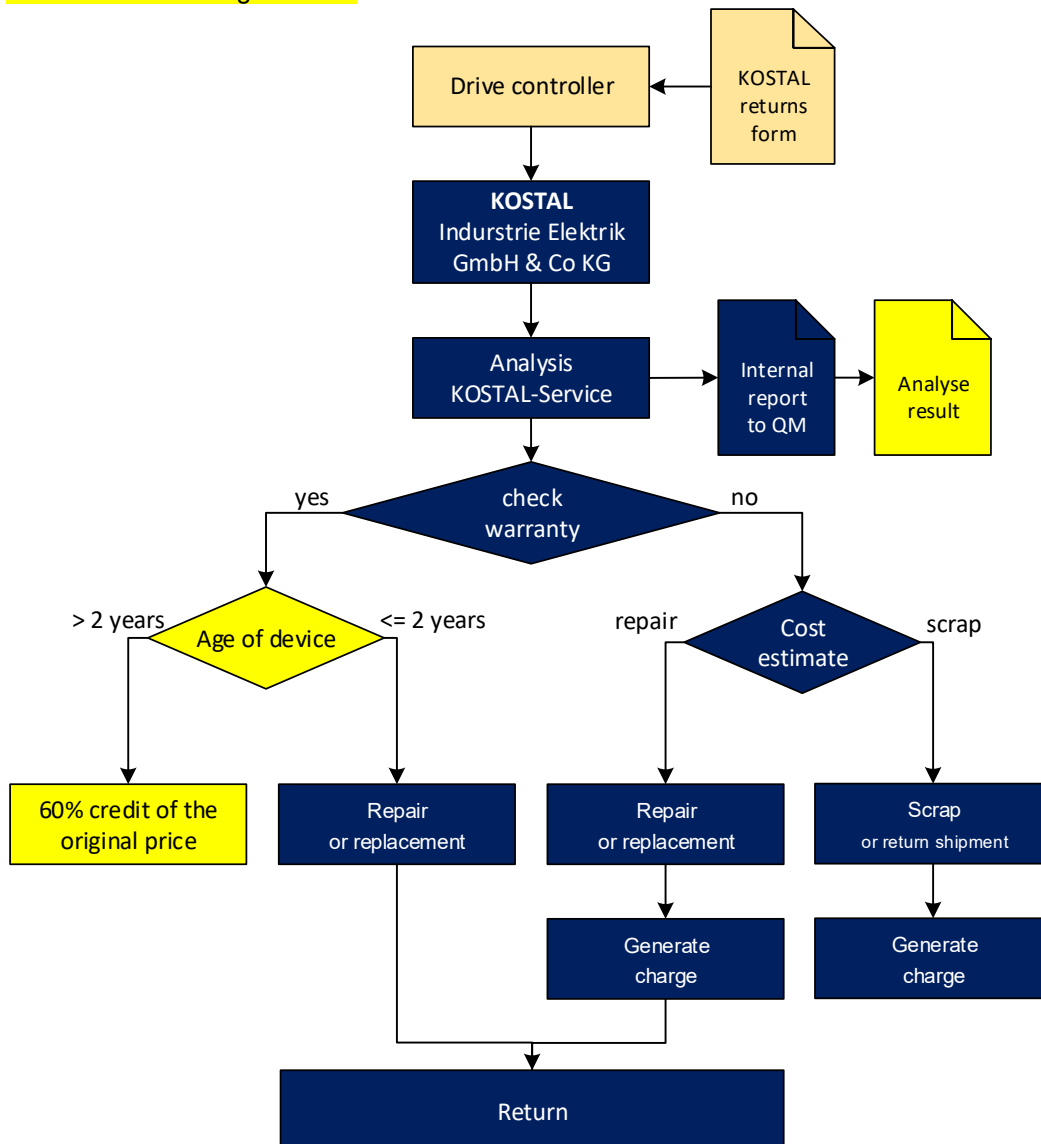
Deutsche Bank

Bank code: 450 700 02
Account: 230 344 400
IBAN: DE73 4507 0002 0230 3444 00
BIC: DEUTDE33HAN33

The process under guarantee (for illustrative purposes only):

Analysis findings	Feedback	Cost
Guarantee claim accepted	Analysis result	Not applicable
At customer's expense or Outside guarantee	Analysis result + cost estimate	Flat-rate analysis fee -25% or Repair fee -10%
No fault found	Statement	Analysis fee -25%

Added value of the guarantee



2 Exclusion from guarantee

The following circumstances exclude application of the guarantee:

- (a) Improper installation, maintenance or operation of the device;
- (b) No or improper maintenance (e.g. failure to check and clean the fans);
- (c) Improper use or incorrect installation location outside the data sheet specifications;
- (d) Interference, modifications or repair attempts;
- (e) Transport damage;
- (f) Insufficient ventilation of the device;
- (g) Damage caused by force majeure or external influences such as storm damage, lightning strike, power surge, fire, environmental pollution, hail, flooding, cable defects;
- (h) Devices for which no fault can be found during inspection at the manufacturer's factory.

The guarantee does not apply if the warranty would not apply, regardless of the expiry of the warranty period.

V. Disposal

If a repair is uneconomical, we will dispose of the device properly after a storage period of 6 weeks following receipt of this information. If you would like the device to be returned, please contact us within this period and we will return your device to you.

VI. Transport

The devices must be delivered in packaging that is suitable for transport.

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