

Valid in the EU for authorised specialist dealer

1. Conditions of statutory warranty and voluntary manufacturer's guarantee

- The current general terms and conditions of business of Steca Elektronik GmbH apply
- These can be viewed at www.steca.de and are available for download

2. Replacement of defective StecaGrid inverter

- A device found to be defective will be replaced with a device of the same value by Steca or an authorised specialist dealer (so-called "advance replacement")
 - Steca maintains a pool of replacement devices to ensure replacement is carried out quickly and efficiently.
 - Replacement by authorised specialist dealer:
 - The specialist dealer uses a replacement device from its own stock or requests a device as "advance replacement".
 - The specialist dealer sends a service protocol provided by Steca (description of fault etc) and the defective device back to Steca when the device is replaced.
 - Replacement fee: the specialist dealer's expenses for replacing the device on behalf of Steca are reimbursed by Steca as per the following (including travel expenditure):
- **StecaGrid 1500 / 1800 / 2000 / 2300 / 2500 / 3000 / 3010 / 3600 / 4200 coolcept**
 - **StecaGrid 1500x / 1800x / 2000x / 2300x / 2500x / 3010x / 3600x / 4200x coolcept-x**
 - **StecaGrid 3203 / 4003 / 4803 / 5003 / 5503 / 6003 coolcept³**
 - **StecaGrid 3203x / 4003x / 4803x / 5503x coolcept³-x**
 - **StecaGrid 1511 / 2011 / 2511 / 3011 / 3611 / 3011_2 / 3611_2 / 4611_2 coolcept fleX**
 - **StecaGrid 3213 / 4013 / 5013 / 6013 coolcept³ fleX**
 - **StecaGrid 4213 / 5513 / 7013 / 8513 / 10013 coolcept fleX XL**

1 device 120,00€

each additional device at the same installation location 50,00€

3. Replacement of device as non-warranty and guarantee service

- Replacement devices are offered to the customer at fixed prices after the warranty period has expired or in instances where the warranty does not apply (prices in accordance with price list)
- Expenses for device replacement as a non-warranty and guarantee service can be invoiced to the customer directly (not to Steca)

4. Technical inspection fee (as part of/not part of a warranty/guarantee service)

- If fault-free devices are replaced, then a technical inspection fee of 90.- € (net) will be charged by Steca, which includes transport of each device (all types); in this case, expenditure cannot be reimbursed.

Service information for StecaGrid inverters

Replacement of defective StecaGrid inverters within the EU



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5. Contact Steca

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