

# **Jiangsu Green Energy Power Technology Co.,Ltd**

## **Limited warranty for solar module products**

This warranty is applicable to the following types of solar crystalline modules manufactured by Jiangsu Green Energy Power Technology Co.,Ltd. (hereinafter referred to as GEP)

GEP-HfMcxxxNH (xxx=600-650, in steps of 5);

GEP-DfMcxxxNH (xxx=555-600, in steps of 5);

GEP-GfMcxxxNH (xxx=510-550, in steps of 5);

GEP-CfMcxxxNH (xxx=465-500, in steps of 5);

GEP-JfMcxxxNH (xxx=420-450, in steps of 5)

"xxx" indicates the nominal power of the PV module nameplate.

### **1. Review**

GEP's warranty for its photovoltaic modules shall commence on the following date: from the date of sale to the first user to install the modules( or for self-use), or from the date of 2 months after the modules leave the GEP plant, whichever occurs first.

This warranty applies only to end users, who are organizations or individuals that purchase modules terminal use and install them for the first time.

This warranty can be transferred to subsequent owners, but should provided that the installation location of modules has not been changed and the modules have not been removed from the mounting bracket.

### **2. Limited product quality assurance**

GEP guarantees that the modules shall be free from defects caused by material or process problems in normal application, installation and use for 25 years from the beginning of the warranty. If the modules do not comply with the above quality assurance, after verification by GEP and the pre-determined

independent testing body of the end user, GEP will provide repair or replacement services for the defective modules. Repair or replacement is the only and exclusive measure provided by the product limited quality assurance. This "product limited quality assurance" does not involve module output power assurance, which is referred to in section 3 "limited product performance assurance".

### **3. Limited product performance guarantee**

GEP guarantees the power output loss of its modules for 30 years from the date of warranty. The loss value of the actual output power of the modules shall not exceed the following when compared with the nominal power of the modules under the "standard test conditions (see IEC61215) stipulated on the nameplate of the modules .[1]

N-Mono crystalline silicon module: the output power shall not be less than 99% in the first year from the warranty date, the annual attenuation shall not be greater than 0.4% in the second year to the 30th year, and the output power shall green power not be less than 87.4% at the end of the 30th year.

If the power output value of any module (calculated under standard test conditions and taking into account the tolerance factor of 0 to 5 W) does not meet the above performance guarantee, after verification and confirmation by GEP or by an independent test institution pre-determined by GEP and the end user, green energy power will choose:

- Free repair of defective modules or replacement with equivalent products;
- Provide additional modules to compensate for lost power.

#### **4. Disclaimer**

(1) All claims must be notified within the period applicable to this warranty;

(2) "Limited product quality assurance" and "limited product performance guarantee" do not apply to modules that:

- Misuse, abuse, negligence, vandalism or accident;
- Unauthorized alteration, improper installation or use;
- Failure to strictly following the installation and maintenance of GEP;
- Repair or modification by unauthorized personnel;
- Power surge, lightning, flood, fire, accidental damage or other events beyond the control of

(3) "Limited product quality assurance" and "limited product performance guarantee" shall not bear any costs associated with the installation, disassembly and reinstallation of components (except as expressly agreed in part 5), nor shall they include customs clearance and other costs when the components are returned.

(4) The claim will not be accepted if the module's model number and serial number are tampered with, removed, or unrecognized.

#### **5. Performance of warranty**

If the customer believes that a proper warranty requirement can be made under the product warranty, the customer shall immediately send a written notice in the form of a letter to the address below or an email to the address below. The customer shall attach the quality assurance certificate, corresponding module serial number and purchase time with the notice. An invoice that clearly shows the purchase date, purchase price, model number of modules, seal or signature of GEP should also be presented as proof.

Before the modules returned to GEP, the end user shall obtain the product return authorization (RMA) from GEP. In the absence of product recovery authorization, GEP will not accept returned modules. With customer service department has confirmed that, in the "limited product quality assurance" and the "limited product performance guarantee" to ensure reasonable, normal and documented the modules of the maritime transportation costs (including the cost of the return and repair, replacement components again shipping costs) and the corresponding reasonable land transportation cost will be made by the GEP can be compensated electricity to end users.

## 6. Scope of application of the warranty

Unless GEP explicitly agreed to in writing, signed and approved by other duties and responsibilities, the "limited product warranty" clear alternative side by side in addition to all other express or implied warranty (Including, but not limited to, commercial warranties applicable for special purposes, purposes or applications), and all other obligation or liability of GEP. GEP shall not be liable for personal injury or property damage, nor for any other loss or injury caused by or related to the components (including but not limited to any defects in the components, any defects arising from their use and installation). In no event shall GEP be liable for incidental, indirect, or special losses arising from any cause. GEP is not liable for any loss of utility, production, revenue or profit. GEP's cumulative liability for damage or other liability to the customer shall not exceed the invoice value of the individual modules paid by the customer.

## 7. Partially invalid

If any provision of this warranty for solar module products is held to be invalid, invalid or unenforceable, or its applicability to a person or in certain circumstances is held to be invalid, invalid or unenforceable, the remaining provisions and further applicability of this warranty for solar module products will not be affected

## 8. Dispute resolution

In the event of disagreement over a warranty claim, an authoritative testing body such as TUV SUD, Fraunhofer ISE, etc., can be invited to adjudicate on the final claim. All costs shall be borne by the party proposing the test, unless otherwise agreed.

## 9. Alteration

The repair, replacement, or provision of additional modules does not mean that the warranty period is renewed, and the original term of this "product warranty" will not be recalculated. Any module that is replaced shall be owned and disposed of solely by GEP. If, at the time of the claim, GEP has ceased production of modules of the same type as the module in question, GEP may, at its option, supply other types of modules (different sizes, colors, shapes or powers), whether new or original.

## 10. Force majeure

As a result of fire, flood, storm, typhoon, lightning, fire, public policy changes, terrorism, war, riots, strikes, unable to obtain appropriate and adequate manpower and material resources and beyond GEP reasonable control within the scope of the other causes or circumstances or delay to perform the GEP cannot be fulfilled sales terms or the "product quality assurance", such a case, GEP does not in any way responsible for the end user.

### [1] Annotation:

"Nominal power" is the maximum power of photovoltaic modules under standard test conditions. Standard test conditions refer to:

- (a) Spectral amplitude modulation AM 1.5;
- (b) 1000W/m<sup>2</sup> exposure;
- (c) Irradiated at the correct Angle, the battery temperature is 25 degrees Celsius.

The measurement is carried out according to the IEC61215 (equivalent to GB/T 9535) standard, and the calibration and test standards of GEP are valid on the manufacturing date of the PV module at the junction box terminal. Calibration standards for GEP are in line with those approved by international agencies.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

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