

P-Type Single Glass Module Limited Warranty

Chongqing HG New Energy Group Co., Ltd. (hereinafter referred to as "The Company") provides a limited warranty for the photovoltaic modules (hereinafter referred to as "modules") produced by it in accordance with the following terms and conditions:

1 Basic Rules

1.1 Warranty

1.1.1 The limited product warranty period is 12 years; the limited power warranty period is 25 years.

1.1.2 The limited warranty period of the modules starts to be calculated from the date of delivery of the modules.

1.1.3 Monocrystalline module: from the date of warranty, the output power of the module within one year shall not be lower than 98.0% ($\geq 98.0\%$) of the minimum value of the nominal power output at the time of delivery, that is, the attenuation shall be $\leq 2\%$ in the first year; Annual average output power attenuation $\leq 0.55\%$; 25 years later, the output power of the product shall not be lower than 84.8% ($\geq 84.8\%$) of the minimum nominal power output of the module.

1.1.4 Power Warranty Calculation Method

Actual output power (1st year) \geq nameplate power * (100%-1st year attenuation)

Actual output power (in the Nth year, $2 \leq N \leq 25$) \geq nameplate power * (100% - (attenuation in the first year + average annual attenuation after the first year * (N-1)))

1.2 Acceptance period

1.2.1 If there is any objection to the quantity, appearance, size, and nominal power of the modules, it must be reported to The Company in writing within 30 days after the modules arrive at the destination.

1.2.2 If there is no written objection (including e-mail, registered mail, courier, fax) within the specified time limit, it is considered that the customer has passed the acceptance of the modules.

1.2.3 If the objection is raised after the stipulated time limit, it shall be treated as a used modules.

1.3 Power Test

1.3.1 The power of the module is tested under standard conditions (STC).

1.3.2 Standard conditions: spectrum AM1.5, irradiance 1000W/m², temperature 25°C.

1.3.3 If the actual test conditions of module power deviate from STC, the test results need to be corrected to STC conditions.

2 Limited Product Warranty Statement

2.1 The company guarantees that during the 12-year limited product warranty period of photovoltaic modules, under normal use, installation and maintenance, there will be no defects caused by the modules themselves (defects refer to: causing the modules to fail to work normally, or extremely obvious and Defects approved by the company).

2.2 If the module is within the 12-year limited product warranty period, due to the module itself, the module cannot work normally, or the defect is extremely obvious and approved by the company, the company will repair or replace the defective module free of charge, or Additional modules are provided, or the customer is refunded the market price of the module at the time the defect was processed. The specific method shall be determined by the company.

2.3 The repair or replacement of defective modules, or the provision of additional modules, or refunds, are the entire and only guarantees provided under this warranty, and such guarantees are only applicable during the limited product warranty period.

2.4 For modules beyond the limited product warranty period, the company provides paid services: repair, or replace, or provide modules. to be decided by both parties.

3 Limited Power Warranty Statement

3.1 The company guarantees that within 25 years from the date of warranty, the power output of the module will not be lower than 84.8% of the minimum value of the nominal power output at the time of delivery (Monocrystalline),

3.2 The above power is the result of testing under STC conditions.

3.3 If the power output exceeds the scope of clause 3.1, and the company determines that the power loss is due to defects in materials and/or production processes, the company will repair or replace the defective modules, or provide additional modules to Make up for the missing output power, or refund the module cost according to the difference in power loss (calculated according to the market price of the module when the defect is disposed of). The specific method shall be determined by the company.

3.4 The missing output power/power missing difference: 84.8% of the minimum value of the nominal power output within 25 years (Monocrystalline),

3.5 Where feasible, the company has the right to choose the comparison between the design power generation of the project and the actual power generation, and measure the power shortage of the modules.

3.6 The repair or replacement of defective modules, or the provision of additional modules, or the reimbursement of module costs, are the entire and only guarantees provided under this warranty, and such guarantees are only applicable within the aforementioned period.

4 Scope of Warranty

4.1 If the customer thinks that his complaint is completely reasonable and falls within the scope of the warranty, he should immediately notify the company in writing (including email, registered mail, express delivery, and fax).

4.2 When sending out the complaint, the customer should attach: the facts proving the complaint (such as photos, power test reports, etc.), the model/serial number information of the corresponding modules, the purchase date certificate, the quality certificate, etc.

4.3 If feasible, the company will make corresponding suggestions on how to deal with customer complaints.

4.4 Without the explicit request of the company, the customer shall not ship the complained modules back to the company in advance.

4.5 Reasonable and usual ocean transportation expenses paid by the customer for returning the modules and reshipping the repaired or replaced modules may be borne by the company, but such expenses shall be proved by supporting documents, and such expenses shall be approved by the company.

5 Terms and Limitations Not Covered By Warranty

5.1 If the company believes that there is a loss or damage caused by any of the following circumstances based on its judgment, the limited warranty clause of the warranty will no longer apply, and the company shall not be liable for any loss or damage caused by any of the above circumstances Liability for compensation:

- (1) Incorrect operation or improper use;
- (2) Modify the installation program without authorization;
- (3) Negligence in storage, transportation or other transshipment handling;
- (4) Change or modification in any way without the permission of the company;
- (5) Modules are not installed in accordance with the module installation instructions specified by the company.

5.2 The company does not assume any responsibility for second-hand modules that are disassembled or resold after installation by customers.

5.3 In addition, the following limited warranty does not apply:

- (1) Caused by external influences. For example: system parts (such as bypass diodes, junction boxes, joints, etc.) that are not connected to modules by the company, or module defects caused by defective system design, configuration, structure diagram or installation plan.
- (2) Defects caused by wrong wiring or installation, or wrong handling during work.

- (3) *Module defects resulting from use in an environment or in an inappropriate manner not specified in the product specification sheet or operating manual and/or product label.*
- (4) *Caused by other external influences: such as the presence of mud/leaves on the glass, shade, or contamination or damage due to factors such as smog, salt, and acid rain.*
- (5) *When the distance from the seaside is less than 500 meters, the mechanical load performance of the modules, the corrosion of the aluminum frame caused by dry seawater splashing, the corrosion of the glass surface, and the excessive power attenuation caused by the surface corrosion of the modules.*
- (6) *Damage caused by use on moving objects such as cars, boats, etc.*
- (7) *Due to natural forces, force majeure or other unforeseen circumstances beyond the control of the company, such as: earthquakes, typhoons, tornadoes, volcanic eruptions, floods, lightning, heavy snow, fires, wars, riots, strikes, etc. defect.*
- (8) *Quality problems caused by non-process reasons caused by the materials specified or provided by the customer, or the design scheme specified by the customer.*

5.4 *The above warranty replaces and excludes any other express or implied warranty, including but not limited to: the warranty stipulated by the applicable commercial laws and the warranty of the suitability of the product for a specific purpose, as well as any other obligations and responsibilities of the company; but Except for the corresponding guarantees, obligations and responsibilities that the company does not undertake under the warranty, unless otherwise expressly guaranteed in writing.*

5.5 *Under no circumstances shall the company be liable for any incidental, incidental, consequential, indirect, punitive losses and/or damages.*

5.6 *The limited warranty does not bear the following expenses: including but not limited to the costs related to the installation, disassembly, reinstallation, and handling of modules, the storage costs before or during repairs, the land transportation costs of modules, the costs incurred by customers to arrange test modules, and the corresponding Customs clearance or other charges for returning modules.*

5.7 *If the company assumes responsibility to the customer, the cumulative liability for each defective module shall not exceed the invoice value of the module paid by the customer.*

5.8 *If the model/serial number of a module has been altered, removed or otherwise made illegible, the customer will no longer be entitled to the corresponding warranty.*

6 Normal Condition

6.1 *If during the complaint period, the complained module model is no longer produced, the company has the right to provide other sizes, types, colors and/or different power modules.*

6.2 *Repairing, replacing or supplying additional modules does not constitute a restart of the warranty period, and the limited warranty period for the modules is still calculated according to the warranty period of the originally sold modules.*

6.3 *The ownership of the replaced modules belongs to the company.*

6.4 *In principle, the limited warranty is only applicable to the original customer (including the first purchaser and the owner of the original module installation site), but for photovoltaic modules that remain in the original installation site and have not been modified, the module warranty can be transferred with the change of the module owner. When the ownership of the module is transferred to a new owner, please notify the company in time, and please submit a declaration to the local tax authority.*

7 Independence of Effect of Clauses

If any part or provision of this Limited Warranty is held to be null, invalid or unable to implement, or the applicability of such part or provision to certain persons or circumstances is held to be null, invalid or unable to implement, then this Such determination shall not affect the validity of any other part or clause of this Warranty or the applicability of this Warranty. The other parts or terms of this Warranty or the applicability of this Warranty shall remain independent.

8 Dispute

8.1 *Any form of dispute arising from or related to this limited warranty must be submitted to the unit within 3 months after the cause of the dispute arises, and will not be accepted after more than 3 months.*

8.2 *If there is any objection to any quality assurance claim, the test results of well-known testing institutions in the industry such as Fraunhofer ISE, TUV or ASU can be used as the technical basis for the final judgment.*

8.3 *The right to choose the above-mentioned testing institutions belongs to the company.*