



# PRODUCT WARRANTY

## PV MODULE

Version **2023**

## Dear customers:

Thank you for purchasing the PV modules manufactured by Qn-SOLAR PV LIMITED (hereinafter referred to as "QnSolar").

We promise that PV modules have the following quality performance guarantee. The Product Warranty Term starts from the date of sale to the first customer (use by oneself) and has a certified invoice ("sales date") or 6 months after the modules are shipped out of the production plant, which the earlier date shall be effective (hereinafter short as the "Warranty Effective Date").

### 1 Limited Warranty-repair, Replacement Or Refund During Use

QnSolar guarantees that the solar modules ("modules"), including factory-assembled DC connectors and cables, meet customer requirements under normal application, installation, use and service conditions. If the module fails to meet the quality assurance requirement within 120 months as of the Warranty Effective Date, the company can choose to repair, replace the product or refund the price according to the current price of products similar to modules. This repair, replacement and refund is the only and exclusive compensation measure under the limited warranty of this product and shall not exceed the warranty period stipulated in this warranty. This limited warranty does not involve assurance for the module power output. The power output assurance is to be specially elaborated in the Section 2 "Limited Warranty for Peak Power" below.

### 2 Limited peak power warranty- limited remedies for 10

Output ratio of rated power warranty

- For the mono silicon module, the first year is 98.5% output, from the second year to 25th year, the Max degradation is 0.6% every year. The output ratio is 83.1% when the warranty was ended at the 25th years.
- For high efficiency mono silicon module, the first year is 98.0% output, from the second year to 25th year, the Max degradation is 0.55% every year. The output ratio is 84.8% when the warranty was ended at the 25th years.
- For the double-sided module, the first year is 98.0% output, from the second year to 30th year, the Max degradation is 0.45% every year. The output ratio is 84.95% when the warranty was ended at the 30th years.

QnSolar guarantee that all the modules have no defects in material or process, so the PV module will not fail at the rated

output power mentioned above in the specification of QnSolar. According to the QnSolar judgment if the defects were not

in material or workmanship, the QnSolar will choose any way by itself: either (1) replacement: either (a) to provide the additional module to compensate the output lost. or (b) to replace the defective module or parts with the same performance module or parts. or (2) Return the cost (calculate as the current market price) which equivalent to the balance of the stipulated output rating.

The stipulated compensation in Article 2 should be the exclusive remedies of the limited peak power warranty.

The rated output in the specification is the Max power of the PV module in the standard testing condition (STC), the unit is watt.

STC: AM1.5 light spectrum, 1000W/M<sup>2</sup> irradiance, 25°C cell temperature in the vertical radiation. Measurement shall be made in accordance with IEC61215 at the end of the connector. If it is feasible, test shall be made in accordance with the calibration and testing standard of QnSolar.

### 3 Exclusions and Limitations

(1) Claims under the Limited Warranty must be filed within the applicable warranty period for the limited warranty to be valid.

(2) The Limited Warranty and Limited Peak Power Warranty shall not apply to the following scenarios.

- Misuse, abuse, negligence, accident
- Improper transportation, storage or operation
- Refit, improper installment or usage
- Clients do not follow QnSolar's instruction on installment or maintenance
- The maintenance made by the technician who was not authorized by QnSolar
- The PV modules were installed on the mobile site or on the ocean
- Thunder, flood, fire, unexpected damage, or other force majeure that out control of QnSolar

(3) The Limited Warranty and Limited Peak Power Warranty do not cover the following cost such as the installment, disassembly, re-installation (except the last section of the article 5), the custom cleaning fee or other cost

(4) The claims would be refused when the module's type or serial number was modified, removed or beyond recognition.

## 4 Scope of application of warranty

Unless QnSolar expressly agrees, signs and acknowledges other obligations and responsibilities in writing, the "limited warranty of PV modules" set forth in this paper explicitly replaces and excludes all other express or implied warranties (including but not limited to commercial warranties, warranties for special purposes, uses or applications) and all other obligations or responsibilities of QnSolar. QnSolar shall not be liable for personal injury or property damage, nor for any other loss or damage caused by or related to the module (including but not limited to any defects in the module, any defects arising from use and installation). Under no circumstances shall QnSolar be liable for incidental, indirect or special loss arising from any cause. QnSolar shall not be liable for any loss of utility, production, earnings or profits. If QnSolar bears any loss or other liability to the customer, its cumulative liability shall not exceed the invoice value of the single module paid by the customer.

## 5 The fulfillment of the warranty

If the customers have the legitimate reason to claim according to the Limited Warranty, they shall immediately notify either (a) installation company, or (b) the distributor authorized by QnSolar or (c) to post the written notice or send E-mail to QnSolar, meanwhile customer shall provide the invoice with the purchase date, module type, signature of QnSolar or authorized distributor.

The returned module would not be accepted without the written authorization issued by QnSolar. QnSolar will afford the reasonable freight of the return, re-shipment, or the cost of replacement, such freight or cost should have the document evidence, and must be agreed by the Customer Service Department of QnSolar.

## 6 Severability

If a part, a provision or a clause of this "limited warranty of PV modules" or its application to a person or environment is deemed invalid or unenforceable, this determination shall not affect the validity of all other parts, provisions, terms or applications of the "limited warranty of PV modules". And for this purpose, other parts, provisions, terms or applications of the "limited warranty of PV modules" shall be deemed divisible.

## **7** Technical dispute

Any disputations of the claim under the warranty shall be arbitrated by the first-class testing organization such as Fraunhofer ISE in Freiburg Germany, TÜV Rhineland in Cologne Germany, Arizona State University, UL, or Intertek. All the test shall follow the regulation of the IEC61215 Second version. The arbitration expense shall be afforded by the losing party unless otherwise specified. QnSolar has the final right to select the above-mentioned testing organization. The customers may have other special legal rights. In different countries, customers will have different rights. This warranty will not affect the customers enjoy any other additional rights.

## **8** The rest

The maintenance, replacement or supply of additional modules does not mean that the warranty period has been renewed. The original term of this "limited warranty of PV modules" should not be extended. Any replaced modules shall be the property of QnSolar and at its sole discretion. In the process of dealing with the claim, if QnSolar has stopped producing the module which will be replaced, QnSolar is entitled to provide another module (different size, color, shape and/or power).

## **9** Assignment of warranty

This warranty could be transferred when the products are still installed at the original installation location on the warranty registration and has not been disassembled or transferred.

## **10** Force Majeure

Force Majeure shall mean nature force, war, riots, war, plague, fire, flood that beyond the control of QnSolar. If an event of the Force Majeure occurs, QnSolar has no responsibility about the cancellation or delay for the performance of the contract, nor shall be responsible for the suspend of the Limited Warranty in this case.



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**Qn-SOLAR PV LIMITED**

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