SUNTECH
LIMITED WARRANTY FOR PV MODULES

Effective January 1, 2020

You have made the right choice by purchasing SUNTECH products with a long life time. SUNTECH photovoltaic modules are covered by 12 years workmanship and 25 years performance warranty as described in detail below.

Suntech Standard PV Module Products covered under this warranty include:

STPXXX(S)-(Y)(Ze,b,e,m,r,w,y,j,k,d)+(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(.-)(-...
SUNTECH be liable for incidental, consequential or special damages, howsoever caused. Loss of use, loss of profits, loss of production, and loss of revenues are specifically and without limitation excluded. SUNTECH aggregate liability, if any, in damages or otherwise, shall not exceed the invoice value as paid by the customer, for the single unit of module.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. THIS LIMITED WARRANTY DOES NOT AFFECT ANY ADDITIONAL RIGHTS YOU HAVE UNDER LAWS IN YOUR JURISDICTION GOVERNING THE SALE OF CONSUMER GOODS, INCLUDING, WITHOUT LIMITATION, NATIONAL LAWS IMPLEMENTING EC DIRECTIVE 99/44, SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF CONSEQUENTIAL DAMAGES, SO THE LIMITATIONS OR EXCLUSIONS IN THIS LIMITED WARRANTY STATEMENT MAY NOT APPLY TO YOU.

THE FOLLOWING STATEMENT APPLIES TO CUSTOMERS THAT ARE ‘CONSUMERS’ WITHIN THE MEANING OF THE AUSTRALIAN CONSUMER LAW: “Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are 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.”

5. Obtaining Warranty Performance

If the CUSTOMER has a justified claim covered by this “Limited Warranty for PV Modules”, an immediate notification shall be filed directly to (a) the seller company, or (b) SUNTECH authorized distributor partner, who supplied affected modules, or (c) SUNTECH directly by mailing a registered letter in writing, or sending an email letter to the email address of SUNTECH listed hereunder. Together with the notification, should enclose name and address of CUSTOMER, name and address of installer and authorized SUNTECH distribution partner, the evidence of the claim with the affected module type, affected quantity and corresponding serial numbers together with the date on which the MODULES have been purchased. A related invoice document with stamp or signature of SUNTECH or its authorized distributor should cover those requirements and should be part of the evidence. Regional addresses of SUNTECH offices are listed in the end of this document.

The return of any MODULES will not be accepted unless prior written authorization has been given by SUNTECH. In connection with both the “Limited Product Warranty” and “Limited Peak Power Warranty”, SUNTECH shall reimburse CUSTOMER for reasonable, customary and documented transportation charges by sea freight for both the return of damaged MODULES and reshipment of any repaired or replaced MODULES, only if this cost is authorized by SUNTECH customer service department.

6. Severability

If a part, provision or clause of this “Limited Warranty for PV Modules”, or the application thereof to any person or circumstance, is held invalid, void or unenforceable, such holding shall not affect and shall leave all other parts, provisions, clauses or applications of this “Limited Warranty for PV Modules”, and to this end such other parts, provisions, clauses or applications of this “Limited Warranty for PV Modules” shall be treated as severable.

7. Disputes

In case of any discrepancy in a warranty-claim, a first-class international test-institute such as Fraunhofer ISE in Freiburg/Germany, TÜV Rheinland in Cologne/Germany or ASU Arizona State University shall be involved to judge the claim finally. All fees and expenses shall be borne by the losing party, unless otherwise awarded. And the final explanation right shall be borne by Suntech.

8. Various

The repair or replacement of the MODULES or the supply of additional MODULES, does not cause the beginning of new warranty terms, nor shall the original terms of this “Limited Warranty for PV Modules” be extended. Any replaced MODULES shall become the property of SUNTECH for disposal. SUNTECH has the right to deliver another type (different in size, color, shape and/or power) in case SUNTECH has discontinued producing the replaced MODULES at the time of warranty claim resolution.

9. Warranty Transfer

This “Limited Warranty for PV Modules” is transferable when the module products remain installed in their original installation location.

10. Force Majeure

SUNTECH shall not be responsible or liable in any way to the customer or any third-party arising from any non-performance or delay in performance of any terms and conditions of sale, including this “Limited Warranty for PV Modules”, due to a force majeure event, including, without limitation, acts of God, war, riots, strikes, warlike conditions, perils of the seas, plague or other epidemics, fire, flood, or any other similar cause or circumstance beyond the reasonable control of SUNTECH. In such cases, performance by SUNTECH of this Limited Warranty shall be suspended without liability for the period of delay reasonably attributable to such causes.

11. Validity

This “Limited Warranty for PV Modules” is valid for all MODULES dispatched from SUNTECH factories between 1st January 2020 and 31st December 2020.

Warranty Warning: WARRANTY VOID IF NON-ZEP-CERTIFIED HARDWARE IS ATTACHED TO GROOVE IN MODULE FRAME OF Wzd PV MODULE TYPE.

THIS “LIMITED WARRANTY FOR PV MODULES” WILL BECOME NULL AND VOID IF THE MODULE IS TRANSFERRED FROM THE ORIGINAL CONTINENT OF DESTINATION (E.G. NORTH AMERICA, EUROPE, ASIA, AUSTRALIA, AFRICA OR SOUTH AMERICA) FROM CHINA TO JAPAN, WITHOUT WRITTEN PERMISION FROM SUNTECH. ALL CUSTOMERS, DIRECT AND INDIRECT, ARE HEREBY NOTIFIED OF SUCH POTENTIAL NULLIFICATION.

In case of questions regarding the products, quality and performance, contact the regional headquarters or your nearest SUNTECH office. Please find the detailed contact info as below.

China
Wuxi Suntech Power Co., Ltd.
Add: 9 Xinhua Road, Xinwu District, Wuxi 214028, China
Tel: +86 400 8888 009 (Customer Service Hot Line)
Tel: +86 510 8533 8000 (Sales Hot Line)
Fax: +86 510 8534 3321
Email: service.china@suntech-power.com

Suntech Power Japan Corporation
Add: 6F, Nishishinjuku KS Building, 3-6-11, Tokyo 160-0023, Japan
Tel: +81 3 33423838
Fax: +81 3 33426334
Email: japan_sales@suntech-power.com

APMEA
Email: service.APMEA@suntech-power.com

SF Suntech Australia Pty Ltd
Add: Suite 1203, Level 12, Tower 2, 475 Victoria Avenue, Chatswood,
NSW 2067 Australia
Tel: +61 81882450
Fax: +61 81882440
Email: services@suntech-power.com.au

Europe(Suntech Deutschland GmbH)
Add: Mergenthalerallee 10-12, 65760 Eschborn, Germany
Tel: +49/6196 58655 580
Fax: +49/6196 58655 500
Email: service.europe@suntech-power.com

America
Email: service.America@suntech-power.com

Global
Email: services@suntech-power.com