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# LIMITED WARRANTY FOR CRYSTALLINE PV MODULES

(Effective from February 1, 2019)

Chint Solar (Hong Kong) Company Limited (hereafter referred to as “Chint Solar”) provides the limited warranty to purchasers (hereafter referred to as the “customer”) of Chint Solar Crystalline PV modules. The terms of the limited warranty are as follows:

## 1. Limited Product Warranty – Repair, Replacement or Refund Remedy

Subject to the Exclusions and Limitations in clause 3 herein, Chint Solar warrants its Crystalline PV modules (hereafter referred to as “modules”), including factory-assembled glass, cells, encapsulation material, frame, electric components, Junction box, connector and cable, if any, to be free from defects in materials and workmanship under normal application, operating conditions, use, installation, and maintenance.

1). For regular product, within a period of 120 months from the date of delivery to the end customers but not later than 6 months after delivery to the first purchaser from Chint Solar, (hereafter referred to as the “warranty start date”).

2). For Double glass product, within a period of 144 months from the warranty start date.

If a module is found defective in material or workmanship, Chint Solar will, at its sole discretion, repair or replace the module, or refund the purchase price of such defective module as paid by the customer within the above specified period according to the type of defect. For clarification purpose: “material or workmanship defects” are defined per IEC



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61215 Clause 7, IEC 61215 Clause 10.1 and IEC 61730 Clause 10.1 for visual defects, and per IEC 61215 entire Clause 10 for electrical and mechanical defects. Like all materials exposed to different environmental conditions, components of modules are subject to natural degradation (aging) and their appearance may change within the warranty period. The options to repair or replace defective modules, or refund the price of remaining value are the only and exclusive remedies guaranteed under this Limited Warranty for Crystalline PV Modules and shall not extend beyond the period of limited product warranty set forth here. Remedies will be performed directly to the end customer only. This Limited Warranty for Crystalline PV Modules does not warrant a specific power output, which shall be exclusively covered under Clause 2 hereinafter (“Limited Peak Power Warranty – Limited Remedy”).

## **2. Limited Peak Power Warranty – Limited Remedy**

Subject to the Exclusions and Limitations in clause 3 herein, Chint Solar warrants that:

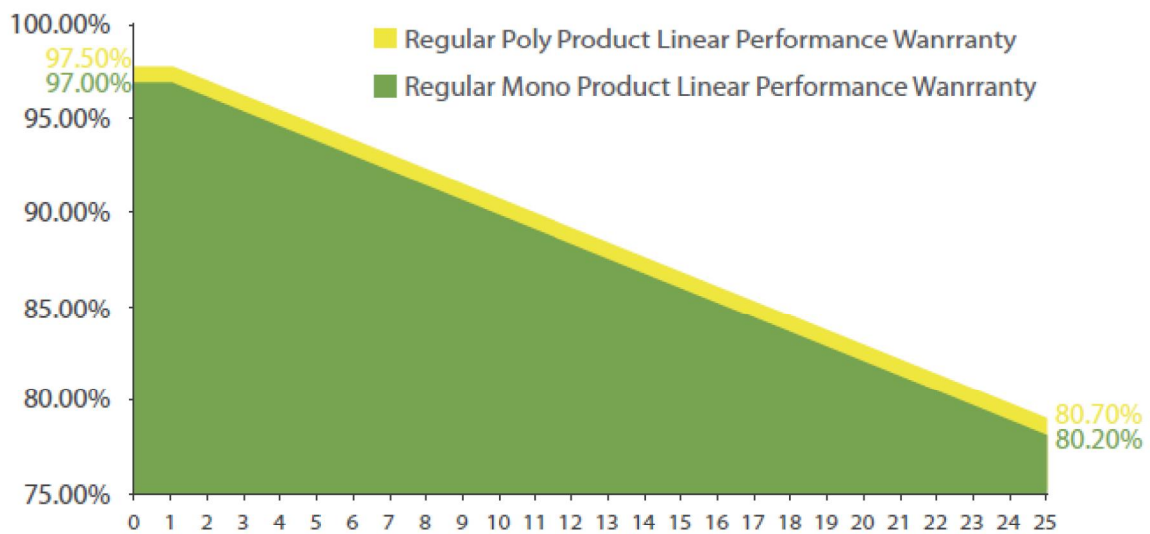
1). Regular poly product exhibits a power output no less than 97.5% of the nominal peak power specified on the respective datasheet or module label at Standard Testing Conditions (STC, defined as: (a) light spectrum of AM 1.5, (b) an irradiation of 1000 W/m<sup>2</sup>, (c) a cell temperature of 25°C at right angle irradiation.) within the first year from the date of delivery to the end customers but not later than 6 months after delivery to the first purchaser from Chint Solar, (hereafter referred to as the “warranty start date”), and power output declining by no more than 0.7% per year of the nominal peak power as specified on the respective



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datasheet at STC from the 2<sup>nd</sup> year to 25<sup>th</sup> year. Consequently, at the end of the twenty-fifth year from the “warranty start date”, the modules will still produce a power output of at least 80.7% based on the stated nominal output at STC.

2). Regular mono product exhibits a power output no less than 97% of the nominal peak power specified on the respective datasheet or module label at STC within the first year from the “warranty start date”, and power output declining by no more than 0.7% per year of the nominal peak power as specified on the respective datasheet at STC from the 2<sup>nd</sup> year to 25<sup>th</sup> year. Consequently, at the end of the twenty-fifth year from the “warranty start date”, the modules will still produce a power output of at least 80.2% based on the stated nominal output at STC.



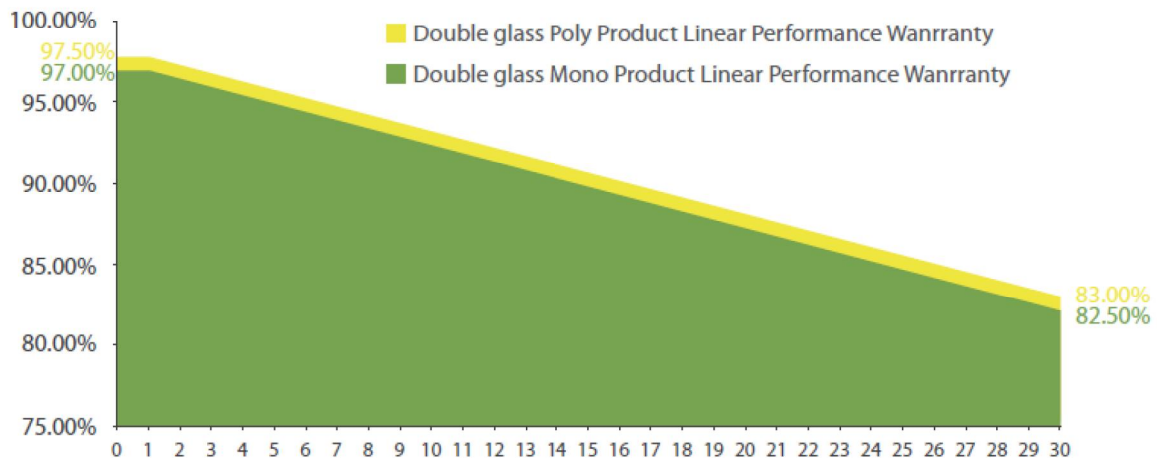
3). Double glass Poly product exhibits a power output no less than 97.5% of the nominal peak power specified on the respective datasheet or module label at STC within the first year from the “warranty start date”, and power output declining by no more than 0.5% per year of the nominal peak power as specified on the respective datasheet at STC from the



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2<sup>nd</sup> year to 30<sup>th</sup> year. Consequently, at the end of the thirtieth year from the “warranty start date”, the modules will still produce a power output of at least 83.0% based on the stated nominal output at STC.

4). Double glass Mono product exhibits a power output no less than 97% of the nominal peak power specified on the respective datasheet or module label at STC within the first year from the “warranty start date”, and power output declining by no more than 0.5% per year of the nominal peak power as specified on the respective datasheet at STC from the 2<sup>nd</sup> year to 30<sup>th</sup> year. Consequently, at the end of the thirtieth year from the “warranty start date”, the modules will still produce a power output of at least 82.5% based on the stated nominal output at STC.



For the above such loss in power measured by Chint Solar facility or the 3<sup>rd</sup> party testing institute recognized by both sides, it is determined by Chint Solar (at its sole and absolute discretion) to be due to defects in material or workmanship, is eligible for claim under this Limited Warranty for Crystalline PV Modules. Chint Solar will remedy such loss in power by



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either providing additional modules to the customer to make up for such loss in power, or by repairing or replacing the defective modules at the discretion of Chint Solar.

The remedies set forth in this Clause 2 shall be the sole and exclusive remedies provided under the “Limited Peak Power Warranty – Limited Remedy”.

Caution: Any power measurement mentioned herein shall be carried out in accordance with IEC 60904 and subjected to - a power measurement uncertainty of  $\pm 3\%$ .

### **3. Warranty Exclusions and Limitations**

A. In any event, all warranty claims must be filed in accordance with the instructions outlined in Clause 4 of this Limited Warranty for Crystalline PV Modules, within the applicable warranty period.

B. The Limited Warranty for Crystalline PV Modules does not apply to any modules which have been subjected to:

- Misuse, abuse, neglect or accident;
- Alteration, disassemble, reinstallation, and/or improper installation or application;
- Non-observance of Chint Solar’s installation and maintenance instructions;
- Repair or modifications by persons that have not been previously authorized or approved by Chint Solar;
- Failures caused by surrounding equipment of the module;
- Use under unusual conditions or environments (such as high temperature, high humidity and so on) that deviate from the product specifications and installation manual;



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- Use for purposes unrelated to the generation of solar power;
- Connection with any other manufacturer's PV modules, or Chint Solar modules that are a different model or have different power output specifications without Chint Solar's approval in advance.
- Defects occurring during transportation or storage in violation of usual transportation or storage rules or such specified by Chint Solar, after the modules have been delivered to the customer;
- Naturally occurring scratches, stains, mechanical wear, rust, degradation, discoloring, or other alteration occurring after the shipment from Chint Solar that have no effect on the power generation performance or mechanical strength of the module, but not limited to the below visual alteration during the related warranty period:
  - a. Non-significant discoloration of laminate.
  - b. Non-significant loss of glass transparency.
  - c. Non-significant increase of surface roughness.
  - d. Non-significant frame damage due to environmental stress.
  - e. Non-significant damage of junction box due to environmental stress or indication of corrosion.
  - f. Non-significant damage of connectors and cables due to environmental stress or indication of corrosion.
  - g. Non-significant damage of frame fixation due to environmental stress.
- Power failure surges, flood, fire, accidental breakage or other events caused by force of



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nature, force majeure, or other unforeseeable circumstances outside the range of influence of Chint Solar.

C. The Limited Warranty for Crystalline PV Modules does not cover any transportation charges, customs clearance or any other costs for return of the modules, for reshipment of any repaired or replaced modules, or costs associated with installation, removal or reinstallation of the modules, or profits loss of the system generation.

D. Warranty claims will not be honored if the type or serial number of the modules have been altered, removed or made illegible.

E. Chint Solar shall have no responsibility or liability whatsoever for damage or injury to persons or property, or for other loss or injury resulting from any cause whatsoever arising out of or related to modules, including, without limitation, any defects in the modules, or from use or installation. Under no circumstances shall Chint Solar be liable for incidental, consequential, loss of use, loss of profits, loss of revenues, loss of production or special damages. Chint Solar's aggregate liability, if any, in damages or otherwise, shall not exceed the invoice value against the affected modules as paid for by the customer.

#### **4. Obtaining Warranty Performance**

A. Warranty claims should be sent to (a) the dealer who sold the modules, or (b) the authorized Chint Solar distributor who sold the modules, or (c) Chint Solar directly at the address: 1335 Bin'an Rd, Binjiang District, Hangzhou, 310053, China

B. Warranty claims must be sent by registered mail or courier or any other official written



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and legal valid document. The claims must include the module model type and the serial number of the defective module(s) (both can be found on the module label), the installation date, location and address of the installation, a precise description of the defect observed and (if applicable, additional information that could attribute to the analysis of the defect, photographs of the damaged modules, the circuit diagram of the system, any records from the system data monitoring), accompanied by a copy of the relevant invoice and purchase contract, delivery date, and must state: "We hereby accept, and agree to, the choice of law, the choice of an expert appraiser and the choice of arbitration as set out in Clause 6 of your Limited Warranty for Crystalline PV Modules on which our claim is based." Incomplete notifications claims that do not meet the notification deadline of Clause 4, Section C will not be processed.

C. Any claim under this limited warranty shall be forfeited if (a) the customer does not notify Chint Solar of such claim in writing in accordance with Clause 4 Section A within thirty (30) days after discovering or after the customer should have discovered, the defect claimed under warranty; or (b) the customer does not commence court or arbitration action within six (6) months after proper notification of the claim.

D. Chint Solar is entitled to supply another type of module (if necessary, with other properties) to replace the claimed one if it is no longer in production when the warranty claim is received.

E. The repair, replacement, or additional delivery of a module neither renews nor extends the period of the warranty.





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F. Any claimed/defective product that has been replaced by Chint Solar shall become the property of Chint Solar. The claimed/defective product shall be returned or otherwise disposed of in accordance with the instructions of Chint Solar and at the customer's expense.

## **5. Severability**

If a part, provision or clause of this Limited Warranty for Crystalline 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 Crystalline PV Modules, and to this end such other parts, provisions, clauses or applications of this Limited Warranty for Crystalline PV Modules shall be treated as severable.

## **6. Disputes**

No action, regardless of form, arising out of or in any way connected with this Limited Warranty for Crystalline PV Modules, maybe brought against Chint Solar more than six (6) months after the cause of action has occurred.

Chint Solar may provide these warranty conditions in several languages for the convenience of customers. In the event of deviations, the English version shall prevail.

In the case of a dispute in a warranty claim, a first-class international institute designated by Chint Solar such as Fraunhofer ISE in Freiburg, Germany or TÜV Rheinland in



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Cologne/China, TÜV SUD in China, Intertek, CSA and other test laboratories (CBTL)

accredited by IECEE shall be involved to judge the claim. All fees and expenses shall be borne by the losing party, unless otherwise awarded.

The final right of interpretation shall be borne by Chint Solar.

### GLOBAL SERVICE CENTERS

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Fax: + 86 571 5603 2383

### MANUFACTURING PLANTS

Hangzhou / Haining / Vietnam / Cambodia