



# Zhejiang Ganghang Solar Technology

Photovoltaic Module Global Limited Warranty

**Maysun Solar - WARRANTY - 004**

**Version: 2023 - 09**

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Zhejiang Ganghang Solar Technology Co., Ltd. (hereinafter referred to as "Ganghang Energy" or "Maysun Solar") provides the ultimate buyers, designated distributors, OEM customers (hereinafter: "Customers") of Ganghang solar crystalline silicon photovoltaic modules (hereinafter referred to as "products" or "modules") a limited quality warranty.

## **1. 15-Year Product Limited Warranty: Repair, Replace or Compensate**

Based on the exceptions and limitations stipulated in Clause 4 of this warranty, Maysun Solar warrants its single-glass modules under normal conditions of application, operation, use, installation and maintenance: from the date of product delivery to the date of direct purchase to the customer or within 15 years (hereinafter referred to as the "Limited Product Warranty Period") from the date of the expiry of the 3-month period (whichever is the earlier of the two) (hereinafter referred to as the "Warranty Start Date") (hereinafter referred to as the "Limited Product Warranty Period"), there will be no significant impact product defects due to material and/or workmanship of modules performance. If the modules have material and/or workmanship defects that are sufficient to affect the performance of the modules during the limited warranty period of the above products, Maysun Solar will negotiate with the customers and decide to choose one of the following remedies according to the type of product defect problems:

- ① **Repair** defective modules, or
- ② **Reissue** a new modules, or its parts for the defective modules, or
- ③ **Compensate (refund)** the reasonable market value of the defective modules, at the time of the claim (hereinafter individually or collectively referred to as the "Limited Product Warranty"): Damage within 5 years of purchase according to the original purchase price issued by Maysun Solar and its overseas branches \* 5% depreciation fee per year.

## 2. 25-Year Limited Peak Power Warranty: Repair, Replace or Compensate

According to the following conditions and exclusions, Maysun Solar guarantees that the power attenuation of single crystal modules will be 2.5% in the first year from the start date of the warranty, and the average annual power attenuation will not be higher than 0.50% from the second year to the 25th year. By the end of the 25th year, the actual power output shall not be lower than 85.5% of the nominal power.

In the event of any warranty by the supplier against the customer that the products are not covered by this warranty, if the supplier determines that the defect is caused by the supplier's material or process problems, or if it is determined that the responsible party is the supplier after testing by a third party testing institution jointly selected by the customer and the supplier in the case of customer's demand, the supplier shall have the right to negotiate with the customer and provide compensation to the customer by selecting any of the following remedies:

- ① **Maintenance:** The supplier determines the maintenance plan and repairs the defective products;
- ② **Exchange:** The supplier provides free products to replace defective products or provides additional products to make up for the power difference between the actual test power and warranty power of defective products, and provides free shipping to the delivery location at the time of initial sale, excluding product insurance premiums, import and export tariffs that should be paid during transportation, and any costs incurred due to the customer's failure to cooperate, such as storage fees, demurrage fees, etc.
- ③ **(Compensation) Refund:** Repay the value difference corresponding to the difference between the actual output power of the defective products and the warranty power by means of refund:

The original purchase invoice price (price per watt) provided by Maysun Solar and its subsidiaries  
\* (sum of remaining theoretical warranty power - actual output power):

**Attention:**

If the original purchase invoice cannot be provided, the current market price will be paid,  
otherwise the original purchase price will be calculated.

In the measurement of all actual output power, according to IEC60904, the influence of test uncertainty should be considered, and the uncertainty test deviation of  $\pm 3\%$  should be performed and allowed, that is, the power guarantee value should be considered within the range of measurement data.

Standard Test Conditions are: air quality AM1.5, wind speed=0m/s, irradiation 1000W/square meter, battery temperature 25°C.

The repaired or replaced modules still apply the original warranty period, that is, the warranty period will not be recalculated or extended due to repair or replacement. In the event that the defective modules are no longer produced, cannot be supplied or have been withdrawn from the market, the supplier has the right to provide similar modules as a replacement for the defective modules, but the performance of the new modules should not be lower than the original performance of the defective modules.

For defective modules or scrapped modules, the buyer shall dispose of the product at its own expense in accordance with the local applicable e-waste disposal regulations of the project location, unless it is agreed by the supplier or retrieved in accordance with the law. If the supplier decides or is required by law to take back these defective products, the ownership of the relevant products belongs to the supplier. In addition, buyer shall not sell, rework, or reuse replaced

products in any form without the express written consent of supplier.

### **3. 30+30 Years Limited Product Warranty & Limited Peak Power Warranty: Repair, Replace or Compensate for Double Glass Modules**

Based on the exceptions and limitations set forth in Section 4 of this warranty, Maysun Solar warrants the following series of Dual Glass Modules:

- ① TwiSun
- ② TwiSun X
- ③ N-TopCon (Except for MS(500-525)MB-60HR-BB)
- ④ HJT

Product defects that materially affect the performance of the Module. During the Limited Warranty Period, if the defects in materials and/or workmanship of the Module are sufficient to affect the performance of the Module, Maysun Solar, in consultation with the Customer, will decide to select one of the following remedies, depending on the type of the defective product issue:

- ① **Repair** the defective module, or
- ② **Re-supply** the defective module with a new module or its components, or
- ③ **Indemnify (refund)** the reasonable market value of the defective module at the time of the claim (hereinafter referred to individually or collectively as the "Limited Product Warranty"):  
Damage within 5 years from the date of purchase, calculated on the basis of the original purchase price issued by Maysun Solar and its overseas affiliates \* 5% depreciation per year.

Subject to the following conditions and exclusions, Maysun Solar guarantees that of the above series of double-glazed modules:

The power degradation of P-type PERC technology cell modules will be no more than 2% in the first year from the date of commencement of the warranty period. From the 2nd year to the 30th year, the annual average power attenuation is no more than 0.45%. At the end of the 30th year, the actual output power is not less than 84.95% of the rated power.

The power degradation of N-type TopCon technology cell module is no more than 1% in the first year from the start date of the warranty period. From the 2nd to the 30th year, the annual average power degradation is no more than 0.4%. At the end of the 30th year, the actual output power is not less than 87.4% of the rated power.

When the Supplier advises the Purchaser that the product does not meet the warranty requirements set forth in this warranty, if the Supplier determines that the defect was caused by a problem with the Supplier's materials or workmanship, or if requested by the Customer. If the selected third-party testing organisation confirms after testing that the responsible party is the Supplier, the Supplier has the right to negotiate with the Customer and compensate the Customer by selecting one of the following remedies:

- ① **Repair:** the Supplier shall determine a repair programme and repair the defective product;
- ② **Replacement:** the supplier shall provide products to replace the defective product free of charge, or provide additional products to make up for the power difference between the actual tested power of the defective product and the warranted power, and provide free delivery to the place of delivery at the time of the first sale, excluding product insurance premiums, import and export tariffs to be paid during transport, and any costs incurred due to the lack of customer co-operation, such as storage and demurrage charges.

③ **(Compensation) Refund:** Return the difference between the actual output power of the defective product and the warranted power by way of refund:

The original purchase invoice price (price per watt) provided by Maysun Solar and its subsidiaries

\* (the sum of the remaining theoretical warranty power - actual output power);

**Attention:**

If the original purchase invoice cannot be provided, payment will be based on the current market price, otherwise the original purchase price will be calculated.

In all measurements of actual output power, the effect of test uncertainty shall be taken into account according to the IEC 60904 standard for  $\pm 3\%$  uncertainty test deviation and  $\pm 3\%$  uncertainty deviation shall be allowed, i.e. the power warranty value shall be taken into account within the range of the measured data.

Standard test conditions are: air quality AM1.5, wind speed = 0m/s, irradiance  $1000\text{W}/\text{m}^2$ , cell temperature  $25^\circ\text{C}$ .

The original warranty period still applies to repaired or replaced modules, i.e. the warranty period will not be recalculated or extended as a result of repair or replacement. In the event that the defective module is no longer produced, is unavailable or has been withdrawn from the market, the supplier shall be entitled to offer a similar module as a replacement for the defective module, provided that the performance of the new module shall not be inferior to the original performance of the defective module.

For defective modules or end-of-life modules, the buyer shall dispose of them in accordance with the applicable e-waste disposal regulations of the project location at its own expense, except for



recovery with the consent of the supplier or in accordance with the law. If the Supplier decides or is required by law to take back such defective products, the ownership of the relevant products shall belong to the Supplier. Furthermore, the Buyer shall not sell, rework or reuse the replaced products in any form without the express written consent of the Supplier.

#### **4. Exclusions and Limitations of Liability**

The supplier and the customers expressly agree that this "Limited Warranty" does not apply to the following modules:

- The customers or end users fail to comply with the relevant provisions of the supplier's product installation manual, product technical specification and maintenance manual, and improper installation, use and maintenance cause product damage or abnormal function;
- Defects caused by the violation of normal transportation or storage conditions or the transportation and storage rules specified by Maysun Solar after the modules are delivered to the customers;
- The customers or end users misuse, abuse, negligence, vandalism or accident resulting in product damage or abnormal function;
- The customers or end users' power failure, power surge, lightning, flood, fire, accidental damage or other events beyond the control of the supplier lead to product damage or abnormal function.
- The product is installed on mobile equipment (except for photovoltaic tracking systems expressly agreed by the seller) such as vehicles, ships, etc., or on offshore facilities (except for

water surface floating systems and fishing-photovoltaic complementary pipe pile project systems that have been approved in advance by the supplier);

- Customers or end users stress exceeds the maximum system voltage or surge;
- Defects in building modules in which the customer or end user installs the modules;
- Customers or end users apply under extreme heat (referring to the temperature exceeding the operating ambient temperature of the modules) or extreme environmental conditions, or the application environment changes rapidly, causing the products to be corroded, oxidized or affected by chemical products, resulting in product damage or abnormal function.
- Customers or end users fails to pay (whether in whole or in part) the purchase price (whether in whole or in part) to the supplier or its affiliated company that sells the modules to the market;
- Customers or end users the product in a way that infringes the intellectual property rights (including but not limited to patent rights, trademark rights, etc.) of the supplier or any third party;
- In addition, the supplier has the right to reject the customers' claim when the model and serial number identification of the modules is tampered with, removed or cannot be clearly identified without the supplier's written authorization.

## **5. Quality Assurance Acquisition and Procedures**

If the customers think that the normal warranty requirements can be made, they should send an email to the after-sales unified mailbox of the customer service department of Maysun Solar

within 6 weeks after the defect is found: [service@maysunsolar.com](mailto:service@maysunsolar.com) or directly contact the corresponding salesperson. The email should be accompanied by (1) a detailed description of the defect, (2) the purchase invoice and (3) the date of purchase, (4) the panel model number and (5) photographs and details of the defect with the serial number shown on the placard (6) any other photographic or video evidence of damage to the panel due to non-human causes. If the customers fail to notify the supplier and provide the relevant information in (1)-(6) above, the supplier has the right to refuse to process the relevant claims before the customers fail to provide the relevant information as required by the supplier and no responsibility is assumed for this.

After receiving the customers' claim demand and complete information materials, the supplier will review and evaluate the relevant claim request. If the supplier deems it necessary, the modules can be shipped back to the supplier's factory for testing, and the supplier will provide the customers with a Return Merchandise Authorization (RMA). In the absence of a Return Merchandise Authorization, the supplier will not accept the returned modules. If the customers return the product without any authorization, the risk (including but not limited to damage and loss of the goods) and the cost of the related products will be borne by the customers. With the approval of the supplier's technical service department, the reasonable, necessary and documented shipping costs of modules related to the "Limited Product Warranty" and "Limited Power Warranty" claims will be reimbursed by the supplier to the customers.

The supplier has the right to decide whether to send a representative to investigate and verify the installation site of the claimed modules, and the supplier shall bear the expenses incurred. If the supplier decides to send a representative to the product installation site for verification, the customers should actively cooperate. If the customers refuse the supplier to enter the site for verification without reasonable reasons, the supplier has the right to delay or refuse the warranty claim procedure at its own discretion; If a third party testing agency is required (both parties must

agree, if both parties cannot agree, the testing agency designated by the supplier shall prevail), the reasonable costs incurred by the third party testing agency for identification shall be advanced by the customer. If the third party testing agency confirms and determines that the liability belongs to the supplier, the reasonable and direct costs incurred for the test can be passed on to the supplier with relevant evidence, including shipping costs, transport insurance, third party laboratory testing costs, etc.

## **6. Limitations of Liability**

The terms of this Limited Warranty expressly supersede and exclude all other warranties, express or implied, including, but not limited to, commercial warranties of performance, fitness for a particular purpose, purpose or application, and other obligations or responsibilities of the supplier. To the fullest extent permitted by law, the customer understands and agrees that the supplier shall not be liable for personal injury or property damage, and shall not be liable for any cause caused by or related to the modules (including but not limited to any defect in the modules, any defect arising from use and installation) liability for other losses or injuries caused. Supplier shall not be liable for incidental, consequential or special damages arising out of any cause. Indirect losses due to unavailability of products, including but not limited to loss of profit, loss of production, loss of power generation, loss of business opportunity, loss of goodwill, increase in operating costs or loss of revenue are hereby expressly excluded.

## **7. Force Majeure**

Due to force majeure events such as natural disasters (fires, floods, snowstorms, hurricanes, earthquakes, lightning, epidemics), changes in public policy, wars, riots, strikes and inability to obtain suitable and sufficient labor, materials or production capacity, technology or inability to output and other uncontrollable events that Maysun Solar cannot foresee, including but not

limited to any technical or physical events or conditions that Maysun Solar cannot reasonably know or understand when selling defective products or making warranty claims, resulting in Maysun Solar is unable to perform or delays performance of its obligations under this limited warranty, and Maysun Solar will not be responsible to the customer or any third party.

## **8. Transferability**

Customer may assign rights under this Limited Warranty to subsequent new owners upon written notice to Supplier, provided that:

- ① The modules remain intact and unchanged at the initial installation site;
- ② The modules sales contract has no remaining arrears or other payables (such as liquidated damages);
- ③ The transfer shall be a whole transfer, not a partial transfer.
- ④ The assignee agrees to be bound by all the terms of this "Limited Warranty".

Maysun Solar has the right to refuse to accept the warranty claim made by the end users unless the end users submit in writing and provides documents that can be recognized by Maysun Solar and can prove that the warranty rights have been transferred to the end user;

## **9. Separable Clauses**

If any provision or clause of this PV Module Limited Warranty is held to be invalid, void or unenforceable, it shall not affect the validity of any other provision or clause of this PV Module Limited Warranty and shall be deemed to be severed from the other provisions or clauses. Shall not affect the validity of the provisions or terms of the other parts of this PV Module Limited Warranty and shall be deemed to be severed from the provisions or terms of the other parts.