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## **PV MODULE LIMITED WARRANTY POLICY**

Valid from Jul, 1<sup>st</sup>, 2020

### **Summary of Warranty Policy**

1. 12-Year Material and Craftsmanship Warranty
2. 25-Year Linear Power Warranty

Dear Customers,

Thanks for choosing high quality modules from Changzhou EGing Photovoltaic Technology Co., Ltd (Hereinafter referred to as “EGing PV” )

This warranty is provided in addition to other rights and remedies held by a consumer at law. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also 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.

### **Material and Craftsmanship Warranty**

EGing PV warrants to the first buyer the EGing Branded modules (the modules sold and installed within Australia), upon delivery, to be free from defective craftsmanship and materials under normal application, appropriate installation and service conditions.

The warranty period for material defects and craftsmanship is 12 years from the date of delivery. Neither the sales personnel of EGing PV nor any other person is authorized to extend the duration of any warranties beyond the time period on behalf of EGing PV. This warranty is transferable when product remains installed in original location at the time of product warranty registration.

Upon acceptance of the claim, it is the commitment of EGing PV that it will, at its option, either repair or replace the defective modules with timely service at no charge to the purchaser or refund the purchasing value.

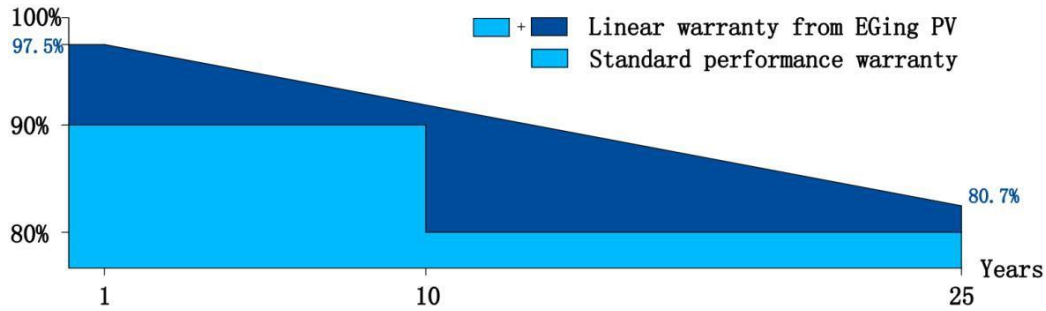
This warranty does not cover any damages or defects which were caused by repairs or attempted repairs performed by anyone other than EGing PV or authorized service providers. All customers are kindly reminded to contact EGing PV only at any time for immediate service assistance.

### **(1)25 Year Linear Power Output Warranty**

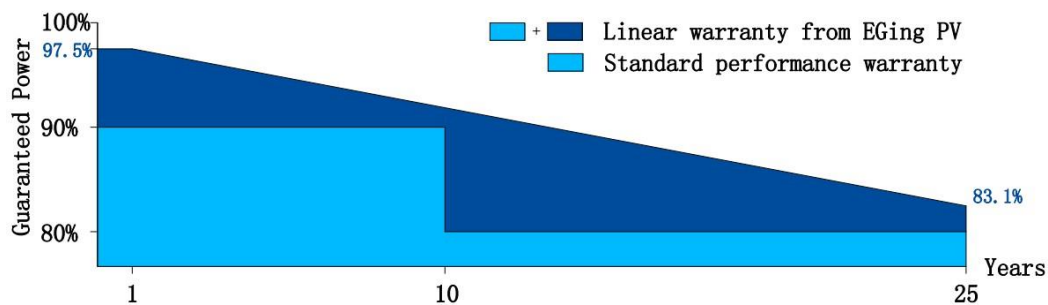
The warranty period with respect to power output continues for a total of 25 years from date of delivery.

For Polycrystalline single glass modules: not exceed 2.5% degradation in the first year, and

0.7 % per year thereafter, ending at 80.7% in the 25th year after warranty start.



For Monocrystalline single glass modules: not exceed 2.5% degradation in the first year, and 0.6% per year thereafter, ending at 83.1% in the 25th year after warranty start.



This warranty is transferable when product remains installed in original location at the time of product warranty registration. EGing PV will, at its option, repair or replace the product, refund the purchase price, or provide the purchaser with additional modules to make up lost power, provided that such degradation is determined to be due to defects in materials or craftsmanship under normal installation, appropriate application and service operation. The relevant Minimum Specified Power Rating is defined in EGing PV's product label at the time of shipment.

Standard Test Conditions are irradiance of 1000 W/ m<sup>2</sup>, 25° C cell temperature, and AM

1.5 light spectrum.

The limited warranties set forth herein are expressly in lieu of and exclude all other express or implied warranties, including but not limited to warranties of merchantability and of fitness for particular purpose, use, or application and all other obligations or liabilities on the part of EGing PV, unless such other warranties, obligations, or liabilities are expressly agreed to in writing and approved by EGing PV.

The warranties described above shall be sole and exclusive warranties provided by EGing PV and shall be the sole and exclusive remedy available to the purchaser, unless otherwise agreed and approved by EGing PV in writing.

EGing PV's aggregate liability, if any, in damages or otherwise, shall not exceed the invoice

value as paid by the purchaser.

EGing PV 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 the product, including, without limitation, any defects in the module, or from use or installation.

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 warranty be extended or reset. The replaced modules shall become the property of EGing PV, EGing PV has the right to deliver another type (different in size, color, shape and/or power) in case EGing PV discontinues producing the replaced modules at the time of the claim. In the mean time, EGing PV will exert reasonable efforts to deliver a similar or equivalent type of modules.

If Products Recall is necessary, EGing PV will follow the ACCC's Customer Product Safety Recall Guidelines to ensure all care and efforts to alert customers and rectify the issue.

#### **Items Excluded from Warranty Coverage**

Warranty coverage does not apply when:

- A) The module are modified, damaged, defaced or is improperly transported, installed, abused or used inappropriately;
- B) The modules are installed in a mobile or marine environment, subjected to improper voltage or power surges or abnormal environmental conditions (such as acid rain or other pollution);
- C) The components in the construction based on which the modules is mounted are defective;
- D) External artificial corrosion, mold discoloration or the like occurs;
- E) Defects caused by the modules being subjected to any of the following: extreme thermal or environmental conditions or rapid changes in such conditions, corrosion, oxidation, unauthorized modifications or connections, unauthorized opening or repair, repair by use of unauthorized spare parts, accident, force of nature (such as lightning strike), influence from chemical product or other acts beyond EGing PV's reasonable control (including but not limited to damage by fire, flood, etc.);
- F) Incidental, consequential or special damages such as loss of use, loss of profits, revenues, business, goodwill, damage to reputation or expenses payable to a third party.

#### **Force Majeure**

Where there is the force majeure category of issues including but not limited to acts of God, war, riots, strikes, unavailability of suitable and sufficient material, capacity and/or any unforeseen events beyond the control of EGing PV after reasonable efforts, EGing PV shall not be responsible for non-performance or delay in performance of the duties under this warranty.

**Severability**

If a part, provision or clause of this warranty, or the application thereof to any person or circumstance, is held invalid, void or unenforceable. All other provisions contained in this warranty shall not be affected and accordingly shall remain in full force and effect.

**Claim Warranty**

If visible defects occur when the modules are delivered. Changzhou EGing Photovoltaic Technology Co., Ltd.(Head Office: Address: No., 18 Jinwu Road, Jintan District, Jiangsu Province, China, email:market@egingpv.com, Phone:+8651982588999; Website:www.egingpv.com) must be noticed immediately. If visible defects are not reported immediately to EGing PV, EGing PV may refuse to honor this warranty.

EGing PV has a process for handling batch defects and will work with CEC, ACCC and CER bringing people to the awareness of the seriousness of the problems and make arrangements to replace the modules if serious defects affecting performance or safety occurs.

To claim under this warranty, please contact Changzhou EGing Photovoltaic Technology Co., Ltd.(Head Office:Address:No.,18 Jinwu Road, Jintan District, Jiangsu Province, China, email:market@egingpv.com,Phone:+8651982588999,Website:www.egingpv.com).

It is unacceptable that returning the products without permission from EGing PV.

If the purchaser feels a justified claim covered by this warranty, an immediate notification directly to EGing PV shall be filed. Together with the notification, the purchaser should enclose the evidence of the claim with the corresponding serial number of the module as well as the documents of purchasing. EGing PV will determine in its sole judgment the adequacy of the claim. Warranty claims will not be honored if the type or serial number of the modules have been altered, removed or made illegible.

In the case where there is any controversy regarding a given warranty-claim or the customers are unsatisfied with the outcome of a warranty claim, a publicly recognized international test-institute such as TUV Rheinland or IPE of University of Stuttgart of Germany shall be involved to judge the claim finally. All fees and expenses shall be borne by the losing party, unless otherwise agreed between EGing PV and the buyer. The final explanation right shall be borne by EGing PV.

In case of replacement, upon receiving the notification from EGing PV in writing for return of the product involved for warranty claim, the buyer can ship the products back to EGing PV, if the purchaser ships the Product, it is required that the replaced products are insured and packaged for the kind for of transportation chosen by the purchaser. Transportation charge, customs clearance or any other costs for return of the replaced or repaired products or costs related to installation, removal or reinstallation of the products shall be borne by the purchaser. Upon approval from EGing PV, all reasonable costs relating to logistics will be reimbursed by EGing PV. EGing PV will provide all necessary services and assistance and ensures fast



response from the time of claim is launched to the time the claim is settled.

This warranty applies to modules to be delivered after Jul,1<sup>st</sup>, 2020.

**Changzhou EGing Photovoltaic Technology Co.,Ltd.**

Australian Importer:

Tradezone Pty Ltd

ABN: 39103815130

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Phone: 1800 092 778

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