

## PV MODULE LIMITED WARRANTY POLICY

Effective on Apr 1st 2023

### **Material and Craftsmanship Warranty**

Changzhou EGing Photovoltaic Technology Co., Ltd (Hereinafter referred to as “EGing PV”) warrants to the first buyer (Hereinafter referred to as “Buyer”) the EGing Branded modules the EGing Branded modules (Hereinafter referred to as “Product” or “Products”): During the limited warranty period, the original photovoltaic modules of EGing will not have quality problems of process and materials under the conditions of normal installation, use, operation, maintenance and environmental conditions, excluding stains, mechanical wear, rust, mold, deformation or discoloration of the Products, hereinafter referred to as “Product Warranty”.

The Product Warranty period is 15 years as of the date of delivery from EGing's factory (In addition, the warranty period of N-type black Products is 25 years).

For the specified Products listed below and only when they are installed on the residential rooftops, subject to the limitations & exclusions contained herein, and in lieu of the fifteen (15) Year Limited Product Warranty specified above, EGing PV warrants to the Buyer that, for twenty-five (25) years after the Warranty Start Date, the Products shall be free from defects in materials and workmanship which have an adverse effect on Products functionality under normal application, installation, use, and service conditions as specified in EGing PV's standard product documentation such as the installation manual and its annexes.

EG-(SERIES)M54-HL(black), EG-(SERIES)M60-HE(black)

EG-(SERIES)M54-HLV(black), EG-(SERIES)M60-HEV(black)

EG-(SERIES)NT54-HLV(black), EG-(SERIES)NT60-HLV(black)

EG-(SERIES)NT54-HLV(black frame), EG-(SERIES)NT60-HLV(black frame)

EG-(SERIES)NT72-HLV(black), EG-(SERIES)NT72-HLV(black frame)

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.

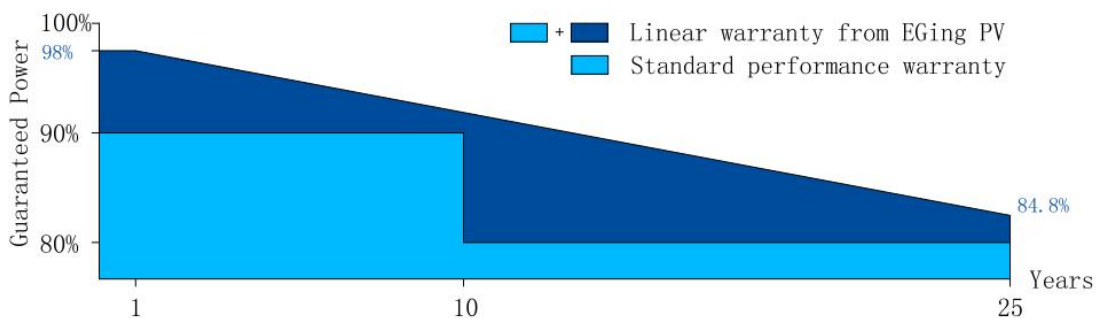
This warranty does not cover any damages or defects which were caused by repairs or attempted repairs performed by anyone other than EGing PV or authorized service providers. All customers are kindly reminded to contact EGing PV only at any time for immediate service assistance.

**Linear Power Output Warranty**

The warranty period with respect to power output continues for a total of 25 (single glass modules) \30 (double glass modules) years from date of delivery.

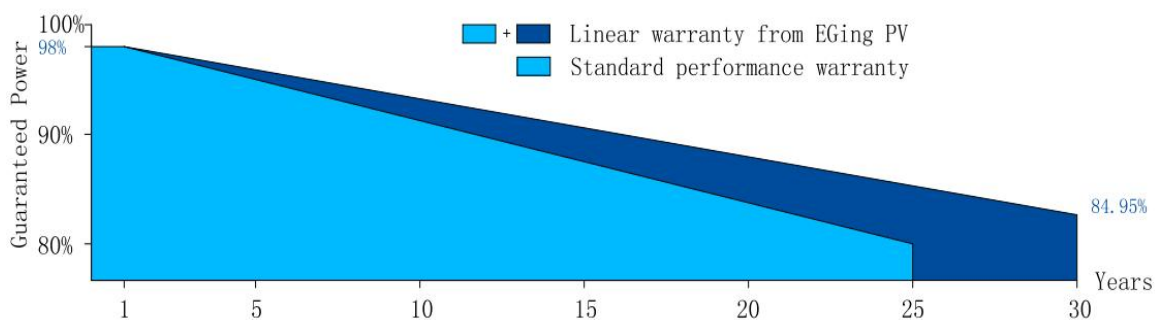
**A. Monocrystalline single glass modules**

For Monocrystalline single glass modules: not exceed 2% degradation in the first year, and 0.55% per year thereafter, ending at 84.8% in the 25th year after warranty start.



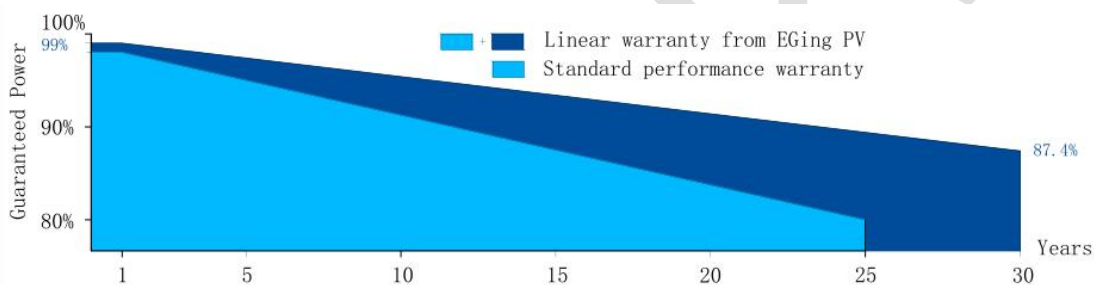
**B. Monocrystalline double glass modules**

For Monocrystalline double glass modules: not exceed 2% degradation in the first year, and 0.45% per year thereafter, ending at 84.95% in the 30th year after warranty start.



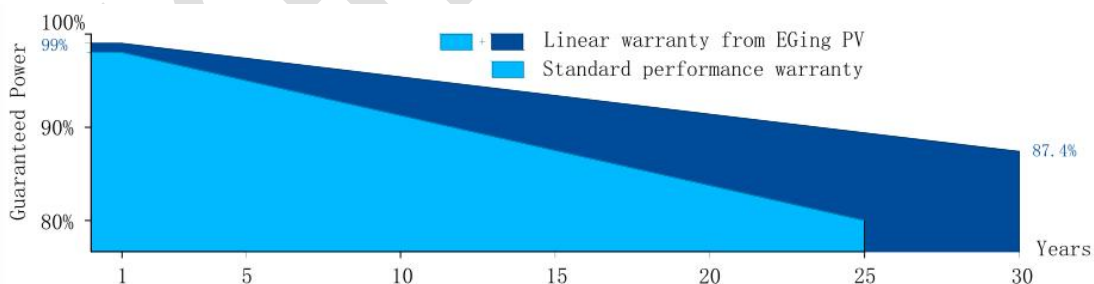
**C.N-type Monocrystalline single glass modules**

For Monocrystalline single glass modules: not exceed 1% degradation in the first year, and 0.4% per year thereafter, ending at 87.4% in the 30th year after warranty start.



**D. N-type Monocrystalline double glass modules**

For Monocrystalline double glass modules: not exceed 1% degradation in the first year, and 0.4% per year thereafter, ending at 87.4% in the 30th 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 workmanship 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 AM1.5 light spectrum.

## **REMEDIES**

If the customer believes that the moduels do not meet the requirements of product warranty, the customer shall notify EGing in time and within 30 days. The notice should contain the following information: (a) Claimant; (b) Detailed description;(c) Supporting materials, including photos or data;(d) Serial number of the moduel; (e) Warranty start date;(f) Module type; (g) Location; (h) Other supplementary supporting materials required by EGing; (i) Provide moduels that do not meet the the requirements of product warranty according to the requirements of EGing.

In the event that the quality defect or non-conformity of the Products is attributable to EGing, EGing will, at its sole option, repair, replace and/or refund such Products. The repair or replacement of the Products shall not constitute the beginning of a new warranty, nor does it extend the original warranty, but continues to calculate the remaining warranty period of the original Products. If the Products to be replaced have been discontinued, EGing has the right to, within the scope of reasonable efforts, use the same or similar models of modules to implement such replacement. EGing is responsible for the direct costs of repair and replacement in addition to the freight for transporting the repair, replacement and/or additional Products to the Buyer only. For avoidance of doubt, EGing shall not be responsible for the removal, re-installation, insurance, customs clearance and other work of the relevant Products.

## **LIABILITY LIMITATION**

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.

#### **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.

**MERGER CLAUSE**

This Limited Warranty sets forth the entire agreement and understanding of the Parties relating to the subject matter herein and supersedes any and all prior or contemporaneous discussion, understanding and agreement, whether oral or written, between them relating to the subject matter hereof.

**MISCELLANEOUS**

The terms of this Limited Warranty constitutes the premise of the contractual agreement between EGing and Buyer upon the Products, and when any conflict or discrepancy with such contractual agreement, this Limited Warranty shall prevail. EGing reserves the right to modify or update this Limited Warranty at any time, with or without notice.

**Claim Warranty:**

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, 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.

#### **DISPUTE SETTLEMENT**

Any dispute related to or arising out of this Limited Warranty, including without limitation any question regarding its existence, validity, breach, or termination, shall be referred to and finally resolved pursuant to the governing law clauses and dispute resolution procedures under the purchase agreement between the Buyer and EGing. As a condition to perform any obligation of EGing hereunder, EGing may require any customer seeking to enforce this Limited Warranty to execute an additional agreements as may reasonably be required to enforce the terms.

#### **Australian consumer Law statement**

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 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.

This warranty applies to modules to be delivered after Apr 1st 2023 in Australia market.

Warranty Claim in Australia: One Stop Warehouse Pty Ltd.

Tel.: +61 (07) 3209 4940

Email: [tech@onestopwarehouse.com.au](mailto:tech@onestopwarehouse.com.au)

Website: [www.onestopwarehouse.com.au](http://www.onestopwarehouse.com.au)

Add: 55 Rai Drive, Crestmead QLD 4132, Australia