

ZNSHINE PV-TECH Co.,Ltd.

Address: No.1,South Zhenxing Road,Industrial Zone,
Zhixi Town,Jintan District,Changzhou City ,Jiangsu Province,China

Email: info@znshinesolar.com

Website: <https://www.znshinesolar.com>

Limited Warranty for Standard PV Modules

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

Subject to the exclusions and limitations hereinafter, ZNSHINE PV-TECH Co.,Ltd. (hereinafter referred to as “ZNSHINE”) warrants to the original buyer (hereinafter referred to as “Buyer”) that the modules shall be free from defects in material and workmanship that have an adverse effect on module functionality under normal application, installation, operation and service conditions as specified in ZNSHINE’s pertinent product documentation and installation manual, and are hence endowed with a Limited Product Warranty of **one hundred forty-four (144) months** commencing from the delivery date to the Buyer or 3 months after the modules are despatched from production plant, whichever date is earlier (hereinafter “Warranty Start Date”).

Subject to the exclusions and limitations hereinafter, the PV modules which are installed in Residential Rooftop PV system (where the clearance between backside of the single-glass module and roof surface is ≤ 300 mm, and the clearance between backside of double-glass module and roof surface is ≤ 500 mm) shall be free from defects in material and workmanship that have an adverse effect on module functionality under normal application, installation, operation and service conditions as specified in ZNSHINE’s pertinent product documentation and installation manual, and are hence endowed with a Limited Product Warranty of **one hundred eighty (180) months** commencing from Warranty Start Date.

Subject to the exclusions and limitations hereinafter, for the PV modules listed below and when installed on residential rooftops (where the clearance between backside of the single-glass module and roof surface is ≤ 300 mm), ZNSHINE provides Limited Product Warranty of **three hundred (300) months** commencing from the Warranty Start Date for the module types listed below:

ZXM7-SH120-440/M, ZXM7-SH108-400/M, ZXM7-SH108-405/M,
ZXM7-SH108-410/M, ZXM7-SH108-415/M, ZXM7-NH108-415/M
ZXM7-UH108-415/M, ZXM7-SH108-415/N, ZXM7-SH108-430/N,
ZXM7-SH108-435/N, ZXM7-SH108-440/N, ZXM7-UH108-415/N,
ZXM7-UH108-430/N, ZXM7-UH108-435/N, ZXM7-UH108-440/N,
ZXM7-UP108-440/N, ZXM7-SH120-475/N, ZXM7-UH120-475/N,
ZXM7-SP120-475/N, ZXM7-UP120-475/N.

ZXM7-SHLD120-440/M, ZXM7-SHLD108-400/M, ZXM7-SHLD108-410/M,
ZXM7-SHLD108-415/M, ZXM7-SHLD108-415/N, ZXM7-SHLD108-430/N,
ZXM7-SHLD108-435/N, ZXM7-UHLD108-415/N, ZXM7-UHLD108-430/N,
ZXM7-UHLD108-435/N, ZXM7-SHLD108-440/N, ZXM7-SHLD120-475/N,
ZXM7-SPLD120-475/N, ZXM7-UHLD108-415/N, ZXM7-UHLD108-440/N,
ZXM7-UPLD108-440/N, ZXM7-UHLD120-475/N, ZXM7-UPLD120-475/N.

ZXM7-SHLDD108-415/N, ZXM7-SHLDD108-430/N, ZXM7-SHLDD108-435/N,
ZXM7-SHLDD108-440/M, ZXM7-UHLDD108-415/N, ZXM7-UHLDD108-430/N,
ZXM7-UHLDD108-435/N, ZXM7-SHLDD108-440/N, ZXM7-UHLDD108-440/N,
ZXM7-UPLDD108-440/N, ZXM7-UHLDD120-475/N, ZXM7-UPLDD120-475/N,
ZXM7-SHLDD120-455/M, ZXM7-SHLDD108-415/M.

Given that the PV modules are professionally installed, ZNSHINE guarantees that the module will maintain the mechanical integrity and stability in accordance with approved operation methods described in our installation instructions; that the glass of a module will maintain its integrity provided there is no indication of localized impacts and/or external forces; and that the cable and connector plug of a module will remain safe and operational. Any damages caused by abrasion, improper installation or animals are exempt from this warranty.

Claims under the warranty can be accepted if the Buyer provides proof that the malfunctioning or non-conformity of a module results exclusively from defects in material and/or workmanship under normal application, installation, operation and service conditions as specified in ZNSHINE's pertinent product documentation and application manual. To this end, the Buyer shall also provide evidence such as module purchase date, transportation, storage, and deployment information. Any colour change on module or any other changes on module appearance do not constitute defects, insofar as the change in appearance does not stem from defects in material and/or workmanship and does not cause malfunction of the module. If the product is found defective in material and/or workmanship and eligible for this warranty, ZNSHINE will, at its sole discretion, decide to select one of the remedies set forth hereunder: 1) repair the defective products, or 2) deliver replacement products for the defective products, or 3) compensate for the warranted wattages for defective products assessed at the fair market value at the time of claim lodgement (individually or collectively referred to as "Limited Product Warranty").

2. Limited Peak Power Guarantee - Limited Remedy

● 25-Year Limited Peak Power Guarantee for single glass module

If the peak power of the photovoltaic module is less than the lower limit of the nominal power defined in the contract or nameplate of the actual product, and that, as verified by all parties, the excessive power degradation is due to the defects of the material or manufacturing process applied in the modules, ZNSHINE will consider the actual situation to provide the customer with additional photovoltaic modules as compensation, or to replace the related defective modules.

ZNSHINE guarantees that the loss of peak power output with respect to the nominal power output specified in the contract or nameplate of the actual product, measured at Standard Test Conditions (STC) for the Product(s), shall not exceed:

- 1) For polycrystalline Modules: 2.5% in the first year, thereafter 0.7% per year ending with 80.7% in the 25th year from the Warranty Start Date;
- 2) For Perc monocrystalline Modules: 2.0% in the first year, thereafter 0.55% per year ending with 84.8% in the 25th year from the Warranty Start Date.

- 3) For Topcon monocrystalline Modules: 1.0% in the first year, thereafter 0.50% per year ending with 87.0% in the 25th year from the Warranty Start Date.

- **30-Year Limited Peak Power Guarantee for double glass module**

If the peak power of the photovoltaic module is less than the lower limit of the nominal power defined in the contract or nameplate of the actual product, and that, as verified by all parties, the excessive power degradation is due to the defects of the material or manufacturing process applied in the modules, ZNSHINE will consider the actual situation to provide customers with additional photovoltaic modules as compensation, or to replace the related defective modules.

ZNSHINE guarantees that the loss of peak power output with respect to the nominal power output specified in the contract or nameplate of the actual product, measured at Standard Test Conditions (STC) for the Product(s), shall not exceed:

- 1) For polycrystalline Modules: 2.5% in the first year, thereafter 0.5% per year ending with 83% in the 30th year from the Warranty Start Date;
- 2) For Perc monocrystalline Modules: 2.0% in the first year, thereafter 0.45% per year ending with 84.95% in the 30th year from the Warranty Start Date.
- 3) For Topcon monocrystalline Modules: 1.0% in the first year, thereafter 0.40% per year ending with 87.40% in the 30th year from the Warranty Start Date.

The Standard Test Condition (STC) for testing the peak power of PV module is defined per IEC standard (Irradiance: 1000W/m²; AM 1.5; Temperatures: 25°C). Such test will be performed by ZNSHINE or a third-party laboratory designated by ZNSHINE and factor in the total measuring uncertainty.

Any power measurement mentioned herein shall be carried out in accordance with IEC 60904 and subject to allowance of $\pm 3\%$. Any measured data within $\pm 3\%$ deviation is deemed compliant with the power output wattages warranted above.

3. Exclusions and Limitations

- (1) In any event, all warranty claims must be filed within the applicable warranty period.
- (2) The “Limited Product Warranty” and the “Limited Peak Power **Guarantee**” shall not apply to any one of the following events:
 - a. ZNSHINE has not received full payment for the modules and/or the title of the modules has not passed onto the Buyer;
 - b. Inadequate evidence provided or lack thereof for ZNSHINE to establish eligibility of the claim and/or to properly assess the conditions in which the modules under claim are used;
 - c. The modules are improperly transported, handled, stored, installed or used;

- d. The modules are used in extreme or rapidly changing or exorbitant environmental conditions beyond the product specification or IEC criteria, or exposed to or in contact with corrosive elements or chemicals;
 - e. The modules bear or are exposed to external force or impact causing damages such as glass breakage;
 - f. Failure to install, apply, or maintain the modules in accordance with local laws and regulations, or requirements stipulated per ZNSHINE's documents, including improper system design or construction, frequent shadings, etc. that adversely affects the module performance;
 - g. Failure to comply with specification of supporting structures when installing the modules as stipulated in ZNSHINE Installation Manual; or use of mismatched, inferior or unqualified parts such as clamps leading to adverse effect on ZNSHINE module;
 - h. If there is no any protection for string due to suitable anti-reverse devices and fuse, two or more strings are wired in parallel connection with Y or T connector without any anti-reverse devices. Strings are connected into Combiner Box or string inverter without any anti-reverse devices or function.
 - i. The modules have been removed from and/or re-installed in a location other than its original installation position;
 - j. Repair or alteration of the modules are made by any persons other than the service technicians approved by ZNSHINE;
 - k. The modules are directly or indirectly affected by force majeure events including fire, lightning, grid power failure, power surge, flood, mudslide, vandalism, explosion, war, etc.;
 - l. Mismatched with incompatible or inferior modules or other make of module;
 - m. Parallel imported modules without prior written consent of ZNSHINE.
 - n. The modules are installed on mobile units including vehicles, boats, or off-shore facilities, except for solar tracking systems and purpose-built floating solar farm.
- (3) Neither "Limited Product Warranty" nor "Limited Peak Power Warranty" covers any transportation charge, custom clearance nor did any other costs for return of the modules, or for reshipment of any repaired or replaced modules, or costs associated with installation, removal or reinstallation of the PV modules.
- (4) This limited warranty does not apply to abnormal product appearance (including but not limited to scratches, stains, rust, discoloration, or mildew, etc.) or other changes in appearance due to normal wear and tear of product materials.
- (5) This warranty no longer applies if the product's nameplate or serial number label has been tampered, torn, or indistinguishable;
- (6) This limited warranty for PV modules does not apply to any modules expressly defined per contract as ineligible for product warranty.

4. Limitation of Warranty Scope

These "Limited Warranties for PV Modules" 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 ZNSHINE, unless such other obligations or liabilities are expressly agreed to in writing signed and approved by ZNSHINE.

ZNSHINE 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 modules, including, without limitation, any defects in the module, or from use or installation. Under no circumstances shall ZNSHINE 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. As for the single unit of module, ZNSHINE's aggregate liability, if any, in damages or otherwise, shall not exceed the invoice value as paid by the buyer.

5. Obtaining Warranty Performance

If the Customer feels a justified claim covered by this "Limited Warranty for PV Modules", an immediate notification direct to ZNSHINE shall be filed by mailing a (registered/certified) letter in writing to the addresses of ZNSHINE listed hereunder, or, sending an email letter to the email account of ZNSHINE listed hereunder. Together with the notification, the Customer should enclose the evidence of the claim with the corresponding serial number of the module(s) and the invoice on which the modules have been purchased. The return of any PV modules will not be accepted unless prior written authorization has been given by ZNSHINE.

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, First-class testing agencies such as TUV SUD Yangzhou Opto-Electrical Products Testing Institute, Changzhou Hua Yang laboratory and PI Suzhou laboratory will make final decisions on claims. All fees and expenses shall be borne by the losing party, unless otherwise awarded, to be executed in accordance with the provisions of the final judgment or award. ZNSHINE reserves the final right to interpret the "Limited Warranty for Standard PV Modules".

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 warranty term of this "Limited Warranty for PV Modules" be

deemed extended. Any replaced modules shall become the property of ZNSHINE PV made for their disposal. ZNSHINE has the right to deliver another type (different in size, colour, shape and/or power) in case ZNSHINE discontinued producing the replaced modules at the time of claim.

9. Warranty transfer

The customer shall notify ZNSHINE in writing, and with the written approval of ZNSHINE, transfer the rights under this "Limited Warranty for Standard PV Modules" to subsequent new owners, provided that:

- (1) The module remains intact at the initial installation site and the installation position remains unchanged and has not been disassembled;
- (2) The module sales contract has no remaining arrears or other payments (such as liquidated damages);
- (3) This Limited Warranty shall be assigned as a whole and not in part;
- (4) The assignee agrees to be bound by all the terms of this "Limited Warranty for Standard PV Modules".

If ZNSHINE requests, the customer should provide reasonable evidence to prove the corresponding ownership inheritance or transfer within 15 working days from the date of receipt of ZNSHINE's notice, failing which ZNSHINE has the right to refuse to handle the relevant claims without assuming any liability for the refusal.

Notwithstanding the foregoing, this "Limited Warranty for Standard PV Modules" may be transferred only in accordance with the provisions of this clause. Any transfer not in accordance with this clause is deemed void and null.

10. Claim Verification and Remediation Process

If the Buyer believes that it has a justified claim covered by the limited warranties set forth above, then the Buyer shall comply with the following Return Material Authorization ("RMA") process. The Buyer must submit such claim in writing to ZNSHINE within the applicable warranty period specified above to the following addresses:

Global:

ZNSHINE PV- TECH Co.,Ltd. (manufacturer)

No.1, South Zhenxing Road, Industrial Zone, Zhixi Town, Jintan District, Changzhou City, Jiangsu Province, China
ZIPcode: 213251

Tel: +86519-68220233

Fax: +86519-68220219

Email: info@znshinesolar.com

Website: <https://www.znshinesolar.com>

Australia:

ZNSHINE Solar Australia Pty Ltd
Level 7, 91 Phillip Street,
Parramatta, New South Wales 2150
ABN: 84631007504
Tel: (02) 9893 1856
Email: enquiry.anz@znshinesolar.com
Website: au.znshinesolar.com

Such notice should enclose evidence of the date of delivery of the applicable product and of the basis for the Buyer's claim. Warranty claims may only be made by the original Buyer or a person to whom the title to the applicable module(s) has been transferred, provided that the modules remain in their original location and configuration.

Upon receipt of such written claim, ZNSHINE may seek further verification of the Buyer's claim of a breach of one of the foregoing limited warranties. Upon written RMA authorization by ZNSHINE and according to return packaging and shipping instructions from ZNSHINE, the Buyer will return the allegedly-defective products to ZNSHINE. ZNSHINE will not accept the return of any product unless prior written authorization has been given by ZNSHINE and the Buyer has complied with the packaging and shipping instructions provided by ZNSHINE.

If according to reasonable judgment ZNSHINE verifies that a module does not comply with the limited warranties set forth above, then ZNSHINE will at their own option either (1) repair the affected module and return it to the Buyer (shipment costs at the Buyer's expense), or (2) provide a new or refurbished replacement module to the Buyer (shipment costs at the Buyer's expense), or (3) provide an appropriate residual market value of the reduced performance of product(s) as compensation. Any repair or replacement of an affected module does not extend the applicable warranty period. ZNSHINE reserves the right to deliver a similar module (of similar size, colour, shape, and/or power output) in replacement of the returned module should the production of the returned model be discontinued or otherwise unavailable. Ownership of all modules which have been replaced is deemed passed to ZNSHINE. Some jurisdictions limit or do not permit disclaimers of liability, so this provision may not apply.

11. Not Independent Warranties

The Buyer has the right to pursue claims under each of the warranties set forth above, provided that, if claims under multiple limited warranties arise from a single incident and ZNSHINE remedies the incident as set forth above, then ZNSHINE shall be deemed to have resolved all applicable warranty claims arising from such an incident.

12. Limitation of Liability

To the maximum extent permitted by applicable law, ZNSHINE hereby disclaims, and shall be free any 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 any of its products or their use. To the maximum extent permitted by applicable law, under no circumstances shall ZNSHINE be liable to the Buyer, or to any third party claiming through or under the Buyer, for any lost profits, loss of use, or equipment downtime, or for any incidental, consequential or special damages of any kind, howsoever arising, related to the products, even if ZNSHINE has been advised of the possibility of such damages.

To the maximum extent permitted by applicable law, ZNSHINE's aggregate liability, if any, in damages or otherwise, shall not exceed the purchase price paid to ZNSHINE by the Buyer for the product. The Buyer acknowledges that the foregoing limitations on liability are an essential element of the agreement between the parties and that in the absence of such limitations the purchase price of the products would be substantially different. Some jurisdictions limit or do not permit disclaimers of liability, so this provision may not apply to the Buyer.

You may have specific legal rights outside this warranty, and you may also have other rights that vary from State to State or country to country. This Limited Warranty does not affect any additional rights you have under laws in your jurisdiction. Some jurisdictions limit or do not permit disclaimers of liability, so the limitations or exclusions in this Limited Warranty Statement may not apply.

This limited power warranty applies to: products delivered to the Buyer from January 1st, 2023.

This edition of "Limited Power Warranty for PV Modules" holds its validity until replaced by an update edition.

13. Statutory Warranty for the modules sold in Australia:

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 Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonable 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.

ZNSHINE is a socially responsible Solar PV Module manufacturer, operating under a comprehensive Quality Management System certified to global standard ISO 9001 and the Environmental Management System

certified to ISO 14001, upholding the value of fair trading and customer satisfaction by supplying products of the quality it claims. ZNSHINE PV undertakes to work closely with industry regulators and Australian governments and agencies, particularly Clean Energy Regulator, Clean Energy Council, Australian Competition & Consumer Commission (ACCC) and state and territory Fair Trading offices. As part of its Standard Operating Procedure (SOP), any significant product issues discovered or reported after sales, including but not limited to serial defect and latest safety risks, will be addressed expeditiously and in line with the SOP, which includes informing the customers of the issue and options of solution mitigating inconveniences caused, and reporting to the federal and state authorities in compliance with the laws and regulations.

14. Customer complaint handling

When the customer has any objection to the warranty letter, the following measures are taken:

1. Arrange the customer complaints engineer to go to the site for inspection and issue a test report based on the test results.
2. We will provide a module third-party performance test report to indicate that the modules are all qualified products.
3. If the customer has any questions, they can contact the sales, and the sales will promptly obtain feedback from the quality and customer service engineers. (See Annex A for details.)

