



Honor Solar

Limited Warranty for dual glass module

Limited Warranty

for Dual Glass module

HONOR SOLAR TECHNOLOGY (CHANG SHU) CO., LTD. (hereinafter referred to as 'HonorSolar') provides the following limited product warranty and limited power warranty (collectively, referred to as 'Limited Warranty') to customers who install HonorSolar dual-glass solar photovoltaic modules (hereinafter referred to as 'Products').



HonorSolar

1.Warranty Start Date

The warranty start date is 90 days (calendar days) from the date of shipment of the modules, or the date of installation of the products, whichever comes first.

2.Limited Product Warranty

HonorSolar warrants that the solar PV modules it produces are free from defects in materials and workmanship for a period of 15 years from the warranty start date. If the modules do not meet this warranty within the 15-year warranty period, HonorSolar will, at its discretion, repair, replace the product, or refund the current market residual value of the modules to the customer.

Any changes in the appearance of the modules (including scratches, stains, mechanical wear, rust, mold) or any other changes in appearance after delivery to the customer that do not materially affect the power output as guaranteed in Clause 3 are not covered under this warranty. Claims for glass breakage are only accepted if it is proven that the breakage is not due to external forces.

3.Limited Power Warranty

3.1 Maximum Power Output Warranty

HonorSolar warrants that for a period of 30 years from the warranty start date, the double-glass modules will exhibit the following power output:

Dual-glass monocrystalline modules: During the first 12 months, the power output will be no less than 98.00% of the maximum power output. For each subsequent year, the power degradation will not exceed 0.50% of the maximum power output, and at the end of the 30-year warranty period, the power output will be no less than 84.8% of the maximum power output.

Applicable module models: HY-M10-***, HY-M16-***, HY-M12-***.



3.2 Limited Remedy

If the modules fail to meet the power output standards described above within the applicable warranty period and it is proven that the power loss is due to reasons solely attributable to HonorSolar, HonorSolar will, at its discretion, choose one of the following remedies after the customer provides relevant written evidence:

1. Provide additional modules to compensate for the power loss or refund the cost of the additional modules at the current market price.
2. Repair or replace the defective modules free of charge and cover the shipping costs incurred.

The remedies provided in this clause are the sole and exclusive remedies under the "Limited Power Warranty". Defects due to materials and workmanship should be addressed under the "Limited Product Warranty," and no further claims for power loss due to these defects will be processed under the "Limited Power Warranty".

4.Non-Independent Warranty

The customer is entitled to make claims under the above warranty clauses. If a warranty event meets multiple warranty clauses, once HonorSolar has provided any resolution for the event, it will be deemed to have resolved all applicable warranty claims.

5.Liability Exclusions and Limitations

5.1 Under no circumstances will any warranty claim be valid unless the customer submits it in writing within the applicable warranty period to HonorSolar or its authorized distributor, and provides relevant written evidence.

In the event of an end-customer complaint, if it is confirmed during after-sales investigation that the distributor of the batch of modules in question still has outstanding payments due to HonorSolar under any contract, HonorSolar reserves the right to refuse to handle the complaint.



5.2 The "Limited Product Warranty" and "Limited Power Warranty" do not apply to modules in the following cases:

- 1) Improper installation, use, maintenance, or modification not in accordance with the HonorSolar installation manual;
- 2) The product has been exposed to any of the following conditions: extreme hot or cold environments, or rapid changes in such environments, corrosion, oxidation, unauthorized modification or connection, unauthorized opening, use of unauthorized spare parts for repairs, accidental events, natural forces (such as lightning strikes, earthquakes, etc.), chemical effects, or other actions beyond HonorSolar's reasonable control (including but not limited to fire, flood, snowstorm, typhoon, lightning, natural disasters, changes in national policies, terrorist events, wars, riots, strikes, and unavailability of adequate and sufficient labor or raw materials, and other events beyond HonorSolar's control);
- 3) Services provided by service technicians deemed unqualified according to the regulations of the installation location;
- 4) Unauthorized alteration, removal, or obliteration of module model or serial number;
- 5) Misuse, abuse, neglect, or accident during transportation, storage, installation, use, or servicing;
- 6) Damage to the modules caused by external auxiliary installation structures, defects in the building where the modules are installed;
- 7) Overvoltage beyond the maximum system voltage or power surges;
- 8) Other uncontrollable events not listed.

5.3 The above limited warranty terms only cover the shipping costs of modules repaired or replaced by HonorSolar.

Without prior written permission from HonorSolar, any costs incurred by the customer to return modules to HonorSolar or its authorized agents and distributors, including customs clearance fees, installation, removal, or reinstallation costs, shall be borne by the end-user. Any responsibilities and costs incurred by the customer without prior written permission from HonorSolar will not be borne by HonorSolar.



6.Limited Warranty Scope

This limited warranty supersedes and excludes all other express or implied warranty terms, including but not limited to warranties of merchantability, fitness for a particular purpose, non-infringement of third-party rights (including but not limited to intellectual property rights), and any other responsibilities or obligations of HonorSolar, unless expressly confirmed in writing by the CEO of HonorSolar. Unless prohibited by local laws or regulations, HonorSolar will not be liable for any injury to any person or tangible property, or any other injury caused by or related to any defect in the modules themselves or during their use or installation. Under the above limited warranty, HonorSolar shall not be liable for any special, indirect, incidental losses (including loss of profits, business interruption risk, power generation loss, reputation loss, delay loss, etc.), regardless of whether the loss claim is based on contract, warranty, negligence, tort, or strict liability. If HonorSolar is liable to the customer for damages or other liabilities, its cumulative claim amount shall not exceed the total value paid by the customer for the products.

7.Warranty Performance

When the customer finds any claim under this limited warranty, they need to notify HonorSolar's local customer service center or authorized distributor to obtain the warranty service provided under this limited warranty. The customer notice should include but is not limited to a description of the problem, the complete serial number of the corresponding modules, photos of the defective parts, test data, copies of commercial invoices, and the purchase date. If modules need to be returned for inspection, repair, or replacement, HonorSolar will provide the customer with a return authorization letter. HonorSolar does not accept any modules without a return authorization letter.



If the returned modules are found to be non-warranty issues after HonorSolar's inspection, HonorSolar will not bear any responsibility for the repair, replacement, or compensation of the modules, and the customer needs to bear the transportation costs. Additionally, all replacement modules pre-delivered to the customer are owned by HonorSolar. The customer should return these modules to HonorSolar or pay compensation.

8.Disputes

In the event of a dispute in warranty claims, it shall be finally adjudicated by a third-party testing agency designated or recognized by HonorSolar. Unless otherwise provided in the adjudication, all costs shall be borne by the losing party.

9.Others

When HonorSolar repairs or replaces defective modules, the warranty period of the modules does not delay or extend because of this. The warranty period for replaced or repaired modules is the remaining warranty period of the original modules. The ownership of any replaced modules belongs to HonorSolar. If HonorSolar no longer produces the same model of modules during the complaint period, HonorSolar has the right to provide other models of modules (with different sizes, colors, shapes, or power outputs) of the original brand or new brand.





Headquarter

Changshu City, Xinzhuang Town, Kerong Road No. 10, HonorSolar Technology
(Changshu) production base



Changzhou Production Base (Jintan)

Jintan High-tech Zone, Changzhou City



Changzhou Production Base (Wujin)

Wujin District, Changzhou City



Xuzhou Production Base

Xuzhou Airport Economic Development Zone



WeChat Official Account

环宇光伏HonorSolar



Website

www.honorsolar.cn





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