
Greensun Solar Energy Tech Co.,ltd

**Solar Product Solution
Limited Warranty**



LIMITED WARRANTY

Greensun Solar Energy Tech Co., Ltd (hereafter “Greensun”) provides hereby following limited warranty on the solar system produced by it (“solar system” hereafter), according to the terms and conditions stipulated as below.

1. LIMITED WARRANTY OF MATERIAL AND WORKMANSHIP (“PRODUCT WARRANTY” HEREAFTER)

Greensun warrants that the Solar System are free from defects in material and workmanship under normal conditions of use, installation, and maintenance, for normal modules within a period of 12 years from the date of delivery . If a part of solar system is found defective in material and / or process, Greensun will repair or replace or compensate the Buyer by new components, at the option of Greensun.

For the solar panel you purchased, you can receive a Greensun factory warranty valid fo 25 years 83.8% power output, 12 years 93.1% power output from the date of installation and no more than 25 years and a half years from the delivery date from Greensun Solar Energy Tech Co.,Ltd.

For the inverters, Any software update problem occurs, Greensun solar will undertake remote updates for the validity period, as well as free technical support for the quickest answer to any question. In addition, the product comes with a paper manual.

For the Lead acid battery, charge controller, inverter, DC combiner box, AC distribution cabinet you purchased, you can receive a Greensun factory warranty valid for 5 years from the date of installation and no more than 5 and a half years from the delivery date from Greensun Solar Energy Tech Co.,Ltd.

For the Lithium battery you purchased, you can receive a Greensun factory warranty valid for 10 years from the date of installation and no more than 10 and a half years from the delivery date from Greensun Solar Energy Tech Co.,Ltd.

For the Mounting Structure you purchased, you can receive a Greensun factory warranty valid for 5 years quality warranty from the date of installation, 25 years usage lifespan warranty from the date of installation, and no more than 25 and a half years from the delivery date from Greensun Solar Energy Tech Co.,Ltd.

2.WARRANTY EXCLUSIONS AND LIMITATIONS

The above limited warranties are not applicable should Greensun determines, at its sole discretion, that the Solar System has been incorrectly operated, or inappropriately used. Or exposed to accidents, or damaged by misuse, by modification, by unsuitable installation or use, by negligence with storage, transport or handling, or repaired or modified – in whatever manner – by anyone other than Greensun or its authorized third party.

Further exclusions of the limited warranties include defects:

- Caused by outer impacts, e.g. defective equipment part, appliances, system components like bypass diodes, connecting cables, inverters, or the like, which have been coupled with the module by anyone other than Greensun, or caused by defective system design, configuration, or installation planning.
- Caused by faulty wiring or installation , or faulty handling during these work.
- Caused by operation in inappropriate environment or with inappropriate methods, which deviated from the instructions in product specification, and/or operational manual and/or label .
- Caused by other external impacts such as mud on the front glass, pollution or damage due to smoke, salt, acid rain, etc .
- Caused by use on mobile objects such as automobiles, ship, etc.
- Caused by force of nature, force majeure, or other unforeseeable circumstances outside of the range of the influence of GREENSUN, for instance, earthquake, typhoon, whirlwind, volcanic eruption, flood, lightening, snow damage, etc .

Then above warranties replace as well as exclude all other explicit or implicit warranties- including but not only

including-those from commercial law(s) and those of the suitability for a particular application, and all other obligations and liabilities on the part of Greensun, unless those warranties, obligations and liabilities disclaimed herein are otherwise explicitly pledged by Greensun in written form. Greensun is not liable for any incidental, consequential, or positive losses and/or damages.

3.OBTAINING WARRANTY PERFORMANCE

If “the Customer” feels he/she has a justified claim covered by this limited Warranty. He/She must immediately notify the (a) dealer, who sold it, or (b) any authorized “Greensun” distributor, of the claim in writing, or (c) send such notification directly to “Greensun”. Together with the notification “the Customer” should enclose evidence of the date of sale on which the Solar Products have been purchased. If applicable, “the Customer’s” dealer or distributor will give advice on handling the claim. In case of a proven defect within the first 3 years after the date of sale to the original end-user (according to the China warranty-law), “Greensun” will repair or replace the defective product. All kinds of claimed modules are collected and warehoused at no cost at the site of “Greensun” distributor. They will be collected several times during the year by “Greensun”. The limited Warranties do not cover any transportation costs for return of the umbrella/light, or for reshipment of any repaired or replaced umbrella/light, or cost associated with installation, removal or re-installation of the umbrella/light. Warranty claims will not be honored if the type of serial number of the umbrella/light have been amended, removed or made illegible.

6.SEVERABILITY

If a part , provision or clauses of this Limited Warranty , 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 , and to this end such other parts , provisions , clauses or applications of this Limited Warranty shall be treated as severable .

7.DISPUTES

No action, regardless of form, arising out of or in any way connected with this Limited Warranty, maybe brought against “Greensun” more than one (1) year after the cause of action has accrued. In case of discrepancy in a warranty-claim, a first-class international test-institute such as Frarmhofer ISE in Freiburg / Germany or TUV Rhineland in Cologne/Germany shall be involved to judge the claim finally.

Warranty Information:

- 1.All product come with two years warranty + lifetime after-sales.
- 2.Within two years, warranty including the main unit and all transducers, excluding human damage failures.
- 3.The following is a detailed introduction to the warranty and extended warranty period of our products:
 - 1)Product warranty period: The product warranty period is 24 months, which is calculated from the date when the company's "Product Warranty Card" is issued.
 - 2)Extended warranty period: In addition to the effective warranty period of 24 months, the company can extend the warranty period to 36 months. Charges apply accordingly during the extended warranty period.
 - 3)Extended warranty: main unit (the probe is not covered by the extended warranty)
 - 4)Charging standard:
10% of the total contract amount will be charged for 12 months of extended warranty period,
15% of the total contract amount will be charged for 24 months of extended warranty period,
20% of the total contract amount will be charged for 36 months of extended warranty period.

8. CLAIMS:

If you believe that a claim is unambiguously justified, please inform Greensun immediately. Greensun accepts No delivery of a reclaimed module without the explicit request from Greensun itself.

9. CONTACT

For warranty claim or technical support please contact our service center:

Service hot line: +86 187 1510 8506

Email: manager@greensunpv.com

Website: www.greensunpv.com

Address: Changjiang Road, Shushan District, Hefei, China

For and on behalf of
Greensun Solar Energy Tech Co., Limited

Authorized Signature(s)