

Site Power PV Module Warranty Agreement

Document description:

- 1. This document applies only to Huawei CNBG, EBG and Digital Power common PV modules and iPV modules.*
- 2. The contents in red and italics in this document can be modified based on project status.*
- 3. The bold contents in red and italics and highlighted in yellow in this document are supplementary descriptions or examples. Please delete them before sending this document to Party A.*

Agreement No.:

This agreement is signed by _____ (Party A) and _____ (Party B) in accordance with the principle of mutual benefit and common development to ensure product quality. This agreement shall come into effect as of the date when it is signed.

1 Warranty Commitments

1.1 Warranty Service Definition

The warranty service is the product assurance service provided within the product warranty scope to resolve photovoltaic (PV) module quality issues.

The service includes help desk, remote troubleshooting, and faulty parts replacement.

Help desk is an interface and platform for providing technical support for Party A and can be used to handle and trace service requests from Party A.

Remote troubleshooting refers to the technical consultation and fault rectification services for Party A. Technical consultation services are to answer questions (involving device functions, specifications, operations, and configurations) raised by Party A during routine operation and maintenance. Fault rectification services are to analyze fault causes and provide solutions based on fault questions raised by Party A.

Faulty parts replacement: During the warranty period, if an individual failure is caused by PV module quality issues of Party B, Party B is responsible for delivering qualified parts to the receiving place agreed by both parties within the committed service level agreement (SLA). Party A shall bear the expenses incurred in sending faulty parts and receiving good parts, including transportation, customs duties, and customs clearance expenses.

Note: During the warranty period, if the products to be replaced are no longer produced, Party B has the right to supply other types of products (different models, colors, shapes or power) for replacement.

1.2 Start Date of the Warranty

Scenario 1: Party B is responsible for product installation. The product warranty starts from the date when the preliminary acceptance certificate is issued, the date when the product is put into commercial use, or the date when the product is put into operation on the network, whenever earlier.

Scenario 2: Party B is responsible for product installation. The product warranty starts from no later than three months after the product arrival or no later than six months after the product shipment. Two parties negotiate to specify the start date based on project conditions.

Scenario 3: If Party B is responsible for product installation, and it is specified that Party B needs to fulfill the warranty responsibilities during the trial run, the product warranty starts from the trial run.

Scenario 4: Party B is not responsible for product installation. The product warranty starts from no later than three months after the product arrival or no later than six months after the product shipment. Two parties negotiate to specify the start date based on project conditions.

1.3 Warranty Period

The standard warranty period of PV modules is one year. *A maximum of 12 years of warranty can be provided. However, extra fees are charged for the warranty service beyond one year.*

Peak Power Quality Assurance - The output ratio of the rated power is warranted as follows:

The actual average power output in the first year of the warranty period shall not be less than 98% of the rated power on the nameplate. The maximum average power attenuation rate shall not exceed 0.55% during the following years in the warranty period.

1.4 Warranty SLA

Help desk	5 x 8 (legal working hours)		
Remote troubleshooting	Severity	Response Time	Resolution Time
	Major	Not committed in SLA	Not committed in SLA
	Minor	Not committed in SLA	Not committed in SLA
	Warning	Not committed in SLA	Not committed in SLA
	Consulting	Not committed in SLA	Not committed in SLA
Faulty parts replacement	Subject to the feedback from the local spare parts contact person.		

2 Disclaimers

- PV module quality problems due to force majeure such as earthquakes, floods, volcanic eruptions, debris flows, lightning strikes, fires, wars, armed conflicts, typhoons, hurricanes, tornadoes, and extreme weather conditions are not within the scope of Party B's warranty commitments.
- Damage caused by the following reasons to PV modules is not within the scope of Party B's warranty commitments:
 - (1) Damage caused to PV modules due to the improper operations or incorrect installations during the transportation and installation performed by Party A.
 - (2) PV modules are stolen.

- (3) Installation or use in environments that do not comply with international, national, or regional standards.
- (4) Storage conditions that do not meet the requirements specified in the product document.

Party A:

Representative:

Position:

Party B:

Representative:

Position:
