

SUNTECH LIMITED WARRANTY FOR PV MODULES

Effective January 1, 2018

You have made the right choice by purchasing SUNTECH products with a long life time. Suntech photovoltaic modules are covered by 12 years workmanship and 25 years performance warranty as described in detail below.
***Important Notice: Additional 15 year workmanship warranty can be provided by Suntech Japan as the option, please contact with your local distributors for details.**

Suntech Standard PV Module Products covered under this warranty are:

STPXXX(S)-YY/Ze(b, e, m, r, w, y)(+)(-TG, -MX) [XXX=170-350 / YY=20, 24 / Z=V, W]
 STPXXX(S)-20/Wf(w, m, b, h, s, y)(-TG, -MX) [XXX=265-315]
 STPXXX(S)-24/Vf(w, m, b, h, s, y)(-TG, -MX) [XXX=315-380]

MSZ-XXXST [XXX=120-160]
 MSZ-XXXSS(-S1) [XXX=120-160]

STPXXX(S)-16/Tfm [XXX=125-265]
 AHXXX(S)-16/Tfm [XXX=125-265]

STPXXX(S)-16/Tfhm [XXX=125-265]
 AHXXX(S)-16/Tfhm [XXX=125-265]
 STPXXX(S)-20/Wfhm [XXX=280-330]

XXX is a module power rating. S/Z/W/V/T/e/b/m/h/f/r/s/w/y/+/-TG/-MX/-S1 defines module variants as described in corresponding product data sheet.

For the standard solar module types listed above, Wuxi Suntech Power Co., Ltd. (SUNTECH) warrants its Photovoltaic Solar Modules (MODULES) starting from the date of sale with an Original Copy of SUNTECH certifiable invoice (SALES DATE) to the first customer installing (for their own use) the MODULES (CUSTOMER), or starting at the latest 12 months after MODULES dispatch from SUNTECH factory, whichever occurs earlier ("WARRANTY START DATE").

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

SUNTECH warrants its MODULES, including factory-assembled DC connectors and cables, if any, to be free from defect in materials and workmanship, as per the Mechanical and Electrical Characteristics of the product's Datasheet, under normal application, installation, use and service conditions. If MODULES fail to conform to this warranty, during the period of one hundred forty four (144) months from WARRANTY START DATE, SUNTECH will, at its option, either repair or replace the product, or refund the current list price at the time of warranty claim resolution of comparable SUNTECH MODULES. The repair or replacement or refund remedy shall be the sole and exclusive remedy provided under the "Limited Product Warranty" and shall not extend beyond the period set forth herein. This "Limited Product Warranty" does not warrant a specific power output, which shall be exclusively covered under clause 2 hereinafter ("Limited Peak Power Warranty").

2. Limited Peak Power Warranty - Limited Remedy

SUNTECH warrants that for a period of twenty-five (25) years MODULES will maintain a level of performance as set forth below:

- 5 Year Limited Warranty of 95% of the Nominal Power Output
- 12 Year Limited Warranty of 90% of the Nominal Power Output
- 18 Year Limited Warranty of 85% of the Nominal Power Output
- 25 Year Limited Warranty of 80% of the Nominal Power Output

SUNTECH warrants each module against defects in materials and workmanship that result in the failure of MODULES to produce the warranted percentage specified above of the nominal power output for the module set forth in SUNTECH product datasheet. If SUNTECH determines in its discretion that any module is not providing the warranted percentage of the nominal power output because of defects in materials and workmanship, SUNTECH will at its option either (1) replace such loss in power by either, (a) providing additional MODULES to the CUSTOMER to make up for such loss in power, or (b) replacing the defective Module(s) or part by a functional equivalent; or (2) refund the percentage of the module(s) price, representing the percentage of the power that is less than the warranted percentage of the nominal power according to the current list price at the time of warranty claim resolution of comparable SUNTECH MODULES.

The remedies set forth in this clause 2 shall be the sole and exclusive remedies provided under the "Limited Peak Power Warranty".

Nominal Power Output in product datasheet is the power in Watt peak that a Photovoltaic Solar Modules generates in its Maximum Power Point under Standard Testing Conditions (STC). STC are as follows:
 (a) light spectrum of AM 1.5, (b) an irradiation of 1000 W per m² and (c) a cell temperature of 25 degrees centigrade at right angle irradiation. The measurements are carried out in accordance with IEC 61215 as tested at the connectors or junction box terminals – as applicable – per calibration and testing standards of SUNTECH valid at the date of manufacture of the PV-modules.

3. Exclusions and Limitations

(1) In any event, all warranty claims must be received within the applicable warranty period for this warranty to be effective.

(2) The "Limited Product Warranty" and the "Limited Peak Power Warranty" do not apply to any MODULES which have been subjected to:

- Misuse, abuse, neglect or accident;
- Alteration, improper installation or application;
- Non-observance of SUNTECH installation manual or maintenance instructions;
- Repair or modifications by someone other than an approved service technician of SUNTECH;
- Power failure surges, lightning, flood, fire, accidental breakage, improper connections resulting in hazardous reverse current or other events outside SUNTECH control.

(3) Both "Limited Product Warranty" and "Limited Peak Power Warranty" do not cover any costs associated with installation, removal or re-installation of the MODULES and (except as explicitly set forth in the final paragraph of Section 5) customs clearance or any other costs for return of the MODULES.

(4) Warranty claims will not be honored if the type or serial number of the MODULES have been altered, removed or made illegible.

(5) Both "Limited Product Warranty" and "Limited Peak Power Warranty" does not apply to MODULES marked as "Grade A-1" or substandard modules. SUNTECH explicitly refers to its "Limited Warranty for PV Modules marked Grade A-1".

4. Limitation of Warranty Scope

THIS "LIMITED WARRANTY FOR PV MODULES" AS SET FORTH HEREIN IS 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 SUNTECH, UNLESS SUCH OTHER OBLIGATIONS OR LIABILITIES ARE EXPRESSLY AGREED TO IN WRITING SIGNED AND APPROVED BY SUNTECH. SUNTECH 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 MODULES, OR FROM USE OR INSTALLATION. UNDER NO CIRCUMSTANCES SHALL SUNTECH 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. SUNTECH AGGREGATE LIABILITY, IF ANY, IN DAMAGES OR OTHERWISE, SHALL NOT EXCEED THE INVOICE VALUE AS PAID BY THE CUSTOMER, FOR THE SINGLE UNIT OF MODULE.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. THIS LIMITED WARRANTY DOES NOT AFFECT ANY ADDITIONAL RIGHTS YOU HAVE UNDER LAWS IN YOUR JURISDICTION GOVERNING THE SALE OF CONSUMER GOODS, INCLUDING, WITHOUT LIMITATION, NATIONAL LAWS IMPLEMENTING EC DIRECTIVE 99/44. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE LIMITATIONS OR EXCLUSIONS IN THIS LIMITED WARRANTY STATEMENT MAY NOT APPLY TO YOU.

5. Obtaining Warranty Performance

If the CUSTOMER has a justified claim covered by this "Limited Warranty for PV Modules", an immediate notification shall be filed directly to (a) the installer company or (b) SUNTECH authorized distribution partner, who supplied affected modules, or (c) SUNTECH directly by mailing a registered letter in writing, or, sending an email letter to the email account of SUNTECH listed hereunder. Together with the notification, the CUSTOMER should enclose name and address of CUSTOMER, name and address of installer and authorized SUNTECH distribution partner, the evidence of the claim with the affected Module type, affected quantity and corresponding serial numbers together with the date on which the MODULES have been purchased. A related invoice document with stamp or signature of SUNTECH or its authorized distributor should cover those requirements and should be part of the evidence. Regional addresses of SUNTECH offices are listed at the end of this document.

The return of any MODULES will not be accepted unless prior written authorization has been given by SUNTECH. In connection with both the "Limited Product Warranty" and "Limited Peak Power Warranty", SUNTECH shall reimburse CUSTOMER for reasonable, customary and documented transportation charges by sea freight for both the return of the MODULES and reshipment of any repaired or replaced MODULES, only if this cost is authorized by SUNTECH customer service department.

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, a first-class international test-institute such as Fraunhofer ISE in Freiburg/ Germany, TÜV Rheinland in Cologne/ Germany or ASU Arizona State University shall be involved to judge the claim finally. All fees and expenses shall be borne by the losing party, unless otherwise awarded. And the final explanation right shall be borne by SUNTECH.

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 terms of this "Limited Warranty for PV Modules" be extended. Any replaced MODULES shall become the property of SUNTECH for their disposal. SUNTECH has the right to deliver another type (different in size, colour, shape and/or power) in case SUNTECH has discontinued producing the replaced MODULES at the time of the claim.

9. Warranty Transfer

This "Limited Warranty for PV Modules" is transferable when the module products remain installed in their original installation location.

10. Force Majeure

SUNTECH shall not be responsible or liable in any way to the customer or any third-party arising from any non-performance or delay in performance of any terms and conditions of sale, including this "Limited Warranty for PV Modules", due to a force majeure event, including, without limitation, acts of God, war, riots, strikes, warlike conditions, perils of the seas, plague or other epidemics, fire, flood, or any other similar cause or circumstance beyond the reasonable control of SUNTECH. In such cases, performance by SUNTECH of this Limited Warranty shall be suspended without liability for the period of delay reasonably attributable to such causes.

11. Validity

This "Limited Warranty for PV Modules" is valid for all MODULES dispatched from SUNTECH factories between 1st January 2018 and 31st December 2018, and be installed in Japan.

THIS "LIMITED WARRANTY FOR PV MODULES" WILL BECOME NULL AND VOID IF THE MODULE IS TRANSFERRED FROM THE ORIGINAL CONTINENT OF DESTINATION (E.G. NORTH AMERICA, EUROPE, ASIA, AUSTRALIA, AFRICA OR SOUTH AMERICA) WITHOUT WRITTEN PERMISSION FROM SUNTECH. ALL CUSTOMERS, DIRECT AND INDIRECT, ARE HEREBY NOTIFIED OF SUCH POTENTIAL NULLIFICATION.

In case of questions regarding our products, quality and performance contact the regional headquarters or your nearest SUNTECH office listed as follows.

ASIA

Wuxi Suntech Power Co., Ltd.

Add: 9 Xinhua Road, Xinwu District, Wuxi, China 214028
Tel: +86 400 8888 009 (Customer Service Hot Line)
Tel: +86 510 8531 8000 (Sales Hot Line)
Fax: +86 510 8534 3321
Email: service.china@suntech-power.com
service.APMEA@suntech-power.com

Suntech Power Japan Corporation

Add: 6F, Nishishinjuku KS Building, 3-6-11, Tokyo 160-0023 Japan
Tel: +81 3 33423838
Fax: +81 3 33426534
Email: services@suntech-power.com