

P 型单玻组件有限质保书

P-Type Single Glass Module Limited Warranty

重庆昊格新能源集团有限公司（以下简称本单位），针对其所生产的光伏组件（以下简称“组件”），按照下列所述的条款与条件提供组件有限质保：

Chongqing HG New Energy Group Co., Ltd. (hereinafter referred to as "The Company") provides a limited warranty for the photovoltaic modules (hereinafter referred to as "modules") produced by it in accordance with the following terms and conditions:

1 基本规定 *basic rules*

1.1 质保期 *Warranty*

1.1.1 有限产品质保期 12 年；有限功率质保期 25 年。

The limited product warranty period is 12 years; the limited power warranty period is 25 years.

1.1.2 从组件发货之日起，开始计算组件的有限质保期。

The limited warranty period of the modules starts to be calculated from the date of delivery of the modules.

1.1.3 单晶组件：从质保之日起，一年内组件输出功率不低于其发货时标称功率输出最小值的 98.0% ($\geq 98.0\%$)，即第一年衰减 $\leq 2\%$ ；以后每年平均输出功率衰减 $\leq 0.55\%$ ；25 年后产品输出功率不低于组件标称功率输出最小值的 84.8% ($\geq 84.8\%$)。

Monocrystalline module: from the date of warranty, the output power of the module within one year shall not be lower than 98.0% ($\geq 98.0\%$) of the minimum value of the nominal power output at the time of delivery, that is, the attenuation shall be $\leq 2\%$ in the first year; Annual average output power attenuation $\leq 0.55\%$; 25 years later, the output power of the product shall not be lower than 84.8% ($\geq 84.8\%$) of the minimum nominal power output of the module.

1.1.4 功率质保计算方法

Power Warranty Calculation Method

实际输出功率（第 1 年） \geq 铭牌功率 * (100%-首年衰减)

*Actual output power (1st year) \geq nameplate power * (100%-1st year attenuation)*

实际输出功率（第 N 年， $2 \leq N \leq 25$ ） \geq 铭牌功率 * (100% - (首年衰减+ 第一年后平均每年衰减值 * (N-1)))

*Actual output power (in the Nth year, $2 \leq N \leq 25$) \geq nameplate power * (100% -*

*(attenuation in the first year + average annual attenuation after the first year * (N-1))*

1.2 验收期 *Acceptance period*

1.2.1 对于组件数量、外观、尺寸、标称功率有异议的，需在组件到目的地后 30 天内以书面形式反馈到本单位。

If there is any objection to the quantity, appearance, size, and nominal power of the modules, it must be reported to The Company in writing within 30 days after the modules arrive at the destination.

1.2.2 在规定的期限内没有提出书面异议（含电子邮件、挂号信、快递、传真）的，认为客户已对组件验收合格。

If there is no written objection (including e-mail, registered mail, courier, fax) within the specified time limit, it is considered that the customer has passed the acceptance of the modules.

1.2.3 超过规定的期限再提出异议的，作为已使用的组件进行处理。

If the objection is raised after the stipulated time limit, it shall be treated as a used modules.

1.3 功率测试 *Power test*

1.3.1 组件的功率在标准条件（STC）下测试得到。

The power of the module is tested under standard conditions (STC).

1.3.2 标准条件：光谱 AM1.5，辐照度 1000W/m²，温度 25°C。

Standard conditions: spectrum AM1.5, irradiance 1000W/m², temperature 25°C.

1.3.3 如果组件功率实际测试条件与 STC 有偏差，需要将测试结果修正到 STC 条件。

If the actual test conditions of module power deviate from STC, the test results need to be corrected to STC conditions.

2 有限产品质保说明 *Limited Product Warranty Statement*

2.1 本单位保证其光伏组件在 12 年的有限产品质保期内，在正常使用、安装和维护的情况下，没有由组件本身造成的缺陷（缺陷是指：导致组件无法正常工作，或极明显且经本单位认可的缺陷）。

The company guarantees that during the 12-year limited product warranty period of photovoltaic modules, under normal use, installation and maintenance, there will be no defects caused by the modules themselves (defects refer to: causing the modules to fail to work normally, or extremely obvious and Defects approved by the company).

2.2 如果组件在 12 年的有限产品质保期内，由于组件本身原因导致组件无法正常工作、或极明显且经本单位认可的缺陷，本单位会对有缺陷的组件进行免费修理、或更换、或提供额外组件、或以处理缺陷时的组件市场价格退款给客户。具体方式由本单位决定。

If the module is within the 12-year limited product warranty period, due to the module itself, the module cannot work normally, or the defect is extremely obvious and approved by the company, the company will repair or replace the defective module free of charge, or Additional modules are provided, or the customer is refunded the market price of the module at the time the defect was processed. The specific method shall be determined by the company.

2.3 对于存在缺陷的组件的修理、或更换、或提供额外组件、或退款，系在本项质保下所提供的全部且唯一的保证措施，且该保证措施仅适用于有限产品质保期内。

The repair or replacement of defective modules, or the provision of additional modules, or refunds, are the entire and only guarantees provided under this warranty, and such guarantees are only applicable during the limited product warranty period.

2.4 对于超出有限产品质保期的组件，本单位提供有偿服务：修理、或更换、或提供组件。由双方协商决定。

For modules beyond the limited product warranty period, the company provides paid services: repair, or replace, or provide modules. to be decided by both parties

3 有限功率质保说明 *Limited Power Warranty Statement*

- 3.1 本单位保证从质保之日起 25 年内，组件功率输出不低于其发货时标称功率输出最小值的 84.8%(单晶)，

The company guarantees that within 25 years from the date of warranty, the power output of the module will not be lower than 84.8% of the minimum value of the nominal power output at the time of delivery (Monocrystalline),

- 3.2 以上功率都是在 STC 条件下进行测试的结果。

The above power is the result of testing under STC conditions.

- 3.3 如果功率输出超出 3.1 条款范围，且经过本单位确定功率缺失是由于材料和/或生产工艺方面的缺陷所致，本单位将对有缺陷的组件进行修理、或更换、或者提供额外的组件来弥补缺失的输出功率、或按功率缺失的差额退还组件成本（按照缺陷处理时的组件市场价格计算）。具体方式由本单位决定。

If the power output exceeds the scope of clause 3.1, and the company determines that the power loss is due to defects in materials and/or production processes, the company will repair or replace the defective modules, or provide additional modules to Make up for the missing output power, or refund the module cost according to the difference in power loss (calculated according to the market price of the module when the defect is disposed of). The specific method shall be determined by the company.

- 3.4 缺失的输出功率/功率缺失的差额：25 年内与标称功率输出最小值的 84.8%(单晶)，

The missing output power/power missing difference: 84.8% of the minimum value of the nominal power output within 25 years (Monocrystalline),

- 3.5 在可行的情况下，本单位有权选择工程的设计发电量、实际发电量的比较，衡量组件的功率缺失情况。

Where feasible, the company has the right to choose the comparison between the design power generation of the project and the actual power generation, and measure the power shortage of the modules.

- 3.6 对于存在缺陷的组件的修理、或更换、或提供额外组件、或补偿组件成本，系在本项质保下所提供的全部且唯一的保证措施，且该保证措施仅适用于前述期限内。

The repair or replacement of defective modules, or the provision of additional modules, or the reimbursement of module costs, are the entire and only guarantees provided under this warranty, and such guarantees are only applicable within the aforementioned period.

4 质保履行范围 *Scope of Warranty*

- 4.1 如果客户认为其投诉完全合理且属于本质质保书的范围，应立刻以书面形式（含电子邮件、挂号信、快递、传真）通知本单位。

If the customer thinks that his complaint is completely reasonable and falls within the scope of the warranty, he should immediately notify the company in writing (including email, registered mail, express delivery, and fax).

- 4.2 客户应在发出投诉时附上：证明投诉的事实（如照片、功率测试报告等），相应组件的型号/序列号信息、购买日期证明、质保证明等。

When sending out the complaint, the customer should attach: the facts proving the complaint (such as photos, power test reports, etc.), the model/serial number information of the corresponding modules, the purchase date certificate, the quality certificate, etc.

4.3 如果可行，本单位将就如何处理客户的投诉提出相应建议。

If feasible, the company will make corresponding suggestions on how to deal with customer complaints.

4.4 非经本单位的明确要求，客户不得将投诉的组件预先运回本单位。

Without the explicit request of the company, the customer shall not ship the complained modules back to the company in advance.

4.5 客户退回组件及重新发运修理好的或更换过的组件所支付的合理的、通常的海上运输费用可由本单位承担，但此等费用应有证明文件证明，并且此等费用需得到本单位的认可。

Reasonable and usual ocean transportation expenses paid by the customer for returning the modules and reshipping the repaired or replaced modules may be borne by the company, but such expenses shall be proved by supporting documents, and such expenses shall be approved by the company.

5 非质保范围内的条款及限制 *Terms and limitations not covered by warranty*

5.1 倘若本单位根据其判断，认为存在因以下任一情况造成损失或者损害，本质保书的有限质保条款将不再适用，本单位亦无须对因上述任一情形所造成的损失或者损害承担任何赔偿责任：*If the company believes that there is a loss or damage caused by any of the following circumstances based on its judgment, the limited warranty clause of the warranty will no longer apply, and the company shall not be liable for any loss or damage caused by any of the above circumstances Liability for compensation:*

(1) 操作错误或使用不当；

Incorrect operation or improper use;

(2) 擅自修改安装程序；

Modify the installation program without authorization;

(3) 存储、运输或其他转运处理方面存在疏忽；

Negligence in storage, transportation or other transshipment handling;

(4) 非经本单位许可情况下，以任何方式的变更或者改装；

Change or modification in any way without the permission of the company;

(5) 未按照本单位规定的组件安装说明书进行组件安装。

Modules are not installed in accordance with the module installation instructions specified by the company.

5.2 对于客户安装后，再拆卸或转卖的二手组件，本单位不承担任何责任。

The company does not assume any responsibility for second-hand modules that are disassembled or resold after installation by customers.

5.3 此外，下列情况亦不适用以上所述的有限质保：

In addition, the following limited warranty does not apply:

(1) 由于外部影响所导致的。比如：非经本单位将之与组件相连接的系统零件（如旁路二极管、接线盒、接头等），或由于有缺陷的系统设计、配置、结构图或安装方案等造成的组件缺陷。

Caused by external influences. For example: system parts (such as bypass diodes, junction boxes, joints, etc.) that are not connected to modules by the company, or module defects caused by defective system design, configuration, structure diagram or installation plan.

- (2) 因错误的接线或安装，或在工作过程中错误的操作所造成的缺陷。

Defects caused by wrong wiring or installation, or wrong handling during work.

- (3) 在与产品规格说明书或操作手册和/或产品标签之规定不符的环境中或用不适当的方式操作导致的组件缺陷。

Module defects resulting from use in an environment or in an inappropriate manner not specified in the product specification sheet or operating manual and/or product label.

- (4) 因其他外部影响所引起的：如玻璃上存在泥土/树叶、有阴影遮挡，或由于烟雾、盐及酸雨等因素造成的污染或损坏。

Caused by other external influences: such as the presence of mud/leaves on the glass, shade, or contamination or damage due to factors such as smog, salt, and acid rain.

- (5) 离海边距离小于 500 米处时，组件的机械载荷性能，由于海水飞溅铝边框腐蚀，玻璃表面的腐蚀，以及因组件表面腐蚀导致的功率衰减过大。

When the distance from the seaside is less than 500 meters, the mechanical load performance of the modules, the corrosion of the aluminum frame caused by dry seawater splashing, the corrosion of the glass surface, and the excessive power attenuation caused by the surface corrosion of the modules.

- (6) 由于在移动物体上（如汽车、轮船等）上使用而造成的损坏。

Damage caused by use on moving objects such as cars, boats, etc.

- (7) 因自然力量、不可抗力或其他非本单位所能控制的范围的不可预见的情况下，例如：地震、台风、龙卷风、火山爆发、洪水、闪电、大雪、火灾、战争、暴乱、罢工等所造成的缺陷。

Due to natural forces, force majeure or other unforeseen circumstances beyond the control of the company, such as: earthquakes, typhoons, tornadoes, volcanic eruptions, floods, lightning, heavy snow, fires, wars, riots, strikes, etc. defect.

- (8) 由于客户指定或提供的材料、或客户指定的设计方案，引起的非工艺原因造成的质量问题。

Quality problems caused by non-process reasons caused by the materials specified or provided by the customer, or the design scheme specified by the customer.

- 5.4 上述质保取代并排除任何其他明示或默示的质保，包括但不限于：相应商业法律所规定的质保以及产品对某一特定用途的适用性的质保，以及本单位的任何其他义务与责任；但如本单位就其在本质保书下未予承担的相应保证、义务以及责任以书面形式另行明确予以保证的除外。

The above warranty replaces and excludes any other express or implied warranty, including but not limited to: the warranty stipulated by the applicable commercial laws and the warranty of the suitability of the product for a specific purpose, as well as any other

obligations and responsibilities of the company; but Except for the corresponding guarantees, obligations and responsibilities that the company does not undertake under the warranty, unless otherwise expressly guaranteed in writing.

- 5.5 任何情况下，本单位对于任何偶发性的、附随性的、结果性的、间接性的、惩罚性的损失和/或损害均不负任何责任。

Under no circumstances shall the company be liable for any incidental, incidental, consequential, indirect, punitive losses and/or damages.

- 5.6 有限质保并不承担以下费用：包括但不限于组件安装、拆卸、再安装、搬运的相关费用，修理前或修理时的仓储费用，组件的陆路运输费用，客户自行安排测试组件发生的费用，相应返还组件的清关费用或其他费用。

The limited warranty does not bear the following expenses: including but not limited to the costs related to the installation, disassembly, reinstallation, and handling of modules, the storage costs before or during repairs, the land transportation costs of modules, the costs incurred by customers to arrange test modules, and the corresponding Customs clearance or other charges for returning modules.

- 5.7 本单位如果对客户承担责任，每个缺陷组件的累计责任不超过客户支付的该组件发票价值。

If the company assumes responsibility to the customer, the cumulative liability for each defective module shall not exceed the invoice value of the module paid by the customer.

- 5.8 如果组件的型号/序列号已经被更改、移动或无法辨认，则客户将不再享有相应质保。

If the model/serial number of a module has been altered, removed or otherwise made illegible, the customer will no longer be entitled to the corresponding warranty.

6 一般条款 *Normal condition*

- 6.1 如果在投诉期间，所投诉的组件型号不再生产，本单位有权利提供其他尺寸、类型、颜色和/或不同功率的组件。

If during the complaint period, the complained module model is no longer produced, the company has the right to provide other sizes, types, colors and/or different power modules.

- 6.2 修理、更换或提供额外组件并不表示质保期限重新开始，组件的有限质保期限仍按照原来销售的组件的质保期计算。

Repairing, replacing or supplying additional modules does not constitute a restart of the warranty period, and the limited warranty period for the modules is still calculated according to the warranty period of the originally sold modules.

- 6.3 更换下来的组件的所有权为本单位所有。

The ownership of the replaced modules belongs to the company.

- 6.4 有限质保原则上只适用于原始客户（包括第一购买者和最初组件安装场所的所有者），但是对于保留在原安装地点且没有改装的光伏组件，组件质保可随着组件所有人的变更而转移。当组件的所有权转让给新所有者时，请及时通知本单位，并请向当地税务机关提交申告。

In principle, the limited warranty is only applicable to the original customer (including the first purchaser and the owner of the original module installation site), but for photovoltaic modules that remain in the original installation site and have not been modified, the module warranty can be transferred with the change of the module owner. When the ownership of the module is transferred to a new owner, please notify the company in time, and please submit a declaration to the local tax authority.

7 条款效力独立性 *Independence of effect of clauses*

如果本有限质保书的任何部分或任何条款被认定为无效、失效或无法实施，或者该等部分或条款对某些人或某些情况的适用性被认定为无效、失效或无法实施，则此种认定不应影响本质保书任何其他部分或条款或本质保书适用性的效力。本质保书的其他部分或条款或本质保书的适用性仍独立有效。

If any part or provision of this Limited Warranty is held to be null, invalid or unable to implement, or the applicability of such part or provision to certain persons or circumstances is held to be null, invalid or unable to implement, then this Such determination shall not affect the validity of any other part or clause of this Warranty or the applicability of this Warranty. The other parts or terms of this Warranty or the applicability of this Warranty shall remain independent.

8 争议 *Dispute*

8.1 对于因本有限质保书所引起的或与本有限质保书相关的任何形式的争议，均须在该争议缘由出现后 3 个月内向本单位提出，超过 3 个月后将不予接受。

Any form of dispute arising from or related to this limited warranty must be submitted to the unit within 3 months after the cause of the dispute arises, and will not be accepted after more than 3 months.

8.2 若对任何质保主张存有异议，可以行业内知名的检测机构如 *Fraunhofer ISE* 或 *TUV* 或 *ASU* 等的检测结果作为最终判定的技术依据。

If there is any objection to any quality assurance claim, the test results of well-known testing institutions in the industry such as Fraunhofer ISE, TUV or ASU can be used as the technical basis for the final judgment.

8.3 上述测试机构的选择权归属于本单位。

The right to choose the above-mentioned testing institutions belongs to the company.

重庆昊格新能源集团有限公司
Chongqing HG New Energy Group Co., Ltd.