



## MANUFACTURER'S WARRANTY FOR Photovoltaic (PV) MODULES

Valid as of January 01, 2022

**Congratulations, you have decided on the purchase of Dehui products with a long operating life.**

**Dehui standard glass-foil photovoltaic modules are covered by our 12 years workmanship and 25 years performance warranty as described in detail below. Dehui double-glass photovoltaic modules are covered by our 12 years workmanship and 30 years performance warranty as described in detail below.**

### **I. General Terms**

This warranty is provided by Dehui POWER (VIETNAM) CO.,LTD. Dai Dong-Hoan Son , Bac Ninh Province (hereinafter referred to as "Dehui") and applies to the PV Modules (MODULES).

Dehui warrants its Photovoltaic Solar Modules (MODULES) starting from the date of sale with the 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 the Dehui factory, whichever occurs earlier ("WARRANTY START DATE").

These warranty terms exclusively apply to END-CUSTOMER. END-CUSTOMER in terms of this warranty is the purchaser of the respective MODULES, who has purchased the respective MODULES for end-use and has installed the same for the first time (first installation).

The present warranty applies to all MODULES which have been produced by Dehui between the 1<sup>st</sup> and the 53<sup>rd</sup> calendar week of the year 2022.

### **II. Notification of END CUSTOMER'S Statutory Rights**

This voluntary, independent and limited manufacturer's warranty exists independently of statutory and potential contractual rights of the END-CUSTOMER against the SELLER and/or INSTALLER of the respective MODULES, which remain unaffected by this manufacturer's warranty.

### **III. Limited Manufacturer's Warranty**

Dehui grants the END-CUSTOMER product warranty regarding materials and workmanship defects of the respective MODULES, as well as performance warranty regarding power reduction of the respective MODULES inside the time frames indicated as follows.

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## 1. Product Warranty

### i. Scope, Start and Duration of Product Warranty Protection

Dehui warrants MODULES for a period of 12 years as of the respective WARRANTY START DATE that the respective MODULES are free of materials and workmanship defects.

### ii. Warranty

In a warranty case, Dehui will either repair the defective MODULES free of charge or replace the same by functional MODULE(s) of the same type, free of charge. In case that the respective PV module type is no longer manufactured by Dehui at the time of the warranty case, Dehui retains the right to supply a functionally equivalent PV module of the same or higher power of a different type or refunds the owner with an actual market price commonly agreed with the owner. The remaining period of the original warranty period applies to newly supplied or repaired PV modules.

## 2. Performance Warranty

### Scope, Start and Duration of Performance Warranty Protection

Dehui warrants that for a period of twenty-five years each PV module will maintain a level of performance as set forth below:

- For glass-foil Polycrystalline (Poly) modules, the actual power output of the module will be no less than 98.5% of the labelled power output in the first year; thereafter, 0.55% maximum decrease per year, ending with 85.3% in the 25<sup>th</sup> year after the WARRANTY START DATE.
- For glass-foil Monocrystalline (Mono) modules, the actual power output of the module will be no less than 98% of the labelled power output in the first year; thereafter, 0.55% maximum decrease per year, ending with 84.8% in the 25<sup>th</sup> year after the WARRANTY START DATE.

Dehui warrants that for a period of thirty years the module will maintain a level of performance as set forth below:

- For Standard Poly double-glass modules, the actual power output of the module will be no less than 98.5% of the labelled power output in the first year; thereafter, 0.45% maximum decrease per year, ending with the 85.4% in the 30<sup>th</sup> year after the WARRANTY START DATE. Bifi% is 65% +/- 5%.
- For Standard Mono double-glass modules, the actual power output of the module will be no less than 98% of the labelled power output in the first year; thereafter, 0.45% maximum decrease per year, ending with the 84.9% in the 30<sup>th</sup> year after the WARRANTY START DATE. Bifi% is 65% +/- 5%.

In a warranty case Dehui will either repair the defective PV module free of charge or replace the defective PV module by a functional PV module of the same type free of charge. In case that the respective PV module type is no longer manufactured by Dehui at the time of the warranty case, Dehui retains the right to supply a functionally equivalent PV module of the same or higher power of a different type or refunds the owner with an actual market price commonly agreed with the owner. The remaining period of the original warranty period applies to newly supplied or repaired PV modules. The following conditions apply to both warranties.

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### **3. Warranty Case and Claiming Warranty Performance**

#### **i. Report of Warranty Case**

The report shall include the following information:

- Name and address of the END-CUSTOMER, INSTALLER respectively SELLER.
- A copy of the invoice with reference to the claimed module serial numbers/module type or purchase agreement or installation agreement.
- A copy of the periodical maintenance reports as recommended or required by regional regulations or legal requirements and acceptance protocol of handover after the installation was finished and the system connected to the grid with all relevant measured system data.
- MODULE TYPE and Serial number(s), Quantity of the respective PV module(s).
- Address of the place of installation of the respective PV module, as far as this address differs from the address of END-CUSTOMER.
- A short but clear description of the problem at hand and what is claimed, as well as a short description of the tests which may have already been performed and with which tools, as well as their results.
  - a. In particular, regarding a material defect: high quality pictures of the defective PV-module which show the defect including pictures of the system and surrounding environment.
  - b. In the case of a low power output: information regarding the PV-generator, the inverter, the circuitry/layout (please see the installation documentation for this which you should have received from your INSTALLER) as well as the pictures of shadowing situation at the location.
- The requested warranty performance and reason of claim, etc.

The report of a warranty case is to be addressed to one of the Service/Contact Addresses of Dehui, listed in the end of this warranty terms.

#### **ii. Deadline**

A warranty case is to be reported within 10 weeks after becoming aware of the circumstances which constitute a warranty case. The timely receipt of the report by Dehui shall be decisive. The deadline is met, if the report is received by Dehui via fax or email in advance.

#### **iii. Return of PV module**

The END-CUSTOMER is only authorized to return the respective PV module after prior written consent of Dehui. Recycling must be done via regional qualified recycling organization following the local laws or regulations and managed by the owner.

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#### **4. Limitation of Liability**

This MANUFACTURER'S WARRANTY applies only in case of proper use of the above listed PV module types in keeping with the respective conditions of operation and qualified installation according to the applicable datasheets and the applicable installation guides of Dehui. These can be obtained from Dehui directly or from one of Dehui distribution partners or from Dehui's website. The respectively applicable datasheet and installation guides are defined by year of the PRODUCTION DATE, as indicated by the serial number, starting from the left side, the last four digits (WKYY). Therefore, the datasheets and installation guides of 2019 or its latest version shall be binding for this warranty.

This MANUFACTURER'S WARRANTY will not apply, if the material defect or the reduced power was caused by circumstances or acts which are beyond the control of Dehui, in particular:

- Mechanical, electric or thermal overload, faulty mounting respectively putting into operation not in keeping with the conditions of the respectively applicable datasheet as well as the respectively applicable installation guide.
- Use of unsuitable connector or service parts, inappropriate modifications of the PV module or inappropriately executed repairs or module handling.
- Incidences caused by acts of God, e.g. damages caused by falling trees or branch breaks, floods, landslides, damages caused by violent storms, fire, animals.
- Theft, willful damage or vandalism.
- Impairments caused by external effects, such as e.g., dirt stains, smoke, damages caused by salt, by chemicals not explicitly authorized for use, e.g. for cleaning.
- Power outage, surge voltage, lightning, accidental breaking of the PV- module.

Claims under the MANUFACTURER'S WARRANTY can only be recognized if the serial number of the respective PV module is unchanged, has not been removed or obscured.

#### **5. Further Terms**

The further use of any replaced PV-module will be determined individually by Dehui.

#### **6. Partial Nullity**

Should one of the clauses of the present "Manufacturer's Warranty for PV Modules" or their applicability to a certain person or a certain circumstance be deemed invalid, void or unenforceable, all other clauses and the further applicability of the present "Manufacturer's warranty for PV modules" remain unaffected.

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If you have questions regarding the products of Dehui or their quality and performance, please contact Dehui's service team through the following email address:

**Service/Contact Addresses:**

**Dehui POWER (VIETNAM) CO.,LTD.**

Add: Lot H2-1-5 and Lot H2-1-6, Dai Dong Industrial Park, Bac Ninh Province, Vietnam

CC: Anna/Chengwei Xu

Tel: +84 2222220808/+84 0906237172

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