

SOLITEK STANDARD PHOTOVOLTAICS MODULE LIMITED WARRANTY

Last updated 2020-03-24

1. Definitions

Manufacturer – JSC Soli Tek Cells, a company organized and existing under the laws of the Republic of Lithuania, with its head office located at Mokslininku str. 6A, Vilnius, Lithuania.

Sales representative – Distributor appointed by Manufacturer and/or the Seller having the right to sell the Product and appointed by Distributor;

Product – SoliTek Standard Photovoltaics PV module (s) or their components built by the Manufacturer and sold through Sales representatives.

Customer – natural or legal person who have purchased the Products directly from Manufacturer or from the Sales representative of Manufacturer.

2. General

This warranty is provided by Manufacturer to the final Customer. Warranties are granted only to the final Customer. Warranties do not apply to Sales representatives, and installation companies or second-hand purchasers of the Product. Warranties can be applied to Sales representatives in the case they acts as the final Consumer that puts the Product into use. The warranties are valid within the European countries.

3. 20 years product warranty

Manufacturer warrants to the Customer that the Product shall be free from defects in materials and workmanship under normal application, use and service conditions during the period beginning on the earlier of the date the Product was purchased by the Customer, but not later than 12 months after the date of manufacture (the “Warranty Start Date”) and ending twenty (20) years after such Warranty Start Date. If Product fails to conform to this Limited Product Warranty during this twenty-year period under normal application, installation, use and service conditions, Manufacturer will, at its reasonable option, either (a) repair or replace the defective Product to the Customer for replacement Product or parts, or (b) provide the Customer with a refund equal to the current market price of a comparable Product at the time of the Customer’s claim. This “20 Years Limited Warranty for Product” does not warrant a specific power output, which shall be exclusively covered under Section 4 hereinafter (“25 years Linear performance warranty”).

4. 25 years linear performance warranty

Manufacturer warrants that for a warranty period of 25 years the actual power output of the Product will be no less than:

- For poly-crystalline silicon modules - 97% of the name plate power during 1st year and 95% of the name plate power during 2nd year after warranty start date. The maximum annual power degradation can be up to 0.652% in each of the remaining 23 years, so that during 25th year at least 80% of the nameplate power as specified on the Product will be achieved.

- For mono-crystalline silicon modules - 95% of the name plate power during 1st year and 93% of the name plate power during 2nd year after warranty start date. The maximum annual power degradation can be up to 0.565% in each of the remaining 23 years, so that during 25th year at least 80% of the nameplate power as specified on the Product will be achieved.

The power output values shall be those measured under standard test conditions 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. If Product does not meet the warranted power output levels set out above when measured by Manufacturer or by a Manufacturer recognized and approved third-party testing institutes under standard test conditions (IEC 61215) taking into account minus tolerance range of 5%, Manufacturer will, at its sole and absolute discretion, either (i) repair the Product; (ii) supplement such deficiency in power by either: (a) providing additional Product to the Customer, or (b) replacing Product; or (iii) refund the difference between guaranteed minimal power output and actual power output (measured under Standard Test Conditions) multiplied by the current market price of Product or a comparable model at the time of the Customer's claim.

5. Exclusion of the product and performance warranty

Irrespective of contributory root causes, this warranty does not cover the following cases:

- incorrect usage, modifications of the Product or incorrect handling (cf. information set out in the relevant added Product information installation instructions);
- errors relating installation, use, e. g. through breach of installation and operating manual, incorrect static, etc.;
- incorrect system configuration, e. g. installation of mutually incompatible Products as well as inadequate system design, particularly incompatible inverter;
- incorrect or inadequate servicing or maintenance work (cf. information set out in the relevant added Product information);
- damages caused by environmental sources, such as pollution of any kind as well as fire, explosion, smoke or charring;
- cracking of the front glass surface due to external shock from flying objects or external stress.
- damages caused by acts of nature, especially lightning, hail, frost, snow, storms etc. or damages caused by acts of violence, vandalism etc.;
- damages to the photovoltaic system in which Product is installed, or caused by factors such as voltage fluctuations, power peaks, excess voltage, power failure etc.;
- scratches, marks, mechanical wear, rust, mould, degradation, discoloration and other changes which occur after the delivery of Product but which do not result in any adverse effect on the mechanical stability of the product or a reduction of performance which exceeds the levels set out in the performance warranty.
- The serial number or Product label has been removed, changed, deleted or made unrecognizable or if it is no longer clearly distinguishable for other reasons beyond Manufacturer's control and therefore it is not possible to conclusively identify the Product.
- This warranty does not apply for Product which is used on mobile carriers such as motor vehicles or ships. The same applies to the usage of Product in high snow loads where the conditions of use exceed the specifications set out in the relevant Product information.

6. Assertion of claims

The assertion of claims under this Limited Warranty presupposes that the Customer has (i) informed Sales representative of the Product in writing of the alleged claim, or that; (ii) this written notification has been sent directly to address listed in Clause 1 in the event that Sales representative no longer exists (e.g. due to discontinuance of business or bankruptcy).

The law of the Republic of Lithuania is applied of this Warranty.

7. Performance of the warranty services

In all cases Manufacturer shall have the choice as to how warranty claims are settled. Manufacturer may use the services of a customer service unit or a service partner for this purpose.

Manufacturer shall only accept liability under the performance warranty if the performance parameters measured in the STCs (Standard Test Conditions) are not achieved.