

Global Warranty For HBOWA Solar Modules

Suitable for SUZHOU HBOWA solar photovoltaic products

Update: **2019-05-15**

Suzhou Preta Intelligence and Technology Co., Ltd (referred to as SUZHOU HBOWA) promises that its solar photovoltaic modules (referred to as "modules") shall guarantee the following quality and performance. Warranty start date: the date on which the products are delivered to the Buyer or the date on which the six-month term expires from the date on which the products are manufactured, whichever is earlier. (Read the internal serial number bar code of the component product on the date of production and check it in our company's system)

1. Limited product quality guarantee

Depending on the specific product, SUZHOU HBOWA guarantees that its components as a whole (including connectors and cables that may be delivered with the factory) are free from significant defects in design, materials or workmanship that can affect the performance of the components (" Product Limited Warranty ") for 144 or 180 months from the beginning date of warranty. Failure as a result of major defects (major defect does not include normal wear, scratches, stains, mechanical wear, corrosion, mildew, appearance, colour difference and optical attenuation, etc.),SUZHOU HBOWA confirm with the customer or predetermined independent testing institutions validation confirmation, SUZHOU HBOWA provide remedies, but the problems is limited to repair or replacement of components. The remedy for repair or replacement is the sole and exclusive remedy provided by this Product Limited Warranty, which does not relate to the power output warranty of the component, which is specifically described in the "Peak Power Limited Warranty" section of Article 2 below.

1.1 12-year limited product warranty

The 12-year limited Warranty applies only to products listed below:

- (1) GPM-XXXW (144)
- (2) GPM-XXXW (132)
- (3) GPM-XXXW (120)

Note: "XXX" in each model represents the power in the relevant product manual. such as GPM-640W(144)



2. Limited guarantee of peak power - limited compensation

According to specific products, SUZHOU HBOWA provide the warranty start date 25 years power output loss that computing power output loss on the basis of component nameplate rules out the minimum "standard test conditions hold (STC) under rated power components" (hereinafter referred to as the nominal power) and the actual component in the standard test under the condition of the components of the power.

地址：江苏省苏州市花桥镇商祥路55号.

Add: No.55 Shangxiang Road, Huaqiao Corporation Head Quarter Centre,Suzhou City, China

The power attenuation shall be 2% in the first year from the start date of warranty, and the average annual power attenuation shall be no more than 0.55% from the second year to the 25th year. By the end of the 25th year, the actual power output shall be no less than 80.3% of the nominal power.

3. Exemption and limitation

Limited Warranty does not apply to products that:

(1) No payment has been made to SUZHOU HBOWA or its affiliated companies selling component products in the market

If:

(I) The payment is due;

(ii) Direct customers who obtain the component products from SUZHOU HBOWA its affiliates (" Direct Customers ") have no right to withhold payment or partial payment.SUZHOU HBOWA will inform the Buyer of the non-payment and provide the names and full addresses of direct customers who have not paid for the components. In the event SUZHOU HBOWA has the right to reject warranty claims in accordance with this Clause, the Buyer may pay outstanding amounts to SUZHOU HBOWA in support of claims;

(2) Failure to provide proof of purchase or product information;

(3) Failure to comply with the installation manual requirements ofSUZHOU HBOWAduring the period of limited warranty;

(4) The product model, nameplate or serial number of components is changed, erased or unrecognizable (except for any act or negligence of SUZHOU HBOWA);

(5) The product is installed on vehicles, ships,offshore structure and other mobile equipment (except photovoltaic tracking system) or in the Marine environment (except coastal components, under voltage, power surge or abnormal environmental conditions such as acid rain and other pollution;

(6) Service technicians who are considered unqualified according to relevant laws and regulations of the installation place shall provide services to the product;

(7) Any of the following situations occur: when the pressure exceeds the maximum system voltage or surge; Defects in building parts where components are placed; Mould fading of the product or similar external influence;



(8) The product suffers from any of the following situations: Extreme heat or extreme environmental conditions or rapid changes in such conditions, corrosion, oxidation, unauthorized modification or connection, unauthorized opening, maintenance with unauthorized spare parts, accidents, natural forces (such as fire, flood, snowstorm, hurricane, earthquake, lightning, etc.), chemical products, Or other behaviors beyond SUZHOU HBOWA reasonable control (including but not limited to damage caused by fire, flood, etc.);

(9) for breach of SUZHOU HBOWA or any third party intellectual property rights (patents, trademarks, for example) use products, parallel imports (means without the permission of SUZHOU HBOWA, the product from its initial approved by SUZHOU HBOWA market countries to SUZHOU HBOWA countries or the licensee's country imports), etc, is regarded as the violation of SUZHOU HBOWA intellectual property rights. This does not apply to sales within the European Union: the sale of products from one member state to another does not require SUZHOU HBOWA permission; But selling products from outside the EU to EU member states would require SUZHOU HBOWA approval.

(10) Applicable to Buyers in Australia only: The Limited Warranty applies only to products sold by authorized Dealers in Australia. Buyers can contact their local SUZHOU HBOWA office for more information about authorized dealers in Australia.

(11) Applicable only to Buyers in the United States: The Limited Warranty applies only to products sold by authorized dealers in the United States. Buyers can contact their local SUZHOU HBOWA office for detailed information about authorized dealers in the United States.

4. Warranty acquisition and procedures

If the customer thinks that the normal warranty requirements can be put forward, the customer should immediately fill in the "Customer Feedback Information Form" and send an email to SUZHOU HBOWA customer service department after-sales unified mailbox :info@pretapower.com. The email should be attached with the Warranty certificate of SUZHOU HBOWA, providing component specifications and models relevant photos, clear barcode, video, purchase time, installation time and sales contract.

(1) Upon receipt of the above email and the attached information, SUZHOU HBOWA will deal with it as follows:

A. If SUZHOU HBOWA considers that further investigation is needed based on the information provided by the customer, it shall send customer service engineers to the project site for confirmation.



The customer is obligated to arrange qualified engineers to witness the project together and provide admission, necessary safety tips and relevant on-site test assistance;

B. If SUZHOU HBOWA considers that it meets the warranty conditions, it shall assume the warranty responsibility;

C. If SUZHOU HBOWA determines that the relevant warranty requirements are untenable, it shall inform the customer and explain the reasons. If customers do not accept SUZHOU HBOWA judgment, they can apply for third-party testing institutions (TUV SUD or CPVT) for identification.

(2) If SUZHOU HBOWA has stopped producing the corresponding model of the defective product, SUZHOU HBOWA has the right to replace the defective product with another model (different size, color, shape or power) without prior notice.

(3) SUZHOU HBOWA refuses to accept that the customer claims against SUZHOU HBOWA with the relevant data of unilaterally entrusted third-party monitoring or refuses to pay the warranty and balance payment under the pretext of the warranty is about to expire or the photovoltaic project is transferred to the outside. Products repaired, replaced or added shall only apply to the remaining warranty period of the original products. The warranty period in this "Limited Warranty on Photovoltaic Modules" shall not be extended. The ownership of the replaced products shall be owned by SUZHOU HBOWA.

5. Independence of clauses

If any part of this PV Panel Limited Warranty is held to be invalid, useless or unenforceable, the provisions or provisions of the other parts of this PV Panel Limited Warranty shall not be affected and shall be deemed to be removed from the provisions or provisions of the other parts.

6. The dispute

In case of any dispute arising from the processing of quality assurance requirements, an internationally first-class testing institution with testing qualifications shall be invited to conduct the final appraisal upon the mutual consent of both parties, such as TUV SUD or CPVT. All expenses shall be borne by the party requesting the appraisal in advance, and shall be borne by the party ruling against it.

In the event of further disputes arising from the execution of the findings, the dispute resolution method specified in the Master Sales Contract will be followed.

Force majeure

Due to force majeure events, such as natural disasters (fire, flood, storm, **hurricane, earthquake**, lightning), the change of public policy, war, riots, strikes, and unable to obtain **appropriate and sufficient labor**, material or production capacity, technical or not on production as well as **other SUZHOU HBOWA** unforeseen uncontrollable events such as the reason, SUZHOU HBOWA shall not be liable to customer or any third

d party for failure or delay in performance of its obligations under this limited warranty, including but not limited to any technical or physical event or condition of which SUZHOU HBOWA is not reasonably aware or aware at the time of selling defective products or making warranty claims.

8. Scope and interpretation

This limited warranty applies to products manufactured after May 15, 2019.

This limited warranty remains valid until any updated version is issued by SUZHOU HBOWA.

SUZHOU HBOWA has the right of final interpretation of this warranty, and the right to professional interpretation of the judgment results of any third party testing institutions.

9. Note:

"Peak Power" means the peak watt power generated by a PHOTOVOLTAIC module at its maximum power point under standard test conditions (STC). The term "STC" has the following meanings:

- (a) Spectrum of AM 1.5
- (b) Radiation intensity at 1000W/m²: 1000W/m²
- (c) Battery assembly temperature of 25 ° C.

The data shall be measured at the junction box terminal in accordance with IEC 1215 in accordance with SUZHOU HBOWA calibration standard and test standard in effect at the time of the PVmodule manufacture. The calibration standard of SUZHOU HBOWA shall conform to the standard used by the international organization authorized to carry out the test.

Suzhou Preta Intelligence and technology Co., ltd

Add: No.55 Shangxiang Road, Huaqiao Corporation Head Quarter
Centre,Suzhou City, China
Telephone: 0512-36684019

