

## 光伏组件有限质保书

### Limited warranty of photovoltaic module

尊敬的客户：

感谢您购买湖南红太阳新能源科技有限公司（以下简称“湖南红太阳公司”）制造的产品。本《光伏组件有限质保书》涵盖的产品为：

适用于从湖南红太阳公司或其授权经销商处购买的湖南红太阳公司生产的光伏太阳能组件（以下简称“组件”）。

Dear customer:

Thank you for purchasing the products manufactured by Hunan Red Solar New Energy Science and Technology Co., Ltd. (hereinafter referred to as "Hunan Red Solar company")

It is applicable to the photovoltaic solar modules produced by Hunan Red Solar company (hereinafter referred to as "modules") purchased from Hunan Red Solar company or its authorized dealers.

#### 一、 有限产品质保——十二年之内可维修或者更换

##### 1、 Limited product warranty - repairable or replaceable within twelve years

- 组件从质保开始日起144个月内，产品不存在对产品功能产生重大影响的设计、材料、工艺或制造缺陷，以及符合所有可适用的规格要求和图纸。
- The modules shall be free from any design, material, process or manufacturing defects that have a significant impact on the product function within 144 months from the warranty start date, and shall comply with all applicable specifications and drawings.
- 如果经过湖南红太阳或者湖南红太阳认可的第三方测试机构的验证确认组件不符合此质量保证，则从质保开始日起144个月内，湖南红太阳公司将单方决定进行维修或更换产品，或以质保处理时的组件市场价格退款给客户。维修、更换或退款应为“有限产品质保”项下提供的唯一的、排他性的补救措施，并且不超过本文规定的144个月的期限。本“有限产品质保”不包括“有限功率质保”。

- If it is verified by Hunan red solar or a third-party testing organization recognized by Hunan red solar that the modules do not meet the quality assurance, Hunan Red solar company will unilaterally decide to repair or replace the products or refund the customers at the market price of the modules at the time of warranty treatment within 144 months from the date of warranty. Repair, replacement or refund shall be the only and exclusive remedy provided under the "limited product warranty" and shall not exceed the 144 month period specified herein. This "limited product warranty" does not include "limited power warranty".
- 在按照湖南红太阳公司的安装手册及其附录的情况下，湖南红太阳公司保证组件将保持机械完整性和稳定性；组件的玻璃在没有任何局部的或外部力量的影响下，将保持其完整性；组件电缆和连接器插头将保持安全的可运行的状态。任何磨损、安装不当、人为损坏或动物原因所导致的损害，将不在此有限质保之内。
- In accordance with the installation manual and its appendices of Hunan Red solar company, Hunan Red solar company guarantees that the modules will maintain mechanical integrity and stability; The glass of the module will maintain its integrity without the influence of any local or external force; module cables and connector plugs will remain safe and operable. Any damage caused by wear, improper installation, man-made damage or animal reasons will not be covered by this limited warranty.
- 任何有关产品质量的索赔，买方必须提供相关证明，如产品的购买日期、运输储存、应用安装等相关情况，以证明产品质量问题是在遵守湖南红太阳公司的标准产品文件所列之正常应用、安装、使用和维护规定的情况下，是由于材料和（或）工艺重大缺陷引起的无法正常工作或产品质量不达标。任何颜色的变化，或组件其他的外观变化并不代表缺陷，一般外观上的变化不是材料和/或工艺缺陷，不会导致性能的下降。
- For any claim related to product quality, the buyer must provide relevant certificates, such as the purchase date, transportation, storage, application and installation of the product, to prove that the product quality problem is in compliance with the normal application, installation, use and maintenance provisions listed in the standard product documents of Hunan Red solar company, It is caused by major defects in materials and / or processes that make it unable to work normally or the product quality is not up to standard. Any change in color or other appearance changes of modules do not represent defects. Generally, the change in appearance is not a material and / or process defect and will not lead to performance degradation.

## 二、 有限功率质保

### 2、 Limited power warranty

湖南红太阳公司保证所生产组件的功率输出保证

**Hunan Red Solar company guarantees the power output of the components produced**

**5主栅（5BB）电池组件：**

**For cell with 5busbar（5BB）**

**CETC-420M(H)/144； CETC-405M(H)/144； CETC-405M(GDF)/144； CETC-400M(GDF)/144**

● 湖南红太阳公司的**晶体硅单晶常规组件**产品：第一年衰减不超过3%，此后每年衰减不超过0.7%；从质保开始日开始后第25年的实际输出功率不低于额定功率的80.2%。

● The attenuation of crystalline silicon monocrystalline conventional module products of Hunan Red solar company shall not exceed 3% in the first year and 0.7% every year thereafter; The actual output power in the 25th year after the warranty start date shall not be less than 80.2% of the rated power.

● 湖南红太阳公司的**晶体硅单晶双玻组件**产品：第一年衰减不超过3%，此后每年衰减不超过0.55%；从质保开始日开始后第30年的实际输出功率不低于额定功率的81%。

● The attenuation of crystalline silicon monocrystalline double glass module products of Hunan Red solar company shall not exceed 3% in the first year and 0.55% every year thereafter; The actual output power in the 30th year after the warranty start date shall not be less than 81% of the rated power.

**9主栅（9BB）及以上电池组件：**

**For cell with 9busbar（9BB） or more module**

● 湖南红太阳公司的**晶体硅单晶常规组件**产品：第一年衰减不超过2%，此后每年衰减不超过0.55%；从质保开始日开始后第25年的实际输出功率不低于额定功率的84.8%。

● The attenuation of crystalline silicon monocrystalline conventional module products of Hunan Red solar company shall not exceed 2.0% in the first year and 0.55% every year thereafter; The actual output power in the 25th year after the warranty start date shall not be less than 84.8% of the rated power.

● 湖南红太阳公司的**晶体硅单晶双玻组件**产品：第一年衰减不超过2%，此后每年衰减不超过

0.45%；从质保开始日开始后第30年的实际输出功率不低于额定功率的84.95%。

● The attenuation of crystalline silicon monocrystalline double glass module products of Hunan Red solar company shall not exceed 2% in the first year and 0.45% every year thereafter; The actual output power in the 30th year after the warranty start date shall not be less than 84.95% of the rated power.

● 自质保开始日起功率输出保证年限内，如有证据证明任何组件出现“有限功率质保”不满足该质保中产品的质保规定，且该功率的衰减是由于原料或工艺缺陷所致，湖南红太阳公司可以选择：

● Within the warranty period of power output from the warranty start date, if there is evidence that the "limited power warranty" of any module does not meet the warranty provisions of the product in the warranty, and the attenuation of the power is caused by raw material or process defects, Hunan Red solar company can choose

(a) 提供额外的组件给客户以弥补功率衰减，或更换有缺陷的组件以消除功率衰减。

Provide additional modules to customers to compensate for power attenuation, or replace defective modules to eliminate power attenuation.

(b) 按输出功率与湖南红太阳公司产品资料中所规定的额定功率的差额比例，向客户同比例退还组件的成本（按质保处理的市场价格计算）。

the cost of modules shall be returned to the customer in the same proportion according to the difference between the output power and the rated power specified in the product data of Hunan Red solar company (calculated according to the market price of warranty treatment).

● 额定功率指在组件原装铭牌上以“瓦”为单位的组件功率，额定功率不包含组件实际可能存在的正公差。

Rated power refers to the module power in watts on the original nameplate of the module. The rated power does not include the positive tolerance that may actually exist in the module.

“实际输出功率”是指组件在标准测试条件下，在质保开始日之后的某时间点，排除测试误差后的峰值功率。

"Actual output power" refers to the peak power of the module after excluding test errors at a certain time point after the warranty start date under standard test conditions.

“标准测试条件”是指：(a) 光谱AM1.5；(b) 1000W/m<sup>2</sup> 辐照度；(c) 在直角方向照射，电池温度为 25 摄氏度，且测试需根据 IEC61215 进行。衰减率的计算公式为：

"Standard test conditions" means: (a) spectral AM1.5; (b) irradiance:1000W / m<sup>2</sup> ; (c) When irradiated at right angles, the battery temperature is 25 °C, and the test shall be carried out according

to IEC61215. The calculation formula of attenuation rate is:

衰减率=1 - (实际输出功率 / 额定功率)

Attenuation rate = 1 - (actual output power / rated power)

产品实际输出功率只能在标准测试条件下进行测量，实际输出功率的测量是由湖南红太阳或其认可的第三方测试机构执行。在所有实际输出功率的测量中，都要包含相关测量测试仪器的不确定度。

The actual output power of the product can only be measured under standard test conditions. The actual output power is measured by Hunan red solar or its recognized third-party test organization. The uncertainty of relevant measuring and testing instruments shall be included in the measurement of all actual output power.

### 三、 质保开始日

#### 3、 Warranty start date

质保开始日是指组件产品交付至买方之日，或者产品生产日期后90天期限届满之日，以日期较早者为准。

The warranty start date refers to the date when the module products are delivered to the buyer, or the date when the 90 day period expires after the product production date, whichever is earlier.

### 四、 排除和限制

#### 4、 Exclusions and limitations

本《光伏组件有限质保书》不适用于以下情况：

**This PV module limited warranty is not applicable to the following situations:**

(1)、没有与湖南红太阳公司及其授权经销商形成正常买卖合同关系而取得的组件（包括但不限于赠与、抵押、扣押、未经湖南红太阳公司同意的转让以及盗窃、抢劫等非法形式取得）。

modules obtained without forming a normal sales contract relationship with Hunan Red solar company and its authorized dealers (including but not limited to gift, mortgage, seizure, transfer without the consent of Hunan Red solar company, theft, robbery and other illegal forms).

(2)、组件未经具有施工资质的施工单位安装、或因施工单位安装不合格的情况。

the modules are not installed by the construction unit with construction qualification, or the installation is unqualified due to the construction unit.

(3)、买方没有向湖南红太阳公司按合同支付货款，湖南红太阳公司有权根据本条款拒绝质保请求。湖南红太阳公司告知买方货款未付的事实，买方可以向湖南红太阳公司支付未按合同执行的货款以支持索赔请求。

If the buyer fails to pay for the goods to Hunan Red solar company according to the contract, Hunan Red solar company has the right to refuse the warranty request according to this clause. Hunan Red solar company informs the buyer of the fact that the payment for goods has not been paid, and the buyer can pay the payment for goods not executed in accordance with the contract to Hunan Red solar company to support the claim.

(4) 质保要求超出相应的质保期。

the warranty requirements exceed the corresponding warranty period.

(5)存在以下情况的组件：

.modules with the following conditions:

- 误用、滥用、疏忽或事故；
- misuse, abuse, negligence or accident;
- 不当运输，贮存或操作；
- improper transportation, storage or operation;
- 改装、不当安装或使用；
- Modification, improper installation or use
- 未遵循湖南红太阳公司的安装和保养维护说明；
- Failure to follow the installation and maintenance instructions of Hunan Red solar company;
- 由未经湖南红太阳公司事先授权或批准的第三方服务商对产品提供服务或进行维修改动；
- the third-party service provider without prior authorization or approval of Hunan Red solar company provides services or makes maintenance changes to the products;
- 产品安装于移动设备（光伏跟踪系统除外）或海上环境、置于不当电压或电涌或者异常环境条件之下（如酸雨或其他污染）；地震、雷电、洪水、火灾、暴雨、台风等自然灾害和意外破损，或其他湖南红太阳不可控制的事件。
- the product is installed in mobile equipment (except photovoltaic tracking system) or marine environment, under improper voltage or surge or abnormal environmental conditions (such as acid rain or other pollution); natural disasters and accidental damage such as earthquake,

lightning, flood, fire, rainstorm and typhoon, or other events beyond the control of Hunan red solar.

(5) 组件型号或序列号被改动、移除或无法辨认时，质保请求将会被拒绝。

(5).The warranty request will be rejected when the module model or serial number is changed, removed or illegible.

## 五、 质保的适用范围

### 5、 Scope of application of warranty

除非湖南红太阳公司以书面方式明确同意、签署并认可了其他的义务和责任，本文规定的“光伏组件的有限质保”明确替代并排除了所有其他明示的或暗示的担保（包括但不限于商销性担保，适用于特殊目的、用途或应用的担保），以及湖南红太阳公司所有的其他义务或责任。湖南红太阳公司不对人身伤害或财产损害承担责任，亦不对组件引起或与组件相关的原因（包括但不限于组件的任何缺陷，使用和安装产生的任何缺陷）造成的其他损失或伤害承担责任。任何情况下，湖南红太阳公司不对任何原因引起的附带的、间接的或特殊的损失承担责任。湖南红太阳公司对任何效用、生产、收益、利润的损失均不承担责任。湖南红太阳公司不对客户自身运输行为造成的组件损失承担任何责任。即使湖南红太阳公司需对客户承担损害或其他责任，其累计责任不应超过客户支付的单个组件的发票金额。

Unless Hunan Red solar Company expressly agrees, signs and recognizes other obligations and responsibilities in writing, The "limited warranty of photovoltaic modules" specified herein expressly supersedes and excludes all other express or implied warranties (including but not limited to commercial guarantee, guarantee applicable to special purpose, purpose or application), and all other obligations or liabilities of Hunan Red solar company. Hunan Red solar company shall not be liable for personal injury or property damage, nor for the causes caused by or related to the modules (including but not limited to any defect of modules and any defect arising from use and installation) shall be liable for other losses or injuries. Under no circumstances shall Hunan Red solar company be liable for incidental, indirect or special losses caused by any reason. Hunan Red solar company shall not be liable for any loss of utility, production, income and profit Red solar shall not be liable for any module loss caused by the customer's own transportation. Even if Hunan Red solar company is liable for damages or other liabilities to the customer, its cumulative liability shall not exceed the invoice amount of individual modules paid by the customer.

在本质保规定以外您可能还有其他的特殊法律权利，并且根据不同国家的法律，您也会拥有不同的权利。本有限质保不会影响您根据所在地关于消费者产品销售所享有的任何额外

权利。有些国家不允许排除或限制附随的或间接的损失，因此本质保规定的此类排除或限制性可能不适用于您。

**In addition to this warranty, you may have other special legal rights, and you will have different rights according to the laws of different countries. This limited warranty does not affect any additional rights you may have with respect to the sale of consumer products in your location. Some countries do not allow the exclusion or limitation of incidental or consequential damages, so such exclusion or limitation of this warranty may not apply to you.**

## 六、 质保的履行

### 6、 Performance of warranty

如果客户认为根据“光伏组件的有限质保”可以提出合理质保要求，应立即直接以挂号信或特快专递形式将书面通知寄送至湖南红太阳公司地址（见本质保书末所示）。客户应随通知附上质保证明，对应的组件序列号及购买日期。同时还应提供能够清晰显示购买日期、购买价格、组件型号、湖南红太阳公司或其分销商的印章或者签字的发票作为证据，湖南红太阳公司在收到相应材料后与客户联系，根据具体情况要求补充或发出书面同意退回组件通知。

If the customer believes that reasonable warranty requirements can be put forward according to the "limited warranty of photovoltaic modules", The written notice shall be immediately sent directly by registered mail or express mail to the address of Hunan Red solar company (see the end of this warranty). The customer shall attach the warranty certificate, the corresponding module serial number and purchase date with the notice. At the same time, it shall also provide the evidence that can clearly show the purchase date, purchase price, module model, the seal or signed invoice of Hunan Red solar company or its distributor. Hunan Red solar company shall contact the customer after receiving the corresponding materials and The situation requires supplement or written consent to return the module.

在有限产品质保和有限功率质保下，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、通常的海上或陆路运输费用由湖南红太阳公司承担，但此等费用应有证明文件证明，并且此等费用应得到湖南红太阳公司的认可。拆除，安装或重新安装时产生的所有费用和开支由客户承担。

Under the limited product warranty and limited power warranty, the reasonable and usual sea or land transportation expenses paid by the customer for returning modules and re shipping repaired or replaced modules shall be borne by Hunan Red solar company, but such expenses shall be proved by supporting documents, and such expenses shall be approved by Hunan Red solar company. All costs and expenses incurred in removal, installation or reinstallation shall be borne by the customer.



如果湖南红太阳公司没有预先发出书面同意退回组件通知，客户擅自退回的组件将不会被接受，湖南红太阳公司亦有权将该等组件退回，在此种情况下，湖南红太阳公司不因此而承担任何责任。

If Hunan Red solar company does not send a written consent to return the modules in advance, the modules returned by the customer without authorization will not be accepted, and Hunan Red solar company also has the right to return such modules. In this case, Hunan Red solar company will not bear any responsibility for this.

## 七、 可分割性

### 7、 Severability

如本光伏组件的有限质保的某部分、某项规定或某个条款，或其对某个人或环境的适用被认定为无效或不可执行，该认定将不影响光伏组件的有限质保的所有其他部分、规定、条款或其应用的效力，并且为此目的，该光伏组件的有限质保的其他部分、规定、条款或应用应被视为是可分割的。

If a part, a provision or a clause of the limited warranty of the photovoltaic module, or its application to a person or the environment, is deemed invalid or unenforceable, such determination will not affect the effectiveness of all other parts, provisions, clauses or their application of the limited warranty of the photovoltaic module, and for this purpose, other parts, provisions The terms or application shall be deemed to be severable

购买者有权要求以上任一质保规定下的索赔，但是如果由单个事件引起的索赔符合以上多个有限质保条件，而湖南红太阳公司根据上述流程进行了补偿，则应视为湖南红太阳公司已经解决了所有因上述单个事件引起的、适用的质保索赔。

The purchaser has the right to claim under any of the above warranty provisions, but if the claim caused by a single event meets the above limited warranty conditions and Hunan Red solar company compensates according to the above process, it shall be deemed that Hunan Red solar company has solved all applicable warranty claims caused by the above single event.

## 八、 技术争议

### 8、 technology controversy

在质保索赔中产生的任何不一致之处，应由国际一流的检测机构，如TüV Rheinland、TüV SUD、TüV NORD或其它具有资质的第三方权威检测机构进行最终的技术鉴定。所有将进行的

检测项目应符合IEC61215的规定。除非另有约定，所有费用应由过错方承担。前述机构的最终选择权归湖南红太阳公司所有。

Any inconsistency arising from the warranty claim shall be subject to the final technical appraisal by international first-class testing institutions, such as TUV Rheinland, TUV SUD, TUV Nord or other qualified third-party authoritative testing institutions. All test items to be carried out shall comply with the provisions of IEC61215. Unless otherwise agreed, all expenses shall be borne by the fault party. The final option of the above institutions belongs to Hunan Red solar company.

## 九、 其他

组件的维修、更换或提供额外的组件并不表示质保期限重新开始，此“光伏组件有限质保”的原有期限也不应延期。任何被更换的组件均为湖南红太阳公司的财产，并由其全权处置。在处理索赔过程中，如湖南红太阳公司已停止生产被更换组件型号的产品或无库存，其有权提供相似型号（尺寸、形状和/或功率相似）的组件。

The repair, replacement or provision of additional modules does not mean that the warranty period is restarted, and the original period of "limited warranty of photovoltaic modules" shall not be extended. Any replaced modules shall be the property of Hunan Red solar company and shall be at its sole disposal. In the process of handling the claim, if Hunan Red solar company has stopped producing the products of the replaced module model or has no inventory, it has the right to provide modules of similar model (similar size, shape and / or power).

组件在使用寿命终结后需由使用方按照国家相关规定进行处理。

After the end of the service life of the modules, the user shall handle them in accordance with relevant national regulations.

光伏组件的安装和操作需要专业技能，只能由合格的专业人员执行。使用和操作产品前，请先阅读我司《光伏组件用户使用手册》。

The installation and operation of photovoltaic modules require professional skills and can only be performed by qualified professionals. Before using and operating the product, please read our photovoltaic module user manual.

## 十、 质保的转让

### 10、 Assignment of warranty

产品仍然安装在保修登记上的原始安装位置，并且未经过拆卸、转移时，本质保方可转让。

When the product is still installed in the original installation position on the warranty registration and has not been disassembled or transferred, the warranty can be transferred.

## 十一、不可抗力

### 11、 Force majeure

如因自然力、战争、暴乱、罢工、战争状态、瘟疫或其他传染病、火灾、洪水等其他超出湖南红太阳公司合理控制范围的原因或情况，造成湖南红太阳公司无法履行或延迟履行销售条款或条件（包括本“光伏组件的有限质保”），湖南红太阳公司不对客户或任何第三方负责。此种情况下，湖南红太阳公司对本有限质保的履行应暂停，并且对该类原因造成的合理延误无需负责。

In case of natural force, war, riot, strike, state of war, plague or other infectious diseases, fire, flood and other reasons or circumstances beyond the reasonable control of Hunan Red solar company, Hunan Red solar company shall not be liable to the customer or any third party for the failure or delay in the performance of the terms or conditions of sale (including the "limited warranty of photovoltaic modules") caused by Hunan Red solar company. In this case, Hunan Red solar company shall suspend the performance of the limited warranty and shall not be responsible for the reasonable delay caused by such reasons.

## 十二、质保书实施

### 12、 Implementation of warranty

该《光伏组件有限质保书》执行时间为（ 2021年 1月 1 日）起销售的产品。

The execution time of the 《limited warranty of photovoltaic modules》 is (Jan 1, 2021).

该《光伏组件有限质保书》在湖南红太阳公司发布任何更新版之前保持有效。

《limited warranty of photovoltaic modules》 shall remain valid until any updated version is issued by Hunan Red solar company.

## 十三、质保书适用组件型号系列

### 13、 The warranty applies to the component model series

CETC-405M(GDF)/144    CETC-400M(GDF)/144    CETC-460M(GDF)/144

CETC-455M(GDF)/144    CETC-450M(GDF)/144    CETC-380M(GDF)/120

CETC-375M(GDF)/120    CETC-590M(GDF)/156    CETC-585M(GDF)/156

CETC-545M(GDF)/144    CETC-540M(GDF)/144    CETC-535M(GDF)/144

CETC-530M(GDF)/144	CETC-500M(GDF)/132	CETC-495M(GDF)/132
CETC-455M(GDF)/120	CETC-450M(GDF)/120	
CETC-420M(H)/144	CETC-405M(H)/144	CETC-465M(H)/144
CETC-440M(H)/144	CETC-455M(H)/144	CETC-380M(H)/120
CETC-595M(H)/156	CETC-590M(H)/156	CETC-550M(H)/144
CETC-545M(H)/144	CETC-540M(H)/144	CETC-535M(H)/144
CETC-530M(H)/144	CETC-505M(H)/132	CETC-500M(H)/132
CETC-455M(H)/120	CETC-450M(H)/120	

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

## 湖南红太阳新能源科技有限公司

地址：中国湖南长沙高新技术开发区桐梓坡西路586号

业务电话：0086-731-85401416

传真：0086-731-85401308

客服电话：0086-731-89678989

**Hunan Red Solar New Energy Science and Technology Co., Ltd**

Address: No. 586, Tongzipo West Road, High-tech Development Zone, Changsha, Hunan, China

Business Tel.: 0086-731-85401416

Fax: 0086-731-85401308

Customer service Tel.: 0086-731-89678989

Email: info@semicore-redsolar.com

Website: www.semicore-redsolar.com

**Australian Importer: ECO SAKURA ENERGY PTY. LTD.**

**ABN: 68638566471**

Address: 59 Tacoma Cct Canning Vale 6155 WA Australia

Contact Person: Lichen ZHAO

Contact Number: +61 1300 823 028

Email: info@ecosakura.com.au

Website: www.ecosakura.com.au

**【光伏组件有限质保书文末】**

---end