

Flexible Solar Module Product Warranty

Chongqing HG New Energy Group Co., Ltd. makes this quality guarantee for the company's photovoltaic module products. Chongqing HG New Energy Group Co., Ltd. hereinafter referred to as HG Group.

1. Product Quality Assurance

1.1 Chongqing HG New Energy Group Co., Ltd. will provide the buyer with photovoltaic module products certified by relevant institutions (such as TUV) (except for products with special requirements agreed by the buyer); at the same time, the appearance of the product conforms to the appearance agreed between the buyer and HG GROUP standard.

1.2 HG GROUP guarantees that the photovoltaic modules (including DC connectors and cables) produced by it will not have serious appearance defects defined in IEC61215, IEC61730, UL1703 standards and Cosmetic defects with abnormal power. If within 60 months from the date of the initial customer invoice, the materials and workmanship do not meet the serious appearance defects specified in the IEC61215, IEC61730, UL1703 standards and the appearance defects of abnormal power, HG GROUP will negotiate with the customer according to the specific situation. Choose to repair, replace, or reimburse the customer for the extent of module damage. The above three kinds of compensation are the only compensation methods, which can not be enjoyed with other compensation methods at the same time, and can not exceed the 120-month period stipulated in the warranty. The product warranty period for the following module installation scenarios is 1 year: modules are used in non-stationary installation scenarios, such as prolonged vibrations, bumps, folding, handling, etc.

2. Linear Power Guaranteed

2.1 The measurement of the power of delivered modules shall be carried out under standard test conditions, i.e. Irradiance 1000 W/m², Temperature 25°C, AM1.5.

2.2 Buyer must ensure proper handling, system design, installation, use, environment and maintenance of the product.

2.3 Module Efficiency

Flexible Module: in the first year since the system is installed and in normal operation, the output power shall not be less than 97.5% of the minimum output power stated in the product manual; in the second year, the output power shall not be less than 96.8% of the minimum output power stated in the product manual; thereafter The average annual output power attenuation is not greater than 0.7% of the product's output power in the previous year; after 25 years, the product's output power is not less than 82.36% of the minimum output power stated in its manual.

2.4 If the output power of the module fails to reach the agreed output power within the time specified in the terms, HG GROUP will analyze the reason together with the buyer. If HG GROUP confirms that it is our own responsibility, HG GROUP will provide the best compensation solution within the commercial reasonableness, such as providing additional modules, repairing or replacing modules, providing compensation according to this quality assurance letter, and continuing the original modules warranty period, etc. If the products provided at that time have been discontinued, HG GROUP will provide the standard products being produced as compensation.

2.5 Compensation for insufficient module power: For the difference between the actual total power of the module and the promised total power of this batch of modules, HG Group will provide compensation in the form of corresponding power modules.

3. Warranty Disclaimer

3.1 Losses caused by natural disasters such as lightning, storms, hail, floods, fires, earthquakes, wars, turmoil, or human factors that are not caused by the quality of the product itself are not covered by the warranty. It is recommended to purchase photovoltaic power plant property insurance after the construction of the photovoltaic power plant is completed.

3.2 This quality guarantee does not include the transportation cost of the returned faulty module on the way, nor does it include the cost of loading and unloading or other costs arising therefrom.

3.3 This warranty does not apply to any situations where the product model or identification number markings are unclear or ambiguous.

3.4 The buyer must ensure proper packaging, handling, storage, system design, installation, use, environment and maintenance of the product.

4. Warranty transfer

4.1 The warranty is applicable to the end user, and the end user refers to the end user of the module, and requires the module to be installed and used for the first time.

4.2 The quality guarantee can be transferred from the end customer to another user for the installed and used modules, and the customer must keep the original installation information, and at the same time require the modules to be installed and used for the first time.

5. Others

Except for the contents clearly listed above, neither HG Group nor the buyer has made any oral or written, express or implied representations, warranties or guarantees regarding the products or other matters. Such excluded implied warranties include, but are not limited to: (1) Warranties of merchantability; (2) Warranties of fitness for a particular purpose; (3) Warranties of non-infringement.

6. Model

HG-LXXX-60CW; HG-LXXX-54CW; HG-LXXX-72CW; HG-LXXX-60BW;
HG-LXXX-54BW; HG-LXXX-72BW

7. Contact

Company: Chongqing HG New Energy Group Co., Ltd.

Tel: 023-46250666

Email: info@hg-energy-group.com

Address Add: No. 633, Chengnan Avenue, Rongchang District, Chongqing, China