

# 轻柔组件产品质量保证书

## Flexible Solar Module Product Warranty

重庆昊格新能源集团有限公司对本公司光伏组件产品作出本质量保证。文中重庆昊格新能源集团有限公司简称昊格集团

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.

### 一、产品质量保证 Product Quality Assurance

1.1 重庆昊格新能源集团有限公司将向买方提供经过相关机构（如 TUV）认证过的光伏组件产品(买方同意的有特殊要求的产品除外)；同时，产品外观符合买方与昊格集团约定的外观标准。

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 昊格集团保证其所生产的光伏组件（包括直流连接头和电缆）在正常使用、安装条件下，不会出现材料和工艺原因导致的不符合 IEC61215、IEC61730、UL1703 标准中定义的严重外观缺陷及功率异常的外观缺陷。如最初客户发票所示之日起 60 个月内出现材料和工艺不符合 IEC61215、IEC61730、UL1703 标准中规定的严重外观缺陷及功率异常的外观缺陷，昊格集团将根据具体情形，与客户协商决定选择修理、更换，或按组件损坏程度赔偿客户。上述三种补偿均为唯一补偿办法，不可与其他补偿方式同时享受，且不能超过本质保书规定的 120 个月的期间。以下组件安装场景下的产品质保期为 1 年：组件在非静止安装场景下运用，如长期振动，颠簸或需折叠，搬运等情况。

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.

### 二、线性功率保证 Linear Power Guaranteed

2.1 交货组件功率的测量应在标准测试条件下进行，即光强 1000 W/m<sup>2</sup>，温度 25°C，大气质量 AM1.5。

The measurement of the power of delivered modules shall be carried out under standard test conditions, i.e. Irradiance 1000 W/m<sup>2</sup>, Temperature 25°C, AM1.5.

2.2 买方必须保证对产品合适的搬运、系统设计、安装、使用、环境及维护。

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

### 2.3 组件功率 Module Efficiency

轻柔组件：自系统安装并正常运行第一年，输出功率不小于该产品说明书所述最低输出功率的 97.5%；第二年，输出功率不小于该产品说明书所述最低输出功率的 96.8%；以后平均每年输出功率衰减不大于上一年该产品输出功率的 0.7%；25 年后产品输出功率不小于其说明书所述最低输出功率的 82.36%。

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 如果在条款规定的时间内，组件的输出功率未达到以上约定的输出功率，昊格集团将与买方一同分析原因。如昊格集团确认属于己方责任，昊格集团将提供在商业合理范围内最好的补偿方案，如提供额外的组件，修复或者更换组件，依据本质量保证书提供补偿金，延续原始提供的组件的质保期限等。如果当时提供的产品已经停止生产，昊格集团新将提供正在生产的标准产品作为补偿。

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 resonableness, 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 组件功率不足的补偿：对组件实际总功率与该批次组件承诺总功率的差额部分，昊格集团以提供相应功率组件的形式予以补偿。

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.

## 三、质保免责声明 Warranty Disclaimer

3.1 由于雷电、暴风、冰雹、洪水、火灾、地震、战争、动乱等自然灾害或人为因素造成的非产品本身质量原因导致的损失不在质保范围内，光伏电站建设完成后建议购买光伏电站财产险。

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 本质量保证书不包括退赔故障组件在路途上的运输费用，也不包括装卸货产生的费用或者由此产生的其他费用。

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 本质量保证书不适用任何产品型号或编号标识模糊不清的情况。

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

3.4 买方必须保证对产品合适的包装、搬运、存储、系统设计、安装、使用、环境及维护。

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

#### 四、质保转让 Warranty transfer

4.1 本质保书适用于最终用户，最终用户是指组件的最终使用者，同时要求组件为首次安装使用。

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 本质保书对于已安装使用的组件，可以从最终客户转移给另外的用户，客户必须保留原始的安装信息，同时要求组件为首次安装使用。

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.

#### 五、其它 Others

除上述明确列出的内容外，昊格集团和买方对产品或其他事项均未做出任何口头或书面、明示或暗示的陈述、保证或担保。该等被排除的暗示性的保证包括但不限于：

(1) 关于适销性的保证；(2) 适合于某一特别目的的保证；(3) 不侵权的保证。

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.

#### 六、产品型号 Model

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



## 七、 联系方式 Contact

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