

Product Warranty

1. Scope

This warranty applies to the Sunstation building integrated PV modules ("Sunstation Modules") delivered and installed at the customer's site in the United Kingdom or Ireland with the product codes listed below by Solar Century Holdings Limited ("Solarcentury") or an authorised distributor, installer or reseller (an "Authorised Distributor").

In this warranty "Product" means each of the listed products individually.

No.	Product name	Product code
1	SUN M265 J11	16974-01
2	SUN M270 J11	16904-01
3	SUN M270 J22	16997-01
4	SUN M275 J24	17589-01
5	SUN M295 J26	17868-01
6	SUN M300 J26	17829-01

2. Warranty

From the date of original purchase of the Product from Solarcentury or its Authorised Distributor, Solarcentury warrants as follows:

- (a) **Materials & Workmanship in Manufacture – 10 years**
The Product shall be free from material defects in design, materials and workmanship in manufacture for a period of 10 years; and
- (b) **Power Output – 25 years**
Loss of power output against the minimum peak power at standard test conditions ("STC") as specified on the label of the Product ("Nominal Power") when measured at STC for the Product shall not exceed: 3% for the first year, and 0.708% per year thereafter from the second to the 25th year of the warranty period; with a power output standing at 80.008% of the Nominal Power at the end of the 25-year warranty period.

The warranties in paragraphs 2(a) and 2(b) shall be subject to the conditions set out in paragraph 4(a) to 4(i) (inclusive) below.

3. Liability

Solarcentury's liability under this Product Warranty is strictly limited to:

- (a) repair or replacement of the defective Product with an equivalent product, (b) refunding the purchase price of the Product or (c) providing the customer with additional Sunstation Modules required to make up the power lost or providing the customer compensation for power lost up to a maximum value of the purchase price of the Product, such loss in power having been proved to have been suffered by the owner of the Product and determined by Solarcentury (in its sole and absolute discretion) to be due to defects in materials or workmanship.

This Product Warranty excludes liability for any costs of labour or transport or any other associated costs including, without limitation, costs involved in removing the Product, replacing the Product or returning it to Solarcentury. Any Product (or parts) replaced shall become the property of Solarcentury and the replacement Product shall only have warranty cover for the remainder of the original warranty period.

4. The Conditions

- (a) The Product has been properly installed, operated and maintained in accordance with Solarcentury's datasheets and instructions for design, installation, operation and maintenance of the Product (together the "Product Guide") and in accordance with all applicable laws and standards as updated and applicable at the date of installation whether or not those standards are identified in the Product Guide;
- (b) The Product has not been removed from the location in which it was first installed, nor connected to or used with any unapproved device;

- (c) The Product has not, in Solarcentury's absolute judgment, been damaged during transportation, delivery, storage, handling or installation;
- (d) The Product has not, in Solarcentury's absolute judgment, suffered damage caused by extraneous causes such as structural movement of the roof, accident, an impact of significant force, fire, lightning, flood, severe weather, interference by animals, insect and pest infestation or other Acts of God or other events, howsoever caused reasonably beyond Solarcentury's control;
- (e) The Product has not been subject to misuse, neglect, abuse, alteration or improper application;
- (f) The Product has not been exposed to conditions (including, where applicable, excessive levels of pollution or wind speeds) at the property where it was installed which are more adverse than those which the Product is designed to withstand as stated in the Product Guide;
- (g) The labels, serial numbers or barcodes on the Product or any of its components have not been altered, removed or made illegible;
- (h) Any alleged defect in materials is not merely cosmetic or due to normal and reasonable wear and tear of the Product (including, for example, discolouration and variations in colour of the Sunstation Modules);
- (i) A claim is notified: (i) in accordance with the procedure set out below, and as set out in the Product Guide; (ii) within the applicable warranty period as set out above; and (iii) within two months of the first date on which problems with the Product were detected or ought to have been detected.

Warranty and no rights shall accrue as a result of this Product Warranty.

5. Procedure for making a claim

Before making a claim, you should review the Product Guide to make sure that you have followed all the guidance.

If after reviewing the Product Guide you are still concerned that the Product is not performing as it should, please contact your installer or maintainer in the first instance.

If your installer or maintainer considers the Product is not performing according to the warranty, please (together with the assistance of your installer or maintainer) provide Solarcentury with the details below so that we can consider your claim, marking your correspondence for the attention of the Solarcentury Customer Services. Please include:

- Confirmation that you have reviewed the Product Guide but the results indicate that the Product may be failing to perform to the guaranteed standard;
- Confirmation that conditions 4(a) to 4(i) above are met;
- A detailed description of the Product failure, including supporting images;
- Adequate documentation of proof of purchase (including details of purchase receipts);
- The Products serial number; and
- Details of when and by whom the Product was purchased and installed and the address of the property at which it was installed.

If any of the above conditions are not met then Solarcentury shall have no obligations under this Product



Solar Century Holdings Limited
90 Union Street, London SE1 0NW

T +44 (0)20 7549 1000 customerservices@solarcentury.com
F +44 (0)20 7549 1001 www.solarcentury.com