

Jolywood N-type Mono-crystalline Modules

Limited Warranty

Revision Date 2021/7/1

Jolywood (Taizhou) Solar Technology Co., Ltd. (hereinafter referred to shortly as Jolywood) stipulates general conditions, exceptions and limited scope in the following text, they provide limited warranty and linear limited power warranty for N-type modules produced by Jolywood.

1. Limited Product Warranty

Jolywood (Taizhou) Solar Technology Co., Ltd. (hereinafter referred to shortly as Jolywood) can promise the quality without material or process defect within 15 years from the effective date of warranty. If there is any defect in the 15 years of warranty period, depending on the circumstances, Jolywood will maintain or replace the product, or refund to the customer at the current market residual value. Maintenance, replacement or refunding is the only, exclusive remedial measures in the Limited Warranty.

Any change in the appearance of PV modules (including scratch, stain, mechanical wear, rust, mildew) or other appearance variation happened after delivering to the customer are not covered in the range of warranty, excepting those which have brought effect to output power. For cataclastic PV modules, claim for compensation can be issued only under the condition of non-external factor. Limited Product Warranty is exclusive of specific power output, it will be regulated in the following terms 2.

2. Limited Power Warranty

A. "Output power" refers to the power of PV modules tested under the Standard Test Condition (STC): (1) spectrum at AM1.5; (2) light intensity:1000W/m²; (3) cells temperature: 25°C. All PV modules pass the test at the terminal of junction box before delivery, both test conditions and methods meet IEC61215 standard. All measurement standards of Jolywood comply with the current international quality system standards.

B. output power warranty

"Nameplate Power" refers to the power value on nameplate. Within 30 years from the effective date of warranty, Jolywood promises that power of single module will have the following performance: For the first 12 months, power of N-type mono-crystalline modules will be not less than 99% of "nameplate power". In the following subsequent year, the power degrading value will not exceed 0.4% of "nameplate power". At the end of 30-years warranty period, power value will not less than 87.4% of "nameplate power".

Every Sequent Year From Warranty Date	Power Of Mono Crystalline Modules
1	99.00%
2	98.60%
3	98.20%
4	97.80%
5	97.40%
6	97.00%
7	96.60%
8	96.20%
9	95.80%
10	95.40%
11	95.00%
12	94.60%
13	94.20%
14	93.80%
15	93.40%
16	93.00%
17	92.60%
18	92.20%
19	91.80%
20	91.40%
21	91.00%
22	90.60%
23	90.20%
24	89.80%
25	89.40%
26	89.00%
27	88.60%
28	88.20%
29	87.80%
30	87.40%

C. Limited Remedial Measures

Within warranty period, if output power is lower than the standard listed in the table above when modules are tested by a third party testing organization designated or approved by Jolywood, and it can also be approved that power loss is caused by unilateral reason of Jolywood, with the condition of written evidence provided by customer, Jolywood can choose one of the following remedial measures at the sole discretion.

1) Providing extra modules for the power loss compensation or refunding to the customer at current market value;

2) Repairing or replacing the defective modules free of charge and undertaking the freight

The remedial measures mentioned in this term are the only, exclusive one in the “Limited Power Warranty”

Defects caused by materials or process problems provide after-sales according to terms of “Limited Product Warranty”, “Limited Power Warranty” will not deal with the power loss caused by defects above.

3. Warranty Start Time

The validity period of warranty counts from 90 (natural day) days after the arriving date, or from the starting date of installation, and the priority takes the earlier date.

4. Non-independent Warranty

The customer has the right to claim for the warranty terms above. If a case simultaneously met multiple warranty terms, and when Jolywood has provided any solution, it can be regarded that Jolywood has solved all applicable warranty claims for compensation.

5. Exceptional and Limited Terms

A. At any condition, all claims for compensation should be submitted to Jolywood or the authorized distributor in written form within warranty period, relevant written evidence should also be provided. When an end customer issue a claim, if the distributor who purchased the batch of modules still have accounts payable under all the contracts which confirmed by after-sales, Jolywood have the right to refuse to deal with the claim.

B. “Limited Product Warranty” and “Limited Power Warranty” are not applicable in the following conditions:

1) Improper installation, usage, maintenance and/or modification which have not follow the installation manual of Jolywood;

2) Installed on the mobile place, Marine environment, extremely hot weather or other abnormal conditions (acid rain, salt mist, chemicals, etc.) or extremely vary climate environment (corrosion, oxidation, etc.);

3) Power failure, surge voltage fluctuation, lightning, flood, fire, accidental damage and other factors;

4) Damage caused by improper storage;

5) Misuse, abuse, negligence or accident;

6) Altering or removing the type or serial number without the written authorization of Jolywood which make it difficult to identify;

7) Damage caused by an external auxiliary installation structure;

8) Other unlisted uncontrollable events.

C. The limited warranty terms above only cover the shipping and transportation costs of repairing or replacement by Jolywood. Freight, customs clearance fee, installation, removing or reinstallation fee caused by returning modules to Jolywood or authorized agent or distributor will be undertaken by the end customer. Reasonable transportation fees caused by redelivery the maintained or replaced modules will be undertaken by Jolywood. However, this fee should be certified in a written document and approved by customer service department of Jolywood.

Any responsibilities and expenses of customer without the written permission of Jolywood will not be undertaken by Jolywood.

6. Limited Warranty Scope

The limited warranty replaces and excludes all other explicit or implicit warranty terms, including but not limited to merchantability warranty. It's a warranty for specific purpose, use of application which does not infringe upon the right of a third party, including but not limited to intellectual property and all other responsibilities or obligations that belong to Jolywood, unless confirmed by the CEO with signature. If it is not prohibited by local law or regulations, to any reason caused by products or related to them, including but not limited to modules or defects caused by use or application. Jolywood will not undertake any responsibilities or obligations for damage to any natural person or tangible property or damage in other aspects. For any incidental, consequential, indirect or special damages, regardless of the generation, or even Jolywood has been informed in advance of such damage, Jolywood is irresponsible under any circumstances. Therefore, the use loss, profit loss, production loss, incoming loss and other specific losses are not included in the warranty scope. If Jolywood undertakes the damage or other responsibilities, the accumulated compensation amount will not exceed the invoicing value of a single module paid by the customer

7. Transfer of Warranty

The warranty is suitable for initial end user and when PV modules are still in the initial installation site, It can also be transferred to the subsequent owner of the site or the subsequent holder of the product with the reasonable and legible certificate of inheriting or transfer.

8. Performance of Warranty

The end user should notify the local customer service center or authorized distributor of Jolywood in time to obtain the quality assurance services provided in this limited warranty. The customer should attach the warranty certificate with the notice, including but not limited to the problem description, the complete serial number of the corresponding module, and the photos of the defect parts, the test datum, the copy of the commercial invoice and the purchase date. Jolywood will provide the customer a certificate of authorization to refund the modules for inspection, maintenance or replacement. Jolywood will not accept any refund of modules without a certificate of authorization.

After inspection, if it was judged as a non-warranty problem, Jolywood do not undertake any responsibility for the maintenance, replacement and compensation of modules. What's more, the customer should bear the transportation cost. In addition, the ownership of all replacement modules sent to the customer in advance are vested in Jolywood. The customer should return the modules or compensate to Jolywood.

9. Dispute

In case of any dispute occurred during the warranty claim, the final decision should be made by a third party testing institution designated or accepted by Jolywood. All expenses should be borne by the losing party unless there are other stipulations.

10. Others

Maintenance, replacement and other extra modules will not make a new warranty period or an extending of the original warranty period. The ownership of all replacement modules are vested in Jolywood. During the complaint period, if the model was not under production, Jolywood have the right to provide modules of other model (different size, color, shape of power).

11. Force Majeure

For any non-performance or delay of performing sales terms and conditions, terms and conditions of limited warranty which caused by the following reasons, Jolywood are not responsible for the end user or any third party. Reasons including but not limited to: fire, flood, snow disaster, typhoon, lightning, natural disasters, the change of national policy, terrorist incidents, wars, riots, strikes, improper and insufficient labors or raw materials and all other uncontrollable events.

12. Change Of Consumer Protections In Australia (Only Valid For The Purchase Of The Products In Australia)

If you have purchased this product in Australia, you should be aware that this warranty is provided in addition to other rights and remedies held by a consumer at law. 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.

Remarks:

1. Any discrepancy occurred in warranty statements in different languages version, the Chinese version prevails in mainland China (including Hong Kong, Macao and Taiwan) and the English version prevails outside mainland China.

2. The installation and operation of PV modules requires professional skills, which only professionals are qualified. According to the terms of the warranty, claims are accepted only if the customer can provide evidence that the modules are under normal condition of application, installation, use and service, and conform to the regulations of the latest version of "Ground Crystalline Silicon Solar PV Modules Installation Manual".

3. Bifaciality (BiFi)

$$\text{BiFi} = \frac{P_{\text{maxrear}}(\text{STC})}{P_{\text{maxfront}}(\text{STC})}$$

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