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安徽大恒能源科技有限公司

Anhui Daheng Energy Technology Co., LTD

光伏组件质保书

Photovoltaic Module Warranty

安徽大恒能源科技有限公司 发布

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光伏组件质保书

Photovoltaic module warranty

尊敬的客户：

Dear client

感谢您购买安徽大恒能源科技有限公司制造的产品。本光伏组件有限质保书涵盖的产品为：

Thank you for purchasing the products manufactured by Anhui Daheng Energy Technology Co., Ltd. The products covered by the limited warranty of photovoltaic modules are:

(1) 必须带有大恒标志标签的组件。

(2) 必须自安装之日起 3 个月内将购买组件的安装位置通知大恒。

(1) Modules that must be labeled with Daheng logo.

(2) The installation location of purchased modules must be notified to Daheng within 3 months from the date of installation.

1、25 年有限产品质保 25 year limited product warranty

大恒保证所生产的光伏太阳能组件（简称“组件”），包括工厂装配的直流连接器和电缆，在正常应用、安装、使用及服务条件下无材料和做工缺陷。如果组件不符合此质量保证，则从客户采购之日起（组件销售之日）300 个月内，大恒能源将单方决定进行维修或更换产品，或以当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 300 个月的期限。本“有限产品质保”不包括特定的功率输出。（该项将只在下面的条款 2“有限峰值功率质保”中进行规定）。

注：此处提及的 25 年有限产品保修仅适用于澳大利亚住宅屋顶上安装运行的产品。

Daheng guarantees that the photovoltaic solar modules (hereinafter referred to as "modules"), including factory assembled DC connectors and cables, are free from defects in materials and workmanship under normal application, installation, use and service conditions. If the module does not meet this quality guarantee, Daheng Energy will unilaterally decide to repair or replace the product or refund the customer at the prevailing market price of the module within 300 months from the date of purchase (the date of sale of the module). Repair, replacement or refund shall be the sole and exclusive remedy provided under the Limited Product Warranty and shall not exceed the period of 300 months specified herein. This "Limited Product Warranty" does not include specific power output (this item will only be specified in Article 2 "Limited Peak Power Warranty" below).

Note: Subject to the terms and conditions contained in the applicable Warranty Statement. Also this 25-year limited product warranty is available only for products installed and operating on residential rooftops in Australia.

2. 有限峰值功率质保-有限补救措施：Limited peak Power Warranty - Limited Remedies:

大恒能源还保证，从质保开始日开始的二十五年期间内，初始保证功率的损耗，即相关产品说明书中规定的、并依据产品标准测试条件（STC）测定的最大峰值输出功率与组件公差最小值的乘积不超过：

Daheng Energy also guarantees that the loss of the initial guaranteed power, the product of the maximum peak output power and the minimum tolerance of the modules as specified in the relevant product specifications and determined in accordance with the product Standard Test Conditions (STC), for a period of 25 years starting from the warranty commencement date, does not exceed:

多晶产品：第一年损耗为 2.5%，此后每年损耗 0.7%，从质保开始日开始后第 25 年的功率输出效率

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不低于 80.7% ;

Polycrystalline products: the loss is 2.5% in the first year, 0.7% every year thereafter, and the power output efficiency is not less than 80.7% in the 25th year after λ date from the start of warranty.

单晶产品：第一年损耗为 2.0%，此后每年损耗 0.55%，从质保开始日开始计算后第 25 年的功率输出效率不低于 84.8%。如任何组件出现输出功率低于大恒能源所做报告中规定的标称功率数值，并且大恒确定该功率的损耗是由于原料或工艺缺陷所致，大恒将自行决定：

Single crystal product: the loss is 2.0% in the first year, and 0.55% every year thereafter. The power output efficiency in the 25th year after the warranty date is calculated is not less than 84.8%. If the output power of any module is lower than the nominal power value specified in the report of Daheng Energy, and Daheng determines that the loss of power is due to raw material or process defects, Daheng will, at its sole discretion:

(1) 提供额外的组件给客户以弥补功率损耗，或更换有缺陷的组件以消除功率损耗。Provide additional modules to the customer to compensate for power loss, or replace defective modules to eliminate power loss.

(2) 按功率输出与大恒产品资料中所规定的标称功率的数值的差额比例，向客户同比例退还组件的成本 (按当时的组件市场价格计算)。本第 2 条规定的补救措施为“有限峰值功率质保”项下的唯一的及排他性的补救措施。According to the difference ratio between the power output and the nominal power value specified in Daheng's product data, the cost of modules shall be returned to the customer in the same proportion (calculated according to the current market price of modules). The remedies specified in this Article 2 are the only and exclusive remedies under the Limited Peak Power Warranty.

(3) 大恒能源质保代工光伏组件，自质保期开始后 25 年内，在正常的安装、使用和维护等完全满足组件安装使用说明书的要求条件下，因大恒能源生产工艺方面所带来的隐患及缺陷，如在质保期内，经第三方确认由于大恒能源生产工艺方面所造成的质量问题，大恒能源可以自行确认对该组件进行修理或更换 (因材料问题引起的质量问题除外)。

Within 25 years from the beginning of the warranty period, under the condition that the normal installation, use and maintenance of Daheng Energy's contracted photovoltaic modules fully meet the requirements of the installation and operation manual of the modules, if there are hidden dangers and defects in the production process of Daheng Energy, and within the warranty period, and it is confirmed by a third party that the quality problems are caused by the production process of Daheng Energy, Daheng Energy can confirm to repair or replace the module (except for quality problems caused by material problems).

3. 质保书适用范围：Scope application of warranty:

包括但不限于以下型号产品

Including but not limited to the following models

1. DHM-T72X10/FS-555W
2. DHM-T72X10/FS-550W
3. DHM-T72X10-550W
4. DHM-T60X10/FS-460W
5. DHM-T60X10-460W
6. DHM-72X10/FS-545W
7. DHM-72X10/FS-550W
8. DHM-72X10-550W
9. DHM-72X10-545W

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10. DHM-72L9-455W
11. DHM-72L9-450W
12. DHM-66L9/FS-415W
13. DHM-66L9/FS-410W
14. DHM-66L9-415W
15. DHM-66L9-410W
16. DHM-60X10/FS-460W
17. DHM-60X10-460W
18. DHM-60L9-380W
19. DHM-54X10/FS-410W
20. DHM-54X10-410W

4. 排除和限制 Exclusions and Limitations

(1) 任何情况下，所有质保要求必须在相应的质保期内提出才有效。In any case, all warranty claims must be made within the corresponding warranty period.

(2) 组件的“有限产品质保”和“有限峰值功率质保”不适用于以下情况的组件: Limited Product Warranties and Limited Peak Power Warranties for modules do not apply to modules that:

- ◆ 误用、滥用、疏忽或事故;
- ◆ 不当运输, 贮存或操作;
- ◆ 改装、不当安装或使用;
- ◆ 未遵循大恒的安装和保养维护说明;
- ◆ 非大恒认可的维修技术人员的维修或改动;
- ◆ 安装在移动场所或在海洋环境;
- ◆ 雷电、洪水、火灾、意外破损, 或其他大恒不可控制的事件。
- ◆ Misuse, abuse, negligence or accident;
- ◆ Improper transportation, storage or operation;
- ◆ Modification, improper installation or use;
- ◆ Do not follow Daheng installation and maintenance instructions;
- ◆ Non-Daheng recognized maintenance and technical personnel maintenance or modification;
- ◆ Installed in the mobile place or in the Marine environment;
- ◆ Lightning, flood, fire, accidental damage, or other uncontrollable events.

(3) “有限产品质保”和“有限峰值功率质保”均不包含如下费用: 与光伏组件的安装、拆卸或重新安装相关的费用 (第 5 项最后一段明确规定的情况除外); 退回光伏组件所产生的清关或任何其他费用。Neither the Limited Product Warranty nor the Limited Peak Power Warranty covers: costs associated with the installation, disassembly or reinstallation of PV modules (except as specifically specified in the last paragraph of Item 5); Return any customs clearance or any other charges incurred by the PV modules.

(4) 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。Warranty requests will be denied when the module model or serial number is changed, removed, or unrecognizable.

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4. 质保的适用范围除非大恒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），以及大恒所有的其他义务或责任。大恒不对人身伤害或财产损失承担责任，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，大恒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。大恒对任何效用、生产、收益、利润的损失均不承担责任。大恒如果对客户承担损害或其他责任，其累计责任不超过客户支付的单个组件的发票价值。

The scope of application of the warranty, unless Daheng expressly agrees, signs and acknowledges other obligations and liabilities in writing, the "limited warranty of photovoltaic modules" specified herein expressly replaces and excludes all other express or implied warranties (including but not limited to commercial warranties, warranties applicable to special purposes, purposes or applications), as well as all other obligations or liabilities of Daheng. Daheng is not liable for personal injury or property damage, nor for other losses or injuries caused by or related to the modules (including but not limited to any defects of the modules, any defects arising from use and installation). Under no circumstances shall Daheng be liable for incidental, indirect or special losses caused by any reason. Daheng shall not be liable for any loss of utility, production, income or profit. If Daheng undertakes damage or other liabilities to the customer, its cumulative liability shall not exceed the invoice value of the single module paid by the customer.

5. 质保的履行 Performance of warranty

如果客户认为根据“光伏组件的有限质保”可以提出正当质保要求，应立即直接以挂号信形式将书面通知寄送至大恒的下述地址，或发送电子邮件到下述大恒的电子邮箱。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、大恒或其分销商的印章或者签字的发票作为证据。如果大恒没有预先发出书面授权，退回的光伏组件将不会被接受。在“有限产品质保”和“有限峰值功率质保”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大恒承担，但此等费用应有证明文件证明，并且此等费用应得到大恒客户服务部门的认可。If the customer believes that a valid warranty claim can be made under the "Limited Warranty for PV Modules", the Customer shall immediately send a written notice directly by registered mail to Daheng at the address below, or send an E-mail to Daheng at the email address below. The customer shall attach the certificate of warranty, corresponding module serial number and date of purchase with the notice. An invoice clearly showing the date of purchase, purchase price, module model, seal or signature of Daheng or its distributor shall also be provided as evidence. Returned PV modules will not be accepted without prior written authorization from Daheng. Under the "Limited Product Warranty" and "Limited Peak Power Warranty", Daheng shall bear the reasonable and usual sea or land transportation costs incurred by the customer for returning the modules and reshipping the repaired or replaced modules, provided that such costs shall be supported by supporting documents, and such costs shall be recognized by Daheng's customer service department.

6. 可分割性 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 any part, provision or term of this Limited Warranty for PV Modules, or its application to a person or environment, is held to be invalid or unenforceable, such determination shall not affect the effect of all other parts, provisions or applications of this

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Limited Warranty for PV Modules, and for that purpose, Other parts, provisions, terms or applications of the Limited Warranty of Photovoltaic Modules shall be deemed to be separable.

7. 技术争议 Technical dispute

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。

You may have special legal rights beyond the essential warranty, and you may have different rights depending on 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 locality. Some countries do not allow the exclusion or limitation of incidental or consequential damages, so such exclusions or limitations under the essential warranty may not apply to you.

8. 其他 Others

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“光伏组件的有限质保”的原有期限也不应延期。任何被更换的组件均为大恒的财产，并由其全权处置。在处理索赔过程中，如大恒停止生产被更换组件型号的产品，其有权提供另一型号（尺寸、颜色、形状和/或功率不同）的组件。

The repair or replacement of a module or the provision of additional modules does not constitute a renewal of the warranty period, nor shall the original term of this Limited Warranty for PV Modules be extended. Any replaced modules shall be the property of Daheng and shall be at its sole disposal. In the course of processing the claim, if Daheng discontinues the production of the product with the replaced module model, it has the right to supply another module model (different in size, color, shape and/or power).

9. 质保的转让 Transfer 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。The essential Warranty is transferable when the Product is still installed in the original installation position on the warranty register and has not been disassembled or transferred.

10. 不可抗力 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、洪水等其他超出源合理控制范围的原因或情况造成大恒不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”），大恒不对客户或任何第三方负责。此种情况下，大恒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。

As a result of the forces of nature, war, riots, strikes, war, fire, flood, plague or other infectious diseases and other reasons or conditions beyond the reasonable control source causing it fails to perform or delay to perform the sales terms or conditions (including the "photovoltaic modules limited warranty"), Daheng is not responsible for the customer or any third party. In such case, Daheng's performance of this limited Warranty shall be suspended and shall not be liable for reasonable delays caused by such reasons.

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定义: definition:

“标准测试状态的峰值功率”是一个光伏电池组件产生的最大功率点的峰值功率。“标准测试状态”是如下的条件: "Peak power at standard test state" is the peak power at the maximum power point produced by a PV cell module. "Standard Test status" is the following condition:

- (1) 光谱 AM1.5
- (2) 光强为 1000W/m
- (3) 直角辐射下电池温度 25 摄氏度。

- (1) Spectral AM1.5
- (2) The light intensity is 1000W/m
- (3) The battery temperature under right-angle radiation is 25 degrees Celsius.

测量根据 IEC 61215 在连接器或接线盒终端进行, 可行的情况下, 按照大恒在光伏组件生产日有效的校准和测试标准进行测试。

Measurements are carried out at connector or junction box terminals in accordance with IEC 61215 and, where feasible, in accordance with Daheng's calibration and test standards in effect at the PV module production date.

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

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DH SOLAR