

SOLAR'S MOST TRUSTED



REC ALPHOX SERIES

WARRANTY CONDITIONS

GARANTIEBEDINGUNGEN

CERTIFICADO DE GARANTÍA

CERTIFICAT DE GARANTIE

CERTIFICATO DI GARANZIA

CERTYFIKAT GWARANCJI

太陽電池モジュール

Limited Warranty Certificate for REC Alpha solar panels¹ (Limited Warranty) (valid as of January 1, 2019)

This Limited Warranty covers all the above named REC solar panels (as defined above¹) delivered to REC customers on or after January 1, 2019, and is valid in all member states of the Organization of American States (OAS) only.

REC SOLAR PTE. LTD. (hereafter the 'Warrantor' or 'REC') issues the following voluntary warranty to the end-user who purchased the Product in one of the states mentioned above and put the Product into use for the first time (the 'Original End-User'). In addition to the rights under this Limited Warranty, the Original End-User may be entitled to statutory warranty rights under applicable national laws which shall not be affected or limited in any way by this Limited Warranty.

I. Product Warranty

Subject to the terms and conditions of this Limited Warranty, for a period of 20 years² from the date of purchase by the Original End-User (not exceeding a maximum period of 20.5 years³ from the date of production as identified on the Product), REC warrants that the Products:

- Are free from defects in material and workmanship if installed and used in accordance with the installation instructions available to download from www.recgroup.com; and
- Will remain safe and operational if cable and connector plugs are installed professionally and are not permanently positioned in water; provided however, that damage to the cable caused by abrasion on a rough surface due to insufficient fixing or to unprotected running of the cable over sharp edges is excluded. Damage caused by animals is also excluded; and
- Will not experience freezing up of the aluminum frames if installed correctly.

The outer appearance of the Product, including scratches, stains, rust, mould, discoloration and other signs of normal wear and tear, which occurred after delivery or installation, do not constitute defects, provided the functionality of the Product is not affected. Glass breakage constitutes a defect only if not caused by any external influence.

If a defect (or serial defect⁴) occurs during the Warranty Period affecting the functionality of the Product, REC will, at its sole option:

- Repair the defective Product; or
- Replace the Product with an equivalent product; or
- Refund the current market price of an equivalent product at the time of the claim.

II. Performance Warranty

Subject to the terms and conditions of this Limited Warranty, REC warrants that the actual power output (performance) of the Product will reach at least 98% of the nameplate power output specified on the Product during the first year (calculated from the date of production as identified on the Product). From the second year, the actual power output will decline annually by no more than 0.25% for a period of 24 years, so that by the end of the 25th year, an actual output of at least 92% of the nameplate power output specified on the Product will be achieved.

This Performance Warranty covers only reduced performance due to natural degradation of the glass, the solar cell, the embedding foil, the junction box and interconnections under normal use.

If the Product does not reach the warranted power output levels set out above when measured by the Warrantor or by an accredited independent measuring institute⁵ agreed to prior to testing by the Warrantor, under standard test conditions (IEC 61215) and taking into account a $\pm 3\%$ tolerance range, then REC will, at its sole option:

- Repair the Product; or
- Replace the Product with an equivalent product or to supply additional panels as necessary to achieve the warranted percentage of specified power output; or
- Refund the current market price of an equivalent product at the time of the claim.

¹ Including product variants with one or more of the suffixes: Black, 72, Q2, and excluding panels showing Q3, as part of the product name.

² This may be extended for additional 5 years subject to the prevailing conditions of the REC Certified Solar Professional Program. For more information on products, installation types & installers qualified for that extension see: www.recgroup.com/rec-certified-solar-professional-program-installers.

³ 25.5 years in the case of prevailing footnote ².

⁴ Serial defects can only be confirmed by REC as a serial defect event in accordance with REC standards of serial defects.

⁵ Examples: Fraunhofer ISE, TÜV Rheinland, UL or equivalent as discussed and agreed by REC prior to testing.

III. Warranty Conditions, Limitations and Exclusions

1. This Limited Warranty is not transferable by the Original End-User, except to a subsequent owner of the solar power facility at which the Product was originally installed and remains installed, provided that this solar power facility has not been altered in any way or moved from the structure or property at which it was originally installed.
2. Notification of a warranty claim hereunder must be given without undue delay after detection of the defect and prior to the expiration of the applicable Warranty Period and in accordance with the procedure as set out in section IV below.
3. **Please note that this Limited Warranty does not cover, nor will the Warrantor reimburse, any on-site labor or other costs incurred in connection with the de-installation or removal of defective Products, transport or the re-installation of replaced or repaired Products or any components.⁶**
4. The Warrantor may use remanufactured or refurbished parts or products when repairing or replacing any Products under this Limited Warranty. Any exchanged or replaced parts or Products will become the property of REC. The Warranty Periods set out in sections I. and II. above will not be extended in any way in the event of a replacement or repair of a Product.
5. This Limited Warranty requires that the Product is installed according to the latest safety, installation and operation instructions provided by REC and does not apply to damage, malfunction, power output or service failures which have been caused by: (a) repair, modifications or removal of the Product by someone other than a qualified service technician; (b) any improper attachment, installation or application of the Product or (c) abuse, misuse, accident, negligent acts, power failures or surges, lightning, fire, flood, accidental breakage, actions of third parties and other events or accidents outside REC's reasonable control and/or not arising under normal operating conditions.
6. This Limited Warranty is provided voluntarily and free of charge and does not constitute an independent guarantee. Therefore, if any defect materially affects the functionality of the Product or results in a power output below the warranted levels, the Original End-User's remedies are limited exclusively to the remedies set out under sections I. and II. in the warranty cases specified herein. **REC ASSUMES NO WARRANTIES, EXPRESS OR IMPLIED, OTHER THAN THE WARRANTIES MADE HEREIN AND SPECIFICALLY DISCLAIMS ALL OTHER WARRANTIES, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. REC EXCLUDES ALL LIABILITIES FOR ANY SPECIAL, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES FROM THE USE OR LOSS OF USE OF THE PRODUCTS TO PERFORM AS WARRANTED; INCLUDING BUT NOT LIMITED TO DAMAGES FOR LOSS OF POWER, LOST PROFITS OR SAVINGS NOR EXPENSES ARISING FROM THIRD-PARTY CLAIMS.** This does not apply to the extent the Warrantor is liable under applicable mandatory product liability laws or in cases of intent or gross negligence on the part of the Warrantor.
7. This Limited Warranty shall be governed by and construed in accordance with the laws of the State of California without giving effect to its conflict of laws provision. The United Nations Convention on Contracts for the International Sale of Goods (1980) shall not apply to or govern this Limited Warranty or any aspect of any dispute arising there from.

IV. Warranty Claim Procedure

Claims under this Limited Warranty must be made by notifying the authorized distributor or seller where the Product was first purchased. A claim may be registered at:

www.recgroup.com/claims

Contact details for REC global distribution partners can be found at:

www.recgroup.com/distributors

Once a claim has been submitted, it will be handled by the REC Regional Office, details of which can be found at:

www.recgroup.com/contact

For a warranty claim to be processed, proof of the original purchase of the Product and any subsequent sales including transfer of this Warranty need to accompany the claim. The claim must include a description of the alleged defect(s) as well as the Product's serial number(s). Prior to returning any Products or components to REC, an RMA (Return Merchandise Authorization) number is required, which may be obtained by contacting REC via the aforesaid address.

This warranty is valid for Products delivered to REC customers on or after January 1, 2019.

⁶ Further warranty extensions may be given through REC Certified Solar Professional installers according to the conditions of the REC ProTrust Warranty package. See www.recgroup.com/protrust for further details.

REC Warranty Claim Procedure

In the unlikely event of needing to make a warranty claim on REC panels, we have proven system in place to ensure a smooth and hassle-free processing, ensuring our customers get the best possible service. Simply complete the form at www.recgroup.com/claims with as much detail as possible. Uploading pictures and other supporting documents will help us provide you with fast and efficient feedback to resolve the issue swiftly.

2-STEP PROCESS TO FILING A CLAIM

Part 1: Required Information for a Claim

CLAIM TYPE

☐ WARRANTY CLAIM ☐ TRANSPORT CLAIM

CLAIM FILED BY*

- Select -

COMPANY NAME*

If residential end user, please enter your name

E-MAIL*

COUNTRY *

- Select -

REC PANEL TYPE*

- Select -

NUMBER OF AFFECTED PANELS*

- Select -

SERIAL NUMBER (S)

Found under barcode at front of module and/or on label at back of module. Use commas to separate multiple serial numbers. If more than 450 characters, please submit serial numbers as an attachment below.

DATE OF INSTALLATION COMPLETION


CLAIM DESCRIPTION

ADD ATTACHMENT

Files must be less than 25 MB.

Allowed file types: gif jpg jpeg png tiff pdf doc docx xls xlsx odt ppt

VERIFICATION



Warranty claim refers to product workmanship and performance of the module.

Transport claim refers to issues related to panel transportation and handling.

Include information such as :

- What is the issue on the module?
- When did the issue first occur?
- How was the issue discovered?
- Where is the panel in the array?
- Full address of installation site.

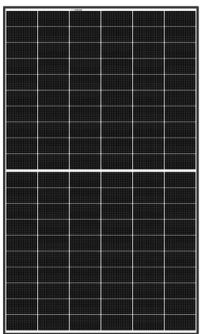
Refer to Part 2 for the required documents to be attached.

List all the claim module serial numbers that can be found on frame label, front side module and label on backsheet.

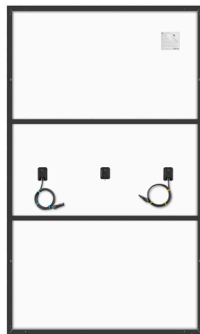
Part 2a: Required Documents for Product Workmanship Claims

Attach photos of the claim under the "Add attachment" section of the form. Ensure the pictures are clear and of good quality as failure do to so may result in a request for better images to facilitate the claim and delay the process.

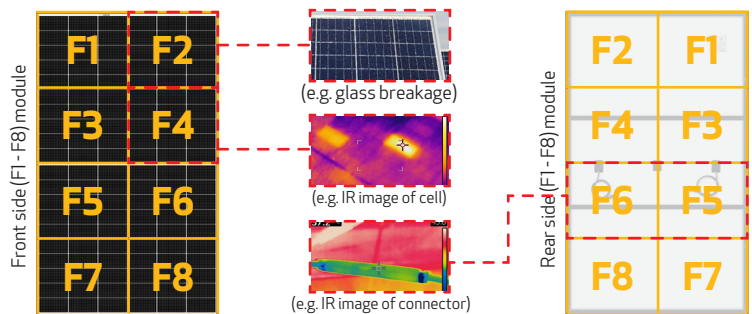
1. Photo of full front side



2. Photo of full rear side



3. Close up of the defect on the front and rear sides of the module



4. Photo of product label on rear



5. Entire array showing the location of the module(s)

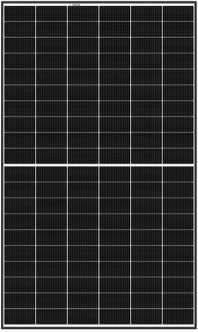


Note: On occasion, REC may require additional information such IR image to make further assessment.

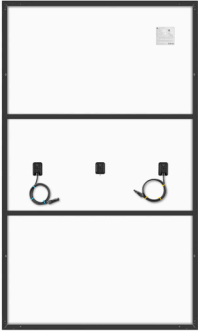
Part 2b: Required Documents for Performance Claims

Attached the required photos and information under “Add attachment” section of the form as below. Ensure the pictures are clear and of good quality as failure do to so may result in a request for better images to facilitate the claim causing delay to the process.


1. Photo of full front side




2. Photo of full rear side



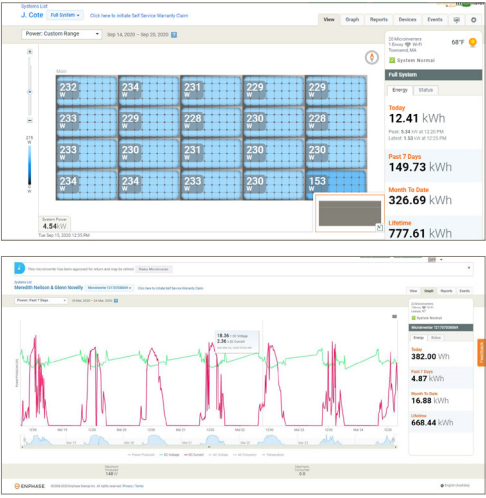
3. Photo of product label




4. Entire array showing the location of the module(s)




5. At least one month's panel production and optimizer voltage charts of the panel(s) being claimed and adjacent panels. These can be taken from the monitoring portal.



6. Close up photo(s) of junction box



7. Module Voc multimeter measurement




Note: Kindly provide any other information available related to panel performance that may help REC to further assess the claim. REC may on occasion request additional information for further assessment.


Part 2c: Required Documents for Transport Claims

Attached the required photos and information under “Add attachment” section of the form as below. Ensure the pictures are clear and of good quality as failure do to so may result in a request for better images to facilitate the claim causing delay to the process.

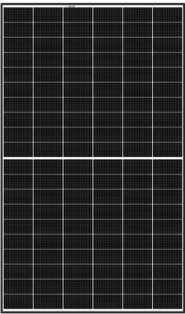
1. Photo (s) of the affected pallet inside the container and during unloading/unpacking



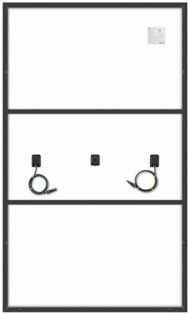
2. Photo(s) of 4 sides of the pallet



3. Photo of full front side



4. Photo of full rear side



5. Photo of the product label(s) affected



2. Delivery order receipt with damage noted

