

Limited Warranty for PV Modules

Subject to the conditions, exclusions and limitations set forth below, Jiangsu High Hope International Group Corporation (“High Hope”) hereby grants the following Limited Warranty for PV Modules (collectively, the “Limited Warranty”) to the original end user (the “Customer”) any of the specified models of photovoltaic modules listed below (the “Product(s)”):

1. Warranted Products

HB-XXX 72M (XXX=335, 340, 345, 350, 355, 360, 365, 370, 375, 380, 385, 390)

HB-XXX 60M (XXX=280, 285, 290, 295, 300, 305, 310, 315, 320, 325)

HB-XXX 72MH (XXX=360, 365, 370, 375, 380, 385, 390, 395, 400, 405, 410)

HB-XXX 66MH (XXX=330, 335, 340, 345, 350, 355, 360, 365, 370, 375, 380)

HB-XXX 60MH (XXX=300, 305, 310, 315, 320, 325, 330, 335, 340, 345)

M stands for PV modules made by integral mono-crystalline cells.

MH stands for PV modules made by half-cut mono-crystalline cells.

2. 10 Years Limited Warranty on Materials & Workmanship

High Hope warrant that for a period of ten years commencing on the Warranty Start Date (as defined below) the Product(s)

- will be free from defects in design, material, workmanship or manufacture that materially impede their functioning, and
- will conform to the specifications and the drawings applicable thereto.

Any deterioration in appearance of the Product (including any scratches, crack and stains), or any other changes to the Product which occur after delivery (INCOTERMS 2010) to the Buyer, do not constitute a defect under this Limited Warranty. This Limited Warranty does not warrant a specific power output, which shall be exclusively covered under clause 3 hereinafter (“Limited Power Warranty”).

3. 25 Years Limited Warranty on Output Power

3.1. Under normal application, use, installation and maintenance as specified in High Hope’s installation manual, High Hope warrant that within a period of twenty-five (25) years after the Warranty Start Date,

- For poly-crystalline Products: within the first year, the output power shall not be less than 97.5 % of the minimum output power in High Hope’s product datasheet, thereafter the loss of output power shall not exceed 0.7% per year, ending with 80.7% in the 25th year.
- For mono-crystalline Products: within the first year, the output power shall not be less than 96.5 % of the minimum output power in High Hope’s product datasheet, thereafter the loss of output power shall not exceed 0.68% per year, ending with 80.18% in the 25th year.

3.2. The DC power of a Product shall be tested at Standard Test Conditions (STC) by the third

party accredited by High Hope which are:

- light spectrum of AM 1.5,
- an irradiation of 1,000 Watts per square meter, and
- temperature of $25\pm 2^{\circ}\text{C}$.

The measurements shall be carried out as per the calibration and testing standards of High Hope valid at the date of manufacture of the PV Modules in accordance with IEC61215 and IEC60904. The extended measurement uncertainty of P_{mpp} is $\leq \pm 3\%$.

- 3.3. The remedies set forth in Clause 7 are the sole and exclusive remedies provided under the limited Warranty. Customers shall notify High Hope or our authorized distributors in writing within 30 business days after the date when the malfunction or defects provided under this warranty have been found.

4. Warranty Start Date

The Warranty Start Date shall be defined as the date of installation or 30 (thirty) days after the delivery by High Hope, whichever date is earlier.

5. Exclusions and Limitations

- 5.1. Warranty claims shall be filed in writing to High Hope or our authorized distributors within the applicable warranting period, without exception.

- 5.2. The Limited Warranty does not apply to any Products which have been subjected to:

- Alteration, repair or modification without the expressed and prior written consent of High Hope.
- Removal of Product(s) and reinstallation at a new site.
- Non-observance of High Hope's Installation Manual. Particularly during installation and maintenance, the Products are subject to violent collision and trampled by the operator, and the back side of the Products are collided, scratched or squeezed.
- Misuse, abuse, neglecting or accident in storage, transportation, handling, installation or maintenance.
- Electrical surges, lightning, flood, fire, vandalism, tampering, accidental breakage, mold discoloration, or other events beyond High Hope's control, including, but not limited to, any technological or physical event or condition that is not reasonably known or understood at the time the Customer purchased the Products.
- Installation on mobile platforms or in a marine environment.
- Direct contact with corrosive agents or salt water.
- Damage by animals.

- 5.3. Warranty claim will not be honored if the label or serial number code of the Product(s) have been altered, removed or made illegible. This "Limited Warranty for PV Modules" only applies for the qualified and Grade A Products.

- 5.4. Any supplemented Products and any Product repaired or replaced by High Hope under a warranty claim shall be covered by the same Limited Warranty terms as the original Products

purchased. High Hope shall make commercially reasonable efforts to replace defective Products with new or refurbished Products of the same or similar model but reserve the right to deliver another model in the event that High Hope have discontinued production of the original model. Replaced Products and parts shall become the property of High Hope.

6. Remedy of Repair, Replacement or Refund

6.1. If a Product, under normal installation, application and maintenance, fails to conform to the 10 Years Limited Warranty on materials and workmanship, as Customer's sole and exclusive remedy under this Limited Warranty, High Hope will, in our sole discretion, either, with regard to the applicable Products:

- refund the Actual Cash Value of the defective Product(s) or the current market price of the relevant new Product(s). For this purpose the Actual Cash Value is defined as the price at the time of purchase of the Product(s) reduced by an amount equal to 3.5% of that price per each 365 days following the Warranty Start Date,
- repair the defective Product(s) at no charge upon the Customer, or
- replace the defective Product(s) or part thereof by a new or remanufactured equivalent at no charge upon the Customer.

6.2. If a Product fails to conform to this 25 Years Limited Warranty on output power and if such decrease in power is due to defects in materials or workmanship under normal installation, application and maintenance, as Customer's sole and exclusive remedy under this Limited Warranty, High Hope will, in our sole discretion, either, with regard to the applicable Products:

- refund the Actual Cash Value of the defective Product(s) or the current market price of the relevant new Product(s). For this purpose the Actual Cash Value is defined as the price at the time of purchase of the Product(s) reduced by an amount equal to 3.5% of that price per each 365 days following the Warranty Start Date,
- repair the defective Product(s) at no charge upon the Customer, or
- replace the defective Product(s) or part thereof by a new or remanufactured equivalent at no charge upon the Customer.

7. Limitation of Warranty Scope

7.1. This Limited Warranty as set forth herein is expressly in lieu of and exclude all other express or implied warranties, including but not limited to warranties of merchantability and of fitness for particular purpose, use, or application, and all other obligations or liabilities on the part of High Hope, unless such other obligations or liabilities are expressly agreed to in written consent approved by High Hope. High Hope Shall have no responsibility or liability whatsoever for damage or injury to persons or property, or for other loss or injury resulting from any cause whatsoever arising out of or related to the Product(s), including, but not limited to, any defects in the Product(s). Under no circumstances shall High Hope be liable for incidental, consequential or special damages, howsoever caused. High Hope's liability, if any, in damages or otherwise, shall not exceed the Actual Cash Value of the Product(s) which is the subject of claim or dispute.

7.2. The following statement applies to the Customers that are ‘consumers’ defined by Australian Consumer 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.”

8. Transferability

This Limited Warranty is extended to the original end-user, and is transferable to any subsequent owner of the location or subsequent holder of the product when Product(s) remain at their original installed location upon satisfactory proof of succession or assignment.

9. Obtaining Warranty Performance

9.1. In order to obtain warranty service under the Limited Warranty, the Customer should promptly notify High Hope’s service center. Together with the notification, the Customer should enclose the evidence of the claim, such as the description of the defect, the complete serial number printed on the label, the picture of the bar code, a copy of commercial invoice and the delivery date of its Products. Should the Products be returned for inspection, repair or replacement by High Hope, High Hope will provide a Return Merchandise Authorization (RMA) to the Customer. High Hope will not accept the return of any modules without a RMA.

9.2. If High Hope determines that the Product is not defective or that a performance deficit is not covered under this Limited Warranty, High Hope will return the Product to the Customer at the Customer’s expense and will have no further obligation for the repair, replacement, or refund.

9.3. High Hope’s services are available from

- Chinese Headquarter: Jiangsu High Hope International Group Corporation
Address: No. 91 Baixia Road, High Hope Mansion, Nanjing 210001, China
Tel: +86-25-84691664
E-mail: services@highhope-energy.com
Website: <http://www.highhope-energy.com>, or
- Exclusive Distributor in Australia & New Zealand: Blue Sun Group Pty Ltd.
Address: 2 Ironstone Rd. Berrinba, QLD 4117 Australia
Tel: +61-1300326688
E-mail: support@bluesungroup.com.au
Website: <http://www.bluesungroup.com.au>

10. Force Majeure

High Hope shall not be in any way responsible or liable to the Customer or any third-party for matters arising from any non-performance or delay in performance of any terms and conditions of sale, including this Limited Warranty, due to fire, flood, blizzard, hurricane, thunder, acts of



God, changes of public policies, terrorism, war, riots, strikes, unavailability of suitable and sufficient labor or materials and other events which are out of control of High Hope.

11. Validity

This "Limited Power Warranty for PV Modules" is valid for Product(s) dispatched by High Hope between January 1st 2020 and December 31st 2020.