

# LIMITED WARRANTY CERTIFICATE



MANU /  
FACTURER  
SOLAR  
PV MODULES

## 1. LIMITED PRODUCT WARRANTY

Subject to the exclusions contained below, Rayzon Solar Private Limited ("Rayzon") warrants to the buyer (the "Buyer") that the module shall be free from defects in materials and workmanship that have an effect on module functionality under normal application, installation, use and service conditions as specified in Rayzon's standard product documentation. Rayzon warrants following Product Warranty period:

TOPCon Bifacial (Dual Glass) -15 Years

TOPCon Bifacial (Transparent Backsheet) -12 Years

TOPCon Monofacial –12 Years

L'Lios Bifacial (Dual Glass) -15 Years

L'Lios Bifacial (Transparent Backsheet) -12 Years

L'Lios Monofacial -12 Years

Sparkle series -10 Years

Elena series -5 Years

Fusion series - 5 Years

Rayzon warrants that the module will maintain the mechanical integrity and stability in accordance with approved operation methods described in Rayzon's installation manual and its annexes; the glass of the module will maintain its integrity provided there are no indications of localized impacts or external forces; and the cable and connector plug of the module will remain safe and operational provided the module is professionally installed. Any damage caused by abrasion, improper installation, artificial damage or animals are excluded from this warranty. The list of defects covered under the Limited Product Warranty is given in Annexure-1.

Claims under this warranty will only be accepted if the Buyer can provide proof that the malfunctioning or nonconformity of the module results exclusively from defects in materials and/or workmanship under normal application, installation, use and service conditions specified in Rayzon's standard product documentation.

Any color change of the module or any other changes in module appearance do not represent defects, insofar as the change in appearance does not stem from defects in material and/or workmanship, and does not cause degradation of functionality of the module.

## 2. PERFORMANCE WARRANTY

Rayzon Solar warrants the following Performance Warranty terms, provided the modules are installed as per the Installation Manual and the usage terms defined in clause 3.

i. For Polycrystalline Modules

1st year power degradation (including LID): 2.5%

Linear power degradation rate from year 2 to year 27 : 0.67 %/year

ii. For Monocrystalline Modules

1st year power degradation (including LID): 2%

Linear power degradation rate from year 2 to year 27: 0.67 %/year

iii. For Mono PERC modules (Monofacial)

1st year power degradation (including LID): 2 %

Linear power degradation rate from year 2 to year 30: 0.6 %/year

iv. For Mono PERC modules (Bifacial with transparent Backsheet)

1st year power degradation (including LID): 2 %

Linear power degradation rate from year 2 to year 30: 0.6 %/year

v. For Mono PERC modules (Bifacial with Dual Glass)

1st year power degradation (including LID): 2 %

Linear power degradation rate from year 2 to year 30: 0.45 %/year

viii. For TOPCon modules (Bifacial with Dual Glass)

1st year power degradation (including LID): 1 %

Linear power degradation rate from year 2 to year 30: 0.4 %/year

The actual power output of the module shall be determined for verification at Standard Test Condition (Temperature: 25 °C, irradiance: 1000 W/sq. m, Air mass: AM1.5G) only. The actual power measurement is either carried out by Rayzon facility or by a Rayzon recognised third-party testing institute. Testing equipment uncertainty will be applied to all actual power output measurements.

## 3. MODULE APPLICATION AREA

Rayzon Solar has restricted the use of certain types of modules in some application zones considering the performance and durability of the modules (as indicated below), and Rayzon Solar warranty is not valid if modules are installed in these areas without following the guidelines. (i) Only modules with dual glass structure (no backsheet) can be installed on water surface floating systems or in areas having continuous high humidity exceeding 85% RH. (ii) Modules should not be installed in areas having continuous high ambient temperature exceeding 50 deg. C. (iii) Modules should not be installed within 5 meters of chimney exhaust hood. (iv) Modules should not be installed on mobile platforms (except photovoltaic tracker systems) like vehicles or ships. (v) In areas having heavy snowfall, the mounting structure should be designed such that the snow does not accumulate unevenly on the panels (max. allowable uniform snow load is 3600 Pa).



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#### 4. WARRANTY EFFECTIVE DATE

The warranty effective date shall be defined as the Invoice date, installation date or ninety (90) days after the delivery by Rayzon, whichever date is earlier.

#### 5. EXCEPTIONS

The limited warranties (product warranty and power warranty) set forth herein DO NOT apply to any module which has been subjected to:

- i) negligence in transportation, handling, storage or use
- ii) tampering, or repaired without the prior written consent of Rayzon Solar or otherwise inconsistent with Rayzon's written instructions
- iii) removed from original location of installation and re-installed at a different site without written consent of Rayzon Solar
- iv) extraordinary salt or chemical exposure
- v) improper system design leading to continuous shading on the panels
- vi) exposed to high voltage exceeding the allowable system voltage (at the lowest temperature of the location), or power surges
- vii) improper installation, application, alteration, or unauthorized service
- viii) defective components in the structure on which the module is mounted
- ix) pest damage, flood, fire, direct or indirect lightning strikes, or force majeure
- x) installation in off-shore or marine applications, having direct exposure to saltwater (like on piers or boats)
- xi) Exposure to mild discoloration or similar external effects
- xii) accidental breakage, vandalism, explosions, acts of war, or other events outside of Rayzon's control
- xiii) Non-compliance with instructions in the Installation Manual
- xiv) Design and installation by agencies not complying to the relevant IEC standards (IEC 63049, IEC TS 62738, IEC 63049 and IEC 62446-1).
- xv) Failure to meet the agreed commercial terms with Rayzon Solar

xvi) Failure to provide proof of purchase or product information

In addition, the limited product warranty does not apply to any cosmetic change in appearance stemming from the normal wear and tear over time of product materials. Further, any power loss due to cracks in the solar cells developed due to negligence during the transportation, installation or operation & maintenance of the solar panels is not covered under Rayzon warranty. Also refer to the list of defects covered under the Limited Product Warranty (Annexure-1).

xvii) Damages due to 2nd point delivery / modules shifted to another vehicle

#### 6. REMEDIES

If the product fails to conform to the warranties set forth above, Rayzon Solar, at its sole discretion, will undertake any one of the following options:

- i) repair the product, or
- ii) replace the product, or
- iii) provide additional modules to make up the total wattage loss, or
- iv) provide an appropriate salvage value of the defective product(s) as compensation.

For options (iii) & (iv) above, the Wattage loss and salvage value shall be calculated based on the front-side power rating as per the following formulae:

$$\text{Wattage Loss} = S1 - S2$$

Where,

S1 = Sum of the remaining theoretical power of defective modules as per warranty terms (in Watt)

S2 = Sum of the actual power measured at STC condition, of the defective modules (in Watt)

$$\text{Salvage value} = MP \times NP \times R/L$$

Where,

MP = market price at the time of payout (price of same technology module per Watt-peak)

NP = original guaranteed nameplate power (based on front-side illumination)

R = remaining warranty period

L = total warranty period

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All remedies shall be based upon the warranted power output of the module at the reporting time of the warranty claim. Rayzon shall cover reasonable transportation costs for returning the affected product to Rayzon and shipping the additional, repaired or replaced product to the Buyer.

If Rayzon adopts repair as the remedy, Rayzon shall cover reasonable material and labor costs related to the repair. The costs and expenses for the removal, installation or reinstallation of the module shall remain with the Buyer.

Any repair or replacement of an affected product shall not increase the applicable warranty period. The warranty period for replaced or repaired product is the remainder of the warranty for the affected product.

Rayzon reserves the right to deliver a similar product (of similar size, color, shape, and/or power output) in replacement of the returned product should the production of the returned model be discontinued or is otherwise unavailable. Ownership of all products which have been replaced is passed to Rayzon.

Defective Products or end of lifetime Products shall be disposed off by the buyer (if legally permissible) accordance with local applicable laws or regulations, unless Rayzon Solar agrees or where legally mandatory takes them back. If Rayzon Solar decides or where legally mandatory takes the defective products back, the goods property of these products shall belong to Rayzon Solar without any limitation.

EXCEPT AS OTHERWISE PROVIDED BY APPLICABLE LAW, THE FOREGOING REMEDIES STATE RAYZON SOLAR PRIVATE LIMITED'S SOLE AND EXCLUSIVE OBLIGATION AND THE BUYER'S SOLE AND EXCLUSIVE REMEDY FOR A BREACH OF THE FOREGOING LIMITED WARRANTY.

## 7. CLAIM PROCESS

If the Buyer believes that it has a justified claim covered by the limited warranties set forth above, then the Buyer shall submit such claim including but not limited to the claimed quantity, serial numbers, purchasing invoices and proofs (including photos of the installation,

cleaning and maintenance records, and generation data of at least 1 year or since the installation date if installed within 1 year) in writing to Rayzon within the applicable warranty period specified above to the following address, or such future address as Rayzon may provide from time to time:

RAYZON SOLAR PRIVATE LIMITED

Block No. 105, B/H Aron Pipes, B/H Hariya Talav, Kim Mandvi Road, Karanj, Surat-394110, Gujarat, India.

Email: [info@rayzonenergies.com](mailto:info@rayzonenergies.com)

## 8. WARRANTY ASSIGNMENT

For modules received at site in broken condition, following details are to be submitted by the buyer to Rayzon Solar before installation of panels at site (otherwise warranty claim cannot be processed):

(i) Unloading Video: A complete, uninterrupted video of the unloading process, from unstrapping to unloading the pallet.

(ii) Full Image of the damaged Module: A clear photo (or video) of the broken module, highlighting the area where the breakage occurred.

(iii) Position on the Pallet: Details about the exact position of the broken module on the pallet.

(iv) Pallet Number: The pallet number for proper tracking and reference.

(v) Unpacking Video: The video showing the process of unpacking the broken pallet.

(vi) Pallet Position on the Vehicle: Information on the position of the pallet on the vehicle (e.g., front, middle, or rear section).

Rayzon Solar does not entertain warranty claims for broken glass modules after the modules have been installed (unless it is a case of spontaneous glass breakage).

It is recommended that a short installation video should be made by the buyer/installer and sent to Rayzon Solar for future reference.

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## 9. SAFETY AND INSTALLATION INSTRUCTIONS

The installation and handling of PV modules requires professional skills and should only be performed by qualified professionals. Please read the safety and installation instructions before using the modules.

To the maximum level permitted by the law applicable, Rayzon shall have no responsibility or liability at all for damage or injury to person or property for any other type of loss or injury, results from any cause whatsoever arising out of related to any module including any type of defect in solar module, including without laminations, during using or installation of Solar module. To the maximum extent permitted by applicable law, under no circumstances shall Rayzon be liable for incidental, consequential or special damages, howsoever caused, even if Rayzon has been advised of or reasonably could have foreseen such damages. Loss of use, loss of profits, loss of production and loss of revenues are hereby specifically, and without limitation, excluded to the maximum extent permitted by applicable law. Notwithstanding anything contained elsewhere in this document, Rayzon's aggregate liability, if any, for damages or otherwise shall not exceed the amount paid by the customer for the module that gave rise to the warranty claim.

## 10. DISPUTE RESOLUTION

In case any dispute related to warranty claims, shall be referred to and finally resolved pursuant to the governing law clauses and dispute resolution procedures under the purchase agreement between the Buyer and Rayzon.

Any dispute on technical facts relating to claims brought under this Limited Warranty for defects of Products shall be determined by expert determination. Rayzon Solar and the Buyer will, at the Buyer's or Rayzon Solar's request, appoint as independent expert and appraiser a reputable researcher from a Rayzon recognised NABL accredited third-part testing laboratory (like Mitsui Chemicals Testing Laboratory, Ahmedabad, or UL India testing laboratory, Bangalore, or Hi Physix Testing Laboratory, Maharashtra), and so on ("Technical Expert"). The determination by such Technical Expert shall be final,

conclusive, binding and enforceable in any proceeding brought hereunder. The Technical Expert shall (i) act as an expert; (ii) allow the parties a reasonable opportunity to make representations and counter-representations; (iii) take those representations and counter-representations into account; and (iv) if required by either party give written reasons for his or her determination.

The packaging and transportation of the solar panels to the test laboratory and associated testing charges shall be in the scope of the Buyer.

## 11. NOT INDEPENDENT WARRANTIES

The Buyer has the right to pursue claims under each of the warranties set forth above; provided that if claims arise under multiple limited warranties from a single incident, then if Rayzon remedies such incidents as set forth above, Rayzon shall be deemed to have resolved all applicable warranty claims arising from such an incident.

## 12. DISCLAIMERS

The limited warranties set forth herein are in lieu of and exclude all other express or implied warranties, including but not limited to warranties of merchantability and fitness for a particular purpose or application, and all other obligations on the part of Rayzon unless such other warranties and obligations are agreed to in writing by Rayzon. Some jurisdictions limit or do not permit disclaimers of warranty, so this provision may not apply to the buyer.

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13. LIMITATION OF LIABILITY

To the maximum extent permitted by applicable law, Rayzon hereby disclaims, and 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 any of its products or their use. To the maximum extent permitted by applicable law, under no circumstances shall Rayzon be liable to the buyer, or to any third party claiming through or under the buyer, for any lost profits, loss of use, or equipment downtime, or for any incidental, consequential or special damages of any kind, howsoever arising, related to the products, even if Rayzon has been advised of the possibility of such damages. To the maximum extent permitted by applicable law, Rayzon's aggregate liability, if any, in damages or otherwise, shall not exceed the purchase price paid to Rayzon by the buyer for the product in the case of a warranty claim. The buyer acknowledges that the foregoing limitations on liability are an essential element of the agreement between the parties and that in the absence of such limitations the purchase price of the products would be substantially different. Some jurisdictions limit or do not permit disclaimers of liability, so this provision may not apply to the buyer. Some jurisdictions do not allow limitations on the exclusion of damages so the above limitations or exclusions may not apply to the buyer. You may have specific legal rights outside this warranty, and you may also have other rights that vary from state to state or country to country. This limited warranty does not affect any additional rights you have under laws in your jurisdiction governing the sale of consumer goods. Some states or countries do not allow the exclusion or limitation of incidental or consequential damages, so the limitations or exclusions in this limited warranty statement may not apply.

Effective from “1st February 2025” | [www.rayzonsolar.com](http://www.rayzonsolar.com)

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