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by Panasonic

SOLAR MODULE WARRANTY DOCUMENT

HTTPS://PANASONIC.NET/PEWVN/

1. Whereas

To standardize the provision of warranties by PANASONIC ELECTRIC WORKS VIETNAM CO., LTD. (hereinafter referred to as "Panasonic") and its affiliated companies under the same control, to the buyer (hereinafter referred to as “Customer”) purchasing photovoltaic Modules under a purchase agreement, the following specifications are hereby formulated.

The Objective of this Warranty is the “Products” referred as those products manufactured and/or distributed by Panasonic, as set forth in the yearly Appendix hereto, which may from time to time be revised by Panasonic, including all packaging, containers, wrapping, packing materials, labels, display, brochures, leaflets, advertising and promotional and other materials howsoever used in relation to or in connection therewith.

2. Limited Product Warranty – Repair, Replacement or Refund Remedy

The warranty commencement date shall be the date stated on the end-user’s sales invoice. In cases where the invoice is unavailable or cannot be presented, the warranty commencement date shall default to the first day of the sixth (6th) month following the manufacturer’s warehouse dispatch date for that shipment.

Warranty period:

- 144 months for Poly, Mono & Mono Perc (12 years).
- 180 months for Topcon (15 years).

Decision for Repair, Replace or Refund: The final decision about Repair, Replace or Refund will be made by Panasonic.

If products need to be replaced:

- Product is defective due to external impacts: No warranty.
- Product is defective due to internal reasons: Warranty application.
  - If that model is still in production, Panasonic will send a new panel to replace it.
  - If that model is no longer in production, there will be two options

a. If there is stock in Vietnam: Panasonic will buy back the panel and provide a replacement to the customer.
b. If there is no stock available: Panasonic will return to the customer the cost for that panel.

If products need to be refunded: Refund will be made by Panasonic based on the lower amount between:

- 5% depreciation per year.
- Current price of similar models.

The repair or replacement or remedy shall be the sole and exclusive remedy provided under the “Limited Product Warranty” and shall not be extended beyond the period set forth herein.

This “Limited Product Warranty” does not warrant a specific power output, which shall be exclusively covered under clause 3 hereinafter (“Limited Peak Power Warranty”).

3. Limited Peak Power Warranty & Limited Remedy

Please refer **Annexure – I** for warranted Percentages of Nominal Power Output for first year degradation and subsequent till 25th year for Poly, Mono and Mono Perc Modules and till 30th year for Topcon Solar Modules.

Panasonic warrants each Solar Module against the warranted percentage of power specified of the nominal power output for the Solar Module set forth in Panasonic product data sheet. If Panasonic determines in its discretion that any Solar Module is not providing the warranted percentage of nominal power output, Panasonic will at its sole discretion either compensate such loss in power by:

(a) Providing additional Modules to the customer to make up for such loss in power
(b) Replace the identified defective Modules
(c) Provide compensation to the Customer equal to the Residual Price of the defective Solar Module(s)

The remedies clause 3 shall be the sole and exclusive remedies provided under the “Limited Peak Power Warranty”.

Nominal power Output in product datasheet is the power in Watt peak that a photovoltaic Solar Modules generates in its maximum power point under Standard Testing Conditions (STC). STC is as follows:
(i) Light spectrum of AM 1.5
(ii) An irradiation of 1000W/m²
(iii) A cell temperature of 25 degrees centigrade at right angle irradiation.

The measurements are carried out in accordance with IEC 61215 as tested at the connectors or Junction box terminals-as applicable-per calibration and testing standards of Panasonic valid at the date of manufacture of the SOLAR-Modules.

4. Exclusions and Limitations

(1) In any event, all warranty claims must be received by Panasonic within the applicable warranty period for this warranty to be effective.

(2) The “Limited Product Warranty” and the “Limited Peak Power Warranty” do not apply to any Module(s) which have been subjected to:
i. Misuse, abuse, negligence or accident.
ii. Alterations, improper installation or application;

iii. Non-observance of Panasonic's installation manual or maintenance instructions;
iv. Repair or modifications by someone other than an Approved service technician of Panasonic;
v. Power failure surges, lightening, earthquake, flood, fire, accidental breakage, improper connections, acts of God, resulting in hazardous reverse current or other events outside Panasonic's control.
vi. Solar Module which have been installed and energized on a permanent structure and later removed and re-installed on a different structure for energy harvest.
vii. Exposure to voltage excess then maximum system.
viii. Array electrical imbalance and / or mixing of dissimilar wattage ratings together in one Module string.
ix. Modules from Anchor should not be mixed with Modules from any other make, even if they belong to the same wattage rating.
x. Warranty does not cover the cosmetic blemishes associated with installation process or normal wear and tear.
xi. Dispute over optical appearance between individual solar Modules during inspection.
xii. Furthermore, the manufacturer's warranty does not cover any cost for the measurement of the Solar Module(s) for the purpose of output and quality confirmation.

(3) Both "Limited Product warranty" and "Limited Peak Power Warranty" do not cover any costs associated with installation, removal or re-installation of the Solar Module(s), freight, customs clearance or any other cost, damages, losses due to return of the Solar Module(s).

(4) Warranty claims will not be honored if the type or serial number of the Solar Module(s) have been tampered, altered, removed or made invisible.

(5) Both "Limited Product Warranty" and "Limited Peak Power Warranty" does not apply to Solar Module(s) marked other than mentioned above.

(6) The manufacturer's warranty is valid for Solar Module(s) acquired by End Customers either directly from Panasonic or from Authorized Panasonic Dealers/ Distributors Only.

5. Limitation of Warranty Scope

This "limited warranty for Solar Module(s)" as set forth herein is 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 expressly agreed to in writing signed and approved by Panasonic. Panasonic 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 Modules, including without limitation, any defects in the Modules, or from use or installation under no circumstances shall Panasonic be liable for incidental, consequential or special damages, howsoever caused. Loss of use, loss of profits, loss of production, and loss of revenues are specifically and without limitation excluded.

Loss of use, loss of profits, loss of production, and loss of revenues are specifically and without limitation excluded. Panasonic's aggregate liability, if any, in damages or otherwise Also overall liability shall not exceed the invoice value as paid by the customer, for the single unit of Solar Module. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. This limited warranty does not affect any additional rights you have under laws in your jurisdiction governing the sale of consumer goods. Panasonic's liability shall be limited only to replacement or repair of the product and it does not cover any direct, indirect, consequential losses or damages or installation costs or personal injury.

6. Other Exclusions from Warranty

If the customer has a justified claim covered by this "limited warranty for solar Modules", the customer must promptly notify the installer company or the authorized Panasonic distribution partner who supplied the affected Modules.

At the time of submitting a warranty claim, the customer must provide all required information, including the customer's name and address, the installer's details, the authorized Panasonic distributor's details, and the product purchase date, together with a valid purchase invoice bearing the stamp or signature of Panasonic or its authorized distributor. This invoice must be issued to the end consumer in accordance with State regulations, clearly stating the seller's information, buyer's information, product details, and the invoice issuance date, and shall form an integral part of the warranty claim documentation. Panasonic reserves the right to reject any warranty claim if the serial number on the product, the warranty card, and the invoice does not match, or shows any signs of tampering, alteration, or erasure.

In addition to the above requirements, the customer must complete the "warranty claim information form" provided in Annexure-II of this document. This form consolidates all necessary and detailed information required for warranty verification, ensuring that the issue, the affected Modules, and all related circumstances are clearly and comprehensively described. The completed form must be submitted together with the invoice and all supporting evidence to ensure accurate examination and processing of the warranty claim.

The return of any Modules will not be accepted unless prior written authorization has been issued by Panasonic.

7. Severability

If a part, provision or clause of this "Limited Warranty for Solar Modules", or the application thereof to any person or circumstance, is held invalid, void or unenforceable, such holding shall not affect and shall leave all other parts, provisions, clauses or applications of this "Limited Warranty for Solar Modules", and to this end such other parts, provisions, clauses or applications of this "Limited Warranty for Solar Modules" shall be treated as severable.

8. Disputes

In case of any discrepancy in a warranty-claim, a first-class international test-institute such as Fraunhofer ISE / TUV Rheinland / VDE shall be involved to judge the claim finally. With testing equipment uncertainty applied to all actual power output measurement. All fees and expenses shall be borne by the losing party, unless otherwise awarded. And the final explanation right shall be with Panasonic.

9. Replacement Modules

The repair or replacement of the Solar Modules or the supply of additional Solar Modules does not cause the beginning of new warranty terms, nor shall the original terms of this "Limited Warranty for Solar Modules" be extended. Replaced Modules shall become the property of Panasonic and Panasonic shall be free to dispose of or deal with the same as it may deem fit. Panasonic has the right to deliver another type (different in size, colour, shape and/ or power) in case Panasonic has discontinued producing the replaced Modules at time of the claim.

10. Warranty Transfer

This "Limited Warranty for Solar Modules" is transferable when the product remains installed in its original installed location and condition. Change of ownership shall be informed to Panasonic or Panasonic authorized distributor in writing by the transferring owner within 7 working days from the date of change of ownership.

11. Force Majeure

Panasonic shall not be responsible or liable in any way to the customer or any third-party arising from any non-performance or delay in performance of any terms and condition of sale, including this "Limited Warranty for Solar Modules", due to force majeure event, including, without limitation, acts of god, war, riots, strikes, warlike conditions, perils of the sea, plague or other epidemics, fire, earthquake, flood, or any other similar cause or circumstance beyond the reasonable control of Panasonic. In such cases, performance by Panasonic of this Limited Warranty shall be suspended without liability for the period of delay reasonably attributable to such cases.

12. Validity

This "Limited Warranty" for Solar Modules shall be valid only for products that are distributed, installed, and used within the territory of Vietnam. This warranty shall become null and void if the Solar Modules are transported, transferred, or used outside the territory of Vietnam without the prior written approval of Panasonic Electric Works Vietnam. All customers, including both direct and indirect customers, shall be deemed to have been duly informed in advance of this validity condition. For any inquiries regarding the product, quality, or performance, please contact the nearest authorized distributor for assistance.

Annexure- I:
Warranted percentage of Nominal power output

Solar Module Model number	Warranted percentage of Nominal power output at end of 1st year (Modules Nominal power output is listed on name plates)	Linear Degradation for consecutive years (2nd year to 25th year for Poly, Mono & Mono PERC Modules and to 30th Year for Topcon Modules)	Warranted percentage of Nominal power output at end of 25th year for Poly, Mono & Mono PERC Modules and at end of 30th Year for Topcon Modules. (Modules Nominal power output is listed on name plates)
Full cell Poly Crystalline products (AE7PXXXVBSB: 325–335Wp & AE7PXXXSCB: 330–340Wp)	Atleast 97.3%	Upto 0.7%	Atleast 80.5%
Full Cell Mono Crystalline products (AE7HxxxVCSB: 380–400Wp)	Atleast 97%	Upto 0.708%	Atleast 80.008%
Half Cut Cell Poly Crystalline solar Modules (AE14PxxxVHCSB xxx: 335–370 Wp)	Atleast 97.5%	Upto 0.7%	Atleast 80.7%
Half cut cell mono perc solar Modules (AE14HxxxVHB5B/VHCSB xxx: 380–410 Wp)	Atleast 97.5%	Upto 0.7%	Atleast 80.7%
Half Cut cell Mono Perc solar Modules (AE14HxxxVHCPB xxx: 430–450 Wp)	Atleast 98%	Upto 0.55%	Atleast 84.8%
Half Cut cell Mono Perc solar Modules (AE14HxxxVHC10B xxx: 530–550 Wp)	Atleast 98%	Upto 0.55%	Atleast 84.8%

Annexure- I:
Warranted percentage of Nominal power output

Solar Module Model number	Warranted percentage of Nominal power output at end of 1st year (Modules Nominal power output is listed on name plates)	Linear Degradation for consecutive years (2nd year to 25th year for Poly, Mono & Mono PERC Modules and to 30th Year for Topcon Modules)	Warranted percentage of Nominal power output at end of 25th year for Poly, Mono & Mono PERC Modules and at end of 30th Year for Topcon Modules. (Modules Nominal power output is listed on name plates)
Half Cut cell Mono Perc solar Modules (AE13HxxxVHC10B xxx: 475–505 Wp)	Atleast 98%	Upto 0.55%	Atleast 84.8%
Half Cut cell Mono Perc solar Modules (AE10HxxxVHC10B/B1/B2 xxx: 390–410 Wp)	Atleast 98%	Upto 0.55%	Atleast 84.8%
Bifacial Half Cut cell Mono Perc solar Modules (AE14HxxxVHC10B3 xxx: 530–550 Wp)	Atleast 98%	Upto 0.55%	Atleast 84.8%
N-Type Topcon Dual Glass Bifacial Half Cut cell solar Modules (AE14TXXXVHC16B5 xxx: 570–590 Wp)	Atleast 99%	Upto 0.40%	Atleast 87.4%
N-Type Topcon Dual Glass All Black Bifacial Half Cut cell solar Modules (AE10TXXXUHC16B6 xxx: 420–440 Wp)	Atleast 99%	Upto 0.40%	Atleast 87.4%
N-Type Topcon Dual Glass Bifacial Half Cut cell solar Modules (AE13TDXXXTHC16B5 xxx: 605 – 625 Wp)	Atleast 99%	Upto 0.40%	Atleast 87.4%

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Annexure- II:

Warranty claim for Panasonic Solar Panel - Page 1 - BILINGUAL

Yêu cầu bảo hành cho Tấm pin năng lượng mặt trời Panasonic **Warranty claim for Panasonic Solar Panel**					
Thông tin khiếu nại/Claim Information:					
Khách hàng/Customer:				Số Yêu Cầu/Controlled claim No:	
Ngày nhận/Date received:				Người đại diện/Sales Representative:	
Lỗi sản phẩm/Failure in the Module:				Quản lý/Sales Manager:	
Thông tin liên hệ khách hàng/Customer Contact Information:					
Họ và Tên/Name:				Số điện thoại/Phone Number:	
Địa chỉ/Address:				Điện thư/Fax:	
Thư điện tử/Email:				Thông tin khác/Others:	
Khách hàng là/The customer is: • End user/Người tiêu dùng • Contractor/Nhà thầu • Distributor/Nhà phân phối • Khác (vui lòng ghi rõ)/Other (specify):					
Mã sản phẩm và số lượng của mô-đun bị lỗi là gì? What is the Product Code and quantity for the Module with the failure?					
Mô-đun này được mua từ nhà phân phối nào (Tên và địa chỉ đầy đủ của đơn vị bán) và vào thời gian nào? Where (detailed name and address of seller) and When was the Module purchased? -					
Đơn vị lắp đặt hệ thống năng lượng mặt trời? Who installed the solar system? - -					

Please contact the seller to obtain the warranty form.

Annexure- II:

Warranty claim for Panasonic Solar Panel - Page 1 - BILINGUAL

Thông tin về Hệ thống Năng lượng Mặt trời/Solar System Information:	
Địa chỉ đầy đủ của vị trí hệ thống: Full address of system location:	
Đây là hệ thống độc lập hay hòa lưới? Is it a stand alone or grid tie system? -	Số lượng mô-đun được kết nối: Number of Modules connected in series:
Đây là hệ thống thương mại/công nghiệp/hay dân cư? Is it a commercial/ industrial/ residential system?	Số lượng mô-đun hoặc chuỗi được kết nối song song với mỗi bộ Theo dõi Điểm công suất Tối đa: Number of Modules or strings connected in parallel per MPPT:
Tổng số mô-đun được lắp đặt (bao gồm cả sản phẩm lỗi): Number of total installed Modules in the site (including defected Modules):	Quy mô của hệ thống là bao nhiêu (tính theo DC Watts)? What is the system size in DC Watts?
Hướng và góc nghiêng của các tấm pin như thế nào so với mặt đất? What is the array's orientation and tilt angle compared to ground?	Các tấm pin được lắp phẳng, nghiêng hay được gắn trên bộ theo dõi? (Mô tả ngắn gọn). Is the array flat, tilted or mounted on trackers? (Briefly describe).
Kích thước, kiểu dáng và nhãn hiệu của biến tần là gì? What is the inverter's size, model and maker?	Cấu hình Hộp nối chuỗi được sử dụng với Biến tần là gì (nếu có)? What is the configuration of the string junction box used with the inverter (if any)? -
Điện áp mô-đun có được kiểm tra trước khi kết nối với chuỗi không? Were the Module Voltages checked before formation of strings? -	Điện áp chuỗi được kiểm tra như thế nào trước khi kết nối với Biến tần? What were the string voltages checked before connection to Inverters?
Cực có được kiểm tra trước khi kết nối với chuỗi không? Were string polarities checked before connection to string? -	Có hiện tượng nào về kết nối giữa Chuỗi mô-đun với Hộp nối chuỗi hoặc Bộ biến tần không? (ví dụ: bỏng/điểm bất thường trên bề mặt/v.v.) Any observation on connection of Module strings to String junction box or Inverters? (ex: burns/surface abnormality/etc.)
Khác/Others: - -	

Please contact the seller to obtain the warranty form.

Annexure- II:

Warranty claim for Panasonic Solar Panel - Page 2 - BILINGUAL

Yêu cầu bảo hành cho Tấm pin năng lượng mặt trời Panasonic Warranty claim for Panasonic Solar Panel				
Thông tin sản phẩm/Product Information:				
Mô tả lỗi của mô-đun: Describe the failure in the Module:				
Mô tả ngắn gọn cách phát hiện ra vấn đề (Bằng ngoại quan, điện áp thấp, hiệu suất hệ thống kém, lỗi tiếp địa, v.v.) Briefly describe how the issue was discovered (Was it visual, low voltage, poor system performance, ground fault, etc?)				
Vấn đề xảy ra ở giai đoạn nào? - Trước khi đưa vào vận hành/trong khi sạc/sau khi đưa vào vận hành: Which stage the problem got occurred? - Pre commisioning/during charging/post comissioning: -				
Đã có xét nghiệm nào được tiến hành để chẩn đoán vấn đề chưa? Was any test conducted to diagnose the problem?				
Hiện trạng của các mô-đun bị lỗi thế nào? Sản phẩm vẫn chưa được tháo dỡ/đang ở kho của khách hàng/ hay đã được vận chuyển về kho của nhà phân phối? What is the status of the faulty Module(s)? Is It installed, in customer's warehouse, already shipped, etc?				
Nếu chia mô-đun thành ba phần bằng nhau, lỗi nằm ở phần dưới, phần giữa hay phần trên của sản phẩm? Divide the Module in three imaginary sections and describe if the defect was found in the bottom, middle or upper section?				
Khác/Others: Ý kiến khác từ khách hàng/any comment				
Mô-đun/Module (s) ID:				
	Mô-đun A/Module A	Mô-đun B/Module B	Mô-đun C/Module C	Mô-đun D/Module D
Số hiệu mẫu: Model Number:				
Số se-ri: Serial Number:				

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Annexure- II:

Warranty claim for Panasonic Solar Panel - Page 2 - BILINGUAL

Vị trí của mô-đun trên chuỗi: Position of Module on the String:				
Ngày sản xuất: Date of manufacture:				
Điện áp mạch hở đo được trước khi lắp đặt: Measured Voc before installation:				
Chiếu xạ hoặc điều kiện ánh sáng: Irradiation or light condition:				
Hình ảnh số sê-ri: Photo of serial number:	Vui lòng đính kèm hình ảnh theo cú pháp: Số Yêu Cầu_Số hiệu mẫu_serial number photo Attach pictures with syntax: Controlled claim No_Model Number_serial number photo Ví dụ/Example: No1320_AE13TD610THC16B5_serial number photo			
Hình ảnh mặt trước của mô-đun (kèm mô tả vị trí lỗi trong sản phẩm): Photos of Module front (with description of defective location):	Vui lòng đính kèm hình ảnh theo cú pháp: Số Yêu Cầu_Số hiệu mẫu_Module front photo Attach pictures with syntax: Controlled claim No_Model Number_Module front photo Ví dụ/Example: No1320_AE13TD610THC16B5_Module front photo			
Hình ảnh mặt sau của mô-đun (kèm mô tả vị trí lỗi trong sản phẩm): Photos of back of the Module (with description of defective location):	Vui lòng đính kèm hình ảnh theo cú pháp: Số Yêu Cầu_Số hiệu mẫu_Module back photo Attach pictures with syntax: Controlled claim No_Model Number_Module back photo Ví dụ/Example: No1320_AE13TD610THC16B5_Module back photo			
Hình ảnh phần lỗi của sản phẩm: Photos of visual defects:	Vui lòng đính kèm hình ảnh theo cú pháp: Số Yêu Cầu_Số hiệu mẫu_visual defect photo Attach pictures with syntax: Controlled claim No_Model Number_visual defect photo Ví dụ/Example: No1320_AE13TD610THC16B5_visual defect photo			
Hình ảnh lắp đặt: Photos of installation:	Vui lòng đính kèm hình ảnh theo cú pháp: Số Yêu Cầu_Số hiệu mẫu_installation photo Attach pictures with syntax: Controlled claim No_Model Number_installation photo Ví dụ/Example: No1320_AE13TD610THC16B5_installation photo			
Hình ảnh tổng quát về khu vực lắp đặt: Photos of structure overview:	Vui lòng đính kèm hình ảnh theo cú pháp: Số Yêu Cầu_Số hiệu mẫu_structure overview photo Attach pictures with syntax: Controlled claim No_Model Number_structure overview photo Ví dụ/Example: No1320_AE13TD610THC16B5_structure overview photo			
Hình ảnh tem nhãn của sản phẩm: Photos of Module label:	Vui lòng đính kèm hình ảnh theo cú pháp: Số Yêu Cầu_Số hiệu mẫu_Module label photo Attach pictures with syntax: Controlled claim No_Model Number_Module label photo Ví dụ/Example: No1320_AE13TD610THC16B5_Module label photo			
Hình ảnh phần jack kết nối, dây điện của sản phẩm: Photos of cable and connector:	Vui lòng đính kèm hình ảnh theo cú pháp: Số Yêu Cầu_Số hiệu mẫu_cable and connector photo Attach pictures with syntax: Controlled claim No_Model Number_cable and connector photo Ví dụ/Example: No1320_AE13TD610THC16B5_cable and connector photo			
				QF-297 Rev. 1

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