



looking for the future



**STANDARD
PV PANELS
GUARANTEE**



 **CERTIFICATE OF GUARANTEE**

1) Solar Innova Green Technology, S.L. photovoltaic module manufacturing company, guarantees that its products comply with the applicable technical and regulatory quality specifications, and that they are new products.

Solar Innova guarantees the quality and specifications of its photovoltaic modules monocrystalline and polycrystalline under the terms and conditions expressed hereunder:

1.a) 12 years guarantee for manufacturing or material faults.

Solar Innova guarantees that for a period of twelve (12) years from the date of delivery to the first buyer, its Photovoltaic Modules are free from faults in their materials (1) or their manufacturing that would prevent them from functioning normally under the correct conditions of installation, use, and maintenance.

(1) Not including interconnection cables and connectors (multicontact, etc.), which are not an integral part of the Panel. If Solar Innova, at client's request, supplies a Panel with Interconnection Cables, the guarantee period for this additional item will be twelve (12) years from the date of delivery to the first buyer, or twelve (12) years from the supply date (Ex-Solar Innova Factory).

If, at any time, during this guarantee's validity period, the purchased Photovoltaic Module does not function correctly, owing to the appearance of faults in its materials or manufacturing, Solar Innova agrees, depending on the fault presented, to replace (2) or to repair (2) the faulty module, or to refund the amount received from the client at the time of purchase.

(2) If Modules are replaced, the guarantee period will be renewed with its full initial extension. If it is repaired, the guarantee period will be suspended and then restarted once the repaired module has been returned.

1.b) 12 and 25 years Power Guarantee.

Solar Innova guarantees, for the periods indicated below that during and until the end of these periods, the power delivered by the Module, measured in standard test conditions (3), shall not be less than the values indicated in the following table.

PERIOD (starting from the power delivery to the first purchaser)	MINIMUM VALUE OF DELIVERY POWER (4)
12	90
25	80

(3) Radiation of 1000 W/m²; spectral distribution at 1.5 AM (Atmospheric Mass) and 25° C cell temperature. The measurements will be made according to what is established in Standard IEC60904, and the measuring device will be calibrated according to standard Solar Innova calibration when the Module is produced. The power measurements will only be valid if carried out at TÜV Rheinland (Germany) and not in external laboratories.

(4) In % of the Minimum Module Power specified by Solar Innova in its technical and sales catalogues at the time of purchase).



If at any time during the indicated validity periods of this guarantee, the Photovoltaic Module does not comply with the expressed power values, Solar Innova agrees, depending on the fault that has arisen, to repair or to replace the faulty Module(s), or to supply the necessary additional modules until the loss of Power has been compensated, or to refund the amount received from the client when it purchased the faulty Modules or otherwise.

The above guarantees set out in 1.a and 1.b by Solar Innova at least apply universally to all Solar Innova brand Modules, and Solar Innova reserves the right to extend these depending on the different characteristics of markets or countries. In this case, these guarantee extensions will be covered in an extra document.

The guarantees covered by this Certificate shall be given by Solar Innova subject to the general terms and conditions expressed below.

2) Exclusions and Limitations of the Guarantees.

2.a) The rights of guarantee may be exercised during the validity period in each case and immediately on discovery of a fault, except in the case of visible defects (section 1.A), in which case the claim must be made within a maximum period of two months from the date of delivery to the first buyer, or three months from the supply date (Ex-Solar Innova Factory), and always before installation.

2.b) Damage and faults relating to operation or service of the Modules shall be exempt from the guarantee rights established herein, when these are caused by the following:

2.b.1) Accidents, negligent, improper, or inappropriate use.

2.b.2) Failure to comply with the instructions for installation, use, and maintenance set out in the corresponding Solar Innova manual.

2.b.3) Modifications, installations, or usage that is incorrect or not carried out by staff authorized by Solar Innova Aftersales Department.

2.b.4) Damage caused by surge, lightning, floods, plagues, earthquakes, extraordinary weather conditions, actions by third parties, or any other cause outside the normal conditions of operation of the Modules equipment and outside of Solar Innova control.

2.c) Modules with serial numbers that have been manipulated or cannot be unequivocally identified are also exempt from the rights of guarantee.

2.d) Modules with broken glass are not covered in the guarantee as every module Solar Innova Brand is homologated and officially approved according to International Standard IEC 61215.

2.e) Any aspects associated with the appearance of the Modules shall not be considered as faults, unless they are representative of a loss of operation or of the specifications specified in technical and sales Solar Innova brochures.

2.f) The rights set forth herein warranty does not cover costs of transportation of defective modules, derived from the return to Solar Innova and its subsequent return to the client. No cover, likewise, intervention costs arising from dismantling of faulty modules, and the subsequent relocation of the spare modules, except in the case of modules purchased for use in the territory of the European Union, in which case shall comply with the provisions of Royal Decree 1/2007 of 16 November, approving the revised text of the General Law for the Protection of Consumers and Users and other complementary laws (BOE. Spanish Official State Bulletin number number 287, published Friday November 30, 2007), and Directive 1999/44/EC of the European Parliament and the Council of 25 May 1999 on certain aspects of the sale and guarantees for consumer goods (DOUE. Official Journal of the European Union Number 9, July 7, 1999).



2.g) Any Modules that may be supplied as additional modules to compensate for losses of power, according to 1.b), do not amount to a renewal or extension of any kind of the guarantee limit period established in this document.

2.i) Solar Innova reserves the right to supply a different Module model to resolve claims accepted under guarantee, as a replacement or addition, if the original model is no longer being manufactured. All replaced Modules shall be under the ownership of Solar Innova.

3) Claim under the Guarantee Rights.

Any client or user (4) of Solar Innova brand Photovoltaic Modules, deemed to have justified grounds for claiming under the guarantee rights established herein shall proceed as follows:

(4) In the specific case of the Power Guarantee (1.a), the corresponding rights may only be claimed by the first buyer of the Modules, who purchased them for personal use, or by whoever holds legal ownership of the original installation where the Modules subject to claim were located.

The data or measurements produced by laboratories external to Solar Innova shall not be valid.

3.a) Inform immediately and in writing:

3.a.1) The company that sold you the Modules.

3.a.2) If this does not apply, the authorized Solar Innova distributor in zone (*).

3.a.3) If this does not apply, the Solar Innova Customer Care Department (postventa@solarinnova.net).

(*) Go to <http://www.solarinnova.net>.

For this purpose, Claim Sheet Template (5) shall be used, which must be accompanied by a copy of the receipt of the Modules subject to claim showing the date of purchase.

3.b) Once this claim has been received at Solar Innova, Aftersales Service Department will carry out an analysis, decide whether it falls under the protection of the provisions of this limited-guarantee document, and notify the client of this and instructions to follow.

3.c) The Modules subject to claim may not be returned without the prior written authorization of Solar Innova Aftersales Service Department.

4) Limitations of liability.

4.a) Solar Innova will not be liable to the client, either directly or indirectly, for any failure to comply or delay in fulfilling its obligations under guarantee that may result from force majeure or any other unforeseen incident not intended by Solar Innova.

4.b) Solar Innova liability as derived from this Guarantee Certificate shall be limited to the obligations expressed above and, quantitatively, to the amount on the invoice paid by the client for the Module subject to claim, to the express exclusion of any responsibility for consequential damage such as loss of data in computer applications, loss of income or operating profits, service outages, etc., which do not contravene the legal provisions applicable in each country under product liability.

4.c) Solar Innova will only be responsible for lack of conformity of the Module with the characteristics indicated in this Guarantee, when this is the result of incorrect installation, if installation is included in the contract for sale and purchase, and this has been carried out by



Solar Innova or under its responsibility, or by the consumer when the faulty installation is the result of an error in the installation instructions.

4.d) In particular, any application except as reflected in the warranty provisions that contravene the provisions of Royal Decree 1/2007 of 16 November, approving the revised text of the General Law for the Protection of Consumers and Users and other complementary laws (BOE. Spanish Official State Bulletin number 287, published on Friday, November 30, 2007), and Directive 1999/44/EC of the European Parliament and the Council of 25 May 1999 on certain aspects of the sale and guarantees consumer goods (DOUE. Official Journal of the European Union number 9, of July 7, 1999), which affects the modules purchased for use in the territory of the European Union.

4.e) Any other Guarantee right not expressly mentioned in this certificate shall be excluded.

5) Entry into force, application and validity of the Certificate.

This Guarantee Certificate shall be applicable from the date indicated in its First Edition (October 2010) and shall apply to all Solar Innova branded Photovoltaic Modules, Standard Range, manufactured from that date, and remain valid until the Edition is changed, which will be informed in writing with sufficient notice given.