



# Limited Warranty Statement

Limited Warranty Statement for Centro  
Energy PV Modules

**Valid from January 1, 2016**



# Limited Warranty Statement for Centro Energy

(Valid from January 1, 2016)

## 1. Limited Product Warranty– Twelve Years Repair, Replacement or Refund Remedy

Centro Energy warrants its Photovoltaic Solar Modules, including factory-assembled DC connectors and cables, if any, to be free from defect in materials and workmanship which would impact the functionality of the product under normal application, installation, use and service conditions. The duration of this limited warranty is one hundred and forty-four (144) months from the date of delivery in the original packing to the first customer (CUSTOMER) of the Centro Energy products.

Claims under the warranty can only be accepted if the buyer can provide the proof that the malfunctioning or non-conformity of MODULES results exclusively from defects in materials and/or workmanship under normal application, installation, use and service conditions. If MODULES fail to conform to this warranty, Centro Energy will, at its option, either repair or replace the product, or refund a reasonable, pro-rated portion of the purchase price.

The repair or replacement or refund remedy shall be the sole and exclusive remedy provided under the "Limited Product Warranty" and shall not extend beyond the one hundred and forty-four (144) months period set forth herein. This "Limited Product Warranty" does not warrant a specific power output, which shall be exclusively covered under clause 2 hereinafter ("Limited Performance Warranty").

## 2. Limited Performance Warranty

### A. 12 years

If, within a period of twelve (12) years from the date of delivery in the original packing to the CUSTOMER, any MODULE(s) under normal application, installation, use and service conditions exhibits a power output less than 90 % of the minimum "Peak Power at STC" as specified in Centro Energy' s Product Data Sheet, provided that such loss in power is determined by Centro Energy (at its sole and absolute discretion) to be due exclusively to defects in materials or workmanship, Centro Energy will compensate for such loss in power by either providing to the buyer additional MODULE(s) to make up the total wattage loss, at a cost pro-rated for the time in service of the faulty MODULE(s), or by repairing or replacing the faulty MODULE(s), at the option of Centro Energy.

### B. 25 years

If, within a period of twenty-five (25) years from the date of delivery in the original packing to the CUSTOMER, any MODULE(s) under normal application, installation, use and service conditions exhibits a power output less than 80 % of the minimum "Peak Power at STC" as



specified in Centro Energy' s Product Data Sheet, provided that such loss in power is determined by Centro Energy (at its sole and absolute discretion) to be due exclusively to defects in materials or workmanship, Centro Energy will compensate for such loss in power by either providing to the buyer additional MODULE(s) to make up the total wattage loss, at a cost pro-rated for the time in service of the faulty MODULE(s), or by repairing or replacing the faulty MODULE(s), at the option of Centro Energy.

The remedies set forth in this clause 2 shall be the sole and exclusive remedies provided under the "Limited Performance Warranty".

### **3. Exclusions and Limitations**

Warranty claims must be received within the applicable warranty period for this warranty to be effective.

Both the "Limited Product Warranty" and the "Limited Performance Warranty" do not apply to any MODULE(s) which have been subjected to:

- 1) Misuse, abuse, neglect or accident;
- 2) Alteration, improper installation or application;
- 3) Improper repair or modifications;
- 4) Power failure surges, lightning, flood, fire, accidental breakage or other events outside Centro Energy' s control.

Both the "Limited Product Warranty" and the "Limited Performance Warranty" do not cover any transportation costs for return of the MODULE(s) or for reshipment of any repaired or replaced MODULE(s) or cost associated with installation, removal or re-installation of the MODULE(s).

Warranty claims will not be honored if the type or serial number of the MODULES have been altered, removed or made illegible.

### **4. Limitation of Warranty Scope**

The Limited Warranties for Photovoltaic Modules set forth herein are expressly in lieu of all other express or implied warranties and exclude their validity. The exclusion includes but not limits to warranties of merchantability and fitness for particular purpose, usage, or application, or all other obligations or liabilities on the part of Centro Energy, unless such other warranties, obligations or liabilities are expressly agreed to in writing, signed and approved by Centro Energy in that specific deal (such other warranties, obligations or liabilities which are expressly agreed to by Centro Energy in that specific deal shall be valid only in that specific deal). Whatsoever, Centro Energy's aggregate liability, if any, in damages or otherwise, shall not exceed the invoice value as paid by the CUSTOMER.



## **5. Obtaining Warranty Performance**

If the customer has a justified claim covered by this warranty, an immediate written notification shall be directly made to Centro Energy by sending a registered letter to the address of Centro Energy listed hereunder, or, sending a notification via email to the email account of Centro Energy listed hereunder. Together with the notification, the customer should enclose the evidence of the claim with the corresponding serial number of the modules and the date on which the modules have been purchased. An invoice with clear indication of the purchase date, purchase price, module type, stamp or signature of Centro Energy should also be submitted as part of the preliminary evidence. If the modules will be returned to Centro Energy for inspection, repair or replacement, Centro Energy shall provide the customer with a Return Merchandise Authorization (RMA). Centro Energy will not accept any return of the modules without such RMA. In connection with both the ten year product warranty and Modules performance warranty, Centro Energy may reimburse customer for reasonable, customary and documented transportation charges by sea freight for both the return of the modules and reshipment of any repair or replacement modules, only if such cost reimbursement is authorized by Centro Energy Customer Service Team in advance.

## **6. Transferability**

This "Limited Warranty" is extended to the original purchaser, and is transferable to any subsequent holder of the modules when modules remain at their original installed location for the first time(first installation) upon satisfactory proof of succession or assignment.

## **7. Severability**

If a section, provision or clause of this Warranty, or the application thereof to any person or circumstance, is held invalid, void unenforceable, such shall not affect and thus shall leave all other sections, provisions, clauses or applications under this Warranty severable, and therefore validly binding.

## **8. Dispute Resolution**

In case of any discrepancy in a warranty-claim, a first class test-institute such as TUV, Intertek, UL, CQC appointed or accepted by Centro Energy shall be involved for the final judgment of the claim. The All fees and expenses shall be borne by the losing party, unless otherwise awarded. Further dispute over the claim shall be submitted to dispute resolution as stipulated in the main sales contract to which this Warranty is a part of and subject to the applicable jurisdiction agreed by the parties in the sales contract. In the event of any inconsistency among different versions of this warranty statement, the Chinese version shall prevail in China including Taiwan, Macao and Hong kong, meanwhile the English version shall prevail in any other countries except China.

## **9. Various**

The repair or replacement of MODULES or the supply of additional MODULES, does not cause the beginning of new warranty terms, nor shall the original terms of these limited



warranties be extended. All the defective MODULES have been replaced that shall become the property of Centro Energy all at its own option to deliver another type (different in size, color, shape and/or power) in case Centro Energy discontinued producing the MODULES in question at the time of the claim.

#### **10. Force Major**

Centro Energy shall not be responsible or liable in any way to the Buyer for any non-performance or delay in performance under this Limited Warranty due to occurrences of force major such as, war, riots, strikes, unavailability of suitable and sufficient labor, material, or capacity or technical or yield failures and any unforeseen event beyond its control, including, without limitation, any technological or physical event or condition which is not reasonably known or understood at the time of the sale of the defective Product(s) or the notification of the relevant warranty claim under this Limited Warranty.

#### **11. Contact**

Any correspondence with Centro Energy is to be conducted via the following ways:

Address: Industrial Park, Ehu Town, Xishan District, Wuxi, China

Email: [info@centro-energy.com](mailto:info@centro-energy.com)

Tel: +86 25 8655 0862

Note: 1. The installation and handling of PV modules requires professional skills and should only be performed by qualified professionals. Claims under this warranty will be honored only if the customer can provide the proof that the modules are under normal application, installation, use and service conditions specified in Centro Energy latest version of Installation Manual.