

Alpex Solar Limited
Warranty Policy-Solar Panel

VALIDITY

This document serves as the only valid warranty policy for any claims related to solar PV panels/modules manufactured by Alpex Solar Limited as detailed in **Annexure 1**. The warranty applies from the date of the first sale to the original end customer/user. All previous warranty policy of Alpex Solar Limited will be null and void after the publishment of this policy. This policy will not be applicable on customized and flexible modules.

SECTION 1: WARRANTED PRODUCTS

Alpex Solar Limited (ASL) PV modules are supplied with limited product and linear performance warranty. This policy is applicable on Solar Photo-Voltaic Panels / Modules ("PV Modules"), and which are not explicitly prototypes, will be - under normal application, installation, use and service - free of defects conditions such as:

- manufacturing defects;
- defects and/or failures due to materials;
- non-conformity to specifications due to faulty manufacturing and/or inspection processes.

SECTION 2: LIMITED PRODUCT WARRANTY

Extended Term Limited Warranty is further divided into two types based on applications of Solar PV Panels and classified as under:

Off grid applications - 5 year

On-grid applications -10 year

Repair, Replacement or Refund

Alpex Solar Limited provides as per above mention criteria for product warranty on modules made with solar cells, starting from the warranty start date (refer to the "Validity" section 12). Should any module fail to meet the warranty conditions outlined in this section, ASL will, at its sole discretion:

- a) Repair the module or replace it; or,
- b) Refund the depreciated price of the solar module paid by the customer as compensation.



Please note that deterioration in the appearance of the product, including aesthetic defects such as stains, rust, spots, scratches, or mechanical wear, does not constitute a defect under this limited warranty. These changes do not affect the operational capabilities of the modules.

This Manufacturer's Warranty does not cover transportation cost for return of the PV Module(s) to ASL or ASL's authorized agent and the transportation cost for reshipment of any repaired or replaced PV Module(s) to the applicable location, and costs associated with installation, removal, or reinstallation of the PV Module(s). The transportation of the modules to and from ASL shall be at the cost and risk of the customer.

The repair, replacement or refund remedy shall be the sole and exclusive remedy provided under the Limited Product Warranty and shall not extend beyond the ten (10) year period, from the date of first sale, set forth herein. In cases where subsequent delivery has failed or where a defect cannot be removed, the customer will be required to accept a further attempt to make a subsequent delivery or to repair the defect.

In cases of glass breakage, the warranty claim is null and void. The remedies provided under this warranty are the sole and exclusive obligations of ASL, and the customer's sole and exclusive remedies. Any repair or replacement does not extend the original warranty period.

Section 2 of the warranty does not cover specific power output, which is exclusively addressed in Section 3 regarding the linear power warranty.

Extended Term Limited Warranty on Power Output applies only to modules used on the dry land. The "Extended Term Limited Warranty on Power Output" can only be given in respect of the aging process of glass, the cell or the EVA foil (delamination) selected for processing by ASL itself, not for those processed at the request of the customer.

The exchange or the additional delivery of modules neither renews nor extends the warranty period or the period of the Limited Power Output Warranty. ASL is entitled to deliver another type of module (varying sizes, shapes, colors and/or output parameters) if at the time of the claim, the modules, which are the subject of the complaint, are no longer manufactured. The modules which have been removed for exchange will become the property of ASL. This Limited Power Output Warranty does not cover the transportation cost for reshipment of any repaired or replaced PV Module(s) to the applicable location, and does not cover the transportation cost for return of the PV Module(s) to ASL or ASL's authorized agent and costs associated with installation, removal, or reinstallation of the PV Module(s).

SECTION 3: LIMITED POWER WARRANTY

The period of warranty with respect to power output is for a total period of twenty-five (25) years from the date of purchase, the first 10 years at 90% minimum of rated power output and the remaining 15 years at 80% minimum of rated power output. Rated power output shall be measured under standard test conditions (STC) condition. Standard degradation as per international norms is acceptable.

Standard Test Conditions (“STC”):

(a) light spectrum of AM 1.5; (b) irradiation of 1,000w per m²; and (c) a cell temperature of 25 degrees),

The rights under this limit warranty are only applicable to the purchaser or any transfer permitted under this limited warranty of the product and only on providing proof of purchase to the service agent.

This warranty cannot be modified or altered by any personnel of ASL or any other person with respect of the terms stated herein or to extend the duration of any warranties beyond the time period described herein.

If ASL’s examination of such returned products discloses to satisfaction that such products fail to conform to the applicable warranty, then Alpex shall at its sole option either repair or replace the product or refund to the purchaser an amount equal to the depreciated price at the rate of 15% per year or market price , whichever is lower, for the product on the date of returned product is received by.

SECTION 4: EXCLUSIONS AND LIMITATIONS

In addition to any other exclusion, limitations or conditions set forth in this Limited Warranty, the following exclusions and limitations, inclusive but not limited to, apply hereto:

a) All warranty claims must be received within the applicable warranty period for this warranty to effective.
b) This Limited Warranty does not apply to any module which, in ASL’s sole judgment, has been subjected to

- Misuse, neglect or accident, tampering, abuse, misuse.
- Inappropriate handling, transportation or storage.
- defective wiring, installation, or handling; or
- Installations not in conformity with PV Module(s) specifications, installation manuals, operation manuals, or labels attached to the PV Module(s); or
- Unauthorized and/or improper maintenance, operation, alteration, modification or application; or
- Non-compliance with instructions in the installation manual.
- Any type of repair or modifications by someone other than authorized service technicians of ASL.
- Installation of solar module in direct contact with the salt water, that is offshore (e.g. platforms) and marine applications, or contamination resulting from exceptional exposure to salt water or other chemicals.
- Fire, Power failure, surges, installation failure, lightning, floods, natural disaster, vandalism, accidental breakage, load of heavy snow, damage or any other cause which are outside control of ASL.

- Walking on the PV Modules by humans or animals leading to generation of micro-cracks further leading to failure / Low power of Module(s); or
- Use on a mobile unit including, but not limited to, vehicles, vessels, etc.; or
- Natural forces, acts of God or force majeure events and other unforeseen circumstances or causes beyond ASL's reasonable control including, but not limited to, earthquakes, typhoons, hurricanes, tornadoes, volcanic action, floods, tsunami, lightning, snow damage, etc.; or
- Negligence and willful misconduct or other improper acts or omissions of the customer, its employees or agents, or other third parties; or
- Negligent or improper maintenance or non-performance of the periodic function checks of the system; or

Willful misconduct or negligence or other improper acts or omissions of the customer, its employees or agents, or other third parties.

Solar Panels should be installed by qualified electrical engineers approved by ASL.

c) It is responsibility of customer (and / or its forwarding company) to inspect and accept the solar modules supplied by ASL. Any claim linked or related to damages in the packaging, like impact on pallets ASL will only accept if this occurs during delivery at site itself and if transportation under ASL scope. In all other cases, damages should be claimed from the forwarding company or insurance company. The customer has to log such complains within 48 hours of module received at site.

d) The Manufacturer's Limited Product Warranty & "Extended Term Limited Warranty on Power Output" will not apply if the original end customer / user fails to meet the agreed commercial terms with ASL or its subsidiaries. The warranty under this Warranty Statement shall apply only to those PV Modules against which 100% payment is made by the end customer/ user to ASL. In case ASL rejects the claim under this warranty based on this provision, the end customer / user can deposit the outstanding amount in order to trigger the warranty claims

e) If any solar module serial number has been altered, removed or made illegible, in that case warranty claim will be not be approved by ASL.

SECTION 5: LIMITATION OF WARRANTY SCOPE

This limited warranty is intended to replace and supersede all other direct and indirect warranties, including but not limited to warranties of merchantability, title, non-infringement, and fitness for a particular purpose, use, or application. It also excludes all other obligations or liabilities on the part of ASL, unless such obligations or liabilities are expressly agreed to in writing and signed by ASL.

To the fullest extent permitted by applicable law, ASL shall not be responsible or liable for any damage or injury to persons or property resulting from any cause related to the use or installation of any module, including any defects in the solar module, such as those involving laminations. ASL shall not be liable for incidental, consequential, or special damages under any circumstances, even if ASL has been advised of or

could reasonably have foreseen such damages. Specifically excluded are losses such as loss of use, loss of profits, loss of production, and loss of revenues, to the maximum extent allowed by law. Notwithstanding any other provisions in this document, ASL's total liability for any damages or claims shall not exceed the amount paid by the customer for the module that is the subject of the warranty claim.

SECTION 6: WARRANTY CLAIM SUBMISSION AND VERIFICATION

If the customer believes they have a valid claim covered by this Limited Warranty and seeks to pursue a remedy, they must promptly contact the local Customer Service Manager or Company Personnel, if applicable, by submitting written notification via registered mail or email within 15 days immediately following the discovery of any defect covered by this warranty. The Customer Service Manager will then provide instructions and a claim form for filing.

If local contact is not applicable, the customer should send written notification directly to ASL by mailing a registered letter to ASL's address listed here to receive instructions and the claim form. Upon receiving all required documentation specified in ASL's claim form, ASL may, at its sole discretion, request further verification of the customer's claim, including details of the complete system and the operation and maintenance of the plant. The return of any module will only be accepted if prior written authorization has been granted by ASL and the customer has adhered to the packaging and shipping instructions provided by ASL.

Note: The return of any PV Module will not be accepted unless prior written authorization has been given by ASL and the end customer/user has complied with the packaging and shipping instructions provided by ASL.

Any false information in the warranty claim shall result in rejection of the claim without prejudice to ASL's further remedies under the law, contract or tort.

SECTION 7: SEVERABILITY

If any part, provision, or clause of this Limited Warranty, or its application to any person or circumstance, is found to be invalid, void, or unenforceable, such a determination shall not impact the validity or enforceability of the remaining parts, provisions, or clauses of this Limited Warranty. The other provisions or applications of this Limited Warranty shall continue to be effective and enforceable as if the invalid, void, or unenforceable part had never been included, and shall be treated as severable.

SECTION 8: TECHNICAL DISPUTES

In the event of any dispute between ASL and the customer regarding the validity of a claim made under this Warranty, an accredited test laboratory recognized by ASL, at its sole discretion, shall be appointed to adjudicate the claim. All measurements will be conducted in accordance with IEC 60904-1 standards and under Standard Test Conditions as per established guidelines. The costs and expenses associated with engaging such a laboratory shall be borne by the losing party. Nothing in this warranty policy shall prevent either party from initiating legal action or proceedings before the Jurisdiction of Delhi.

SECTION 9: MISCELLANEOUS

Outside the scope of this warranty, the customer may have specific legal rights that vary by jurisdiction. This warranty document does not affect any additional rights the customer may have under mandatory legal provisions applicable in their jurisdiction. However, ASL's overall liability under this warranty shall not exceed 100% of the Depreciated Value paid for any individual module. In some jurisdictions, the exclusion or limitation of incidental or consequential damages may not be permitted, and as a result, the limitations or exclusions set forth in this warranty may not apply to the customer. Any replaced module will become the property of ASL. If ASL discontinues the manufacture of that size module, ASL will replace it with a similar size module of equivalent Pmax within 50 days from the date the complaint is registered.

SECTION 10: WARRANTY TRANSFER

This limited warranty is transferable to a new owner of the module, but only under the condition that the module remains installed at its original location. If the module is moved from its original installation site, the warranty will not transfer to the new owner. The transferee of the warranty will be subject to all the same exclusions, limitations, and conditions that apply to the original owner. This means that while the warranty can be passed on to another person, that person must adhere to the same terms and conditions outlined in the warranty document, including any limitations or exclusions of liability.

SECTION 11: FORCE MAJEURE

This limited or linear warranty does not apply, and ASL will not be responsible or liable to the customer or any third party for any delays in performance or failure to perform under the warranty in circumstances beyond its control. This includes, but is not limited to, acts of God such as volcanic eruptions, tsunamis, earthquakes, strikes, war, riots, vandalism, war-like conditions, plagues or other epidemics, floods, fires, and other events that are beyond ASL's control. In the event of such a Force Majeure situation, where extraordinary circumstances prevent ASL from fulfilling its obligations, the limited warranty will be deemed null and void, and no claims or remedies will be available under this warranty.

SECTION 12: VALIDITY

This Limited & Linear warranty applies to modules manufactured by ASL with a production date of 15th February, 2024, or later. The warranty start date shall be defined as the earlier of the following:

1. The sales invoice date from when the customer purchased the module, or
2. One year after the date of dispatch from the ASL storage facility.

This Limited & Linear warranty remains valid until a revised version is issued by ASL. ASL reserves the right to revise the warranty conditions without providing prior notification to the customer.

Anexxure-1				
	Model			
1	ALPxxxWM	xxx any number between 100 to 400		
2	ALPxxxW	xxx any number between 100 to 400		
3	ALPyyzxxxWM	xxx any number between 080 to 590	yy any number between 00 to 24	z stands for S,M,L,X,N
4	ALPyyzxxxWM	xxx any number between 080 to 590	yy any number between 00 to 24	z stands for S,M,L,X,N
5	ALPyyzxxxWM-T	xxx any number between 080 to 590	yy any number between 00 to 24	z stands for S,M,L,X,N
6	ALPyyzxxxWM-T	xxx any number between 080 to 590	yy any number between 00 to 24	z stands for S,M,L,X,N
7	ALPxxxGGyyyT	xxx any number between 000 to 144 in step of 12	yyy any number between 080 to 650	
8	ALPxxxGByyyT	xxx any number between 000 to 144 in step of 12	yyy any number between 080 to 650	