



Grand Group Australia PTY LTD
Tel: 1800 961 712
www.grandgroupaustralia.com

LIMITED WARRANTY FOR PV-MODULES

Grand Group Australia PTY LTD Co., Ltd ("Grandgroup") hereby grants the following Limited Warranty to the original end user/purchaser who is the first customer installing and/or owning for its own use (the "Buyer") any of the specified brand models of photovoltaic modules including factory assembled junction box and cables, if any, listed below (the "Products"):

1. Warranted Products

This Limited Warranty shall only apply to the following Products:

a) Monocrystalline Products

GMxxx-60 (xxx=275-300w in increments of 5)

GHMXXX-120 (xxx=275-335w in increments of 5)

GHMXXX-120L (xxx=275-340w in increments of 5)

GHMXXX-144HL (xxx=325-410w in increments of 5)

Note: The "xxx" placeholder stands in each case for the power indication set out in the relevant Product Data Sheet (for example "GM300-60").

2. Warranty

a) 10 Year Limited Product Warranty

Grandgroup warrants that for a period of ten years commencing on the Warranty Start Date (as defined below) the Product(s) will be free from defects in design, material, workmanship or manufacture that materially impede their functioning, and will conform to the specifications and the drawings applicable thereto.

Any deterioration in appearance of the product, including any scratches, stains, mechanical wear, rust, mold and other changes, which occur after delivery to Buyer shall not qualify as a defect hereunder, if and to the extent such deterioration does not result in a material impairment of the functioning of the product. A claim in the event of glass breakage arises only to the extent that there was no external cause of the breakage.

b) 10 Year Limited Power Output Warranty

In addition, Grandgroup warrants that for a period of 10 years commencing on the Warranty Start Date loss of power output of the nominal power output specified in the relevant Product Data Sheet and measured at Standard Test Conditions (STC) for the Product(s) shall not exceed 10%.

c) 25 Year Limited Power Output Warranty

Besides the abovementioned 10-year Limited Power Output Warranty, Grandgroup warrants that for a period of twenty-five years commencing on the Warranty Start Date loss of power output of the nominal power output specified in the relevant Product Data Sheet and measured at Standard Test Conditions (STC) for the Product(s) shall not exceed 20%.

3. Warranty Start Date



The Warranty Start Date shall be defined as the date of delivery of the Product(s) to the Buyer or 12 months after the date of Product(s) dispatch from Grandgroup sites, whichever date is earlier.

4. Exclusions and Limitations

The aforementioned "Limited Warranty" does not apply to any Products which have been subjected to:

- Modification, improper installation, misuse, abuse, neglect or accident;
- Non-Observance of Grandgroup's installation manual;
- Service or repair by unqualified service technicians or service technicians not approved by Grandgroup;
- The Product's type, nameplate or module serial number is changed, erased or made illegible;
- Exposure to improper voltage or power surges or abnormal environmental conditions (such as acid rain or other pollution);
- Defective components in the construction on which the module is mounted;
- Exposure to mold discoloration or similar external effects;
- Exposure to any of the following: extreme thermal or environmental conditions or rapid changes in such conditions, corrosion, oxidation, unauthorized modifications or connections, unauthorized opening, servicing by use of unauthorized spare parts, accident, force of nature (such as lightning strike, earthquake), influence from chemical products or other acts beyond Grandgroup's reasonable control (including damage by fire, flood, etc.)
- Use of the Products in such a manner as to infringe Grandgroup's or any third party's intellectual property rights (e.g. patents, trademarks).

5. Repair, Replacement or Refund Remedy

a) As Buyer's sole and exclusive remedy under this Limited Warranty, Grandgroup will, in its sole discretion, either:

i) refund the then current market price of the relevant new Product(s);

ii) repair the defective Product(s) at no charge (subject to the following paragraph); or

iii) replace the defective Product(s) or part thereof by a new or remanufactured equivalent at no charge (subject of the following paragraph).

In the event that Grandgroup opts for options (ii) or (iii), Grandgroup shall bear all insurance and transportation charges (except air freight), customs clearance and any other costs for returning the defective Product(s) to Grandgroup and shipping the repaired or replaced Product(s) to Buyer. The costs and expenses for their removal, installation or reinstallation shall remain with Buyer.

b) The warranty period(s) as defined in Sec. 2 a), b) and c) shall not extend or renew upon the repair or replacement of a defective Product by Grandgroup. The warranty period for



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replaced or repaired Product(s) is the remainder of the warranty on the original new Product(s).

c) All other claims under this Limited Warranty against Grandgroup shall be excluded. Under no circumstances will Grandgroup be responsible for any special, incidental or consequential damages (including loss of profits, harm to goodwill or business reputation, or delay damages) whether such claims are based in contract, warranty, negligence or strict tort. This exclusion applies even if the remedies set forth below herein are deemed to have failed of their essential purpose, to the extent permissible by law.

6. Term

This Limited Warranty shall have a fixed term of 25 years, commencing upon the Warranty Start Date.

7. Claims Procedure, Notice Periods, Expiration of Warranty Claims and Limitations

a) Buyer shall notify Grandgroup immediately after discovery of any claim under this Limited Warranty by letter, facsimile or e-mail to Customer Support:

Grandgroup Co., Ltd
Add: Building 3, No. 186, Datong Rd, Economic and Technological Development Area, Penglang, Kunshan, Jiangsu

Specifying each alleged claim including evidence of the claims and the serial numbers of the Product(s) at issue.

b) Any dispute on technical facts relating to claims brought under this Limited Warranty for defects of Products shall be determined by expert determination. Grandgroup and the Buyer will, at Grandgroup's request, appoint as independent expert and appraiser a reputable researcher from a first-class international test-institute such as Fraunhofer ISE in Freiburg/ Germany, TÜV Rheinland in Cologne/ Germany or ASU Arizona State University ("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 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 award of the expert shall be final, conclusive and binding on the parties, and the expert will be entitled to include in the award the costs of the reference to the expert and of the expert's determination (including the expert's own fees and expenses and the legal and other costs of the parties).

Any claim for breach of this Limited Warranty must be brought within three (3) months after discovery of the breach.



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The return of any defective Product(s) will not be accepted unless prior written authorization has been given by Grandgroup.

8. Force Majeure

Grandgroup 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 majeure 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.

9. Warranty Assignment

This Limited Warranty is transferrable when the Products remain installed in their original installation location.

10. No other Warranty

Unless modified in a writing signed by an officer of Grandgroup, the Limited Warranty set forth herein is the only express warranty (whether written or oral) by Grandgroup applicable to the Products and no one is authorized to restrict, expand or otherwise modify this Limited Warranty.

11. Customer right under Australia consumer law

"If you have purchased this product in Australia, you should be aware that this warranty is provided in addition to other rights and remedies held by a consumer at law. Our goods come with guarantees that cannot be excluded under Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure."

12. Importer's Contact Details

Grand Group Australia Pty Ltd is the importer for Grandgroup. This local Australia company take care the warranty for customer as well. The contact details are listed below:

Grand Group Australia Pty Ltd
ABN: 91 164 315 575
Add: U415/2 Thallon St, Carlingford, NSW 2118
Tel: 1800 961 712
Web:www.grandgroupaustralia.com.au
Tel: 1800 961 712

13. Manufacture's Contact Details



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Zhejiang Trunsun Solar Energy is the manufacturer for Grandgroup. Contact details will be listed below for warranty claim:

Tel: +86 (0) 572 2552186

Email: sales@trunsunsolar.com

Web: <https://www.trunsunsolar.com/>