

## Limited Warranty for WINAICO Photovoltaic Products (Australia Version) Effective from August 1st, 2022

Congratulations on your purchase of WINAICO Photovoltaic Products! You have made an excellent decision in choosing a product that has been made to the highest standards. At WINAICO, we believe to provide products with impeccable quality is our founding principle.

### **Warranty Products (hereinafter the “Products” or the “Goods” )**

WST-XXXMGX-PX Series

WST-XXXMG Series

WST-XXXMGL Series

WSP-XXXMG Series

WSP-XXXMGL Series

This limited warranty product does not allow for the transportation of goods between continents and will become null and void if the Product is transferred from the original country of destination after manufacture without prior written permission from WINAICO.

### **1. 15-Year Limited Product Warranty**

WINAICO’s Warranty extends to the original end-user (the “Customer”) in the Product’s original country of destination that the Product shall be free from defects in materials and workmanship and will perform substantially in accordance with the published specification (visit [www.winaico.com.au](http://www.winaico.com.au) for details) and under normal operation, use and service conditions during the period beginning on the earlier of the date the Products were purchased by the Customer or three (3) months from factory dispatch (“the Warranty Start Date”) and ends in fifteen (15) years

after such Warranty Start Date. If a Product fails to conform to this Limited Product Warranty during the fifteen-year period, WINAICO will, at its reasonable discretion, either (a) repair or replace the defective or parts, or (b) provide the Customer with a refund equal to the current market price of a comparable product at the time of the Customer’s claim. This Limited Product Warranty does not warrant a specific power output, which shall be exclusively covered under the 25-Year Limited Power Warranty below.

### **2. 25-Year Limited Power Warranty**

WINAICO further warrants to the Customer that for a period of one (1) year from the date of first purchase that the power output of the Products will not be less than 98% of the minimum rated power output specified in the applicable Product data sheet at the date of the original sale by WINAICO. For each subsequent year from year two (2) to twenty-five (25) from the date of sale WINAICO warrants to the Customer that the power output of the Products will not degrade by more than 0.53% per year below the minimum rated power output specified in the applicable Product data sheet at the date of original purchase (the “Power Warranty”) and that at the end of the Power Warranty, the warranted Product output will be at least 85.28% of the minimum rated power specified in the applicable Product datasheet.

In the event Product(s) do not satisfactorily meet the said Power Warranty, WINAICO, at

its sole discretion, will undertake one of the followings:

- a) Repair or replace Products or to provide additional Products at no cost to make up for power loss as determined in the manner stipulates under clause 3.4; or
- b) Pay compensation equivalent to the cost at the date of the claim was made for additional Products required to compensate for Excess Power Loss as described in clause 3.4.
- c) If the originally supplied Product type is no longer in production then WINAICO, at its discretion, can provide equivalent Product(s) to compensate for Excess Power Loss. For determination of power degradation, Products shall be tested with a WINAICO approved Flasher, and results at STC conditions shall be compared to the power listed on the Product label (measurement tolerance of +/- 3%).
- d) Pay compensation equivalent to the amount calculated based on the Product's original purchase price with 4% annual depreciation from the date of the first purchase to the date the claim is made. If the customer fails to provide the original invoice, then the price shall be based upon the then current per watt market price of a comparable PV module in a similar market.

### **3. General Conditions, Exclusions and Limitations**

3.1) The limited warranties stated herein are in lieu of all other expressed warranty. Except stipulated otherwise by local statutory regulation, WINAICO makes no other warranties, express or implied with respect to the Product covered under this Warranty, in no event shall WINAICO be liable for direct or indirect, incidental or consequential damages resulting from any defect in Product even if WINAICO has been advised of the possibility

of such damages or be liable for Product's warranty that EXTEND BEYOND THE APPLICABLE WARRANTY PERIOD IDENTIFIED IN CLAUSES 1, 2 OR 3 ABOVE. No seller of the Products nor any other person is authorised to make any warranties other than those set forth herein or to extend the duration of the Limited Product or Limited Power Warranties beyond the periods set forth above, on behalf of WINAICO.

3.2) Under no condition shall WINAICO's liability for non-conforming Product or damages arising out of any defect of the Product exceed the price paid by the customer for any particular Product involved.

3.3) Claims under the Limited Warranty must be received by WINAICO within the valid warranty period for the Limited Warranty to be effective. The sales receipt from the first Customer purchase, or other reasonable documentary proof, is required to establish the Warranty Start Date. If the Customer is unable to provide the sales receipt for the warranty claim then Product's factory dispatch date shall be the Warranty Start Date. The Limited Warranty extends only to the original Customer and, if and as long as the Products remain installed at the site where they were first installed, any person to whom title to the Products has been transferred ("Claimant").

3.4) Regarding Power Loss Claim under clause 3 of this Agreement, the determination of Excess Power Loss shall be conducted by testing procedures approved by WINAICO and, at WINAICO's option, tested under the supervision of authorised WINAICO personnel but will only apply if the power loss is more than 2% during the first (1) year or more than 0.53% per year degradation for years two (2) to twenty-five (25) and which is determined

by WINAICO to be due to defective materials or workmanship with respect to the Products.

3.5) The Limited Warranty does not apply to any Product (including its cable/fixing) which have been subjected to or any of the following conditions:

- a) Alteration, repair, or modification without the expressed, prior written consent of WINAICO.
- b) Remove Product from its first installed site or reinstallation at a new site.
- c) Non-observance of WINAICO's Installation and User Manual or Product's installation is not carried out by WINAICO's certified Installer.
- d) Misuse, abuse, neglect, or accident in storage, transportation, handling, installation, application, use, or service, including but not limited to, damage caused to Product due to insufficient, inappropriate, or unprotected fixing used in the installation.
- e) Damage caused by lightning, flood, fire, or any other acts of nature. Furthermore, electrical surges, vandalism or other acts of violence and intervention by third parties, tampering, accidental breakage, mold discoloration, conditions arising out of or associated with exceeding maximum voltage tolerance, damage arising from exceeding Product's wind or snow load specifications, damage from persons, insects, animals, industrial chemical exposure, glass breakage from impact, damage(s) caused by freezing/low temperature or other events beyond WINAICO's control, including without limitation any technological or physical event or condition that is not reasonably known or understood at the time the Customer purchased the Products
- f) Installation on mobile platforms or in a marine environment, such as if the

Product is positioned in or on the water; direct contact with corrosive agents or saltwater; pest damage; or malfunctioning PV system components and other operating conditions, which are not expressly allowed in the Installation and User Manual

- g) Alteration, removal, or obliteration of the original product label.
- h) Fading in frame color, weathering of glass coatings, and areas of discoloration around or over individual solar cells or on any part of the Products which is due to external factors or any other cosmetic change/variation which does not cause power output lower than what is stipulated under the Power Warranty.
- i) In addition, this Limited Warranty does not cover glass broken or cosmetic blemishes including the formation of micro-cracks caused by installation, transportation, or due to the normal wear and tear of Products
- j) Lastly, any formation of hot spot caused by micro-crack(s), foreign material on the surface of the module, a shadow of any kind, or any alike obstruction of similar nature which obstructs the flow or the production of electricity is also exempted under the scope of this Limited Warranty.

3.6) Unless otherwise agreed, this Limited Warranty does not cover Product's installation and removal of defective Products, or reinstallation of repair, replacement or additional Products, or the costs of any of the foregoing; and does not cover any other costs, lost profits or lost revenues associated with the performance or non-performance of defective Products; provided, however, that

for accepted warranty claims, WINAICO shall be responsible for reasonable costs on a typical local standard associated with transporting defective, repaired, replacement or additional Products from and back to Claimant or other reasonable costs, as deemed necessary by WINAICO, associated with reconstitution.

3.7) Any additional Products provided, and any Products repaired or replaced, by WINAICO under a warranty claim shall be covered by the same Limited Warranties and terms as the first Products purchased that were the subject of the claim; no warranty periods or terms shall be extended or renewed because of a warranty claim or remedy. The warranty period for the newly replaced or repaired Products is the remainder of the warranty period on the originally replaced/repaired Products. WINAICO shall make commercially reasonable efforts to replace defective Products with new or refurbished Products of the same or similar size and aesthetics but reserves the right to deliver another Product type in the event that WINAICO has discontinued production of the Product type that is the subject of the warranty claim provided, that such other Product type is compatible to the Customer's PV System. Replaced Products and parts shall become the property of WINAICO.

3.8) In no event shall this Limited Warranty apply to any Product with its purchase price not fully remitted to WINAICO (including its subsidiaries) by the customer who has obtained the modules from WINAICO directly ("Direct Customer"), or to the Product which Claimant acquires from seller(s) who has any overdue payment toward WINAICO (including its subsidiaries). In the said events, WINAICO

shall reject such claim but may inform the Claimant about the name and the full address of the Direct Customer or Seller who has failed to pay for the said modules or who has incurred overdue payment toward WINAICO.

Notwithstanding, in the event, WINAICO rejects the claim for the reason stipulated in the previous paragraph, the Claimant may deposit the amount not paid by the Direct Customer for the product(s) in question to be enrolled into this Limited Warranty, provided other conditions under this Limited Warranty are also met.

#### **4. Assertion of Claims**

4.1) To evoke warranty service, the Customer or other Claimant should promptly contact the seller, agent, or installer from which they purchased the Product(s) directly from, who will then provide instructions and forms for filing the claim. Customer shall provide, including but not limited to, the proof of purchase and fault information such as the serial number of the module in question, picture(s) of the alleged defect(s) and module, explicit description on nature of the defect(s) and other information depending on the claim. If such seller/installer no longer exists or cannot be reached, the Customer may also send the claim directly to the addresses mentioned in article 5. WINAICO will not accept the return of allegedly defective Products unless prior written authorisation has been provided by WINAICO. Unless otherwise indicated, Products that have been authorised for return by WINAICO shall be shipped to a local Customer Service Center as designated by WINAICO.

4.2) Notice of the claim must be submitted to the relevant seller/installer or to WINAICO within six weeks of the occurrence of the alleged defect. WINAICO will inspect and

verify the warranty claim within a reasonable time and notify the Customer its assessment of the claim.

4.3) If the Product is found to be defective and is covered by this warranty, WINAICO will, at its sole discretion, do one or more of the following:

- a) Provide replacement of similar value or quality or refund to the customer base on the current price of a similar module on the market.
- b) If applicable, pay the installer the maximum labour cost of AUD 120 for installing one module and AUD 60 for each additional module arising out of or in connection with the same claim.

## 5. Your Contacts:

Any correspondence with WINAICO is to be conducted directly via the following addresses:

### Taiwan Headquarters

Win Win Precision Technology Co., Ltd.  
4F., No.180, Sec. 2, Gongdao 5th Rd., East, Dist.  
Hsinchu City 300, Taiwan  
[info@winaico.com.tw](mailto:info@winaico.com.tw)

### Regional support:

#### Germany Support

WINAICO Deutschland GmbH  
Industriestraße 68, 97993 Creglingen,  
Germany  
Tel: +49 7933 700 300  
[germany@winaico.com](mailto:germany@winaico.com)

#### Poland Support

WINAICO Poland  
[poland@winaico.com](mailto:poland@winaico.com)

#### Australia Support

WINAICO Australia Pty Ltd

3/393 George Street, Sydney NSW 2000,  
Australia

Tel: +61 2 8091 2771

[australia@winaico.com](mailto:australia@winaico.com)

#### USA Support

WINAICO USA

960 Rand Road, Suite 200 E, Des Plaines, IL  
60016, USA

Tel: +1 847 460 5062

[usa@winaico.com](mailto:usa@winaico.com)

#### Japan Support

WINAICO Japan KK

7F Humax Ebisu Building, Ebisu Minami 1-1-1,  
Shibuya-ku 150-0022 Tokyo, Japan

Tel: +81 3 5456 5798

[japan@winaico.com](mailto:japan@winaico.com)

## 6. Severability

If a part, provision or clause of this “Limited Warranty for PV Products”, or the application thereof to any person or circumstance, is held invalid, void or unenforceable by a competent court, such holding shall not affect all other parts, provisions, clauses or applications of this “Limited Warranty for PV Products”, and such other parts, provisions, clauses or applications of this “Limited Warranty for PV Products” shall be treated as severable.

## 7. Disputes

7.1) In case of any dispute under a warranty claim, the actual power output shall be determined for verification using Standard Test Condition (STC) only and measurement shall either be carried out by WINAICO internally or by a WINAICO recognized and appointed third-party testing institute. The laboratory measurement uncertainty will be applied to all actual power measurement results.

7.2) To the fullest extent permitted by law, any right of the claim (including but not limited to, legal action or proceeding) in connection with, or arising out of this Limited Warranty, shall be made solely and exclusively toward WINAICO's local entity where module(s) relating to such claim is installed and the said claim shall be governed by the local laws without regard to conflict of laws.

### **8. Limitation of Liability**

The Limited Product and Limited Power Warranties set forth herein shall be the sole and exclusive warranties granted by WINAICO, and shall be the sole and exclusive remedies available to the Customer or other Claimant for any breach of warranty, express or implied. Provision of remedies, in the manner and for the periods described herein, shall constitute complete fulfillment of all liabilities and responsibilities of WINAICO to the Customer and each other Claimant with respect to the Products. In no event shall WINAICO be liable for any consequential, incidental, special or punitive damages arising out of the product s or their installation, use, performance or non-performance or any defect or breach of warranty, whether based on contract, warranty, negligence, strict liability or under any legal theory. Damages for loss of use, loss of profits, loss of revenues or loss of production are specifically excluded. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. UNDER NO CIRCUMSTANCES SHALL WINAICO'S LIABILITY FOR NONCONFORMING PRODUCTS EXCEED THE PURCHASE PRICE PAID BY THE CUSTOMER FOR THE PARTICULAR PRODUCTS INVOLVED, PLUS REASONABLE TRANSPORTATION COSTS.

### **9. Miscellaneous**

If any part or provision of this WINAICO Product Limited Warranty, or the application thereof to any person or circumstance, is held invalid, void, or unenforceable, such holding shall not affect any other parts, provisions, or applications of this WINAICO Product Limited Warranty, which shall remain in full force. This Limited Warranty is available in multiple languages. If for any reason, there is a conflict between the English-language version and any other version, the English-language version shall prevail to the extent that such discrepancy is the result of an error in translation. Moreover, this Limited Warranty Agreement shall apply exclusively for Product(s) installed on the continent of Australia only.

### **10. Terms and Conditions for Online Registration on Extended Warranty**

Notwithstanding the above, your module may also be eligible to receive an Extended Warranty provided the following terms and conditions were also met. Please visit: (<https://www.winaico.com/terms-and-conditions>) for specific detail and eligibility. The following terms and conditions are subject to change without further notice.

#### **Terms and Conditions for Online Registration on Extended Warranty**

The following terms and conditions on extending the warranty period (hereinafter "Extended Warranty") are applicable for the original owner of WINAICO photovoltaic module ("Product") to extend the warranty period of the WINAICO solar module for additional 10 years i.e. from the original 15 years to 25 years from the manufacture date. Unless explicitly stipulated hereunder, the terms and conditions of "Limited Warranty for WINAICO Photovoltaic Products" (hereinafter "Limited Warranty") for the specific region the

module is installed, shall remain unaffected and effective. Remedies set forth under the said Limited Warranty remain as the sole and exclusive remedies, and the warranty period in this Extended Warranty shall not extend beyond the period set forth therein, nor will a new warranty period begin, upon repair, replacement at WINAICO's sole option under the Limited Warranty and this Extended Warranty.

This Extended Warranty is valid provided the following terms and conditions are met. Unless explicitly stipulated hereunder, this Extended Warranty is not applicable to any other WINAICO photovoltaic module type.

#### 10.1) Regions

This Extended Warranty is exclusively available to the customer(s) of WINAICO photovoltaic modules in the following regions:

- a) Europe: Austria, Belgium, Bulgaria, Croatia, Republic of Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, and the UK.
- b) Asia Pacific: New Zealand, Malaysia, Australia, New Caledonia, Fiji.
- c) The United States.

#### 10.2) Applicable Module Types

The Extended Warranty is exclusively available for the following module types from WINAICO:

- a) WSP-MG/WST-MG/WSP-MGL/WST-MGL/WST-MGX-PX series with 320W or higher power output.
- b) Notwithstanding the above, this Extended Warranty does not apply to module(s) sold AS IS, module(s) not obtained from

WINAICO's authorized installer or modules' installation did not comply with WINAICO's installation manual.

- c) Eligible module types are subject to change without prior notice. Please consult your local Seller or WINAICO for the latest information.

#### 10.3) Eligibility

- a) The Extended Warranty is only applicable to the original purchaser and it shall be void if the module is transferred or sold to another owner.
- b) In order to make a claim under the Extended Warranty, the claimant must provide the following documents to the original installer of the module(s) to be claimed:
  - I. Original invoice of the module(s) to be claimed.
  - II. Flash list with all the serial numbers of the module to be claimed.
  - III. Electrical design and drawing of the photovoltaic system of which the module is installed.
  - IV. Extended Warranty Registration Certificate. This certificate will be available to the original owner who has completed the online registration for this Extended Warranty.
- c) This Extended Warranty does not apply to module(s) without the Registration Certificate or if the original purchaser didn't complete the online registration within 1 (One) year after the initial purchase.

#### 10.4) Assertion of Claim(s)

- a) A claimant shall submit all the required documentation listed in clause 3 of this Agreement to the seller who the claimant initially purchased the module(s) from

(hereinafter “Original Seller”) when asserting claim(s) under this Agreement. This Extended Warranty is considered void if without complete documentation.

- b) Any claim related to Extended Warranty shall be submitted from the claimant through the Original Seller to WINAICO.
- c) WINAICO reserves the right to reject any claim submitted under this Extended Warranty if without complete documentation stipulated under clause 3 of this Agreement and if the claim is not submitted to WINAICO by the Original Seller.

#### 10.5) General Conditions

- a) Except to the extent prohibited by applicable law, the Customer agrees he/she will not bring any action, regardless of form, arising out of or in any way connected with this Extended Warranty, more than One (1) year after the cause of action has occurred.
- b) If a part, provision, or section of this Extended Warranty, or its application to any person or circumstance is held invalid, void or unenforceable, such holding shall not affect this Extended Warranty and all other parts, provisions, clauses or applications shall remain, and, to this end, such other parts, provisions, clauses or applications of the Extended shall be treated as severable.
- c) This Extended Warranty is valid from August 1st, 2022, and shall apply to module(s) sold to specific customers on or after the said date, provided such customers have finished the online registration with the complete Registration Certificate.
- d) WINAICO reserves the right to amend the clauses or application of this Extended Warranty from time to time without

further notice, provided; however, such changes are not retrospective.

#### 11. Legal Rights

This warranty will be governed by the Laws of the Commonwealth of Australia and shall exclusively apply to Product(s) installed in the geographical area of Australia continent, without regard to conflict of other provisions or covenants (if any) made by WINAICO.

#### 12. Australian Consumer Law Compliance

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and 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.