



**GCL SYSTEM INTEGRATION TECHNOLOGY CO., LTD
LIMITED WARRANTY FOR PV MODULES (“Limited Warranty”)**

Rev. 2018-EN-VER 1.0

You have made the right choice by purchasing photovoltaic modules (“Modules or “Module”) of GCLSI SYSTEM INTEGRATION TECHNOLOGY CO., LTD (“GCLSI”). GCLSI shall provide modules for 10-year limited product warranty and 25-year limited performance warranty as described in detail below (hereinafter collectively referred to as “Limited Warranty”).

GCL Standard PV Module Products covered under this warranty are:

GCL-P6/72XXX (XXX = 310~345W)

GCL-P6/60XXX (XXX = 260~285W)

GCL-M6/72XXX (XXX = 325~360W)

GCL-M6/60XXX (XXX = 270~300W)

XXX is a module power rating.

For above-mentioned types of standard Modules (“Grade A Modules”), GCLSI warrants its limited warranty of Modules starting from Modules’ Delivery Date or start from the expiration of twelve (12) months after the Modules’ Manufacture Date, whichever occurs earlier. The Manufacture Date, which can be read from the serial number of the Modules, is the third number to the eighth number counting from the left, namely “YY MM DD”.

1. Limited Product Warranty ----- 10-Year Repair, Replacement

GCLSI warrants its Modules to be free from defect in Workmanship, as per the Mechanical and Electrical Characteristics of the Module’s Datasheet, under GCLSI normal application, installation, use and service conditions. If Modules fail to conform to this warranty, within One Hundred Twenty (120) months after the limited warranty starting date (hereinafter referred to as the “Limited Warranty Starting Date”), GCLSI will, at its option, either repair or replace the Modules. The repair or replacement shall be the sole and exclusive remedy provided under the clause “Limited Product Warranty” and shall not extend period of warranty set forth herein.

2. Limited performance Warranty

2.1 For Non-Double glass Module----- 25-Year Limited Remedy

GCLSI warrants that, for Poly Module except Double glass Poly Module, 97.5% in the first year from the Limited Warranty Starting Date, thereafter, for years two (2) through twenty-five (25), 0.7% maximum decrease from Module’s nominal power output per year, ending with the 80.7% in the 25th year after the defined Limited Warranty Starting Date.

GCLSI warrants that, for Mono Module except Double glass Mono Module, 97% in the first year from the Limited Warranty Starting Date, thereafter, for years two (2) through twenty-five (25), 0.7% maximum decrease from Module’s nominal power output per year, ending with the 80.2% in the 25th year after the defined Limited Warranty Starting Date.

2.2 In case of actual power output of Module not in line with aforementioned warranted actual power output, owing to any significant defects in materials and workmanship, GCLSI may judge at its sole discretion and at its option either, (a) provide additional Modules to the Customer to make up for such loss in power or (b) repair or replace the defective Modules and at GCLSI’s cost deliver such Modules to the delivery point before. The remedies set forth in this clause 2 shall be the sole and exclusive remedies provided under the clause “Limited performance warranty” and shall not extend period of warranty set forth herein.

Nominal Power Output in product datasheet is the power in Watt peak that a Photovoltaic Solar Modules generates in its Maximum Power Point under Standard Testing Conditions (STC). STC are as follows:

(a) light spectrum of AM 1.5, (b) an irradiation of 1000 W per m² and (c) a cell temperature of 25 degrees centigrade at right angle irradiation. The measurements are carried out in accordance with IEC 61215 as tested at the connectors or junction box terminals – as applicable – per calibration and testing standards of GCLSI valid at the date of manufacture of the PV-modules.

3. Exclusions and Limitations

- (1) "Limited Warranty" does not apply to Modules marked as "Grade B" or "Grade C". "Limited Warranty" does not cover any costs associated with installation, removal or re-installation of the Modules and customs clearance or any other costs for return of the Modules (except as explicitly set forth hereof).
- (2) The "Limited Warranty" does not apply to any Modules which have been subjected to:
 - (a) Accident or inappropriate transportation;
 - (b) Non-observance of GCLSI's installation manual or maintenance instructions;
 - (c) Repair or modifications by someone other than an approved service technician of GCLSI;
 - (d) The Product's installation on mobile units (except photovoltaic tracking system), such as vehicles, ships or offshore-structures;
 - (e) Any damage due to the abnormal operating environment;
 - (f) Power failure surges, lightning, flood, fire, accidental breakage, improper connections resulting in hazardous reverse current or other events outside GCLSI's control;
 - (g) Damage due to unauthorized change of design structure;
 - (h) Any damage due to immersed into water or any other functional affect or damaged by the external force (including animals gnawing, such as rodents, birds, and insects);
 - (i) Any Modules that the customers are fully aware of the defaults but accept;
 - (j) Any damage, unstable, defects caused by natural depletion;
 - (k) Any transfer of Modules from the original continent of destination (e.g. North America, Europe, Asia, Australia, Africa or South America) without written permission from GCLSI.
- (3) 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

THIS "LIMITED WARRANTY" AS SET FORTH HEREIN IS EXPRESSLY IN LIEU OF AND EXCLUDES ALL OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY AND OF FITNESS FOR PARTICULAR PURPOSE, USE, OR APPLICATION, AND ALL OTHER OBLIGATIONS OR LIABILITIES ON THE PART OF GCLSI, UNLESS SUCH OTHER OBLIGATIONS OR LIABILITIES ARE EXPRESSLY AGREED TO IN WRITING SIGNED AND APPROVED BY GCLSI. GCLSI SHALL HAVE NO RESPONSIBILITY OR LIABILITY WHATSOEVER FOR DAMAGE OR INJURY TO PERSONS OR PROPERTY, OR FOR OTHER LOSS OR INJURY RESULTING FROM ANY CAUSE WHATSOEVER ARISING OUT OF OR RELATED TO THE MODULES, INCLUDING, WITHOUT LIMITATION, ANY DEFECTS IN THE MODULES, OR FROM USE OR INSTALLATION. UNDER NO CIRCUMSTANCES SHALL GCLSI BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES, HOWSOEVER CAUSED. LOSS OF USE, LOSS OF PROFITS, LOSS OF PRODUCTION, AND LOSS OF REVENUES ARE SPECIFICALLY AND WITHOUT LIMITATION EXCLUDED. GCLSI'S AGGREGATE LIABILITY, IF ANY, IN DAMAGES OR OTHERWISE, SHALL NOT EXCEED 100% OF THE INVOICE VALUE AS PAID BY THE CUSTOMER, FOR THE SINGLE UNIT OF MODULE.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. THIS LIMITED WARRANTY DOES NOT AFFECT ANY ADDITIONAL RIGHTS YOU HAVE UNDER LAWS IN YOUR JURISDICTION GOVERNING THE SALE OF PRODUCTS, INCLUDING, WITHOUT LIMITATION, NATIONAL LAWS IMPLEMENTING EC DIRECTIVE 99/44. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE LIMITATIONS OR EXCLUSIONS IN THIS LIMITED WARRANTY STATEMENT MAY NOT APPLY TO YOU.

5. Obtaining Warranty Performance/ Claim Procedure

Claims can become effective only by putting forward within the Limited Warranty Period. If the Customer has a justified claim covered by this "Limited Warranty", an immediate notification shall be filed by Customer through mailing a registered letter in writing, or, sending an email letter directly to either:

- (a) GCLSI's authorized distribution partner, who supplied affected modules; or
- (b) GCLSI office in your region. Regional contact details of GCLSI offices are listed hereunder.

Together with the notification, the CUSTOMER shall enclose name and address of Customer, name and address of installer and GCLSI's authorized distribution partner, the evidence of the claim with the affected Module type, affected quantity and corresponding serial numbers of production date, a related invoice document with stamp or signature of GCLSI or its authorized distributor as part of the evidence. Addresses of GCLSI offices are listed at the end of this document.

The return of any Modules will not be accepted unless with prior written authorization by GCLSI. GCLSI shall

reimburse Customer for reasonable, customary and documented transportation charges (limited to charges of land transportation and ocean freight) for both the return of the Modules and reshipment of any repaired or replaced Modules, further the transportation charges shall be approved by the Customer Service Department of GCLSI before it incurs.

THE FOLLOWING STATEMENT APPLIES TO CUSTOMERS THAT ARE 'CONSUMERS' WITHIN THE MEANING OF THE AUSTRALIAN CONSUMER LAW:

The benefits given to the consumers in this warranty are in addition to other rights and remedies of the consumer under a law in relation to the goods or services to which the warranty relates. 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 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.

Notwithstanding the abovementioned statement, where any discrepancy arises between such statement and Article 4 "Limitation of Warranty Scope", the Article 4 "Limitation of Warranty Scope" shall prevail.

6. Severability

If a part, provision or clause of this "Limited Warranty", or the application thereof to any person or circumstance, is held invalid, void or unenforceable, such holding shall not affect and shall leave all other parts, provisions, clauses or applications of this "Limited Warranty", and to this end such other parts, provisions, clauses or applications of this "Limited Warranty" shall be treated as severable.

7. Technical Disputes

In case of any dispute arising out of a warranty-claim, Customer and GCLSI shall jointly entrust a famous international test-institute such as Fraunhofer ISE in Freiburg/ Germany, TÜV Rheinland in Cologne/ Germany or in Shanghai/China, TÜV SUD in Munich/ Germany or in Shanghai/China, ASU Arizona State University or Solar Energy Research Institute of Singapore (SERIS) to make the test. The test report shall be final and binding to both Customer and GCLSI. All fees and expenses shall be borne by the Customer, if the test institute decides that the Module's quality conforms to the agreed standards, otherwise it will be borne by GCLSI.

8. Various

The repaired or replaced Modules shall be the property of GCLSI. By claim and settlement, GCLSI has the right to deliver another type (different in size, color, shape, power) to replace, in case the claimed modules are ceased to produce.

IF GCLSI found the modules in the event of a serial defect were discovered or recalls were required, the professional after-sales service team and the local branch (branch, office) in Australia will communicate with local government and related agencies, customers to solve it as soon as possible.

9. Statement of consumer rights

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 ailure does not amount to a major failure.

10.Warranty Transfer

This "Limited Warranty" is transferable when the product remains installed in its original installation location.

11.Force Majeure

GCLSI shall not be responsible or liable in any way to the customer 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.

12.Update

GCLSI is entitled to update this “Limited Warranty”, the updated version is superior to this “Limited Warranty for PV Modules”. And this version shall continue to be valid for all Modules dispatched from GCLSI’s factories, which are also installed in Australia till the updated version is issued officially.

13. Interpretation

GCLSI reserves the right of interpretation for this Limited Warranty.

14. After-sale service

Customer complaint handling, product defect handling content refer to the controlled document 《customer complaint and return processing flow》 (see annex for details).

15. In case of questions regarding our products’ quality and performance, please contact authorized GCLSI distribution partners(as below listed) or your nearest GCLSI office which can be found at www.GCLSI.com

Authorized distribution partners:

Company: One Stop Warehouse Pty Ltd

Web: www.onestopwarehouse.com.au

Email: purchasing@onestopwarehouse.com.au

Tel: 07 32094940

ABN: 46 161 849 323

GCL System Integration Technology Co., Ltd.

Add: 5F, GCL Energy Center, No.28 Xinqing Road, SIP Suzhou, Jiangsu, China

Tel: 86-512-6983-2860

Fax: 86-512-6983-2777

Email: gclsiinfo@gclsi.com



GCL integrated solar division belongs to the enterprise standard

GCL/ZJGJC/2-QA-021-A2

Customer complaint and exchange process

1. purposes

To analyze and process customer complaints and returns, ensure that all kinds of complaints can be resolved promptly, reasonably and effectively, so as to better serve customers and improve customer satisfaction.

2. range

The application belongs to the GCL integrated solar division the following company - Zhangjiagang Jiangsu Dongsheng integrated (ZJGJC) - (ZJDS) - (XZJC) - Funing Xuzhou integrated integration (FNJC) - Jinzhai (JZJC) on the integration of customer complaints and returns analysis and processing of all workers.

3. definition

Customer complaints / feedback: customers are strongly dissatisfied with the quality of our products, and ask or request directly or indirectly, such as return, exchange, free repair, compensation, quality improvement and so on.

4. reference standard

- | | |
|------------------------------|--------------------|
| 4.1 《file control procedure》 | GCL/ZJGJC/2-QA-001 |
| 4.2 《record control program》 | GCL/ZJGJC/2-QA-002 |

5. duties

- 5.1 Sales department: responsible for receiving information about customer complaints and returns, collecting product information of customer complaints and returned products, including component serial number, specifications, bad reasons and details, and bad pictures, etc., and feedback it to the quality department of the business department.
- 5.2 The Department of quality and item company quality management department: after receiving the corresponding information from the sales department, the regional customer service initially determines whether the customer complaint or refund is valid. If it is not established, it will be fed back to the sales department. If it is established, the quality department of the Ministry of business and the quality management department of the item company give a solution and follow up the results. If necessary, we should convene the process technology of the product delivery company (if necessary, call the R & D center), manufacture, business plan and other relevant functional departments to analyze the information about customer complaints or returns, and give a preliminary or final solution.
- 5.3 Business Department of business plan, procurement division of logistics center and business plan department subordinate: according to "customer feedback / complaint handling single sign" or EC complaint process results apply for return procedures (related to foundry return procedures by the Department of mining and shopping flow center).
- 5.4 Technical R & D functional departments: the analysis of the reasons for the customer and

the return of the goods and the discussion of the improvement measures.

5.5 Material management department: take part in the receipt, storage, delivery and shipment of the products.

5.6 The functional department of the manufacturing department: the analysis of the reasons for the participation of the customer and the exchange of goods and the implementation and tracking of the improvement measures.

6. content

6.1 customer complaint process

6.1.1 Sales Department received customer complaints timely notification to the Department of quality department, quality department division regional service preliminary determination of the adequacy of the reasons for customer complaints, complaints complaints if the request is reasonable, reason not to set up the information feedback to the sales again, if the reason for complaints promptly convey the information to the relevant functional departments of the corresponding delivery item company the.

6.1.2 Delivers the quality management of item company. After receiving the information of customer complaints, it communicates with the relevant functional departments such as business plan, technology, manufacture and so on, and gives preliminary conclusions.

6.1.3 If is responsible for the customer itself, the Department's quality department will directly reply to the sales department according to the results of the investigation and analysis.

6.1.4 If customer complaint is established, the reason for customer complaints is analyzed by the quality management organization of the item company, the process plan and the manufacturing process, and the responsibility function department is identified based on the data of investigation and analysis.

After confirming the 6.1.5 functional department, the responsible functional department should formulate corrective and preventive measures according to the main reasons of customer complaints, implement corrective measures, and provide 8D reports to prevent similar incidents from happening again. At the same time division quality department together with regional service sales to communicate with customer product solutions (back, change, repair); according to the results communicated by the division of regional customer service after the approval of specific feedback to "customer feedback / complaints sent project handling" or EC complaint process factory, quality management department project factory fill out the "customer feedback / complaint handling" or EC complaints process, and organize the relevant departments or personnel gives the results and sign. ;

6.1.6 Delivery item company quality management department is responsible for tracking and validating the improvement measures. If the effectiveness of the improvement does not reach the required requirements, it should be further planned to improve the activities with the technical and responsible departments of the factory.

6.1.7 Shipped the item company quality management department to track and verify the results, fill in the corresponding columns of the "8D report", and send it to the quality department / business plan department of the Department, and reply to customers by the customer service in the business department, and notify the sales department.

- 6.1.8 The shipments item company business plan deals with the procedures of the processing plan according to the results of the "customer opinion / complaint handling sheet" or the EC complaint process.
- 6.1.9 When necessary, deliver the item company's technology or related functional departments to reestablish the relevant standards according to the corrective and preventive measures provided by the quality management department.
- 6.1.10 each relevant unit of responsibility works in accordance with the new standards; if necessary, the department quality department will make an irregular inspection according to its needs.
- 6.2 return process
- 6.2.1 Sales department should notify the quality department of the business department when it receives the request from the customer to return the goods.
The exact return notification to the 6.2.2 department quality department received the sales department or customers, determine the initial return is established, if not set up again the feedback to the sales department, quality management if established shall immediately notify the shipping item company for preliminary investigation, and coordinate the return back to provide relevant information to return time, Product Factory (component type, serial number, batch, quantity, causes etc.); when necessary, the real reason for the customer survey to decide whether or not to accept the returned goods, such as accept returns from the factory delivery project quality management department should fill in "customer feedback / complaints handling" or EC complaint process and sign do not accept the return by the department quality department regional service again feedback to the sales department (Management Center). When the customer relationship is required to be maintained, the leaders of the factory departments have made the decision approval to pay the compensation.
- 6.2.3 Department business plan according to "customer feedback / complaint handling single sign" or EC complaint process results coordinate shipping item company business plan according to the specific date will be bad back, that returns to the warehouse, check the number, do return warehousing procedures.
- 6.2.4 Shipment, item company quality management department will return the products from warehouse, check it according to the inspection standard of components, deliver the quality management of item company, confirm the final solution and notify the relevant departments.
- 6.2.5 Shipment, item company quality management department, according to the results of the "customer opinion / complaint processing sheet" or the EC complaint process, will be returned to the quality control department by the normal packaging and warehousing process.
- 6.3 The functional departments should cooperate to complete the analysis and treatment of customer complaints and return handling, improve customer satisfaction and maintain the company's image.
- 6.4 customer service
- 6.4.1 When the project has the demand of the site, the dispatchers coordinate the related matters to the project site.
- 6.4.2 Customer visit: once a quarter
- 6.4.3 Customer quality department visit: once every half a year

6.4.4 To improve customer service efficiency: use component reimbursement / material claim / check cost approval permissions table

7. appendices and records

7.1 Customer complaint processing Appendix A

7.2 8D report GCL/ZJGJC/4-QA-021-02 duration: long term

7.3 Component reimbursement / material claim / inspection fee approval authority tableAppendix B**8. revised records**

Number	Old version	new version	Revised content	Reviser	effective date	Remarks
1 /		A0	not have	Shen qingfei	2015-11-30	——
2 A0		A1	1, 6.2.2 increase the maintenance of customer relationship compensation requirements to increase the project; 2, increase the content of 6.4 customer service 3, 7. customer service related content, customer complaint processing process to increase overseas customer processing time limit. 4, 5, and 6 involve updating the content of organizational structure changes 5, 7.2 customer opinion / complaint handling 6, 7.4 customer satisfaction survey turn off	Zhang juhua	2017-05-17	——
3	A1 A2		Add 6.4.4 and 7.3 component reimbursement / material lead / check cost approval permissions table appendix B	Zhang juhua	2017-10-13	——

Additional instructions

This standard by standard integrated management GCL solar business department in charge of.
This standard by the GCL in tegrated solar div ision qualit y management department is responsible for drafting or revising.

The main draftsman of this standard: Zhang Juhua

Review: Fang Liang

Approval: Wang Xiaoyong

Approval: Dong Shuguang

This standard shall be responsible for the quality management department of GCL solar Integration Department explained.

This standard was is sued in October 13th, two, 17, and was im plemented in October 13th, 17, in October 13th.