

# LIMITED WARRANTY FOR PV MODULES



## PRODUCT & PERFORMANCE LIMITED WARRANTY

Thank you for purchasing a VIKRAM PV Module ("module") manufactured by VIKRAM SOLAR Private Limited ("Vikram Solar").

### 1. WARRANTED PRODUCTS

This Limited Warranty for PV Modules ("Limited Warranty") shall only apply to the following modules supplied by Vikram Solar as mentioned in the table below.

S. NO.	MODEL NAME	SERIES
1	ELDORA 10P	Micro
2	ELDORA 20P	Micro
3	ELDORA 30P	Micro
4	ELDORA 40P	Micro
5	ELDORA 50P	Micro
6	ELDORA 60P	Micro
7	ELDORA 80P	Micro
8	ELDORA 100P	Micro
9	ELDORA 120P	Micro
10	ELDORA 130P	Micro
11	ELDORA 150P	Micro
12	ELDORA 190P	Mini
13	ELDORA 220P	Core
14	ELDORA 250P	Prime
15	ELDORA 130P	Grand
16	ELDORA 180P	Grand
17	ELDORA 200P	Grand
18	ELDORA 240P	Grand
19	ELDORA 260P	Grand
20	ELDORA 270P	Grand
21	ELDORA 300P	Grand
22	ELDORA VSP.72.AAA.03	Grand
23	ELDORA VSP.60.AAA.03	Ultima
24	ELDORA VSPB.60.AAA.03	Ultima
25	ELDORA VSPBB.60.AAA.03	Ultima
26	ELDORA VSP.60.AAA.03.01	Ultima
27	ELDORA VSP.60.AAA.03	Prime
28	ELDORA VSP.60.AAA.03.01	Prime
29	ELDORA VSP.72.AAA.03	Grand Ultima
30	ELDORA VSPB.72.AAA.03	Grand Ultima
31	ELDORA VSP.60.AAA.03	Neo - 60
32	ELDORA VSPB.60.AAA.03	Neo - 60 Black
33	ELDORA VSP.72.AAA.03	Neo - 72

### 2. LIMITED PRODUCT WARRANTY – REPAIR, REPLACEMENT OR REFUND

Vikram Solar warrants the Customer that each module will be free from defects in materials and workmanship under normal application, installation, usage and service conditions for a period of:

- 5 years of product Warranty for Micro & Mini Series Modules
- 10 years of product Warranty for Core, Prime, Grand and Grand Ultima, Neo-72 Series Modules
- 12 years of product Warranty for Ultima, Neo - 60 Series Modules

Starting from the Warranty Start Date (as defined in "Section 13" "Validity"). If any module fails to conform to the Warranty in "Section 2", Vikram Solar will, at its sole discretion, either

- ◆ Repair or replace the module

or

- ◆ Refund the depreciated purchase price paid by the Customer for the module as compensation

Any deterioration in appearance of the product (including any scratches, stains, mechanical wear, rust, spots and aesthetic defects), or any other changes to the product which occur after delivery to the Customer, do not constitute defects under this Limited Warranty. This type of change does not lead to deterioration in the operational capabilities of the module. Claims in the event of glass breakage shall only be enforceable to the extent that there was no external cause for the breakage. (i.e. only breakage caused by the glass itself or the module is covered).

The foregoing remedies shall be Vikram Solar's sole and exclusive obligation, and the Customer's sole and exclusive remedy, for any module's failure to conform to the Limited Warranty in this "Section 2", and any repair or replacement shall not extend the Warranty period set forth herein. The Warranty in this "Section 2" does not warrant a specific power output, which shall be exclusively covered in "Section 3.b" of the Limited Power Warranty.

### 3.A. LINEAR POWER WARRANTY – 27 YEARS (APPLICABLE FOR ELDORA VSP/VSPB/VSPBB.XX.AAA.03 (XX=60 & 72) PRIME, ULTIMA, GRAND ULTIMA, NEO, GRAND SERIES)

For poly module, 97.5% in the first year, thereafter, for years two (2) through twenty-seven (27), 0.67% maximum decrease from module's nominal power output per year, ending with the 80.08% nominal power in the 27th year tested under STC of 250 C, 1.5 AM, 1000 W/m<sup>2</sup> as stated in the product datasheet, after the defined Warranty Start Date. The Linear Performance Warranty Table is attached in "Section 14" of this Warranty Sheet.

### 3.B. LIMITED POWER WARRANTY – 25 YEARS (APPLICABLE FOR MICRO, MINI, CORE, PRIME, GRAND SERIES)

Within a period of 25 years from the Warranty Start Date, the module will exhibit Nominal Power of

- 90% performance at the end of 12 years
- 80% performance at the end of 25 years

Under STC (Standard Testing Conditions) of 250 C, 1.5 AM, 1000 W/m<sup>2</sup> as stated in product datasheet, from the defined Warranty Start Date.

# LIMITED WARRANTY FOR PV MODULES



## 4. LIMITED REMEDY

Vikram Solar further warrants that if, within the period defined in "Section 3.a & 3.b" above, after the Warranty Start Date, any PV Module exhibits a power output less than the nominal power performance for that PV Module as specified by the original product label and the Warranted Power

Performance Value ("WPPV") identified in "Section 14", and if such decrease in power below the WPPV is determined to be due to defects in materials or workmanship under normal application, use and service conditions, Vikram Solar will remedy such decrease in power by, at its reasonable option, either

- a) repair or replace the defective PV Module to the customer for replacement of modules or parts
  - b) provide the Customer with additional PV Module(s) to make up for such decrease in power so that the power output equals or exceeds the WPPV, provided, it is possible for the Customer to mount such additional PV Module(s) at his cost and expenses, or
  - c) refund the difference between the actual power output of the PV Module and the WPPV, based on the current market price of a comparable PV Module at the time of the Customer's claim. For purposes of determining PV Module power output, measurements shall be based on, or normalized to, Standard Test Conditions of 1000W/m<sup>2</sup> irradiance, 25°C cell temperature, and 1.5 AM light spectrum. Measurements shall be made in accordance with IEC 60904, and shall account for measurement system error in accordance with EN 50380.
- The foregoing remedies shall be Vikram Solar's sole obligation, and the Customer's remedy, for any module's failure to conform to the Warranty in "Section 3", and any repair or replacement shall not extend the Warranty period set forth herein.

## 5. EXCLUSIONS AND LIMITATIONS

In addition to any other exclusions, limitations or conditions set forth in this Limited Warranty, the following exclusions and limitations apply hereto:

- a) All Warranty claims must be received within the applicable Warranty period for this Warranty to be effective
- b) This Limited Warranty does not apply to any module which, in Vikram Solar's sole judgment, has been subjected to:
  - ◆ Failure to meet the agreed commercial terms with Vikram Solar or its subsidiaries. In case Vikram Solar rejects the claim under this Warranty based on this provision, the buyer can deposit the amount not paid in order to trigger the Warranty claims
  - ◆ Misuse, tampering, abuse, neglect or accident
  - ◆ Improper transportation, storage or handling
  - ◆ Alteration, improper installation or application
  - ◆ Removal and reinstallation at an alternate location
  - ◆ Non-compliance with instructions in the installation manual
  - ◆ Exposure to voltage in excess to the maximum system voltage at the lowest temperature of the place or power surges
  - ◆ Repair or modifications by someone other than an approved service technician of Vikram Solar
  - ◆ Installation in direct contact with salt water, that is to say in offshore (e.g. platforms) and marine (e.g. piers, boats) applications, or contamination resulting from exceptional exposure to salt water or other chemicals
  - ◆ Power failure, surges lightning, installation failure, flood, fire, natural disaster, accidental breakage, heavy snow loads, vandalism or other events outside Vikram Solar's control
  - ◆ Negligence or willful misconduct or other improper acts or omissions of the Customer, its employees or agents, or other third parties

c) The Customer (and/or its Forwarding Company) shall be responsible for inspecting and accepting the modules delivered by Vikram Solar. Any claim related and/or linked to damages in the packaging, such as impacts on pallets, will only be accepted by Vikram Solar if these occur during delivery itself. In all other cases, damages should be claimed from the Forwarding Company or Insurance Company

d) Warranty Claims will not be honored if the serial number is altered, removed, or made illegible.



The serial number should remain free from tampering for the Warranty to be honored

## 6. LIMITATION OF WARRANTY SCOPE

a) Disclaimer

This Limited Warranty is expressly in lieu of and excludes all other express or implied warranties, including but not limited to warranties of merchantability, title, non-infringement and fitness for particular purpose, use or application, and all other obligations or liabilities on the part of Vikram Solar, unless such other obligations or liabilities are expressly agreed to in writing, and signed and approved by Vikram Solar.

b) Limitation of Liability

To the maximum extent permitted by the applicable laws, Vikram Solar 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 any module, including, without limitations, any defect in any module, or from use or installation of any module. To the maximum extent permitted by applicable law, under no circumstances shall Vikram Solar be liable for incidental, consequential or special damages, howsoever caused, even if Vikram Solar has been advised of or reasonably could have foreseen such damages. Loss of use, loss of profits, loss of production and loss of revenues are hereby specifically, and without limitation, excluded to the maximum extent permitted by applicable law. Notwithstanding anything contained elsewhere in this document, Vikram Solar's aggregate liability, if any, for damages or otherwise, shall not exceed the amount paid by the Customer for the module that gave rise to the Warranty claim.

## 7. WARRANTY CLAIM SUBMISSION AND VERIFICATION

If the Customer believes that he/she has a justified claim covered by this Limited Warranty, and wishes to seek a remedy hereunder, the Customer shall promptly contact the local customer service manager, where applicable, submitting written notification by registered mail or by sending an email, who will then provide instructions and a claim form for filing the claim. If not applicable, the Customer shall submit written notification directly to Vikram Solar by mailing a registered letter to the address of Vikram Solar listed hereunder "Section 15" in order to receive instructions and the claim form for filing the claim. The Customer shall provide Vikram Solar with all the serial numbers of the faulty modules to validate the claim. Upon receipt of all the documentation required and specified in Vikram Solar's claim form, Vikram Solar may, at its sole and absolute discretion, seek further verification of the Customer's claim such as the complete system details of the plant and the operation and maintenance details of the plant. The return of any module will not be accepted unless prior written authorization has been given by Vikram Solar and the Customer has complied with the packaging and shipping instructions provided by Vikram Solar.

Any claim for remedy under this Limited Warranty shall be submitted by the Customer to Vikram Solar within three (3) months after discovery of the faulty modules.

# LIMITED WARRANTY FOR PV MODULES



## 8. 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 the validity or enforceability of any other part, provision or clause of this Limited Warranty or its applicability to any other person or circumstance, and to this end such other parts, provisions, clauses or applications of this Limited Warranty shall be treated as severable.

## 9. TECHNICAL DISPUTES

In the event of any dispute between Vikram Solar and the Customer the validity of any claim made under this Limited Warranty, an ISO 17025 accredited test laboratory recognized by Vikram Solar at its sole and absolute discretion shall be called upon to judge the claim. Any measurements will be conducted in accordance with IEC 60904 standards and under Standard Test Conditions (STC as defined in "Section 3.b"). All fees and expenses associated with engaging such institutes shall be borne by the losing party. Nothing contained in "Section 9" shall preclude one party from bringing any legal suit, action or proceedings against the other party before the courts of India.

## 10. MISCELLANEOUS

The Customer may have specific legal rights outside this Warranty, and may also have other rights that vary from jurisdiction to jurisdiction. This Limited Warranty does not affect any additional rights the Customer may have under mandatory rules of law in its jurisdiction. However, the overall liability of Vikram Solar under this shall not be more than 100% of the total price paid for any individual module. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, as a result of which the limitations or exclusions in this Limited Warranty may not apply to the Customer. In the event Vikram Solar replaces any module under this Limited Warranty, the replaced module shall become the property of Vikram Solar and Vikram Solar will deliver exact nominal power module to match the string design of PV. If Vikram Solar has discontinued production of that particular size PV Module, Vikram will replace the same size and same Pmax module within 50 days from complaint date.

## 11. WARRANTY TRANSFER

This Limited Warranty is transferable to any subsequent owner of a module solely in circumstances in which that module remains installed in its original location. Any transferee is subject to all the exclusions, limitations and conditions set forth herein.

## 12. FORCE MAJEURE

Vikram Solar will not be liable in any way to the Customer or any 3<sup>rd</sup> party for any non-performance due to acts of God, earthquakes and other natural calamities, war/ warlike conditions, riots, strikes, plague and other epidemics, fire, flood, or any other similar circumstances beyond the reasonable control of Vikram Solar. In such cases the Limited Warranty will be null and void.

## 13. VALIDITY

The start date of this Limited Warranty ("Warranty Start Date") shall be defined as the earlier of either:

a) The sales invoice date

or

b) One (1) year after the module was dispatched from Vikram Solar's production facilities

This Limited Warranty shall be valid until a revised version is issued by Vikram Solar. Vikram Solar reserves the right to revise the Warranty conditions without any prior notification.

## 14. WARRANTED POWER PERFORMANCE TABLE

WARRANTED POWER PERFORMANCE VALUE (WPPV) APPLICABLE FOR ULTIMA, GRAND ULTIMA, NEO, PRIME & GRAND SERIES MODULES	
YEAR	WPPV [%]
Year 1	97.50
Year 2	96.83
Year 3	96.16
Year 4	95.49
Year 5	94.82
Year 6	94.15
Year 7	93.48
Year 8	92.81
Year 9	92.14
Year 10	91.47
Year 11	90.80
Year 12	90.13
Year 13	89.46
Year 14	88.79
Year 15	88.12
Year 16	87.45
Year 17	86.78
Year 18	86.11
Year 19	85.44
Year 20	84.77
Year 21	84.10
Year 22	83.43
Year 23	82.76
Year 24	82.09
Year 25	81.42
Year 26	80.75
Year 27	80.08

## 15. CONTACT INFORMATION

VIKRAM SOLAR PRIVATE LIMITED  
Tobacco House, 1, Old Court House Corner, Kolkata-700 001, India  
Phone: +91 33 2230 7299  
Fax: +91 33 2248 4881  
Email: sales@vikramsolar.com