# Sol-Go Limited Product and Power Warranty for Flexible PV Modules

*This Limited Warranty is effective for Sol-Go PV modules with"SX " and "IR" in the product model number and sold after March 1, 2021.*

## 1. Limited Warranty

Subject to the terms and conditions as set out in this Limited Warranty, Sol-Go, Inc. ("Sol-Go") warrants that the power of the photovoltaic modules ("PV Module(s)") will be at least 80% of the Minimum Peak Power rating for 5 years. Minimum Peak Power is defined as the minimum rated power as shown on the panel label. Module power is defined at standard test conditions (1000W/$m^2$, AM1.5, 25C), as described in IEC61215 and accounting for 3% measurement tolerance. Sol-Go modules require a sweep rate of no less than 300ms to ensure an accurate power measurement. Sol-Go also warrants that for two (2) years the PV Modules shall be free from defects in materials and workmanship under normal application, installation, and use conditions. The beginning of the warranty period "Warranty Period" starts at the date of sale as shown on an invoice or 3 months after the manufacture date if the date of sale cannot be verified.

## 2. Claims Process and Coverage

If any PV Module fails to conform to this Limited Warranty and provided that any loss in power is determined by Sol-Go not to have resulted from one of the excluded events set forth in Section 4 below, then for the Warranty Period, Sol-Go will replace or refund the PV Modules under this Limited Warranty.

To make a claim under this Limited Warranty, contact Sol-Go directly at sales@sol-go.com within 15 calendar days of the occurrence of the suspected defect. Upon receipt of a claim, Sol-Go may require additional information regarding the claim, which may include proof of purchase and/or delivery, serial and model numbers, and evidence regarding the claim. All Sol-Go obligations under this warranty are contingent on this additional information. The physical return of any PV Modules will not be accepted unless prior written authorization has been given by Sol-Go.

For a claim accepted by Sol-Go, Sol-Go will provide either a replacement; or a refund of the original purchase price. If Sol-Go elects to replace any PV Module, Sol-Go will replace such PV Module with a PV Module with equal or greater power rating.

## 3. General Conditions for Warranty Claims

a) All warranty claims must be filed within 15 calendar days after the Warranty Period ends.
b) The Limited Warranty for any replaced PV Module shall not extend beyond the Warranty Period.
c) In cases of PV Module replacement, any replaced PV Module shall pass into the ownership of Sol-Go.

## 4. Exclusions and Limitations

The Limited Warranty does not apply to any of the following:

PV Modules subjected to: (i) misuse, abuse, neglect or accident; (ii) improper installation including an installation that does not comply with Sol-Go's Safety and Installation instructions or any other instructions included with the PV Modules, and all national, state and local laws, codes, ordinances, and regulations. (iii) damage due to attempted repair of the PV Module; (iv) conditions exceeding any operating environment or specification set forth in Sol-Go's Safety and Installation Instructions; (v) power surges, power outages, acts of war, tornados, hurricanes, lightning, flood, lava flow, ash, fire or other natural disasters; (vi) damage from persons, insects, animals, or industrial chemical exposure; (vii) impact, force or other events outside Sol-Go's control; or (viii) anything or any action which is in conflict with the instructions and guidance given in the Sol-Go Safety and Installation Instructions.


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