

GWL/ Power Group Technology Solutions – Stay Powered for the Future

Warranty information



Warranty terms for the solar panels

GWL/Sunny

The standard warranty

- The seller provides a standard warranty for the GWL/Sunny panels. The buyer is informed about the length of the warranty during the purchase and the warranty is marked on the Delivery and warranty list which is attached to the package. Typically, this is a period of 12 months, according to the conditions under which the buyer received the goods.
- In case that solar panel is defective before the end of warranty, the buyer sends the information about the event of defect to the seller to confirm next steps.
- Before the confirmation of the next steps, we recommend not to uninstall the solar panel from the installation. It is important to be able to analyze the conditions of the installation.
- The terms and conditions of the standard warranty are governed by the seller.

The Guarantee from the manufacturer

- The manufacturer provides the guarantee of 10 years from the date of the production, which covers defects in materials and workmanship for the solar panels.
- The Manufacturer also provides the guarantee 25 years on value of minimal output power of the solar panel based on the table below. The value of the minimum output power based on the nominal power of the solar panel according to its specifications.

Year	1	2	3	4	5	6	7	8	9	10
Min. Output power	97%	96.35%	95.70%	95.05%	94.40%	93.75%	93.10%	92.45%	91.80%	92.45%
Year	11	12	13	14	15	16	17	18	19	20
Min. Output power	91.80%	91.15%	90.50%	89.85%	89.20%	88.55%	86.60%	85.95%	85.30%	84.65%
Year	21	22	23	24	25	26	27	28	29	30
Min. Output power	84.0%	83.35%	82.70%	82.05%	81.40%	80,8%	80,1%	79,5%	78,8%	78,2%

- For applying guarantee the buyer provides the test report by an independent accredited certification company TÜV Nord (<http://www.tuv-nord.com>), which will provide the results of the measurements in accordance with IEC61215 standard under given test conditions:
 - a) light spectrum AM 1,5
 - b) lighting 1000 watts per square meter
 - c) at a temperature of 25 degrees Celsius

and according to the information provided by the manufacturer.

The cost of the assessment by TÜV Nord must be paid by the buyer, and if a defect occurs, the customer may request the reimbursement of the costs from the manufacturer.

The guarantee terms and conditions

- The manufacturer applies guarantee only to the solar panel itself and does not cover any other costs associated with the claim.
- The guarantee does not cover any defects caused by an improper use contrary to the operating instructions, applicable laws or regulations, internally or externally damaged, improperly installed or operated, including the use in conditions or in the environment for which the solar panel is not intended as in case of damage by fire, biological interactions, extremely hot environment or other extreme conditions (such as acidic rain, salt, chemicals, or other contamination), extremely rapid change environments, the chemical corrosion and oxidation, by surges beyond the values specified in the technical documents or the damage by the lightning.
- The manufacturer does not apply the guarantee to solar panels with damaged identifiers (trademark or serial number) or if these identifiers have been altered or removed.

The guarantee of the output power of the solar panel for 30 years



The parameters of the solar panels marked by GWL/Sunny brand were validated by TÜV Nord and the performance of output power beyond the guarantee from the manufacturer is still linear also in the consecutive years. Values for the additional 5 years beyond the manufacturing guarantee are listed in the table of minimum output power.



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