



PV MODULE

WARRANTY STATEMENT MANUAL

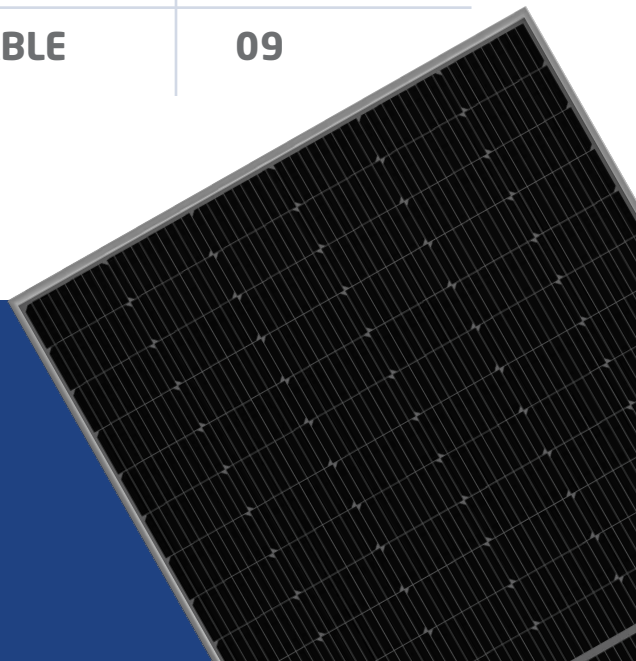
2GW
Manufacturing
Capacity



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**TRUSTED WARRANTY.
ASSURED PERFORMANCE.**



1.WARRANTED PRODUCTS

- ISH Solar Private Limited provides PV Modules with a limited product warranty and a linear performance warranty. The module model numbers covered under this warranty are listed in the table below:

Model No.	Types
ISH-TM10R-60H ISH-TM10R-72H ISH-TM10R-78H ISH-TG12R-66H	Bifacial (Glass to Glass)

2.LIMITED PRODUCT WARRANTY

- ISH PV modules made with ISHTG12R-132, cells have 12-year product warranty starting from the warranty start date (refer to Section 14).
- If during the Product Warranty Term, the Module(s) are found to have manufacturing defects (defined as “material or workmanship defects” as per IEC 61215-1 Clause 8 and IEC 61730-2 Clause 10.2 for visual defects) ISH will at its sole discretion, either

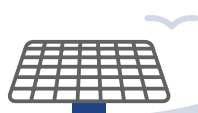
(A) Repair;

(B) Replace the Module(s) with similar ones;

(C) Refund the purchase price of the Module(s), adjusted for 5% depreciation per year or the prevailing price of similar Module(s) whichever is lower, provided the prevailing price does not exceed the original purchase price; or

(D) Provide supplementary Module(s) free of charge for the remaining Product Warranty Term

- The Buyer is responsible for mounting replacement or supplementary PV modules at their own cost. This warranty is subject to the exclusions and limitations outlined in the Warranty Statement
- Any deterioration in the product’s appearance (including strain, rust, spots, scratches, mechanical wear and aesthetic defects) or other changes that may happen to the product after it is delivered to the customer are not considered defects under the terms of this limited warranty. The operational capabilities of the solar modules are not compromised by these kinds of modifications.
- The foregoing remedies shall be ISH’s sole & exclusive obligation and the customer’s sole & exclusive remedy, for any module’s failure to conform to the limited warranty in this section and any repair or replacement shall not extend the warranty period set forth herein. Section 2 of this Warranty Statement does not warrant specific power output; it is exclusively covered in section 3 of the linear power warranty.



3.LINEAR POWER/PERFORMANCE WARRANTY:

- The power performance of the Bifacial PV module (front side only) is 99.00% in the first year from the start of the defined warranty date. From year two (2) to year thirty (30), the maximum degradation is 0.40% per year from the nominal power output of the solar module and at the end of the thirty-year period, it is 87.40% of the nominal power tested under STC of 25°C, 1.5 AM and 1000 W/m², as stated in the PV Module product datasheet. The solar module performance warranty table found in this document's "Section 15" (n-TOPCon).
- According to the product datasheet, ISH does not provide a warranty for power generated from the PV module's rear side or for the voltage & current parameters used to measure the rear side of the bifacial module.
- The degradation Rate is $DR = 1.00 - [(PO)/(PO)]$
- PO_{act} = Actual Power at STC as mentioned in section 4. PO_n = Nominal Power.
- Solar module performance warranty table is attached in Section 15 of this document for Bifacial (AW Series) PV Modules.

4.EXCLUSIONS AND LIMITATIONS:

- Any modules subjected to misuse, abuse, neglect, alteration, disassembly, improper installation, removal from the original installation, reinstallation or application-including improper wiring, failure to follow ISH's installation or maintenance instructions and repairs or modifications by non-ISH approved technicians - will not be covered by this warranty. Additionally, this warranty is void for failures caused by power surges, improper connections resulting in hazardous reverse current and other events outside of ISH's control such as accidental breakage, extreme thermal, environmental conditions and rapid changes in these conditions. Furthermore,

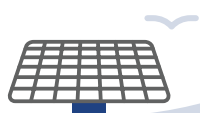
(A) Serial Number Tampering: There is no warranty for modules whose type or serial numbers have been changed, erased, removed, made illegible or tampered with in any manner.

(B) Appearance Alteration: This warranty does not cover any alterations in the appearance of the modules that do not affect their performance or functionality.

(C) Exclusion of Costs: This warranty does not cover costs associated with on-site labor, installation, removal, reinstallation, shipping, transportation, customs clearance, or any other costs related to returning or reshipping modules.

(D) Force Majeure: This warranty does not cover acts of God or nature such as lightning, earthquakes, fires, floods, acid rain, hurricanes, cyclones, volcanic eruptions, landslides and other natural calamities as well as wars, riots, strikes, warlike conditions actions, of third parties and other unforeseeable or unavoidable events not caused by or attributable to ISH. In such cases, ISH's performance of this warranty will be suspended or avoided without any liability.

(E) Normal Wear and Tear: This warranty does not cover deterioration in appearance due to naturally occurring scratches, stains, mechanical wear, rust, mold, degradation, discoloration, or other alterations after shipment from ISH's factory that do not affect the modules' power generation performance or mechanical strength.

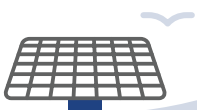


(F) Glass Breakage: This warranty does not cover glass breakage caused by external factors (natural or manmade). Claims for glass breakage will only be valid if there was no external cause.

(G) Excluded Damages: This warranty does not cover damages, malfunctions or service failures caused by:

- Defects or failures caused by devices or parts other than the modules or their mounting methods.
- Defects or failures caused by defective wiring, installation and handling.
- Damages caused by abrasion, artificial damage and animals.
- Defects or failures caused by inappropriate environmental conditions or installations not in accordance with the modules' specifications, installation manuals, operation manuals and attached labels.
- Defects or failures caused by unauthorized maintenance, operation and modification whether willful misconduct or negligence.
- Defects or failures caused by removal from the original installation site
- Defects or failures caused by repairs not following ISH's instructions.
- Defects or failures caused by inappropriate handling during transportation or storage.
- Negligent maintenance or failure to perform periodic system checks.
- Cosmetic variations, stains and scratches that do not affect power output.
- Use on mobile units such as vehicles.
- Exposure to voltages exceeding the maximum system voltage specified in the datasheet.
- Altered, removed or tampered serial numbers.
- The Buyer's (and/or its forwarding company) shall be responsible for inspecting and accepting the Module(s) delivered by ISH. Any claim related and/or linked to damages in the packaging such as impacts on pallets will only be accepted by ISH if these occur during delivery itself. In all other cases, damages should be claimed from the forwarding company or the insurance company.
- Willful misconduct or negligence by the buyer, their employees, agents or third parties.

(H) Testing and Verification: ISH may, at its sole discretion, use its own equipment under STC or a neutral third party to test the performance of the Module(s) for which the Buyer has raised a warranty claim. If the results of such tests prove beyond reasonable doubt that the Module(s) are not generating the warranted percentage of their specified minimum power output during the Product Warranty Term and/or Term of Power Output Warranty, ISH will, at its sole option, either (i) repair; (ii) supply similar Module(s) as a replacement, or (iii) provide supplementary Module(s) to match the aggregate shortage of power output from the warranted percentage. This is subject to Warranty Exclusions and Limitations. Repair or replacement of Module(s) will be performed free of charge only if the Module(s) are found to have manufacturing defects or output shortfalls as proved through the test reports. Since the tests are performed with the consent of the Buyer, ISH's selected third party's inspections and tests shall be final and decisive regarding the existence or non-existence of the defect, non-conformity and/or output shortage. If the Buyer decides to engage a neutral third-party testing agency to conduct the tests with ISH's prior written consent, the Buyer will pay the costs of conducting such tests and the shipping charges for any allegedly defective Module(s). If the tests prove the manufacturing defect beyond reasonable doubt, ISH will reimburse the actual cost incurred and paid by the Buyer to the third-party, subject to minimum deductions generally charged for such tests.



(I) Liability Disclaimer. ISH is not liable for any death, injury or property damage caused by the use of the modules.

(J) Replacement Property: Replaced modules become the sole property of ISH.

(K) Warranty Term for Replacements: The warranty for replaced modules will only be for the remaining term of the original module's warranty.

(L) Return Authorization: Returned modules are not accepted without prior written authorization from ISH.

(M) Module Variations: Due to constant technological changes, ISH may not supply identical Module(s) but will provide similar Module(s) available at the time of the warranty claim. ISH reserves the right to deliver a different type of Module (varying in size, shape, color and/or power) if the original Module(s) being replaced are no longer in production.

(N) Installation Requirements: Installation should be performed by qualified and licensed professionals.

(O) Exclusive Remedies: Repair, replacement, refund or supplementation at ISH's discretion are the exclusive remedies under this warranty. ISH disclaims any other responsibility or liability and the buyer waives all legal rights upon accepting any remedies provided under this warranty.

(P) Claim Submission: All warranty claims along with proof of defect must be submitted within the Term of Product Warranty and/or Term of Power Output Warranty for this warranty to be valid. Any claim that arises within the relevant warranty term but is submitted even a single day after its expiration will not be entertained by ISH. The Buyer thereby unconditionally discharges ISH from any claims of any nature regarding the Module(s) covered under this Warranty Statement

5.WARRANTY CLAIM PROCESS:

- If the Buyer or permitted assigns of the Module(s) feel that they have a justified claim covered under this Warranty Statement such person shall send a written notification within ONE WEEK after the discovery of the defect giving rise to the warranty claim. Such written notification shall be sent directly to ISH at their registered office address: Ground floor, block no. 550-B, Om Ish park. B/H Pramukh ABC industrial, Olpad Sayan road, Olpad, Surat, Gujarat, 394540 or by electronic mail to info@ishsolar.com or may write the same to an authorized ISH sales representative or nearest ISH Branch office. The Warranty could be claimed only by the Buyer at one time for one cause, as the case may be and not by both or twice. No warranty claim shall be entertained by ISH unless otherwise the same invariably includes the following information along with such claim statement.

(A) Name & address of the end buyer, installer & respective seller(s), name of dealer/distributor and details of previous claims made if any and nature of such claims.

(B) Invoice copy with corresponding Module serial numbers.

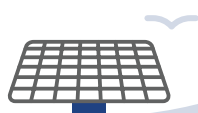
(C) Module type, purchase order & installation agreement.

(D) installation test report conforming to IEC 62446/IEC 60364-6.

(E) Copy of periodical maintenance reports as required/ recommended by regional regulations and legal requirements

(F) Acceptance protocol of handover after the installation was finished and the system connected to the grid with all relevant measured system.

(G) The address of place of installation in case it differs from the address of Buyer/end Buyer.



(H) A short but clear description of the problem at hand and what is claimed as well as a short description of the tests which may have already been performed and with which tools as well as their results.

(I) High quality pictures of the defective PV-module which show the defect including pictures of the system and surrounding environment.

(J) In case of low power output, information on PV module, inverter, the circuitry / power plant layout and clear pictures of surroundings showing shadow and/or the shadow drawing/layout if made in an industry standard software.

(K) The requested warranty performance and reason of claim etc.

ISH will not accept any returned Module(s) without a prior lodged complaint or a prior written authorization given by ISH. Any false information in the warranty claim shall result in rejection of the claim without prejudice to ISH's further remedies under the law, contract or tort.

6. WARRANTY TRANSFER:

- Notwithstanding anything to the contrary contained in this Warranty Statement, the warranties provided herein shall apply only so long as the Module(s) warranted hereby are owned by the Buyer who has purchased the Module(s) for his or her own use and not for purposes of resale, lease or any other form of alienation. However, this warranty may be transferred or transmitted by obtaining a prior written consent of ISH, provided that the Module(s) remain(s) installed continuously "as it is" including the place of installation at the time of registration of warranty. Any transfer shall be subject to all the exclusions, limitations and conditions set forth herein.

7. FORCE MAJEURE:

- The warranty under this Warranty Statement shall not be available for acts occurred as a result of Force Majeure events like Acts of God/Nature such as (but not limited to) lightning, earthquake, fire, flood, acid rain, hurricane, cyclone, volcanic eruptions, landslides and other natural calamities, other epidemics or circumstances beyond ISH's control, war, riots, strikes, warlike conditions, actions of third parties and other unforeseeable or unavoidable events that are not caused by or attributable to ISH. In such cases, performance by ISH of this Warranty Statement shall be suspended or avoided, without any liability whatsoever.

8. SEVERABILITY:

- The validity or enforcement of any other part, provision or clause of this limited warranty or its applicability to any other person or circumstance shall not be affected if any part, provision or clause of this Limited & Linear Warranty or the application of them to any person or circumstance is held invalid, void or unenforceable. Therefore, such other parts, provisions, clauses or applications of this limited warranty shall be treated as severable.

9. TECHNICAL DISPUTES:

- If ISH and the Buyer disagree about the validity of any claim made under this Warranty Statement, ISH may at its sole and exclusive discretion, refer the claim to an ISO 17025 accredited test laboratory for evaluation. All measurements will be carried out under STC and in compliance with IEC 60904 standards. The losing party will be responsible for covering all costs and fees related to using these institutes.



10. GOVERNING LAW:

- This warranty is governed by Indian law and any claim or disagreement arising out of or related to this warranty statement may only be brought in the courts of Surat, Gujarat, India. Unless otherwise specified in this Warranty Statement, this clause will take preference over any purchase order, contract, agreement or other document that refers to another governing law or jurisdiction. The simple act of signing a purchase order, contract, agreement or other document that contains an overriding clause will not impact this Warranty Statement.

11. NO OTHER EXPRESS WARRANTY:

- No one is authorized to restrict, expand or modify this Limited Warranty. It is the only express warranty (written or oral) by ISH applicable to the Products unless provided by applicable statutory law or modified in writing and signed by an authorized signatory of ISH.

12. DISCLAIMER:

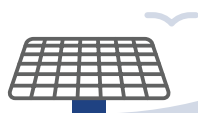
- This Agreement Releases ISH from all Obligations and Liabilities with regard to the Module(s) except as expressly Stated Herein. ISH hereby disclaims all Warranties whether express or implied with regard to the Module(s) and specifically disclaims any Warranty of Merchantability or fitness for a particular purpose, use or application. Any special, incidental, consequential or punitive damages resulting from the use, loss of use or failure of the module(s) as guaranteed are not covered by ISH, its directors or its employees. This includes but is not limited to damages for lost services, lost profits or savings, goodwill and expenses arising from third-party claims.

13. LIMITATION OF LIABILITY:

- ISH hereby disclaims all liability and responsibility for any damage or injury to persons or property or for any other loss or injury resulting from any cause whatsoever arising out of or related to any of its modules or their use to the maximum extent permitted by applicable law. Under no circumstances will ISH be liable to the buyer or to any third party claiming through or under the buyer for any lost profits, lost use or equipment downtime or for any incidental, consequential or special damages of any kind. However they arise, in relation to the module(s) even if ISH has been informed of the possibility of such damages. ISH's aggregate liability, if any in damages shall not exceed the purchase price paid to ISH by the buyer for the module or modules that gave rise to the warranty claim to the maximum extent permitted by applicable law. The buyer acknowledges that the liability limitations listed above are a fundamental component of the warranty statement and that the cost of The Module(s) would significantly vary in the absence of these limitations.

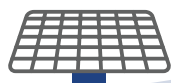
14. VALIDITY:

- Modules manufactured by ISH starting on February 1, 2025 are covered by this limited and linear warranty. The date on the tax invoice of module purchase by the customer will be the warranty start date under this agreement.



15. LINEAR POWER PERFORMANCE WARRANTY TABLE

YEAR		POWER OUTPUT
1 st	1%	99.00%
2 nd	0.4%	98.60%
3 rd	0.4%	98.20%
4 th	0.4%	97.80%
5 th	0.4%	97.40%
6 th	0.4%	97.00%
7 th	0.4%	96.60%
8 th	0.4%	96.20%
9 th	0.4%	95.80%
10 th	0.4%	95.40%
11 th	0.4%	95.00%
12 th	0.4%	94.60%
13 th	0.4%	94.20%
14 th	0.4%	93.80%
15 th	0.4%	93.40%
16 th	0.4%	93.00%
17 th	0.4%	92.60%
18 th	0.4%	92.20%
19 th	0.4%	91.80%
20 th	0.4%	91.40%
21 st	0.4%	91.00%
22 nd	0.4%	90.60%
23 rd	0.4%	90.20%
24 th	0.4%	89.80%
25 th	0.4%	89.40%
26 th	0.4%	89.00%
27 th	0.4%	88.60%
28 th	0.4%	88.20%
29 th	0.4%	87.80%
30 th	0.4%	87.40%



THE FUTURE POWERED BY ISH



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