



Limited Product Warranty Statement

Document Number: WP-2025-9

1. Warranty Overview

Sunpal Power Co., Ltd. ("Sunpal") warrants to the original purchaser ("Customer") that its solar power system components are free from defects in material and workmanship under normal application, use, and service conditions. This Limited Warranty outlines the specific terms, durations, and conditions for each major component of the system.

2. Company Information

Manufacturer: Sunpal Power Co., Ltd.

Address: 3F, Xincheng Electric Power Building, No. 398 Ganquan Road, Shushan District, Hefei City, Anhui Province, 230000 China

Tel: +86 551 6586 5992

Email: service@sunpalsolar.com

Website: www.sunpalpower.com

3. Warranty Coverage by Component

The warranty period for each product commences from the date of original purchase as verified by the sales invoice. The specific coverage periods are as follows:



Component	Warranty Period	Coverage Type
Solar Panels	30 Years	Limited Output & Materials
Power Inverter	10 Years	Materials & Workmanship
Lithium-Ion Battery	10 Years	Materials & Workmanship
Mounting Structure	10 Years	Materials & Workmanship
DC Combiner Box	5 Years	Materials & Workmanship
System Cable & Connectors	5 Years	Materials & Workmanship

3.1. Solar Panel Performance Warranty:

Years 1-2: Sunpal warrants that the power output will be at least 97% of the nominal rated power.

Years 3-30: Sunpal warrants that the annual power degradation will not exceed 0.55%, resulting in a minimum power output of 84.8% of the nominal rated power at the end of the 30-year period.

4. Warranty Remedies

If any product fails to conform to this warranty due to a defect in material or workmanship during the applicable warranty period, Sunpal's sole obligation and the Customer's exclusive remedy shall be, at Sunpal's discretion:

- a) To repair the defective product, or
- b) To replace the defective product with a new or refurbished product of equal or similar function, or



c) If repair or replacement is not commercially practical, to refund the then-current value of the defective product.

Sunpal will cover all costs for the replacement parts and shipping them to the original installation address. Labor costs for removal of the defective part and installation of the replacement part are not covered under this warranty unless separately agreed upon in an installers' agreement.

5. Exclusions & Limitations

This warranty does not cover and Sunpal shall not be liable for any defects, damage, or failure resulting from:

Improper installation, commissioning, or maintenance not performed by a qualified professional.

Accident, abuse, misuse, neglect, alteration, or acts of God (including but not limited to fire, flood, hail, lightning, earthquakes, or other natural disasters).

Failure to operate the products in accordance with Sunpal's provided instructions, specifications, or user manuals.

Cosmetic damage, including but not limited to scratches, dents, or discoloration, that does not impact functionality.

Damage caused by transportation or handling after delivery to the Customer.

Products that have been modified, repaired, or altered by anyone not authorized by Sunpal.



Failure due to voltage surges, lightning strikes, or other unsuitable electrical environments not properly protected against.

Normal wear and tear or aging.

6. Claim Procedure

To obtain warranty service, the Customer must:

1. Notify Sunpal's Customer Service Department via email at service@sunpalsolar.com within 30 days of discovering the suspected defect.
2. Provide a detailed description of the defect and the suspected component.
3. Provide proof of purchase (original invoice or receipt) clearly showing the date of purchase and the system components.
4. Provide the serial numbers of the relevant products.
5. Cooperate with Sunpal's technical team for remote diagnostics and, if necessary, on-site inspection (which may incur a fee if the claim is found invalid).

Upon validation of the claim, Sunpal will issue a Return Material Authorization (RMA) number and provide instructions for the return of the defective part.

7. Limitation of Liability

THIS LIMITED WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY PROVIDED BY SUNPAL. SUNPAL EXPRESSLY DISCLAIMS ALL OTHER



SUNPAL POWER CO.,LTD

3rd Floor, Xincheng Power Building, No. 398 Ganquan Road, Shushan District, Hefei City, Anhui Province, China

WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. SUNPAL'S TOTAL LIABILITY UNDER THIS WARRANTY IS LIMITED TO THE COST OF REPAIR OR REPLACEMENT OF THE DEFECTIVE COMPONENT AS DESCRIBED HEREIN. IN NO EVENT SHALL SUNPAL BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, OR SPECIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF PROFITS, LOSS OF ENERGY PRODUCTION, OR COST OF REMOVAL OR INSTALLATION.

8. Transferability

This warranty is transferable to subsequent owners of the property where the system is installed for the remainder of the warranty term, provided that Sunpal is notified of the transfer of ownership and the new owner provides proof of property transfer.

This document is subject to the laws of the People's Republic of China.

Sunpal Power Co., Ltd.

