

# LIMITED WARRANTY STATEMENT PHOTOVOLTAIC MODULE PRODUCTS BIKU&BIHIKU SERIES

Effective January 1<sup>st</sup>, 2021

This Limited Warranty Statement applies only to the following module types ("Products") of CSI Solar Co., Ltd. ("CSI Solar"): CS3K-XXXPB-AG, CS3U-XXXPB-AG, CS3W-XXXPB-AG, CS3W-XXXMB-AG, CS3Y-XXXMB-AG, CS3Y-XXXPB-AG, CS6W-XXXMB-AG, CS6Y-XXXMB-AG, CS7N-XXXMB-AG, CS7L-XXXMB-AG, "XXX" in the type replaces the rated output of the module (Pmax), for example "CS3K-300PB-AG".

This Limited Warranty Statement does not apply to Products sold to and installed in Australia, Japan, and P.R. China.

## TWELVE (12) YEAR LIMITED PRODUCT WARRANTY

Subject to the exclusions contained herein, CSI Solar warrants to the original buyer (the "Buyer") of the Products that the Products shall be free from defects in materials and workmanship which have an effect on Products functionality under normal application, installation, use, and service conditions as specified in CSI Solar's standard product documentation such as the installation manual and its annexes.

Claims under this warranty will only be accepted if the Buyer can prove that the malfunctioning or non-conformity of the Products results exclusively from defects in materials and/or workmanship under normal application, installation, use and service conditions specified in CSI Solar's standard product documentation. This Limited Product Warranty does not warrant a specific power output of the Products, which shall be exclusively covered under the Limited Performance Warranty elaborated below.

## THIRTY (30) YEAR LIMITED PERFORMANCE WARRANTY

CSI Solar warrants that for a period of thirty years the Products will maintain a level of performance as set forth below:

### Actual power output of the Products when illuminated on the front side at Standard Testing Conditions:

- During the first year, CSI Solar warrants the actual power output of the Products will be no less than 98% of the labeled power output.
- From year 2 to year 30, the actual annual power decline will be no more than 0.45%; by the end of year 30, the actual power output will be no less than 84.95% of the labeled power output.

### Actual power output of the Products when illuminated on the rear side at Standard Testing Conditions:

- CSI Solar warrants the actual power output of the Products at Standard Testing Conditions will be no less than the power bifaciality of the respective product, as specified in the applicable datasheet, multiplied by the warranted "actual power output of the module when illuminated on the front side at Standard Testing Condition" as defined in the paragraph above.

The actual power output of the Products shall be determined for verification using Standard Testing Conditions only. The actual power output measurement is either carried out by a CSI Solar facility or by a CSI Solar

recognized third-party testing institute. Testing equipment uncertainty will be applied to all actual power output measurements.

## **WARRANTY EFFECTIVE DATE**

The effective date of the warranties provided herein shall be the date of installation or ninety (90) days after delivery by CSI Solar to the Buyer, whichever date is earlier.

## **EXCEPTIONS**

The limited warranties set forth herein **DO NOT** apply to any Products: 1) for which CSI Solar has not received all or part of the due payments from the Buyer; 2) which have been subject to negligence in transportation, handling, storage or use; 3) which have been repaired without CSI Solar's authorization or in any way tampered with; 4) which have been subject to extraordinary salt or chemical exposure; 5) which have been subject to improper installation, application, alteration, unauthorized service, or improper system design which caused constant shading to the Products; 6) which have been subject to power failure or surges, flood, fire, direct or indirect lightning strikes, or other acts of nature; 7) which have been subject to accidental breakage, vandalism, explosions, acts of war, or other events outside CSI Solar's control; or 8) which have been moved from its original installation location.

In addition, the limited warranties do not apply to any deterioration in the appearance of the Products (including, without limitation, any scratches, stains, rust, discoloration, or mold) or any other changes to the Products in appearance stemming from the normal wear and tear over time of product materials. Also, no warranty claim may be made if the product label, type or serial number of the applicable Products has been altered, removed or made illegible.

## **REMEDIES**

In respect of the Twelve (12) Year Limited Product Warranty, if CSI Solar verifies in its reasonable judgment that the Products fail to conform to the terms of the Limited Product Warranty set forth herein, CSI Solar, at its option, will provide one of the following remedies: 1) repair the Products; 2) replace the Products with new products whose labeled power wattages equal to or exceed the Warranted Wattages of replaced Products (the Warranted Wattages is defined as the contracted power wattages of the Products minus the permissible accumulated degradation); or 3) provide a refund of the fair market value of the Products assessed based on the Warranted Wattages at the time of claim.

In respect of the Thirty (30) Year Limited Performance Warranty, if CSI Solar verifies in its reasonable judgment that the Products fail to conform to the terms of the Limited Performance Warranty when illuminated on the front side set forth herein, CSI Solar, at its option, will provide one of the following remedies: 1) repair the Products; 2) replace the Products with new products whose labeled power wattages equal to or exceed the Warranted Wattages of replaced Products; 3) provide additional Products to make up the wattage difference between the actual measured power output wattages of the Products and the Warranted Wattages; or 4) provide a refund of the fair market value of the wattage difference between the actual measured power output wattages and the Warranted Wattages. If CSI Solar verifies in its reasonable judgment that the Products fail to conform to the terms of the Limited Performance Warranty when illuminated on the rear side set forth herein, CSI Solar, at its option, will provide one of the following remedies: 1) repair the Products; 2) replace the Products with new products whose labeled power wattages equal to or exceed the Warranted Wattages of replaced Products; 3) provide additional Products to make up 10% of the wattage difference between the actual measured power output wattages of the Products and the Warranted Wattages; or 4) provide a refund of the fair market value of 10% of the wattage difference between the actual measured power output wattages and the Warranted Wattages.

All remedies under this limited warranty statement shall be calculated based upon the Warranted Wattages of the Products at the time of first reporting of the warranty claim.

CSI Solar will not accept any return of Products without CSI Solar's prior authorization. Once accepted, CSI Solar will cover reasonable transportation costs (except for insurance, any taxes, duties, demurrages, or any other costs and expenses related to custom clearance or Buyer's failure to cooperate) for shipping the Products under a claim back from the Buyer to a designated location of CSI Solar, and for shipping the additional, repaired or replacement Products to the original installation location. If CSI Solar opts for repair as the remedy, CSI Solar shall cover reasonable material and labor costs related to the repair. In any event, the costs and expenses for the removal, installation, and/or reinstallation of the Products, including fees, levies, taxes or other financial duties due in relation to any applicable electronic waste disposal regulation, shall remain with the Buyer, unless otherwise agreed to by CSI Solar in a signed writing. CSI Solar will not pay any cost of any fees, levies, taxes or other financial duties imposed on the remedies implemented by CSI Solar or imposed on the Products subject to such remedies, that are due to regulatory, government or judicial decisions not existing at the time of purchase of the affected Products.

Any repair or replacement of the affected Products shall not increase the applicable warranty period. The warranty period for replaced or repaired Products is the remainder of the warranty for the affected Products. CSI Solar reserves the right to deliver a similar product (of similar size, color, shape, and/or power output) in replacement of the affected Products if production of the affected Products is discontinued or such product is otherwise unavailable. Unless instructed by CSI Solar otherwise, Buyer shall dispose of Products in accordance with all local applicable regulations on electronic waste treatment and disposal at its own cost. Products having been replaced shall not be sold, reworked or reused in any way, unless expressly authorized by CSI Solar.

**EXCEPT AS OTHERWISE PROVIDED BY APPLICABLE LAW, THE FOREGOING REMEDIES STATE CSI SOLAR'S SOLE AND EXCLUSIVE OBLIGATION AND THE BUYER'S SOLE AND EXCLUSIVE REMEDY FOR A BREACH OF THE FOREGOING LIMITED WARRANTIES.**

## **CLAIM PROCESS**

If the Buyer believes that it has a justified claim covered by the limited warranties set forth above, then the Buyer shall submit such claim in writing without undue delay, with supporting information including but not limited to the claimed quantity, serial numbers, purchasing invoices and proofs, to CSI Solar within the applicable warranty period specified above to the following address, or such future address as CSI Solar may provide from time to time:

### **Asia Pacific**

CSI Solar Co., Ltd.  
Customer Service Department  
199 Lushan Road, Suzhou New District Jiangsu  
China, 215129  
Tel: +86 512 66908088  
E-mail: [service.cn@csisolar.com](mailto:service.cn@csisolar.com)

### **Europe, Middle East & Africa**

Canadian Solar EMEA GmbH  
Customer Service Department  
Landsberger Strasse 94, 80339 Munich, Germany  
Tel: +49 89 5199689 0  
E-mail: [service.emea@csisolar.com](mailto:service.emea@csisolar.com)

### **Americas**

Canadian Solar (USA) Inc.  
Customer Service Department  
3000 Oak Road, Ste. 400 Walnut Creek, CA 94597  
Tel: +1 855 315 8915  
E-mail: [service.ca@csisolar.com](mailto:service.ca@csisolar.com)

### **South Korea**

Canadian Solar Korea Ltd.  
#906 Dongwoo Building, 328 Teheran ro Gangnam-gu  
Seoul, Korea  
Tel: +82 2 539 7541  
E-mail: [service.kr@csisolar.com](mailto:service.kr@csisolar.com)

### **LATAM**

Canadian Solar Brazil  
Customer Service Department

999 Roque Petroni Junior Avenue, 4th floor ,Vila Gertrudes, São Paulo 04707-910  
Tel: +55 11 4637-2276 or 0800 878 3587  
E-mail: [service.latam@csisolar.com](mailto:service.latam@csisolar.com)

Upon receipt of such written claim, CSI Solar may seek further verification of the Buyer's claim of a breach of one of the foregoing limited warranties.

### **WARRANTY ASSIGNMENT**

This Limited Warranty is transferrable to a party taking legal title to the Products, provided that the Products remain installed in their original installation location.

### **DISPUTE RESOLUTION**

In case of any dispute related to warranty claims, such dispute shall be referred to and finally resolved pursuant to the governing law clauses and dispute resolution procedures under the purchase agreement between the Buyer and CSI Solar.

### **NOT INDEPENDENT WARRANTIES**

The Buyer has the right to pursue claims under each of the warranties set forth above; provided that if claims arise under multiple limited warranties from a single defect, then if CSI Solar remedies that defect as set forth above, CSI Solar shall be deemed to have resolved all applicable warranty claims arising from that defect.

### **DISCLAIMERS**

THE LIMITED WARRANTIES SET FORTH HEREIN ARE IN LIEU OF AND EXCLUDE ALL OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE OR APPLICATION, AND ALL OTHER OBLIGATIONS ON THE PART OF CSI SOLAR UNLESS SUCH OTHER WARRANTIES AND OBLIGATIONS ARE AGREED TO IN WRITING BY CSI SOLAR. SOME JURISDICTIONS LIMIT OR DO NOT PERMIT DISCLAIMERS OF WARRANTY, SO THIS PROVISION MAY NOT APPLY TO THE BUYER IN SUCH JURISDICTIONS.

### **LIMITATION OF LIABILITY**

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, CSI SOLAR HEREBY DISCLAIMS, AND 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 OF ITS PRODUCTS OR THEIR USE. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, UNDER NO CIRCUMSTANCES SHALL CSI SOLAR BE LIABLE TO THE BUYER, OR TO ANY THIRD PARTY CLAIMING THROUGH OR UNDER THE BUYER, FOR ANY LOST PROFITS, LOSS OF USE, OR EQUIPMENT DOWNTIME, OR FOR ANY INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES OF ANY KIND, HOWSOEVER ARISING, RELATED TO THE PRODUCTS, EVEN IF CSI SOLAR HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, CSI SOLAR'S AGGREGATE LIABILITY, IF ANY, IN DAMAGES OR OTHERWISE, SHALL NOT EXCEED THE PURCHASE PRICE PAID TO CSI SOLAR BY THE BUYER FOR THE PRODUCT IN THE CASE OF A WARRANTY CLAIM.

THE BUYER ACKNOWLEDGES THAT THE FOREGOING LIMITATIONS OF LIABILITY ARE AN ESSENTIAL ELEMENT OF THE AGREEMENT BETWEEN THE PARTIES AND THAT IN THE ABSENCE OF SUCH LIMITATIONS THE PURCHASE PRICE OF THE PRODUCTS WOULD BE SUBSTANTIALLY DIFFERENT. SOME JURISDICTIONS LIMIT OR DO NOT PERMIT DISCLAIMERS OF LIABILITY, SO THIS PROVISION MAY NOT APPLY TO THE BUYER IN SUCH JURISDICTIONS. SOME JURISDICTIONS

DO NOT ALLOW LIMITATIONS ON THE EXCLUSION OF DAMAGES SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO THE BUYER IN SUCH JURISDICTIONS.

YOU MAY HAVE SPECIFIC LEGAL RIGHTS OUTSIDE THIS WARRANTY, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE OR COUNTRY TO COUNTRY. THIS LIMITED WARRANTY DOES NOT AFFECT ANY ADDITIONAL RIGHTS YOU HAVE UNDER LAWS IN YOUR JURISDICTION GOVERNING THE SALE OF CONSUMER GOODS. SOME STATES OR COUNTRIES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE LIMITATIONS OR EXCLUSIONS IN THIS LIMITED WARRANTY STATEMENT MAY NOT APPLY TO YOU IN THOSE AREAS.

#### **NOTE**

In the event of any inconsistency among different language versions of this warranty statement, the English version shall prevail.

The installation and handling of PV Products requires professional skills and should only be performed by qualified professionals. Please read the safety and installation instructions before using the Products.