



8000 GSRI Ave, LBTC, Building 3085, Baton Rouge, LA 70820
Tel: +1 225-578-5182 Fax: +1 (225) 341-6676
Toll Free: +1 800-592-0987

Warranty of Renogy Solar Panels

By acquiring the products of Renogy, you have purchased quality. As a sign of confidence in this quality, we are pleased to grant you the following warranties and guarantees for our photovoltaic products.

The Renogy photovoltaic modules have been meticulously manufactured and are, if used correctly according to the operating instructions and other pertinent regulations, neither a risk to life or health nor to materials; in the production process Renogy photovoltaic modules are checked and tested for their functionality, performance and perfection. Renogy warrants the following conditions for the photovoltaic modules according data sheet(s) purchased from Renogy.

This warranty applies only to Renogy photovoltaic modules, which were sold by Renogy and were labeled originally with the name of the manufacturer, Renogy. If you have any doubts in this respect, please contact your dealer.

A. Material and processing warranty

The warranty period for material and processing errors is 10 years from the delivery date or date of invoice whereby the earlier point of the time (delivery note or invoice





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document) is applicable. The warranty for material and processing applies for all possible material and processing errors, which may alter the functionality of the products but does not include errors that result from incorrect handling, product modifications, installation, conversion or additions, supplements, operation, natural elements, excessive or deficient energy supply, chemicals, the effect of solid bodies or deliberate damage. Any warranty works carried out or payments made do not extend the warranty period.

B1. 25 years performance warranty

Renogy gives warranty for the fact that the performance of delivered Renogy photovoltaic modules does not deteriorate within a period of 10 years of the commencement of the warranty period (delivery date or date of invoice) by more than 10% of the minimum performance to be assumed on delivery, or that, within a period of more than 10 and up to 25 years, the performance of delivered modules does not deteriorate by more than 20% of the minimum performance to be assumed on delivery. Any warranty works carried out or payments made do not extend the warranty period.

The determination of performance shall take place at a first-class international test-institute such as Fraunhofer ISE in Freiburg /Germany, TÜV Rheinland in Cologne / Germany or ASU Arizona State University shall be involved to judge the claim finally. All fees and expenses shall be born by the





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losing party, unless otherwise awarded. The final explanation right shall be borne by Renogy.

The minimum performance to be assumed on commencement of the warranty period can be seen from the performance information (performance class) affixed by Renogy to the module, less the production dispersion stated on the data sheet, less the measurement tolerance of the measuring device used.

There is, according to this, a minimum performance if the average level of performance (the average resulting from at least 3 measurements) evident during the check plus the measuring tolerance for the case deteriorates by more than 10 % within 10 years of the commencement of the warranty period or 20 % within more than 10 und up to 25 years of the minimum performance value to be assumed.

B2. 10-year performance warranty

Renogy warrants that the performance of delivered Renogy photovoltaic modules does not deteriorate within a period of the 10 of the commencement of the warrantee period (delivery date or date of invoice) by more than 10% of the minimum performance to be assumed on delivery. The provision of warranty works or payments does not extend the warranty period.





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The determination of performance shall take place at a first-class international test-institute such as Fraunhofer ISE in Freiburg / Germany, TÜV Rheinland in Cologne / Germany or ASU Arizona State University shall be involved to judge the claim finally. All fees and expenses shall be born by the losing party. The final explanation right shall be borne by Renogy.

The minimum performance to be assumed on commencement of the warranty period can be seen from the performance information (performance class) affixed by Renogy to the module less the production dispersion stated on the date sheet less the measurement tolerance of the measuring device used.

There is, according to this, a minimum performance, if the average performance value (the average from at least 3 measurements) evident during the check, plus the measuring tolerance deteriorates by more than 10 % from the performance value to be assumed within 10 years.

C. Claims for new products and reflashing

Renogy will only accept claims for new products within 60 days after receiving date.

The new modules that are to be tested by reflashing as per



the buyer request must be sent to Renogy or authorized dealer and they will only be accepted if they are in their original unopened packing.

D. General conditions for claims

The above-stated performance warranty exclusively applies to losses in performance that arise through degradation and applies for defects on the modules and losses of performance except through defects such as, for example:

- Incorrect installation
- Incorrect load-bearing construction incl. fastening elements
- Environmental influences such as contamination or damage through smoke, gases, salt, chemicals
- Natural elements
- Over or undersupply of energy (over or under voltage)
- Deficient servicing
- Influence of solid bodies
- Deficient plant planning, configuration or assembly
- Incorrect handling or incorrect operation
- Improper operation
- Unsuitable servicing and unsuitable tests, glass breakage due to external influences, external stress, vandalism or theft
- Operation under unsuitable ambient conditions or unsuitable methods deviating from the product





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specifications, operating instruction or nameplate information

- Operation on mobile units like cars, boats or aeroplanes etc.

The performance guarantee covers the transportation expenses for the return shipment of the modules or for any renewed delivery of the repaired or replaced modules. It also covers the reasonable costs of installation or reinstallation of modules, and other expenses incurred by the final customers or the seller.

Renogy's total liability is limited to the purchase price for the defective products, except in the cases in which Renogy caused loss of life, physical injury or injury to health.

E. Glass breakage

The glass used for the modules is a very high quality product. The breakage of this glass is generally caused by external factors only. Thus, a claim may be asserted, only if and to the extent that it can be shown that no external factors in fact existed, unless Renogy's responsibility is presumed under the law.

F. Assertion

Renogy provides warranty for defects on the modules





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delivered by Renogy. Other defects, damage or demands, no matter of which type, are not covered by this warranty; compensation by Renogy is limited, according to the choice of the guarantor to replacement of the photovoltaic module, repair, subsequent delivery of modules or the granting of a price reduction to the extent of the deficient performance at the market price valid at the point of time of the commencement of warranty or the warranty demand according to the choice of Renogy. Dismantling, installation or conversion costs, or lost interest, or claims for loss of earnings or similar shall not be met.

The warranty shall be asserted with Renogy in writing enclosing a copy of the invoice and a description of the defect/loss of performance within the warranty period. Renogy shall accept no returns of modules without the previous written request for this.

The guarantee is given only by the selling Renogy products. Any claim must be done direct to the Renogy from the buyer. Only the selling Renogy Company is the legal responsible partner of the buyer.

These warranty terms and conditions are governed exclusively by Louisiana law to the exclusion of the rules of private international law (conflicts of law).

