



## **SUNGOLD Limited Warranty for Photovoltaic (PV) Modules — 2025**

*Effective for modules shipped on or after January 1, 2025*

Shenzhen Sungold Solar Co., Ltd. ("SUNGOLD")

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### **1. Limited Product Warranty**

This Limited Warranty is granted to the original end-customer (the "Customer") who first installs any PV module of the designated brand and model listed below (collectively, the "Modules").

Subject to the terms herein, SUNGOLD warrants that the Modules will be free from defects in materials and workmanship under normal application, usage, installation, and service during the applicable warranty term.

### **2. Warranty Scope, Remedies, and Coverage**

- **Warranty Start Date:** the date the Module is shipped by SUNGOLD.
- **Remedy:** If any Module fails due to defects in materials or workmanship within the applicable period, SUNGOLD will, at its option: (i) repair the Module; (ii) replace it with an equivalent Module; or (iii) refund a reasonable portion of the original purchase price (the "Purchase Price").

The foregoing shall be the Customer's sole and exclusive remedy under this Limited Warranty.

- **Logistics & Labor:** This Limited Warranty covers the transportation cost to ship any Module requiring repair or replacement to SUNGOLD or another SUNGOLD-designated facility.

Costs related to returning Modules to a distributor/agent, removal, de-installation, re-installation, or re-commissioning are the Customer's responsibility.

- **Controllers & Loose Wiring:** Charge controllers and separate wiring are not covered by this Limited Warranty.

### 3. Accessories Warranty

Accessories (handles, leads, connectors, kickstands, soft cases, hinges, and corner guards) carry a one (1) year materials & workmanship warranty.

### 4. Covered Products and Warranty Terms

| Product Series    | Model Prefix                                                | Materials & Workmanship Warranty                                    |
|-------------------|-------------------------------------------------------------|---------------------------------------------------------------------|
| PA621 Series      | SG-PA621-xxxW                                               | 120 months (materials & workmanship)                                |
| PA219 Series      | SG-PA219-xxxW                                               | 120 months (static rooftop/commercial);<br>72 months (off-grid use) |
| BXF-PLUS Series   | BXF PLUS-xxxW                                               | 36 months (materials & workmanship)                                 |
| Hi-Power Series   | HP-S-xxxW; HP-M-xxxW                                        | 60 months (materials & workmanship)                                 |
| TF Series         | SG-TF-M-xxxW; SG-TF-S-xxxW                                  | 72 months (materials & workmanship)                                 |
| SPC Series        | SPC-TF-S-xxxW; SPC-TF-M-xxxW                                | 24 months (materials & workmanship)                                 |
| Winner Bag Series | SGWB2-TF-M-xxxW;<br>SGWB2-TF-D-xxxW-A;<br>SGWB2-TF-D-xxxW-B | 12 months (materials & workmanship)                                 |
| BXF Series        | BXF-H-xxxW; BXF-N-xxxW                                      | 12 months (materials & workmanship)                                 |
| SGM Series        | SGM-xxxW                                                    | 120 months (materials & workmanship)                                |

|             |           |                                      |
|-------------|-----------|--------------------------------------|
| SGSP Series | SGSP-xxxW | 120 months (materials & workmanship) |
| SGD Series  | SGD-xxxW  | 120 months (materials & workmanship) |
| LVP Series  | LVP-xxxW  | 12 months (materials & workmanship)  |
| SGF Series  | SGF-xxxW  | 120 months (materials & workmanship) |

## 5. Exclusions and Limitations

1) Claim Window: Warranty claims must be submitted in writing within the applicable warranty period to SUNGOLD or a SUNGOLD-authorized distributor, together with Module serial number(s) and shipment date.

2) Exclusions: This Limited Warranty does not apply to damage or defects resulting from:

- Misuse, abuse, negligence, vandalism, or accidents.
- Immersion in water (fresh or salt) or prolonged exposure to standing water (fresh or salt).
- Dropping Modules or placing objects (e.g., tools) on the Modules; human-caused impacts that lead to cosmetic/structural damage or loss of power output.
- Failure to comply with SUNGOLD's installation, operation, and maintenance instructions.
- Cosmetic issues to housings (e.g., superficial scratches, normal wear, or corrosion after wear) that do not affect function.

3) Serial Integrity: Claims will be rejected if the Module type/serial number is altered, removed, or rendered illegible without SUNGOLD's prior written authorization.

## 6. Transferability

This Limited Warranty applies only to the original end-customer purchaser and is not transferable.

## **7. How to Obtain Warranty Service**

To obtain service, the Customer or distributor must promptly notify SUNGOLD and provide: (a) complete serial number(s) as printed on the Module label(s); (b) shipment date; and (c) reasonable assistance for fault analysis, including but not limited to photographs of the defect/site and installation/operation records.

## **8. Other Terms**

Repair or replacement of Modules, or the supply of additional Modules, does not start a new warranty term nor extend the original term.

Replaced Modules become the property of SUNGOLD. If production of the claimed model has ceased, SUNGOLD may supply a different model (which may differ in size, color, shape, or power) of the same or a new brand.

## **9. Force Majeure**

SUNGOLD shall not be liable for any failure or delay in performance of any sales term or condition (including this Limited Warranty) to the extent caused by events beyond its reasonable control, including but not limited to fire, flood, blizzard, hurricane, lightning, acts of God, changes in public policy, terrorism, war, riots, strikes, or the inability to obtain sufficient labor or materials.