

Limited Product Warranty for PA219 Flexible Photovoltaic Modules

Issued by	Shenzhen Sungold Solar Co., Ltd.
Product scope	PA219 Series Flexible Photovoltaic Modules

This Limited Product Warranty defines coverage, warranty periods, remedies, exclusions, and claim requirements for PA219 Series Modules. The applicable warranty period depends on the approved installation category and the relevant written sales or project documents.

1.Scope and Eligibility

This Limited Product Warranty is issued by Shenzhen Sungold Solar Co., Ltd. ("SUNGOLD") for flexible photovoltaic modules identified as part of the PA219 Series in the product label, invoice, purchase order, sales contract, or applicable product datasheet (the "Modules"). It covers current and future PA219 power ratings and standard or customized configurations, including TOPCon and BC cell configurations, provided that the relevant sales document identifies the product as a PA219 Series Module.

This Limited Product Warranty applies to the original purchaser that acquired the Modules directly from SUNGOLD or through a SUNGOLD-authorized distributor, subject to proof of purchase and product identification. Certification scope, electrical ratings, dimensions, materials, and intended applications remain model- and project-specific and must be confirmed in the applicable product documentation.

The warranty terms supplied with or referenced in SUNGOLD's sales documents at the time of shipment govern the Modules. Mandatory rights available under applicable law are not restricted by this Limited Product Warranty.

2.Warranty Period

Approved application	Materials and workmanship warranty
Stationary commercial or industrial installation expressly identified and approved in SUNGOLD sales or project documents	10 years from the SUNGOLD shipment date
RV, caravan, vehicle, marine, mobile, off-grid, or other approved application not qualifying for the 10-year stationary warranty	6 years from the SUNGOLD shipment date

If the intended application is not identified in the applicable sales contract, purchase order, project specification, or other written confirmation issued by SUNGOLD, the 6-year warranty period applies. A different period stated in a sales contract or project-specific warranty signed or expressly issued by SUNGOLD takes precedence for the covered Modules.

3.Limited Product Warranty

During the applicable warranty period, SUNGOLD warrants that the Modules and factory-installed junction boxes will be free from material defects in materials and workmanship that cause abnormal electrical output, loss of essential function, or a serious physical defect under normal and approved transport, storage, system design, installation, operation, and maintenance conditions. Factory-installed DC cables and connectors are covered by a one-year limited warranty from the SUNGOLD shipment date.

This warranty addresses manufacturing and material defects. It does not guarantee a particular energy yield, system output, electricity saving, service life, or suitability for an application that SUNGOLD has not approved in writing.

4. Power Output Warranty

A separate power output or linear performance warranty applies only when its duration, reference power, degradation limits, measurement method, and other conditions are expressly stated in the applicable SUNGOLD datasheet, sales contract, purchase order, project warranty, or other written document issued by SUNGOLD. This Limited Product Warranty does not, by itself, create a separate linear power warranty.

Where a separate power output warranty applies, output will be evaluated under Standard Test Conditions of 1000 W/m² irradiance, 25 degrees C cell temperature, and AM1.5 spectrum, using SUNGOLD's approved measurement procedure and allowing for applicable measurement uncertainty. Field energy yield, controller readings, and operating voltage or current measured outside Standard Test Conditions do not by themselves establish a power warranty claim.

5. Conditions for Coverage

Warranty coverage requires all of the following:

- The Module has been transported, stored, handled, installed, operated, and maintained in accordance with the applicable SUNGOLD datasheet, installation manual, labels, technical instructions, and written project requirements.
- The mounting surface, adhesive or fastening system, cable routing, electrical equipment, connectors, and system voltage and current are compatible with the Module and the intended application.
- The Module has not been repeatedly flexed, folded, rolled, walked on, or loaded beyond the limits stated in the applicable product documentation or written project approval.
- The original product label and serial number remain attached, legible, and unaltered.
- The claimant provides the records reasonably required to identify the Module, verify the installation, and determine the cause of the reported condition.

6. Exclusions

This Limited Product Warranty does not cover a defect, damage, loss, or reduction in performance caused by or resulting from:

- Improper transport, storage, handling, installation, removal, reinstallation, operation, maintenance, or system design; failure to follow SUNGOLD documentation; or work performed by unqualified personnel.
- Bending below the permitted radius; twisting; repeated flexing; folding or rolling; walking or standing on the Module; concentrated loads; dropping the Module; tool impact; puncture; abrasion; or other mechanical stress not expressly approved for the relevant Module.
- An unsuitable or defective roof, deck, vehicle body, substrate, mounting system, adhesive, fastener, drainage arrangement, ventilation arrangement, cable route, or connector interface, including movement, detachment, water accumulation, or stress transferred from those items.
- Electrical misuse or abnormal electrical conditions, including reverse polarity, incompatible equipment, mixed or incompatible connectors, incorrect string design, overvoltage, overcurrent, short circuit, arcing, surge, lightning, grounding fault, or persistent shading or mismatch outside the approved system design.
- Immersion, prolonged standing water, pressure washing, water entry caused by installation or damage, or exposure beyond the water, salt-mist, ammonia, ultraviolet, temperature, mechanical-load, fire, or other environmental rating stated for the relevant Module. An IP rating does not authorize indefinite immersion or an installation that prevents drainage.
- Unauthorized repair, disassembly, alteration, conversion, addition, cable or connector modification, or use of non-approved replacement parts.
- Accident, misuse, abuse, negligence, vandalism, theft, animals, contamination, industrial chemicals, corrosive substances, pollution, radiation, fire, explosion, or external impact.
- Normal wear and aging, normal power degradation, or a cosmetic condition that does not materially impair electrical function, including minor color variation, surface marks, or superficial corrosion.
- Force majeure or events beyond SUNGOLD's reasonable control, including earthquake, flood, typhoon, hurricane, hail beyond the applicable test rating, severe weather, war, terrorism, riot, strike, or governmental action.
- Use in life-support, medical, aviation, nuclear, or other safety-critical systems unless SUNGOLD has expressly approved the system design and application in writing.

The warranty also does not cover separate charge controllers, inverters, batteries, loose cables, mounting materials, adhesives, or other system components unless a separate SUNGOLD warranty expressly covers those items.

7. Warranty Remedies

If SUNGOLD confirms that a Module has a qualifying defect, SUNGOLD will determine the technically and commercially appropriate remedy. At SUNGOLD's option, the remedy may be repair of the affected Module, replacement with an equivalent or reasonably comparable module, supply of additional module capacity where appropriate, or a reasonable refund of all or part of the original net purchase price attributable to the affected Module.

These remedies are the sole remedies under this Limited Product Warranty and may not be combined. Repair, replacement, or the supply of additional Modules does not restart or extend the original warranty period. A replacement may differ in dimensions, color, appearance, cell technology, electrical characteristics, structure, or rated power when the original product is no longer available. Any replacement remains covered only for the unexpired portion of the original warranty period. Replaced products or parts become SUNGOLD's property when SUNGOLD supplies the remedy.

8. Costs and Returns

For a claim confirmed as valid, this Limited Product Warranty covers reasonable standard one-way transportation required to send the affected Module directly to SUNGOLD or to a facility designated by SUNGOLD in writing. The claimant must obtain written return authorization and shipping instructions before returning any Module.

Unless SUNGOLD agrees otherwise in writing, the claimant is responsible for inspection access; troubleshooting labor; removal and reinstallation; system testing; packaging; loading and unloading; scaffolding, lifting, or access equipment; return through a distributor or agent; re-commissioning; system modifications; downtime; lost energy; customs duties; taxes; and all other related costs. If SUNGOLD determines that the claim is not covered, the claimant is responsible for reasonable inspection, testing, repair, storage, and transportation costs incurred with the claimant's prior approval where required by law.

9. Warranty Claim Procedure

A claim must be submitted in writing before the applicable warranty period expires. The claimant must not return a Module until SUNGOLD issues written return authorization. The claim should include:

- The complete Module model designation and serial number shown on the product label.
- The SUNGOLD invoice, purchase order, sales contract, distributor invoice, or other proof of purchase and the shipment date, if available.
- The installation date, installation address or vehicle or vessel identification, intended application, system configuration, and installer information.
- A clear description of the reported defect and when it was first observed.
- Clear photographs or video of the full Module, product label, reported condition, mounting surface, cable routing, connectors, and surrounding installation.
- Relevant electrical readings, system logs, maintenance records, and other safe diagnostic information requested by SUNGOLD. Electrical testing must be performed only by a qualified person using appropriate procedures and equipment.

SUNGOLD may request remote troubleshooting, additional records, return of the Module or a representative sample, independent laboratory testing, or a reasonable site inspection. The claimant must preserve the Module and relevant evidence until SUNGOLD completes its assessment. SUNGOLD's technical assessment will determine whether the reported condition falls within this Limited Product Warranty, subject to rights that cannot be excluded under applicable law.

10. Transferability

This Limited Product Warranty applies only to the original eligible purchaser and is not transferable to another person or entity unless SUNGOLD gives prior written consent. A distributor or reseller may submit a claim on behalf of the original eligible purchaser when it provides the required purchase and product records.

11. Disclaimer and Limitation of Liability

Except for this Limited Product Warranty and any written warranty expressly issued by SUNGOLD for the same Modules, SUNGOLD makes no other express warranty. To the maximum extent permitted by applicable law, SUNGOLD disclaims implied warranties of merchantability, fitness for a particular purpose, and non-infringement.

To the maximum extent permitted by applicable law, SUNGOLD will not be liable under this Limited Product Warranty for indirect, incidental, special, punitive, or consequential loss, including loss of use, revenue, profit, production, data, electricity generation, business opportunity, or damage to other property. SUNGOLD's total liability under this Limited Product Warranty will not exceed the original net purchase price paid for the affected Module. Nothing in this section excludes or limits liability or statutory rights that applicable law does not permit SUNGOLD to exclude or limit.

12. Controlling Documents

The applicable sales contract, purchase order accepted by SUNGOLD, project-specific warranty, and written technical agreement may supplement or modify this Limited Product Warranty. If those documents conflict, a contract or project-specific warranty signed or expressly issued by SUNGOLD takes precedence for the relevant Modules. Sales presentations, website summaries, marketing materials, oral statements, and statements by an unauthorized distributor, agent, employee, or other person do not modify this Limited Product Warranty.

The governing law and dispute-resolution terms in the applicable sales contract apply. If no such terms exist, the parties will address any dispute in accordance with applicable law and any mandatory jurisdictional requirements.

13. Contact Information

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