

Warranty Certificate

ISO FOTON Photovoltaic Modules



+30
years

TEAM PARTNER OF
MERCEDES AMG
PETRONAS FORMULA ONE™ TEAM

STANDARD PRODUCTS' ISO FOTON

Module range	Power tolerance	Number of cells	Cell type
ISF-145/150	0/+3%	36	Monocrystalline 156mm x 156mm
ISF-215/220/225	0/+3%	54	Monocrystalline 156mm x 156mm
ISF-230P/235P/240P ISFT-230P/235P/240P ISF-230P/235P/240P L	0/+3%	60	Multicrystalline 156mm x 156mm
ISF-245/250/255 ISFT-245/250/255 ISF-245/250/255 FS L	0/+3%	60	Monocrystalline 156mm x 156mm

The following are the warranty terms and conditions for ISO FOTON's standard range of PV modules:

1. Product Warranty: 10 years warranty for material or manufacturing defects

ISO FOTON, S.A. guarantees for a period of 10 years beginning on the date of delivery to the initial purchaser that its photovoltaic modules are free from material or manufacturing defects that prevent the normal operation of the modules under the recommended conditions for use, installation and maintenance.

If during the warranty period there is a malfunction in a photovoltaic module as a result of defects in materials or manufacturing, ISO FOTON agrees, depending on the defect presented, to replace or repair the faulty module.

In the case of replacement or repair there will be an interruption in the warranty period, which will be renewed and run from the time of delivery of the repaired or replaced PV module.

Any photovoltaic modules will become the property of ISO FOTON after their replacement.

2. Power Warranty: 25 years warranty on power output

ISO FOTON guarantees that for modules free from any material or manufacturing defect, the module output during the first year will be at least 97% of rated power, with an annual decrease of no more than 0.7% during the next 24 years.

The power measurement conforms to IEC 60904 standard test conditions (irradiance of 1000 W/m², spectral distribution of AM 1.5, and temperature of 25 degrees Celsius).

If at any time, during the validity period of this warranty, the photovoltaic module does not comply with the power values expressed, ISO FOTON will, depending on the defect presented, by repair or replace the defected module, or by deliver extra modules to compensate for the loss of power.

The Product and Power Warranties above are provided by ISO FOTON as a minimum and they are universally applicable to all modules in its standard range. ISO FOTON reserves the right to offer extensions of these warranties, adapted to different market characteristics or countries. These warranty extensions are outlined in a separate document.

3. Exclusions and limitations of the warranties

The warranty may be activated immediately upon discovery of a defect at any point during the validity period specified in each case. The procedure for making a claim is outlined in Section 4.

In a case where manufacturing defects are visible at the time materials are received, the claim must be made within one month after the date of delivery, and (always) before installation.

Broken modules are only covered by the warranty if they were broken during transport. Claims made for damages during transport must be received by ISO FOTON within 48 hours after the receipt of the materials. There must be a written record of any damage to the packaging in the form of a CMR note at the time of reception.

Aesthetic damages will not be covered under the guarantee unless they cause a decline in functionality or in the performance specified in ISO FOTON's technical or sales documentation.

In the case of product with tolerance +/- 3 %, for the guarantee of power, the reference value will be the minimum specified in the electrical characteristics label.

Damage or malfunctions in the photovoltaic modules due to the following reasons will not be covered by the warranty:

1. Not following the recommendations outlined in the ISO FOTON installation and user manuals for the proper installation, use, cabling and maintenance of the modules.
2. Accidents or use that is negligent, inappropriate or inadequate.
3. Modifications made without the authorization of ISO FOTON's After Sales Service.

4. Damages caused by surges, vibration, lightening, floods, pests, earthquakes, extraordinary weather conditions, typhoons or hurricanes, volcanic eruptions, acid rain, corrosive environments, actions of third parties, any previously unspecified natural disaster, war, terrorist acts, vandalism or other reasons outside of normal operations of the modules and beyond the control of ISO FOTON.

5. Modules used in motor vehicles, boats, in contact with water, salt smoke oil or fuels.

Also exempt from warranty claims are modules with a manipulated serial number, that lack a label, or that are otherwise not uniquely identifiable.

The rights of warranty established herein shall cover the cost of transporting defective modules to ISO FOTON and subsequently returning modules to the client during the first two years of warranty.

The warranty does not cover costs related to dismantling defective modules, or the subsequent installation of the replacement module.

Any additional modules that are delivered in order to offset underperforming modules under the Power Warranty do not carry any renewal or extension of the warranty period.

In the case that a module is discontinued, ISO FOTON reserves the right to deliver a different module to meet warranty claims.

4. Making Claims Under the Warranty

Any user of ISO FOTON photovoltaic modules who considers having good cause in accordance with Sections 1 and 2 to claim the warranty, which shall proceed as follows:

- Immediately inform the company that sold you the module by submitting a claim in writing. If it is not possible, contact your authorized distributor of ISO FOTON modules. If neither exists in your case, contact ISO FOTON's After Sales Service at: postventa@isofoton.com
- In order to submit the claim, use the claim form available on ISO FOTON's web site (<http://www.isofoton.com>), where you must indicate the serial number of the affected modules. In addition, provide a copy of the invoice for the modules indicated in the claim, which shows the date of acquisition.
- After the receipt of such a claim, ISO FOTON's After Sales Service will carry out an initial assessment and determine if the submission of a representative sample is necessary in order to carry out a detailed analysis in the factory that could help resolve the problem.
- In a case where the claim is received through a reseller or Authorized Distributor, the end client will be informed by the party that made the said claim.
- The return of modules covered under warranty may not be made without prior written consent of ISO FOTON's After Sales Service.
- If a claim is made for an urgent reason, ISO FOTON will be requested to immediately replace the modules indicated in the claim in

advance of the resolution of whether or not the claim is appropriate, the said claim must be accompanied by a purchase order. Once the claim is settled by the After Sales Service, and if it is considered legitimate, the purchase order issued shall be canceled. Should the complaint not proceed, ISO FOTON will issue an invoice for the modules delivered on request. The invoice payment must be made within five (5) business days.

- In the case that a power level claim is made, ISO FOTON will issue its own aftermarket report based on IEC 60904 standards including tolerances of the process (+/- 2.5%). If there is a discrepancy between the measurements made by ISO FOTON and those made by the client, a third test may be commissioned by a laboratory such as TÜV Rheinland, CIEMAT or AT4, in order to proceed with the resolution of the claim. The measurements of the power levels taken by ISO FOTON will be deemed correct if they are within the tolerance of the third-party laboratory results. The costs of these measures will be assumed by the client making the claim.

Specifically in relation to the Power Warranty, the corresponding warranty may only be invoked by those who hold legal ownership of the original installation in which the modules for which the claim is being made are located.

ISO FOTON reserves the right to draw up reports on received claims on-site, in order to verify any aspect that could be relevant for the best resolution of that claim. Therefore, the client should not modify the conditions of the facility where the modules in question are located without previous written consent from ISO FOTON's After Sales Service.

5. Limitations of Liability

ISO FOTON will not be liable to the clients, directly or indirectly, for any failure or delay in the implementation of its warranty obligations, which could be caused by a “force majeure” or other unforeseen incident beyond its control.

ISO FOTON’s responsibility under this Warranty Certificate shall be limited to the obligations set out above and, quantitatively, to the amount of the invoice paid by the customer for purchasing the module.

Indirect damages such as loss of data in computer applications, loss of revenues or profits of production, service interruptions, etc. are expressly excluded from the warranty, except in cases when local or national laws contravene.

ISO FOTON explicitly rejects any implied warranty that is not contained in this Warranty Certificate.

ISO FOTON is only responsible for product defects due to incorrect installation if the installation was included in the purchase agreement of ISO FOTON modules.

Any benefit not expressly mentioned in this certificate is excluded.

The payment or repayment of amounts described in Sections 3 and 4 of this Warranty Certificate must be deposited into a bank account within the established time period. In the case of default, ISO FOTON may void the warranty.

6. Entry into Force, Application, and Validity of this Certificate

This Warranty Certificate is effective from the date of issue and shall apply to all ISO FOTON branded photovoltaic modules, Standard Range, put on the market after that date and will be valid until a new edition of the warranty is published.

The Spanish version of the Warranty Certificate shall prevail against versions in other languages, which are merely translations of it.

The current version shall be published on ISO FOTON’s website.

7. Jurisdiction

The conditions stated in this Warranty Certificate are subject to Spanish law, and any dispute arising from the warranty described in these documents shall be, if necessary, resolved in the court system of Madrid or Spain. All parties expressly waive any other general or special jurisdiction that may correspond.

8. ISO FOTON Identification Information

ISO FOTON S.A. is a Spanish company with a tax identification number of A-29072931, located at the address of Calle Severo Ochoa 50, Parque Tecnológico de Andalucía (PTA), P.C. 29590 - Málaga (España), Telephone: + 34 95 123 35 00, Fax: +34 95 123 32 10. Registered in The Mercantile Register of Málaga, volume 1.173 general, book 186, document 188, page MA-7791, inscription 1.

MÁLAGA, OCTOBER 1st 2012



TEAM PARTNER OF
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PETRONAS FORMULA ONE™ TEAM

CONTACT DETAILS

If you would like more information, please write to us at:

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Or visit our website: **www.isofoton.com**

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