



Zhejiang GangHang Solar Technology Co., Ltd.

Maysun Solar

PHOTOVOLTAIC MODULE GLOBAL LIMITED WARRANTY

EU / EEA CUSTOMER EDITION

Document	Maysun Solar - WARRANTY - 004 / EU
Revision	2026 - 09
Warranty service	info@maysunsolar.com

This commercial warranty is additional to mandatory statutory rights and does not replace them.

**IMPORTANT EU / EEA CONSUMER RIGHTS NOTICE****Commercial warranty - statutory rights remain fully protected**

If a photovoltaic module lacks conformity, an EU/EEA consumer is entitled by law to remedies from the seller free of charge. These statutory rights are not affected or restricted by this Maysun Solar commercial warranty. EU law provides a minimum two-year legal guarantee from delivery, and national law may provide longer or additional rights. Where this Warranty is a commercial guarantee of durability offered by the producer, the producer is directly liable to the consumer for repair or replacement for the stated guarantee period, subject to applicable mandatory law.

Guarantor and territorial scope

Guarantor	Maysun Solar
Address	Room 503-505, Building 10, XinTianDi Business Center, Hangzhou City, Zhejiang Province, China
Warranty service	info@maysunsolar.com
Website	www.maysunsolar.com
Territorial scope	Worldwide. For sales to consumers in the EU/EEA, the consumer-protection provisions of this edition and any stricter mandatory national law apply.

Maysun Solar is a brand of Zhejiang GangHang Solar Technology Co., Ltd. This document covers crystalline-silicon photovoltaic modules within the product families stated below and any additional model specifically identified by Maysun Solar documentation as covered by this Warranty.

How this Warranty should be read

- “Consumer Customer” means a natural person acting for purposes outside their trade, business or profession.
- “Business Customer” includes distributors, OEM customers and professional end users acting for commercial purposes.
- For a Consumer Customer, mandatory consumer law prevails over any less favourable term in this Warranty.
- If Maysun Solar advertising, a model-specific datasheet or another guarantee statement available at or before purchase gives the customer more favourable warranty terms, the more favourable term applies to the extent required by law.

Warranty Start Date

For EU/EEA Consumer Customers: the Warranty Start Date is the date on which the module is delivered to the original consumer, as shown by the invoice, delivery record or other reasonable proof of purchase.

For Business Customers: the Warranty Start Date is the earlier of (i) delivery of the product to Maysun Solar’s direct purchasing customer or (ii) three months after the module leaves the factory, consistent with the original Warranty-004 terms. Maysun Solar may use its serial-number and shipment records to establish this date.

Where applicable law or associated advertising provides a more favourable start date, that more favourable rule prevails.

1. WARRANTY COVERAGE - QUICK REFERENCE

Module category / family	Product warranty	Power warranty	Year 1 minimum	End-of-term minimum
Single-glass	15 years	25 years	97.5% of nominal	85.5% at end of year



Module category / family	Product warranty	Power warranty	Year 1 minimum	End-of-term minimum
crystalline-silicon modules			power	25
Single-glass IBC	25 years	25 years	98.5%	88.9% at end of year 25
Double-glass P-type PERC: TwiSun / TwiSun X where applicable	30 years	30 years	98.0%	84.95% at end of year 30
Double-glass N-type TOPCon: covered series, except MS(500-525)MB-60HR-BB	30 years	30 years	99.0%	87.4% at end of year 30
Double-glass HJT	30 years	30 years	Model-specific published schedule	Model-specific published schedule

HJT note: HJT modules carry a 30-year product warranty and a 30-year power warranty. The applicable first-year and annual degradation rates are the model-specific rates stated in the Maysun Solar datasheet and associated warranty advertising available at or before purchase. If those published terms are more favourable, they prevail.

2. LIMITED PRODUCT WARRANTY

Subject to the exclusions in Section 5, Maysun Solar warrants that covered modules, when transported, stored, installed, operated and maintained in accordance with the applicable Maysun Solar documentation and under normal conditions, will be free from defects in materials and workmanship that materially impair the module's normal function or performance during the applicable Product Warranty Period.

2.1 Remedies for Consumer Customers

Where this Product Warranty constitutes a producer commercial guarantee of durability under applicable EU/EEA law, the Consumer Customer is entitled to repair or replacement free of charge during the stated guarantee period, subject to the statutory rules on impossibility and disproportionate cost. Necessary transport and, where mandatory law so requires, reasonable removal and re-installation costs are included in the remedy. Maysun Solar may offer a refund or other compensation as an additional or agreed alternative remedy, but not in a way that restricts mandatory consumer rights.

2.2 Remedies for Business Customers

For a valid Business Customer claim, Maysun Solar may, after consultation with the customer, choose one of the following remedies:

1. Repair the defective module;
2. Replace the defective module or the relevant component with a new or equivalent module/component; or
3. Provide agreed monetary compensation based on the reasonable market value of the defective module at the time of claim.

Where monetary compensation is agreed for a Product Warranty claim made within the first five years, the reference value is the original purchase price reduced by 5% for each completed warranty year. For later claims, reasonable market value at the claim date applies, unless a more favourable contractual term or mandatory law applies.

3. LIMITED PEAK POWER WARRANTY

The power warranty applies to the module's maximum power output (P_{max}) under Standard Test Conditions (STC), expressed as a percentage of the nameplate nominal power. Degradation is measured in percentage points of nominal power, not as a compounding percentage of the previous year.



3.1 Guaranteed minimum power

Technology	Year 1	Years after Year 1	End of warranty
Single-glass	$\geq 97.5\%$	Minimum = $97.5\% - 0.50$ percentage points $\times$ (year - 1), through year 25	$\geq 85.5\%$ at year 25
IBC single-glass	$\geq 98.5\%$	Minimum = $98.5\% - 0.40$ percentage points $\times$ (year - 1), through year 25	$\geq 88.9\%$ at year 25
P-type PERC double-glass	$\geq 98.0\%$	Minimum = $98.0\% - 0.45$ percentage points $\times$ (year - 1), through year 30	$\geq 84.95\%$ at year 30
N-type TOPCon double-glass	$\geq 99.0\%$	Minimum = $99.0\% - 0.40$ percentage points $\times$ (year - 1), through year 30	$\geq 87.4\%$ at year 30
HJT double-glass	Model-specific	Model-specific datasheet / associated advertising at or before purchase	Model-specific

3.2 Power Warranty remedies

If a covered module tests below the guaranteed minimum power and the shortfall is attributable to a defect covered by this Warranty, Maysun Solar will provide an applicable remedy. For Consumer Customers, mandatory consumer rules on a producer durability guarantee apply. For Business Customers, Maysun Solar may choose repair, replacement, additional modules sufficient to compensate for the verified power shortfall, or an agreed refund/compensation.

Where a monetary power-shortfall compensation is agreed, the reference calculation is: original invoiced price per watt $\times$ (guaranteed minimum power at the time of claim - verified actual peak power). If no original invoice is reasonably available, other proof of purchase may be accepted and a reasonable current market price per watt for an equivalent module may be used.

3.3 Test conditions and measurement uncertainty

- Standard Test Conditions (STC): irradiance $1,000 \text{ W/m}^2$, cell temperature 25°C and AM1.5 reference solar spectral distribution.
- Power measurement shall follow the applicable IEC 60904 series and be performed using calibrated equipment by a competent laboratory. Where a third-party laboratory is used, an appropriately accredited laboratory should be selected.
- Measurement uncertainty shall be taken into account using the laboratory's documented uncertainty budget. A warranty uncertainty allowance of up to $\pm 3\%$ may be considered only where supported by the documented test method and measurement uncertainty.

4. REPAIRED, REPLACED AND DISCONTINUED MODULES

- The commercial warranty period for a repaired or replacement module normally continues from the original Warranty Start Date and does not restart solely because of repair or replacement. Any mandatory national statutory extension, suspension or renewed limitation period remains unaffected.
- If the original module is no longer manufactured or commercially available, Maysun Solar may provide a functionally equivalent or better replacement. Its warranted performance must not be lower than the applicable guaranteed performance of the defective module at the time of replacement.
- A replacement module may differ in appearance, dimensions, power class or electrical characteristics due to product evolution. Maysun Solar will use reasonable efforts to provide a technically compatible solution.

5. EXCLUSIONS

The following exclusions apply only to the extent that the excluded circumstance caused or materially contributed to the claimed defect or performance loss. They do not exclude liability for defects caused by inadequate product instructions or any liability that cannot lawfully be excluded.



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- Failure to follow the applicable Maysun Solar installation manual, technical datasheet or maintenance instructions, including improper installation, operation or maintenance;
- Improper transportation or storage after responsibility for such transportation or storage has passed to the customer, including material departure from stated transport/storage requirements;
- Misuse, abuse, negligence, intentional damage, vandalism or accidental external damage;
- External events beyond the module's specified design conditions, such as lightning, flood, fire, severe impact or abnormal electrical surges, except to the extent a covered product defect caused or aggravated the damage;
- Installation on vehicles, vessels or other mobile equipment, except approved photovoltaic tracking applications, or on offshore/floating installations not expressly approved in writing by Maysun Solar;
- Electrical overstress, operation above the maximum system voltage or other electrical limits stated in the product documentation;
- Defects in the building, substructure, mounting system or other non-Maysun components that cause damage to the module;
- Operation outside the specified temperature or environmental range, or exposure to corrosive, oxidative or chemical conditions beyond the product specifications; and
- Tampering with or removal of the model/serial-number identification where this prevents reasonable product traceability. A claim will not be rejected on this ground where the customer can establish product identity by other reliable evidence.

6. WARRANTY CLAIM PROCEDURE

A customer should notify Maysun Solar promptly after discovering a suspected covered defect. For efficient processing, notice within two months is recommended. Failure to meet this recommended period does not by itself extinguish a Consumer Customer's rights where such forfeiture is not permitted by applicable law.

Claims may be submitted to info@maysunsolar.com or through the customer's Maysun Solar sales/service contact. The claim should include, as reasonably available:

1. a detailed written description of the defect or power-performance issue;
2. the purchase invoice, delivery record or other reasonable proof of purchase and purchase date;
3. the module model number and serial number;
4. clear photographs of the module, label and alleged defect; and
5. relevant photographs, video, system data or other evidence showing the circumstances and excluding obvious external damage where reasonably possible.

Maysun Solar will review the submitted information and may request reasonable additional evidence necessary to assess the claim. A claim will not be rejected merely because a particular document is unavailable if the relevant fact can reasonably be established by other evidence.

6.1 Inspection, RMA and third-party testing

- Do not return modules without a Return Merchandise Authorization (RMA) or other written return instruction. Unauthorized returns may be refused and, to the extent permitted by law, the sender may bear avoidable costs and transport risk.
- Maysun Solar may inspect the installation site or arrange a remote technical assessment. Where Maysun Solar requests an on-site inspection, Maysun Solar bears its representative's inspection costs and the customer shall provide reasonable access.
- If independent testing is necessary, the parties should use a mutually acceptable competent and appropriately accredited laboratory. If agreement cannot be reached, Maysun Solar may propose an independent accredited laboratory, without limiting the customer's statutory rights to seek another expert assessment, ADR or court review.
- For Consumer Customers, remedies under a producer durability guarantee are provided free of charge as required by mandatory law. For other claims, reasonable, necessary and documented transport/testing costs are reimbursed when the test confirms a covered defect attributable to Maysun Solar, subject to applicable law and the agreed claim procedure.



7. REPLACED / END-OF-LIFE MODULES AND WEEE

Do not dispose of a claimed module before Maysun Solar has completed the claim assessment or provided disposal/return instructions. If Maysun Solar takes back a replaced module, title to that returned module passes to Maysun Solar to the extent permitted by law.

End-of-life photovoltaic modules must be handled in accordance with applicable waste electrical and electronic equipment (WEEE) rules and national extended-producer-responsibility requirements. Nothing in this Warranty transfers or excludes any statutory producer financing, collection or take-back obligation. Customers should use authorized collection/take-back channels and must not dispose of photovoltaic modules as unsorted municipal waste.

8. LIMITATION OF LIABILITY

Mandatory liability is not excluded

Nothing in this Warranty excludes or limits liability where exclusion or limitation is prohibited by applicable law, including liability for death or personal injury, intentional or grossly negligent conduct, fraud or fraudulent concealment, mandatory product-liability claims, and mandatory consumer rights.

For Business Customers only, and only to the maximum extent permitted by applicable law, Maysun Solar is not liable under this commercial Warranty for indirect or consequential economic loss such as loss of profit, loss of production, loss of power generation, lost business opportunity, loss of goodwill or increased operating costs. This limitation applies only to claims under this commercial Warranty and does not limit non-excludable statutory claims.

9. FORCE MAJEURE

Where performance of a Warranty remedy is temporarily prevented or materially delayed by an event beyond Maysun Solar's reasonable control - such as natural disaster, epidemic, war, riot, strike, severe transport disruption, governmental restriction or comparable event - the time for performance may be reasonably extended for the duration and direct effects of that event. Force majeure does not extinguish the customer's Warranty rights and does not excuse liability that cannot lawfully be excluded.

10. TRANSFERABILITY

The remaining commercial Warranty may be transferred with the relevant module to a subsequent owner, provided that:

- the module can be identified by serial number or other reliable traceability evidence;
- the module remains at the original installation location, unless Maysun Solar approves relocation in writing;
- the warranty rights for the same module are not split between multiple claimants; and
- the new owner agrees to the applicable terms of this Warranty.

The new owner should notify Maysun Solar in writing and provide reasonable evidence of ownership and continuity of the installation. Maysun Solar may request reasonable proof but will not unreasonably reject a transfer that satisfies these conditions. Mandatory statutory rights concerning transfer or assignment remain unaffected.

11. SEVERABILITY, MANDATORY LAW AND INTERPRETATION

- If a provision of this Warranty is invalid or unenforceable, the remaining provisions remain effective to the extent permitted by law.
- Mandatory EU, EEA or national consumer law prevails over any inconsistent or less favourable term in this Warranty.
- If associated Maysun Solar advertising or a model-specific warranty statement available at or before purchase is more favourable to the customer, the more favourable term applies where required by applicable law.



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- This English edition is the reference version of this Warranty. Where applicable national law requires consumer warranty information to be supplied in a local language, the corresponding local-language version shall be provided. Any mandatory rule of interpretation in favour of the consumer remains unaffected.

12. WARRANTY CONTACT

Maysun Solar

Room 503-505, Building 10, XinTianDi Business Center, Hangzhou City, Zhejiang Province, China

Warranty service: info@maysunsolar.com

Website: www.maysunsolar.com

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End of Warranty Statement