

WARRANTY STATEMENT FOR SOLAR MODULES

“Multi Solar” is the solar brand/trade name of Multi Infrastructure & Engineering Private Limited (“Multi Infra”); accordingly, all references to “Multi Solar” herein shall mean and refer to Multi Infrastructure & Engineering Private Limited.

1. WARRANTY PRODUCTS

Multi Solar is committed to providing reliable and high-quality N - Type TOP Con solar photovoltaic modules designed for long-term performance in solar power generation applications.

N- Type TOPCon Solar PV modules manufactured by Multi Solar where power of solar module in Wp. These solar modules are Bifacial Glass to Glass (G2G) utilizing half cut solar cells.

2. LIMITED PRODUCT WARRANTY

The Product Warranty covers manufacturing defects in materials and workmanship under normal application, installation, operation and maintenance conditions.

Multi Solar warrants the customer that each module will be free from defects in materials and workmanship under normal application, installation, usage and service conditions for a period of 10 years product warranty. starting from the Warranty Start Date (as defined in Section 14 “Validity”). If any module found to be having manufacturing Defects (for clarification purpose: “material or workmanship defects” as defined in IEC 61215-1 Clause 8 and IEC 61730-2 Clause 10.2 for visual defects) then Multi Solar at its discretion, may:

- a. Repair the affected module
- b. Replace the affected module with an equivalent or technically compatible module, or
- c. Provide an appropriate replacement solution in accordance with the applicable warranty terms.

Any deterioration in appearance of the product (including any scratches, stains, mechanical wear, rust, spots and aesthetic defects), or any other changes to the product which occur after delivery to the customer, do not constitute defects under this Limited Warranty. This type of change does not lead to deterioration in the operational capabilities of the module. Claims in the event of glass breakage shall only be enforceable to the extent that there was no external cause for the breakage. (i.e. only breakage caused by the glass itself or the module is covered). The foregoing remedies shall be Multi Solar’s sole and exclusive obligation, and the customer’s sole and exclusive remedy, for any module’s failure to conform to the Limited Product Warranty in this Clause 2, and any repair or replacement shall not extend the warranty period set forth herein. The warranty in this Clause 2 does not warrant a specific power output, which shall be exclusively covered in Clause 3. of the Limited and Linear Power Warranty.

3. LINEAR POWER WARRANTY OR PERFORMANCE WARRANTY – 30 YEARS

For all N-Type TOPCon solar modules:

- a. During the first year, module will exhibit a power output approx. 99% of the peak power under STC at the end of first year.
- b. From 2nd to 30th year, the power output will decline annually by approx. 0.4% of the peak power under the STC. So, at the end of 30 (Thirty) years, approx. 87.4% of peak power at STC can be achieved from the Warranty Start Date.

Year1: $100\% - 1.0\% = 99.0\%$	Year30: $100\% - 1.0\% - (29 \times 0.4\%) = 87.4\%$
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The measurement shall be in accordance with IEC 60904 & measurement system uncertainty shall be included in all actual power measurements. Warranty start date shall be as defined in Clause 14 “Validity”

The actual power output of the Module(s) shall be determined for verification using STC only & measurement system uncertainty shall be included in all actual power measurements. The actual power output measurement is either carried out by a facility of Multi Solar or by a Multi Solar’s recognized third-party testing institute.

4. WARRANTY EXCLUSION & LIMITATIONS

In addition to any other exclusions, limitations or conditions set forth in this Limited and Linear Warranty, the following exclusions and limitations apply here to:

- a) All warranty claims must be received within the applicable warranty period for this Limited and Linear Warranty to be effective.
- b) This Limited and Linear Warranty does not apply to any module which, in Multi Solar’s sole judgment/decision, has been subjected to:
 - Failure to meet the agreed commercial terms with Multi Solar or its subsidiaries. In case that Multi Solar rejects the claim under this warranty based on this provision, the Buyer can deposit the amount not paid in order to trigger the warranty claims;
 - Misuse, tampering, abuse, neglect or accident;
 - Any damage in improper transportation, storage, handling, etc.;
 - Alteration, improper installation or application;
 - Removal and reinstallation at an alternate location;
 - Non-compliance with instructions in the installation manual;
 - Defects and/or failures caused by devices and/or parts other than the Module(s) or by mounting methods of such devices;
 - Defects and/or failures caused by defective wiring, installation, or handling;
 - Any damages caused by abrasion, artificial damage or animals are exempt from this warranty;
 - Exposure to voltage in excess to the maximum system voltage at the lowest temperature of the place or power surges;
 - Repair or modifications by someone other than an approved service technician of Multi Solar
 - Installation in direct contact with salt water, that is to say in offshore (e.g. platforms) and marine (e.g. piers, boats) applications, or contamination resulting from exceptional exposure to salt water or other chemicals;
 - Power failure surges, lightning, installation failure, flood, fire, natural disaster, accidental breakage, heavy snow loads, vandalism or other events outside Multi Solar’s control;
 - Negligence or willful misconduct or other improper acts or omissions of the customer, its employees or agents, or other third parties;
 - Use on mobile units such as vehicles;
 - Negligent maintenance or non- performance of the periodic function checks of the system;
 - Cosmetic variation, stains or scratches that do not affect power output;
 - Exposure to voltages in excess of maximum system voltage specified in datasheet;
 - Untimely or Improper module cleaning due to less cleaning cycles resulting in soiling losses >3% or bird droppings not cleaned resulting in temporary shading and subsequent hotspots;
 - The Buyer’s (and/or its forwarding company) shall be responsible for inspecting and accepting the Module(s) delivered by Multi Solar. Any claim related and/or linked to damages in the packaging, such as impacts on pallets, will only be accepted by Multi Solar if these occur during delivery itself. In all other cases, damages should be claimed from the forwarding company of the insurance company.
 - Warranty Claims will not be honored if the serial number is altered, removed, or made illegible.

- c) During the warranty period, if the product comes under the warranty claim, then only Multi Solar shall bear the direct costs of repairing the modules and transportation charges in delivery of repair material, replacement modules or additional modules to the buyer excluding insurance, air freight, customs clearance, custom duties and other non-supplier costs. Beyond the warranty period mentioned in Clause 2 and 3 of this warranty documents, the buyer shall bear all above mentioned costs.
- d) Multi Solar will review the alleged claim and all associated information. After assessment and inspection, if the claim made is judged as a non-warranty problem, Multi Solar shall not undertake any cost and responsibility w.r.t. repair, maintenance, replacement and refund of modules cost.
- e) If Multi Solar, at its sole discretion considers it necessary, it will either use its own testing equipment or use a third-party testing facility/laboratory recommended by Multi Solar for testing performance of Module(s), for those Modules for which the Buyer has raised warranty claim. If the results of such test prove beyond reasonable doubt that the Module(s) is/are not performing to the extent it was supposed to perform in generating the warranted percentage of its specified minimum power output during the Product Warranty Term and/or Term of Power Output Warranty under the specified conditions under which the specified minimum power output is agreed to be generated, then Multi Solar will, at its sole option either (i) repair or (ii) supply similar Module(s)/Module(s) with similar technical specification as replacement or (iii) provide such other supplementary Module(s) to match the aggregate shortage of power output from the warranted percentage of the power output. This is subject to Warranty Exclusions and Limitations. Repair or Replacement supply of Module(s) shall be performed free of charge only and only if the Module(s) is/are found to have manufacturing defect or short in output proved through the aforesaid test reports. Since the test(s) is/are performed with the consent of the Buyer, Multi Solar's recommended third party's inspections and tests shall be final and decisive for the existence or non-existence of the defect, non-conformity and/or output shortage. In case the Buyer, decides to engage a neutral third-party testing agency to conduct the tests with the prior written consent of Multi Solar, the cost of conducting such tests and the shipping charges for any allegedly detected Module(s) shall be paid by the Buyer.
- f) Notwithstanding anything contained herein or anywhere else or any subsequent communications, Multi Solar shall not in any circumstances be liable to the Buyer or any third party for the death of any person or any loss, injury or damages to any person or property during the transit, handling, loading, unloading, installation, Fire damage, Electrocution, tampering, Mishandling, Operation & Maintenance, etc of the Module(s).
- g) After Replacement, the defective Module(s) and any other replacement item(s) shall become the sole and exclusive property of Multi Solar.
- h) In case of replaced Module(s), the Warranty shall be available only for the remaining terms of original Module and the term of warranties as per clause A & B shall not again start from the date of replacement of Module(s).
- i) Return of any replaced Module(s) is/are not accepted unless prior written authorization in writing has been given by competent authority of Multi Solar.
- j) Multi Solar may necessarily not supply the identical Module(s) owing to constant changes in technology but would supply similar Module(s) that may be available at the time of warranty claim. Multi Solar shall have a right to deliver another type (different in size, shape, colour and/or power) where Multi Solar has discontinued producing the Modules(s) being replaced under the claim. Such replacement shall not create any obligation upon Multi Solar to reproduce a discontinued Module or to provide an identical model, specification or design.
- k) The installation of Module(s) requires great degree of care & skills, it should only be performed by a qualified and licensed professional, including, without limitation, licensed contractors and licensed electricians. Multi Solar will not be responsible for any damages to the Solar Module(s) due to any incorrect or wrong installation done by user or his contractor or electrician.

- l) Repair, replacement, refund or supplementation of Module(s) on Multi Solar's discretion shall be the exclusive remedies under this Warranty Statement. Multi Solar hereby disclaims any other responsibility or liability, the Buyer waives all his legal rights upon accepting any of the remedies provided under this Warranty Statement.
- m) All warranty claims (with proof of defect) must be received within the Term of Product Warranty and/or Term of Power Output Warranty for this warranty to be effective. Any claim that accrued within the relevant Term of Product Warranty and/or Term of Power Output Warranty but brought even a single day after the date of expiry of the Term of Product Warranty and/or Term of Power Output Warranty shall not be entertained by Multi Solar and Buyer thereby discharges Multi Solar unconditionally against any claims of whatsoever nature with respect to the Module(s) covered under this Warranty Statement.
- n) The warranty under this Warranty Statement shall apply only to those Modules against which 100% payment is made by the Buyer to Multi Solar.

5. WARRANTY CLAIM PROCEDURE

If the customer believes it has a justified claim covered by this Limited and Linear Warranty, and wishes to seek a remedy hereunder, the customer shall promptly contact the local Customer Service Manager as authorized by Multi Solar, where applicable, submitting written notification by registered mail or by sending an email, who will then provide instructions and a claim form for filing the claim. If not applicable, the customer shall submit written notification directly to Multi Solar by mailing a registered letter to Multi Solar's address listed hereunder (clause 16) in order to receive instructions and the claim form for filing the claim. Upon receipt of all the documentation required and specified in Multi Solar's claim form, Multi Solar may, at its sole and absolute discretion, seek further verification of the customer's claim such as the complete system details of the Plant and the operation and maintenance details of the plant. The return of any module will not be accepted unless prior written authorization has been given by competent authority of Multi Solar and the customer has complied with the packaging and shipping instructions provided by Multi Solar.

The warranty claim form must include the following details:

- Customer name and contact details;
- Project/site address;
- Module model, Module model number, module type and rated power
- Module serial number, barcode and manufacturing batch/lot number, wherever available;
- Purchase invoice and Date of Purchase;
- PVSYST report/design report and applicable system performance assumptions, where the claim relates to power output, degradation, energy generation or system performance;
- Date of installation;
- Installation details;
- Description of the alleged defect or performance issue;
- Details of any repairs, modifications, replacement, relocation, dismantling, reinstallation or other intervention carried out on the Module or associated system;
- SCADA/monitoring-system data, including generation and module/string-level performance data, where available;

- Proof of ownership and, where applicable, details of any transfer of ownership;
- Details of the operation and maintenance history of the affected Modules/system, including cleaning, inspection and maintenance records, wherever relevant;
- High-quality visual front and rear images of the individual affected PV-module(s) which show the issue/anomaly including pictures of the system and surrounding environment
- Acceptance protocol of handover after the installation was finished and the system connected to the grid with all relevant measured system.
- In case of low power output, information on PV module, inverter, the circuitry/ power plant layout and clear pictures of surroundings showing shadow and/or the shadow drawing/layout if made in an industry standard software.
- Installation test report conforming to IEC 62446/ IEC 60364-6.
- Relevant test reports and measurements;
- Photographs/videos of the module and installation;
- Any other information reasonably requested by Multi Solar.

Multi Solar may inspect the module, installation site and associated system before determining the validity of the warranty claim.

6. TRANSFERABILITY

This Limited and Linear Warranty is transferable to any subsequent owner of a module solely in circumstances in which that module remains installed in its original location. Any transferee is subject to and the transferee accepts and agrees to all the exclusions, limitations and conditions set forth herein and pre approval from competent authority of Multi Solar.

The transferee accepts and agrees to be bound by all terms, conditions, exclusions and limitations contained in this Warranty Statement.

7. SEVERABILITY

If a part, provision or clause of this Limited and Linear Warranty, or the application thereof to any person or circumstance, is held invalid, void or unenforceable, such holding shall not affect the validity or enforceability of any other part, provision or clause of this Limited Warranty or its applicability to any other person or circumstance, and to this end such other parts, provisions, clauses or applications of this Limited and Linear Warranty shall be treated as severable

8. LIMITATION OF LIABILITY

To the maximum extent permitted by the applicable laws, Multi Solar shall not be liable for any indirect, incidental, special, exemplary, punitive or consequential loss, damage or expense arising out of use, Installation of the Modules, including without limitation loss of use, loss of production, loss of generation, loss of revenue, loss of profit, loss of anticipated savings, financing costs, contractual penalties, business interruption or any other economic or commercial loss, whether arising in contract, tort, negligence, statute or otherwise. have no responsibility or liability whatsoever for damage or injury to persons or property, or for other loss or injury, resulting from any cause whatsoever arising out of or related to any module, including, without limitations, any defect in any module, or from use or installation of

any module. To the maximum extent permitted by applicable law, under no circumstances shall Multi Solar be liable for incidental, consequential or special damages, howsoever caused, even if Multi Solar has been advised of or reasonably could have foreseen such damages. Loss of use, loss of profits, loss of production and loss of revenues are hereby specifically, and without limitation, excluded to the maximum extent permitted by applicable law. Notwithstanding anything contained elsewhere in this document, Multi Solar's aggregate liability, if any, for damages or otherwise, shall not exceed the amount paid by the customer for the specific module that gave rise to the warranty claim.

We should add the Exclusion of Balance of System

We can also add that the Exclusion apply to any defect, damage, malfunction or performance issue resulting from the use of connectors, cables, electrical components, inverters or other equipment

9. BALANCE OF SYSTEM

This Warranty applies exclusively to the Modules manufactured and supplied by Multi Solar and shall not extend to any inverter, transformer, cable, mounting structure, tracker, connector, junction box, monitoring system, battery, electrical equipment or other balance-of-system component not manufactured and expressly warranted by Multi Solar.

Any defect, malfunction or performance issue arising from or attributable to such balance-of-system components shall be outside the scope of this Warranty.

10. ELECTRICAL COMPATIBILITY

The Warranty shall not apply to any defect, damage, malfunction or performance issue resulting from the use of connectors, cables, electrical components, inverters or other equipment that is incompatible with the Module specifications or has not been installed and operated in accordance with Multi Solar's applicable technical documentation.

The Buyer shall ensure that all electrical connections, mating connectors, cables and associated equipment are technically compatible with the Modules and are installed in accordance with applicable standards and Multi Solar's instructions.

11. DISCLAIMER

This Limited and Linear Warranty is expressly in lieu of and excludes all other express or implied warranties, including but not limited to warranties of merchantability, title, non-infringement and fitness for particular purpose, use or application, and all other obligations or liability on the part of Multi Solar unless such other obligations or liabilities are expressly agreed to in writing, and signed and approved by Multi Solar.

No representation, commitment, warranty or undertaking additional to or inconsistent with this Warranty Statement shall be binding upon Multi Solar unless expressly recorded in writing and signed by an authorised representative of Multi Solar.

12. TECHNICAL DISPUTES

In the event of any dispute between Multi Solar and the Buyer as to the validity of any claim made under this Warranty Statement, an ISO 17025 accredited or any well-known independent and neutral third-party testing organization/laboratory, shall be called upon to judge the claim and participate in the final settlement. All measurements will be conducted in accordance with applicable IEC standard and under STC. All fees and expenses associated with engaging such institutes/labs will be borne by the buyer.

Unless otherwise agreed in writing, the costs of such independent testing shall initially be borne by the party requesting such testing and shall ultimately be allocated in accordance with the outcome of the testing and/or as otherwise determined under the applicable contractual arrangement.

The determination of such laboratory in relation to the technical characteristics tested shall, subject to applicable law, be final and binding upon the parties.

13. GOVERNING LAW

Any claim or dispute arising under or in connection with this Warranty Statement shall be brought exclusively in the Courts of Gurugram, India and warranty herein shall be governed by Indian Laws. This clause shall override any purchase order/contract/agreement or any document which mentions some other governing law and jurisdiction, unless an amendment is carried to that effect in this Warranty Statement and mere signing of purchase order/contract/agreement having overriding clause will not affect this Warranty Statement.

This Warranty Statement shall be governed by and construed in accordance with the laws of India.

Subject to any mandatory jurisdiction prescribed under applicable law, the courts having jurisdiction at Gurugram, Haryana, India shall have exclusive jurisdiction in respect of disputes arising out of or in connection with this Warranty Statement.

Nothing contained herein shall prevent Multi Solar and the Buyer from mutually agreeing in writing to an alternative dispute resolution mechanism or forum for resolution of a specific dispute.

14. FORCE MAJEURE

Multi Solar shall not be liable for any failure, delay or inability to perform any obligation under this Warranty Statement to the extent such failure, delay or inability is caused by circumstances beyond its reasonable control, including, without limitation, acts of God, earthquake, flood, fire, cyclone, natural calamity, epidemic or pandemic, war, terrorism, civil disturbance, riot, strike, lockout, governmental action, regulatory restriction, embargo, transportation disruption, shortage or unavailability of raw materials, components or utilities, interruption of manufacturing facilities, or any other event beyond the reasonable control of Multi Solar.

During the continuance of such circumstances, the affected warranty obligation shall be suspended to the extent and for the duration that performance is prevented or materially delayed.

Damage to a Module directly caused by any such event shall not constitute a Defect covered under this Warranty.

15. VALIDITY

The start date of this Limited and Linear Warranty ("Warranty Start Date") shall be defined as the earlier of either:

- The sales invoice date; or
- One (1) month after the module was dispatched from Multi Solar's production facilities. This Limited and Linear Warranty shall be valid until a revised version is issued by Multi Solar. Multi Solar reserves the right to revise the warranty conditions without any prior notification.
- Repair, replacement, transfer of ownership, delayed installation or storage of a Module shall not restart, renew or extend the original warranty period.

Project Liquidated Damages and third-party Claims

Any liquidated damages, delay damages, contractual penalties, generation shortfall claims, performance damages or other amounts payable by the Buyer to any third party, including an owner, EPC contractor, project developer, lender, utility, off-taker or governmental authority, shall not constitute a warranty claim against Multi Solar and shall not be recoverable from Multi Solar under this Warranty Statement.

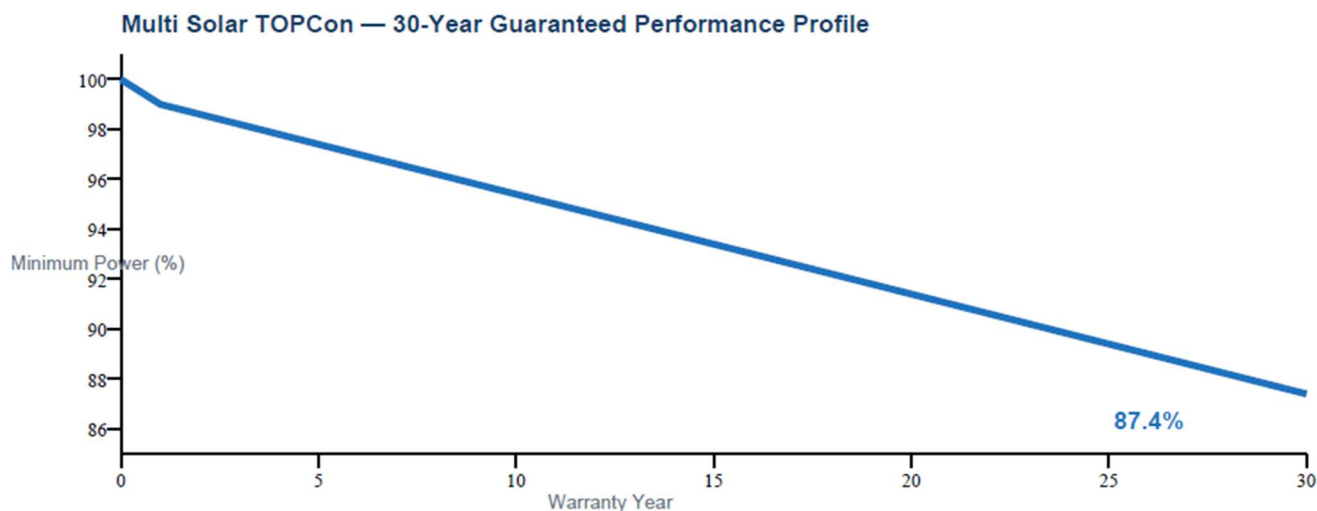
Multi Solar's obligations shall be limited strictly to the remedies expressly provided under this Warranty Statement.

16. WARRANTED POWER PERFORMANCE GRAPH & TABLE

Year 1: approx. 1.0% degradation.

Years 2–30: approx. additional degradation of 0.4% per year.

Therefore, the warranted approx. output at the end of Year 30 is 87.4% of the original rated power.



WARRENTED POWER PERFORMANCE TABLE

Warranty Period	Rate of Degradation	Power Output
End of Year 1	1.0%	99.0%
End of Year 2	0.40%	98.6%
End of Year 3	0.40%	98.2%
End of Year 4	0.40%	97.8%
End of Year 5	0.40%	97.4%
End of Year 6	0.40%	97.0%
End of Year 7	0.40%	96.6%
End of Year 8	0.40%	96.2%
End of Year 9	0.40%	95.8%
End of Year 10	0.40%	95.4%
End of Year 11	0.40%	95.0%
End of Year 12	0.40%	94.6%
End of Year 13	0.40%	94.2%
End of Year 14	0.40%	93.8%
End of Year 15	0.40%	93.4%
End of Year 16	0.40%	93.0%
End of Year 17	0.40%	92.6%
End of Year 18	0.40%	92.2%
End of Year 19	0.40%	91.8%
End of Year 20	0.40%	91.4%
End of Year 21	0.40%	91.0%
End of Year 22	0.40%	90.6%
End of Year 23	0.40%	90.2%
End of Year 24	0.40%	89.8%
End of Year 25	0.40%	89.4%
End of Year 26	0.40%	89.0%
End of Year 27	0.40%	88.6%
End of Year 28	0.40%	88.2%
End of Year 29	0.40%	87.8%
End of Year 30	0.40%	87.4%

17. DETAILS FOR CORRESPONENCE

Manufactured & marketed by	Multi Infrastructure & Engineering Private Limited
Brand	MULTI SOLAR
Corporate Office	317-318, 3rd Floor, Tower 1, DLF Corporate Greens, SPR Road, Sector 74A, Gurugram, Haryana – 122004, India
Factory Address	C/O: Central Electronics Ltd, 4, Industrial Area, Saur Urja Marg, Sahibabad, Ghaziabad, UP- 201010
Website	www.multisolar.in
Email	info@multisolar.in
Customer Care	+91- 8065378787