

## 1. Limited Product Warranty | Repair or Replacement | 10 years

All products are certified EN12150 Glass in Buildings. ISSOL sa/nv warrants the Product(s) to be free from defects in materials and workmanship under normal application, installation, use, and service conditions. If the Product(s) fails to conform to this warranty, ISSOL sa/nv will, at its sole option, either repair or replace the Product(s). This warranty shall extend for a period ending one hundred and twenty (120) months from the date of purchase on the invoice. This repair or replacement remedy shall be the sole and exclusive remedy provided under this warranty and the original product warranty period remains in effect and will not be extended, nor will a new warranty period begin, upon repair or replacement of defective product(s). Glass-Foil PV Glazings sold without frame are considered as half-finished products; their warranty is limited to twenty four (24) months. The following conditions apply to this Limited Product Warranty:

- a) The warranty remedy will extend only to claims received before the end of the warranty period.
  - b) ISSOL sa/nv reserves the right to repair or replace the original Product(s) with new or refurbished Product(s). Only one option will be implemented at ISSOL sa/nv's sole discretion.
  - c) Product(s) removal, transportation, reinstallation, and related fees are excluded from this Limited Product Warranty.
  - d) This warranty is applicable to the Product(s) only and does not apply to any other system components or parts.
- Extended warranty conditions are possible when the product is insured by the insurance company "Ethias" – contract n°45208045 – and/or when it is clearly stated on the invoice.

## 2. Limited Output Warranty | 25 years Glass-Foil PV Glazings – 30 years Glass-Glass PV Glazings with sealant and frame

ISSOL sa/nv warrants that the power output degradation will not fall under 80% of the designated Minimum Power (Pmin) output during twenty five (25) years for Glass-Foil PV Glazings and thirty (30) years for Glass-Glass PV Glazings with sealant+frame - from the date of product(s) purchase by the Customer. As an example:

- At the Time of Purchase: Maximum Power (Pmax) stated on the invoice or product catalog = 200 watts
- 0-10 years: 90% of the Minimum Power (Pmin) = 162 watts
- 10-25 years: 80% of the Minimum Power (Pmin) = 144 watts

Note 1: Maximum Power (Pmax) and Minimum Power (Pmin) are measured under Standard Test Conditions (STC) 1000W/m<sup>2</sup>, Cell Temperature 25°C, Air Mass 1.5.

Note 2: Minimum Power (Pmin) = 90% of Maximum Power at the time of purchase.

Upon receipt of a warranty claim, ISSOL sa/nv or its designated representative shall conduct measurements to determine the actual power output of the Product(s). ISSOL sa/nv's measurement shall be the sole determination for purposes of warranty settlement. If ISSOL sa/nv measures power loss under the warranted level and such power loss is the result of a product defect, as determined by ISSOL sa/nv in its sole and absolute discretion, ISSOL sa/nv will supplement the output deficiency using one of the following remedies:

- a) ISSOL sa/nv may provide additional new or refurbished Product(s) to restore the deficient output; or
- b) ISSOL sa/nv may repair or replace the Product(s) with new or refurbished Product(s); or
- c) ISSOL sa/nv may refund the Customer the original Product(s)

purchase price less depreciation. The refund will be pro-rated by the number of years and/or months from the date of purchase on the invoice.

When one of the power output supplemental remedies is employed, the following conditions will apply:

- a) The warranty remedy will extend only to claims received before the end of the warranty period.
  - b) The purchase date of original Product(s) shall determine the start of the warranty period in the event ISSOL sa/nv repairs, replaces, or adds more Product(s).
  - c) Supplemental remedies may not be combined. One remedy option (additional Products, repair/replacement of Products, or prorated refund) will be employed, at ISSOL sa/nv's sole option.
  - d) Product(s) removal, transportation, reinstallation, and related fees are excluded from this Limited Power Output Warranty.
- Extended warranty conditions are possible when the product is insured by the insurance company "Ethias" – contract n°45208045 – and when it is clearly stated on the invoice.

### Summary of warranties per product type

Product Type/ Warranties	Mechanical	Output
Glass/Foil PV Glazing with frame	10 years	25 years
Glass/Foil PV Glazing without frame	2 years	10 years
Glass/Glass PV Glazing sealant + frame	10 years	30 years
Glass/Glass PV Glazing without frame	10 years	25 years
Double/Triple insulated PV Glazing	10 years	25 years

## 3. Limited Warranty Exclusions

The Limited Warranties described above in exclude all of the following conditions and cases:

- a) Improper usage, installation, wiring, handling, drilling, removal, or maintenance and abuse, neglect, or accident.
- b) Lack of compliance with European Electric norms, or ISSOL's installation instructions, or use and maintenance instructions
- c) Marine, recreation vehicle and/or mobile installations of any kind except when specifically approved by ISSOL sa/nv
- d) Alteration or improper application, such as, but not limited to, use with mirrors, under concentrated sunlight, and direct contact with solar thermal systems.
- e) Damage to the laminate from removing parts.
- f) Damage from abuse, alteration, installation or improper repair by anyone other than ISSOL sa/nv authorized and trained technicians.
- g) Improper storage, packaging or transportation.
- h) Damage from external stress, such as falling rocks, from walking on the PV Glazings or from other debris. Any loss of power or damage to the cells detected using an electroluminescence camera that proves that the cells were damaged by an external cause after delivery of the product;
- i) Damage from environmental pollution such as soot, salt damage, or acid rain.
- j) Damage from defects in system-related parts and components, or non-compatibility of Product(s) with system and related components.
- k) Damage from extreme natural conditions (snow, hail, earthquakes, typhoons, tornados, volcanic activity, flooding, tsunami, lightning, etc.) and fire, power surges, power failures or other unforeseen circumstances that are beyond ISSOL sa/nv's control or when the exceptional character has been recognized by the local meteorological services.

- l) Damage from terrorist acts, riots, war or other man-made disasters.
- m) External stains or scratches that do not affect output
- n) Damages caused by excessive moisture and/or chemical concentration, from an external source
- o) Damage due to sound, vibration, rust, scratching, or discoloration that are the result of normal wear and tear, aging or continuous use.
- p) Expiration of warranty, no evidence of purchase or no proof of delivery, and no installation by a ISSOL sa/nv authorized representative or licensed electrical contractor.
- q) Altered, removed, or illegible Product(s) serial number(s).
- r) Product(s) installed in a location that exceeds Standard Operating Conditions.
- s) Broken cells or bubbles inside the laminate are not considered as defects as long as they do not affect the performances within the tolerances described in the Output Warranty
- t) The use of prototypes, class II products, customized products, or frameless PV glazing is not covered by this warranty unless specifically mentioned on the invoice.
- u) ISSOL sa/nv's PV Glazings are not suitable for use as glass roof without underlying structure without approval of our engineering and design department.
- v) Hotspot detection using a thermal imaging camera does not entail the automatic activation of the guarantee when the actual power loss is not recognized by ISSOLsa/nv or its representatives with the right measuring equipments in Standard Testing Conditions (STC).

## 4. Limitation of Warranty

THE EXPRESS WARRANTIES SET FORTH HEREIN SHALL CONSTITUTE THE ONLY WARRANTIES APPLICABLE TO THE PRODUCT(S). ISSOL sa/nv HEREBY EXPRESSLY DISCLAIMS ANY AND ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION THE WARRANTIES OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE, USE, OR APPLICATION, AND ALL OTHER OBLIGATIONS OR LIABILITIES ON ISSOL sa/nv'S PART, UNLESS SUCH OTHER WARRANTIES, OBLIGATIONS OR LIABILITIES ARE EXPRESSLY AGREED TO IN WRITING BY ISSOL sa/nv. ISSOL sa/nv SHALL NOT BE RESPONSIBLE OR LIABLE IN ANY WAY 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 THE PRODUCT(S), INCLUDING, WITHOUT LIMITATION, ANY DEFECTS IN THE PRODUCT(S), OR FROM USE OR INSTALLATION. IN NO EVENT SHALL ISSOL sa/nv BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES, LOSS OF USE, LOSS OF PROFITS, LOSS OF PRODUCTION, OR LOSS OF REVENUES FOR ANY REASON WHATSOEVER. ISSOL sa/nv'S TOTAL LIABILITY, IF ANY, IN DAMAGES OR OTHERWISE, SHALL NOT EXCEED THE INVOICE VALUE PAID BY THE CUSTOMER FOR THE PRODUCT(S) OR SERVICE(S) FURNISHED, WHICH IS THE SUBJECT OF CLAIM OR DISPUTE.

## 5. Replacements

Product(s) that is replaced by ISSOL sa/nv shall become the property of ISSOL sa/nv. ISSOL sa/nv reserves the right, at its sole option, to deliver another type of new or refurbished Product(s) that may differ in size, color, shape, model number, and/or power level.

## 6. Governing laws

Any Claims or Dispute regarding these warranties shall be governed by the laws of the Kingdom of Belgium

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