

光伏组件 有限质保书

Limited Warranty for PV Modules

感谢您购买新霖飞太阳能光伏组件，新霖飞为您购买的太阳能光伏组件提供 12 年的材料和工艺质保和 25 / 30 年的功率质保，本质保书涵盖的标准组件覆盖认证证书上的所有产品型号：

Thank you for purchasing Sunrev solar PV modules. Sunrev solar provides a 12-year material and workmanship warranty and a 25/30-year power warranty for the solar photovoltaic modules you purchased. This warranty covers all standard module models listed on the certification certificate:

Certificate registration no:44 780 26 406749 - 017M1

1: PV Modules with Half-cut 166mm PERC Mono-crystalline Silicon Solar Cells:

144 cells: SUN166MHCxxx-72 (xxx=440-460, in steps of 5)

120 cells: SUN166MHCxxx-60 (xxx=360-380, in steps of 5)

2: PV Modules with Half-cut 182mm PERC Mono-crystalline Silicon Solar Cells:

156 cells: SUN182MHCxxx-78 (xxx=585-605, in steps of 5)

144 cells: SUN182MHCxxx-72(xxx=530-550, in steps of 5)

120 cells: SUN182MHCxxx-60 (xxx=435-455, in steps of 5)

108 cells: SUN182MHCxxx-54 (xxx=395-415, in steps of 5)

3: PV Modules with Half-cut 210mm PERC Mono-crystalline Silicon Solar Cells:

132 cells: SUN210MHCxxx-66 (xxx=650-670, in steps of 5)

120 cells: SUN210MHCxxx-60 (xxx=590-610, in steps of 5)

110 cells: SUN210MHCxxx-55 (xxx=540-560, in steps of 5)

4: PV Modules with Half-cut 182mm TOPCon Mono-crystalline Silicon Solar Cells:

156 cells: SUN182THCxxx-78 (xxx=610-630, in steps of 5)

144 cells: SUN182THCxxx-72 (xxx=565-585, in steps of 5)

120 cells: SUN182THCxxx-60 (xxx=465-485, in steps of 5)

108 cells: SUN182THCxxx-54 (xxx=420-440, in steps of 5)

5: PV Modules with Half-cut 210mm TOPCon Mono-crystalline Silicon Solar Cells:

132 cells: SUN210THCxxx-66 (xxx=680-700, in steps of 5)

120 cells: SUN210THCxxx-60 (xxx=615-635, in steps of 5)

Certificate registration no:44 780 26 406749 - 018:

1: Double Glass PV Modules with Half-cut 166mm PERC Mono-crystalline Silicon SolarCells:

144 cells: SUN166MHCDxxx-72 (xxx=440-460, in steps of 5)

120 cells: SUN166MHCDxxx-60 (xxx=360-380, in steps of 5)

2: Double Glass PV Modules with Half-cut 182mm series PERC Mono-crystalline SiliconSolar Cells:

156 cells: SUN182MHCDxxx-78 (xxx=585-605,in steps of 5)

144 cells: SUN182MHCDxxx-72 (xxx=530-555, in steps of 5)

120 cells: SUN182MHCDxxx-60 (xxx=435-460, in steps of 5)

108 cells: SUN182MHCDxxx-54 (xxx=395-420, in steps of 5)

3: Double Glass PV Modules with Half-cut 210mm PERC Mono-crystalline Silicon SolarCells:

132 cells: SUN210MHCDxxx-66 (xxx=640-670, in steps of 5)

120 cells: SUN210MHCDxxx-60 (xxx=580-610, in steps of 5)

4: Double Glass PV Modules with Half-cut 182mm series TOPCon Mono-crystallineSilicon Solar Cells:

156 cells: SUN182THCDxxx-78 (xxx=605-625, in steps of 5)

144 cells: SUN182THCDxxx-72(xxx=560-580, in steps of 5)

120 cells: SUN182THCDxxx-60 (xxx=460-480, in steps of 5)

108 cells: SUN182THCDxxx-54 (xxx=420-440, in steps of 5)

5: Double Glass PV Modules with Half-cut 210mm TOPCon Mono-crystalline SiliconSolar Cells:

132 cells: SUN210THCDxxx-66 (xxx=680-700, in steps of 5)

120 cells: SUN210THCDxxx-60 (xxx=615-635, in steps of 5)

Certificate registration no:44 780 26 406749 - 108:

1: PV Modules with Half-cut 182mm series TOPCon Mono-crystallineSilicon Solar Cells:

156 cells: SUN182THCxxx-78(xxx=625-655, in steps of 5)

144 cells: SUN182THCxxx-72 (xxx=575-605, in steps of 5)

132 cells: SUN182THCxxx-66 (xxx=525-555, in steps of 5)

120 cells: SUN182THCxxx-60 (xxx=480-500, in steps of 5)

108 cells: SUN182THCxxx-54 (xxx=430-450, in steps of 5)

132 cells: SUN210RTHCxxx-66 (xxx=610-640, in steps of 5)

120 cells:SUN210RTHCxxx-60 (xxx=555-580, in steps of 5)

108 cells: SUN210RTHCxxx-54 (xxx=500-520, in steps of 5)

96 cells: SUN210RTHCxxx-48 (xxx=445-465, in steps of 5)

2: PV Modules with Half-cut 210mm TOPCon Mono-crystalline Silicon Solar Cells:

132 cells: SUN210THCxxx-66 (xxx=700-720, in steps of 5)

120 cells: SUN210THCxxx-60 (xxx=635-655, in steps of 5)

Certificate registration no:44 780 25 406749 - 109R2M4:

1: Double Glass PV Modules with Half-cut 182mm series TOPCon Mono-crystalline Silicon Solar Cells:

156 cells: SUN182THCDxxx-78 (xxx=625-655, in steps of 5)

144 cells: SUN182THCDxxx-72 (xxx=575-605, in steps of 5)

132 cells: SUN182THCDxxx-66 (xxx=525-555, in steps of 5)

120 cells: SUN182THCDxxx-60 (xxx=480-500, in steps of 5)

108 cells: SUN182THCDxxx-54 (xxx=430-450, in steps of 5)

132 cells: SUN210RTHCDxxx-66 (xxx=605-635, in steps of 5)

120 cells: SUN210RTHCDxxx-60 (xxx=550-575, in steps of 5)

108 cells: SUN210RTHCDxxx-54 (xxx=495-520, in steps of 5)

96 cells: SUN210RTHCDxxx-48 (xxx=440-460, in steps of 5)

156 cells: SUN182ZTHCDxxx-78 (xxx=630-650, in steps of 5)

144 cells: SUN182ZTHCDxxx-72 (xxx=580-600, in steps of 5)

132 cells: SUN182ZTHCDxxx-66 (xxx=530-550, in steps of 5)

120 cells: SUN182ZTHCDxxx-60 (xxx=485-500, in steps of 5)

108 cells: SUN182ZTHCDxxx-54 (xxx=435-450, in steps of 5)

132 cells: SUN210RZTHCDxxx-66 (xxx=610-630, in steps of 5)

120 cells: SUN210RZTHCDxxx-60 (xxx=555-570, in steps of 5)

108 cells: SUN210RZTHCDxxx-54 (xxx=500-515, in steps of 5)

96 cells: SUN210RZTHCDxxx-48 (xxx=445-460, in steps of 5)

2: Double Glass PV Modules with Half-cut 210mm series TOPCon Mono-crystalline Silicon Solar Cells:

132 cells: SUN210THCDxxx-66 (xxx=695-720, in steps of 5)

120 cells: SUN210THCDxxx-60 (xxx=630-655, in steps of 5)

156 cells: SUN210RTHCDxxx-78 (xxx=720-750, in steps of 5)

144 cells: SUN210RTHCDxxx-72 (xxx=665-690, in steps of 5)

132 cells: SUN210ZTHCDxxx-66 (xxx=700-725, in steps of 5)

120 cells: SUN210ZTHCDxxx-60 (xxx=640-655, in steps of 5)

对于涵盖的产品型号的标准太阳能组件，新霖飞光伏将保证其光伏太阳能组件（简称组件）的性能：

For the standard solar modules of the covered product models, Xinlinfei PV will guarantee the performance of its photovoltaic solar modules (referred to as modules) :

(a) 保证期从其销售给第一个安装（自用）的客户之日起（销售日期），或者

(a) The warranty period commences from the date on which it is sold to the first installed (self-use) customer (date of sale), or

(b) 从新霖飞光伏工厂发货 6 个月后起算。

此两个日期以在先者为准（质保开始日）。

Starting from six months after the Modules are shipped from the Sunrev plant, whichever comes earlier ("Warranty Commencement Date").

1. 有限产品质保

Limited Product Warranty

新霖飞光伏保证上述型号的太阳能光伏组件在上述质保开始日后的12年内，在正常的应用、安装、使用及服务条件下无重大材料和做工缺陷。上述组件必须按照新霖飞光伏提供的最新安全、安装和操作手册进行安装，否则此质保无效。

Sunrev warrants that the Modules are free from major defects in material and workmanship under normal application, installation, use, and service conditions for a period of 12 years from the Warranty Commencement Date. The above Modules must be installed in compliance with the latest *Safety, Installation, and Operation Manual* provided by Sunrev. Otherwise, this Warranty will be invalid.

如果组件在质保起始日后的 12 年内由于材料或工艺上的缺陷出现故障或者不能运行，新霖飞光伏将自行决定选择以下任一补救措施：（1）维修或更换出现问题的组件；（2）赔偿等价的组件成本给客户（按客户索赔时的市场价格）。

If the Modules become malfunctioning or non-operative due to defects in material or workmanship during the 12 years' warranty period from the Warranty Commencement Date, Sunrev will, at its sole option, take either of the following remedies: (1) repair or replace the malfunctioning or non-operative Modules; or (2) refund the prevailing market price of a comparable Module at the time of the customer's claim.

在上述中所提及的赔偿方式是此“有限产品质保”提供的唯一和排他的措施。

The above remedy shall be the sole and exclusive remedy provided under this Limited Product Warranty.

此“产品有限质保”并不涉及组件的功率输出保证，功率输出保证将在下面第二部分“有限峰值功率保证”进行专门的描述。

This Limited Product Warranty does not involve the warranty for power output of Modules, which shall be exclusively covered under Section 2 Limited Peak Power Warranty of this Warranty.

2. 有限峰值功率保证

Limited Peak Power Warranty

新霖飞提供自质保起始日起25（单玻）/30（双玻）年内的功率输出保证，计算功率输出的损失依据组件铭牌上规定的标准测试条件下的标称功率和实际组件在标准测试条件下的组件功率的对比值。

Sunrev warrants that for a period of 25 years (for single-glass modules) or 30 years (for double-glass modules) starting from the Warranty Commencement Date, loss of power output against the nominal power under the standard test conditions (STC) specified on the label of the Modules when measured at STC for the Modules shall not exceed:

1) P型单晶组件：单玻/双玻组件的质保起始日起的第一年内衰减均在 2.0%以内，单玻功率保证期内的第 2 ~ 25 年间每年平均衰减在 0.55%内（最后一年组件输出功率大于 84.80%）；双玻功率保证期内的第2 ~ 30 年间每年平均衰减在0.45%内（最后一年组件输出功率大于 84.95%）。

For P-type monocrystalline modules: 2.0% for the first year from the Warranty Commencement Date (for both single- and double-glass modules), and 0.55% per year thereafter from the 2nd to the 25th year of the warranty period, with a power output on the last year of the 25 years' warranty period exceeding 84.80% (for single-glass modules); or 0.45% per year thereafter from the 2nd to the 30th year of the warranty period, with a power output on the last year of the 30 years' warranty period exceeding 84.95% (for double-glass modules).

2) N型单晶组件：单玻/双玻组件的质保起始日起的第一年内衰减在 1.0%以内，单玻功率保证期内的第 2 ~ 25 年间每年平均衰减在 0.40%内（最后一年组件输出功率大于 89.40%）；双玻功率保证期内的第2 ~ 30 年间每年平均衰减在0.40%内（最后一年组件输出功率大于 87.40%）。

For N-type monocrystalline modules: 2.0% for the first year from the Warranty Commencement Date (for both single- and double-glass modules), and 0.40% per year thereafter from the 2nd to the 25th year of the warranty period, with a power output on the last year of the 25 years' warranty period exceeding 89.40% (for single-glass modules); or 0.40% per year thereafter from the 2nd to the 30th year of the warranty period, with a power output on the last year of the 30 years' warranty period exceeding 87.40% (for double-glass modules).

在自质保起始日起的25/30年功率保证期内，新霖飞光伏保证销售的合格组件功率满足上述功率保证值。如果出现任何被新霖飞光伏证实的超出保证值的功率损失，新霖飞光伏将自行决定选择以下任一补救措施：（1）维修或更换缺陷组件；或者（2）对于实际功率输出与新霖飞所规定的标称功率的差额超过上文保证的部分，向客户同比例退还组件的成本费用（按客户索赔时的组件市场价格计算）；或者（3）提供给客户额外的组件以弥补上述功率的损失。

Within the 25 /30 years' warranty period from the Warranty Commencement Date, Sunrev warrants that all qualified Modules sold by Sunrev meet the aforesaid warranted values. In case of any loss of power output, as verified by Sunrev, that exceeds the aforesaid warranted values, Sunrev will, at its sole option, take any of the following remedies: (1) repair or replace the defective Module; or (2) for the portion of the difference between the actual power output and the nominal power specified by Sunrev in excess of the aforesaid warranted value, refund the prevailing market price of a comparable PV Module at the time of the customer's claim on a pro-rata basis; or (3) make up for such loss in power by providing the customer with an additional Module.

上述组件必须按照新霖飞提供的最新安全、安装和操作手册进行安装，否则该质保无效。标准的测试条件指辐照强度每平方米1000瓦，组件温度25摄氏度，光谱AM 1.5。

The above Modules must be installed in compliance with the latest *Safety, Installation, and Operation Manual* provided by Sunrev. Otherwise, this Warranty will be invalid. STC is defined as 1,000 W/m² irradiance, 25°C Module temperature, and AM 1.5 spectrum.

在上述中所提及的赔偿方式是“有限峰值功率保证”中所提供的唯一和排他性的补救方法。

The above remedy shall be the sole and exclusive remedy provided under this Limited Peak Power Warranty.

3. 排除和限制

Exclusions and Limitations

- 1) 在任何条件下，所有质保要求必须在相应的质保期内提出才有效。
All warranty claims, in any event, must be filed within the applicable warranty period.
- 2) 组件的“有限产品质保”和“有限峰值功率质保”不适用于遭受如下情况的组件：
The Limited Product Warranty and Limited Peak Power Warranty shall not apply to the Modules which have been subject to:
 - ⊕ 误用、滥用、疏忽或事故；
Misuse, abuse, neglect, or accident;
 - ⊕ 改装、不当安装或使用；
Alteration or improper installation or use;
 - ⊕ 未遵循新霖飞光伏的安装和保养维护说明；
Non-observance of Sunrev's installation and maintenance instructions;
 - ⊕ 非新霖飞光伏认可的维修技术人员的维修或改动；
Repair or modifications by someone other than an approved service technician of Sunrev;
 - ⊕ 停电、雷电、供水、火灾、意外破损，或其他新霖飞光伏不可控制的事件；
Power failure, lightning, flood, fire, accidental breakage, or other events beyond Sunrev's control;
 - ⊕ 不正常的环境条件造成的损害，包括但不限于不当电压、酸雨，多变的海洋环境，其它污染，或损害是源自于组件安装在有缺陷的建筑物上；
Damage arising from abnormal environmental conditions, including but not limited to improper voltage, acid rain, changing marine environment, or other pollution, or damage resulting from the installation of the Modules on a defective building;
 - ⊕ 不正常的系统安装或使用条件，包括但不限于支架安装或使用不合理，系统其他部件设计、安装或使用不当等；
Abnormal system installation or use conditions, including but not limited to unreasonable installation or use of module supports, or improper design, installation, or use of other system components;
 - ⊕ 外部腐蚀，或使组件变色的类似情况造成的损害；
Damage arising from external corrosion or a similar situation that causes discoloration of the Modules; or
 - ⊕ 改变最初的安装位置，或从最初的安装位置移动而造成的损害。
Damage arising from changing or moving from the initial installation location.
- 3) “有限产品质保”和“有限峰值功率质保”均不包含如下费用：与光伏组件的安装、拆卸或重新安装相关的费用；退回光伏组件所产生的清关或任何其他费用。

The Limited Product Warranty and Limited Peak Power Warranty do not cover any costs associated with the installation, removal, or re-installation of the Modules and customs clearance or other costs incurred for the return of the Modules.

- 4) 组件型号或序列号被改动、移除或无法辨认时，质保请求将会被拒绝。

Warranty claims will not be honored if the model or serial number of the Modules has been altered, removed, or made illegible.

4. 质保的适用范围

Limitation of Warranty Scope

除非新霖飞光伏以书面方式明确同意、签署并认可了其他的义务和责任，本文规定的“光伏组件的有限质保”明确替代并排除了所有其他明示或默示的担保（包括但不限于商销性担保，适用于特殊目的、用途或应用的担保），以及新霖飞光伏所有的其他义务或责任。新霖飞光伏不对人身伤害或财产损失承担责任，亦不对组件引起或与组件相关的原因（包括但不限于组件的任何缺陷，使用和安装产生的任何缺陷）造成的其他损失或伤害承担责任。新霖飞光伏对任何效用、生产、收益、利润的损失均不承担责任。新霖飞光伏如果对客户承担损害或其他责任，其累计责任不超过客户支付的单个组件的发票价值。

This Limited Warranty as set forth herein is expressly in lieu of and excludes all other express or implied warranties, including but not limited to warranties of merchantability and of fitness for particular purpose, use, or application, and all other obligations or liabilities on the part of Sunrev, unless such other obligations or liabilities are expressly agreed to, signed, and approved by Sunrev in writing. Sunrev shall 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 the Modules, including but not limited to any defects in the Modules or from the use or installation thereof. Sunrev shall not be liable for any loss of utility, production, revenue, or profit. Sunrev's aggregate liability, if any, for damages or otherwise shall not exceed the invoice value as paid by the customer for the single unit of Modules.

在本质保规定以外您可能还有其他的特殊法律权利，并且根据不同国家的法律您也拥有不同的权力。本有限质保不会影响到您根据所在法域关于消费者产品销售所享有的任何额外权利，包括但不限于执行欧盟 99/44 号指令（EC DIRECTIVE 99/44）的国家法律。有些国家不允许排除或限制附随或间接的损失，因此本质保规定的此类排除或限制性可能不适用于您。

You may have specific legal rights outside this Warranty, and you may also have other rights that vary from country to country. This Limited Liability does not affect any additional rights you have under laws in your jurisdiction governing the sale of consumer goods, including but not limited to national laws implementing EC DIRECTIVE 99/44. Some countries do not allow the exclusion or limitation of incidental or consequential damages, so the limitations or exclusions in this Limited Warranty may not apply to you.

5. 质保的履行

Obtaining Warranty Performance

如果客户认为根据“光伏组件的有限质保”可以提出正当的质保要求，应立即直接以挂号信形式将书面寄送至新霖飞光伏的下述地址，或发送电子邮件到下述新霖飞光伏的电子邮箱。客户应随通知附上质保期限，

对应的组件序列号及购买日期。同时还应提供能够清晰显示购买日期、购买价格、组件型号、新霖飞光伏或其分销商的印章或者签字的发票作为证据。如果新霖飞光伏没有预先发出书面授权，退回的光伏组件将不会被接受。在“有限产品质保”和“有限峰值功率质保”下，客户退回组件及重新发运修理好的或更换过的组件所支付的合理的、通常的海上或陆路运输费用由新霖飞光伏承担，但此等费用应有证明文件证明，并且此等费用应得到新霖飞光伏客户服务部门的认可。

If the customer has a justified claim covered by this Limited Warranties for PV Modules, an immediate notification shall be directly made to Sunrev by registered mail to Sunrev's address listed below or by email to Sunrev's email address listed below. Together with the notification, the customer shall enclose the evidence of the warranty period, the corresponding serial number of the Modules, and the date on which the Modules were purchased. An invoice with clear indication of the purchase date, purchase price, module model, stamp or signature of Sunrev or its distributor shall also be submitted as part of the evidence. The return of any Modules will not be accepted unless prior written authorization has been given by Sunrev. In connection with both the Limited Product Warranty and Limited Peak Power Warranty, Sunrev shall reimburse the customer for reasonable, customary, and documented transportation charges by sea or road for both the return of the Modules and reshipment of any repaired or replacement Modules, only if this cost reimbursement is authorized by Sunrev's customer service department.

6. 可分割性

Severability

如果本“光伏组件的有限质保”的某部分、某项目规定或某个条款，或其对某人或某情形的适用被认定为无效或不可执行，该认定将不影响本“光伏组件有限质保书”的所有其他部分、规定、条款或其应用的效力，并且为此目的，本“光伏组件的有限质保”的其他部分、规定、条款或应用应被视为是可分割的。

If a part, provision, or clause of this Limited Warranty for PV Modules, or the application thereof to any person or circumstance, is held invalid or unenforceable, such holding shall not affect any other parts, provisions, clauses, or the applications of this Warranty, and to this end such other parts, provisions, clauses, or the applications thereof shall be treated as severable.

7. 争议

Disputes

在质保索赔中产生的任何不一致之处，应由国际一流的检测机构，如德国弗莱堡的 Fraunhofer 的研究员太阳能研究中心（Fraunhofer ISE in Freiburg/Germany）、德国科隆的莱茵 TUV（TUV Rheinland in Cologone/Germany）、亚利桑那州立大学的 ASU（ASU Arizona State University）或客户和新霖飞光伏共同确定的其它第三方测试机构进行最终的裁断。除非裁决另有规定，所有费用应由败诉方承担，前述机构的最终选择。与客户协商确定。

In case of any discrepancy in a warranty claim, a first-class international test institute jointly determined by the customer and Sunrev, such as Fraunhofer ISE in Freiburg, Germany, TÜV Rheinland in Cologne, Germany, or Arizona State University (ASU), shall be involved for the final determination. All fees and expenses arising therefrom shall be borne by the losing party, unless otherwise awarded. The aforesaid test institute shall be finally determined by Sunrev and the customer through negotiation.

8. 其他

Miscellaneous

组件的维修、更换或提供额外的组件并不表示质保期限重新开始，此“光伏组件的有限质保”的原有期限也不应延期。任何被更换的组件均为新霖飞光伏的财产，并由其全权处置。

The repair or replacement of the Modules or the supply of additional Modules does not lead to a new commencement of the warranty period, and the original warranty period under this Limited Warranty for PV Modules shall not be extended. Any replaced Modules shall become the property of Sunrev and may be disposed of by Sunrev in its sole discretion.

在处理索赔的过程中，如新霖飞光伏停止生产被更换组件型号的产品，其有权提供另一型号（尺寸、颜色、形状/或功率不同）的组件。

In the event that Sunrev has discontinued the production of the replaced model at the time of resolving a warranty claim, Sunrev has the right to deliver an alternative model of Modules, which may differ in size, color, shape and/or power.

9. 质保的转让

Warranty Transfer

产品仍然安装在原始的安装位置，并且未经过拆卸、转移时，本质保方可转让。

This Limited Warranty is transferable when the Module remains installed in its original location without being removed or transferred.

10. 不可抗力

Force Majeure

如因自然力、战争、暴乱、罢工、战争状态、瘟疫或其他传染病、火灾、洪水等其他超出新霖飞光伏合理控制范围的原因或情况造成新霖飞光伏不履行或延迟履行销售条款或条件（包括本“光伏组件的有限质保”），新霖飞光伏不对客户或任何第三方负责。此种情况下，新霖飞光伏对本有限质保的履行应暂停，并且对该类原因造成的合理延误无需负责。

Sunrev shall not be liable whatsoever to the customer or any third party for any non-performance or delay in performance of any terms or conditions of sale, including this Limited Warranty for PV Modules, due to any acts of God, wars, riots, strikes, warlike conditions, plagues or other infectious diseases, fires, floods, or any other cause or circumstance beyond the reasonable control of Sunrev. In such case, performance by Sunrev of this Limited Warranty shall be suspended without liability for the period of delay reasonably attributable to such causes.

11. 声明

Statement

新霖飞工厂承诺与行业监管机构及澳大利亚政府相关部门保持密切合作，特别是清洁能源监管局、清洁能源委员会、澳大利亚竞争与消费者委员会（ACCC）以及各州和地区公平交易办公室。根据标准操作规程（SOP）要求，对于售后发现或上报的重大产品问题（包括但不限于产品序列缺陷及最新安全风险），公

司将严格依照SOP流程快速处理：及时向客户通报问题详情及解决方案选项以减轻不便，并依法向联邦及州级主管部门提交合规报告。

Sunrev solar (Company) undertakes to work closely with industry regulators and Australian government and agencies, particularly Clean Energy Regulator, Clean Energy Council, Australian Competition & Consumer Commission (ACCC) and state and territory Fair Trading offices. As part of its Standard Operating Procedure (SOP), any significant product issues discovered or reported after sales, including but not limited to serial defect and latest safety risks, will be addressed expeditiously and in line with the SOP, which includes informing the customers of the issue and options of solution mitigating inconveniences caused, and reporting to the federal and state authorities in compliance with the laws and regulations.

12. 补充条款

Supplemental Terms

我们的商品附带澳大利亚消费者法所规定的不可排除的保证。商品出现重大故障时，您有权要求更换或退款，并可获得其他合理可预见的损失或损害赔偿。如果商品质量不合格但未构成重大故障，您有权要求维修或更换商品。

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

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版本编号: XLF-PS-020
Version No.: XLF-PS-020
00 2022-3-6 新发行
00 2022-3-6 Initial release
01 2023-7-1 新增topcon perc单双玻
01 2023-7-1 Added TOPCon,
PERC single/double-glass modules
02 2024-5-8 更新材料和工艺质保年限
02 2024-5-8 Renewed material and process
warranty years

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