

WARRANTY CLAIM PROCEDURE AND RMA PROCESS

SOLAR MODULES



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Q CELLS photovoltaic modules are high-quality products with a long guaranteed useful life. However, in rare cases defects in material and/or workmanship may lead to faults which are covered by the product warranty. Modules which have been damaged due to incorrect system design or mounting or damaged by external forces, and that therefore become defective in the short or long term, are explicitly excluded under the warranty provisions. It is therefore necessary to determine the cause of the damage precisely in order to distinguish warranty claims from other claims, as well as determine remediation solutions.

If and when you observe an issue with a Q CELLS module, immediately follow the steps outlined below.

1. Take as much pictures as possible to document the damage. Take pictures from front and back, as well as detailed pictures of the damage. Wherever possible, the pictures should be taken at the place and time of discovery of the defect. In case of transport damages take pictures of the package.
2. If you observe a loss of power, take a picture of the gauge showing the power or voltage output and also how you measured the module.
3. Add the serial number of the module to each picture. Please note that serial numbers are mandatory data for the claim process.
4. Send a brief explanation about the damage, how you detected it and the pictures to complaints@q-cells.com. Copy your sales representative.

Hanwha Q CELLS will allocate a RMA number after notification of a claim. This will serve as a reference number throughout the claim process. Upon claim reception and preliminary analysis by Hanwha Q CELLS:

- If it is possible to classify the damage clearly (e.g. by using the pictures or any other data provided by the customer), Hanwha Q CELLS will proceed with damage classification and provide a final report
- If it is not possible to classify the damage clearly according to the claim, Hanwha Q CELLS will perform a detailed damage analysis either at their VDE accredited laboratory or at any other certified external laboratory commissioned by Hanwha Q CELLS.
- Examination of the modules in-situ may be performed by Hanwha Q CELLS customer service, a service partner commissioned by Hanwha Q CELLS or the customer themselves.

A mounted module may only be taken down or returned after Hanwha Q CELLS has released it in writing. The details of returns will be agreed on an individual basis for each claim.

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Important notes about handling and transportation of claimed modules

Improper handling can easily cause further damage which might affect the assessment of the damage. It is therefore important to ensure the following:

- Do not throw modules
- Do not bump modules
- Do not drop or rest objects on modules
- Do not let modules fall over

In particular, this means that the defective module must be:

- Gently removed from the installation process or, if already removed, gently taken down
- Transported to an intermediate store in such a way that no further damage is done
- Stored and protected from further damage in a dry environment intermediate store
- Packed in the Q CELLS transport medium, if possible in its original packaging, and returned in such a way that no further damage is done.

Hanwha Q CELLS takes over the costs for the return of the defective modules. However, Hanwha Q CELLS reserves itself the right to retrospectively invoice the transport costs should the claim turn out to be unjustified.

Hanwha Q CELLS accepts no liability for any damage which occurs during dismounting, packaging, interim storage or transportation.

Damage classification of modules

	DESCRIPTION OF DAMAGE	WARRANTY?
I	Defects in material and/or workmanship	yes
II	Damage due to handling; Damage due to installation or to incorrect plant planning (e.g. electrical, mechanical)	no
III	Damage after installation or commissioning; Broken glass, cracking, significant reduction of optical performance	depending on the situation
IV	Deficient performance confirmed by test at STC	yes
V	Damage due to external forces or force majeure	no
VI	Damage due to transportation to the customer/site	depending on the situation
0	No defects established	no

A valid claim will be processed according to the warranty terms. If during the warranty a replacement takes place, the ownership of the claimed modules passes to Hanwha Q CELLS.

In case of a not valid claim the customer decides between whether he would like Q CELLS to dispose the module or the return at his costs.

CONTACT

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