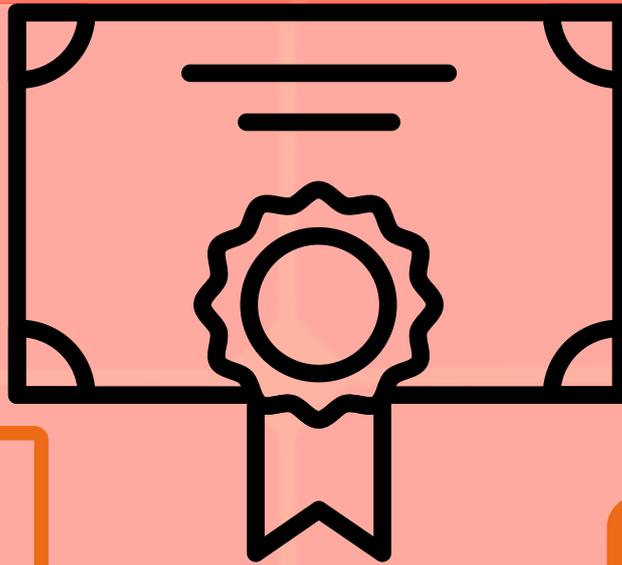


Warranty Claim Procedure



Introduction

This Document describes the warranty claim procedure process for photovoltaic modules manufactured by Omnis Power. This Document is based on the “Warranty terms and conditions for Omnis Power Photovoltaic modules”. Omnis Power Photovoltaic modules are premium and high-quality products and designed to function last longer. However, in exceptional cases, imperfection in material and/or craftsmanship may lead to liabilities that are covered by the product's warranty. Modules that have been damaged, and then become damaged in the short or long term, are excluded from the warranty under the Warranty Provisions. Furthermore, modules damaged by external forces are explicitly excluded under the warranty provisions. It is, therefore, necessary to determine the cause of damage precisely, in order to categorize warranty claims from insurance claims, for example.

1- CUSTOMERS' IDENTIFICATION AND NOTIFICATION OF DAMAGE

As the customer, you are obliged under the Warranty Provisions to inform Omnis Power customer services immediately of any defects which exist.

2- NOTIFICATION

Unless the module purchase agreement prescribes a stricter form of notification, please notify us of your claim electronically at info@omnispower.com. Omnis power has a standard report form for claims which contains the necessary information for the claims process. Please take photographs to document the damage, as this will clarify any possible warranty claim. Wherever possible, the photographs should be taken at the place and time of discovery of the defect in the module, for example, while the module is still in the transport box or mounted on the roof.

Add the serial number of the module in question to each photograph for mounted modules, this should be done when they are taken down at the latest. Omnis Power will allocate a warrant claim process number when notified of a claim; this will serve as a reference number during the rest of the claims process. First, you will receive an offer of a new delivery, subject to the contractual terms in force at the time of your claim. If it is possible to classify the damage clearly, the next steps are the conclusion of the damage classification and the final report.

3- DAMAGE INVESTIGATION:

If it is not possible to classify the damage clearly according to the claim, Omnis Power will perform a detailed damage analysis. Examination of the modules in-place may be performed by Omnis Power customer service, a service partner, or the customer themselves. The details of returns will be agreed upon on an individual basis for each claim. Omnis Power's acceptance of returned modules and/or a new delivery does not mean the company acknowledges any legal obligation. In the process of technical investigation, it may be necessary to conduct tests that lead to a defect or a restriction of the functions specified in the datasheets. Following the technical examination, the damage to the module will be classified clearly it emerges that a module cannot be taken down due to a defect or damage, or must be exchanged once installed, the module must be handled as if it were as good as new in order to preserve any potential warranty claim. Depending on the model, imprudent administration can easily cause further damage which might affect the clarity of the assessment of the damage. This could in turn mean Omnis Power refuses to exchange the module under the warranty, thus causing an exchange at the customer's expense. To avoid that:

- Do not throw modules.
- Do not set modules on their corners or edges.
- Do not bump modules.
- Do not drop or rest objects on modules.
- Do not let modules fall over.

The module must be gently removed from the installation process or, if already mounted, gently taken down. transported to an intermediate store in such a way that no further defects occur/damage is done. stored in a dry environment and protected from further damage in an intermediate place. Please ensure defective modules are returned with devoted care and attention. Omnis Power accepts no obligation for any damage which occurs during dismounting, packaging, storage, or transportation

3- DAMAGE CLASSIFICATION:

Class I (defects material or workmanship): This is a warranty service consisting of remedying the defect or replacing the module within the warranty period, free of charge.

Class II (Damage due to installation or to incorrect plant planning: Omnis Power has no obligations under its warranty in this case. The individual that caused the damage is liable for it. This applies to overall plant planning and execution and to the installation of modules.

Class III (Damage after installation or commissioning like broken glass, cracking, significant reduction of optical performance): This class is generally covered by warranty service. However, exceptions apply for certain types of damage which lead to the suspicion or clear recognition that the damage was caused during the installation or maintenance of the module. Even damage that can be traced back to improper electrical connections may not occur until after installation.

Class IV (Deficient performance): Under Omnis Power warranty— application and provisions in accordance with the section entitled '25-year performance warranty' in the Warranty Provisions.

Class V (Damage due to external forces): This is not covered by Omnis Power warranty service, it is a standard insurance case. **Class VI (Damage due to transportation to client :** Individual cases must be examined to confirm whether or not the warranty applies.

5-CONCLUSION AND FINAL REPORT:

Once the type of damage has been confirmed, the damage analysis and final report will be drafted.

If the case is acknowledged to fall under Omnis Power' warranty, Omnis Power will provide assistance in accordance with the Warranty Provisions. If a new delivery has already been made, a refund will be issued in the form of a credit note.

If the case is not considered to be covered by the warranty, the customer may decide whether he would like Omnis Power to dispose of the modules and the modules will be returned to the customer.

CONTACT

USA Headquarter

4120 valley Blvd, Walnut, California 91789, USA

T: +1 (323) 7233616

E: info@omnispower.com

European Sales&Service Center

Prospect Way Royal Oak Industrial Estate, Daventry Northamptonshire, NN11 8PL

T: +44 (0) 1213 146196

E: eu@omnispower.com

Australia Sales&Service

Center15 Burke Road, Malvern East, VIC 3145,Australia

T: +61(0)3 9701 8215

E: au@omnispower.com

China Sales&Service

CenterA-232, Huayuan Street, Changzhou,Jiangsu,China

T: +86(519) 8989 9959

E: china@omnispower.com