

GOODWE



**GOODWE STANDARD LIMITED
WARRANTY FOR VELA SERIES
RESIDENTIAL SOLAR CARPORT
EU VERSION**

GWBM-OTD-BMT(EU)-001 A0

Vela Series Residential Solar Carport

GOODWE TECHNOLOGIES CO., LTD.

www.goodwe.com

GOODWE STANDARD LIMITED WARRANTY FOR VELA SERIES RESIDENTIAL SOLAR CARPORT

OVERVIEW

Effective from August 1st, 2025

This GOODWE Standard Limited Warranty applies to the Vela Series Residential Solar Carport System, including:

1. Polaris photovoltaic modules and
2. Carport Mounting Structure specifically designed for the Vela Series.

This warranty applies to the European market unless otherwise specified by written agreement with GOODWE.

The warranty is structured into three main sections for clarity and ease of reference:

Section I: Polaris PV module Warranty

Section II: Carport Mounting Structure Warranty

Section III: General Terms

Each section details specific warranty provisions relevant to the respective components and the overall system.

Section I: Polaris PV Modules Warranty

Standard Limited Warranty:

GOODWE Technologies Co.,Ltd. (hereinafter referred to as "GOODWE") undertakes to the Customer to assume responsibility for product quality issues caused by product materials and/or workmanship, subject to the normal application, installation and maintenance requirements as set out in the Standard Documents such as installation manual, technical bulletins, and drawings.

Warranty start date:

The Warranty Start Date is from the earlier one of the following two dates:

3. Six months after shipping the Products to the Customer.
4. The date on which the product was first installed.

15 Years Limited Product Warranty: GOODWE warrants that for a period of 15 years commencing on the Warranty Start Date, there will be no defects in material, workmanship or

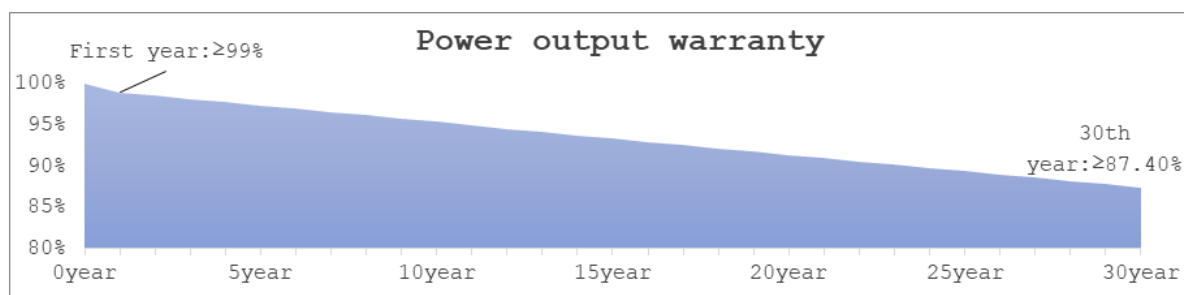
mechanical properties and structural integrity of the Product without the influence of any local or external forces.

30 Years Limited Power Output Warranty: GOODWE warrants that for a period of 30 years, commencing on the Warranty Start Date, the actual power output is no less than 87.4% of the nominal power output under Standard Test Condition indicated in the product specification or nameplate.

NOTE:

- (1) Standard Test Condition are: Air mass 1.5, irradiance 1000w/m², cell temperature 25°C, with the IEC 60904-3 reference solar spectral irradiance distribution.
- (2) During the first year of the Limited Power Output Warranty Period, the actual output power of the Product is no less than 99% of the nominal power output indicated in the Product specification or Product nameplate. From the 2nd year to the 30th year, the average annual decline will not exceed 0.4%.

Figure 1. Power Output Warranty Degradation Curve



Section II: Carport Mounting Structure Warranty

STANDARD LIMITED WARRANTY

GOODWE TECHNOLOGIES CO., LTD. (hereinafter referred to as "GOODWE") warrants to the Customer that the Vela Series carport mounting structure is free from manufacturing defects under normal use, correct installation, and proper maintenance, for a period of fifteen (15) years from the Warranty Start Date.

This limited warranty applies to the structural components and all factory-supplied mounting elements. It expressly excludes surface coatings, paint finishes, or corrosion caused by improper or insufficient maintenance.

This warranty is valid only if the carport structure is installed by certified or trained personnel, and the installation or structural configuration is reviewed or inspected by GOODWE prior to or after installation as part of the compliance process.

WARRANTY START DATE

The Warranty Start Date of the Carport Mounting Structure is consistent with that of the Polaris PV Modules and is from the earlier one of the following two dates:

1. Six months after shipping the Products to the Customer.
2. The date on which the Product was first installed.

CARE OF THE PRODUCT

The Vela Series carport system is developed by GOODWE to meet long-term performance and durability expectations. To ensure consistent functionality and maintain eligibility for warranty support, the product must be properly maintained throughout its service life.

Maintenance activities should follow the guidance provided in the GOODWE RESIDENTIAL SOLAR CARPORT INSTALLATION MANUAL, which outlines general requirements for routine inspection and care. This includes, but is not limited to, annual inspection of structural fasteners and checks prior to forecasted severe weather conditions. However, proper maintenance is not limited to the procedures described in the manual. GOODWE reserves the right to issue supplementary instructions or recommendations based on specific environmental conditions, project configurations, or updated technical requirements. The customer is responsible for ensuring that the system is maintained accordingly.

The protective coating on structural elements must also be regularly cleaned and monitored. Any signs of rust, peeling, or surface damage must be promptly treated and, if necessary, recoated. Lack of proper care may result in corrosion or deterioration that is excluded from warranty coverage.

Customers are expected to take reasonable precautions to protect the system from external impacts, chemical exposure, standing water, static buildup, and fire risks. These external factors, if unmanaged, may accelerate wear and compromise structural integrity.

GOODWE shall not be liable for any damage resulting from neglect, inadequate maintenance, or failure to comply with GOODWE's recommended practices. The warranty remains valid only when the customer fulfills the reasonable care obligations as outlined above.

Section III: General Terms

LIMITATION OF LIABILITY

GOODWE shall not be responsible for any Product-related loss of profits, loss of usage, equipment downtime, or any indirect, incidental, consequential, punitive, and special damages, except as arising directly from GOODWE warranty obligations. This limitation applies except where prohibited by law, including but not limited to applicable consumer protection laws in relevant jurisdictions. GOODWE's cumulative liability, if any, for damages or other incidents shall not exceed the price paid by the Customer for the Product (The price of the Product is determined by GOODWE sales based on local market price). This provision shall apply to the fullest extent permitted by applicable law.

HOW TO MAKE A CLAIM UNDER GOODWE STANDARD LIMITED WARRANTY

In any case, any and all warranty claims shall be submitted to GOODWE or its authorized distributor via website within the corresponding warranty period. The Customer shall provide necessary evidence or evidentiary documents for the claim. If the Customer believes that the Product does not meet the requirements set forth in the clause "STANDARD LIMITED WARRANTY", the Customer should notify the Sales Team or PV Building Material Department of GOODWE by submitting the notice via website **within 30 days** after the claim is identified, GOODWE will coordinate with relevant parties, for claim resolution. The notice should include the following information: (a) a claimant; (b) a detailed description of the claim; (c) supporting materials, including photos or data; (d) serial number of affected module; (e) evidence for purchase of the affected module; (f) model of the affected module; (g) location of installation; (h) other supplementary information required by GOODWE

Website: <https://goodwetechnology.zendesk.com/hc/en-gb>

The Customer has the right to make a claim for the above warranty terms. If a warranty event meets multiple warranty terms at the same time, when GOODWE has given a remedy for this incident, GOODWE shall be deemed to have settled all applicable warranty claim elements

arising from the incident.

REMEDIES FOR CLAIMS

In the event that the Customer claims that the Product, including but not limited to Polaris PV modules and mounting structures, fails to meet the “Standard Limited Warranty,” and GOODWE confirms that the cause of such defect lies in the material or workmanship of the Product; or if, at the Customer’s request, a mutually agreed third-party testing agency concludes that the defect results from material or manufacturing defects, GOODWE shall, at its sole discretion, provide one or more of the following remedies:

1. Repair the defective Product(s);
2. Replace the defective Product(s) with equivalent or functionally similar products;
3. For PV modules, compensate for the output gap between the guaranteed power output and the actual measured output;
4. For non-electrical components such as mounting structures, provide equivalent functional replacements ;
5. Refund the residual value of the defective Product(s), or for PV modules, the value equivalent to the power output shortfall.

For end-users of GOODWE Products, please give priority to contacting your installer or distributor for reporting and resolving any issues with the purchased Products.

During the Standard Limited Warranty period defined in Section I and Section II, GOODWE will cover the costs required to restore the Product(s) to operational or intended mechanical condition. For transportation, GOODWE will bear the outbound shipping costs up to a capped amount per case (please contact GOODWE for applicable rates). Any additional shipping costs, such as air freight or express delivery, shall be borne by the claimant.

Any costs arising from dismantling, repackaging, reinstallation, crane services, scaffolding, or any other associated work shall be borne by the Customer. In addition, if any increase in compliance costs arises due to the enactment of new laws, regulations, or industry standards after the date of sale, such additional costs shall also be borne by the Customer.

Defective or end-of-life Products must be disposed of by the Customer in accordance with applicable local regulations on electronic and structural waste, unless GOODWE explicitly agrees to take them back, or is legally required to do so. If GOODWE decides or where legally mandatory takes the defective products back, the ownership of these products shall belong to GOODWE without any limitation.

PRODUCT CHANGES

The replacement of the Product or the supply of additional Products will not result in the commencement of a new warranty period, nor will the original warranty period be extended. Any replaced Products are the property of GOODWE and are at its sole disposal. If GOODWE has ceased production of the Product to be replaced at the time of claim, it shall have the right to supply another type of Product suitable for the proposed project.

TRANSFERABILITY

The Customer can transfer the rights and obligations under this “Standard Limited Warranty” to the subsequent project owner by informing GOODWE in writing of this transfer of rights, provided that:

1. The Products remain at the initial installation site without being tampered with;
2. The transfer of ownership has been finalized with no remaining arrears or other amounts due;
3. This transfer of rights covers all provisions of this “Standard Limited Warranty”;
4. The transferee agrees to be bound by all terms of this “Standard Limited Warranty”.

The Customer shall provide reasonable evidence to prove the inheritance of ownership within 30 days after the transfer of ownership. Otherwise, GOODWE shall have the right to refuse to process the relevant claim and shall not be liable for it. The rights of this “Standard Limited Warranty” shall only be transferred if above mentioned requirements are fully met, otherwise such transfer shall not be binding upon on GOODWE, and GOODWE has the right to refuse to process the relevant demand for claims without any liability.

EXCLUSIONS AND LIMITATIONS

The warranty will not apply where:

1. Installation of the product is not performed in accordance with GOODWE’s written installation instructions.
2. The Product has been modified, repaired, or reworked in a manner not previously authorized by GOODWE IN WRITING. GOODWE shall not be liable for malfunction and damage arising out of the incorrect use under any circumstances.
3. The Product is not purchased through GOODWE official channels.
4. The Product failure or damage is due to Acts of God or extreme weather conditions.
5. The Product failure is due to environments such as harsh salt spray or chemical corrosion.

6. Products that fail due to improper transportation, storage, use, replacement, non-approved repair or negligence during use, storage, transportation or operation.
7. Failure to pay the purchase price to GOODWE or its affiliated company that sells the Products to the Customer in accordance with the agreed payment terms.
8. Products which have been used in a way that infringes the intellectual property of GOODWE or any other third party.
9. Any changes in color, surface that do not affect durability and changes in the appearance of the Product material due to normal wear and tear or other changes in the appearance of the Product (including, without limitation, any stains or mold).
10. Malfunction and damage caused by using the Product in conditions that exceed the rated load, wind, or snow resistance as specified in the installation manual.
11. The product failure is due to lack of routine maintenance, including but not limited to monthly visual checking and cleaning. This includes failure to reasonably maintain surface coatings and structural elements as required by general good practice, even where such actions are not explicitly stated in installation or maintenance documents.

For Customers in Europe: Notwithstanding anything to the contrary in this Standard Limited Warranty, in the case that Products are subject to the Undertaking Agreement (as defined below), any replacement of the Products due to warranty claims shall be subjected to the arrangements as stipulated in the Undertaking Agreement and/or other instructions enacted by European Commission. GOODWE hereby reserves its right to determine in accordance with the requirements of the Undertaking Agreement whether to replace the defected Products or to refund the Customer an amount equal to the original price of defected Products. The “Undertaking Agreement” refers to (EU) Regulation No.423/2013 of 2 August 2013 “accepting an undertaking offered in connection with the anti-dumping proceeding concerning imports of crystalline silicon photovoltaic modules and key components (i.e. cells and wafers) originating in or consigned from the People’s Republic of China” which exempts importer from paying anti-dumping duty on condition that net selling price will not be lower than a certain minimum import price accompanied with other undertaking obligations.

Geographical scope: This GOODWE Standard Limited Warranty applies to the Products which are originally purchased from channels authorized by GOODWE and installed in the region or country within the European market, unless there are specially stipulated warranty terms and conditions between GOODWE and the direct Customer. For any units sold for one country/region but installed in another different country/region, the warranty will become invalid if GOODWE does not provide written confirmation/approval prior to the installation.

Severability: If any provision of this GOODWE Standard Limited Warranty is held invalid, unenforceable or contrary to law then the validity of the remaining provisions of this Standard Limited Warranty shall remain in full force and effect.

COMPLAINTS AND DISPUTES

Any inconsistencies in warranty claims shall be determined by one of the leading international or domestic testing organizations as mutually designated by GOODWE and Customers. All costs shall be covered by the losing side unless otherwise agreed or stipulated in the award. GOODWE reserves the right of final interpretation of these warranty terms to the extent permitted by applicable law.

APPLICABLE LAW AND JURISDICTION

The validity of this Standard Limited Warranty, the construction and the interpretation of its terms and enforcement of the rights and duties of the Customer and GOODWE shall be governed by the laws of the country/state/region of the original installation location of the Products, to the exclusion of that country/state/region's conflicts of law rules as well as of the United Nations Convention on the International Sale of Goods dated 11 April 1980 (CISG) and of any other uniform law. All disputes arising out of or in connection with this Standard Limited Warranty shall be finally settled before the ordinary courts of the country of the original installation location of the Products.

SERVICES NOT COVERED BY THE WARRANTY

For problems not covered by the Standard Limited Warranty, if the Customer requires GOODWE to provide repair services or other related solutions, GOODWE will charge for on-site service, materials and logistics, as appropriate, including but not limited to the following:

1. On-site service charges: travel and labor costs for technical engineers, including repair, maintenance, installation and commissioning costs.
2. Material costs: the cost of replacement parts (including transportation and administration costs).
3. Logistics costs: including the cost of shipping from the Customer to GOODWE and the cost of shipping repaired machines/materials from GOODWE to the Customer.

NOTE:

(1) This Standard Limited Warranty is available in multiple languages. If, for any reason, there is a conflict between the English-language version and any other version, the English-language version shall prevail. The English-language version shall not apply only in the case such version is not permitted or have already been excluded by applicable law.

(2) This warranty statement should be used in conjunction with the official "GOODWE VELA SERIES RESIDENTIAL SOLAR CARPORT INSTALLATION MANUAL" and "GOODWE POLARIS SERIES PRODUCT INSTALLATION MANUAL", which contains important installation, maintenance, and safety information. If you do not have a copy, you may obtain one from our representative or our official website.

For professional use only. Installation and operation of Vela Series Residential Solar Carport products require specialized skills and should only be performed by qualified professionals. Please read the safety instructions before use and operation.

NOTE:

(1) GOODWE may update the above warranty terms and policies from time to time in accordance with national laws and regulations and related policies, for the latest version, please visit GOODWE's official website at www.goodwe.com.

(2) GOODWE reserves the right of final interpretation of the above terms and conditions.