



Warranty Statement for Photovoltaic Modules

Dear Tenka Solar Customer,

Thanks to the constant research and testing carried out by our technicians, paying close attention to the careful analysis of each stage during production, we can compete at any level given the high quality and standard of our products.

However, if you identify a defect in the material, in the processing or in performance, you can claim the warranty of the product and/or performance under the Tenka Solar conditions specified below. Acceptance of this warranty refers to all the modules sold to a direct buyer (first buyer).

1. Warranty on the product

Tenka Solar guarantees that the photovoltaic modules sold to your name (hereinafter referred to as “product/i”) have no defects in its materials and workmanship for normal use, conditions and specifications, for its installation, operation and maintenance for a period of twenty-five (25) years from the date of delivery of the products by Tenka Solar, to the first buyer.

The warranty on the product refers to the components: frame, glass, cells, cables, switches, connection box and films, but only to their operation, so that any changes in colour, do not constitute any defect or flaw in the context of the present product warranty.

If a product, due to defects of one or more construction parts does not comply with the quality standard that guarantees the technical operation of the product for a period of twenty-five (25) years from delivery of the product, Tenka Solar will fulfil its warranty obligation by replacing the defective product with a similar product in perfect condition.

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Level 8, Linkstraße, Potsdamer Platz 2,

Production Establishments

□ No.1555, Xingping 4th Road, Pinghu Economic Development Zone, Jiaxing City, Zhejiang Province (China)



2. Warranty against degradation of performance

Given that the deterioration of performance of the photovoltaic module of the Tenka Solar is linear loses 0,77% from the second year on the tenth year and loses 0,67% for the remaining 15 years (see chart below), if (a) within a period of one (1) year from the date of delivery of the product to the first buyers the performance of the module should be less than 98% than the minimum specified on the date of delivery (nominal value according to the label on our product), or (b) within a period of ten (10) years from the date of delivery of the product to the first buyers the performance of the module should be less than 90% than the minimum specified on the date of delivery (nominal value according to the label on our product), or (c) within a period of thirty (30) years from the date of purchase less than 85% than the minimum specified on the date of delivery (nominal value according to the label of the product), Tenka Solar, agrees, provided that the loss of performance degrades/decreases the efficiency of the cells, to replace the module (place of fulfilment is the headquarters of the Tenka Solar) in the first year, to replace the module (place of fulfilment is the headquarters of the Tenka Solar) with an annual depreciation of 1/10 (a tenth) of the original purchase price with a degradation of an additional 10% within 10 years, to replace the module (place of fulfilment at the headquarters of the Tenka Solar) with an annual depreciation of 1/30 (a thirteenth) with a degradation of more than 20% within 30 years.

3. Limitation / Exclusion of the terms of the warranty

This warranty does not refer to yield losses or defects caused by improper handling, operation errors, external factors or other effects hereinafter.

This warranty is void in the event of a defect or loss of performance of a module:

- For module parts, devices and system components such as diodes, cable attachment, curling etc. mounted on the module from personnel other than Tenka Solar or its subcontractors, or for other devices or for the type of installation of such devices;
- For the work of unskilled or defective wiring, installation or during such work;
- Defective installation, configuration and / or installation of the module and its individual components;

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- For operating in unfit environmental conditions or inappropriate methods divergent from the specifications of the product, expressly refers to “Tenka Photovoltaic Module Installation manual /chapters 2,3,4,5” by the operating instructions or the specifications on the nameplate;
- For improper maintenance and inadequate testing, glass breakage due to external effects, flying objects or external stress;
- For the effect of impurities on the front glass, dirt or damage caused by weather such as smoke, salt (salinity in the immediate vicinity of coastal areas,), or other external causes not covered in the operating range as indicated in Tenka Photovoltaic Module Installation manual;
- For harmful effects due to the paint applied on the module or inadequate means of cleansing;
- For use on mobile units such as vehicles, ships etc. the use of other means not explicitly allowed; or by violent natural events and other unforeseen circumstances beyond the control of Tenka Solar, such as earthquakes, storms, volcanic eruptions, floods, lightning, damage caused by snow, nuclear events and so on.

Tenka Solar reserves exclusively the authorization of representatives for verification of the relevant circumstances.

Therefore, the corresponding costs or related costs of disassembly, reassembly and verification by the customer, as well as other indirect costs, are not to be charged to Tenka Solar.

This warranty excludes any further claims against Tenka Solar, in particular claims for damages for lost profits, damage from use, for indirect damages, claims for replacement for external damage to the product.

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4. Warranty Service

The terms of the warranty does not extend the warranty period that begins with the delivery of the goods of Tenka Solar to the first buyers.

The warranty only applies if the buyer shall promptly notify in writing to the appropriate seller or to Tenka Solar the defect / defects / or degradation, enclosing evidence of the original invoice or sales receipt indicating the date of delivery, the type of module and the serial number and as a result the buyer can demonstrate what he says in an appropriate manner (testing institute / test procedure / recognized examination).

The guarantee will not apply when the serial numbers or types of module are modified, deleted, removed or illegible.

Tenka Solar does not consent to any delivery of modules without prior written request by the same Tenka Solar

To meet the obligations of the warranty, Tenka Solar is authorized to provide another product of their choice (of size, shape, colour and / or various performance parameters); also there is no pretence of replacing with new or regarded as such.

It must be stressed that the costs for disassembly / replacement of the contested goods and transportation from our warehouse to the final customer, shall be borne by the customer.

The above warranty is extended to the end customer.

Singapore, 2022


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Giaquinta Alessandro