

Limited Warranty for  
**SOLAR PV MODULES**  
(TOPCon Dual Glass)

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## WE THANK YOU FOR CHOOSING JAKSON SOLAR PV MODULE FOR YOUR SOLAR SYSTEM

This warranty document is commitment from Jakson to provide service support to our customer in the event of any problems faced in the solar PV modules supplied by Jakson so kindly refer the terms and condition of this warranty document carefully and retained this document till the warranty period.

### 1. WARRANTY STATEMENT:

This Limited warranty document covers following Jakson models provided these modules are installed at original/first place of installation without having been disassembled or shifted from original place of installation.

SL/N	MODULE	MODEL NUMBER	PRODUCT WARRANTY*	PERFORMANCE WARRANTY*
1	TOPCon N-type Bifacial Dual Glass Module	JN-XXXG	12 Years	30 Years

**Note:** XXX refers to rating of the module.

\*As per terms and conditions of this document.

This warranty shall only apply to Modules supplied by JAKSON ENGINEERS LIMITED (herein after referred to as JEL/Company/JAKSON)

Jakson Engineers Limited hereby confirms to provide limited product and performance warranty to the first customer installing Jakson make solar modules for its own use (The Buyer/End user).

Warranty commencement date shall be from the date of delivery to the buyer OR date of installation OR 3 months after the modules are shipped from Jakson plant, whichever is earlier.

**A. Limited Product Warranty (12 Years TOPCon N-type):**

Company warrants that the Module(s) sold here under shall be free from Manufacturing Defects under standard application, installation, and service conditions for a period of 12 Years for TOPCon N-type Modules from the warranty commencement date. If during the Term of Warranty, the Module(s) is/ are found to be having Manufacturing Defects, then JAKSON will, at its sole discretion either

(i) Repair the defective modules

OR

(ii) Replace such Module(s) with suitable Module(s) & rating (as per availability);

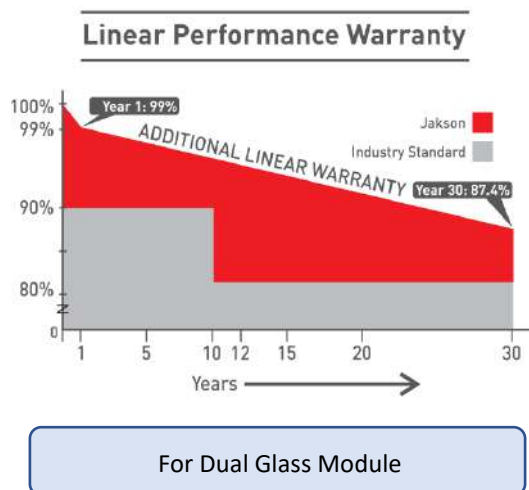
OR

(iii) Refund the depreciated purchase price as explained in the remedies/solution section.

This limited warranty is only for the Product and does not warrant the level of power output. This warranty is subject to Warranty Exclusions and Limitations.

**B. Product Warranty for Power output (30 Years for Dual Glass Modules):**

JAKSON provides limited and conditional performance output warranty as per below linear performance warranty graph (hereinafter referred to as “Term of Warranty” with respect to power output starting from the date of Purchase (i.e., Sale by JAKSON) hereinafter referred to as “Warranty Commencement Date “.



From the Warranty Commencement date subject to Warranty Exclusion and Limitations (refer year- wise degradation for each type of modules) as per “Linear Power Performance Warranty” table. For TOPCon N-type modules this limited performance warranty of power generation is valid only for power generated from front side of the module.

The actual power output to be measured under standard testing condition (STC) in an independent testing lab accepted by the supplier. The measurement shall be in accordance with measurement equipment tolerance as per IEC 60904 and measurement system uncertainty shall be considered in all actual power measurements.

## 1. PROCEDURE TO CLAIM WARRANTY:

if the buyer believes they have legitimate claim falling with-in the scope of limited warranty outlined in this document, they must promptly (within 30days from the date of observing issue related to warranty claim) register the complaint in writing accompanied by following documents.

- A. Call at our toll free number -**1800 103 2600** (India) to register the complaint and get the complaint number.
- B. Email to us at [service.support@jakson.com](mailto:service.support@jakson.com) and [customer.support@jakson.com](mailto:customer.support@jakson.com).

The Warranty Claim Application should be made immediately after noticing any manufacturing related defect with following documents and information:



- Name and address of buyer/end user with installation site details
- Name of seller (Dealer/Distributor) and Installation (EPC) company.
- Installation and commissioning test report.
- Nature of complaint/problem observed in brief in the modules.
- Serial numbers, model number and clear photographs of the Module(s).
- Details of preventive and regular maintenance record.
- Copy of purchase invoice and date.
- Details of previous claims if any.

Company service team will contact customer as per the contact details shared while raising the complaint and take further necessary action as under:

- a. Ask for further/missing details as required for complete analysis.
- b. Plan visit of service person (may be on chargeable basis based on site location) or may ask customer to send defective module to nearest service centre / Dealer / JAKSON office or plant.
- c. Cost of packing and safe transportation of modules under complaint shall be borne by customer.

Dismantling of defective modules at site and replacement/installation of supplementary module at site shall be in scope of buyer.

For address and other details, please visit to [www.jakson-solar.com](http://www.jakson-solar.com) .

The Warranty could be claimed only by First User or First Purchaser, at one time for one cause, as the case may be and not by both, or twice.

Any false information in the Warranty Claim Application shall result in rejection of the Warranty Claim without prejudice to JAKSON's further remedies under the law.

## 2. REMEDIES/SOLUTION IN CASE OF ANY CLAIMS UNDER THIS WARRANTY:

In the event where customer claims that the module(s) is not able to meet the “Limited warranty” as mentioned in clause no 1 (A) & (B) and supplier confirms that the cause for occurred defect lies on the product material and workmanship, or at the request of the client, as per mutually agreed third party testing was done to find out that cause of defect lies on the material or workmanship, then the supplier shall, at its sole discretion, either.

- a. Repair the defective solar PV module- In this case, the supplier shall prepare the repairing plan in coordination with customer/authorized partner and get the repairing done for the defective modules; or
- b. Replace the defective module(s) with similar capacity (or nearest available rating) or provide supplementary module(s) to compensate for the output gap between the actual output and the guaranteed output; or
- c. Refund the **residual value** (without any interest or any other charges) of the defective modules or refund the **value equivalent of the output gap** between the actual output and the guaranteed output of the affected module(s) whichever is lower.

$$\text{Residual Value} = \frac{\text{current market* price or actual purchase* price from Jakson} \left( \frac{\text{price}}{\text{watt}} \right) \times \text{nominal power} \times \text{left-over service life}}{\text{total warranty period (in years as applicable)}}$$

\*Whichever is lower.

$$\text{Value equivalent of the output gap} = \text{current market price (price/watt)} \times (\text{Guaranteed output power} - \text{Actual output power}).$$

## 3. WARRANTY TRANSFER:

Notwithstanding anything to the contrary in this warranty certificate, the warranties provided herein shall apply only so long as the Module(s) warranted hereby are owned by the Original Purchaser/ First User who has purchased the Module(s) for its, his, or her own use and not for purposes of resale, lease, or any other form of alienation. However, this warranty may be transferred or transmitted by written consent and sole

discretion of JAKSON in writing, when the Module(s) remains installed continuously "as it is" including the place of installation at the time of registration of Warranty.

#### 4. WARRANTY EXCLUSIONS AND LIMITATIONS:

There exists no warranty for the concerned Module(s) whose type or serial numbers appears to be changed, erased, removed, illegible or in any manner altered or tampered. After Replacement, the Module(s) with alleged defect shall become the property of JAKSON.

In case of replaced Module(s) the Warranty is available for only balance Term of Warranty and the Term of Warranty shall not again start from the date of replacement of Module(s). Return of any replaced Module(s) is not accepted unless prior written authorization in writing has been given by JAKSON. JAKSON may necessarily not supply the identical Module owing to constant changes in technology but would supply similar power capacity Module(s) that may be available at the time of Warranty Claim.

The Warranty provided herein does not cover damage, malfunctions or service failures of the Module(s) caused due to following:

1. Failure to follow the installation, operation or Cleaning & maintenance instructions/ guidelines given in the manual;
2. Exposure to voltages excess of maximum system voltage.
3. Abuse, vandalism, misuse, omissions or negligent acts.
4. Willful damage or negligence by customer or third party.
5. Use on mobile units such as ships and vehicles.
6. Installation in corrosive environment or damp conditions.
7. Repair, modifications or movement of the Module(s) by someone other than a licensed service technician or installer approved by JAKSON.
8. Improper transportation, storage & handling.
9. Alteration, improper attachment, improper installation and application of the PV Module(s).
10. Installation in direct contact with salty water, marine Environment [location where the distance from the sea level is below 500m] & applications.



11. Cosmetic defects like scratches, stains, rust, dust, discoloration and other signs of wear and tear.
  12. Defective components used in the construction on which the module is mounted.
  13. Breakage of laminates when mounted on non-approved mounting/ framing system.
  14. Use of any paints or other chemicals, pollutants etc.
  15. Any Physical or External damage (including Glass Breakage).
  16. Any damages caused by abrasion, artificial damage or animals are exempt from this warranty.
  17. Failure to meet the agreed commercial terms with JAKSON or its affiliated subsidiaries responsible for distributing the products in the market. In case JAKSON rejects the claim under this warranty based on this provision, the Buyer can deposit the due unpaid amount (with interest and taxes if any) in order to trigger the warranty claims.
  18. Power surges, lightning, installation failure, flood, fire, natural disaster, accidental breakage, heavy snow loads, vandalism or other events outside JAKSON's control.
  19. It is responsibility of customer (and / or its forwarding company) to inspect and accept the solar modules supplied by JAKSON. Any claim linked or related to damages in the packaging, like impact on pallets JAKSON will only accept if this occurs during delivery at site itself and if transportation under JAKSON scope. In all other cases, damages should be claimed from the forwarding company or insurance company. The customer has to log such complains within 72 hours of module received at site (customer should mention on LR that material is received subject to verification from any transit damage).
- ✓ Repair, replacement, refund, or supplementation of Module(s) on JAKSON's discretion shall be the exclusive remedies under this warranty. JAKSON hereby disclaims any other responsibility or liability; The First Purchaser/ First User waives all his legal rights upon accepting any of the remedies provided under this Limited & Conditional Warranty Statement.

- ✓ In any case, all warranty claims (with proof of defect) must be received within the Term of Manufacturing Warranty or Term of Power output warranty, for this warranty to be effective. Any claim brought after the expiry of the Term of Warranty shall not be entertained by JAKSON and the First Purchaser/ First User thereby discharges JAKSON unconditionally against any claims of whatsoever nature with respect to the Products under this Warranty Statement.

## 5. GOVERNING LAWS:

Any claim or dispute arising under or in connection with this Warranty Statement shall be brought exclusively in the Courts of Delhi, INDIA and warranty herein shall be governed by Indian Laws. This clause shall override any Purchase Order/ Contract or any document which mentions some other governing law and jurisdiction, unless an amendment is carried to that effect in this Warranty Statement and mere signing of Contract/ Purchase Order having overriding clause will not affect this Warranty Statement.

If any part, provision or clause of this Limited & Conditional Warranty is held to be invalid, void, or unenforceable due to any particular national, or international legislation, all other parts, provisions, clauses, or applications shall remain in effect and valid.

## 6. DISCLAIMERS:

JAKSON hereby makes no warranties, express or implied in respect of the module(s) other than the warranties made herein, and specifically disclaims any warranty of merchantability or fitness for a particular purpose/use, or application, and all other obligations or liabilities on the part of JAKSON unless such other warranties and obligations are agreed to in writing by JAKSON. JAKSON or its employees shall not be responsible for any special, incidental, consequential or punitive damages arising from the use or loss of use of or failure of the module(s) to as warranted, including but not limited to damages for lost services, loss of profits or savings, goodwill and expenses arising out of third-party claims.

## 7. LIMITATION OF LIABILITY:

To the maximum extent permitted by applicable law, JAKSON hereby disclaims, and 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 any of its products or their use. To the maximum extent permitted by applicable law, under no circumstances shall JAKSON be liable to the purchaser, or to any third party claiming through or under the purchaser, for any loss of profits, loss of use, or equipment downtime, or for any incidental, consequential or special damages of any kind, howsoever arising, related to the products, even if JAKSON has been advised of the possibility of such damages. To the maximum extent permitted by applicable law, JAKSON's aggregate liability, if any, in damages or otherwise, shall not exceed the basic purchase price (excluding taxes and duties) paid to JAKSON by the purchaser for the product that gave rise to the warranty claim. The purchaser acknowledges that the foregoing limitations on liability are an essential element of the agreement between the parties and that in the absence of such limitations the purchase price of the products would be substantially different.

## 8. TECHNICAL DISPUTES:

In the event of any dispute between JAKSON and the Buyer as to the validity of any claim made under this Warranty Statement, an ISO 17025 accredited test laboratory recognised by JAKSON at its sole and absolute discretion shall be called upon to judge the claim. Any measurements will be conducted in accordance with IEC 60904 standards and under STC and measurement system uncertainty shall be considered in all actual power measurements. All fees and expenses associated with engaging such institutes will be borne by the losing party. In this section there is nothing contained which can stop one party from bringing any legal suit, action or proceeding against the other party before the courts of India.

## 9. FORCE MAJEURE:

Warranty is not available for acts occurred as a result of Force Majeure like; Acts of God/ Nature such as (but not limited to) lightning, earth-quake, fire, flood, acid rain,

hurricane, cyclone, volcanic eruptions, landslides and other natural calamities; power failure, surges, pest damage, accidental breakage, war, riots, strikes, warlike conditions, actions of third parties and other events or accidents or any event outside JAKSON's reasonable control and not arising under normal operating conditions. In such cases, this Limited Warranty shall be construed to be suspended, without any liability whatsoever.

#### 10. SEVERABILITY:

If any part, provision or clause of this Limited Warranty Statement or the application thereof to any person or circumstances, is held invalid, void or unenforceable, such holding shall not affect and shall leave all other parts, provisions, clauses or applications of this Limited Warranty Statement, and to this end such other parts, provisions, clauses or applications of this Warranty Statement shall be treated as severable.

#### 11. VALIDITY:

This limited and linear warranty policy shall be valid until updated version is issued by Jakson Engineers Limited. Unless agreed in writing and signed by authorised signatory of Jakson Engineers Limited, this limited warranty is the only express warranty applicable for this product and no one else is authorised to modify this limited warranty terms.

Jakson reserves the right to revise this document and the warranty conditions without any prior notification.

## 12.LIMITED POWER PERFORMANCE WARRANTY TABLE:

Year	Warranted Power Performance values of TOPCon N-type Glass- Glass (JN-XXXG) (%)
1st	99.00
2nd	98.60
3rd	98.20
4th	97.80
5th	97.40
6th	97.00
7th	96.60
8th	96.20
9th	95.80
10th	95.40
11th	95.00
12th	94.60
13th	94.20
14th	93.80
15th	93.40
16th	93.00
17th	92.60
18th	92.20
19th	91.80
20th	91.40
21st	91.00
22nd	90.60
23rd	90.20
24th	89.80
25th	89.40
26th	89.00
27th	88.60
28th	88.20
29th	87.80
30th	87.40

### 13. SOLAR PV MODULE WARRANTY CARD:

#### Customer Details (Customer Copy)

Kindly fill following details and keep in record:

Name- .....

Address-

.....  
.....  
.....

City.....State.....

Mobile.....

Email.....

#### PV Module Details

PV Module Rating/Model No.: .....

Qty.[nos.]: .....

SerialNo.:.....

.....

(Attach separate sheet if required)

Invoice No.: .....

Invoice date: .....



### Authorised Dealer/Seller Details

Dealer Name: .....

Address:

.....

.....

\_\_\_\_\_  
**Signature of Customer**

\_\_\_\_\_  
**Date**

## 15. SOLAR PV MODULE WARRANTY REGISTRATION:

### CUSTOMER DETAILS (Company Copy)

**Kindly fill following details for warranty registration with Jakson service team and send by email/ courier to:**

E-mail: [customer.support@jakson.com](mailto:customer.support@jakson.com) & [service.support@jakson.com](mailto:service.support@jakson.com)

Courier to

Service Head: Jakson Engineers Limited, Plot no 25, Ecotech III, Udyog Kendra, Greater Noida, Gautam Buddha Nagar, Uttar Pradesh -201306

Name of Customer .....

Address .....

.....

.....

City.....State.....

Mobile.....

E-mail .....

### PV Module Details

PV Module Rating/Model No. ....

Qty.[nos.] .....

SerialNo.....

.....

(Attach separate sheet if required)

Invoice No.: .....

Invoice date: .....

**Authorised Dealer/Seller Details**

Dealer Name: .....

Address:

.....

.....

\_\_\_\_\_  
**Signature of Customer**

\_\_\_\_\_  
**Date**