



SOLAR MODULES

RMA (RETURN MERCHANDISE AUTHORIZATION) CLAIM PROCESS FOR SOLAR MODULES



3.1. IMPORTANT NOTES ON HANDLING AND TRANSPORTING DEFECTIVE/DAMAGED MODULES

If 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, and especially in the case of frameless modules, improper handling can easily cause further damage which might affect the clarity of the assessment of damage. This could in turn mean Q CELLS refuses to exchange the module under the warranty, thus triggering an exchange at the customer's expense.

It is therefore important to note the following:

- 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.

In particular, this means that the defective 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 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. Q CELLS can provide suitable transport packaging on request.

Please ensure defective modules are returned with the appropriate care and attention. Prior to dispatch, the modules should be properly documented for return. The modules must be protected against damage during loading, transportation and unloading. This includes in particular ensuring sufficient packaging is used.

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

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

4 DAMAGE CLASSIFICATION OF MODULES

TABLE 1: Defect Classification Codes (DCC) of the Q CELLS RMA process

DCC	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	depends on the claim
IV	Deficient performance	yes
V	Damage due to external forces	no
VI	Damage due to transportation to the customer/site	depends on the claim
0	No defects established	no

Explanations for table 1:

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

Class II: Q CELLS has no obligations under its warranty in this case. The individual or body that caused the damage is liable for it. This applies to overall plant planning and execution and to the installation of modules. The restrictions of liability contained in the Warranty Provisions as described under 'Exclusions from the Warranty Provisions' shall apply.

Class III: 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. One example of this is a crack forming along the module's bearing rails and extending to the module clamp, due to improper stress on the module (treading on it or propping it up). Such cracks may occur a while after installation, even if there has been no previous evidence of damage. Improper stress can cause great tension in the glass, which may develop into a split or crack when combined with additional strains such as heat or cold. Even damage that can be traced back to improper electrical connection may not occur until after installation. Such damage is excluded from Q CELLS warranty service.

Class IV: Under Q CELLS warranty— application and provisions in accordance with the section entitled '25-year performance warranty' in the Warranty Provisions.

Class V: This is not covered by Q CELLS' warranty service, it is a standard insurance case.

Class VI: Individual cases must be examined to ascertain whether or not the warranty applies.

Class 0: This is not covered by Q CELLS' warranty as no defect has been established.

5 CONCLUSION OF DAMAGE ANALYSIS AND FINAL REPORT

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

If the case is acknowledged to fall under Q CELLS' warranty, Q CELLS 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 Q CELLS to dispose of the modules. If he would, Q CELLS will simply dispose of the modules. Otherwise, the modules will be returned to the customer. In both cases, billing will occur in accordance with the Warranty Provisions.

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