

Skygreen Energies - Limited Warranty

Effective: Sep 29, 2025 | Updated: Sep 29, 2025



1. Preamble & Purpose

1.1. This Limited Product & Performance Warranty Statement ("Warranty") is issued by **SKYGREEN ENERGIES** ("SKYGREEN"), and governs the terms under which SKYGREEN photovoltaic modules ("Modules") are warranted.

1.2. The objectives of this Warranty are to:

- Provide Buyers and Users with confidence in the durability and quality of SKYGREEN Modules.
- Define the scope of coverage and remedies available in case of defects or performance shortfalls.
- Clearly outline exclusions, limitations, and Buyer/User responsibilities to ensure proper use, operation, and maintenance of the Modules.
- Align warranty practices with applicable Indian standards, international IEC standards, and industry best practices.

1.3. This Warranty supersedes and replaces any prior warranty documents, brochures, promotional materials, verbal assurances, or informal commitments made by SKYGREEN ENERGIES or its agents, unless expressly incorporated herein.

1.4. No distributor, dealer, EPC, installer, or agent is authorized to alter, extend, or expand the terms of this Warranty. Any such representation shall not bind SKYGREEN ENERGIES unless expressly confirmed in writing by an authorized signatory.

1.5. In case of conflict between this Warranty and any other document (including purchase orders or EPC contracts), the terms of this Warranty shall prevail, unless SKYGREEN ENERGIES has expressly agreed in writing to modify them.

2. Definitions

For the purposes of this Warranty, the following definitions shall apply:

2.1. **"Modules"** – Photovoltaic solar modules supplied and warranted under the **SKYGREEN ENERGIES** brand, whether imported from Tier-1 global manufacturers or produced in **SKYGREEN's** future domestic facilities.

2.2. **"Buyer/User"** – The first purchaser of the Modules, whether an EPC, distributor, dealer, or end-user, who lawfully acquires Modules from an authorized SKYGREEN ENERGIES channel.

2.3. **"Warranty Start Date"** means the earlier of:

- The **end-user invoice date or installation date** (as evidenced by activation in the SKYGREEN Portal/WhatsApp system)
OR
- One hundred eighty (180) days after shipment from SKYGREEN ENERGIES' warehouse.

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- This ensures distributors may hold stock temporarily without penalizing the end-user, but warranty cannot be delayed indefinitely.

2.4. Warranty Activation:

- a. Buyer/User must activate the Warranty within **30 days of purchase** via SKYGREEN's official Warranty Portal or WhatsApp system.
- b. In case of technical issues with Portal/WhatsApp, Buyer/User may activate by emailing **warranty@skygreenenergies.com** with invoice copy and Module serial numbers within 30 days.
- c. Upon successful activation, SKYGREEN ENERGIES shall issue a **confirmation certificate/acknowledgment** via email or portal. Buyer/User must retain this for future claims.
- d. Failure to activate the Warranty in accordance with this clause may limit or void Buyer/User's rights under this Warranty.

2.5. **"STC" (Standard Test Conditions)** – Irradiance of 1000 W/m², cell temperature of 25°C, and air mass of AM1.5, as defined in IEC 60904.

2.6. **"Force Majeure"** – Any event beyond the reasonable control of SKYGREEN ENERGIES, including but not limited to: cyclone, flood, hurricane, earthquake, landslide, lightning, fire, epidemic, pandemic, war, riot, civil commotion, governmental actions, changes in law, strikes, or acts of God.

2.7. **"O&M" (Operation and Maintenance)** – Routine cleaning, inspection, monitoring, and corrective measures necessary to ensure the continued performance and safety of the Modules in accordance with SKYGREEN ENERGIES' O&M guidelines.

2.8. **"Commissioning"** – The process of successful completion of installation, testing, and energization of the solar PV system in accordance with IEC 62446-1 and applicable Indian regulations.

3. Scope of Warranty

3.1. Applicability

- a. This Warranty is issued under the brand **SKYGREEN ENERGIES**, operated by **BriteOption Securities LLP**, the legal entity registered in India.
- b. The Warranty is valid only for Modules that are installed within the **territory of India**, unless SKYGREEN ENERGIES expressly provides written approval for export or international deployment.
- c. Modules purchased through **unauthorized channels**, parallel imports, or grey-market transactions are not covered by this Warranty.

3.2. Exclusions from Scope

- a. This Warranty does not apply to system components or accessories not supplied by SKYGREEN ENERGIES, including but not limited to:
 - i. Inverters, charge controllers, batteries, and energy storage devices.

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- ii. Balance of System (BOS) equipment including mounting structures, cabling, fuses, and connectors.
- iii. Monitoring systems, SCADA platforms, or tracking devices.

- b. Failures, defects, or underperformance caused by such third-party components shall not constitute grounds for a claim under this Warranty.
- c. Where SKYGREEN ENERGIES supplies additional system components under a separate sales contract, such items shall be governed by **separate warranty terms**.

3.3. Conditions for Validity

- a. **Installation Location** – The Modules must be installed in India and must conform to SKYGREEN ENERGIES' Installation Manual, applicable IEC/IS standards, CEA/CEA regulations, and relevant state DISCOM/net metering requirements.
- b. **Authorized Channels** – Modules must be purchased through SKYGREEN ENERGIES' authorized distributors, EPCs, or approved dealers. Proof of purchase may be requested during claims.
- c. **Activation** – The Buyer/User must activate the Warranty within **thirty (30) days of purchase** through:
 - i. SKYGREEN Warranty Portal, or
 - ii. SKYGREEN WhatsApp activation system, or
 - iii. By email (warranty@skygreen.com) in case of technical disruptions.
- d. **Acknowledgment** – Upon activation, SKYGREEN ENERGIES shall issue a **confirmation certificate/acknowledgment** which serves as proof of Warranty validity.
- e. **Failure to Activate** – If Buyer/User fails to activate the Warranty within the prescribed period, SKYGREEN ENERGIES reserves the right to reject claims, except where reasonable justification for delay is provided.

3.4. Distributor Buffer Rule

- a. Where Modules are sold to an authorized distributor but not resold to an end-user immediately, the Warranty shall nevertheless commence **no later than one hundred eighty (180) days after shipment from SKYGREEN ENERGIES' warehouse**, regardless of resale date.
- b. If the distributor resells to an end-user within this period, the Warranty shall commence from the **end-user invoice date or installation date** (whichever is earlier), provided activation is completed as per Clause 3.3.
- c. This clause ensures that end-users are not unfairly penalized for distributor stock delays, while also preventing indefinite postponement of Warranty commencement.
- d. SKYGREEN ENERGIES reserves the right to audit distributor records to verify resale timelines.

3.5. Product Families Covered

The following Module families are covered by this Warranty, with applicable Product and Performance Warranty periods:

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Product Family	Construction	Product Warranty	Performance Warranty
N-Type TOPCon (Bifacial)	Dual Glass	15 Years	30 Years (99% Y1; ≤0.40% annual degradation; ≥87.4% Y30)

- a. SKYGREEN ENERGIES may introduce new product families in the future. Such families shall be covered under separate published Warranty terms.
- b. If a product is discontinued, replacement under Warranty may be made with a newer technology or model of equivalent or greater power rating.

4. Limited Product Warranty (Materials & Workmanship)

4.1. Warranty Coverage

- a. SKYGREEN ENERGIES warrants that its photovoltaic Modules shall be free from defects in **materials and workmanship** that materially impair their functionality under normal application, installation, and operating conditions.
- b. The coverage period is defined in the **Warranty Matrix (Section 3.5)** and begins from the Warranty Start Date as defined in Section 2.3.
- c. This Warranty applies only when Modules are operated within the limits defined in their **datasheets** and **installation manuals**.

4.2. Covered Defects

Without limitation, defects covered under this Warranty include:

- a. **Glass-related defects** – delamination, bubbles, moisture ingress, or edge seal failure leading to performance loss.
- b. **Junction Box and Diodes** – faulty junction boxes, diode failures, or electrical arcing caused by defective materials.
- c. **Frame Defects** – corrosion, warping, or structural failures of the aluminium frame (except in marine or corrosive environments, unless specified).
- d. **Backsheet Degradation** – cracks, chalking, peeling, or other deterioration (for backsheet-based Modules).
- e. **Cell/Interconnect Failures** – defective solder joints, broken interconnect ribbons, or micro-cracks leading to hot spots.
- f. **Potential Induced Degradation (PID)** – performance loss due to PID exceeding IEC 62804 test limits.
- g. **Glass Breakage** – spontaneous non-impact breakage of tempered glass caused by internal defects (excluding external mechanical impact).

4.3. Remedies for Defects

- In case of a covered defect, SKYGREEN ENERGIES will, at its sole discretion, provide one of the following remedies:
- a. **Repair** – rectify the defective Module on-site or at a designated service facility.
 - b. **Replacement** – supply new, refurbished, or functionally equivalent Module(s) of equal or greater power rating.
 - c. **Supplementary Supply** – provide additional Module(s) to compensate for capacity shortfall.
 - d. **Refund** – refund the original invoice value of the defective Module(s), subject to **straight-line depreciation of 5% per annum** from the Warranty Start Date, capped at the original purchase price.

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4.4. Conditions for Remedies

- The choice of remedy rests solely with SKYGREEN ENERGIES.
- Replaced or repaired Modules shall not extend the original Warranty period; the remainder of the original term shall continue to apply.
- If the original product is discontinued, replacement may be made with a newer model of equal or higher wattage, which may differ in size, colour, or technology.
- All replaced Modules become the property of SKYGREEN ENERGIES.

4.5. Exclusions from Product Warranty

The following are **not considered defects** and are excluded from this Warranty:

- Cosmetic issues such as scratches, discoloration, rust, or minor deviations in cell colour that do not affect Module performance.
- Normal wear and tear, or changes in appearance due to environmental exposure (e.g., frame fading, slight glass surface marks).
- Output variations caused by shading, soiling, snow, or external BOS component failures.
- Damage caused by improper installation, handling, or failure to follow SKYGREEN ENERGIES' Installation Manual.

4.6. Buyer/User Responsibilities

- Buyer/User must promptly notify SKYGREEN ENERGIES upon discovery of any defect.
- Buyer/User must provide supporting documents including invoice, serial numbers, and O&M records.
- Buyer/User must isolate defective Modules immediately to prevent hazards or additional damage.
- Buyer/User must not attempt unauthorized repair or modification of Modules, as this voids coverage.

5. Limited Performance Warranty

5.1. Warranty Coverage

- SKYGREEN ENERGIES warrants that its photovoltaic Modules will maintain a specified minimum power output under Standard Test Conditions (STC), as measured in accordance with IEC 60904 and EN 50380 standards.
- Performance degradation will not exceed the thresholds defined in Clauses 5.2 and 5.3 for the applicable Module technology.
- This Warranty applies only if Modules are operated under normal conditions of installation, use, and maintenance, and within the limits specified in the datasheet.

5.2. N-Type TOPCon Modules (Bifacial & Monofacial)

- During the **first year**, the actual power output shall be no less than **99.0% of the rated power output** as indicated on the Module's nameplate.
- From the **second year to the thirtieth year**, the annual degradation shall not exceed **0.40% per year**.
- By the **end of Year 30**, the actual power output shall be no less than **87.4% of the rated power output**.
- For bifacial Modules, this Warranty applies to the **front-side rated power output** only, unless expressly stated in the sales contract.

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5.3. Mono PERC Monofacial Modules

- During the **first year**, the actual power output shall be no less than **97% of the rated power output**.
- By the **end of Year 10**, the actual power output shall be no less than **90% of the rated power output**.
- By the **end of Year 25**, the actual power output shall be no less than **80% of the rated power output**.
- Linear interpolation shall apply between Year 1 and Year 25, unless otherwise stated.

5.4. Measurement and Verification

- Power output shall be measured under STC (1000 W/m² irradiance, 25°C cell temperature, AM 1.5 spectrum).
- Verification shall be performed using calibrated test equipment compliant with IEC 60904.
- Independent verification may be carried out at an **ISO/IEC 17025 NABL-accredited test laboratory** mutually agreed upon by SKYGREEN ENERGIES and Buyer/User.
- Measurement uncertainty (typically $\pm 3\%$) shall be applied to all performance testing results.

5.5. Clarification for Bifacial Modules

- Unless explicitly mentioned in the purchase contract, the performance warranty applies **only to the front-side rating**.
- Buyers/Users may confirm whether rear-side performance is covered by reviewing their sales contract or by contacting SKYGREEN ENERGIES with contract reference at warranty@skygreenenergies.com.

5.6. Available Remedies

If a Module fails to meet the guaranteed performance levels specified in Clauses 5.2 and 5.3, SKYGREEN ENERGIES shall, at its sole discretion, provide one of the following remedies:

- Repair** of the defective Module(s) to restore performance.
- Replacement** of defective Module(s) with new or functionally equivalent Module(s) of equal or higher power rating.
- Supplementary supply** of additional Module(s) to compensate for capacity shortfall.
- Refund** of the value corresponding to the shortfall, calculated based on the current market price of equivalent Module(s), not exceeding the original purchase price.

5.7. Conditions and Limitations

- Remedies under this Performance Warranty are exclusive and subject to compliance with all O&M obligations set out in Section 7.
- This Warranty does not guarantee annual energy yield, payback periods, or financial returns, as actual performance depends on site-specific conditions including irradiance, temperature, shading, BOS components, and grid stability.
- Buyer/User must submit SCADA or energy generation data, if available, when filing performance-related claims.

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6. Installation & Commissioning Requirements

6.1. Qualified Personnel

- Installation, wiring, and commissioning of SKYGREEN ENERGIES Modules must be performed only by licensed electrical contractors, EPCs, or certified solar professionals recognized by relevant state/central authorities.
- Self-installation by unqualified personnel shall immediately void this Warranty.
- EPCs/installers are responsible for ensuring that their workforce is adequately trained and complies with occupational health and safety standards.

6.2. Applicable Standards and Codes

- All installations must comply with the latest editions of:
 - IEC 61215 (Design Qualification & Type Approval).
 - IEC 61730 (PV Module Safety Qualification).
 - IEC 62446-1 (System Documentation, Testing, and Maintenance).
 - IS 14286 (Indian adoption of IEC 61215).
 - IS 16221 (Safety of PV Modules and Systems).
 - Central Electricity Authority (CEA) and state DISCOM guidelines for rooftop/net-metering installations.
- Installers are required to stay updated on regulatory changes and ensure compliance.

6.3. Mechanical Installation

- Modules shall be mounted on structures designed to withstand site-specific wind and snow loads within the datasheet specifications (typically 2400 Pa wind load, 5400 Pa snow load).
- Clamping must be done strictly within **designated clamp zones** as defined in the SKYGREEN ENERGIES Installation Manual.
- Under no circumstances shall holes be drilled in Module frames or glass.
- Galvanic corrosion must be prevented by using compatible mounting materials.
- Ground clearance must be sufficient to avoid water stagnation, debris accumulation, or vegetation growth beneath Modules.
- In snow-prone regions, Module tilt and racking design must prevent uneven drift loading.
- Visual diagrams of clamp zones** are provided in the Installation Manual and available at [Insert Portal Link].

6.4. Electrical Installation

- Maximum system voltage must never exceed the value stated on the Module nameplate (typically 1500 V DC).
- Strings must be designed to minimize mismatch losses and prevent reverse currents.
- Only certified MC4-compatible connectors must be used; mixing of connectors from different brands is prohibited.
- All Modules must be properly grounded as per IS/IEC standards.
- Surge protection devices (SPD), lightning arrestors, and over-current protection devices must be installed in compliance with IEC 60364.
- PV systems must include appropriate isolators to allow safe operation, maintenance, and emergency shutdown.

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6.5. Commissioning Tests

The following minimum tests shall be performed and documented at commissioning:

- Visual Inspection** – check for cracks, delamination, discoloration, defective connectors, or mechanical damage.
- Insulation Resistance (IR) Test** – per IEC 62446-1; minimum acceptable insulation resistance is $\geq 1 \text{ M}\Omega$ at 1000 V DC.
- Polarity and Continuity Tests** – verification of correct string polarity and continuity of wiring.
- IV Curve Testing** – at least 10% of installed strings must be tested; deviation must not exceed $\pm 5\%$ from datasheet values.
- Thermographic Imaging** – under irradiance $\geq 700 \text{ W/m}^2$, to detect hot spots, cell defects, or diode failures.
- Grounding Verification** – Earthing resistance must meet statutory requirements (typically $\leq 5 \Omega$).

6.6. Documentation Requirements

EPC/Installer shall provide the Buyer/User with:

- As-built electrical drawings and single-line diagram (SLD).
- String map with Module serial numbers recorded string-wise.
- Commissioning test reports (IR, IV curve, thermography).
- Site photographs: panoramic, Module close-ups, and BOS equipment.
- Handover documentation including O&M guidelines.
- Signed **Site Acceptance Test (SAT) Report** (Annex C).

6.7. Consequences of Non-Compliance

- Failure to comply with installation standards, mechanical/electrical requirements, or commissioning tests shall void this Warranty.
- Any damage arising due to improper installation, poor workmanship, or negligence of the EPC/installer shall not be attributable to SKYGREEN ENERGIES.
- SKYGREEN ENERGIES reserves the right to request installation and commissioning documentation when evaluating warranty claims.

7. Operation & Maintenance (O&M) Obligations

7.1. General Responsibility

- The Buyer/User shall ensure that SKYGREEN ENERGIES Modules are properly operated and maintained throughout the Warranty period in accordance with SKYGREEN ENERGIES' **O&M Manual**, this Warranty Statement, and applicable IEC/IS standards.
- Failure to conduct adequate O&M, or failure to produce verifiable O&M records, shall result in limitation or voiding of Warranty coverage.
- O&M obligations are binding both on end-users and EPC/maintenance contractors engaged on their behalf.

7.2. Cleaning of Modules

- Cleaning frequency shall be determined by site conditions:
 - Weekly in desert and high-dust areas.
 - Bi-weekly in industrial zones or agricultural areas.

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- iii. Monthly in residential or low-soiling regions.
- b. Only clean, soft water with **TDS \leq 250 ppm** shall be used. Saline, contaminated, or chemically treated water voids Warranty.
- c. Cleaning shall only be performed when Module surface temperature is below 40°C, typically during early morning or late evening.
- d. The temperature difference between cleaning water and Module surface must not exceed **5°C**; damage from thermal shock is excluded from Warranty.
- e. No abrasive brushes, sharp tools, detergents, solvents, acids, alkalis, or chemicals are permitted.
- f. For robotic cleaning, only SKYGREEN-approved cleaning robots are permitted. Damage from unapproved robots is excluded.

7.3. Soiling, Shading, and Vegetation Control

- a. Buyer/User shall ensure that Modules are not subjected to permanent or seasonal shading from trees, buildings, or structures.
- b. Vegetation under or around the array must be regularly trimmed to avoid shadows.
- c. Snow accumulation must be cleared promptly in snow-prone regions.
- d. Bird droppings, dust, industrial deposits, or debris must be removed regularly.
- e. Energy yield losses exceeding **3% annually due to soiling/shading** are excluded from Warranty.

7.4. Inspections and Preventive Maintenance

- a. **Quarterly Visual Inspections** shall be carried out to identify:
 - i. Cracks, delamination, or discoloration of glass.
 - ii. Loose cables, defective connectors, or corrosion.
 - iii. Pest intrusion, animal damage, or vandalism.
- b. **Annual Thermography** shall be performed on at least 10% of installed strings under irradiance $\geq 700 \text{ W/m}^2$ to detect hot spots.
- c. **Annual IV Curve Testing** shall be conducted on representative strings to verify degradation trends.
- d. **Torque Checks** – mechanical fasteners and electrical terminations must be retightened at least once per year.
- e. **Earthing & Lightning Protection** – resistance of grounding system and condition of SPD/LA must be verified annually.

7.5. O&M Record-Keeping

- a. Buyer/User must maintain a comprehensive **O&M Logbook** as per Annex B.
- b. Each entry must include date, activity, method, contractor name, water TDS (if cleaning), ambient and Module temperatures, defects observed, corrective action taken, and supervisor signature.
- c. O&M records may be maintained digitally (ERP/SCADA) or in physical logbooks but must be accessible for inspection by SKYGREEN ENERGIES.
- d. Logs must be retained for the **entire Warranty period (25/30 years)**.
- e. Failure to provide O&M records upon request shall constitute breach of obligations and may result in claim rejection.

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7.6. Corrective Maintenance

- Any defective Module observed during inspections must be immediately **isolated** to prevent hazards.
- Repair or replacement must only be carried out by SKYGREEN ENERGIES or authorized service partners.
- Unauthorized repair, modification, or bypassing of Module components (e.g., junction box, diodes) shall void Warranty.
- Defective Modules replaced under Warranty shall be returned to SKYGREEN ENERGIES unless otherwise agreed.

7.7. Consequences of Non-Compliance

- Failure to conduct O&M activities at prescribed intervals shall void Warranty coverage for affected Modules.
- Inability to produce O&M logs, thermography/IV reports, or inspection records when filing a claim shall be treated as **non-compliance**.
- Warranty shall not cover damages, performance loss, or safety hazards arising from neglect, improper cleaning, or lack of preventive maintenance.

8. Environmental & Application Restrictions

8.1. General Rule

- SKYGREEN ENERGIES Modules are designed exclusively for **terrestrial photovoltaic applications** under standard environmental conditions.
- Use outside the environmental limits or in prohibited applications defined in this Section shall render the Warranty null and void.
- Buyer/User shall ensure that project design considers regional climatic conditions such as wind, snow, humidity, temperature extremes, and corrosive exposure.

8.2. Marine and Offshore Installations

- Modules are not designed for installation in offshore, marine, or coastal environments classified as **C5-M corrosion category** (continuous salt spray or high salinity exposure).
- Installations on ships, barges, oil rigs, offshore wind platforms, or piers are expressly excluded.
- Floating PV applications may be permitted only for **dual-glass Modules**, provided:
 - Anti-corrosion BOS materials are used.
 - Modules are not in prolonged contact with water.
 - SKYGREEN ENERGIES has approved the design in writing.

8.3. Mobile Applications

- Modules shall not be installed on mobile structures including vehicles, trains, boats, trailers, or portable shelters.
- The only exception permitted is integration with **single-axis or dual-axis trackers** installed on permanent static foundations.

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8.4. Temperature and Humidity Conditions

- a. Continuous ambient temperature must remain within **-40°C to +50°C**.
- b. Short-term temperature exposure shall not exceed **+85°C**.
- c. Relative humidity must not continuously exceed **85% RH**.
- d. Warranty shall be void in tropical greenhouses, sauna-like environments, or enclosed humid zones unless expressly approved.

8.5. Altitude Restrictions

- a. Modules may be installed at altitudes up to **2000 meters above sea level** without additional approvals.
- b. Installations above 2000m require specific design considerations (derating of voltage, UV protection).
- c. Coverage above 2000m shall apply only with SKYGREEN ENERGIES' **written approval**.

8.6. Proximity to Exhausts and Pollutants

- a. Modules shall not be installed within **5 meters** of exhaust outlets, chimneys, or sources of corrosive/flammable gases (SO₂, NO_x, NH₃).
- b. Modules must not be exposed to chemical vapours from fertilizer plants, poultry farms (ammonia), or industrial zones with heavy corrosive gases.
- c. Any damage resulting from chemical corrosion, acid rain, or industrial pollution shall be excluded from Warranty.

8.7. Snow, Ice, and Hail Conditions

- a. In regions subject to heavy snow, Module tilt angle and racking design must prevent **drift loading**.
- b. Warranty covers snow loads only up to datasheet rating (e.g., 5400 Pa).
- c. Hail impact is warranted only up to IEC 61215 tested diameter/velocity (typically 25 mm hail at 23 m/s). Larger or more forceful hail impacts are excluded.
- d. Buyer/User must ensure timely removal of snow/ice accumulation.

8.8. Flooding and Water Submersion

- a. Modules shall not be submerged in water or installed in flood-prone zones without elevated racking.
- b. Long-term exposure to standing water, heavy condensation, or immersion shall void the Warranty.
- c. Modules must not be pressure-washed or exposed to high-pressure jets.

8.9. Unauthorized Applications

- a. Modules must not be used in **Concentrated Photovoltaic (CPV)** systems with optical lenses or mirrors.
- b. Modules shall not be deployed in **nuclear facilities, military defense equipment, aerospace, or life-support systems**.

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unless expressly approved in writing.

c. Modules must not be used in experimental testbeds, R&D prototypes, or DIY modifications without SKYGREEN ENERGIES' prior consent.

9. Warranty Exclusions (Voids)

9.1. Improper Installation or System Design

- a. Warranty is void if Modules are installed contrary to SKYGREEN ENERGIES' Installation Manual, IEC/IS standards, or local DISCOM/CEA codes.
- b. Warranty is void if EPC/system design results in:
 - i. String mismatch losses exceeding datasheet tolerances.
 - ii. Reverse currents or bypass diode abuse.
 - iii. Hot spots caused by partial shading or misconfigured wiring.
- c. Warranty does not cover Modules clamped outside specified clamp zones or subjected to structural stresses beyond datasheet ratings.

9.2. Unauthorized Handling or Repairs

- a. Warranty is void if Modules are removed, relocated, or re-installed at a different site without prior written consent from SKYGREEN ENERGIES.
- b. Warranty is void if Modules are tampered with, modified, repaired, or altered by unauthorized parties.
- c. Replacing junction boxes, connectors, bypass diodes, or cells without SKYGREEN ENERGIES' approval automatically voids Warranty.

9.3. Serial Number Alteration or Loss

- a. Warranty is void if Module serial numbers are altered, removed, obscured, or rendered illegible.
- b. Modules without traceable serial numbers shall not be eligible for claims.
- c. Warranty claims must reference valid invoice and serial number mapping.

9.4. Force Majeure Events

- a. Warranty does not cover damage caused by events beyond SKYGREEN ENERGIES' control, including but not limited to:
 - i. Cyclones, hurricanes, or tornadoes.
 - ii. Floods, tsunamis, or landslides.
 - iii. Earthquakes or volcanic eruptions.
 - iv. Lightning strikes or fire due to external causes.
 - v. Riots, wars, terrorism, or government seizures.
- b. Buyer/User must notify SKYGREEN ENERGIES within **30 days** of any Force Majeure event affecting Modules, with supporting documentation.

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9.5. Mechanical Damage

- a. Glass breakage caused by external mechanical impact (e.g., stones, tools, human activity) is excluded.
- b. Damage occurring during transportation, unloading, or installation is excluded unless reported as per **Section 12 (Logistics & Inspections)**.
- c. Warranty does not cover damage caused by improper handling, dropping, stepping on Modules, or exposure to unnatural loads.

9.6. Environmental and Chemical Damage

- a. Warranty excludes damage caused by exposure to corrosive substances including salt mist, industrial gases (SO₂, NO_x, NH₃), fertilizers, or pesticides.
- b. Modules installed near poultry farms, chemical plants, or fertilizer facilities without special design approval are excluded.
- c. Warranty is void if Modules are cleaned with detergents, acids, alkalis, solvents, or high-pressure jets.

9.7. Electrical Stress or Grid Faults

- a. Warranty is void if Modules are subjected to voltages exceeding maximum system voltage rating.
- b. Failures caused by grid faults, power surges, lightning-induced transients, or improper inverter configurations are excluded.
- c. Sustained reverse currents, bypass diode misuse, or inadequate BOS protection shall void Warranty.

9.8. Cosmetic or Non-Functional Changes

- a. Warranty excludes aesthetic issues not affecting power output, including:
 - i. Frame discoloration or fading.
 - ii. Surface scratches or abrasions.
 - iii. Non-uniformity in cell colour or appearance.
- b. Such changes are considered normal environmental wear and do not impact functionality.

9.9. Negligence and O&M Failures

- a. Warranty is void if Buyer/User fails to clean Modules at intervals specified in Section 7.
- b. Warranty is void if Buyer/User fails to maintain O&M logs, inspection records, or thermography/IV curve reports.
- c. Warranty does not cover energy yield losses from shading, excessive soiling, snow accumulation, or debris.

9.10. Animal, Pest, or Vandalism Damage

- a. Damage caused by rodents, birds, monkeys, termites, or other pests is excluded.
- b. Damage caused by vandalism, theft, sabotage, or deliberate acts is excluded.

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9.11. Unauthorized Applications

- Modules installed in prohibited environments (marine, mobile, CPV, nuclear, defence, aerospace, or life-support) without written approval are excluded.
- Experimental or R&D usage not pre-approved by SKYGREEN ENERGIES voids Warranty.

10. Warranty Claim Procedure & Timelines

10.1. Notice of Claim

- Buyer/User must notify SKYGREEN ENERGIES in writing of any suspected defect or performance shortfall **within thirty (30) days of discovery**.
- Claims relating to **transportation or packaging damage** must be reported within **seven (7) days of delivery**, with evidence as per Section 12 (Logistics & Inspections).
- Claims submitted outside these timelines may be rejected.

10.2. Claim Submission Channels

- Online Portal** – warranty.skygreenenergies.com (preferred method).
- Email** – warranty@skygreenenergies.com (attach scanned forms and documents).
- Fall-back (non-digital)** – In case of digital system downtime, claims may be submitted to:

SKYGREEN ENERGIES – Warranty Support Office

D 247 /31, Sector 63, Gautam Buddha Nagar, Noida – 201301, Uttar Pradesh, India

☎ Phone: +91-9811223252 | Hours: Mon–Fri, 10:00–18:00

- Verbal, telephonic, or informal submissions will not be accepted as valid claims.

10.3. Mandatory Documentation

Each claim must be accompanied by:

- Copy of **purchase invoice** clearly showing Module model, quantity, and serial numbers.
- Module serial number list** with string-wise mapping.
- Installation/commissioning report** signed by a licensed engineer or EPC.
- Photographs/videos** of defective Modules and array layout.
- O&M Log Extract** (Annex B format) for the preceding six months.
- Relevant **Test Reports**, including:
 - IV curve measurements.
 - Thermographic images.
 - Insulation resistance test results.
- SCADA or monitoring data** for performance-related claims (if available).

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10.4. Acknowledgment and Review

- a. SKYGREEN ENERGIES shall acknowledge receipt of a claim within **seven (7) business days**.
- b. Preliminary review shall be completed within **fifteen (15) business days**, provided all documentation is complete.
- c. If documentation is incomplete, SKYGREEN may request additional information; timelines pause until submission is complete.

10.5. Inspection and Testing

- a. SKYGREEN ENERGIES reserves the right to conduct on-site inspection of the installation.
- b. Modules may be tested at:
 - i. SKYGREEN ENERGIES' in-house laboratory, or
 - ii. An **ISO/IEC 17025 NABL-accredited independent laboratory** mutually agreed upon.
- c. **Cost allocation:**
 - i. If results confirm defect/shortfall → SKYGREEN ENERGIES bears testing/freight costs.
 - ii. If results disprove claim → Buyer/User bears testing/freight costs.

10.6. Decision and Remedy Timeline

- a. SKYGREEN ENERGIES shall communicate the final decision within **thirty (30) business days** from receipt of complete documentation, or from completion of testing if applicable.
- b. Remedies available are as defined in Section 4 (Product Warranty) and Section 5 (Performance Warranty).
- c. In exceptional cases (e.g., large utility projects requiring extended testing), SKYGREEN may extend this timeline with written notice to Buyer/User.

10.7. Return of Modules

- a. No Module shall be returned without SKYGREEN ENERGIES' written authorization (Return Merchandise Authorization – RMA).
- b. Unauthorized returns shall be rejected at Buyer/User's cost.
- c. Any Module replaced under Warranty becomes the property of SKYGREEN ENERGIES.

10.8. False or Fraudulent Claims

- a. Submission of falsified documents, manipulated test results, or misrepresentation of facts shall result in:
 - i. Immediate rejection of the claim.
 - ii. Permanent disqualification of Buyer/User from all Warranty claims.
- b. SKYGREEN ENERGIES reserves the right to initiate legal action for fraudulent claims.

10.9. Customer Support Contact

For claim-related queries, Buyers/Users may contact SKYGREEN ENERGIES at:

☎ +91-9811223252 | ✉ warranty@skygreenenergies.com | 🌐 skygreenenergies.com

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11. Remedies & Financial Treatment

11.1. Available Remedies

If a Module is confirmed defective under the Product Warranty (Section 4) or underperforming under the Performance Warranty (Section 5), SKYGREEN ENERGIES shall, at its sole discretion, provide one of the following remedies:

- Repair** – rectify the defective Module on-site or at an authorized service facility.
- Replacement** – supply new, refurbished, or functionally equivalent Module(s) of equal or higher power rating.
- Supplementary Supply** – provide additional Module(s) to make up for capacity shortfall.
- Refund** – refund the depreciated value of the defective Module(s), calculated in accordance with Clause 11.4.

11.2. Exclusivity of Remedies

- Only one remedy shall be provided per defective Module.
- Buyer/User is not entitled to multiple remedies (e.g., refund plus replacement).
- The choice of remedy rests solely with SKYGREEN ENERGIES.

11.3. Replacement Conditions

- Replacement Modules may differ in model, size, colour, or technology due to product evolution.
- Replacement Modules will be compatible with the original system design and of equal or higher wattage.
- All replaced Modules shall become the property of SKYGREEN ENERGIES.
- The Warranty term for replaced or repaired Modules shall not restart but continue for the remainder of the original term.

11.4. Refund Calculation

- Refund value shall be based on the **original invoice price** of the defective Module(s).
- Refunds shall be subject to **straight-line depreciation at 5% per annum**, calculated from the Warranty Start Date.
- Refund value shall never exceed the original purchase price.
- Currency fluctuations or import duties/taxes paid by Buyer/User are not refundable.

11.5. Supplementary Supply

- In case of verified performance shortfall, SKYGREEN ENERGIES may provide additional Modules to compensate for lost capacity.
- Buyer/User shall bear costs of installation, BOS adjustments, or structural modifications required for supplementary Modules.

11.6. Costs Borne by SKYGREEN ENERGIES

- Cost of repair or replacement of defective Module(s).

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- b. Reasonable domestic freight costs for outbound shipment of repaired/replacement Modules.
- c. Testing and freight costs if defect/shortfall is confirmed at an independent lab.

11.7. Costs Borne by Buyer/User

- a. Cost of de-installation, re-installation, cranes, scaffolding, or site works.
- b. Insurance, customs clearance, duties, or import/export costs (where applicable).
- c. Testing/freight costs if defect/shortfall is **not confirmed**.
- d. Any costs associated with supplementary supply integration (e.g., BOS upgrades).

11.8. No Extension of Warranty Term

- a. Repair, replacement, or supplementary supply shall not extend or restart the original Warranty term.
- b. Remedies provided are valid only for the remainder of the original Warranty duration.

11.9. Sole and Exclusive Remedies

The remedies specified in this Section constitute the **sole and exclusive remedies** available to Buyer/User under this Warranty. No other remedies, whether statutory, contractual, or implied, shall apply.

12. Logistics, Risk of Loss & Packaging Inspections

12.1. Delivery Terms

- a. Delivery of Modules shall be governed by the **Incoterms** specified in the relevant Purchase Order and Invoice.
- b. Unless otherwise agreed in writing, **title and risk of loss** shall transfer to Buyer/User upon delivery of Modules to the first carrier at SKYGREEN ENERGIES' warehouse or designated dispatch point.
- c. Buyer/User is responsible for arranging insurance coverage for the Modules once risk has been transferred.

12.2. Packaging Integrity

- a. Modules are supplied in factory-sealed pallets with reinforced protective packaging designed to withstand normal transportation stresses.
- b. Each pallet is labelled with:
 - i. SKYGREEN ENERGIES identification marks.
 - ii. Module model and wattage.
 - iii. Serial number range.
 - iv. Handling and storage instructions.
- c. Buyer/User must retain packaging and labelling for warranty traceability.

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12.3. Inspection at Delivery

- a. Buyer/User must inspect all pallets **immediately upon delivery**.
- b. Inspection shall include:
 - i. Verification of pallet count and seal numbers against shipping documents.
 - ii. Visual inspection for damage: torn shrink-wrap, moisture/water stains, dents, or broken glass.
 - iii. Recording photographs/videos of each pallet before unloading.
- c. Any observed damage must be clearly noted on the **Delivery Note / Lorry Receipt (LR)** and signed by both Buyer/User and the carrier.

12.4. Unloading Protocol

- a. Buyer/User shall ensure safe unloading using forklifts, cranes, or other appropriate lifting equipment.
- b. Manual unloading of Modules (without pallets) is strictly prohibited.
- c. Continuous **video recording from seal cutting to pallet unloading** is strongly recommended as evidence in case of damage claims.
- d. Suspected or damaged pallets must be segregated and not installed until inspected by SKYGREEN ENERGIES or its representative.

12.5. Transit Damage Reporting

- a. Any damage observed at the time of delivery/unloading must be reported to SKYGREEN ENERGIES within **seven (7) days of receipt**.
- b. The following documentation is mandatory for transit damage claims:
 - i. Signed Delivery Note / LR highlighting damages.
 - ii. Photographs/videos of damaged pallets and Modules.
 - iii. Serial number list of affected Modules.
- c. Claims submitted after this period, or without required documentation, shall be rejected.

12.6. Storage Prior to Installation

- a. Modules must be stored in their original packaging until installation.
- b. Storage conditions:
 - i. Indoors or under waterproof cover.
 - ii. On level ground, free from standing water, mud, or corrosive chemicals.
 - iii. Away from direct sunlight or prolonged heat exposure.
- c. Maximum stacking height: **two pallets**.
- d. Modules must not be stored in environments with humidity exceeding 85% RH or temperatures above 50°C.

12.7. Risk Allocation

- a. SKYGREEN ENERGIES shall not be liable for damage occurring after risk transfer to Buyer/User, as per applicable Incoterms.
- b. Buyer/User shall bear all risk of loss, theft, or damage occurring during unloading, storage, or site handling.
- c. It is the Buyer/User's responsibility to arrange adequate insurance coverage during this period.

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12.8. Non-Compliance

- Failure to follow inspection, unloading, or storage requirements under this Section shall void Warranty coverage for affected Modules.
- Installation of damaged Modules without SKYGREEN ENERGIES' written clearance shall automatically disqualify Warranty claims related to such Modules.

13. Warranty Transfer & Assignment

13.1. General Rule

- This Warranty is issued exclusively to the original Buyer/User of the Modules.
- Warranty rights are **non-transferable**, except as expressly provided under this Section.
- Any unauthorized transfer, assignment, or resale of Warranty rights shall be invalid.

13.2. Permitted Transfers

Warranty may be transferred to a subsequent owner only if all of the following conditions are satisfied:

- The Modules remain installed at the **original site of installation**.
- The transfer of ownership is supported by valid legal documents (e.g., sale deed, asset transfer deed, lease agreement, or EPC handover certificate).
- All outstanding dues owed to SKYGREEN ENERGIES under the original purchase contract have been cleared in full.
- The new owner accepts all obligations under this Warranty, including compliance with O&M requirements.

13.3. Transfer Process

- The new owner must notify SKYGREEN ENERGIES in writing within **thirty (30) days** of ownership transfer.
- The following documents must be submitted to SKYGREEN ENERGIES:
 - Copy of the original purchase invoice.
 - Module serial number list and string map.
 - Warranty activation certificate issued by SKYGREEN ENERGIES.
 - Proof of ownership transfer (e.g., sale deed, lease deed, EPC handover).
 - Evidence of compliance with O&M obligations (log extracts, inspection reports).
- SKYGREEN ENERGIES shall review the documents and issue a **written confirmation of transfer** if all conditions are met.

13.4. Limitations on Transfer

- Warranty shall not be transferred if Modules are **relocated to a different site**, even within the same project.
- Warranty shall not be transferred in cases of repossession, liquidation, foreclosure, or auction unless expressly approved by SKYGREEN ENERGIES.
- Warranty transfers are valid only for the **remaining term**; Warranty duration shall not be reset or extended.

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13.5. Special Provisions for EPC/Developers

- a. In EPC contracts, Warranty may be transferred from EPC/developer to the project owner/end-user upon successful commissioning and project handover.
- b. EPCs are responsible for ensuring that Warranty activation and transfer documentation is submitted to SKYGREEN ENERGIES at the time of handover.
- c. Failure to submit proper handover documentation may result in rejection of future claims.

13.6. Effect of Transfer

- a. Upon transfer, the new owner assumes all rights and obligations under this Warranty.
- b. SKYGREEN ENERGIES shall not be liable for disputes between the original Buyer and the new owner regarding payment, O&M responsibilities, or system performance.
- c. SKYGREEN ENERGIES reserves the right to audit transfer records for verification.

14. Limitations of Liability; Disclaimers; Indemnity

14.1. Exclusivity of Warranty

- a. This document constitutes the **sole and exclusive Warranty** provided by SKYGREEN ENERGIES for its photovoltaic Modules.
- b. No oral or written statement, marketing material, advertisement, or sales brochure shall create any additional warranty beyond what is expressly contained herein.
- c. No distributor, dealer, EPC, installer, or agent is authorized to alter or extend this Warranty on behalf of SKYGREEN ENERGIES.

14.2. Disclaimer of Implied Warranties

- a. To the maximum extent permitted by law, all implied warranties or conditions, including but not limited to:
 - i. Implied warranty of merchantability.
 - ii. Implied warranty of fitness for a particular purpose.
 - iii. Implied warranty of non-infringement.Are expressly disclaimed.
- b. Where implied warranties cannot be excluded under applicable law, such warranties are limited in duration to the period of this Warranty.

14.3. Limitation of Liability

- a. Under no circumstances shall SKYGREEN ENERGIES be liable for:
 - i. Loss of profit, revenue, or anticipated savings.
 - ii. Business interruption or loss of production.
 - iii. Loss of use, downtime, or delay damages.
 - iv. Costs of de-installation, re-installation, cranes, scaffolding, or labour.
 - v. Indirect, incidental, special, punitive, or consequential damages of any kind.
- b. SKYGREEN ENERGIES' total cumulative liability under this Warranty shall not exceed the **original purchase price** paid for the defective or underperforming Module(s).
- c. Any refund issued shall be calculated as per the depreciation formula set out in Section 11.4.

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14.4. No Liability for External Components

- a. This Warranty does not cover, and SKYGREEN ENERGIES shall not be liable for, any damages or underperformance caused by failure of third-party system components including:
- i. Inverters, batteries, BOS cabling, mounting structures, SCADA, or monitoring devices.
 - ii. Balance-of-system incompatibility.
 - iii. Poor design or workmanship by EPCs/installers.
- b. Any incompatibility between SKYGREEN Modules and third-party equipment shall not constitute a defect attributable to SKYGREEN ENERGIES.

14.5. Indemnity by Buyer/User

- a. Buyer/User agrees to indemnify, defend, and hold harmless SKYGREEN ENERGIES, its officers, employees, and Agents from and against any third-party claims, liabilities, damages, or expenses (including reasonable legal fees) arising from:
- i. Improper installation, operation, or maintenance of Modules.
 - ii. Violation of laws, codes, or regulations applicable to solar installations.
 - iii. Misuse, negligence, or wilful misconduct of Buyer/User or its contractors.
 - iv. Breach of any term of this Warranty by Buyer/User.
- b. This indemnity obligation shall survive expiration or termination of the Warranty.

14.6. Acknowledgment of External Risks

- a. Buyer/User acknowledges that solar photovoltaic system performance depends on multiple factors outside SKYGREEN ENERGIES' control, including:
- i. Solar irradiance and weather conditions.
 - ii. Ambient temperature and soiling.
 - iii. Shading from buildings, vegetation, or structures.
 - iv. Grid stability and utility policies.
- b. SKYGREEN ENERGIES does not warrant or guarantee specific energy yield, payback periods, financial returns, or system-level output, except as expressly provided under the Performance Warranty (Section 5).

15. Governing Law, Jurisdiction & Technical Disputes

15.1. Governing Law

- a. This Warranty shall be governed by and construed in accordance with the **laws of the Republic of India**.
- b. The rights and obligations of the parties shall be interpreted under the Indian Contract Act, 1872, the Consumer Protection Act, 2019, and other applicable central and state laws.

15.2. Exclusive Jurisdiction

- a. Any dispute, controversy, or claim arising out of or relating to this Warranty shall fall under the **exclusive jurisdiction**

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of the competent courts of Noida, Uttar Pradesh, India, where SKYGREEN ENERGIES is registered.

b. Buyer/User expressly waives the right to bring proceedings in any other jurisdiction.

15.3. Technical Disputes

a. In case of dispute concerning Module performance, degradation, or defect determination, testing shall be carried out at:

i. SKYGREEN ENERGIES' in-house laboratory, or

ii. An **ISO/IEC 17025 NABL-accredited independent laboratory** mutually agreed upon by both parties.

b. Testing must be performed under **Standard Test Conditions (STC)** as per IEC 60904.

c. For bifacial Modules, only **front-side nameplate rating** shall apply unless otherwise specified in the sales contract.

d. Measurement uncertainty of $\pm 3\%$ shall be applied to test results.

15.4. Allocation of Costs

a. If the laboratory confirms the defect or underperformance → SKYGREEN ENERGIES shall bear testing and shipping costs.

b. If the laboratory rejects the claim → Buyer/User shall bear all costs of testing, shipping, and handling.

c. Results issued by the designated laboratory shall be **final and binding** on both parties.

15.5. Legal Proceedings by SKYGREEN ENERGIES

a. Nothing in this Section shall prevent SKYGREEN ENERGIES from initiating legal action to recover unpaid dues, enforce intellectual property rights, or protect its brand reputation.

b. SKYGREEN ENERGIES retains the right to seek injunctive relief where necessary.

15.6. Alternative Dispute Resolution (ADR)

a. In the event of a dispute, the parties may mutually agree to attempt resolution through **mediation or arbitration** under the provisions of the **Arbitration and Conciliation Act, 1996**.

b. The venue for arbitration shall be **Noida, Uttar Pradesh**, and proceedings shall be conducted in **English**.

c. The decision of the arbitrator(s) shall be binding on both parties.

d. If ADR fails, the matter shall revert to exclusive court jurisdiction as specified in Clause 15.2.

16. Data Privacy, Anti-Bribery & Regulatory Compliance

16.1. Data Privacy & Use of Information

a. Buyer/User acknowledges that SKYGREEN ENERGIES may collect, process, and store data including:

i. Purchase invoices, Module model and serial numbers.

ii. Warranty activation records (Portal, WhatsApp, or email).

iii. Installation details, commissioning test results, and O&M logs.

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- iv. Contact information of Buyer/User or EPC representatives.
- b. Data shall be used strictly for:
 - i. Warranty activation, validation, and claim processing.
 - ii. Performance monitoring and product improvement.
 - iii. Compliance with statutory obligations under Indian law.
- c. Data will be handled in accordance with the **Digital Personal Data Protection Act, 2023 (DPDPA)**.
- d. Buyer/User shall ensure that any third-party customer data shared with SKYGREEN ENERGIES (e.g., in EPC projects) is lawfully obtained with consent.
- e. SKYGREEN ENERGIES shall not share data with unrelated third parties, except authorized service partners, laboratories, or regulators where legally required.

16.2. Anti-Bribery & Anti-Corruption

- a. SKYGREEN ENERGIES maintains a **zero-tolerance policy** towards bribery, corruption, kickbacks, or unlawful Inducements.
- b. Buyer/User shall not offer, promise, or provide any monetary or non-monetary benefit to SKYGREEN ENERGIES' employees, agents, or contractors in relation to warranty claims.
- c. Any attempt to influence claim outcomes through bribery or coercion shall:
 - i. Result in immediate rejection of the claim.
 - ii. Render all future claims under this Warranty void.
 - iii. Expose the Buyer/User to reporting under the **Prevention of Corruption Act, 1988** and other applicable laws.

16.3. Regulatory Compliance (Electrical & Safety Codes)

- a. Buyer/User shall ensure compliance with all applicable central, state, and local laws, including but not limited to:
 - i. Central Electricity Authority (CEA) technical standards.
 - ii. State DISCOM net-metering regulations.
 - iii. Labour laws, building codes, and fire safety codes.
- b. Warranty claims shall not be valid where installations are found to be non-compliant with statutory approvals or regulatory codes.
- c. EPCs are responsible for obtaining all required permits, licenses, and approvals prior to commissioning.

16.4. E-Waste & Recycling Obligations

- a. Buyer/User acknowledges that Modules are subject to the **E-Waste (Management) Rules, 2022**, including Extended Producer Responsibility (EPR).
- b. At the end of life, Buyer/User must ensure safe disposal, recycling, or return of Modules in accordance with these rules.
- c. SKYGREEN ENERGIES may facilitate recycling or safe return of expired Modules through authorized recyclers, at Buyer/User's cost unless otherwise agreed.
- d. Buyers/Users may contact SKYGREEN ENERGIES at **contact@skygreenenergies.com** or via the Warranty Portal for guidance on authorized recycling partners or return logistics.

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16.5. Export Control & Sanctions Compliance

- a. Buyer/User shall not export or re-export SKYGREEN ENERGIES Modules in violation of Indian export control laws or international trade sanctions.
- b. Any resale or re-export to restricted countries or entities shall void this Warranty immediately.
- c. SKYGREEN ENERGIES shall not be held liable for claims arising out of illegal export/re-export activities by distributors or Buyers.

17. General Provisions

17.1. Entire Agreement

- a. This Warranty constitutes the **entire agreement** between SKYGREEN ENERGIES and the Buyer/User regarding the warranty of photovoltaic Modules.
- b. All prior oral or written representations, marketing claims, brochures, advertisements, or assurances not expressly included herein are superseded.
- c. No amendment or modification of this Warranty shall be valid unless made in writing and signed by an authorized representative of SKYGREEN ENERGIES.

17.2. Severability

- a. If any provision of this Warranty is held to be invalid, illegal, or unenforceable under applicable law, such provision shall be deemed modified to the minimum extent necessary to render it enforceable.
- b. If modification is not possible, the invalid provision shall be severed, and the remaining provisions shall remain in full force and effect.

17.3. Waiver

- a. The failure of SKYGREEN ENERGIES to enforce any right, term, or provision under this Warranty shall not constitute a waiver of such right or provision.
- b. No waiver shall be valid unless expressly made in writing and signed by SKYGREEN ENERGIES' authorized signatory.
- c. A waiver of one breach shall not constitute a waiver of any subsequent breach.

17.4. Revisions and Updates

- a. SKYGREEN ENERGIES reserves the right to revise, amend, or update the terms of this Warranty for future sales of Modules.
- b. For Modules already sold, the Warranty version in force at the **time of sale** shall apply, unless otherwise agreed in writing.
- c. Revised Warranty terms may be published on the official website (www.skygreenenergies.com) and shall automatically apply to subsequent sales.

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17.5. Headings & Interpretation

- a. Section and clause headings in this Warranty are provided for convenience only and shall not affect the interpretation of the text.
- b. References to “including” shall always be construed as “including, without limitation.”
- c. References to IEC or IS standards shall be deemed to include future amendments or replacements of such standards.

17.6. Survival of Obligations

- a. The following obligations shall survive the expiration or termination of this Warranty:
 - i. Limitations of liability (Section 14).
 - ii. Governing law, jurisdiction, and dispute resolution (Section 15).
 - iii. Data privacy, anti-bribery, and compliance obligations (Section 16).
 - iv. Indemnity obligations of Buyer/User (Section 14.5).
- b. These obligations remain enforceable notwithstanding Warranty expiry.

17.7. Language Accessibility

- a. This Warranty is issued in **English**, which shall be the **binding legal language** for all purposes.
- b. SKYGREEN ENERGIES may, at its discretion, provide **non-binding translated summaries** in major Indian languages (e.g., Hindi, Tamil, Telugu) for user convenience.
- c. In case of conflict between translations and the English version, the **English version shall prevail**.

Annex A – Warranted Power Performance Table & Charts

A.1. General Principles

- A.1.1. This Annex sets out the guaranteed linear and step performance degradation curves for SKYGREEN ENERGIES Modules.
- A.1.2. Performance warranties apply to Module output measured at **Standard Test Conditions (STC)**, as defined in IEC 60904.
- A.1.3. For bifacial Modules, Warranty applies to **front-side rated power only**, unless expressly stated in the sales contract.
- A.1.4. Measurement uncertainty of $\pm 3\%$ shall be applied to all test results.

A.2. N-Type TOPCon Modules (Bifacial & Monofacial) – Linear 30-Year Warranty

- **Year 1:** Minimum guaranteed output = **99.0%** of rated power.
- **Years 2–30:** Maximum annual degradation = **0.40%** per year.
- **Year 30:** Minimum guaranteed output = **87.4%** of rated power.

Performance Table (TOPCon):

Year	Guaranteed Output (%)	Year	Guaranteed Output (%)
1	99.0%	16	93.0%
2	98.6%	17	92.6%
3	98.2%	18	92.2%
4	97.8%	19	91.8%
5	97.4%	20	91.4%
6	97.0%	21	91.0%
7	96.6%	22	90.6%
8	96.2%	23	90.2%
9	95.8%	24	89.8%
10	95.4%	25	89.4%
11	95.0%	26	89.0%
12	94.6%	27	88.6%
13	94.2%	28	88.2%
14	93.8%	29	87.8%
15	93.4%	30	87.4%

A.3. Mono PERC Monofacial Modules – Step 25-Year Warranty

- Year 1: ≥ 97% of rated power.

Performance Curve: Linear degradation interpolated between Year 1 and Year 30.

A.4. Verification of Performance

- A.4.1. Performance shall be verified using calibrated test equipment compliant with IEC 60904.
- A.4.2. Independent testing must be conducted at an ISO/IEC 17025 NABL-accredited laboratory.
- A.4.3. Test results shall account for measurement uncertainty (±3%).
- A.4.4. Disputes shall be resolved in accordance with Section 15 (Technical Disputes).

Annex B – Operation & Maintenance (O&M) Log Template

B.1. Purpose & Applicability

- B.1.1. This Annex provides the mandatory format and requirements for maintaining O&M records for SKYGREEN ENERGIES Modules.
- B.1.2. The O&M Log serves as documentary proof that the Buyer/User has complied with the obligations under Section 7 (O&M Obligations).
- B.1.3. Submission of O&M Logs is compulsory for warranty claims. Failure to maintain or produce these records shall be deemed non-compliance and may result in claim rejection.

B.2. General Principles

- B.2.1. The O&M Log may be maintained in physical register format or digital ERP/SCADA system.
- B.2.2. Logs must be updated promptly after each maintenance activity.
- B.2.3. Records shall be retained for the entire Warranty period (25 years for Mono PERC; 30 years for TOPCon).
- B.2.4. Logs must be made available to SKYGREEN ENERGIES during audits or warranty claim inspections.
- B.2.5. Entries must be signed by the **responsible technician/supervisor**.

B.3. Minimum Information to Record

Each entry in the O&M Log must include at least the following fields:

- Date of Activity
- Activity Type (Cleaning, Visual Inspection, Thermography, IV Curve, Torque Check, Repair, Other)
- Team/Contractor Name
- Method Used (e.g., manual cleaning with soft water, robotic cleaning, drone thermography)
- Water TDS (ppm) – if cleaning performed
- Ambient Temperature (°C) and Module Surface Temperature (°C)
- Observations/Defects Noted (e.g., cracks, hotspots, loose connectors, shading issues)
- Corrective Action Taken (e.g., replaced connector, isolated Module, tightened clamps)
- Supervisor Name & Signature

B.4. Template Table

Date	Activity Type	Team/Contractor	Method Used	Water TDS (ppm)	Ambient Temp (°C)	Module Temp (°C)	Observations / Defects	Corrective Action	Supervisor Signature
12/01/2026	Cleaning	XYZ Services	Soft water	120	25	28	No issues	N/A	[Sign]

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Date	Activity Type	Team/Contractor	Method Used	Water TDS (ppm)	Ambient Temp (°C)	Module Temp (°C)	Observations / Defects	Corrective Action	Supervisor Signature
25/01/2026	Inspection	In-house team	Visual check	N/A	27	31	Loose connector found	Replaced MC4	[Sign]
30/01/2026	Thermography	Drone Services	Drone scan	N/A	29	33	Hotspot in string 4	Module isolated	[Sign]

B.5. Digital Record-Keeping (Optional)

- B.5.1. Buyer/User may maintain records digitally in Excel, ERP, SCADA, or dedicated O&M software.
- B.5.2. Digital logs must be backed up and accessible for the entire Warranty duration.
- B.5.3. SKYGREEN ENERGIES may provide a portal/API for direct O&M uploads.

B.6. Consequences of Non-Compliance

- B.6.1. Claims submitted without O&M Logs will be rejected.
- B.6.2. Incomplete, falsified, or backdated records will be treated as non-compliance.
- B.6.3. Regular audits may be conducted by SKYGREEN ENERGIES or its authorized service partners.

Annex C – Site Acceptance Test (SAT) Checklist

C.1. Purpose & Applicability

- C.1.1. This Annex defines the mandatory commissioning tests and documentation requirements at the time of system handover.
- C.1.2. The SAT is a prerequisite for Warranty activation and for all future Warranty claims.
- C.1.3. SAT must be jointly carried out by the EPC/installer, Buyer/User, and (if required) SKYGREEN ENERGIES' representative.

C.2. General Principles

- C.2.1. All commissioning tests shall be conducted in accordance with IEC 62446-1, CEA regulations, and SKYGREEN ENERGIES' installation guidelines.
- C.2.2. Minimum irradiance during testing: ≥ 700 W/m².
- C.2.3. SAT results must be documented, signed, and archived by Buyer/User.
- C.2.4. Failure to provide SAT documentation may result in denial of Warranty claims.

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C.3. Minimum SAT Checks

1. **Module Visual Inspection**
 - Verify absence of cracks, delamination, discoloration, or physical damage.
 - Confirm serial numbers are visible and match purchase invoices and string maps.
2. **Serial Verification**
 - At least **10% of installed Modules** shall be physically cross-verified against invoice/serial list.
 - Photographic evidence must be attached to the SAT Report.
3. **Mechanical Integrity**
 - Check clamps, fasteners, torque settings, and structure alignment.
 - Verify ground clearance and Module tilt angles as per design.
4. **Insulation Resistance (IR) Test**
 - Conduct per IEC 62446-1.
 - Minimum insulation resistance: **$\geq 1 \text{ M}\Omega$ at 1000 V DC.**
5. **Polarity & Continuity Test**
 - Confirm correct polarity of each string.
 - Verify continuity and absence of open circuits.
6. **IV Curve Testing**
 - Conduct IV curve measurement for at least **10% of installed strings.**
 - Performance deviation must be within **$\pm 5\%$ of expected values.**
7. **Thermographic Imaging**
 - Perform infrared thermal imaging under $\geq 700 \text{ W/m}^2$ irradiance.
 - Identify and record hotspots, defective cells, or bypass diode failures.
8. **Earthing & Lightning Protection**
 - Verify Earthing resistance within statutory limits (typically $\leq 5 \Omega$).
 - Check installation of lightning arrestors and surge protection devices.
9. **SCADA / Monitoring Integration (if applicable)**
 - Verify proper Module/string mapping in SCADA or monitoring platform.
 - Confirm that real-time generation data is being recorded.
10. **Documentation & Sign-Off**
 - Compile all test results, photos, and string maps.
 - Prepare a signed SAT Report including EPC, Buyer/User, and supervising engineer.

C.4. SAT Report Structure

The SAT Report must contain:

- Project Name & Location.
- EPC/Installer details.
- Date of commissioning.
- Module model, capacity (kWp/MWp), and quantity.
- Test results (IR, IV, thermography, polarity, Earthing).
- Photographs of Modules, arrays, and BOS equipment.
- Serial number verification sheet.
- String map with Module placement.
- SCADA/monitoring screenshots (if applicable).

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C.5. Certification Statement

At commissioning, EPC/Installer shall provide the following declaration:

"We hereby certify that the installation of SKYGREEN ENERGIES photovoltaic Modules at [Project Name & Location] has been completed in accordance with SKYGREEN ENERGIES' Installation Manual, applicable IEC/IS standards, and relevant DISCOM/CEA regulations. All commissioning tests specified in Annex C have been successfully performed, and results are attached. We acknowledge that failure to maintain these records may invalidate Warranty claims."

Signatures:

- EPC/Installer Representative _____ Date: _____
- Buyer/User Representative _____ Date: _____
- Supervising Engineer _____ Date: _____

Annex D – Warranty Claim Form

D.1. Purpose & Applicability

D.1.1. This standardized form must be used by Buyer/User for all Warranty claims under the SKYGREEN ENERGIES Limited Product & Performance Warranty.

D.1.2. Claims submitted without this completed form and supporting documentation shall be considered **incomplete** and may be rejected.

D.1.3. Buyer/User is responsible for ensuring the accuracy of all information provided in this form.

D.2. Claim Form Structure

1. Buyer/User Information

- Name of Buyer/User: _____
- Company/Organization: _____
- Address: _____
- Contact Person: _____
- Phone Number: _____
- Email ID: _____

2. Project / Installation Details

- Project Name: _____
- Site Address: _____
- Capacity Installed (kWp/MWp): _____
- EPC/Installer Name: _____
- Date of Installation/Commissioning: _____

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- Warranty Activation Certificate No.: _____

3. Module Information

- Module Model: _____
- Module Wattage (Wp): _____
- Module Quantity Installed: _____
- Serial Numbers of Affected Modules (attach list if required): _____

4. Nature of Claim

- ☐ Product Defect (material/workmanship)
- ☐ Performance Deviation (below warranted output)
- ☐ Transit Damage (reported within 7 days)
- ☐ Other (please specify): _____

5. Description of Issue

(Provide detailed description of observed defect, performance shortfall, or damage)

6. Evidence Attached

- ☐ Copy of Purchase Invoice
- ☐ Serial Number List (string map)
- ☐ Photographs/Videos of Defect/Damage
- ☐ O&M Log Extracts (Annex B format)
- ☐ Test Reports (IV Curves, Thermography, IR)
- ☐ SCADA/Monitoring Data (if applicable)
- ☐ Copy of SAT Report (Annex C)

7. Buyer/User Declaration

"I hereby certify that the information provided in this Warranty Claim Form is true, accurate, and complete to the best of my knowledge. I understand that submission of falsified or incomplete information may result in rejection of my claim and permanent disqualification from Warranty coverage, in accordance with Section 10.8 of the SKYGREEN ENERGIES Limited Warranty Statement."

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Signature (Buyer/User): _____ Date: _____
Company Seal/Stamp: _____

8. For SKYGREEN ENERGIES Internal Use Only

- Date of Claim Receipt: _____
- Claim Reference No.: _____
- Acknowledgment Sent On: _____
- Assigned Officer: _____
- Status: ☐ Accepted ☐ Rejected ☐ Pending Additional Info

Annex E – Delivery & Unloading Checklist

E.1. Purpose & Applicability

E.1.1. This Annex defines the mandatory inspection and handling procedures for delivery and unloading of SKYGREEN ENERGIES Modules.

E.1.2. Compliance with this checklist is a prerequisite for Warranty validity under Section 12 (Logistics, Risk of Loss & Packaging Inspections).

E.1.3. Failure to follow these procedures shall render transit or handling-related claims invalid.

E.2. Pre-Unloading Checks

1. Verify that delivery vehicle arrives with intact seals and no visible signs of tampering.
2. Cross-check pallet count and seal numbers against shipping documents and invoice.
3. Inspect external packaging for:
 - Torn shrink-wrap
 - Dents, holes, or tilt
 - Water stains or signs of moisture ingress
 - Crushed or damaged pallet corners
4. Take **photographs/videos** of all pallets **before unloading**, including close-ups of any visible damage.
5. If any damage is observed, clearly record it on the **Delivery Note / Lorry Receipt (LR)** and obtain the driver's countersignature.

E.3. Unloading Protocol

1. Use only forklifts, cranes, or mechanical lifting equipment for pallet unloading.
2. **Manual unloading** of individual Modules is prohibited.
3. Do not drag pallets on rough surfaces; use proper lifting forks.
4. Avoid sudden shocks, drops, or tilts during unloading.
5. Continuous **video recording of unloading process** is strongly recommended for evidence.
6. Segregate and quarantine any damaged pallets/modules immediately.

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7. Do not install damaged Modules until SKYGREEN ENERGIES provides clearance.

E.4. Post-Unloading Storage

1. Store pallets in a **dry, clean, level area**, preferably indoors or under waterproof covering.
2. Do not expose packaged Modules to direct sunlight for prolonged periods.
3. Maintain storage away from standing water, mud, or chemicals.
4. Maximum stacking height: **two pallets only**.
5. Maintain ambient storage conditions:
 - o Temperature: -40°C to +50°C
 - o Humidity: ≤ 85% RH continuous
6. Pallets must remain in original packaging until installation.

E.5. Buyer/User Declaration

At the time of unloading and storage, Buyer/User (or authorized representative) shall sign the following declaration:

“We hereby confirm that the delivery and unloading of SKYGREEN ENERGIES photovoltaic Modules have been carried out in accordance with the procedures specified in Annex E. Any damages observed at the time of delivery have been duly recorded on the Delivery Note / LR, with photographic/video evidence attached. We understand that non-compliance with these procedures may render transit or handling-related Warranty claims invalid.”

Signatures:

- Buyer/User Representative _____ Date: _____
- Delivery Supervisor _____ Date: _____

=====END=====

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SKYGREEN ENERGIES – Operation & Maintenance (O&M) Manual

(Issued: September 2025 | Edition 1.0)

1. Introduction

- Purpose of the O&M Manual.
- Why proper O&M protects both system performance and Warranty validity.
- Scope → applies to all SKYGREEN Modules (TOPCon & PERC).

2. Safety Guidelines

- ⚡ Electrical safety → PV Modules generate DC in sunlight.
- PPE → gloves, safety shoes, insulated tools.
- No unauthorized repairs.
- Emergency procedures.

3. System Operating Conditions

- Environmental limits (temperature, humidity, altitude).
- Shading and orientation rules.
- Prohibited applications (marine, mobile, CPV, etc.).

4. Cleaning Procedures

- **When to clean** (desert, industrial and urban).
- **How to clean** → soft water ($\text{TDS} \leq 250 \text{ ppm}$), temp delta $\leq 5^\circ\text{C}$, early morning/evening.
- **Never use** → detergents, acids, abrasives, pressure jets.
- Diagrams: correct cleaning vs. incorrect cleaning.

5. Preventive Maintenance

- **Quarterly**: visual inspections (cracks, connectors, pests).
- **Annual**: IV curves, thermography, torque checks, Earthing/SPD.
- Inspection checklist (with tick boxes).

6. Record-Keeping Requirements

- O&M Logbook (Annex B format).
- What must be recorded (date, activity, method, observations).

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- Sample filled log page.

7. Troubleshooting Guide

Issue	Possible Cause	Action Required
Low output in string	Shading, soiling, loose cable	Clean modules, check connectors
Hotspot in Module	Cracked cell, bypass diode	Isolate module, contact service
Connector burnt	Arcing, improper mating	Replace connector, retorque
Discoloration of cells	Normal UV aging	No action (cosmetic only)

8. Corrective Maintenance

- Isolating defective Modules immediately.
- Contact SKYGREEN ENERGIES service for authorization.
- Prohibition of unauthorized modification/repair.

9. End-of-Life Recycling

- Disposal under **E-Waste (Management) Rules, 2022**.
- How to contact SKYGREEN ENERGIES for authorized recyclers.
- Environmental responsibility statement.

10. Contact & Support

📍 SKYGREEN ENERGIES

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