



SUNRAY Limited Warranty For Photovoltaic (PV) Modules

— 2026

Effective for modules shipped on or after January 1, 2026
Shenzhen Sunray Solar Co., Ltd

1. Limited Product Warranty

This Limited Warranty is granted to the all solar panels sold by Sunray. Subject to the terms herein, SUNRAY warrants that the Modules will be free from defects in materials and workmanship under normal application, usage, installation, and service during the applicable warranty term.

2. Warranty Scope, Remedies, and Coverage

- **Warranty Start Date:** the date the solar module is shipped by SUNRAY
- **Remedy:** If any Module fails due to defects in materials or workmanship within the applicable period, SUNRAY will, at its option: (i) replace it with a new same solar module; or (ii) refund a the original purchase price (the “Purchase Price”). The foregoing shall be the Customer’s sole and exclusive remedy under this Limited Warranty.
- **Controllers & Loose Wiring:** Charge controllers and separate wiring are not covered by this Limited Warranty.

3. Covered Products and Warranty Terms

- Flexible Solar Panels

(1) SR-Flex-SP xxxW	36months(materials &workmanship)
(2) SR-Flex-CF xxxW	36months(materials &workmanship)
(3) SR-Flex-DF xxxW	24months(materials &workmanship)
(4) SR-Flex-HF xxxW	12months(materials &workmanship)
• Foldable Solar Panels	
(1) SR-Fold-SP xxxW	24months(materials &workmanship)
(2) SR-Fold-IG xxxW	24months(materials &workmanship)
(3) SR-Fold-HPxxxW	24months(materials &workmanship)
(4) SR-Fold-SC xxxW	24months(materials &workmanship)
• Rigid Solar Panels	120 months (materials & workmanship)
• Customized Solar Panels	
(1) ETFE solar panel	60 months (materials & workmanship)
(2) Epoxy solar panel	12 months (materials & workmanship)
(3) PET solar panel	24 months (materials & workmanship)

4. Exclusions and Limitations

1) Claim Window: Warranty claims must be submitted in writing within the applicable warranty period to SUNRAY together with Module serial number(s) and shipment date.

2) Exclusions: This Limited Warranty does not apply to damage or defects resulting from:

- Misuse, abuse, negligence, vandalism, or accidents.
- Immersion in water or prolonged exposure to standing water (fresh or salt).
- Dropping Modules or placing objects (e.g., tools) on the Modules; human-caused impacts that lead to cosmetic/structural damage or loss of power output.
- Cosmetic issues to housings (e.g., superficial scratches, normal wear, or corrosion after wear) that do not affect function.

5. How to Obtain Warranty Service

To obtain service, the Customer or distributor must promptly notify SUNRAY and provide:

- (a) complete serial number(s) as printed on the Module label(s);

(b) shipment date; and (c) reasonable assistance for fault analysis, including but not limited to photographs of the defect/site and installation/operation records.

6. Other Terms

Replacement of Modules, or the supply of additional Modules, does not start a new warranty term nor extend the original term.

7. Force Majeure

SUNRAY shall not be liable for any failure or delay in performance of any sales term or condition (including this Limited Warranty) to the extent caused by events beyond its reasonable control, including but not limited to fire, flood, blizzard, hurricane, lightning, acts of God, changes in public policy, terrorism, war, riots, strikes, or the inability to obtain sufficient labor or materials.

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