



LIMITED & LINEAR WARRANTY FOR PV MODULES

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Power Your
Future with
**Inter Solar
Systems**

27+ Years of
Expertise

PRODUCTS INCLUDED IN WARRANTY

Inter Solar Systems Pvt. Ltd. provides PV modules with a limited product and performance warranty for its customers. The model numbers of the modules included in the warranty are detailed in Mentioned below:

S.NO	NO OF CELL	CELL TYPE	MODULE TYPE	MODULE NUMBERS
1	144	MonoPERC	Monofacial	ISSM10(500-550)
2	144	MonoPERC	Bifacial transparent	ISSM10(500-550)
3	72	PolyCrystalline	PolyCrystalline	ISSP72(300-335)

Inter Solar PolyCrystalline			Inter Solar MonoFacial (MonoPERC)			BIFACIAL		
Year	Degradation	Power o/p	Year	Degradation	Power o/p	Year	Degradation	Power o/p
1	3.00%	97.00%	1	2.00%	98.00%	1	2.00%	98.00%
2	0.7%	96.32%	2	0.55%	97.46%	2	0.45%	97.56%
3	0.7%	95.65%	3	0.55%	96.92%	3	0.45%	97.12%
4	0.7%	94.98%	4	0.55%	96.39%	4	0.45%	96.68%
5	0.7%	94.31%	5	0.55%	95.86%	5	0.45%	96.25%
6	0.7%	93.65%	6	0.55%	95.33%	6	0.45%	95.81%
7	0.7%	93.00%	7	0.55%	94.81%	7	0.45%	95.38%
8	0.7%	92.35%	8	0.55%	94.29%	8	0.45%	94.95%
9	0.7%	91.70%	9	0.55%	93.77%	9	0.45%	94.53%
10	0.7%	91.06%	10	0.55%	93.25%	10	0.45%	94.10%
11	0.7%	90.42%	11	0.55%	92.74%	11	0.45%	93.68%
12	0.7%	89.79%	12	0.55%	92.23%	12	0.45%	93.26%
13	0.7%	89.16%	13	0.55%	91.72%	13	0.45%	92.84%
14	0.7%	88.53%	14	0.55%	91.22%	14	0.45%	92.42%
15	0.7%	87.91%	15	0.55%	90.72%	15	0.45%	92.00%

Inter Solar PolyCrystalline			Inter Solar MonoFacial (MonoPERC)			BIFACIAL		
Year	Degradation	Power o/p	Year	Degradation	Power o/p	Year	Degradation	Power o/p
16	0.7%	87.30%	16	0.55%	90.22%	16	0.45%	91.59%
17	0.7%	86.69%	17	0.55%	89.72%	17	0.45%	91.18%
18	0.7%	86.08%	18	0.55%	89.23%	18	0.45%	90.77%
19	0.7%	85.48%	19	0.55%	88.74%	19	0.45%	90.36%
20	0.7%	84.88%	20	0.55%	88.25%	20	0.45%	89.95%
21	0.7%	84.29%	21	0.55%	87.77%	21	0.45%	89.55%
22	0.7%	83.70%	22	0.55%	87.28%	22	0.45%	89.14%
23	0.7%	83.11%	23	0.55%	86.80%	23	0.45%	88.74%
24	0.7%	82.53%	24	0.55%	86.32%	24	0.45%	88.34%
25	0.7%	81.95%	25	0.55%	85.85%	25	0.45%	87.95%
						26	0.45%	87.55%
						27	0.45%	87.16%
						28	0.45%	86.76%
						29	0.45%	86.37%
						29	0.45%	85.99%



10-YEAR LIMITED PRODUCT WARRANTY

ISS Solar PV modules mentioned in clause #1 are backed by a 10-year product warranty that begins on the applicable warranty date (see section #4). If the modules underperform during the 10 years from the warranty start date due to issues related to materials or workmanship, ISS may, at its discretion: (a) repair the modules, (b) replace them with similar modules, or (c) refund the purchase price of the modules without interest, based on a value that considers a 15% depreciation per year on the original purchase price or the current price of similar modules, whichever is lower.

*Any bifacial glass module referenced in clause #1 also carries a 10-year limited product warranty. Any changes in the appearance of the modules, such as scratches, stains, mechanical wear, rust spots, oxidation, salt deposits on the module glass, and physical damage from handling, are not considered defects under this Limited Product Warranty. These alterations do not affect the performance or operational capabilities of the modules.

Claims regarding glass breakage will only be valid if no external cause—natural or manmade—can be identified.

The options for repair, replacement, or refund outlined in this section are the exclusive remedies provided under the Limited Product Warranty and will not extend beyond the specified 10-year warranty period. This Limited Product Warranty does not guarantee a specific power output, which is exclusively addressed under the Limited Output Warranty in section #3.

25-YEAR LIMITED PERFORMANCE WARRANTY

The first-year performance ratings for the modules are as follows: Poly Crystalline at 97%, Mono PERC PV modules at 98% starting from the warranty commencement date.

For Poly Crystalline modules, from the second to the twenty-fifth year, the power output will decrease by no more than 0.70% per year of the peak power under standard test conditions (STC). Therefore, by the end of twenty-five years, the modules are expected to produce at least 80.2% of their peak power as measured at STC from the warranty start date.

For Mono PERC modules, from the second to the twenty-fifth year, the power output will decline by no more than 0.55% per year of the peak power under STC. Consequently, by the end of twenty-five years, these modules should achieve at least 84.30% of their peak power at STC from the warranty start date.

For all Mono PERC bifacial modules, from the second to the thirtieth year, the power output will decrease by no more than 0.45% per year of the peak power under STC, resulting in at least 84.99% of peak power at STC by the end of thirty years from the warranty start date.

Note: For bifacial modules, the power warranty applies only to the power generated from the front side of the module.



LIMITED REMEDY

ISS further guarantees that if, during the periods specified in sections 2 and 3 above, any PV module shows a power output lower than the nominal performance indicated on the original product label and the warranted performance value described in section 1, and this reduction is found to result from defects in workmanship under normal usage and service conditions, ISS will address the power decrease by, at its reasonable discretion:

- **Repairing or replacing the module.**

After taking corrective measures to address the power reduction, ISS will provide additional module(s) to the customer to compensate for the diminished power. The customer will be responsible for mounting these additional modules at their own expense. ISS will not supply any additional mounting structures, Transport or cover the labor costs associated with these extra modules.

All tests to assess the power output of the modules will be conducted under Standard Test Conditions (STC) of 1000 W/m² irradiance, a cell temperature of 25°C, and an air mass of AM 1.5 light spectrum. Measurements will be performed in accordance.

The remedies stated above represent Inter Solar's sole responsibility and the customer's exclusive remedy for any module failure to comply with the warranty outlined in section 3. Repair or replacement will not extend the warranty period specified therein.

EXCLUSIONS FROM WARRANTY

In addition to any other exclusions, limitations, or conditions outlined in this Limited Warranty, the following exclusions and limitations apply:

- **Warranty Claims:** All warranty claims must be submitted within the applicable warranty period for this warranty to be valid.
- **Exclusions:** This Limited Warranty does not cover any module that, in Inter Solar's sole judgment, has been subjected to:
 - Improper handling, transportation, or storage.
 - Defects or failures caused by devices or parts other than the modules, including mounting methods for such devices or parts.
 - Defects or failures arising from faulty wiring, installation, or handling.
 - Non-compliance with the instructions provided in the installation manual.
 - Repairs or modifications performed by unauthorized service technicians.
 - Damages resulting from abrasion, artificial damage, or animals.



- Installation of the solar module in direct contact with saltwater or in offshore (e.g., platforms) and marine (e.g., boats, piers) applications, or contamination from exceptional exposure to saltwater or other chemicals.
- Events such as fire, power failures, surges, installation failures, lightning, floods, natural disasters, vandalism, accidental breakage, heavy snow loads, or any other causes beyond Inter Solar's control.
- Willful misconduct or negligence by the customer, its employees, agents, or other third parties.
- Defects or failures caused by removal from the original installation location.
- Use on mobile units such as vehicles.

Inspection Responsibility: It is the responsibility of the customer (or their forwarding company) to inspect and accept the solar modules supplied by ISS. Claims related to damages in packaging, such as impacts on pallets, will only be accepted if they occur during delivery while the transportation is under ISS's scope. For all other cases, claims for damages should be directed to the forwarding or insurance company.

The customer must log complaints on the same day of receiving the modules. This should include photographs of the unloading process, damaged panels, and relevant documents such as the Truck GR Copies, RC, and Bill of Lading. Additionally, the quantity of damaged materials must be noted as recorded on the Bill of Lading and signed by the driver.

- **Appearance Deterioration:** This warranty does not cover deterioration in appearance due to naturally occurring scratches, stains, mechanical wear, rust, mold, degradation, discoloration, or other alterations that occur after shipment from Inter Solar, as long as they do not affect the power generation, performance, or mechanical strength of the modules. Discoloration of cell fingers or busbars and snail trails are also not covered.
- **Serial Number:** If the serial number of any solar module has been altered, removed, or rendered illegible, ISS will not approve any warranty claims.
- **Sales Criteria:** All modules will be sold strictly according to the specifications in the data sheet, and any criteria outside of the data sheet will not be covered under the limited product or linear power warranty.
- **Cost Exclusions:** This warranty does not cover costs associated with on-site labor, installation, removal, reinstallation, shipping, or transportation of modules or components, nor does it cover any reimbursement of duties, taxes, statutory obligations, customs duties, or re-shipment costs.
- **Liability Disclaimer:** Notwithstanding anything contained herein, ISS shall not be liable to the buyer or any third party for death, injury, or damages to any person, or for loss of property due to the use of the modules.
- **Ownership of Replaced Modules:** Upon replacement of modules, the replaced modules become the sole and exclusive property of ISS.
- **Warranty Term for Replaced Modules:** For replaced modules, the warranty is only valid for the remaining term; the warranty period does not restart from the replacement date.



- **Module Availability:** ISS may not supply identical modules due to ongoing technological changes but will provide similar modules available at the time of the warranty claim. ISS reserves the right to deliver a different type of module (varying in shape, size, color, and power) if the original modules have been discontinued.
- **Serial Number Integrity:** To ensure warranty coverage, the serial number of the solar module must remain intact and untampered.

RESTRICTIONS ON WARRANTY SCOPE

DISCLAIMER

This limited warranty replaces and supersedes all other express and implied warranties, including but not limited to warranties of merchantability, title, non-infringement, and fitness for a particular purpose, use, or application. ISS shall not be liable for any other obligations or liabilities unless expressly agreed to in writing and signed by ISS.

LIMITATION OF LIABILITY

To the fullest extent permitted by applicable law, ISS shall not be responsible or liable for any damage or injury to persons or property, or for any other type of loss or injury resulting from any cause related to any module, including defects in the solar module, whether during use or installation. Under no circumstances shall ISS be liable for incidental, consequential, or special damages, even if ISS has been informed of or could have reasonably foreseen such damages. Specifically excluded, to the maximum extent allowed by law, are claims for loss of use, loss of profits, loss of production, and loss of revenue. Notwithstanding any other provisions in this document, ISS's total liability for any damages shall not exceed the amount paid by the customer for the module that led to the warranty claim.

PROCEDURE FOR WARRANTY CLAIMS

Warranty Case Report Requirements

The report for a warranty case must include the following information:

CUSTOMER DETAILS:

Name and address of the CUSTOMER/End Customer, INSTALLER, and/or SELLER.

PURCHASE DOCUMENTATION:

A copy of the invoice referencing the claimed module serial numbers, module type, or the purchase and installation agreements.

MODULE INFORMATION:

A copy of the MODULE TYPE and SERIAL NUMBER(S), including the quantity of the respective PV modules.

**INSTALLATION REPORTS:**

A copy of the installation test report meeting the minimum requirements of BIS/IEC
Copies of periodic maintenance reports as required by regional regulations or legal requirements, along with the acceptance protocol for the handover after installation and connection to the grid, including all relevant measured system data.

INSTALLATION LOCATION:

The address of the installation site for the respective PV module, if different from the CUSTOMER/End Customer address.

PROBLEM DESCRIPTION:

A brief but clear description of the issue and the claim being made, including any tests already performed, the tools used, and their results.

LOW POWER OUTPUT INFORMATION (IF APPLICABLE):

Information regarding the PV generator, inverter, and circuit/layout (as documented in the installation materials from your INSTALLER), along with photos of any shading conditions at the site.

REQUESTED WARRANTY ACTION:

The requested warranty performance and the reason for the claim.

SUBMISSION INSTRUCTIONS

The warranty case report should be directed to one of the contact addresses for ISS listed below:

Inter Solar Systems Pvt. Ltd.

Plot No. 901A, Industrial Area, Phase 2, Chandigarh (Pin: 160002)

Email: info@intersolarsystems.com

SUBMISSION DEADLINE

Warranty cases must be reported within 2 weeks of becoming aware of the circumstances constituting a warranty case. The timely submission of the report to ISS will be considered decisive. The deadline is met if the report is received by ISS via email in advance.

TECHNICAL DISPUTE RESOLUTION

In the event of a dispute between ISS and the Customer regarding the validity of any claims under the warranty clauses, an ISO accredited test laboratory, or any other mutually agreed NABL-accredited third-party laboratory in India, will be engaged for testing the solar module. All measurements of the solar module will be conducted under Standard Test Conditions (STC) in accordance with BIS standards. The costs and fees associated with engaging ISO accredited laboratories for claim evaluation will be the responsibility of the party that does not prevail. Additionally, nothing in this Section 9 prevents either party from initiating legal action, suit, or proceedings against the other in the courts of India.



WARRANTY TRANSFERABILITY

This limited warranty can be transferred to any subsequent owner of the module only if the modules remain installed at their original location. The transferee will be subject to all exclusions, limitations, and conditions outlined herein.

FORCE MAJEURE EVENTS

This limited or linear warranty does not apply, and ISS shall not be responsible or liable to the customer or any third party for any delays in performance or non-performance under the conditions of sale. This includes, but is not limited to, situations resulting from acts of God, such as volcanic eruptions, tsunamis, earthquakes, strikes, wars, riots, vandalism, conditions resembling war, plagues or other epidemics, floods, fires, and other events beyond ISS's control. In the event of a Force Majeure situation, the limited warranty will be rendered inapplicable and void.

SEVERABILITY CLAUSE

If any part, provision, or clause of this Limited & Linear Warranty, or its application to any person or situation, is found to be invalid, void, or unenforceable, that determination will not impact the validity or enforceability of any other part, provision, or clause of this Limited Warranty, nor its application to any other person or situation. Accordingly, such other parts, provisions, clauses, or applications of this Limited Warranty shall be considered severable.

WARRANTY EFFECTIVE DATE

This limited product warranty and limited output warranty applies to modules manufactured by ISS with a production Year of 2016, and onward.

The warranty start date will be defined as 60 days after the modules are shipped from ISS's production facility (hereinafter referred to as the "Warranty Start Date").

JURISDICTIONAL TERMS

Any claim or dispute arising under or related to this Warranty Statement shall be exclusively handled in the courts of Punjab, India, and this warranty shall be governed by Indian law. This clause will take precedence over any purchase order, contract, agreement, or document that specifies a different governing law or jurisdiction, unless an amendment is made to this warranty statement to that effect. The mere signing of a purchase order, contract, or agreement with an overriding clause will not impact this Warranty Statement.