



# A Closer Look: PV Panel Warranties

## Comparison of Warranties Characteristics<sup>1</sup>

	SunPower E-Series and X-Series	LG All modules <sup>2</sup>	Solarworld SunModule+ <sup>3</sup>	Solarworld Protect/Bisun <sup>4</sup>	AUO/BenQ PM096 <sup>5</sup>	Panasonic N330/N325 <sup>6</sup>	Hanwha Q.PLUS <sup>7</sup>
<b>Service Warranty</b>							
Ship old panel	✓	✗	✗	✗	✗	✗	✗
Ship new panel	✓	✓	✗	✗	✗	✗	✗
Replace panel	✓	✗	✗	✗	✗	✗	✗
Reimbursement method	Purchase price	Pro-rated value	Unknown "Appropriate residual value"		Unknown "mutually agreed price"	None. New or refurbished module only.	4%/yr depreciation from purchase price with original invoice
<b>Product Warranty</b>							
Years	25	12	10		10	15	12
<b>Power Warranty</b>							
Start point/duration	95%/5yr	98%/1yr	97%/1yr		95%/5yr	90%/10yr 80%/15yr	97%/1yr
Yearly decline	0.4%	0.6%	0.7%	0.35%	0.4%		0.6%
<b>Selected Exclusions</b>							
<b>Excludes damage from:</b>	Direct contact with bodies of salt water	Salt damage Rust  Transport and packaging  Original sales receipt re-quired.  Customer pays if no fault is found by LG.	Transport damage  If dealer is out of business, physical copy of invoice is required.		Salt damage, marine environment  All claims must be made within 7 days of defect, in writing.  "unknowable defects shall be reported ... within seven days from actual knowledge of the relevant defect."	"Modules have been damaged by external stress and strain..."  Rust  If dealer is out of business, physical copy of guarantee or invoice is required.	Blowing sand Saline air Pollution of any kind Extreme temperatures Transport damage  Customer pays if no defect is found by Hanwha.

<sup>1</sup> As of September 2016. Terms may change, so always refer to the most current terms available online.

<sup>2</sup> <http://www.lg-solar.com/downloads/warranty/LGE-Solar%20Module%20Limited%20Guarantee-EN-150601.pdf>

<sup>3</sup> [http://www.solarworld-uk.co.uk/fileadmin/downloads\\_new/produkt/sunmodule/zertifikate/service/en\\_service\\_certificate.pdf](http://www.solarworld-uk.co.uk/fileadmin/downloads_new/produkt/sunmodule/zertifikate/service/en_service_certificate.pdf)

<sup>4</sup> [http://www.solarworld-uk.co.uk/fileadmin/downloads\\_new/produkt/sunmodule/zertifikate/service/en\\_service\\_certificate\\_smprotect\\_swag.pdf](http://www.solarworld-uk.co.uk/fileadmin/downloads_new/produkt/sunmodule/zertifikate/service/en_service_certificate_smprotect_swag.pdf)

<sup>5</sup> [http://www.benqsolar.com/download.php?file=.%2Fupload%2Fmedia%2Fbenqsolarfile%2Fwarrantyletter%2FWarranty\\_letter\\_PM096B00\\_en\\_EU.pdf](http://www.benqsolar.com/download.php?file=.%2Fupload%2Fmedia%2Fbenqsolarfile%2Fwarrantyletter%2FWarranty_letter_PM096B00_en_EU.pdf)

<sup>6</sup> [https://eu-solar.panasonic.net/cps/rde/xbcr/solar\\_en/2016\\_01\\_Guarantee\\_SJ25\\_SJ40\\_SJ47\\_EN.pdf](https://eu-solar.panasonic.net/cps/rde/xbcr/solar_en/2016_01_Guarantee_SJ25_SJ40_SJ47_EN.pdf)

<sup>7</sup> [http://www.q-cells.co.uk/fileadmin/user\\_upload/PDFs/Hanwha\\_Q\\_CELLS\\_Warranty\\_terms\\_modules\\_G4\\_2016-06\\_Rev03\\_EN.pdf](http://www.q-cells.co.uk/fileadmin/user_upload/PDFs/Hanwha_Q_CELLS_Warranty_terms_modules_G4_2016-06_Rev03_EN.pdf)