

Limited Warranty for Photovoltaic (PV) Modules

1. Limited Product and Power Warranties

Effective Date: March 2025

PV Module(s): This Limited Warranty is effective for photovoltaic modules from White International Pty Ltd / White International NZ Ltd (White International) distributed in Australia and New Zealand under the brand "Kingdome Solar" with the model numbers listed below, sold after the Effective Date (the "PV Modules"). The PV Modules exclude any power electronic, external connector, jumper, microinverter, or other external device included or sold with the PV Modules.

Warranty Start Date: The Warranty Start Date is the earlier of: (i) the date of array interconnection, and (ii) 6 months following delivery of the PV Modules. If the delivery date cannot be verified, then the manufacturing date will be used in its place.

Product Warranty: Subject at all times to the terms and conditions in this Limited Warranty, White International warrants the PV Modules will be free from defects in materials and workmanship that materially impact the functioning of the PV Modules under normal application, installation, use, and service conditions during the Product Warranty Term, as set forth in the Warranty Table.

Power Warranty: Subject at all times to the terms and conditions in this Limited Warranty, White International warrants the PV Modules will have a Measured Peak Power of at least the Guaranteed Peak Power at STC condition during the Power Warranty Term, as set forth in the Warranty Table.

Warranty Table

PV Modules	Product Warranty Term	Power Warranty Term	Guaranteed Peak Power
KD-M440-108N	12 years	30 years	98% of the Minimum Peak Power for the 1st year, reduced by 0.40% per year down to 86.4% for the final, 30th year
KD-M570-144N	12 years	30 years	98% of the Minimum Peak Power for the 1st year, reduced by 0.40% per year down to 86.4% for the final, 30th year
KD-M590-144N	12 years	30 years	98% of the Minimum Peak Power for the 1st year, reduced by 0.40% per year down to 86.4% for the final, 30th year

2. Customer Support

Immediately contact White International at WIAfterSales@whiteint.com.au for claims covered by the Limited Warranty. Additional information may be required to validate the claim, including: applicable warranty registration details, proof of purchase, delivery or installation details, serial and model numbers, and evidence regarding the basis of the claim. All obligations hereunder are contingent upon timely provision of required information. Claims subject to the exclusions set forth in Section 3 will be rejected.

For a validated claim made during the applicable Warranty Term, White International will either repair, replace, or refund the covered PV Modules. White International has sole discretion in determining repair, replacement, or refund for each claim.

3. Exclusions

This Limited Warranty does not cover defects, failures, or power losses due to:

- Misuse, abuse, neglect, or accidents.
- Improper installation or alterations.
- External impacts, acts of nature, or exposure to extreme conditions.
- PV Modules relocated from their original installation site without approval.

For further information, please contact White International at WIAfterSales@whiteint.com.au.

4. General Terms

This warranty is given in addition to the consumer guarantees found within the Australian Competition and Consumer Act 2010 (Cth) for goods purchased in Australia and the Consumer Guarantees Act 1993 NZ for goods purchased in New Zealand:

White International warrants that all products distributed are free from defects in workmanship and materials, for their provided warranty period as indicated above. Subject to the conditions of the warranty, White International will repair or replace any defective products free of charge at the premises of our authorised service agents throughout Australia and New Zealand if a defect in the product appears during the warranty period. If you believe that you have purchased a defective product and wish to make a claim under this warranty, contact us on our Sales Hotline on 1300 783 601 for Australia 0800 509 506 or , or send your claim to our postal address below and we will advise you as to how next to proceed. You will be required to supply a copy of your proof of purchase to make a claim under this warranty as per the above established terms.

This warranty excludes transportation costs to and from White International or its appointed service agents and excludes defects due to non-compliance with installation instructions, neglect or misuse, inadequate protection against the elements, low voltage or use or operation for purposes other than those for which they were designed. For further information regarding the suitability of your intended

application contact us on our Sales Hotlines as shown above. If you make an invalid claim under this warranty, the original product will be sent back to you unrepairs.

This warranty refers only to products sold after the 1st January 2012, and is not transferable to another product type and only applies to the original owner, purchaser or end user, and is in addition to the consumer guarantees found within the Competition and Consumer Act 2010 (Cth) for goods purchased in Australia and the Consumer Guarantees Act 1993 (NZ) for goods purchased in New Zealand.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

To the fullest extent permitted by law, White International excludes its liability for all other conditions or warranties which would or might otherwise be implied at law. To the fullest extent permitted by law, White International's liability under this warranty and any other conditions, guarantees or warranties at law that cannot be excluded, including those in the Competition and Consumer Act 2010 (Cth), is expressly limited to: (a) in the case of products, the replacement of the product or the supply of equivalent product, the payment of the cost of replacing the product or of acquiring an equivalent product or the repair of the product or payment of the cost of having the product repaired, is at the discretion of White International or a 3rd party tribunal elected under the Competition and Consumer Act 2010 (Cth) for goods purchased in Australia and the Consumer Guarantees Act 1993 (NZ) for goods purchased in New Zealand; and

To the fullest extent permitted by law, this warranty supersedes all other warranties attached to the product or its packaging.

In the case of services, supplying the services again or the payment of the cost of having the services supplied again, is at the discretion of White International or a 3rd party tribunal elected under the Competition and Consumer Act 2010 (Cth) for goods purchased in Australia and the Consumer Guarantees Act 1993 (NZ) for goods purchased in New Zealand.

Record your date of purchase in the space below and retain this copy for your records.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure."

Process for Handling Complaints if the Customer is Not Satisfied with the Warranty Claim

Outcome:

Under the Australian Consumer Law (ACL), if a customer is unsatisfied with the resolution of their warranty claim, they may escalate the complaint through the following steps:

Step 1: Contact White International

- Submit a formal complaint via email to WIAfterSales@whiteint.com.au or call 1300 783 601 (Australia).
- Provide evidence (proof of purchase, installation details, serial/model numbers, and defect description).

Step 2: Request a Review

- If the claim is denied, request a written explanation and review under ACL rights.
- White International may reassess the claim or offer an alternative remedy (repair, replacement, or refund).

Step 3: Escalate to Consumer Protection Authorities

If unresolved, lodge a complaint with:

- Australian Competition & Consumer Commission (ACCC) – <https://www.accc.gov.au>
- State/Territory Consumer Affairs Office (e.g., NSW Fair Trading, VCAT).
- The ACL guarantees entitlements to remedies for major failures (refund/replacement) or minor failures (repair/replacement).

Step 4: Legal Recourse

Seek mediation or legal action through small claims tribunals if the dispute remains unresolved.

Warranty Period for Replacing New Modules

- Product Warranty: 12 years (covers defects in materials/workmanship).
- Applies to models KD-M440-108N, KD-M570-144N, and KD-M590-144N.
- Replacement is provided if the defect materially impacts functionality and is not excluded (e.g., misuse, improper installation).
- Power Warranty: 30 years (guarantees power output degradation at $\leq 0.40\%$ annually).
- Replacement or compensation may apply if power output falls below guaranteed levels (e.g., $<98\%$ in Year 1, $<86.4\%$ in Year 30).

Calculation of Refund Amount for Consumers

Under the ACL, refunds are calculated based on:

1. Major Failure (e.g., irreparable defect, unsafe product):
 - Full refund of the purchase price.
 - Compensation for consequential damages (e.g., installation costs).
2. Non-Major Failure (e.g., repairable defect):
 - Refund amount may be pro-rated based on:
 - Age of the Product: $\text{Refund} = (\text{Original Price} \times \text{Remaining Warranty Period}) / \text{Total Warranty Period}$
Example: A 5-year-old module (12-year warranty) refunded at $(7/12) \times \text{Original Price}$.
 - Usage: Deductions for fair wear and tear may apply.
3. Power Warranty Shortfall:
 - If output falls below guaranteed levels, refunds may reflect the 'lost energy value' over the remaining warranty term.

For further details, refer to the ACL (<https://www.accc.gov.au/consumers/consumer-rights-guarantees>) or contact White International.

Contact Details:

Importer:

White International Pty Ltd
Address: 60 Ashford Avenue, Milperra
NSW 2214, Australia
E-mail: pumpsales@whiteint.com.au
Phone: +61 (2)9783 6000
Web: www.whiteint.com.au

Manufacturer:

ZHEJIANG KINGDOM SOLAR ENERGY TECHNIC CO.,LTD
Address: No.1199 Huifeng South Road, Jiangnan Street, Linhai, Taizhou, Zhejiang, China
E-mail: kingdom@kingdomsolar.net
Phone: 0086-576-85509222
Web: www.kingdomsolar.net