

**GOODWE**  
Engineered by  UMAX



# **GOODWE Standard Limited Warranty for GOODWE&Umax Residential Carport**

**GWBM-OTD-BMT(AU&NZ)-002-01 A0**

**GOODWE BIPV SOLUTIONS**  
SOLARISE EVERY BUILDING

## OVERVIEW

Effective from January 1st, 2025

This GOODWE&Umax Standard Limited warranty shall apply to GOODWE &Umax residential Carport mounting rack (hereinafter referred to as "Product").

This GOODWE&Umax Standard Limited warranty terms and conditions apply to Australia and New Zealand market.

## STANDARD LIMITED WARRANTY

GOODWE TECHNOLOGY CO.,LTD. (hereinafter referred to as "GOODWE") undertakes to the Customer to provide carport mounting racks with 15-year quality warranty, during which GOODWE Shall be liable for defects in material under normal use and routine maintenance, except for paint finish. Any issues related to the paint finish, including but not limited to peeling or fading, due to lack of maintenance are not covered under the warranty.

The warranty is subject to installation by certified or trained installers and the carport structure being checked or inspected by GOODWE or Umax.

Additionally, GOODWE provides 15-year product warranty and 30-year power output warranty on the Polaris PV modules used for our residential solar carports. Please refer to "STANDARD LIMITED WARRANTY FOR POLARIS PRODUCTS" for more details about Polaris PV module warranty.

## WARRANTY START DATE

The Warranty Start Date of the carport mounting rack is consistent with that of the Polaris Series and is from the earlier one of the following two dates:

1. Six months after shipping the Products to the Customer.
2. The date on which the Product was first installed.

## LIMITATION OF LIABILITY

GOODWE shall not be responsible for any Product-related loss of profits, loss of usage, equipment downtime, or any indirect, incidental, consequential, punitive, and special damages, except as arising directly from GOODWE warranty obligations. This limitation

applies except where prohibited by law, including but not limited to applicable consumer protection laws in relevant jurisdictions. GOODWE's cumulative liability, if any, for damages or other incidents shall not exceed the price paid by the Customer for the Product (The price of the Product is determined by GOODWE sales based on local market price). This provision shall apply to the fullest extent permitted by applicable law.

## HOW TO MAKE A CLAIM UNDER GOODWE STANDARD LIMITED WARRANTY

In any case, any and all warranty claims shall be submitted to GOODWE or its authorized distributor via website within the corresponding warranty period. The Customer shall provide necessary evidence or evidentiary documents for the claim. If the Customer believes that the Product does not meet the requirements set forth in the clause "STANDARD LIMITED WARRANTY", the Customer should notify the Sales Team or PV Building Material Department of GOODWE by submitting the notice via website **within 30 days** after the claim is identified, GOODWE will coordinate with relevant parties, including Umax, for claim resolution. The notice should include the following information: (a) a claimant; (b) a detailed description of the claim; (c) supporting materials, including photos or data; (c) serial number of affected module; (d) evidence for purchase of the affected module; (f) model of the affected module; (g) location of installation; (h) other supplementary information required by GOODWE and Umax.

Website: <https://goodwetechnology.zendesk.com/hc/en-gb>

The Customer has the right to make a claim for the above warranty terms. If a warranty event meets multiple warranty terms at the same time, when GOODWE has given a remedy for this incident, GOODWE shall be deemed to have settled all applicable warranty claim elements arising from the incident.

## REMEDIES FOR CLAIMS

In the event that Customer claims that the Product fails to meet the "STANDARD LIMITED WARRANTY" and GOODWE confirms the cause for such defect lies in the Product material; or at the request of the Customer, a mutually-agreed third party testing was done to reveal that the cause of such defects lies in the material, GOODWE shall, at its sole discretion, replace the defective Product.

## PRODUCT CHANGES

The replacement of the Product or the supply of additional Products will not result in the commencement of a new warranty period, nor will the original warranty period set forth in this “Standard Limited Warranty for GOODWE&Umax residential Carport” be extended. Any replaced Products are the property of GOODWE and are at its sole disposal. If GOODWE has ceased production of the Product to be replaced at the time of claim, it shall have the right to supply another type of Product suitable for the proposed project.

## TRANSFERABILITY

The Customer can transfer the rights and obligations under this “Standard Limited Warranty” to the subsequent project owner by informing GOODWE in writing of this transfer of rights, provided that:

1. The Products remain at the initial installation site without being tempered with;
2. The transfer of ownership has been finalized with no remaining arrears or other amounts due;
3. This transfer of rights covers all provisions of this “Standard Limited Warranty”;
4. The transferee agrees to be bound by all terms of this “Standard Limited Warranty”.

The Customer shall provide reasonable evidence to prove the inheritance of ownership within 30 days after the transfer of ownership. Otherwise, GOODWE shall have the right to refuse to process the relevant claim and shall not be liable for it. The rights of this “Standard Limited Warranty” shall only be transferred if above mentioned requirements are fully met, otherwise such transfer shall not be binding upon on GOODWE, and GOODWE has the right to refuse to process the relevant demand for claims without any liability.

## CARE OF THE PRODUCT

Products are designed to be durable with minimal care, however it is important that you maintain the Products in accordance with proper practices as outlined in the "GOODWE & UMAX RESIDENTIAL SOLAR CARPORT INSTALLATION MANUAL". This includes bolts connections on mounting structure that needs to be checked every year or checked before heavy wind weather. The Product warranty will be VOID if maintenance isn't conducted properly.

In addition to structural maintenance, the product requires regular coating maintenance after installation to protect against environmental wear. It is also crucial to keep the product clean, perform regular inspections, and take preventative measures such as avoiding collisions,

chemical corrosion, and static accumulation, while ensuring fire safety.

## EXCLUSIONS AND LIMITATIONS

The warranty will not apply where:

1. Installation of the product is not performed in accordance with GOODWE's written installation instructions.
2. The Product has been modified, repaired, or reworked in a manner not previously authorized by GOODWE IN WRITING. GOODWE shall not be liable for malfunction and damage arising out of the incorrect use under any circumstances.
3. The Product is not purchased through GOODWE official channels.
4. The Product failure or damage is due to Acts of God or extreme weather conditions.
5. The Product failure is due to environments such as harsh salt spray or chemical corrosion.
6. The product failure is due to lack of routine maintenance, including but not limited to monthly visual checking and cleaning.
7. Products that fail due to improper transportation, storage, use, replacement, non-approved repair or negligence during use, storage, transportation or operation.
8. Failure to pay the full purchase price to GOODWE or its affiliated company that sells the Products to the Customer.
9. Products which have been used in a way that infringes the intellectual property of GOODWE or any other third party.
10. Any changes in color, surface that do not affect durability and changes in the appearance of the Product material due to normal wear and tear or other changes in the appearance of the Product (including, without limitation, any stains or mold).
11. Malfunction and damage caused by using the Product in conditions that exceed the rated load, wind, or snow resistance as specified in the installation manual.

**For Consumers in Australia:** Our goods come with guarantees that cannot be excluded under the ACL. 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 goods fail to be of acceptable quality and the failure does not amount to a major failure.

## COMPLIANTS AND DISPUTES

Any inconsistencies in warranty claims shall be determined by one of the leading international or domestic testing organizations as mutually designated by GOODWE and Customers. All costs shall be covered by the losing side unless otherwise agreed or stipulated in the award. The final interpretation right belongs to GOODWE.

**Note:**

1. GOODWE may update the above warranty terms and policies from time to time in accordance with national laws and regulations and related policies, for the latest version, please visit GOODWE's official website at [www.goodwe.com](http://www.goodwe.com).
2. GOODWE reserves the right of final interpretation of the above terms and conditions.