



10-Year Product and 25-Year Performance Warranty

Crossroads Solar warrants its panels to the industry standard of a 10-year product warranty and a 25-year performance warranty. Warranty conditions and procedures will be explained below. The product warranty covers material defects from manufacturing in the physical structure of the panel; the performance warranty covers long term power output.

Product Warranty Provisions

Crossroads Solar warrants that a module will maintain its mechanical integrity and stability in accordance with the approved operational methods described in our installation manual. For example, the glass will maintain its integrity provided there are no indications of localized impacts or external forces; the cable and connector plug of the module will remain safe and operational provided the module is professionally installed. Any damage caused by abrasion, improper installation, artificial damage, or animals are excluded from this warranty.

All claims under the product warranty provisions require proof that the malfunctioning or nonconformity of the module results exclusively from defects in materials and/or workmanship under normal application, installation, use and service conditions specified in our product documentation. Color changes of the module or any other changes in module appearance do not represent defects, insofar as the change in appearance does not stem from defects in material and/or workmanship, and does not cause degradation of functionality of the module.

Performance Warranty Provisions (Peak Power Warranty)

Industry standard for performance warranties relies on the marginal degrading of power output as panels age. This is tied largely to UV penetration of the materials and the physics of silicon cells. We support this industry standard and warrant our panels to contemporary standards, which calls for a maximum power reduction of roughly 20% over the 25-year period, such that in the 25th year a panel will produce 80% of the power output stated in the first year.

During the first year, Crossroads Solar warrants the actual power output of the module will be no less than 97.5% of the labeled power output. In subsequent years -- year 2 to year 25 -- the annual decline in output will be no more than 0.7% per annum and by the end of the 25th year, the measured power output will be no less than 80.7% of the labeled power output. The actual power output of the module shall be determined for verification using Standard Testing Conditions.

Crossroads' Commitment

We want to make clear how our warranty stands out compared to many other module manufacturers. The cost of underwriting performance warranties is prohibitive for many module manufacturers. By implication the warranty for a panel's performance for 25 years generally means that the company will stand by the terms of the warranty, and 25 years later you can call them on it. 25 years in the solar business is a lifetime. The warranty tends to be as good as the viability of the company.

At Crossroads, we take the warranty as seriously as any other manufacturer but we go a step further than many others. From day one, we have built into our financial models a performance warranty escrow. The escrowed funds reside outside of our operating capital and are reserved to cover warranty claims. The issue with any manufacturer tends not to be in the first or the fifth year, but those later years when company viability is more uncertain. In the first year, Crossroads

– or any manufacturer – can and will simply build you a new panel. That is much less expensive than underwriting them through an insurance broker. But if you ask about the liability in the 7th or 10th year it is a function of corporate viability.

At Crossroads, our escrow account at year 10 would more than cover the cost of all but a catastrophic failure of our panels at some earlier time. Our consumer can call on the warranty escrow funds to cover remediation. We expect to be producing panels in year 10, 20 and 25, but to give a sense of security we are funding our warranty escrow on a monthly basis. We think this puts us a significantly ahead of what many solar module manufacturers are providing.

We are small but we are nimble and we are committed to first quality products. Without the stability and security of our customer base, we could not focus on the profit that we see in the men and women we help transition back into society. We can only do this if we are willing to turn monthly revenue into long term security of our products and for our customers.

How our Warranty Works:

If, within a period of ten (10) years from date shown on the invoice to the customer, any PV module(s) exhibits a physical malfunction due to defects in material or workmanship, Crossroads will replace that panel. Like other warranties, we will provide for panel replacement but not labor to reinstall. The determination of failure will be the sole discretion of Crossroads Solar. We will replace or compensate at our discretion.

If a panel fails to provide power at the marginal rate of natural decline over a 25-year period from the date shown on the invoice (sales receipt), Crossroads will replace the panel or compensate the owner, at Crossroad's discretion. Power output will be judged from standard test conditions (STC1) as specified on Crossroad's specification label. Crossroads will replace such loss in power by

providing additional modules to the customer to make up for such loss in power, by repairing or replacing the defective module(s) at the option of Crossroads Solar, or by providing a residual market value for the product.

The remedies set forth in this clause shall be the sole and exclusive remedies provided under the Limited Peak Power Warranty.

Exclusions to Warranty

All warranty claims must be filed within the applicable warranty period. The Limited Product and the Performance Warranties do not apply to any modules which have been subjected to: misuse, abuse, neglect or accident; alteration, improper installation or application; repair or modifications or power failure surges, lightning, flood, fire, accidental breakage or other events outside Crossroad's control. Both the Product and the Performance Warranties do not cover any transportation charge, customs clearance or any other costs for return of the modules, or for reshipment of any repaired or replaced modules, or costs associated with installation, removal or reinstallation of the PV-modules. Warranty claims will not be honored if the type or serial number of the modules have been altered, removed, or made illegible.

These Limited Warranties for PV Modules as set forth herein are expressly in lieu of and exclude all other express or implied warranties, including but not limited to warranties of merchantability and of fitness for particular purpose, use, or application, and all other obligations or liabilities on the part of Crossroads Solar, unless such other obligations or liabilities are expressly agreed to in writing signed by and approved by Crossroads Solar. We shall have no responsibility or liability whatsoever for damage or injury to persons or property, or for other loss or injury resulting from any cause whatsoever arising out of or related to the modules, including, without limitation, any defects in the Module, or from use or installation. Under no circumstances shall Crossroads Solar be liable for incidental,

consequential or special damages, however caused. Losses of use, of profits, of production, and of revenues are specifically, and without limitation, excluded. Crossroads Solar's aggregate liability, if any, shall not exceed the invoice value as paid by the Customer, for the single unit of module(s).

Procedures for Obtaining Redress under Warranty

If the customer feels a justified claim covered by this Limited Warranties for PV Modules, they should send in writing to the address of Crossroads Solar listed below, or, send an email to the email account of Crossroads Solar. Together with the notification, the customer should enclose the evidence of the claim with the corresponding serial number of the Module(s) and the invoice on which the Modules have been purchased. The return of any PV-Modules will not be accepted unless prior written authorization has been given by Crossroads Solar.

If a part, provision, or clause of this Limited Warranty for PV Modules, or the application thereof to any person or circumstance, is held invalid, void, or unenforceable, such holding shall not effect and shall leave all other parts, provisions, clauses or applications of this Limited Warranty for PV Modules, and to this end such other parts, provisions, clauses or applications of this Limited Warranty for PV Modules shall be treated as severable.

The repair or replacement of the modules or the supply of additional modules does not cause the beginning of new warranty terms, nor shall the original terms of this Limited Warranty for PV-Modules be extended. Any replaced modules shall become the property of Crossroads Solar for their disposal. Crossroads Solar has the right to deliver another type (different in size, color, shape and/or power) in case it has discontinued producing the replaced modules at the time of the claim.

This warranty is transferable when the product remains installed in its original location from the original purchaser (Customer). The original purchase receipt is required.

Disputes

If there are disputes to the warranty, an internationally respected test-institute such as Intertek, TUV Rhineland in Cologne, Germany, or Solar PTL at Arizona State University (ASU) shall be the final judge. All fees and expenses shall be borne by the losing party, unless otherwise awarded. The final explanation right shall be borne by Crossroads Solar.

Force Majeure

Crossroads Solar shall not be responsible or liable in any way to the Customer or any third-party arising from any non-performance or delay in performance of any terms and conditions of sale, including this Limited Warranty for PV Modules, due to acts of God, war, riots, strikes, warlike conditions, plague or other epidemics, fire, flood, or any other similar cause or circumstance beyond the reasonable control of Crossroads Solar. In such cases, Crossroads Solar's performance of this Limited Warranty shall be suspended without liability for the period of delay reasonably attributable to such causes.

To file a claim, please contact:

Crossroads Solar

251 E. Sample St.

South Bend, IN 46601

<mailto:patrickregan@crossroads-solar.com>

Please include all relevant information described above.

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This Limited Power Warranty for PV Modules is valid for all modules dispatched from July 2020 and ongoing. Peak Power at standard test conditions (STC) is the power in Watt peak that a PV-module generates in its Maximum Power Point. Standard Test Conditions (STC) are as follows: (a) light spectrum of AM1.5, (b) an irradiation of 1000W per m² and (c) a cell temperature of 25 degrees Celsius at right angle irradiation. The measurements are carried out in accordance with IEC61215 as tested at the connectors or junction box terminals – as applicable – per calibration and testing standards of Crossroads Solar valid at the date of manufacture of the PV-Modules.