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Repair Information for modules from former Q-Cells SE

Dear Sir or Madam,

Today, we kindly address you as a customer of solar modules from the former Q-Cells SE. Hanwha Q CELLS offers you the free of charge and on-site reparation of certain Q-Cells SE module types, which show a problem with their junction box covers.

The failure is limited to the "Universal j-box" from Q-Cells SE's former Japanese supplier Yamaichi. After around 4 years of operations the junction box covers tend to fall off. The "Universal j-box" was attached to the following module types, which were produced by the former Q-Cells SE between January 2010 and December 2011: Q.BASE, Q.BASE G2 and Q.PRO of the first generation as well as in very limited cases of the second generation (Q.PRO G2). The failure doesn't necessarily occur and doesn't affect the performance of the module in any way. However, the junction box of an affected module will be open and should under no circumstances be touched due to the high voltage produced by a solar module in operations.

Hanwha Q CELLS cares about both your satisfaction with all Q CELLS products and services and your security. Despite the fact that the respective modules were not produced by our company, but by the former Q-Cells SE, Hanwha Q CELLS will repair the respective modules on site and free of charge for you. A highly qualified team will apply a new junction box cover and ensure the full functionality of the module. The independent German Test- and Certification institute VDE has confirmed the quality and reliability of the repair method, which was exclusively developed by Hanwha Q CELLS.

Bank details:
Commerzbank AG
IBAN: DE68100400000199999400
BIC: COBADE33XXX
(EUR, USD, AUD, JPY, GBP)

Tax number: 116/107/06438
Tax ID no.: DE284757331
Tax office: Bitterfeld-Wolfen

In order to ensure a faster processing of your site we would like to ask for your support. Please check the existing data and/or adjust details if necessary. We also need to ask for some information regarding your pv-site in order to prepare the reparation. Therefore please register through the email productservice@q-cells.com.

If you have any further questions, we will be glad to help you via phone +49 (0)3494 6699 45145 or by e-mail on productservice@q-cells.com.

We'd like to thank you in advance for getting back to us. Moreover, we'd like to emphasize, that the current Q CELLS product portfolio is 100 % safe from the failure. All Q CELLS suppliers, components and products have to undergo regular and thorough quality testing, applying test criteria which go far beyond industry standards. Find out more about the advanced Q CELLS products at q-cells.com.

Kind regards

Your Q CELLS Team

Anlagen: