



Huawei SUN2000 Inverter Warranty and Service Condition

(Network Energy Inverter Products)

Huawei Brand Service





Huawei Solar Inverter Warranty and Service Conditions

Huawei service strategy for our customers aims at a quick and effective response in case of a malfunction of network energy as well as at the provisioning of professional solutions for equipment maintenance so as to ensure network energy operation.

Applies to following products:



- SUN2000-8/12/17/20KTL
- SUN2000-33/KTL
- SUN2000-36/42KTL

Warranty period:

- Huawei's warranty period is defined as five years (If configure the SmartLogger monitoring product in the SUN2000 series products, defining Warranty period of SmartLogger is two years). The warranty starting date should be no later than 3 months after Huawei ships the product.

Product	Warranty Starting Time	Warranty Period
SUN2000 series products	The warranty starting date should be no later than 3 months after Huawei ships the product.	The warranty valid for 0 – 63 months from the date of delivery

Warranty services:



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Huawei enterprise customer support services provide inverters maintenance supports for customers, including Remote Support, Hardware Support. The Customer support service of Huawei can help customers maintain the sustained stable operation or gain support from Huawei timely in the case of faults. According to the requirement of customers, Huawei recommends the following service solution:

Customer support service

SUN2000 SERVICE			
	Service Classification	Service Content	Warranty Period(5 years)
Warranty Service	Remote Support	Help Desk	5*8h
		Remote Technical Support	5*8h (response within 30Min)
	Hardware Support	Hardware support	2BD after hardware replacement is confirmed by Huawei

SLA: Service Level Agreement Statement of required performance and responsibilities of each party to the contract.

BD: Business Day (5*8h).

Notes:

- 1、Warranty Services supply remote support, and hardware support. On-site troubleshooting supplies single service and sold independence.
- 2、SLA is a commit base line. Be modified according to local service capacity, service level is below this standard, if the project needs higher service level, it must be reviewed by organs customer support service department.

➤ Remote Support



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Remote Support means Huawei provides solutions for technical enquiry or problem of Huawei Equipments to customers by telephone, or Email. It includes Help Desk, Remote Technical support and Online Technical Support (<http://e.huawei.com/en/service-hotline>).

- **Help Desk** refers to provide technical support to huawei's customers service interfaces and platform, can accept and tracking customers service request;

Tel: 1800046639; **Email:** EUsupport@huawei.com.

- **Remote Technical Support** includes technical enquiry and problem handling. The technical enquiry service provides consultation of non-defective question. The problem handling service is to provide solutions to customers for inverters related problem within the time of SLA agreement.

➤ **Hardware Support**

- Good hardware condition is a prerequisite for solar power system stability. Huawei hardware support ensures customers' equipments run stably.

During the warranty period, Huawei guarantees that all hardware purchased shall

- Be replaced free of charge from defects in material, fabrication, and workmanship.
- Be replaced free of charge if it does not match to the published specifications.
- Distributor will send the replacement device in advance to the mutually agreed customer site within 2 business days after device fault being confirmed by Huawei Technical Support Team. After receiving the replacement device, customer should return the defective device that is packed in the packaging from the replacement device within 15 business days to Distributor. Defective device not returned in time for any reason may be invoiced.
- The replacement device provided by Distributor will be functionally equivalent (feature, function, fit compatible, default software version) to the customer's defective device.
- The replacement device provided by Huawei will be functionally equivalent (feature, function, fit compatible, default software version) to the distributor's defective device,



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which will be equal amount and module with the defective device. The replacement device will be delivered together with distributor's next order from Huawei.

- The replacement device provided by Distributor will have a warranty service period of twelve (12) months from the date when the replacement device is received by the customer, or the remaining of the original Product's warranty or service contract period, whichever is longer.
- Distributor will handle the expense of labor for on-site service.
- The defective device will be reviewed by Huawei. Huawei will recycle the defective device which cannot be refurbished by Huawei onsite the distributor's warehouse.

Disclaimer:

- All above mentioned support services are intended for the promissory Huawei-made equipments. Hardware of devices beyond the agreed scope is not within the scope of service commitments made by Huawei.
- Vulnerable and consumable parts that are used widely such as cables are not within the scope of service commitments made by Huawei.
- If Huawei cannot fulfill its service commitments within the committed time period due to non-Huawei causes, Huawei should be exempted from responsibilities and related compensations on the fulfillment of the SLA commitments. If on-site service is requested, traveling time should be excluded from the SLA time.
- The following types of damage to Huawei-made equipment are not within the scope of Huawei's service commitment:
 - Damage to Huawei-made equipment because of force majeure (natural disasters, fires and wars).
 - Damage to Huawei-made equipment because of natural wear and tear.
 - Direct damage caused by failure to meet system requirements already given in writing for site running environment or external electric parameters.



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- Beyond the scope of damage from lightning due to unsuitable system design.
- Large scale damage to hardware or data of Huawei-made equipment due to customers' negligence, irrelevant operation or intentional damage.
- Damage caused by customers' failure to run Huawei-made equipment in compliance with the operation manual of the equipment.
- System damage caused by third party or customers' reasons, including relocation and installation of the system in noncompliance with Huawei requirements and damage caused by adjustment, change or removal of identification marks in noncompliance with Huawei requirements.
- System damage directly caused by problems in customers' infrastructure.

Huawei Service Organization

Huawei has built up an extensive service organization world-wide. They are serving our customers with 1st, 2nd and 3rd level support, warranty services and spare parts for wide range of technologies.

For support of the warranty services for SUN2000 products Huawei has defined a support organization to support the process as depicted below:



Huawei Inverter Service Process

