



Huawei Solar Inverter SUN2000 Warranty and Service  
Conditions(Network Energy Products)

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# **Huawei Solar Inverter SUN2000 Warranty and Service Conditions**

**(Network Energy SUN2000 Products)**

**Huawei Brand Service**





# Huawei Solar Inverter SUN2000 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. It is a win-win between our customers and Huawei.

## Applies to following products:

- SUN2000-8KTL
- SUN2000-10KTL
- SUN2000-12KTL
- SUN2000-15KTL
- SUN2000-17KTL
- SUN2000-20KTL
- SUN2000-23KTL
- SUN2000-28KTL
- SUN2000-33KTL



## Warranty period:

- Huawei's warranty period is defined as five years (If Huawei datalogger SmartLogger is used together with SUN2000 series products, be noticed that warranty period of SmartLogger is two years). The warranty starting date should be no later than 3 months after Huawei ships the product.
- Huawei also provide extended warranty period(10/15/20 years), which need to be purchased by customer depending on their requests.



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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.	60 months

### Warranty services:

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	Standard Warranty Period(5 years)	Extended Warranty Period(10/15/20 years)
Warranty Service	Remote Support	Help Desk	5*9h(9:00am-18:00pm)	5*9h(9:00am-18:00pm)
		Remote Technical Support	5*9h (response within 30Min)	5*9h (response within 30Min)
		Online Technical Support	Yes	Yes
	Hardware Support	Hardware replacement	5*9h*2 BD(Germany only)	5*9h*2 BD(Germany only)
	Hardware Support	Hardware replacement	5*9h*4 BD(European Union)	5*9h*4 BD(European Union)

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

BD: Business Day.



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### Notes:

- 1、 Warranty Services supply remote support, and hardware support. On-site troubleshooting service is excluded.
  - 2、 SLA is a commit base line. Be modified according to local service capacity, service level can be below this standard. If the project needs higher service level, it must be reviewed by local customer support service department.
  - 3、 The 2 BD SLA for hardware replacement service is only applicable for the equipments which are installed and located in Germany. For the customers located out of Germany but in EU, the SLA for hardware replacement is 4BD.
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### ➤ **Remote Support**

Remote Support means Huawei provides solutions for technical enquiry or problem of Huawei Equipments to by telephone or Email. It includes Help Desk, Remote Technical support and Online Technical Support.

- **Help Desk** refers to service interfaces and platform, which can accept and tracking customers service request.

The Service Desk can be contacted via telephone +492203/5746569, or Email [HTS\\_servicedesk@huawei.com](mailto:HTS_servicedesk@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.

- **Online Technical Support:** Access to Huawei technical support website (<http://support.huawei.com/enterprise/productsupport>), which provides customers helpful maintenance experience, cases and technical support information on Huawei Products.



➤ **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.
- Huawei will send the replacement device in advance to the mutually agreed customer site within 2 (in Germany) or 4 (in European Union) business days after Customer's service request being confirmed. After receiving the replacement device, customer should return/send the defective device that is packed in the packaging from the replacement device within 15 business days. Defective device which is not returned in time for any reason may be invoiced.
- The replacement device provided by Huawei will be functionally equivalent (feature, function, fit compatible, default software version) to the customer's defective device.
- The replacement device provided by Huawei 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.
- For the customers and SUN2000 which are located in Germany the on-site replacement can be done either by Huawei or by customer themselves. For the customers and SUN2000 which are located out of Germany but in European Union (EU), the on-site replacement have to be done only by customer themselves.
- Once the on-site replacement of the customers' faulty SUN2000 system has been completed by customer and the faulty equipment has been received by Huawei, Huawei will pay a replacement fee of EUR 110,- per device within warranty period. The payment of the fee will be done by Huawei or by a service company on behalf of Huawei within 60 days after reception of the faulty part.



- After customer's replacement request being confirmed, Huawei shall pay for transportation fees for the replacement and defective devices within warranty period.

### **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.
  - 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



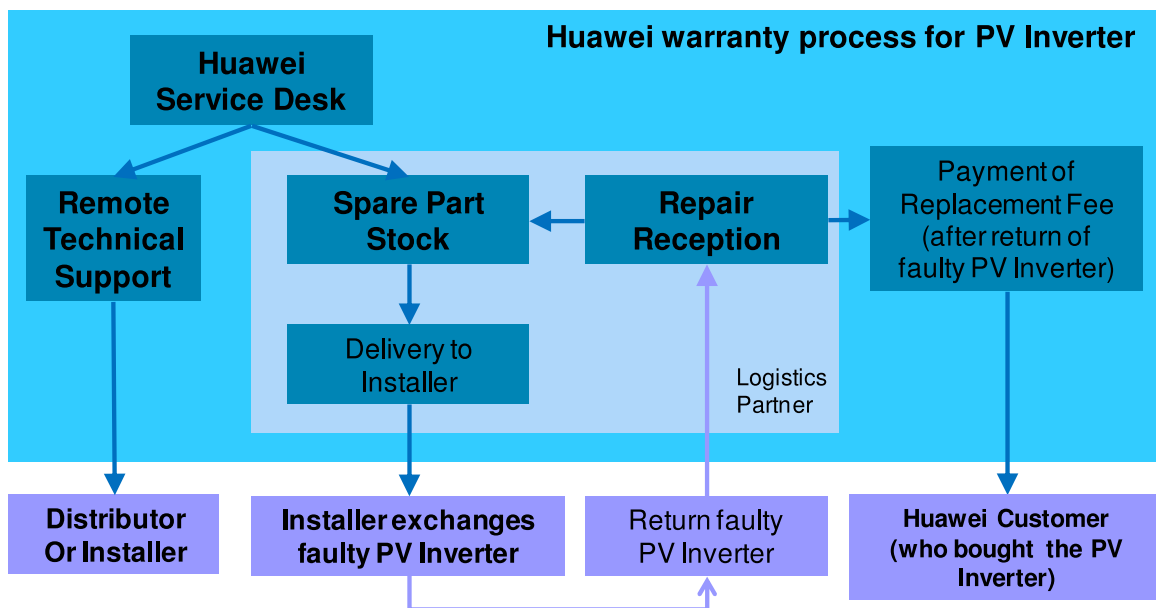
damage caused by adjustment, change or removal of identification marks in noncompliance with Huawei requirements.

- System damage directly caused by problems in customers' infrastructure.

## Huawei Service Organisation

Huawei has built up an extensive service organization world-wide. In Germany the service organization is present in more than 14 locations distributed all over the country. Over 350 employees are part of the German service organization and they are serving our customers with 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> 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.



### Remote Support

The remote support during warranty will be delivered via the local Helpdesk by certified support engineers. These engineers have been trained on the Huawei SUN2000 products. They are part of an international support team in which knowledge is shared between each other and the research and development department.



### **Spare Parts**

For the delivery of SUN2000 systems during the warranty period Huawei has selected a local partner to provide storage of SUN2000 spare parts and delivery of these spare parts within the agreed delivery time. In Germany the delivery is done from one central warehouse where the SUN2000 spare parts are stored.

### **Payment of the replacement fee**

After reception of the faulty/replaced SUN2000 system by Huawei, Huawei will pay (or a service company on behalf of Huawei) will pay the replacement fee as defined in this warranty services description to the distributor/installer company.