



# HUAWEI SUN2000 Inverter Warranty and Service Conditions

Huawei Technologies (XXX) Co., Ltd



# Huawei Solar Inverter Warranty and Service Conditions

These warranty and service conditions apply to the following



## products:

- SUN2000-8/10/12/15/17/20/23/28KTL
- SUN2000-33/40KTL
- SUN2000-36/42KTL
- SUN2000-60KTL-HV/M0

## Warranty period:

Product	Warranty Commencement	Warranty Period
SUN2000 Series Products	Warranty commences from date of shipment from manufacturer in China	63 months
Smartlogger and SmartACU	Warranty commences from date of shipment from manufacturer in China	15 months



## Warranty services:

Huawei provides remote support and hardware support for solar inverter maintenance.

Warranty Services			
	Service Classification	Service Content	Availability
Warranty Service	Remote Support	Help Desk	<a href="http://e.huawei.com/en/service-hotline">http://e.huawei.com/en/service-hotline</a> <b>E-mail:</b> APsupport@huawei.com 09:00 to 18:00 Monday to Friday (Business Days only)
		Remote Technical Support	5*8h (response within 30Min)
		Online Technical Support	<a href="http://e.huawei.com/en/service-hotline">http://e.huawei.com/en/service-hotline</a>
		Hardware support	2 Business Days-Shipment*

\*Huawei will use commercially reasonable efforts to ship a replacement part within two (2) business days after an RMA is issued. Actual delivery times may vary depending on site location.

Excludes travelling time if required

### ➤ Remote Support

Remote Support means Huawei provides solutions for technical enquiries or problems relating to the solar inverter products under warranty by telephone or e-mail. It includes Help Desk, Remote Technical support and Online Technical Support (<http://e.huawei.com/en/service-hotline>).

- **Help Desk** provides technical support to Huawei's customers for solar inverter products.  
**Email:** APsupport@huawei.com.
- **Remote Technical Support** includes technical enquiry and problem handling. The technical enquiry service provides consultation services in respect of Huawei inverter products. The problem handling service is to provide solutions to customers for inverter-related problems.



➤ **Hardware Support**

During the Warranty Period, Huawei guarantees that all solar inverter hardware purchased shall be free from defects in material, fabrication and workmanship.

- Solar inverter products that are defective in material, fabrication or workmanship or do not meet the published specifications shall be replaced free of charge.
- Huawei will send the replacement device to the customer site within 2 Business Days after device fault being confirmed. After receiving the replacement device, customer should prepare the defective device (packed in the packaging from the replacement device) within 15 Business Days of receipt of the replacement device and Huawei will be in charge of return. Defective devices not returned in time for any reason may be charged for.
- The replacement device provided by Huawei will be functionally equivalent to the customer's defective device (in features, functions, compatibility, provided with default software version).
- The replacement device provided by Huawei will have a Warranty Period of twelve (12) months from the date of receipt by the customer, or the remainder of the original device warranty period, whichever is longer.
- Huawei will bear the costs of on-site attendances, if applicable.

**Disclaimer:**

- All above mentioned warranty and support services apply only to SUN2000 Series Products, SmartLogger and SmartACU.
- Accessories and consumable parts, including but not limited to cables and connectors, are not covered by the warranties and services set out above.
- 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 required, traveling time should be excluded from the SLA time.
- Warranties and services shall not apply in the following circumstances:

- Damage as a result of force majeure (natural disasters, fires and wars).
- Damage as a result of natural wear and tear.
- Direct damage caused by failure to meet system requirements provided in writing including site running environment or external electricity parameters.
- Damage from lightning due to unsuitable system design.
- Large scale damage to hardware or data due to customer's negligence, inappropriate operation or intentional damage.
- Damage caused by non-compliance with the operation manual of the equipment.
- System damage caused by the customer or third parties, including relocation and installation of the system not in compliance with Huawei's requirements or instructions.
- Damage caused by adjustment, change or removal of identification marks not in compliance with Huawei requirements or instructions.
- System damage directly caused by problems in customer's infrastructure.

## Huawei Service Organization

Huawei has built up an extensive service organization world-wide. We are serving our customers with warranty services and spare parts for a 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:

