



# Huawei Solar Inverter SUN2000 Warranty and Service Conditions

(Suit for Middle East and Africa)

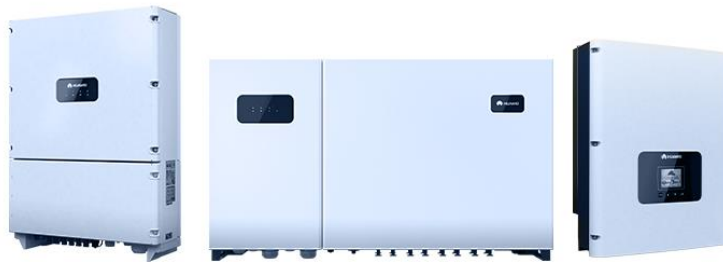




# Huawei Solar Inverter SUN2000 Warranty and Service Conditions

## Applies to following products:

- SUN2000-8KTL
- SUN2000-12KTL
- SUN2000-17KTL
- SUN2000-20KTL
- SUN2000-36KTL
- SUN2000-42KTL
- SUN2000-55KTL



## Warranty period:

- Huawei's warranty period is defined as five years (If Huawei datalogger SmartLogger, PLC-Controller and PID are used together with SUN2000 series products, be noticed that warranty period of SmartLogger, PLC-Controller and PID is one year). 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) for SUN2000, which need to be purchased by customer depending on their requests.

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
SmartLogger, PLC-Controller, PID, Inductor	The warranty starting date should be no later than 3 months after Huawei ships the product.	12 months

## Warranty services:



Huawei 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

Huawei Solar SERVICE				
	Service Classification	Service Content	Standard Warranty Period	Extended Warranty Period
Warranty Service		Help Desk	5*9h(9:00am-18:00pm)	5*9h(9:00am-18:00pm)
	Remote Support	Remote Technical Support	5*9h (response within 30Min)	5*9h (response within 30Min)
		Online Technical Support	Yes	Yes
	Hardware Support	refill unit send off	5*9h*2 BD	5*9h*2 BD

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

BD: Business Day.

Notes:

- 1、Warranty Services supply remote support, and hardware support and software 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 refill unit send off service is only applicable for the equipments which are installed and located in designated country of Middle East and Africa, This clause is subject to the terms of the actual purchase contract or service contract.
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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.

**GTAC Hotline:**

Region	Hotline number	Region	Hotline number
South Africa	0800666006	Cameroon, Ethiopia , Ghana, Kenya, Nigeria, Togo, Egypt, Iraq, Kuwait	00202-35353900
Algeria	00213-770241490		
Morocco	0801003688		
Saudi Arabia	8001161177		
Tunisia	00216-98308627		
UAE	80049822		

- ◇ If some countries there are no hotline please contact the hotline of near countries.

**Africa service email:**

mea\_inverter\_support@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://www.huawei.com/en/all-products/Solar>), 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 shall send the replacement device to the specified place of delivery of the agreement; and the replacement device shall be sent along with the PO of distributor. 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.
- On-site replacement shall be done by customer themselves.
- After customer's replacement request being confirmed, Huawei shall pay for transportation fees for the replacement and defective devices within first 5 years warranty period. In extend warranty period Huawei pay for the transportation fees for refill unit send from warehouse to site, and customer shall pay for the transportation



fees for defective device send from site to Huawei.

- To claim under this Limited Product Warranty Customer shall promptly after discovery of a non-conformity or defect in workmanship or materials in the Covered Products, report the non-conformity or defect to Huawei by contacting the Huawei Customer Services Help Desk and providing the following information:
  - i) a short description of the non-conformity or defect; including but not limited to input & output parameters, alarm ID, reason ID and data exported from the inverter;
  - ii) product serial number; and
  - iii) a copy of the purchase receipt.

Claiming under this Limited Product Warranty is conditional upon such information being provided.

- If customer doesn't provide enough information and replace inverter without Huawei's confirmation, customer shall pay for the transportation fees if the inverter is found to be undamaged.

## **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:

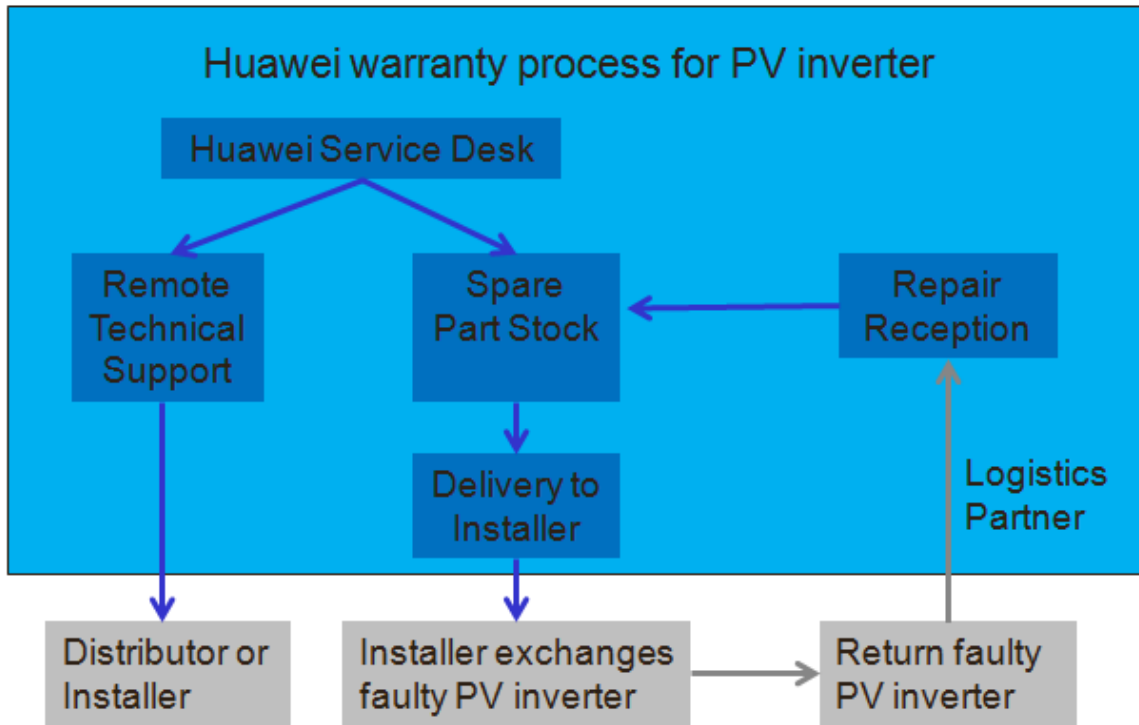


- Damage to Huawei-made equipment because of force majeure (natural disasters, fires and wars).
- Damage to Huawei-made equipment because of natural wear and tear.
- Direct damage caused by failure to meet system requirements already given in writing for site running environment or external electric 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 Organization**

Huawei has built up an extensive service organization world-wide. Over 10000 employees are part of Middle East and Africa service organization and they are serving our customers with 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. Delivery is done from one central warehouse where the SUN2000 spare parts are stored.