



# Huawei Commerce and Industry Energy Storage System Warranty Service Conditions





# Huawei Energy Storage System Warranty Service Conditions

## Warranty period:

Huawei also provide extended warranty period, which need to be purchased by customer depending on their requests.

- The warranty period starts 90 days after Huawei's product is shipped or the date Huawei receives a service request for the product, whichever is earlier. When contract is directly signed with Huawei.
- The warranty period starts 180 days after Huawei's product is shipped or the date Huawei receives a service request for the product, whichever is earlier. When contract is signed with channel.
- The ESS system warranty is valid for the warranty period and number of cycles, whichever arrives first.

The industrial and commercial energy storage system must be connected to the Huawei PV cloud, Huawei can provide the following warranty. The details are as follows:

## Warranty Period:

Product	Warranty Starting Time	Warranty Period
ESS(200KWH)	The warranty period starts 180 days after Huawei products are shipped, or the day Huawei receives the request for product service (the earlier date prevails)	5 years/5000 cycles, 100% DOD, 0.5C, 70% EOL, ambient temperature 10 - 30°C
PCS	The warranty period starts 180 days after Huawei products are shipped, or the day Huawei receives the request for product service (the earlier date prevails)	5 years



SACU	The warranty period starts 180 days after Huawei products are shipped, or the day Huawei receives the request for product service (the earlier date prevails)	2 years
Fire extinguishing module	The warranty period starts 180 days after Huawei products are shipped, or the day Huawei receives the request for product service (the earlier date prevails)	2 years

### Warranty services:

Huawei customer support services provide equipment 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 Energy Storage System Service

Huawei Energy Storage System Service				
	Service Classification	Service Content	Standard Warranty Period	Extended Warranty Period
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	refill unit send off	5*9h*2 BD*92%	5*9h*2 BD*92%



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

BD: Business Day.

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. In common conditions, 2 BD for refill unit send off will be finished more than 92%, it means, if there are 100 times refill unit send off, more than 92 times of refill unit will be sent off within 2BD. 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 equipment which has Huawei warehouse in country.

4. The battery string is not covered by the SLA commitment for spare parts replacement.

➤ **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:**

O&M center	Hotline number	service email
O&M center in Egypt	0020235353900 (Other country) 08002229000(Nigeria) 0800723900(Kenya) 0800222900(South Africa)	DPMEASupport@huawei.com

✧ As for trouble shooting, ask help from directly seller first.

- **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://solar.huawei.com>), which provides customers helpful maintenance experience, cases and technical support information on Huawei Products.

➤ **Hardware Support**

Good hardware condition is a prerequisite for energy storage 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 mutually agreed customer site; send off within 2 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.
- If Huawei had provided spare parts in the order, these spare parts been sent in the order shall be used first. Customer must return faulty inverters accordingly to Huawei later. Only no spare parts in customer's site, Huawei shall send a replacement to customer when inverter failure is confirmed.
- The replacement device provided by Huawei will be functionally equivalent (feature, function, fit compatible, default software version) to the customer's defective device.
- On-site replacement shall be done by customer themselves.
- After customer's replacement request being confirmed, Huawei is responsible for transporting the equipment to the destination specified by the customer by express delivery. The customer is responsible for the transportation of the faulty parts, should return the faulty parts to Huawei warehouse on time.
- 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:**

- Contract or purchase order must be registered in local, otherwise, warranty and service are invalid.
- 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 (including but not limited to natural disasters, fires, wars, lightning, floods, etc.).
- 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.
- Caused by engineering quality of the connectors, AC or DC connectors broken, damaged or burned.
- 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.
- The Limited Product Warranty does not cover cosmetic damage or superficial defects, dents, marks or scratches which do not influence the proper functioning of the Covered Product.