

# HUAWEI Solar Customer Support Services, Europe

Products Covered: Solar Inverters SUN2000 range & Smart Logger



## Technical Support

- Huawei Customer Support Center is fully certified:
  - >ISO/IEC 27001:2005 (data security)
  - >ISO/IEC 20000:2011
- Our Hotline is open Monday to Friday, with multilingual operators
- Remote Emergency Recovery Procedures are well established
- Fully trained and qualified Technical Experts on call
- SPOC (Single Point of Contact): eu\_inverter\_support@huawei.com

## Hardware Support

- Local Spare Parts Warehouses in UK, Germany and France
- Central Spare Parts Warehouse in Hungary, ensuring full coverage across EU
- Inverter Buffer Stock can be offered for Large Solar PV Plant projects \*\*
- SLA: on-site inverter delivery within 2 to 5 business days – see table below
- Transportation and replacement fees reimbursed\*\*\*

## Online Platform Support

- Technical Tickets Tracking with Online Follow-up to a satisfactory conclusion
- Access to Huawei's official platform for releasing documents, FAQ and bulletins.
- [www.huawei.com/solar](http://www.huawei.com/solar)

## Huawei Hotline Certified by:



## Warranty Conditions

### SUN2000 String Inverter

- 5 Years' Standard Warranty included
- Warranty extension available to 25 Years
- Any replacement inverter is guaranteed a minimum of 12 months and a maximum of the remaining warranty period of the replaced inverter

### Smart Logger

- 2 Years' Standard Warranty included
- Any replacement Smart Logger is guaranteed a minimum of 3 months and a maximum for the remaining warranty period of the replaced inverter

## Technical & Hardware Support Organisation Summary



\*The Basic SLA included in the Warranty is 5dx8h

\*\* Free Buffer Stock – Conditions Apply - Please speak to your local Account Manager for more information about conditions

\*\*\*Reimbursement conditions are fixed by Huawei and are available on request


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## Local Technical Support with European Coverage

SPOC

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eu\_inverter\_support@huawei.com

### DACH

de\_inverter\_support@huawei.com

### UK & Ireland

uk\_inverter\_support@huawei.com

### France & Benelux

fr\_inverter\_support@huawei.com

### Rest of Europe

eu\_inverter\_support@huawei.com

## Technical Support Basic SLA

Customer Contact	Customer Call Back
Phone	Within 30 minutes
Email	Within 30 minutes
Onsite Intervention	Onsite visits and interventions can be requested**** Confirmation within one business day

## Hardware Support SLA

Customer Location	Basic Warranty Service		Extended Warranty		
	Standard Warranty	Replacement SLA	5 years	10 years	15 years
Austria	5 years	2BD	√	√	√
Belgium	5 years	2BD	√	√	√
Denmark	5 years	4BD	√	√	√
France	5 years	2BD	√	√	√
Germany	5 years	2BD	√	√	√
Greece	5 years	4BD	√	√	√
Hungary	5 years	2BD	√	√	√
Ireland	5 years	4BD	√	√	√
Italy	5 years	4BD	√	√	√
Luxembourg	5 years	2BD	√	√	√
Netherlands	5 years	2BD	√	√	√
Poland	5 years	4BD	√	√	√
Romania	5 years	4BD	√	√	√
Spain	5 years	4BD	√	√	√
Sweden	5 years	4BD	√	√	√
United Kingdom	5 years	2BD	√	√	√
Turkey	5 years	2BD	√	√	√

\*\*\*\* fixed by Huawei and available on request