Huawei Inverter & Smart Logger

Warranty and Service Conditions

CONTENT

1- Warranty & 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 win-win between our customers and Huawei.

This document describes The SUN2000 Series (models listed above) Servcie and Warranty Conditions.

If any question about this document or any other question related to Service, please raise it to our France service team at this address: fr_inverter_support@huawei.com.

1-1 Applies to following products:

➢ SUN2000-8KTL

➢ SUN2000-10KTL

➢ SUN2000-12KTL

➢ SUN2000-15KTL

➢ SUN2000-17KTL

➢ SUN2000-20KTL

➢ SUN2000-23KTL

➢ SUN2000-28KTL

➢ SUN2000-33KTL

➢ Smart Logger

1-2 Warranty period:

Huawei's warranty period is defined as five years (If configure the SmartLogger monitoring product in the SUN2000 series products, defining Warranty period of SmartLogger is two years). The warranty starting date start after Huawei ships the product.

Product	Warranty Starting Time	Warranty Period
SUN2000 series products	Delivery Date	0－63 months
Smartlogger series product	Delivery Date	0－24

1-3 SLA:

Huawei enterprise customer support services provide inverters and Smartlogger 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:

| SUN2000 & SmartLogger SLA			
	Service Classification	Service Content	Warranty Period(5 years)
Warranty Service	Remote Support	Help Desk	5*8h
		Remote Technical Support	5*8h（response within 15Min）
		Online Technical Support	Yes
	Hardware Support	Hardware replacement	2 Business Days
SLA: Service Level Agreement Statement of required performance and responsibilities of Huawei			

Notes：

1、 Warranty Services supply remote support, and hardware support. On-site troubleshooting supplies single service and sold independence.

2、 SLA is a commit base line. Be modified according to local service capacity, service level is below this standard, if the project needs higher service level, it must be reviewed by organs customer support service department.

1-4 Service Description:

1-4-1 Remote Technical Support:

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

- **Help Desk** refers to provide technical support to huawei's customer's service interfaces and platform, can accept and tracking customers service request. *This entity is responsible of receiving by phone/email incident request from customer, register it, send back to customer ticket number and forward it to Local and R&D support team.*

- **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. This remote support handling is ensured by Local and R&D Team.

- **Online Technical Support:** Access to Huawei technical support website (http://support.huawei.com/enterprise/productsupport), this system provides Customers with helpful maintenance experience, cases and technical support information on Huawei Products.

Remote Technical Support

Remote Technical Support (response within 15 Min)
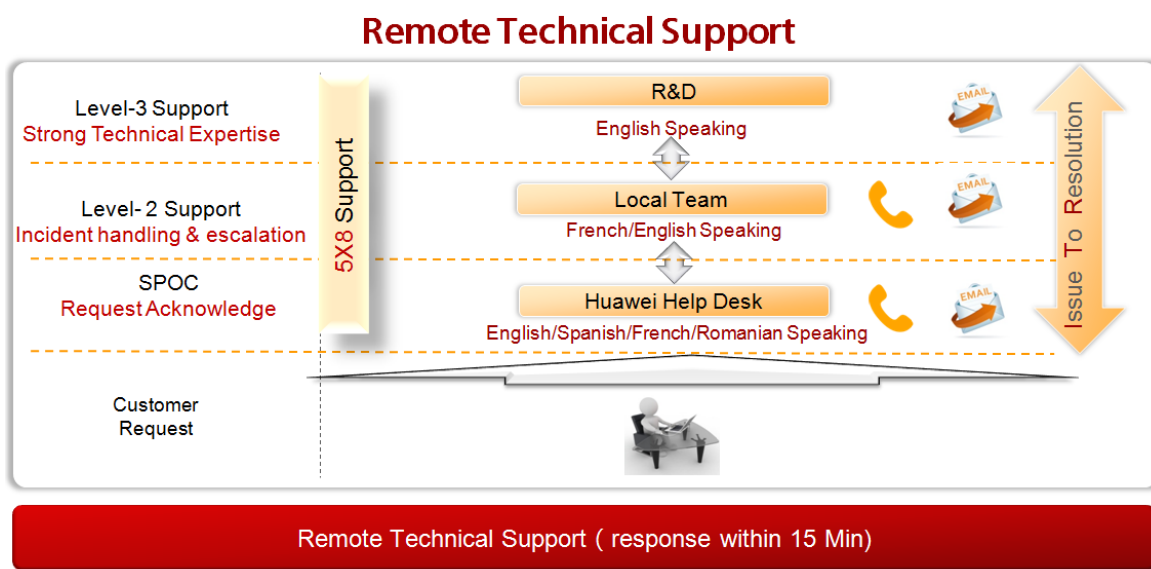
1-4-2 Hardware replacement:

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

- Huawei will send the replacement device in advance to the mutually agreed customer site within **2 business days** after Customer's service request being confirmed. After receiving the replacement device, customer should return the defective device that is packed in the packaging from the replacement device within 15 business days.

  Defective device not returned in time for any reason may be invoiced.

- End Customer can request from Huawei (if needed) to **pick-up** the faulty inverter onsite (in this case, the product should be packed and prepared for pickup).

- 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 for inverters and (3) three months for smartrlogger, 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.

- After customer's replacement request being confirmed, Huawei shall pay for transportation fees for the replacement and defective devices within warranty period, within a limit set by Huawei. If end-customer request onsite pick-up of faulty box, this fee transportation reimbursement will be canceled.

- Before any replacement, End Customer should share to Huawei requested logs, troubleshooting elements requested by Huawei technical support team. Based on the elements and logs shared , Huawei can reject the equipment replacement if logs evidence shows that the inverter or Smart logger is not faulty

1-4-3 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:

  o Damage to Huawei-made equipment because of force majeure (natural disasters, fires and wars).

  o Damage to Huawei-made equipment because of natural wear and tear.

  o Direct damage caused by failure to meet system requirements already given in writing for site running environment or external electric parameters.

  o Beyond the scope of damage from lightning due to unsuitable system design.

  o Large scale damage to hardware or data of Huawei-made equipment due to customers' negligence, irrelevant operation or intentional damage.

  o Damage caused by customers' failure to run Huawei-made equipment in compliance with the operation manual of the equipment.

  o 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.

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

2- Responsibility Matrix:

R - Responsible for performing the activity or providing the deliverables.

A - Assistance to be given

Service Item	Services Offering	Customer	Huawei
Help Desk	Raise Service Request To Huawei	R	
	Confirm the receipt of theService Request by issuing Huawei SR number.		R
	Validation of Service Request Entitlement		R
	Close the Service Request	A	R
Technical Support Service	Onsite Checking and Logs Collection	R	
	Respond to service requests from Distributor within the SLA.		R
	Provide the problem symptom description required for problem locating and other related information required by problem analysis, including alarms, logs, performance measurements, and operation records.	R	
	Huawei engineers analyze the incidence and provide temporary solutions to restore the system to the status before the fault.	A	R
	Analyze if needed the root cause of the problem and provide the final solution.		R
	implement the workaround and/or solution at Onsite	R	
	Provide feedback related to issue status after implemented the workaround and/or solution in End Customer's network. Software Update to End Customer	R	
Software Update	Issue notice to Customers related to known reported Software problems and Software Updates		R
	Software Update on end customer site	R	
Website Support	Website Support Service to Distributor		R
On-site Service	Perform Onsite service to End User	R	
Hardware Support Service	Issue RMA request to Huawei Help Desk	R	
	Validate RMA request and issue RMA number.		R
	Ship/Deliver the Replacement Part to End Customer		R
	Return the Faulty Part to Huawei's appointed warehouse	R	
	Receive the Faulty Part (If customer choose Pickup Option)		R

Return Material Authorization or **RMA** shall mean the approval obtained to return defective items

Service Request or **SR** shall mean a request for remote technical support submitted by customer in a form agreed between the Parties and acceptable to Huawei. A "Name caller" list shall be provided to Huawei. Only personnel included in this list shall be entitled to submit the mentioned SR.

3- Procedures: Technical Support & Hardware Replacement

3-1 Remote Technical Support

In case of technical incident or question for Inverter or SmartLogger Box, customer should send incident opening request by email to Huawei HelpDesk

Email To : tac_support@huawei.com

Cc: fr_inverter_support@huawei.com;

Email Subject: Customer Name –New   Incident Opening Request for Solar inverter product

Attachment: the enclosed excel document named: « (date)YYYYMMDD_Application_Form _TAC»

(date)YYYYMMDD_A
pplication_Form _TAC

In the attachment, the Case for which the description is in green should be filled in mandatory:

SUMMARY OF THE PROBLEM

Organization/Organisation*: Customer Compagny Name

Name/Nom*: Customer contact name

Phone number/Numéro de téléphone*: Customer contact phone

E-mail*: Customer contact Mail

Product/Produit*:SUN2000-20KTL, SUN2000-15KTL, SUN2000-12KTL, SUN2000-10KTL

Site Name/ Nom du site: name of site and the adress

Serial Number/Numero de serie*: Very important (equipment serial number)

Occurred date & time/ Début d'incident:

Priority/Criticité*: Critical/Major/Minor

Problem description/Description du Problème:

This Service could be triggered also by Phone:

Hotline: 00800 6666 88 99 / +40 21 455 0200

Email: TAC_support@huawei.com

FAX: +40 31226 0202

Backup hotline: +40 31226 0215

HUAWEI TECHNOLOGIES CO. LTD.

Address: 301-311 Barbu Vacarescu Blvd,
The Lake View Building , 4th floor,
2nd District, 020276, Bucharest, Romania

3-2 Hardware Replacement

In case of Faulty Inverter/Smartlogger Box, customer should send Faulty equipment request (RMA) by email to Huawei HelpDesk.

Email To : euspare@huawei.com

Cc: FranceRSOC@huawei.com; fr_inverter_support@huawei.com;

Email Subject: Customer Name –New   RMA Request for Solar inverter product

Attachment: the enclosed excel document named: « DEMANDE DE RMA Customer Name xls »

DEMANDE DE RMA
Customer name xls.xl

In the attachment, the Cases   for which the description is in green, should be filled in mandatory:

Customer's Company Name .

Contact information: Customer contact name, phone, email and adress for the new box delivery.

Description of   Material : Choose SUN2000-20KTL, 15KTL, 12KTL or 10KTL,…

Serial Number: Faulty equipment serial number (Very Important)

Fault occurring Date:.

Reasons for Repairing:

Description of the fault phenomena: description of the phenomena observed: RED LED, ….