EUROPE CUSTOMER SUPPORT SERVICES
FUSIONHOME SMART ENERGY SOLUTION

TECHNICAL SUPPORT
- Huawei Customer Support Center Certified:
  - ISO/IEC 27001:2005 (data security)
- Available Hotline 5day*8h
- Remote Emergency Recovery
- Strong Technical Expertise
- SPOC* Technical Interface: eu_inverter_support@huawei.com

HARDWARE SUPPORT
- Local Spare Parts Warehouse in Netherlands, Italy, France, UK, Spain and Germany.
- Central Warehouse in Hungary
- Spare Parts Replacement Service (Shipment within 2 Business Days, Normal Onsite Delivery of New Inverter within 2 to 5 Business Days)
- Reimbursement of Transportation and Replacement Fees **

ONLINE PLATFORM SUPPORT
- Technical Tickets Tracking System: eCare System Online Follow-up
- Huawei Technical Support Website
  http://solar.huawei.com/eu/services

HUAWEI HOTLINE CERTIFIED BY:

![Certification Logos]

Smart Energy Center
10 years standard warranty

Smart PV Safety Box
10 years standard warranty

Smart PV optimizer
25 years standard warranty

TECHNICAL & HARDWARE SUPPORT CHART

<table>
<thead>
<tr>
<th>Level-3 Support</th>
<th>5X8 Support</th>
<th>Local R&amp;D in Europe</th>
<th>Local Team in Europe</th>
<th>Call Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strong Technical Expertise</td>
<td>5X8 Support</td>
<td>English Speaking</td>
<td>English / Dutch / Spanish / French / German / Romanian / Italian</td>
<td>Europe: 00-8003-3888-888 ***</td>
</tr>
<tr>
<td>Level-2 Support</td>
<td>SPOC Incident Opening</td>
<td>Customer Request</td>
<td><a href="mailto:eu_inverter_support@huawei.com">eu_inverter_support@huawei.com</a></td>
<td></td>
</tr>
</tbody>
</table>

*SPOC: single point of contact  ** Reimbursement conditions confirmed by Huawei and available on request

- Remote Technical Support: 5*8h
- Hardware Replacement Onsite: 2 to 5BD

SUN2000L Inverter  Smart PV Optimiser  Smart PV Safety Box  Smart Power Sensor

@ Huawei FusionSolar
solar.huawei.com

The text and figures reflect the current technical state at the time of printing. Subject to technical changes. Errors and omissions expected.
EUROPE CUSTOMER SUPPORT SERVICES
FUSIONHOME SMART ENERGY SOLUTION

HUawei SERVICE PROCESS

<table>
<thead>
<tr>
<th>Customer</th>
<th>1. Report Issue</th>
<th>Solution Confirmation</th>
<th>6. Accept and Replace</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Center</td>
<td>2. Create a Ticket</td>
<td>Inverter Problem</td>
<td>3. YES Provide Solution</td>
</tr>
<tr>
<td>Huawei Engineer</td>
<td>4. Prepare Spare Part</td>
<td>Delivery SLA 2-5BD</td>
<td>7. Defective Part Return</td>
</tr>
<tr>
<td>Spare Part Center</td>
<td></td>
<td>Prepare Spare Part</td>
<td></td>
</tr>
<tr>
<td>Logistic Partner</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Prepare the following information for an efficient support
- picture of SN
- logs files
- related pictures
- short description
- plant information

Navigation of the hotline as followed (Europe: 00-8003-3888-888)
- Welcome to Huawei enterprise service center, Press 0 for another language
- Technical support request, press 3 (recommended)
- helpdesk operator

TECHNICAL SUPPORT SLA (SERVICE LEVEL AGREEMENT)

<table>
<thead>
<tr>
<th>Customer Contact</th>
<th>Customer Call Back</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>Within 30 minutes</td>
</tr>
<tr>
<td>Email</td>
<td>Within 30 minutes</td>
</tr>
</tbody>
</table>

HARDWARE REPLACEMENT FEE (QUALIFIED INSTALLER BY HUAWEI)

<table>
<thead>
<tr>
<th>Product Failure Description</th>
<th>Euro zone</th>
<th>The United Kingdom</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smart Energy Center, Smart PV Safety Box, Smart PV Optimizer</td>
<td>110€</td>
<td>90€</td>
</tr>
<tr>
<td>The same site on the same day 2nd or more Smart PV Optimizer</td>
<td>25€</td>
<td>20€</td>
</tr>
</tbody>
</table>

GET NEW INFORMATION FROM HUAWEI

eu_inverter_support@huawei.com
Huawei Fusionsolar
SOLAR.HUAWEI.COM
7*24iKnow: http://support-trial.huawei.com/enrobot/#