US CUSTOMER SUPPORT SERVICES
FUSIONHOME SMART ENERGY SOLUTION

TECHNICAL SUPPORT
- Huawei Customer Support Center Certified:
  - ISO/IEC 27001:2005 (data security)
- Available Hotline 24h*7days
- Remote Technical Support 9h*5days – Monday–Friday
- Strong Technical Expertise
- Technical Interface and RMA Request:
  na_inverter_support@huawei.com

HARDWARE SUPPORT
- Central warehouse in Dallas, TX
- Advanced replacement service (shipment within 2 business days, normal onsite delivery of new inverter within 2 to 5 business days) (After RMA form is processed)
- Reimbursement of transportation and replacement fees

ONLINE PLATFORM SUPPORT
- Technical Tickets Tracking System: eCare System Online Follow-up
- Huawei Technical Support Website
  solar.huawei.com/na/services
  Huawei’s official platform for releasing product documents, FAQ, and bulletins

HUAWEI HOTLINE CERTIFIED BY:

Smart Energy Center
12 years standard warranty
Extendable up to 20 years

Smart PV Optimizer
25 years standard warranty

Auto-transformer
12 years standard warranty

TECHNICAL & HARDWARE SUPPORT CHART

Level-3 Support
Strong Technical Expertise

Level-2 Support
Investigation & Diagnosis

Remote Support
Identification & Logging

Customer

HUAWEI

Smart Energy Center
Smart PV Optimizer
Backup
Auto-transformer

@ Huawei FusionSolar
FusionSolarNA@Huawei.com
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HUawei SERVICE PROCESS

Customer Call 1-877-9HUAWEI or email na_inverter_support@huawei.com
Provide the device information, inverter log file, screenshots, on-site pictures

GTAC Service Tickets
GTAC Engineer helps troubleshooting or authorize RMA

Spare Part Platform Review
Check the inventory, deliver to the place customer required

Customer submit RMA form

Accept the spare part
Customer accept the spare parts, and schedule faulty unit pickup by huawei

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

Navigation of the hotline as followed (US: 1-877-948-2934)

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)

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GET NEW INFORMATION FROM HUAWEI

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