

EUROPE CUSTOMER SUPPORT SERVICES

FUSIONHOME SMART ENERGY SOLUTION



TECHNICAL SUPPORT

- ▶ Huawei Customer Support Center Certified:
 - ISO/IEC 27001:2005 (data security)
 - ISO/IEC 20000:2011
- ▶ 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 Buisness Days , Normal Onsite Delivery of New Inverter within 2 to 5 Buisness 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:



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

Level-3 Support Strong Technical Expertise	5X8 Support ➡➡➡	Local R&D in Europe English Speaking	 	Issue To Resolution
Level-2 Support Incident Handling & Escalation		Local Team in Europe English / Dutch / Spanish / French / German / Romanian / Italian	 	
SPOC Incident Opening		Call Center 📞 Europe : 00-8003-3888-888 ***	 	
Customer Request		eu_inverter_support@huawei.com		
Remote Technical Support : 5*8h Hardware Replacement Onsite : 2 to 5BD				

*SPOC: single point of contact

** Reimbursement conditions confirmed by Huawei and available on request

*** Croatia/Latvia/Bulgaria 0080 07 77 78 899 Iceland 8009999 Slovakia 0040 31 22 61 915 Moldova 080 06 1466 Serbia 80 01 90 899 Lithuania 88 00 31 499 Romania 0800 400 897



SUN2000L
Inverter



Smart PV
Optimiser



Smart PV
Safety Box



Smart Power
Sensor



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solar.huawei.com

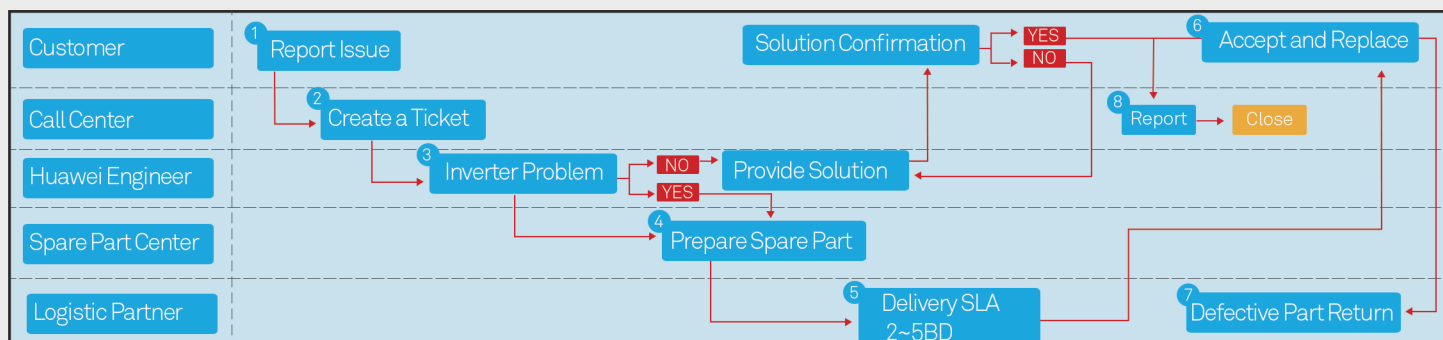
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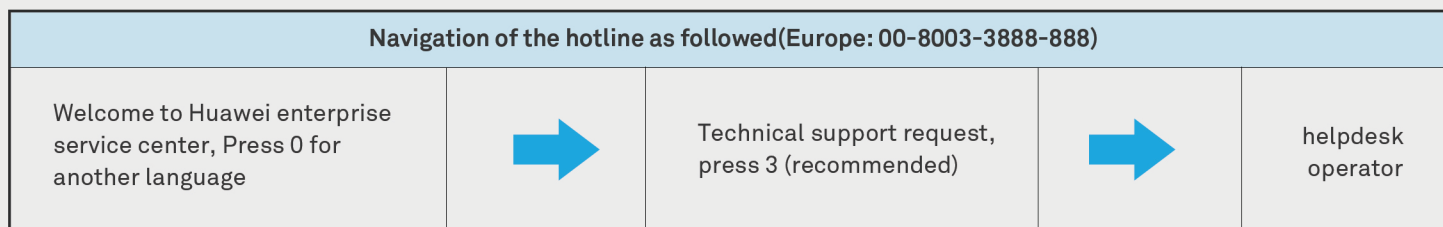


HUAWEI SERVICE PROCESS



Prepare the following information for an efficient support

▲ picture of SN ▲ logs files ▲ related pictures ▲ short description ▲ plant information



TECHNICAL SUPPORT SLA (SERVICE LEVEL AGREEMENT)

Customer Contact	Customer Call Back
Phone	Within 30 minutes
Email	Within 30 minutes

HARDWARE REPLACEMENT FEE (QUALIFIED INSTALLER BY HUAWEI)

Product Failure Description	Euro zone	The United Kingdom
Smart Energy Center, Smart PV Safety Box, Smart PV Optimizer	110€	90£
The same site on the same day 2nd or more Smart PV Optimizer	25€	20£

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SUN2000L Inverter



Smart PV Optimiser



Smart PV Safety Box



Smart Power Sensor



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