

US 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 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 25 years

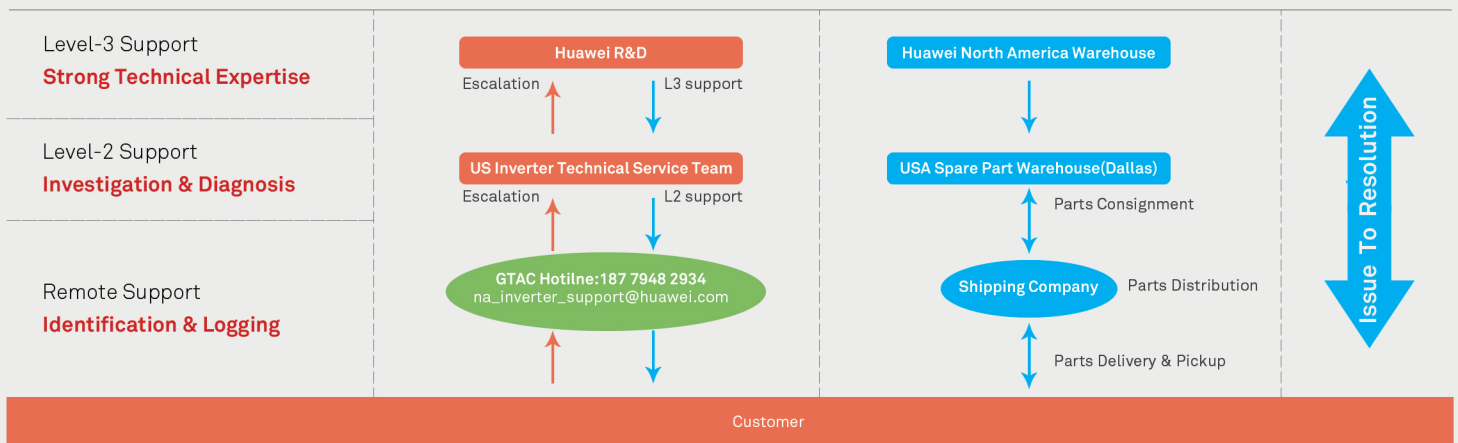


Smart PV Optimizer
25 years standard warranty



Auto-transformer
12 years standard warranty

TECHNICAL & HARDWARE SUPPORT CHART



Smart Energy Center



Smart PV Optimizer



Backup Auto-transformer

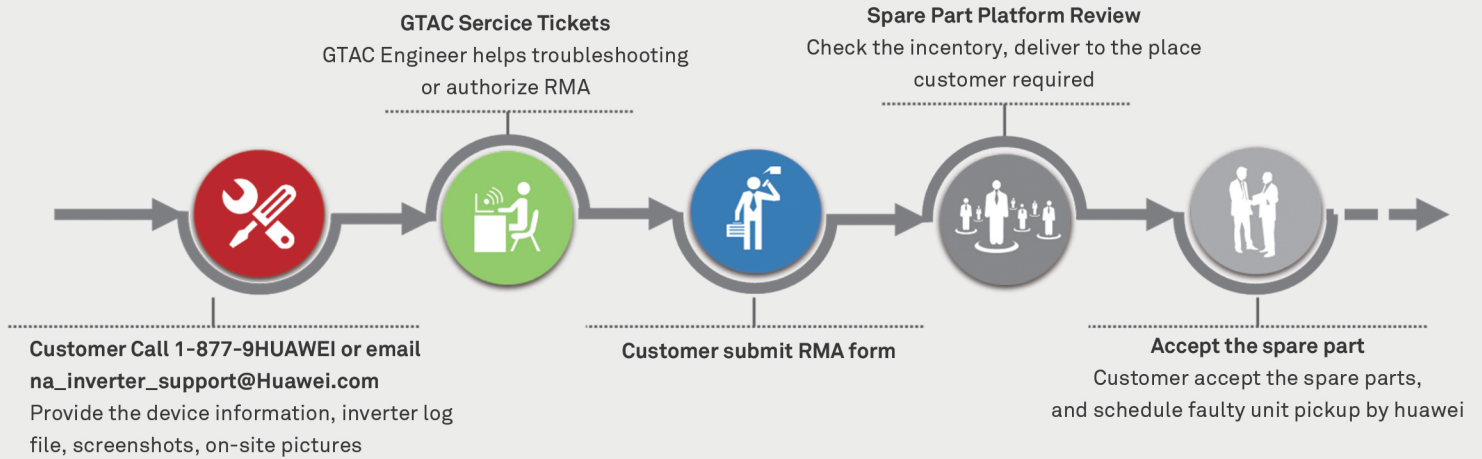


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HUAWEI SERVICE PROCESS



Prepare the following information for more 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

GET NEW INFORMATION FROM HUAWEI

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



Smart Energy Center



Smart PV Optimizer



Backup Auto-transformer



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