



## Huawei Smart PV Warranty Policy

Huawei provides customers with a warranty service, which is a maintenance guarantee or quality assurance (QA) service, to ensure product quality within a specified period. If any product quality defects occur during the warranty period, Huawei will provide free services based on the specified service level and scope.

This document is applicable to Smart PV products and solutions sold worldwide by the Digital Power of Huawei, reflecting the general warranty services. However, in specific countries and regions, the warranty services and service level agreements (SLAs) may vary slightly due to local requirements. In the event of any conflict, the contract clauses always take precedence.

### 1. Warranty Start period

**Principle of Warranty Start :** The warranty starts when the product is installed and commissioned and meets the conditions of Use.

**Note:** "Use" refers to the part or all of use of products, software, or solutions, regardless of whether the use of products will bring direct benefits to customers.

#### **(1) Calculation method of warranty start time for Distributed products**

For products sold in the distribution contract mode, the warranty period starts from the 180th day after the date of the product shipment from Huawei or the date when Huawei receives the service request for the product, whichever is earlier.

#### **(2) Calculation method of warranty start time for Non-Distributed products**

For products sold in the Non-distribution contract mode, the warranty period starts from the 90th day after the date of the product shipment from Huawei or the date when Huawei receives the service request for the product or the agreed warranty start date written in the contract , whichever is earlier.

**Note:** the agreed warranty start date can refer to some milestone dates which specified in the contract, such as POD/COD, but the warranty start date shall not be later than the maximum number of days after the shipment date. If it exceeds this baseline, it must be supplemented by purchasing extended warranty / maintenance services at a cost.



## 2. Warranty Service Contents

### 2.1. Warranty Service Contents and SLA

Huawei Digital Power Standard Warranty Service		
Service content		Service response SLA
Remote technical support	Helpdesk (Hotline Service)	24*7
	Remote troubleshooting	China/Japan/South Korea: 12x7 Other countries/ regions: 9x5
	Online technical support	24x7
Software support	Software update	24x7
Hardware support	Advance spare parts replacement	9x5x2BD-S ( Japan: 9x5x2BD )

#### Note

1. The above SLA is subject to the actual capabilities and commitments of the local spare parts service.
2. If the Buyer does not provide the address information in time or the address information provided is incorrect, the service response time and troubleshooting time may be delayed accordingly.
3. In the hardware support services, 2BD-S represents the basic warranty terms, where the customer is responsible for on-site equipment replacement. The customer shall return the faulty parts to the designated receiving point or logistics provider assigned by Huawei within 15 working days after receiving the replacement parts provided by Huawei. If the parts are not returned within the specified time, it will be deemed that the customer has purchased them at the list price. The customer shall bear any responsibility for damage or loss incurred during the return process. If the customer wishes to have a promised delivery time, an additional fee will be required.
4. On-site support and proactive support services are not included; customers can purchase these services separately when needed.



5. Onsite Troubleshooting Services excludes Commercial Distribution Items.
6. Products that have been replaced by Huawei will continue to receive the remaining warranty or service period they originally had. If the remaining warranty or service period is less than 90 days, a 90-day warranty or service period will be provided, whichever is later.

### **Term Explanation:**

1. 24x7: 00:00–24:00, Monday to Sunday
2. 12x7: 8:00–20:00, Monday to Sunday (including holidays)
3. 9x5: 9:00–18:00, business days (excluding public holidays)
4. BD: Business Day
5. 2BD-S: The spare parts shipment date is within two business days after Huawei confirms that hardware replacement is necessary and receives the RMA information.
6. 2BD: The spare parts will be delivered to the customer's designated location within two business days after Huawei confirms that hardware replacement is necessary and receives the RMA information. Advanced spare parts replacement and hardware replacement services requested after 15:30 will be deemed as requests submitted on the next calendar day.
7. NBD-S: The spare parts will be shipped on the next business day after Huawei confirms that hardware replacement is necessary and receives the RMA information.

**Remote technical support:** During the warranty period, Huawei provides customers with technical consultation or troubleshooting solutions for Huawei equipment via telephone or email, which includes Helpdesk (Hotline Service), remote troubleshooting and online technical support service.

(1) Helpdesk (Hotline Service) is a telephonic service interface and platform for receiving and tracking service requests of the Customer.

(2) Remote technical support includes technical consultation and troubleshooting. Technical consultation service provides consultation on issues not related to product faults. Troubleshooting service provides the Buyer with solutions to fix problems within the period specified in the SLA.

(3) Online technical support allows the Buyer to acquire maintenance experience, cases, and technical support information of Huawei products by visiting the Huawei technical support website.

[FusionSolar Support, Docs & Downloads - Huawei](#)



**Software support service:** Huawei provides software releases. During the warranty period, the Buyer can obtain new software releases for free from the [Huawei Digital Power Information Experience Center](#). It is important to note that the software releases provided by Huawei are intended to fix functional defects and do not offer new functions and/or features.

Each software release shall be valid for 3.5 years from its release date. After the validity period, Huawei does not provide troubleshooting and fixing services to such software release. Before the expiry of the validity period, the Buyer needs to update to the newer software release. If the Buyer does not update to the newer software release, it is deemed that the Buyer waives the right to software updates. Huawei will not be responsible for any issues related to the old software release arising in such cases.

**Hardware support service:** Huawei provides functional replacement of all purchased hardware during the warranty period.

(1) The spare parts provided by Huawei will have performance that is not inferior to the faulty equipment of the customer. However, Huawei does not guarantee that the appearance of the spare parts will be exactly the same as the faulty equipment, nor does Huawei guarantee that the spare parts are brand new.

(2) For inverters, either the entire product or only external fan parts can be replaced. SACU and AC box can be replaced at the component level.

(3) GFM ESS spare parts are by default replaced at the component level.

(4) The spare parts provided by Huawei belong to the customer, while the original faulty parts belong to Huawei. If the replaced faulty parts cannot be returned to Huawei due to objective reasons, Huawei will assist the customer in destroying and disposing of them.

(5) The warranty period of spare parts provided by Huawei: 90 days from the date of shipment from Huawei, or inherited from the original faulty equipment (whichever is later).

### 2.2. Standard Warranty period for products

The warranty period must be specified in the product sales contract. From the warranty start date, Huawei customer support service team will fulfill the warranty obligations according to the contract terms until the warranty period ends.

#### Appendix:Standard warranty period for products



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Product Domain	Product Category	Warranty period (year)	remarks	
Smart PV	Residential	Residential Inverter, Residential Smart String ESS*, Residential Optimizer, SmartGuard	10 years	For Residential Smart String ESS , When products have been connected to the FusionSolar SmartPVMS*, Huawei will provide the 6th-10th Warranty.
	GFM ESS	Utility-scale GFM ESS	2 years	ESS standard warranty period is based on standard operating conditions.
		C&I GFM ESS (Commercial and Industrial Grid-Forming Energy Storage system)	Non-European: 2 years European: 5years*	When products have been connected to the FusionSolar SmartPVMS*, Huawei will provide the 3th-5th warranty.
		Smart Power Control System / PCS	5 years	
		PCS integrated cabinet, Distribution Transformer / DTS	2 years	
	Utility-scale	Utility-scale inverter, C&I	5 years	



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inverter	inverter, C&I Optimizer		
	Smart Transformer Station / STS	2 years	
Fusion Solar SmartPVMS and other products	Smart Dongle,  Smartlogger, Backup box,  Scharger, ACbox,  SmartAssistant, SACU,  DCBOX, SPPC, SPMS,  SPPC/MGCC, PID, PLC  module, Site control, Smart  meter , SmartPS etc.	2 years	

### Note

(1) For residential Residential Smart String ESS and C&I GFM ESS, when products connected to Huawei FusionSolar Smart PV Management System within their warranty period, Huawei will activate the on-cloud warranty . If products have not connected to the Huawei FusionSolar Smart PV Management System or remains disconnected network for more than six months, Huawei will cancel the on-cloud warranty.

(2) Before the end of the standard warranty period, the Buyer may purchase extended warranty service by signing a new service contract or extending the existing service contract with Huawei. The extended warranty period and price depend on the storage/operating conditions. The Buyer may consult Huawei local service team for more details. In principle, the entire warranty period shall be continuous from the start date defined above. Otherwise, the warranty service is not available for purchase.

(3) Upon the expiry of the warranty period specified in the service contract, Huawei shall not provide any service or support to the related products or software, and shall be exempted from any legal liabilities.



### 3. Warranty Service Guide

#### 3.1. Service Acceptance

1. Global Service Hotline Inquiry: [Global Service Hotlines | Huawei Digital Power](#)
2. Service email: [solarservice@huawei.com](mailto:solarservice@huawei.com)
3. License application email: [license@huawei.com](mailto:license@huawei.com)

You may also consult with a local Huawei authorized service center or the dealer who provided you with the product.

#### 3.2. Service product

If you have requirements for the products you have purchased that go beyond the scope of warranty services, you can call the customer service hotline, visit Huawei Digital Power's official website at Huawei Digital Power , or contact your account/service manager to learn about Huawei's in-warranty upgrade services, extended warranty services, and other service products, which can ensure your devices operate safely and efficiently.

### 4. Utility-Scale GFM ESS Warranty Service

**The product should be stored at the temperature specified in the technical specifications as described below:**

1. The product should be stored at the temperature specified in the technical specifications.
2. The BESS needs to be recharged per the total storage and transportation time requirements specified in the user manual. Please contact the service solution sales team to for the recharge service quotation;
  - 1) The maximum number of recharges allowed during storage: 1
  - 2) If the BESS exceeds the specified storage and transportation period and is not recharged in time according to the user manual, Huawei must perform a health check on the BESS in advance to the Recharge Guide before the customer uses the equipment to confirm whether the battery pack meets the recharge requirements. If the recharge requirements are not met, the BESS warranty will be invalid.
  - 3) The devices and equipment required for the recharge service are provided by the



customer.

3. The Buyer shall accept that the capacity of the energy storage product will decay irreversibly due to improper transportation and overlong storage;

4. The Buyer shall power on the product as soon as possible or maintain the product according to the user manual. The operating environment and working conditions of the ESS must meet the requirements of the user manual.

### **Note**

1) Energy storage systems experience degradation due to their inherent characteristics; degradation within normal ranges is not considered a warranty issue.

2) The customer should refer to the product user manual to meet the storage requirements and recharge the product in a timely manner. Products that are scrapped due to failure to recharge in time are not covered under warranty.

## **5. Limitations on the application of warranty**

### **The following situations are not covered by Huawei warranty:**

1. The product is faulty or damaged because the operation environment does not meet the requirements specified in the product manual (such as temperature, humidity, power supply, and etc.).

2. A non-Huawei third party transports, stores, installs, migrates, maintains, or repairs the equipment, causing product faults or damages.

3. The device is damaged due to customer's misoperation.

4. Due to force majeure factors such as volcanoes, earthquakes, wars, fires, floods, explosions and etc. the products are damaged, or Huawei cannot fulfill the warranty service.

5. If a product is removed from the network, transferred to a third party not specified in the product sales contract, or returned to Huawei within the warranty period, the warranty service is automatically terminated and Huawei does not provide any compensation.

6. The Faulty parts whose identification information (such as SN or model number) was altered, torn, or damaged.

7. Equipment was only authorized for testing, training, demonstration, or exhibition.

8. This document does not involve any third-party or non-Huawei supplied products. The following



auxiliary materials and structural components are not covered under warranty.

Type	Description
Consumables (Auxiliary Materials)	Including but not limited to cables, humidifiers, silicone, emergency light tubes, door frame sealing strips, door locks, fire extinguishing agents, fuses, lead-acid batteries for fire suppression, portable fire extinguishers, smoke detectors, wall switches, smart ETH sockets, accessory kits/version accessory kits, halo switch function accessory kits, antenna spare parts, data collector power cable accessory kits, external fan on-site replacement accessory kits, SIM data cards, power connectors, cable terminal blocks, device connectors, power surge protectors, etc.
Attachments, Tools	Including but not limited to documents, product accessories, installation accessories; tools (handling and lifting accessory kit, PV connector unlocking tool, SPD plug-and-pull tool, PV USB adapter), etc.
Cabinet and Structural Components	Including but not limited to battery racks, Y terminals, DC cable protection box assemblies, inverter engineering mounting kits, etc.

## 6. Warranty Disclaimer

1. Huawei does not provide any explicit or implicit commercial or technical warranties not covered in this document.
2. Huawei does not guarantee that the products/services provided are entirely free of defects, fully meet customer requirements, or that their use will be free from any problems or interruptions. Huawei also does not guarantee that it can completely rectify these defects.
3. For service interruptions or delays caused by reasons not attributable to Huawei, such as communication breakdown, power failure, traffic control, social unrest, etc., Huawei will make every effort to provide services, but does not guarantee that the service level promised in this specification can be fully achieved.
4. All the mentioned support services are only applicable to devices manufactured by Huawei. This service commitment does not apply to devices outside the agreed scope.
5. Huawei shall be exempted from liability and related compensation if it is unable to perform its services within the promised time due to reasons not attributable to Huawei; if on-site services are required, the travel time to the site is not included in the SLA time.
6. Huawei shall be exempted from liability and related compensation if it is unable to perform its



services due to applicable laws and regulations.

7. Huawei does not provide any guarantee for customer data stored in its products or otherwise associated with the products. Customers are responsible for backing up relevant data to prevent loss.

8. The following situations may prevent Huawei services from being provided as required.

9. Accidental circumstances caused by force majeure events, including but not limited to fire, flood, earthquake and lightning;

10. Deteriorated service conditions due to social issues, including but not limited to riot, war, strike and government sanctions;

11. Service interruption due to Power supply shortage or outage, including but not limited to electricity, water and fuel.

12. If Buyer accepts the warranty service provided by Huawei, it means that Buyer allows Huawei to access, collect, and handle information related to faults, troubleshooting, and commissioning during the service provision. Huawei will access and process related information as required by Buyer with Buyer's consent. The information will be used only for providing warranty services. As Buyer is the controller of the information, Huawei cannot confirm whether the information contains Buyer's confidential information or personal data. Buyer shall ensure that Buyer will obtain or retain all necessary consents, licenses, and authorizations ("Consent") for Huawei to provide the services in accordance with applicable legal requirements. Buyer shall ensure that Huawei does not violate applicable laws, customers' privacy policies, or agreements between customers and users when providing related services. Huawei will take reasonable measures to ensure the security of such customer information. However, Huawei shall not be liable for any direct or indirect liability caused by the acquisition and processing of such information during the service provision process. If Buyer returns the hardware to Huawei, it is deemed that Buyer has backed up and permanently deleted any confidential, private, or personal information stored in the hardware and authorized Huawei to transfer the hardware to Huawei's repair centers (which may be located in other countries) for repair. Buyer shall be solely responsible for deleting the above information before delivering the hardware to Huawei, and shall further indemnify and defend Huawei and hold Huawei harmless from any government agency or third party's failure to comply with applicable laws and regulations in transferring and disposing of the above information. any and all claims, liabilities, obligations, costs, expenses, penalties, fines, forfeitures and adverse consequences of the award.



### 7. Warranty Scope

1. Huawei Digital Power Smart PV warranty service is only applicable to the original end-user customers (individuals or entities who purchase the product for their own use, collectively referred to as "Customer" in this document) in the country or region where the product was purchased. The warranty service cannot be transferred to another country or region (unless otherwise specified in the product warranty instructions that the warranty is transferable).

2. The warranty must comply with local laws or other applicable regulations.

3. Warranty services shall be provided by Huawei or its authorized channel partners (collectively referred to as "Huawei"). Huawei provides warranty services only in accordance with the terms and conditions described in this document. In case of any conflict with the contract terms, the contract terms shall prevail.

### 8. Warranty compensation

Please note that Huawei and its authorized service providers shall not be liable for any data loss or any direct or indirect losses caused by the customer due to the equipment being unavailable or business interruption. Under no circumstances, including those where liability is expressly agreed upon through contracts or other forms, the maximum liability of Huawei under this warranty agreement shall not exceed the amount paid by Buyer to Huawei for the related product.