

Utility GFM ESS Warranty Policy (Oversea)

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In case the warranty conditions in this Document are inconsistent with the sales contracts between the Buyer and Huawei, the terms in the sales contracts shall prevail.

1 Service Scope

- 1.1 Huawei Smart String Energy Storage System (ESS) Solution includes the Smart String ESS, DC LV Panel, Smart Power Control System (PCS), Smart Array Controller (SACU), Distribution Transformer (DTS), Smart Power Plant Controller (SPPC), BESS EMS Hardware and Smart Transformer Station (STS). The service scope is subject to the equipment actually purchased by the Buyer.
- 1.2 The warranty conditions defined in this document are only applicable to products provided by Huawei, but not to any third-party products or products that are not supplied by Huawei.
- 1.3 The following auxiliary materials and mechanical parts are not covered by the warranty.

Type	Description
Consumable	Including but not limited to cables, emergency light bulbs, door frame sealing strips, door padlocks, extinguishants, fuses, lead-acid batteries for fire suppression.
Mechanical part	Including but not limited to battery racks and mechanical parts.
Cabinet and accessory	Including but not limited to cabinet mechanical parts, documents, product accessories, installation accessories, and tools.

2 Service Period

2.1 Warranty start date: The warranty period starts from the 90th day after Huawei ships the products or the POD (proof of delivery) date, whichever is earlier. The actual warranty start date shall be subject to the terms set out in the contract.

2.2 Standard warranty period

Product Name	Standard Warranty Period
Smart String ESS	24 months Note: The standard warranty period of ESS is based on the standard working conditions: $30^{\circ}\text{C} \leq \text{ambient temperature} \leq 40^{\circ}\text{C}$, 100% discharge depth, and no more than 2 cycles per day. If the working conditions are not in line with the standard above, please consult Huawei Technical Solution Manager for details about the actual warranty period.
Smart PCS	60 months
DC LV Panel	24 months
SACU	24 months
STS	24 months
UPS	12 months
DTS	24 months
SPPC	24 months (Japan 12 months)
EMS Hardware	60 months
EMS software	12 months
Installation Tool - ESS Container PACK and Liquid Cooling Unit Maintenance Toolings & Air Conditioner Auxiliary Material, Liquid Injection and Drainage Equipment	12 months

2.3 Extended warranty

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.

2.4 Release of liability

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 and compensation liabilities.

3 Storage and Operation Conditions

3.1 Storage conditions

- The product should be stored at the temperature specified in the technical specifications provided ;
- 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.
- The Buyer shall accept that the capacity of the energy storage product will decay irreversibly due to improper transportation and overlong storage;
- 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.

4 Service Contents

4.1 Service contents

The standard warranty service contains the following contents. The service contents for extended warranty shall be the same, unless otherwise specified in the extended warranty service contract.

Service	Content	Service Level Agreement (SLA)
Remote support	Hotline	7×24
	Remote technical support	China/Japan/Korea: 7×12 (8am-8pm on Monday to Sunday), response within 30 minutes Other countries/areas: 5×9 (9am-6pm on working days), response within 30 minutes
	Online technical support	7×24
Software support	Software update authorization	7×24
Hardware support	Spare part replacement	For STS, transformer, Distribution Transformer, Smart String ESS, and Integrated DC LV Panel, two options are available: a) The Buyer may purchase and store the replacement product at the project site (recommended). b) The replacement product is shipped from the original manufacturer in China, but Huawei does not commit to any SLA. For spare parts for dangerous goods (battery pack and fire cylinders), consult Huawei local service team for availability.

4.2 Remote support

Remote support means that Huawei provides technical consultation or troubleshooting solutions for Huawei products by phone or email. It includes hotline, remote technical support, and online technical support.

- a) Hotline is a telephonic service interface and platform for receiving and tracking service requests of the Buyer.

- b) 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.
- c) 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 (<https://support.huawei.com/enterprise/zh/index.html>).

4.3 Software support

- a) During the warranty period, Huawei ensures that the product works properly. Nevertheless, Huawei does not guarantee that the software will be error-free or run uninterruptedly, nor does it guarantee that all program errors will be rectified.
- b) Huawei provides software releases. During the warranty period, the Buyer can obtain new software releases for free from the following website. 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.

<https://support.huawei.com/enterprise/en/fusionsolar/luna2000c-pid-255740933/software>
- c) 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.

4.4 Hardware support

- a) Huawei provides functional replacement of all purchased hardware during the warranty period.
 - i) Huawei will replace hardware for free if the hardware has defects in material, manufacturing, or processing techniques.
 - ii) Huawei will replace hardware for free if the hardware delivered by Huawei are not compliant with the agreed specifications.
 - iii) Huawei will, at its option, use new and/or like-new parts of equivalent or similar functions/features and compatibility (with default software version) in the repair or replacement.
- b) STS, distribution transformer, and ESS will be replaced at the part-level. Auxiliary materials and mechanical parts are not covered by the warranty.

- c) After confirming the return merchandise authorization (RMA), Huawei shall send the replacement product/part to the agreed location. After receiving the replacement product/part, the Buyer shall return/ship the defective device, using the packaging of the replacement product/part, within 15 business days. The Buyer may issue an invoice to Huawei for the transportation cost, which shall be paid by Huawei within 30 days upon receipt of the invoice. The onsite replacement shall be performed by the Buyer. If Huawei has provided any replacement product/part in previous purchase orders, such product/part shall be used firstly as the replacement.
- d) The warranty period of the replacement equipment is the same as that of the original equipment.
- e) The Buyer shall immediately report any nonconformity or defect in craftsmanship or material of the covered product, by sending the following information to Huawei service platform:
 - i) A brief description of the nonconformity or defect, including but not limited to input/output parameters, alarm ID, cause ID, and data exported from the SACU;
 - ii) Product serial number;
 - iii) A copy of the purchase receipt.

The provision of the above information is the prerequisite for making a claim under this product warranty. If the Buyer does not provide sufficient information and replaces the parts without Huawei's approval, and the replaced parts are found not faulty, the Buyer shall pay the transportation cost.

5 Disclaimer

- 5.1 All the preceding warranty services are applicable only to Huawei-manufactured products, which does not cover the auxiliary materials and mechanical parts specified in clause 1.3.
- 5.2 The parties hereby agree that Huawei's compensation against the Buyer's loss under this warranty agreement shall only cover the direct and reasonable losses incurred, justifiable with evidences, to the Buyer due to Huawei's fault or product issue. Huawei shall not be liable for any indirect damages including but not limited to loss of income or profit, damage to reputation, or loss of data. The maximum liability of Huawei under this warranty agreement shall not exceed the amount paid by the Buyer to Huawei for the related product.
- 5.3 Huawei is not responsible for any legal and/or compensation liability caused by any actions of the Buyer or any third party, including but not limited to:
- a) Failure to meet the SLA commitment; or
 - b) Negligence or more serious acts or omissions (including reckless or intentional misconduct); or
 - c) Failure to comply with any obligations specified in this document; or
 - d) Transportation, storage, installation, configuration, use, maintenance, and/or operation of the products and/or services in any manner not in accordance with the instructions/guidelines/manuals/specifications or warnings, cautions, labels, or any other information on the product; or
 - e) Direct damage due to the operational environment or external electrical parameters not meeting the written system requirements; or
 - f) AC or DC connectors broken, damaged, or burnt due to the poor engineering quality of the connectors
 - g) Failure to take rectification measures promptly after receiving safety alerts or rectification notices from Huawei during the use of the product, thereby failing to eliminate safety hazards; or
 - h) Large-scale damage to Huawei hardware or data due to the buyer's negligence, improper operation, or intentional sabotage; or
 - i) Damage caused by maintenance or other services performed by personnel not authorized by Huawei; or
 - j) adjustment, alteration, and removal of identification signs performed in violation of Huawei's requirements.

- k) Consumables and parts that are regularly replaced for 10 years need to be purchased separately by the Buyer. Replace it according to the user manual and maintenance manual. If the maintenance and replacement are not performed according to the manual, Huawei does not provide warranty.
- l) Battery not being operated for any period of 6 months or more.

5.4 The following circumstances that result in damage to Huawei-manufactured devices are not covered by Huawei's service commitments:

- a) Damage to Huawei-manufactured devices due to force majeure, such as natural disasters, fires, and wars; or
- b) Damage to Huawei-manufactured devices due to natural wear and tear; or
- c) Damage caused by lightning due to improper system design; or
- d) Batteries stored beyond their specified storage period; or
- e) System damage directly caused by problems in the Buyer's infrastructure

6 Content Updates

Issue	Date	Content Updates
02	2025/6/24	<p>1、 Added the Standard Warranty Period of SPPC (24 months, Japan 12 months), and the EMS Hardware (60 months).</p> <p>2、 Updated the standard warranty period of EMS software to 12 months.</p> <p>3、 Updated Chapter 3 as follows:</p> <p>Deleted "(below 40°C)" from the clause "The product should be stored at the temperature specified in the technical specifications provided (below 40°C);</p> <p>Delete the clause "The maximum storage time under storage temperature conditions shall be subject to the user manual. Refer to the user manual for battery recharge rules beyond the maximum storage time;"</p> <p>Added "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;</p> <p>① The maximum number of recharges allowed during storage: 1</p> <p>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.</p> <p>③ The devices and equipment required for the recharge service are provided by the customer. "</p>
03	2025/7/16	<p>1、 Updated Chapter 2 as follows: In section 2.2 Warranty Period, the standard warranty period of 12 months is provided for nstallation Tool - ESS Container PACK and Liquid Cooling Unit Maintenance Toolings &Air Conditioner Auxiliary Material,Liquid Injection and Drainage Equipment.</p>

