



HUAWEI SUN2000 Inverter Service Conditions For French Polynesia and New Caledonia

Huawei Technologies (New Zealand) Company Limited





Huawei Solar Inverter Limited Product Support Service Conditions

These service conditions apply to the following products:

- SUN2000-3/5/6 KTL-L1
- SUN2000-5/6/10KTL-M1
- SUN 2000-100KTL-M1
- SUN2000-8/10/12/15/17/20KTL-M2
- SUN2000-115KTL-M2
- SUN2000-29.9/30/36/40/50KTL –M3
- SUN2000-450/600W-P
- SUN2000-450W-P2
- Smart Dongle, Smartlogger and Smart ACU
- Smart Power Sensor
- LUNA2000-5/10/15-S0
- Backup Box-B0/B1

The service conditions described in this document are subject to any rights you may have under local consumer laws.



Service Conditions:

Huawei provides remote support for solar inverter

Warranty Service			
	Service Classification	Service Content	Availability
Service	Remote Support	Remote Technical Support	E-mail: eu_inverter_support@huawei.com
		Online Technical Support	https://solar.huawei.com/services/

➤ Remote Support

Remote Support means Huawei provides solutions for technical enquiries or problems relating to the solar inverter products under warranty by telephone or e-mail. It includes Help Desk, Remote Technical support and Online Technical Support (<https://solar.huawei.com/services/>).

- **Remote Technical Support** provides technical support to Huawei's customers for solar inverter products, these includes technical enquiry, problem handling, and firmware update. The technical enquiry service provides consultation services in respect of Huawei inverter products. And when we do the maintenance of the FusionSolar, Huawei may update or restart your system. **Email:** eu_inverter_support@huawei.com

Disclaimer:

- All above mentioned service support apply only to SUN2000 Series Products, Smart PV Optimizer, Smart Power Sensor, Smart Dongle, SmartLogger, SmartACU, and LUNA2000.
- Subject to any rights you may have under local consumer laws, accessories and consumable parts, including but not limited to cables and connectors, are not covered by the services set out above.
- Support services shall not apply in the following circumstances:
 - Damage as a result of force majeure (including but not limited to natural disasters, fires and war).
 - Damage as a result of natural wear and tear.

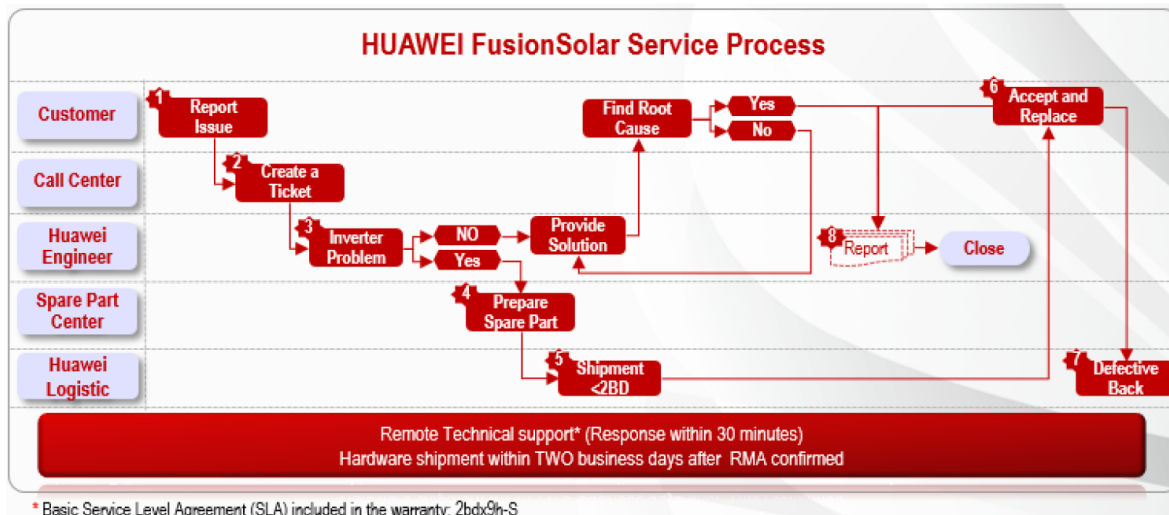


HUAWEI Solar Inverter SUN2000 Service Conditions

- Direct damage caused by failure to meet system requirements provided in writing including site running environment or external electricity parameters.
- Damage from lightning due to unsuitable system design.
- Damage to hardware or data due to customer's negligence, inappropriate operation or intentional damage.
- Damage caused by non-compliance with the operation manual of the equipment.
- System damage caused by the customer or third parties, including relocation and installation of the system not in compliance with Huawei's requirements or instructions.
- Damage caused by adjustment, change or removal of identification marks not in compliance with Huawei requirements or instructions
- System damage directly caused by problems in customer's infrastructure.

Huawei Service Organization

Huawei has built up an extensive service organization world-wide. For service support for SUN2000 products, Huawei has defined a support organization to support the process as depicted below:



Contact Details

Huawei Technologies (New Zealand) Company Limited

Level 23, The Huawei Centre, 120 Albert Street, Auckland, New Zealand

E-mail: eu_inverter_support@huawei.com

Web: <https://solar.huawei.com/>