



EUROPEAN CUSTOMER SUPPORT SERVICES

FUSIONSOLAR SMART PV
RESIDENTIAL AND
COMMERCIAL SOLUTION



TECHNICAL SUPPORT

- ▶ Huawei Customer Support Center Certified:
 - ISO/IEC 27001:2005 (data security)
 - ISO/IEC 20000:2011
- ▶ Hotline available for 24h*7days
- ▶ Remote Emergency Support
- ▶ Strong Technical Expertise
- ▶ SPOC* Technical Interface: eu_inverter_support@huawei.com

HARDWARE SUPPORT

- ▶ Local Spare Parts Warehouse in Netherlands ,Italy, France, UK, Spain, Hungary, Poland and Germany
- ▶ Central Warehouse in Hungary
- ▶ Spare Parts Replacement Service (Shipment within 2 Business Days , Normal Onsite Delivery of New Inverter within 2 to 5 Business Days)
- ▶ Reimbursement of Transportation and Replacement Fees **

ONLINE SUPPORT

- ▶ Tickets Tracking System: eCare System Online Follow-up
- ▶ Huawei Technical Support Website <http://solar.huawei.com/eu/services>

HUAWEI HOTLINE CERTIFIED BY:

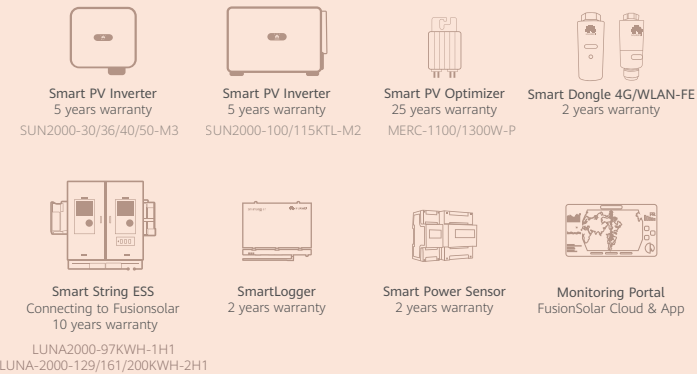
Acreditat pentru
CERTIFICARE



SR EN ISO CEI 17021:2007
CERTIFICAT DE ACREDITARE
nr SM 003 2010



- IT Service Management System Standard: ISO/IEC 20000
- Occupational Health and Safety Management System Standard OHSAS 18001
- TSIA Rated Outstanding
- Environment Management System Standard: ISO 14001
- Information Security Management System: ISO/IEC 27001




TECHNICAL & HARDWARE SUPPORT CHART





* 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

GET NEW INFORMATION FROM HUAWEI


 eu_inverter_support@huawei.com


 Huawei FusionSolar

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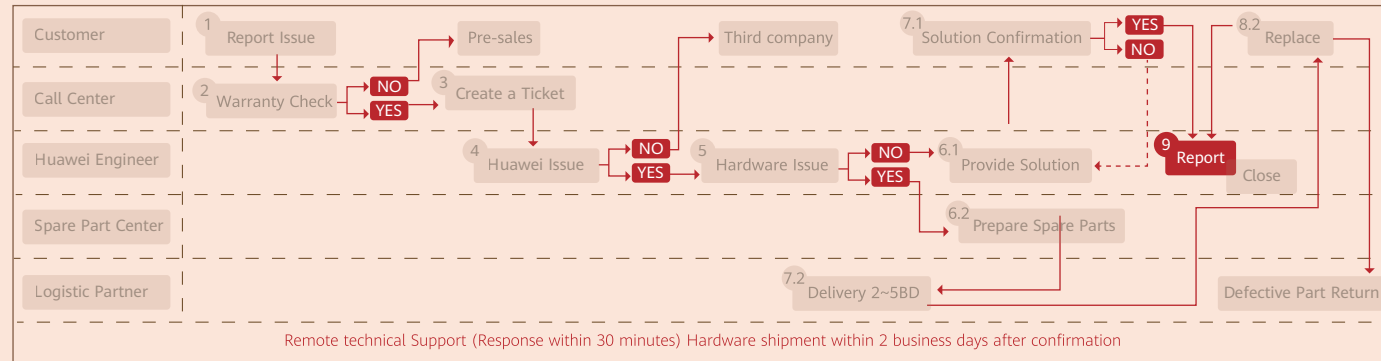
 Huawei FusionSolar

 Huawei Fusionsolar

 SOLAR.HUAWEI.COM

 7*24iKnow:
<http://support-trial.huawei.com/enrobot/#>
<https://e.huawei.com/en/service-hotline-query>

HUAWEI SERVICE PROCESS



C&I PROFESSIONAL SERVICE

Supervision & Commissioning

- **Expert On-site** Installation Consulting & Commission
- **Technical communication** and disclosure
- **On-Grid** defect elimination
- Expert On site training

Warranty & Extension

- Huawei TAC: **7*24 Hotline** & Online Technical support
(Multi-country language)
- Up to **10Y** full life-cycle warranty connecting to FusionSolar
- 2-5 business day Spare Parts shipment

Preventive Maintenance

- **Monthly** Online Inspection & **Yearly** On-site Inspection
- **One/two times** per year on demand
- **Contingency Plan** & Professional Report

On Site Troubleshooting

- Response in **30 mins**
- Field Engineers **48h on-site arrival**
- Field troubleshooting & **Rootcause** analysis report

Commercial & Industrial Smart PV Solution

