

Fusionsolar



Smart PV and ESS Services

Safeguarding PV and ESS, Ensuring Stable and Efficient Operations





PV Professional Service Solution

We provide full-lifecycle professional services in utility, commercial and industrial (C&I), and residential solar projects from the planning, maintenance, and optimization stages right through to operations. This ensures high-quality delivery and fast deployment, facilitating safe, efficient, and sustainable operations for improved economic benefits.



Safe and Stable

Uninterrupted operations based on high safety and quality



Highly Efficient

Continuous value creation from efficient power generation



Intelligent O&M

Professional and effective support for peace of mind

PV Professional Service Solution Overview

Solution		Scenario		
Category	Item	Utility	C&I	Residential
Engineering service	Engineering commissioning guidance	✓	✓	
	STS commissioning	✓		
	One-off onsite training	✓	✓	
	One-off onsite service	✓	✓	
Maintenance service	Warranty service	✓	✓	✓
	Extended warranty service	✓	✓	✓
Value-added service	Value-added service	✓	✓	
	Onsite replacement of faulty parts	✓	✓	
	Quicker response of spare parts	✓	✓	
	STS inspection	✓		
Training service	Product technical training, O&M training, etc.	✓	✓	
Digital management	FusionSolar Smart PV Management System (SmartPVMS)	✓	✓	
	Hardware monitoring	✓	✓	
	Smart I-V Curve Diagnosis	✓	✓	
	Smart Co-Diagnosis	✓	✓	
	Smart Tracker Control Algorithm (SDS)	✓	✓	

Construction
Maintenance
Operation

Engineering Service

Experts supervise the delivery onsite and assist customers in correctly installing, commissioning, and using Huawei's products

Professional: guidance from senior experts

Efficient: high pass rate

Safe: stable operations

High-quality: high-standard delivery

Extended Warranty Service

Warranty extended up to 20 years for inverters, supporting long-term, stable, and highly efficient operations

Hotline handling with 24/7 real-time response

Advanced replacement for an uninterrupted supply of spare parts

Software support for authorized updates

Online technical support

Value-added Service

Faster responses and more efficient O&M experience within the warranty period

Onsite troubleshooting within 48H

Onsite replacement of faulty parts within 2 BD

Delivery of spare parts within 2 or 3 BD for advanced replacement

Quick business recovery, fewer losses

Training Service

PV technical trainings for personnel upskilling and safe operations throughout the equipment lifecycle

Product technical support

Troubleshooting solution

Onsite hands-on guidance

Digital Management

Huawei FusionSolar SmartPVMS provides digital features such as Smart I-V Curve Diagnosis, Smart Co-Diagnosis, and SDS for intelligent and efficient O&M and higher yields

Refined management

Efficient O&M

More benefits

Safe operations



ESS Professional Service Solution

We provide a wide range of professional energy storage system (ESS) service solutions, covering construction, maintenance, and operations for global customers.



Active Safety

Safe operations of devices and systems



Optimal Benefits

Optimal performance for less shutdown risks

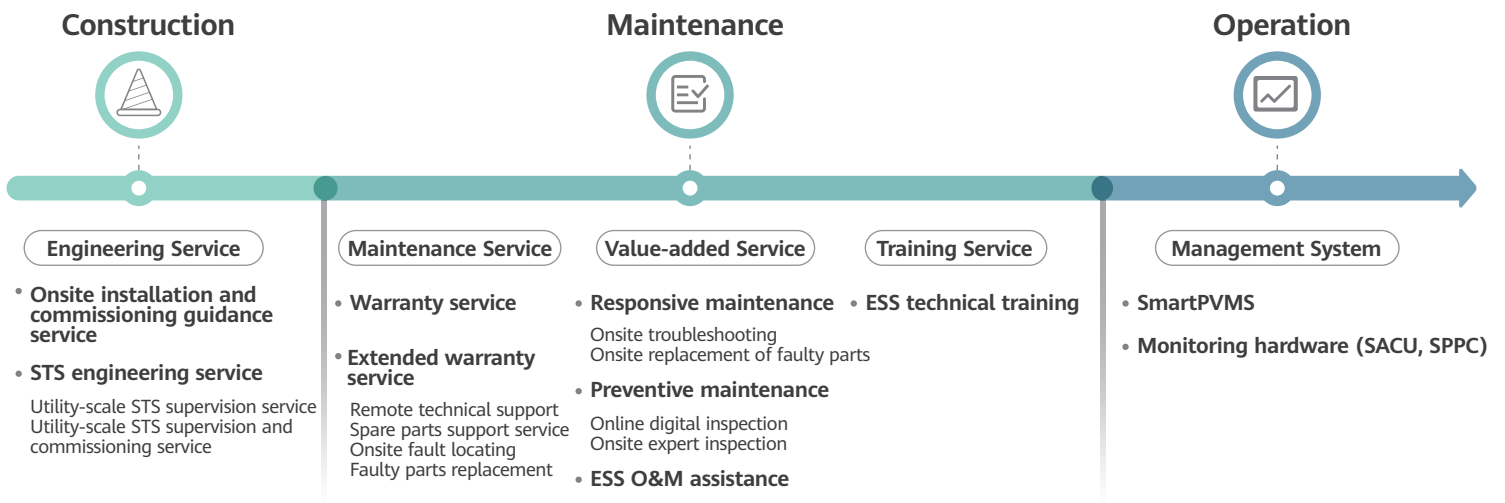


Simple O&M

Professional and intelligent O&M support



ESS Professional Service Solution Overview



Engineering Service

Experts supervise the delivery onsite and assist customers in correctly installing, commissioning, and using Huawei's products

- Professional: guidance from senior experts
- Efficient: high pass rate
- Safe: stable operations

Extended Warranty Service

Long-term assurance with professional O&M services including remote troubleshooting, technical support, spare parts services, and rapid response times

- Support from technical assistance center (TAC)
- Hardware/Software support
- Online support

Value-added Service

Comprehensively safeguarding the operations of ESS products

- Actively identifying risks
- Assuring safety and performance
- Reducing system downtime risks

Training Service

ESS technical trainings for personnel upskilling and safe operations throughout the equipment lifecycle

- Product technical support
- Troubleshooting solution
- Onsite hands-on guidance

SmartPVMS

Comprehensive inspection through the unified digital management platform that checks the operating status of power plants, facilitates O&M, and ensures safe operations

- Visible running status in 3D views
- Quick fault locating
- Sub-health and risk identification





About Us

30+ Years of Global Delivery and Service Practices, Facilitating Safe, Stable, and Sustainable Development of the Energy Industry

Drawing on previous global delivery experience, Huawei Digital Power has developed an intelligent and digital service system that meets global standards and provides standardized operations and quality control throughout the entire process.



Standardized Global Delivery

Enhanced safety for high-quality delivery



Efficient Global Service Network

Ultimate services, solid support



Full-Lifecycle Professional Service

Professional support, continuously improving quality and efficiency



Open Ecosystem with Global Partners

Stay partner-centric to jointly build a brighter future

Huawei Digital Power Services and Support System

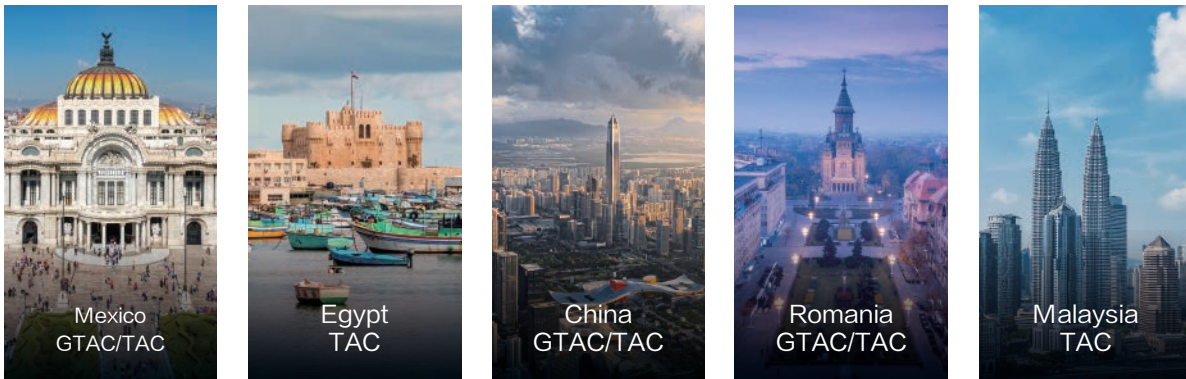
Ultra-long service duration that supports PV and ESS stable operations for more than 20 years under a global service system enabled by our service partners

Technical Support: Global Service Network for Ultimate Safety

Multi-language services, quick troubleshooting of 80% of the problems; 1800+ professional technical engineers; 24/7 technical support; global and national TACs, covering 170 countries and 14 languages

Reliable services: **7*24H** hotline response | **2Min** service request | **5Min** resource preparation

Global Technical Support Network

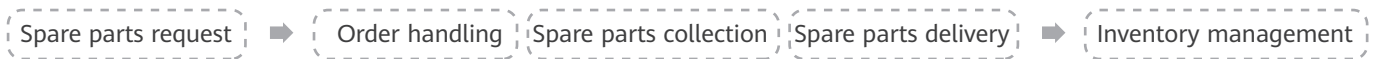


Spare Parts Service: Global Reach, Early Dispatch, and Timely Delivery

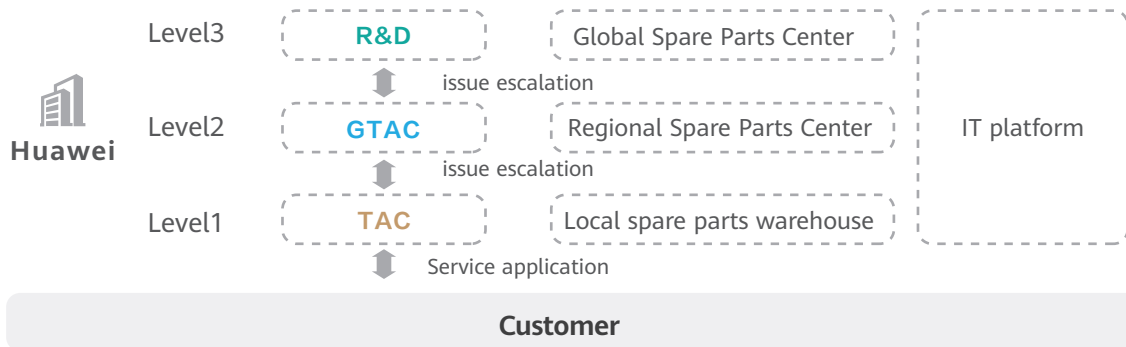
A global collaborative platform: fastest arrival within 2BD
145+ national, 9 regional, and 1 global spare parts operation centers

24/7, advanced replacement for emergency recovery

The replacement parts are delivered in advance of receipt of faulty parts



Three-level Technical Support Process: Multiple assurance, quick handling, and efficient closed-loop



Notes:

TAC: Technical Assistance Center

GTAC: Global Technical Assistance Center

R&D: Huawei R&D Center




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