

C&I ESS Warranty Agreement

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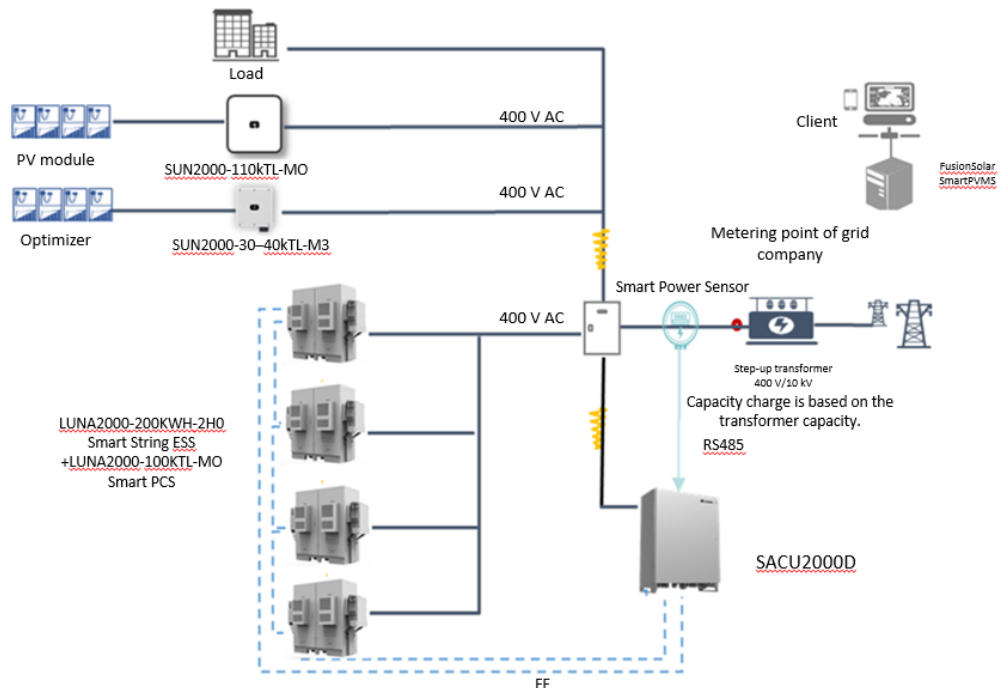
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1 Applicable Product Models

- LUNA2000-200KWH-2H0
- LUNA2000-200KWH-2H1
- LUNA2000-161KWH-2H1
- LUNA2000-129KWH-2H1
- LUNA2000-97KWH-1H1

Huawei C&I energy storage system (ESS for short) is primarily used in C&I scenarios and works with the SmartPCS, DCDC, and SACU. The SmartPCS connects to the DCDC to charge batteries when the power from the grid is sufficient. When the grid power is insufficient, the energy stored in the batteries is output to loads through the SmartPCS.



2 Warranty Scope

2.1 Performance Warranty

Performance warranty defined for the ESS involves:

- (1) depth of discharge (DOD): 100%;
- (2) end of life (EOL): 60%;
- (3) environmental temperature: -30°C to $+55^{\circ}\text{C}$;
- (4) cycle life: defined according to the working conditions in various regions.

For standards, see Table 2-1.

The performance warranty for battery packs expires when the 10-year warranty period expires or when the maximum cycle life is reached, whichever is earlier.

For ESSs, the product warranty and performance warranty are provided separately and their warranty periods are not associated.

Capacity test conditions: At an ambient temperature of $25^{\circ}\text{C}\pm 3^{\circ}\text{C}$, fully discharge the batteries, charge them to 100% SOC at a rate of 0.5C, discharge them to end-of-discharge SOC at a rate of 0.5C, and record the discharged energy.

To ensure the service life of battery cells, the ESSs must be connected to the SmartPVMS to remotely upgrade the firmware in time. For ESS products that are not connected to the SmartPVMS, the warranty does not cover the battery cell damage caused by failure to upgrade the products on time.

The warranty standards for the C&I ESS under typical working conditions are as follows.

Table 2-1 Warranty standards for the ESS with reduced configurations under typical working conditions

Region	Model	ESS Pack Quantity	Charge/Discharge Rate	Cycle Life	Standard Working Conditions	Remarks
China	LUNA2000-200KWH-2H0	12	0.5C	8000	2 charge & discharge	For other working conditions, see

Region	Model	ESS Pack Quantity	Charge/Discharge Rate	Cycle Life	Standard Working Conditions	Remarks
	LUNA2000-200KWH-2H1	12	0.5C	8000	cycles per day	related documents of performance commitment baseline.
Non-China	LUNA2000-200KWH-2H0	12	0.5C	7000	1 charge and discharge cycles per day	
	LUNA2000-200KWH-2H1	12	0.5C	7000		
	LUNA2000-161KWH-2H1	10	0.5C	7000		
	LUNA2000-129KWH-2H1	8	0.5C	7000		
	LUNA2000-97KWH-1H1	6	0.5C	7000		
	LUNA2000-161KWH-2H1	10	0.65C	6200		
	LUNA2000-129KWH-2H1	8	0.8C	5700		
	LUNA2000-97KWH-1H1	6	1.0C	5200		

 **NOTE**

*: For performance under non-typical working conditions, no warranty standard commitments are made.

2.2 Product Warranty

The ESS product warranty is classified into basic warranty and advanced warranty. After devices are delivered, basic warranty is automatically obtained. After devices are connected to the FusionSolar Cloud or the five-year offline inspection service is purchased, advanced warranty is automatically obtained.

Table 2-2 Basic warranty period of products (year)

Category	Device	Europe	Japan	China	Middle East and Central Asia	Asia Pacific	Latin America	Southern Africa	Northern Africa	Class B
Devices	Smart String ESS	2	2	2	2	2	2	2	2	2
	DCDC									

Category	Device	Europe	Japan	China	Middle East and Central Asia	Asia Pacific	Latin America	Southern Africa	Northern Africa	Class B
	PCS									
	Fire suppression module									
Auxiliary products	SACU	1	1	1	1	1	1	1	1	1

 **NOTE**

The actual warranty period is subject to the warranty and maintenance periods agreed upon in the signed contract or purchase order (PO).

The following auxiliary products and mechanical parts are not covered by the warranty.

Type	Description
Consumables	Including but not limited to cables, door locks, lamp, and batteries (small battery other than battery pack)
Cable	Cables between cabinets
Mechanical part	Including but not limited to battery racks and mechanical parts
Battery cabinet accessory	Including but not limited to cabinet mechanical parts, documents, product accessories, installation accessories, and tools

The basic warranty is upgraded to advanced warranty after the C&I ESS is connected to Huawei SmartPVMS or after the five-year(ten-year in Europe) offline inspection service is purchased.

The details are as follows.

Table 2-3 Advanced warranty period of each product series (year)

Category	Device	Europe	Japan	China	Middle East and Central Asia	Asia Pacific	Latin America	Southern Africa	Northern Africa	Class B
Devices	Smart String ESS	5	5	5	5	5	5	5	5	5
	DCDC									
	PCS									
	Fire suppression module									
Auxiliary products	SACU	1	1	1	1	1	1	1	1	1

 **NOTE**

The actual warranty period is subject to the warranty and maintenance periods agreed upon in the signed contract or PO.

The following auxiliary products and mechanical parts are not covered by the warranty.

Type	Description
Consumables	Including but not limited to cables, door locks, and lamps
Cable	Cables between cabinets
Mechanical part	Including but not limited to battery racks and mechanical parts
Battery cabinet accessory	Including but not limited to cabinet mechanical parts, documents, product accessories, installation accessories, and tools

Table 2-4 Warranty period start dates

Start Date	Europe	Japan	China	Middle East and Central Asia	Asia Pacific	Latin America	Southern Africa	Northern Africa	Class B
The warranty period starts 90 days after the shipment date of Huawei products, or from the day when Huawei receives the request for product service	√	√	√	√	√	√	√	√	√

(whichever is earlier)— Applicable to project-based products									
The warranty period starts 180 days after the shipment date of Huawei products, or from the day when Huawei receives the request for product service (whichever is earlier)— Applicable to distribution products	√	√	√	√	√	√	√	√	√

 **NOTE**

1. If the warranty start date is the product shipment date, it must be explicitly stated in the contract.
2. For channel sales projects, channel partners must complete necessary ESS capability certification.
3. For channel distribution projects, channel partners are responsible for notifying customers of technical requirements such as transportation, storage, site selection, installation space, and foundation construction requirements. Such content must be included in the contract with channel partners. Huawei will not be liable for any problems caused by ignorance of the preceding requirements.
4. ESS spare parts replacement does not affect the original warranty period of the entire system.
5. The warranty period of spare parts, such as the SmartLogger, complies with the original regional rules.
6. The warranty service policy is based on the environmental conditions where the ESS is located. The deployment environment must meet the C4 environment requirements at least. (The rating of C4 is not based on the distance from the sea.) For details about location selection, installation, maintenance, and other activities in C1 to C4 environments, refer to the user manual, quick guide, and maintenance manual. The normal warranty service will be provided for ESSs installed in C1 to C4 environments, but not for ESSs installed in the C5 environment.

Table 2-5 Basic warranty service

Service Category	Service	Description
Remote technical support	Hotline service	Japan/Eurasia: 12x7 China/Other countries outside China: 24 x 7
	Remote troubleshooting	China: 12x7 Other countries outside China: 9x5
	Online technical support	Technical information sharing and patch downloading
	Multi-channel support	Including but not limited to official accounts
Software	Software	Device firmware maintenance version (patch

Service Category	Service	Description
support	update authorization	and beta versions)
Hardware support	ESS spare parts pre-replacement	For details about the spare parts service level agreement (SLA) of battery packs, see the following SLA policy table. After approving the customer's spare parts service application, Huawei will send the spare parts within the business days (BDs) specified in the SLA. The customer only needs to return the faulty parts to the place designated by Huawei within 15 BDs after receiving the spare parts from Huawei. If the faulty parts are not returned within the specified period, it is deemed that the customer purchases the parts at list price. If any damage or loss occurs during the return via a courier, the customer shall be liable for the consequences.
	Non-ESS spare parts pre-replacement	After approving the customer's spare parts service application, Huawei will send the spare parts within two BDs. The customer only needs to return the faulty parts to the place designated by Huawei within 15 BDs after receiving the spare parts from Huawei. If the faulty parts are not returned within the specified period, it is deemed that the customer purchases the parts at list price. If any damage or loss occurs during the return via a courier, the customer shall be liable for the consequences.
Replacement compensation	Compensation for spare parts replacement	Based on the competition situation, after the installer provides the spare parts replacement service, Huawei pays part of the fee to compensate the installer for the site visit service. (Region-specific service policy, not mandatory)

 **NOTE**

1. 24x7: 00:00–24:00, Monday to Sunday
2. 12x7: 8:00–20:00, Monday to Sunday (including holidays)
3. 9x5: business days, 9:00–18:00, excluding public holidays
4. The basic warranty does not include onsite services, which need to be purchased separately.

Table 2-6 Regional lithium battery spare parts service SLA policy

Reginal	Europe	Japan	China	Middle East and Central Asia	Asia Pacific	Latin America	Southern Africa	Northern Africa	Class B
Battery Spare parts	2BD-S**	2BD-S	2BD-S	No Commitment	2~5BD* 2BD-S**	2BD-S**	2~5BD 2BD-S**	2BD-S**	2BD-S

 **NOTE**

- BD: business day
- 2BD-S: Huawei ships spare parts within two business days after confirming the necessity of hardware replacement and receiving the RMA information.
- *: Huawei delivers the spare parts to the place designated by the customer within two to five business days after confirming the necessity of hardware replacement and receiving the RMA information.
- **: 3 countries in Europe (Spain, Germany, United Kingdom), 10 countries in Latin America (Paraguay, Uruguay, Brazil, Guatemala, Jamaica, Nicaragua, Dominica, Mexico, Chile, Peru), 6 countries in Asia Pacific (Bangladesh, Indonesia, Thailand, Malaysia, Myanmar, Singapore) and Senegal, South Africa Can promise 2BD-S.

3 Warranty Period Description

3.1 General Description of Warranty Period

Warranty start date of the C&I ESS: The warranty period starts on the 90th day after the shipment from Huawei or the date the user initiates a service request (whichever is earlier, but no later than 90 days after shipment).

Huawei provides the warranty extension service. The customer can purchase a five-year extended warranty only if the plant is connected to the FusionSolar SmartPVMS or the offline inspection service is purchased.

In principle, the warranty periods must be consecutive from the date of purchase. Otherwise, the extended warranty is not supported.

The available extended warranty periods are follows.

Category	Device	Europe	Japan	China	Middle East and Central Asia	Asia Pacific	Latin America	Southern Africa	Northern Africa	Class B
Devices	Smart String ESS	0	5	5	5	5	5	5	5	5
	DCDC									
	PCS									
	Fire suppression module									
Auxiliary products	SmartLogger	Identical warranty periods as those of the ESSs are supported.								

 **NOTE**

- The extended warranty for C&I ESSs can be purchased within the warranty period. If you purchase an extended warranty based on the advanced warranty, the maximum warranty period is 10 years.
- The actual warranty period is subject to the warranty and maintenance periods agreed upon in the signed contract or PO.

3.2 Warranty Service Description

3.2.1 Overview

Maintenance service	Service Category	Service	Maintenance SLA
	Remote support service	Hotline	China/ other countries outside China: 24x7 Europe, Middle East and Central Asia,Japan: 12x7
		Remote technical support	China: 12x7 Other countries outside China: 9x5
		Online technical support	24x7: 00:00–24:00, Monday to Sunday
	Software support service	Software update authorization	24x7: 00:00–24:00, Monday to Sunday
	Hardware support service	Spare parts replacement (parts)	9 x 5 x 2 BD-S* delivery outside China, 09:00 ~ 18:00 on working days
		Spare parts recovery	The spare parts recovery will be confirmed with the customer, no later than 15 business days after the shipment of the new spare parts.

* In some countries in Latin America, only self-pickup is supported.

Terms:

- 9x5: weekdays, 9:00 - 18:00, excluding legal holidays.
- 7x12: Monday to Sunday, 8:00 to 20:00 (all days, all holidays).
- 7x24: Mon-Sun, 00:00 - 24:00.
- BD: Business Day (Workday)
- 2BD-S: Huawei shall issue spare parts within two days after Huawei confirms that it is necessary to replace the hardware and provides the RMA number.

3.2.2 Spare Parts Service Description

- By default, the C&I ESS spare parts are replaced at the parts level.
- Huawei only guarantees that the replacement parts will have the same performance as the original parts. The appearance of the replacement spare parts may either be identical to the original parts or different, and replacement parts may either be new or refurbished.
- Parts: parts other than the entire device

The following auxiliary products and mechanical parts are not covered by the warranty.

Type	Description
Consumables	Including but not limited to cables, humidifiers or humidity controllers, emergency light bulbs (optional), T8 fluorescent lamps, silica gel, hand-held fire extinguishers (optional), door frame sealing strips, door-mounted travel switches, smoke detectors, wall switches, and container door locks
Mechanical part	Including but not limited to battery racks and other mechanical parts
Cabinet and accessory	Including but not limited to cabinet mechanical parts, documents, product accessories, installation accessories, and tools

3.2.3 Remote Support Service

Huawei provides remote technical support services for Huawei product issues through telephone or email, including hotline, remote technical support, online technical support, and multi-channel support.

Hotline

Based on the service interface platform, the hotline receives and tracks service requests.

Hotline: <https://digitalpower.huawei.com/en/contact.html>

Service email: <https://digitalpower.huawei.com/en/contact.html>

Remote Technical Support

Technical consulting services and problem handling services are provided. The technical consulting service refers to the technical guidance for non-problem issues. The problem handling service refers to providing solutions to product-related problems for customers within the promised service time.

Online Technical Support

Website access support services are provided. Customers can log in to Huawei website (<https://solar.huawei.com/en>) to access O&M experience sharing, case studies, and product-related technical documents.

Multi-Channel Support

Customers can follow official accounts of Huawei Digital Power across various media platforms to access more technical support information.

3.2.4 Software Support Service

If necessary, Huawei provides free software update guidance services for customers within the warranty period.

Huawei ensures that the product can run properly, but does not guarantee that the software runs without errors or interruption, or that Huawei will correct all program errors.

3.2.5 Hardware Support Service

Hardware devices are the prerequisite for the stable running of the ESS. Huawei's hardware support service ensures the stable running of customers' devices.

4 Warranty Clauses

4.1 Basic Clauses

During the warranty period, Huawei commits to:

4.1.1 Provide replacement services when normal functionality is compromised due to defects in materials, manufacturing, or techniques.

4.1.2 Provide replacement services when normal functionality is compromised due to discrepancies with the published product specifications.

4.1.3 Send Huawei's spare parts (excluding batteries) within 2 business days after the service request is confirmed. Upon receipt of the spare parts, the ownership of the corresponding faulty parts transfers to Huawei. The customer shall return the faulty parts to Huawei within 15 business days. If the faulty parts are not returned, the customer shall compensate Huawei for the loss.

4.1.4 If Huawei provides spare parts when the original order was delivered, these parts cannot be sold to third parties or used for other purposes by the customer.

4.1.5 The performance of the spare parts provided by Huawei is equivalent to that of the original device.

4.1.6 After Huawei provides spare parts, the system's warranty period will either inherit or not be shorter than the warranty period specified in the original contract.

4.1.7 Onsite engineering work shall be completed by the customer; Huawei is not responsible for onsite replacement.

4.1.8 Huawei is responsible for the transportation of spare parts within the warranty period after the spare parts request is confirmed.

4.1.9 For product faults within the warranty scope, the customer shall dial Huawei's hotline to report the issue and provide the following information:

- A. A brief description of the fault, including but not limited to input and output parameters, alarm ID, cause ID, and run logs;
- B. Product serial number;
- C. Purchase receipt;

The above information is required for reporting a fault.

4.1.10 The customer shall bear the transportation costs if the customer does not provide sufficient information, or if spare parts are replaced without Huawei's confirmation and the device is running properly.

4.2 Exemption Clauses

4.2.1 The preceding support services apply only to Huawei-manufactured devices. Hardware devices beyond the agreed scope are not covered by Huawei's services.

4.2.2 Under no circumstances, whether based on the contract, warranty, tort (including fault liability and strict liability), or any other theoretical and legal claims, shall Huawei be liable for any indirect losses, incidental damage, or punitive damage arising from any consequences of the installation, use, poor performance, or defects of its products, or breach of warranty. This includes, but is not limited to, losses of profits, damage to goodwill or business reputation, or delay losses. Huawei's total liability for damage or other issues shall not exceed the purchase price paid by the original buyer for the products.

4.2.3 Huawei's C&I ESSs come with a default basic warranty of two years. After they are connected to the SmartPVMS or after a five-year offline inspection service is purchased, a 5-year advanced warranty is provided. If the customer does not connect them properly to the SmartPVMS for more than 3 months, Huawei reserves the right to cancel the advanced warranty.

4.2.4 Vulnerable parts and consumables that are widely used are not covered by Huawei's services.

4.2.5 If Huawei is unable to fulfill its service commitments within the promised time frame due to non-Huawei reasons, the customer shall waive Huawei's responsibility for fulfilling the SLA and related compensation. If an onsite service is required, travel time shall be excluded from the SLA time.

4.2.6 Faults caused by the following reasons are not covered by Huawei's services:

- Damage to Huawei-manufactured devices caused by force majeure, such as natural disasters, fires, and wars
- Damage to Huawei-manufactured devices caused by natural wear and tear
- Direct damage caused by failure to comply with the written requirements on the operating environment or external electrical specifications
- AC or DC connectors broken, damaged, or burnt due to the poor engineering quality of the connectors
- Damage caused by lightning due to improper system design
- Large-scale damage to Huawei-manufactured hardware or data due to the customer's negligence, improper operation, or intentional sabotage
- Damage caused by the customer's violation of the transportation, storage, installation, and operation regulations specified in the user manual for Huawei-manufactured devices
- ESS performance degradation caused by leaving idle batteries uncharged for 6 months or longer, or battery cell damage caused by leaving batteries uncharged for extended periods, which will not be covered by the warranty
- Damage caused by improper operation or failure to comply with the temperature requirements during transportation or operation

- Damage caused by maintenance or other services performed by personnel not authorized by Huawei
- System damage caused by improper operations of a third party or the customer, including system migration and installation performed in violation of Huawei's requirements, and adjustment, alteration, and removal of identification signs performed in violation of Huawei's requirements
- System damage caused by the customer's infrastructure problems
- Battery cell damage caused by outdated firmware due to the customer's failure to connect ESSs to the SmartPVMS which will not be covered by the warranty
- Faults arising from the installation, use, or other operations that do not comply with the conditions, requirements, or limitations specified in Huawei's solution-related documentation regarding Huawei-manufactured devices, project scenarios, and third-party devices.