

Utility-Scale ESS Warranty Agreement (Global)

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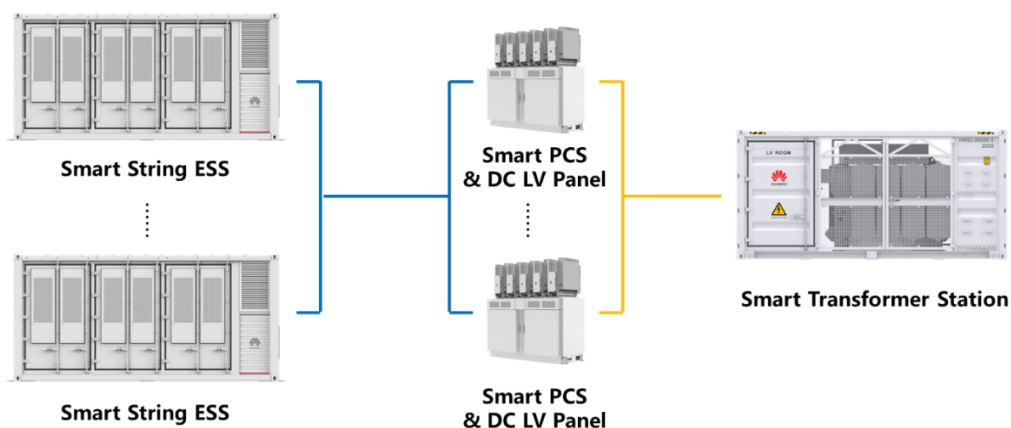
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1 Applicable Products



Huawei Smart String Energy Storage System (ESS) Solution involves the Smart String ESS, DC LV Panel, Smart Power Control System (PCS), Smart Array Controller (SACU), Distribution Transformer, and Smart Transformer Station (STS).

The clauses and conditions defined in this document are valid only for the projects provided by Huawei. This document does not involve third parties or any projects that are not supplied by Huawei.

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, and uninterruptible power systems (UPSs).
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 Warranty Scope and Period

- The warranty period starts from the 90th day after Huawei products are shipped, or from the date Huawei receives a warranty service request for the product (whichever is earlier).

NOTE

The regional service sales contract shall prevail.

- In principle, the entire warranty period shall be continuous from the defined start dates above. Otherwise, the warranty cannot be extended.
- Products shall be stored in accordance with the temperature conditions specified in the technical specifications. As the maximum storage period varies by the storage temperature, power on the device or maintain the device according to the user manual as soon as possible if the time from the date of shipment is (1) at least 11 months ($-40^{\circ}\text{C} < T \leq +30^{\circ}\text{C}$); (2) at least seven months ($30^{\circ}\text{C} < T \leq 40^{\circ}\text{C}$); (3) at least three months ($40^{\circ}\text{C} < T < 60^{\circ}\text{C}$). Otherwise, Huawei does not guarantee the performance of the device.

Product Name	Standard Warranty Period	Maximum Warranty Period
Smart String ESS	24 months or 1460 equivalent cycles, whichever is earlier	240 months
Smart PCS	60 months	240 months
DC LV Panel (DCBOX)	24 months	240 months
SACU	24 months	120 months
STS	24 months	120 months
UPS	12 months	Unavailable
Distribution Transformer	24 months	240 months

NOTE

The regional service sales contract shall prevail.

a. Equivalent cycles (N) = $\frac{\text{Accumulated discharged capacity}(N)}{\frac{1}{2}(\text{SOH}_{n-1} + \text{SOH}_n) \times \text{Nominal Capacity} \times \text{DOD}}$;

- Equivalent cycle (N): the number of equivalent cycles of the Nth year;
 - Accumulated discharged capacity (N): the accumulated discharged capacity of the Nth year;
 - Nominal capacity: capacity displayed on the nameplate;
 - SOH: state of health;
 - SOH (N): SOH at the end of the Nth year;
 - SOH (N – 1): SOH at the beginning of the Nth year;
 - If N=1, SOH (N – 1) = SOH at the beginning of the first year;
 - DOD: depth of discharge.
- b. In addition to the preceding standard warranty periods, the purchaser can purchase extended warranty services through additional contracts. Both parties agree that after the extended warranty period expires, Huawei will no longer provide any services or support for the products and/or software versions, and will not be liable for any faults or safety threats of the affected products and/or software versions.

The maximum extended warranty period depends on the working conditions. The price of extended warranty is evaluated based on the working conditions and service life.

3 Warranty Service Content

Project	Service	Description	Service Level Agreement (SLA)
Warranty scope	Remote support	Hotline	7x24
		Remote troubleshooting	5x9, response within 30 minutes
		Online technical support	7x24
	Software support	Software upgrade authorization	7x24
	Hardware configuration support	Spare parts replacement	For the entire devices (STS/transformer/Distribution Transformer/integrated Smart String ESS/integrated DC LV Panel), two options are available: <ol style="list-style-type: none"> Customers purchase and store the devices at their site (recommended). The devices are shipped from the original manufacturer in China, but Huawei does not commit to an SLA.

NOTE

The regional service sales contract shall prevail.

- Terms**

9x5: 9:00–18:00 (business days)

7x12: 8:00–20:00, Monday to Sunday

7x24: 00:00–24:00, Monday to Sunday

SLA: service level agreement

Precautions for the spare parts replacement service:

For the STS, distribution transformer, and ESS, the spare parts service will cover spare parts replacement by default.

Huawei only guarantees that the replacement parts will have the same performance as the original parts. Replacement parts may either be new or refurbished.

Auxiliary materials and mechanical parts are not covered by the warranty.

- **Remote Support**

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

- **The hotline is a service interface and platform for receiving and tracking service requests of buyers.**
- **The remote technical support service includes technical consultation and troubleshooting. The technical consultation service provides consultation on issues not related to product faults. The troubleshooting service provides buyers with solutions to fix problems within the period specified in the SLA.**
- **Online technical support: Visit the Huawei technical support website (<http://www.huawei.com/all-products/Solar>), which provides maintenance experience, cases, and technical support information of Huawei products.**

- **Software Support**

During the warranty period, Huawei will provide the software upgrade service to buyers if necessary.

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.

Huawei provides firmware upgrades. Customers can obtain upgraded firmware for free and install the software upgrades themselves. It is important to note that the patches provided by Huawei are intended to fix functional defects and do not offer new features and/or capabilities.

Huawei will promptly provide software version upgrades and publish announcements on the official website. Customers can subscribe to and receive notifications about related products through the website:

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

If customers decide not to upgrade the software promptly after receiving a notification, or if customers do not actively subscribe to Huawei's notification service and thus do not upgrade the software in time, it will be considered that customers waive their right to software upgrades. Huawei will not be responsible for any issues arising in such cases.

- **Hardware Support**

Huawei guarantees the functional replacement of all purchased hardware during the warranty period.

- Huawei will replace hardware for free if the hardware has defects in material, manufacturing, or processing techniques.
- Huawei will replace hardware for free if the specifications of the hardware delivered by Huawei are incorrect.

Huawei shall send the replacement device to a mutually agreed location and ship it after confirming the return merchandise authorization (RMA). After receiving the replacement device, the buyer shall return/ship the defective device, package it in the replacement device's packaging, and send it within 15 business days. An invoice can be issued for this transaction. Note: The rep office evaluates the SLA based on actual delivery capabilities.

- If Huawei provides spare parts when the original order was delivered, these are preferred for use. The buyer shall assist Huawei in returning the faulty parts. Once the fault is confirmed, Huawei will send the replacement parts to the buyer.
 - The replacement device provided by Huawei will be functionally equivalent to the buyer's defective device in terms of features, functionality, compatibility, and default software version.
 - After replacement, the warranty end date of the spare parts will be the same as the warranty end date of the defective spare parts.
 - Onsite replacement shall be completed by the buyer.
 - To make a claim under this product warranty, the buyer shall immediately report any nonconformity or defect in the covered product's processing techniques or materials to Huawei. This can be done by contacting Huawei's buyer service desk and providing the following information:
 - 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.
- The buyer shall pay the transportation cost if the buyer does not provide sufficient information and replaces the parts without Huawei's approval, and Huawei verifies that the replaced parts are not faulty.

4 Disclaimer

- All the preceding support services are applicable only to Huawei-manufactured devices. Huawei's service commitment does not cover hardware devices beyond the agreed scope.
- Huawei's service commitment does not cover widely used vulnerable parts and consumables, such as cables.
- If Huawei cannot fulfill its service commitment within the committed time due to reasons that are not caused by Huawei, Huawei shall be exempted from SLA responsibilities and related compensations.
- Huawei is not responsible or obligated to compensate, protect, or indemnify the buyer against any interference, damage, loss, claim, liability, cost (including legal fees), or expenses arising from any actions by the buyer or a third party, including but not limited to:
 - a. Negligence or more serious acts or omissions (including reckless or intentional misconduct); or
 - b. Failure to comply with any obligations specified in this agreement; or
 - c. 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;
 - d. 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.
- The following circumstances that result in damage to Huawei-manufactured devices are not covered by Huawei's service commitments:
 - Damage to Huawei-manufactured devices due to force majeure, such as natural disasters, fires, and wars
 - Damage to Huawei-manufactured devices due to natural wear and tear
 - Direct damage due to the operational environment or external electrical parameters not meeting the written system requirements
 - 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 hardware or data due to the buyer's negligence, improper operation, or intentional sabotage

- Damage caused by the buyer's failure to operate Huawei-manufactured products in accordance with the user manuals
- Batteries stored beyond their specified storage period
- 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 buyer, 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 directly caused by problems in the buyer's infrastructure
- Installation environments not meeting the user manual requirements.