

Utility-Scale Smart PV Warranty Agreement (Global)

Issue 01
Date 2024-07-27



Copyright © Huawei Technologies Co., Ltd. 【2024】 . All rights reserved.

No part of this document may be reproduced or transmitted in any form or by any means without prior written consent of Huawei Technologies Co., Ltd.

Trademark Notice



HUAWEI is trademark or registered trademark of Huawei Technologies Co., Ltd.

Other trademarks, product, service and company names mentioned are the property of their respective owners.

General Disclaimer

The information in this document may contain predictive statements including, without limitation, statements regarding the future financial and operating results, future product portfolio, new technology, etc. There are a number of factors that could cause actual results and developments to differ materially from those expressed or implied in the predictive statements. Therefore, such information is provided for reference purpose only and constitutes neither an offer nor an acceptance. Huawei may change the information at any time without notice.

1 Applicable Scope

This document is applicable to the warranty description of Huawei Digital Power utility-scale Smart PV products sold in markets in and outside China.

2 Warranty Start Time

1. The warranty period for a distributed product shall start from the date calculated as follows or the date when the buyer's first application for the warranty service is received, whichever comes earlier:
 - (1) Ninety (90) days after the distributed product is shipped if the product has been in stock of the distributor for less than or equal to ninety (90) days
 - (2) One hundred and eighty (180) days after the distributed product was stocked by the distributor if the product has been in stock of the distributor for more than ninety (90) days
 - (3) Ninety (90) days after the distributed product is shipped by Huawei if the distributed product is ordered directly from Huawei (The standard warranty period is 90 days, but the actual start date is subject to the contract clauses.)
2. Method for calculating the start date of the warranty period for a non-distributed product in a project contract:

The warranty service period of the product shall start ninety (90) days after Huawei ships the product or from the date when the buyer's first application for the warranty service is received, whichever date comes earlier. The start date, however, cannot be later than ninety (90) days after Huawei ships the product.

NOTE

- a. When purchasing products, to protect your rights, please confirm the shipment date from Huawei and other warranty-related information.
- b. If the date the buyer first applies for warranty service is considered the start of the warranty period, then the warranty start time for the entire contract will be the date of the first warranty service application.

3 Warranty Service Content

1. During the warranty period, Huawei provides spare parts, remote technical support, remote fault locating, and remote software upgrade guidance by default. The onsite service is not included. Customers can purchase additional onsite services; however, these vary by country.
2. During the extended warranty period, Huawei provides spare parts, remote technical support, remote fault locating, and remote software upgrade guidance by default. The onsite service is not included. Customers can purchase additional onsite services; however, these vary by country.
3. Beyond the warranty period and extended warranty period, Huawei no longer provides hardware support, remote fault locating, or remote software upgrades, and the customer cannot purchase onsite services. Only limited remote support services are available.
4. The warranty service response time and troubleshooting time are as follows.

Table 2: Service response time and troubleshooting time	
Service	Service Response Time and Troubleshooting Time
Hotline service	China: 7x24, Monday to Sunday, 00:00 to 24:00 (including holidays) Outside China: 5x8, business days, subject to the local working hours
Remote troubleshooting	China: 7x24, Monday to Sunday, 00:00 to 24:00 (including holidays) Outside China: 5x8, business days, subject to the local working hours
Online technical support	China: 7x24, Monday to Sunday, 00:00 to 24:00 (including holidays) Outside China: 5x8, business days, subject to the local working hours
Software update authorization	China: 7x24, Monday to Sunday, 00:00 to 24:00 (including holidays) Outside China: 5x8, business days, subject to the local working hours

Table 2: Service response time and troubleshooting time	
Service	Service Response Time and Troubleshooting Time
Spare parts pre-replacement	<p>After a spare parts service application is approved:</p> <ol style="list-style-type: none"> In principle, the service is subject to the actual capabilities and commitments of the local spare parts service. Spare parts will be dispatched from the local spare parts warehouse. In principle, replacement parts will be sent to the customer within 1-5 business days. The customer shall return the faulty parts to the designated receiving point within 15 business days after receiving the replacement parts provided by Huawei.
Onsite support service	<p>China: 7x10x2CD, Monday to Sunday. After receiving the onsite troubleshooting request from the service center, the region will arrange for onsite service personnel to arrive at the site within 2 CDs.</p> <p>Outside China: The service delivery is subject to the marketable service contract.</p>

NOTE

- If the customer does not provide the address information in time or the address information provided is incorrect, the service response and troubleshooting may be delayed.
- Pickup of faulty parts: After receiving the replacement parts provided by Huawei, the customer shall prepare the faulty parts (packed with the packaging materials of the replacement parts) within 15 business days. Huawei will arrange a logistics service provider to pick up the faulty parts on site. Huawei will bear all transportation and insurance costs for returning the faulty parts. If the customer does not return the parts within the specified period, it will be deemed that the customer purchases the parts at list price.
- 7x10: Monday to Sunday, 8:00–18:00; CD: calendar day.

5. Warranty period

The hardware and software of the utility-scale Smart PV products are covered as a whole. The standard warranty period is 5 years, which can be extended up to the twentieth year.

Service Category	Service Strategy	Delivery Strategy
Technical guidance	Remote technical guidance services are provided.	China: Huawei Digital Power Service Team+Partners Outside China: Huawei Digital Power Service Team+Partners
Warranty	Inverter:	China: Huawei Digital Power Service

Service Category	Service Strategy	Delivery Strategy
	<p>The global strategy is consistent. By default, a warranty period of 5 years is provided.</p> <p>Auxiliary inverter product: The warranty period is subject to the marketable service contract.</p>	<p>Team+Partners</p> <p>Outside China: Huawei Digital Power Service Team+Partners</p>
Extended warranty	<p>Inverter:</p> <ol style="list-style-type: none"> The warranty period can be extended up to the twentieth year. Extended warranty service packages are available for 5 years, 10 years, and 15 years. <p>Auxiliary inverter product: The extended warranty period is subject to the marketable service contract.</p>	<p>China: Huawei Digital Power Service Team+Partners</p> <p>Outside China: Huawei Digital Power Service Team+Partners</p>
Training	<p>Employee training and channel partner training services are provided.</p>	<p>China and outside China: Huawei Digital Power Service Team</p>

 **NOTE**

The warranty and extended warranty services are subject to the marketable service contract of the project in each region.

4 Additional Information

1. During the warranty period:

- (1) Software faults: Huawei will provide customers with software patches to upgrade the software according to the guide.

NOTE

1. Huawei will provide software updates in a timely manner and release notifications on the official website. Customers can also receive notifications about their products through subscription. Huawei shall not be liable for any problems caused by delayed upgrade due to customers' reasons.
2. An updated software version does not provide new functions or features.
- (2) Hardware faults: For inverters, replacement is done either through an entire device replacement or replacement of external fan parts. Nevertheless, Huawei does not provide onsite hardware replacement services.

NOTE

1. The performance of the entire replacement device shall not be lower than that of the original entire device. The entire replacement device may be brand-new or refurbished, and its appearance may be different from that of the original entire device.
 2. The warranty period of the original entire device shall apply to the replacement entire device.
- ## 2. Beyond the warranty period:
- After the warranty period expires, spare parts services and software upgrade services will not be provided anymore, and only limited remote support services will be provided.

5 Warranty Limitations

1. Huawei may not provide warranty services as required under the following conditions:
 - (1) Unexpected situations caused by force majeure (such as fires, floods, earthquakes, and lightning strikes)
 - (2) Deteriorated service conditions caused by social problems (such as turmoil, wars, strikes, and governmental control)
2. The following situations are beyond the warranty scope:
 - (1) Device damage caused by force majeure events (such as natural disasters, fires, and wars)
 - (2) Device damage caused by natural wear and tear
 - (3) Direct damage caused by the operating environment of the onsite device (e.g., power distribution, temperature, humidity, load bearing, heat dissipation, and airtightness) or external factors (e.g., external electromagnetic interference and subsidence) that fail to meet the normal operating requirements and general industry standards for the device
 - (4) Large-scale hardware or data damage to the Huawei-manufactured device due to the customer's negligence, improper operations, or sabotage
 - (5) Damage caused by the customer's failure to operate the Huawei-manufactured device in accordance with the operation manuals of the device
 - (6) System damage caused by the customer's or a third party's improper operations not conforming to Huawei's requirements, including relocating and reinstalling systems, and adjusting, modifying, or deleting the identification marks
 - (7) Hardware altered or marked without following Huawei's requirements
 - (8) System damage caused by customer infrastructure problems
 - (9) Damage to the device due to hardware or software modification without authorization from Huawei
3. The following products or components are beyond the warranty scope:
 - (1) Consumables: including but not limited to fuses and air filters
 - (2) Cabinets and accessories: including but not limited to cabinet mechanical parts, documents, product accessories, installation accessories (including but not limited to mounting ears and guide rails), and tools

6 Warranty Service Guide

1. Consultation services:

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

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

You can also consult your local Huawei authorized service center partner or the distributor who provided you with the product.

2. Service products:

If you have any requirements beyond the scope of the warranty service for the products you have purchased, you can call the customer service hotline, visit <https://digitalpower.huawei.com> or <https://solar.huawei.com>, or contact your customer/service manager. Through these channels, you can learn about Huawei's in-warranty upgrade services, extended warranty services, and other service products, which ensure the safe and efficient operation of your devices.

3. Supplementary notes:

- (1) For the limitations, scope, exclusions, and compensation related to the warranty, please refer to the corresponding documents.
- (2) This document provides a summary description only; for detailed warranty content and clauses, please refer to the product warranty manual.
- (3) Huawei may modify the above warranty content. For details, visit <https://digitalpower.huawei.com>

7

Warranty Exemption

1. Huawei does not provide any explicit or implied commercial and technical guarantees not covered in this document.
2. Huawei does not guarantee that its products are completely defect-free, that customers will not encounter any problems or interruptions while using the products, or that Huawei can fully rectify these defects.
3. Huawei shall not have any obligation to provide services in the following circumstances:
 - (1) Unexpected situations caused by force majeure (such as fires, floods, earthquakes, and lightning strikes)
 - (2) Deteriorated service conditions caused by social problems (such as turmoil, wars, strikes, and governmental control)
 - (3) Service implementation failure due to lack of supplies (such as electricity, water, and fuel)
 - (4) Interruption of a carrier's communications system
4. If the customer accepts the warranty service provided by Huawei, it indicates that the customer allows Huawei to access, obtain, and process the information that is needed for detecting, locating, and resolving problems during the service delivery. Huawei will only access and process the related information according to the customer's requirements after obtaining the customer's permission and will use the information only for providing warranty services. As the information is controlled by the customer, Huawei cannot determine whether the information contains any confidential or personal data of the customer. Therefore, the customer shall guarantee that it has obtained or retained all the necessary permissions and authorizations according to the applicable laws for Huawei to provide the service, so that Huawei will not violate the applicable laws, the customer's privacy policies, or agreements between the customer and users when providing the service. Huawei will take proper measures to ensure the security of the customer's information. However, Huawei shall not be liable for any direct or indirect liabilities incurred when Huawei obtains and processes the information during the service delivery. If the customer returns the hardware to Huawei, it indicates that the customer has made backup copies and removed any confidential, proprietary, or personal information stored in the hardware and the customer has granted Huawei the rights to transfer it to the Huawei repair center in any country for repair. The customer shall be solely responsible for the removal of all preceding information before delivering the hardware to Huawei and further indemnify, defend, and hold harmless Huawei from, against, and in respect of any and all claims, liabilities, obligations, costs, expenses, penalties,

finances, forfeitures, and judgments (at equity or at law), which arises out of or relates to the transfer and disposal of preceding information, imposed by any governmental authority or claimed by the third party.

8

Warranty Applicability

1. The warranty is only applicable in the country or region where the customer purchased the product. The warranty cannot be transferred to another country or region unless specifically stated in the product warranty description. If the device is moved to another country or region, the new customer can choose to purchase the warranty service, but an audit procedure such as a device inspection must be performed before the customer signs for the warranty service.
2. The warranty cannot be transferred to another customer and is provided only for the original customer of the device.
3. The warranty must comply with local laws or other applicable regulations.

9 Compensation

Huawei and its authorized service providers are not liable for the following under this warranty statement: loss of data or any direct or indirect losses caused by the device unavailability or business interruptions. In any situation, including those explicitly agreed upon through contracts or other forms, Huawei's maximum compensation for customer losses caused by its liability will not exceed the amount paid by the customer for the device.