



Huawei Solar Inverter SUN2000 Warranty

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Warranty Conditions

Huawei aims at a quick and effective response in case of a malfunction of network energy products as well as at the provisioning of professional solutions for equipment maintenance. It is a win-win between our customers and Huawei.



This Warranty Conditions applies to following products:

- SUN2000-25KTL-US
- SUN2000-30KTL-US

Warranty period:

Huawei's warranty period for SUN2000 product family is defined as 120 months (the warranty period of Huawei SmartLogger is 24 months). Warranty coverage starts at delivery.

Product	Warranty Starting Time	Warranty Period
SUN2000 series products	The warranty starts at delivery (POD)	120 months



Warranty coverage:

Huawei provides inverter support for customers under warranty, including Remote Support and Product Support. The Warranty offered by Huawei helps customers maintain stable product operation and availability. Based on market requirements, the following Warranty coverage is provided:

Warranty Coverage Table

SUN2000 WARRANTY COVERAGE			
Warranty Coverage	Service Classification	Service Content	Service Level
	Remote Support	Help Desk	5*9 (9:00am-18:00pm) CST
		Remote Technical Support	5*9 (9:00am-18:00pm) CST
		Online Technical Support	Yes
	Product Support	Product Replacement	Ships within 2 BD (9*5)

BD: Business Day

Notes:

1. Warranty Services includes Remote Support and Product Support. On-site troubleshooting is sold separately.
2. Return Material Authorization (RMA): is the approval to return faulty units to Huawei. The RMA number allows tracking of returned units and helps guarantee proper credit.
3. The 2 BD shipping applies to RMAs confirmed before 3 PM CST on working days. For RMAs confirmed after 3 PM CST, the 2 BD will start on the next business day.

Remote Support

Remote Support means Huawei provides solutions for technical enquiry or problems with Huawei equipment by telephone or Email. It includes Help Desk, Remote Technical support and Online Technical Support.

- **Help Desk** refers to the service interface and platform which can accept and track customer service requests. The Help Desk can be contacted via the toll free telephone number 1-877-448-2934 (1-877-4Huawei) or by email customerservices@huawei.com.
- **Remote Technical Support** includes technical enquiry and problem handling. The technical enquiry service provides consultation for non-defect issues. The problem handling service provides solutions to customers for inverters related problems.
- **Online Technical Support:** refers to the Huawei technical support website (<http://support.huawei.com/enterprise/productsupport>) which provides customers with helpful maintenance experience, cases and technical support information on Huawei Products.



Product Support

Good product condition is a prerequisite for solar power system stability. Huawei product support ensures customers' equipments operate in a stable manner.

During the warranty period, Huawei guarantees that all product purchased shall:

- Be replaced free of charge if there are defects in material and manufacturing.
- Be replaced free of charge if it does not match published specifications.
- If the RMA is confirmed before 3PM CST, Huawei will ship out the replacement unit in advance to the mutually agreed customer site within 2 business days. After receiving the replacement unit, customer must return the defective unit within 15 business days using the packaging from the replacement unit. Defective units which are not returned in time for any reason will be invoiced.
- The customer is responsible to ship the faulty unit back to Huawei.
- The replacement unit provided by Huawei will be functionally equivalent (feature, function, fit compatible, default software version) to the customer's defective unit.
- The replacement unit provided by Huawei will have a warranty period of twelve (12) months from the date when the replacement unit is received by the customer, or the remainder of the original unit's warranty period, whichever is longer.

Disclaimer:

- All support services listed above are solely intended for Huawei-made equipment.
- Vulnerable and consumable parts such as cables are not within the scope of service commitments.
- If Huawei cannot fulfill its service commitments within the committed time period due to non-Huawei causes, Huawei shall be exempted from its SLA responsibilities.
- The following types of damage to Huawei-made equipment are not within the scope of Huawei's service commitment:
 - Force majeure (natural disasters, fires and wars).
 - Normal wear and tear.
 - Beyond the scope of damage from lightning due to unsuitable system design.
 - Customer negligence, incorrect operation, intentional damage or failure to operate Huawei-made equipment in compliance with the operation manual of the equipment.
 - Caused by installation and or relocation of the system in non-compliance of Huawei requirements and/or caused by adjustment, change or removal of identification marks in non-compliance of Huawei requirements.
 - Caused by problems in customers' infrastructure.
 - The customer or end user attempted to repair unit.
 - Non legible serial number.