



HUAWEI Smart PV Products Warranty and Service Conditions



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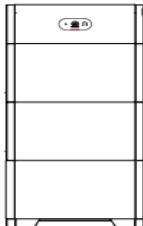








1. Applicable Products


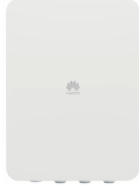

The warranty and service conditions covered in this document are applicable for the following Huawei Smart PV Products.

Notice: For new products that are not listed in the below list, refer to the latest documents released by Huawei.

Products	Models	Photos for Illustration
➤ Smart PV Inverters	Single-phase Smart PV Inverters: ➤ SUN2000-2/3/3.68/4/4.6/5/6KTL-L1 ➤ SUN200-8/10K-LC0	
	Three-phase Smart PV Inverters: ➤ SUN2000-3/4/5/6/8/10KTL-M0 ➤ SUN2000-3/4/5/6/8/10KTL-M1 ➤ SUN2000-12/15/17/20KTL-M0 ➤ SUN2000-12/15/17/20KTL-M2 ➤ SUN2000-12/15/17/20/25K-MB0 ➤ SUN2000-12~25KTL-M5 ➤ SUN2000-36KTL ➤ SUN2000-20/30/36/40/50KTL-M3 ➤ SUN2000-60KTL-M0 ➤ SUN2000-90KTL-H2 ➤ SUN2000-105KTL-H1 ➤ SUN2000-100KTL-M1/M2 ➤ SUN2000-115KTL-M2 ➤ SUN2000-150KTL-MG0 ➤ SUN5000-150KTL-MG0 ➤ SUN 2000-185KTL-H1 ➤ SUN2000-200KTL-H2 ➤ SUN2000-215KTL-H0 ➤ SUN2000-330KTL-H1/H2	
➤ SmartLogger	➤ SmartLogger3000A ➤ SmartLogger3000B ➤ SmartModule1000A (Optional Add-On) ➤ SmartLogger2000	

➤ LUNA2000	➤ LUNA2000-(5-30)-S0	
➤ Smart Dongle	➤ Smart DongleA-05 ➤ Smart DongleA-03-EU	
➤ SmartACU	➤ SmartACU2000B ➤ SmartACU2000D	
➤ ACBox	➤ ACBox-2/1-D-S ➤ ACBox-2/1-D-C	
➤ Backup Box	➤ Backup Box-B0 ➤ Backup Box-B1	
➤ Smart PV Optimizer	➤ SUN2000-450W-P/P2 ➤ SUN2000-600W-P/P2 ➤ SUN2000-600W-P (long input power cable) ➤ MERC-1100W-P (short input power cable) ➤ MERC-1100W-P (long input power cable) ➤ MERC-1300W-P (short input power cable) ➤ MERC-1300W-P (long input power cable)	
➤ Smart Power Sensor	➤ DDSU666-H ➤ DTSU666-H 100A/50mA ➤ DTSU666-H 250A/50mA ➤ DTSU666-HW/YDS60-80	



➤ EMMA	➤ EMMA-A02	
➤ SmartGuard	➤ SmartGuard-63A-S0	
➤ UPS	➤ 1.5kVA UPS	

2. Warranty Period

The default warranty period of the Smart PV products is as below, which can be extended subject to Huawei's internal policy. The warranty and service conditions are also applicable to the warranty extension period.

2.1 Warranty Specification for Smart String inverter and Auxiliary Product

Products	Warranty Period	Warranty Commencement Date
<ul style="list-style-type: none">➤ SUN2000-3/4/5/6/8/10KTL-M0➤ SUN2000-36KTL➤ SUN2000-20/30/36/40/50KTL-M3➤ SUN2000-60KTL-M0➤ SUN2000-90KTL-H2➤ SUN2000-105KTL-H1➤ SUN2000-100KTL-M1/M2➤ SUN2000-115KTL-M2➤ SUN2000-150KTL-MG0➤ SUN 2000-185KTL-H1➤ SUN2000-200KTL-H2➤ SUN2000-215KTL-H0➤ SUN2000-330KTL-H1/H2	5 Years	Warranty commences from the 180th day after the date of the product shipment from Huawei, or the date on which Huawei receives a formal service request for the product, whichever is earlier.
<ul style="list-style-type: none">➤ SUN2000-2/3/3.68/4/4.6/5/6KTL-L1➤ SUN200-8/10K-LC0➤ SUN2000-3/4/5/6/8/10KTL-M1	10 Years	



Huawei Smart PV Products Warranty and Service Conditions

➤ SUN2000-12/15/17/20KTL-M0 ➤ SUN2000-12/15/17/20KTL-M2 ➤ SUN2000-12/15/17/20/25K-MB0 ➤ SUN2000-12~25KTL-M5 ➤ SUN5000-150KTL-MG0		
➤ Backup Box-B0 ➤ Backup Box-B1	24 months	
➤ ACBox-2/1-D-S ➤ ACBox-2/1-D-C ➤ 1.5kVA UPS	12 months	
➤ SmartLogger3000A ➤ SmartLogger3000B ➤ SmartModule1000A (Optional Add-On) ➤ SmartACU2000D ➤ Smart DongleA-05 ➤ Smart DongleA-03-EU	24 months	
➤ SUN2000-450W-P/P2 ➤ SUN2000-600W-P/P2 ➤ SUN2000-600W-P (long input power cable) ➤ MERC-1100/1300W-P (long/short input power cable)	25 Years	
➤ EMMA-A02	24 months	
➤ SmartGuard-63A-S0	10 Years	
➤ DDSU666-H ➤ DTSU666-H 100A/50mA ➤ DTSU666-H 250A/50mA ➤ DTSU666-HW/YDS60-80	24 months	

2.2 Warranty Specification for Smart String Battery

Product	Warranty Period	Life Cycle Power During Warranty Period (Only for 5kWh battery pack)	Warranty Extension
LUNA2000	5 years	13.17Mwh@60% EOL	Not Applicable

Notices:

1. Battery warranty is defined as when the battery pack reaches the warranty period or the life cycle discharge is completed, the remaining capacity EOL meets the specification requirements, and the first



- comes into effect; the power module DCDC only involves the warranty period and has nothing to do with the battery performance. The battery pack and power module provide independent warranty.
2. Capacity test conditions: at an ambient temperature of $25^{\circ}\text{C}\pm 3^{\circ}\text{C}$, after charging to 100% SOC, let it stand for 10 minutes, and discharge the tested battery cell at a set current of 0.2C to the discharge termination voltage, and record the amount of electricity released in the process.
 3. In order to remotely upgrade the latest firmware to ensure battery life, the battery is highly recommended to connect to the Huawei FusionSolar SmartPV management system.
 4. After the battery is purchased, the installation needs to be completed within one month. If the battery fails, it needs to be reported within two weeks. The battery cell damage caused by the negligence of battery that cannot be charged for a long time is not covered by the warranty.
 5. The operation and service life of battery are related to the working temperature. Please install the battery at a temperature equal to or better than the ambient temperature. The recommended working temperature for battery is $15\sim 30^{\circ}\text{C}$.

2.3 Extension warranty period

We can provide the extension warranty for most of the SUN2000 products, the period of extension applicable are 5 years, 10 years and 15years for different products.

The default start date of the extended warranty is the original warranty end date.

3. Warranty Services

Huawei provides remote support and hardware support services for Huawei Smart PV Products.

Warranty Services			
Warranty Service	Service Classification	Service Content	Availability
	Remote Support	Help Desk	http://e.huawei.com/en/service-hotline E-mail: APSupport@huawei.com 09:00 to 18:00 Monday to Friday (Business Days only)
		Remote Technical Support	09:00 to 18:00 Monday to Friday (Respond within 30Min, excl. lunch hour)



	Hardware Support (Exclude LUNA2000)	Hardware Replacement	Ship out in 2 Business Days* (if available) For details, see the Hardware Support clauses as below.
	Hardware Support (LUNA2000)	Hardware Replacement	Ship out in 90 Calendar Days* (if available) For details, see the Hardware Support clauses as below.

* Huawei will use commercially reasonable efforts to ship out a replacement part within two (2) business days after an RMA** (Return Material Authorization) is issued. Actual delivery time may vary, depending on site locations.

** The RMA is the approval from Huawei to return defective or faulty units. The RMA number allows for tracking of the returned units.

3.1 Remote Support

Remote Support means that Huawei provides solutions for technical enquiries or problems related to the Smart PV products under warranty by telephone or e-mail, including Help Desk and Remote Technical support.

- **Help Desk** provides technical support to Huawei's customers for Smart PV Products through email or hotlines below.

Email and Hotlines: <https://digitalpower.huawei.com/en/contact.html>

- **Remote Technical Support** includes technical enquiry and problem handling services. The technical enquiry service provides consultation services in respect of Huawei Smart PV Products. The problem handling service is to provide solutions to customers for Smart PV Products-related problems.

3.2 Hardware Support

- Huawei Smart PV products that are defective in material, fabrication or workmanship or do not meet the published specifications shall be replaced free of charge.
- If the delivery site is located in a remote island, customer is responsible for picking up the

replacement product from Huawei local warehouse. Customer is also responsible for preparing the defective product (packed in the package from the replacement product) and returning defective product to Huawei local warehouse in 15 Business days.

Additional charges may be incurred if the defective product is not returned in 15 Business Days after the replacement product is received by customer.

- If the delivery site is not located in a remote island, Huawei is responsible for delivering the replacement product to a location that is agreed by Huawei and the customer. After receiving the replacement product, customer shall prepare the defective product (packed in the package from the replacement product) within 15 Business Days. Huawei is responsible for picking up the packed defective product from a location that is agreed by Huawei and the customer. Additional charges may be incurred if the defective product is not packed and prepared in 15 Business Days.
- The original Spare part model, if no longer available, may be replaced with a similar Spare part model. The replacement Spare part provided by Huawei will be functionally equivalent to the customer's defective product in terms of features, functions, and compatibility. The software version shall be by default. In no event shall Huawei refund the Purchaser in cash or in kind if Purchaser rejects to accept replacement with similar spare part model.
- The warranty period of the replacement product shall follow the remainder of the original product warranty period.

4. Disclaimer

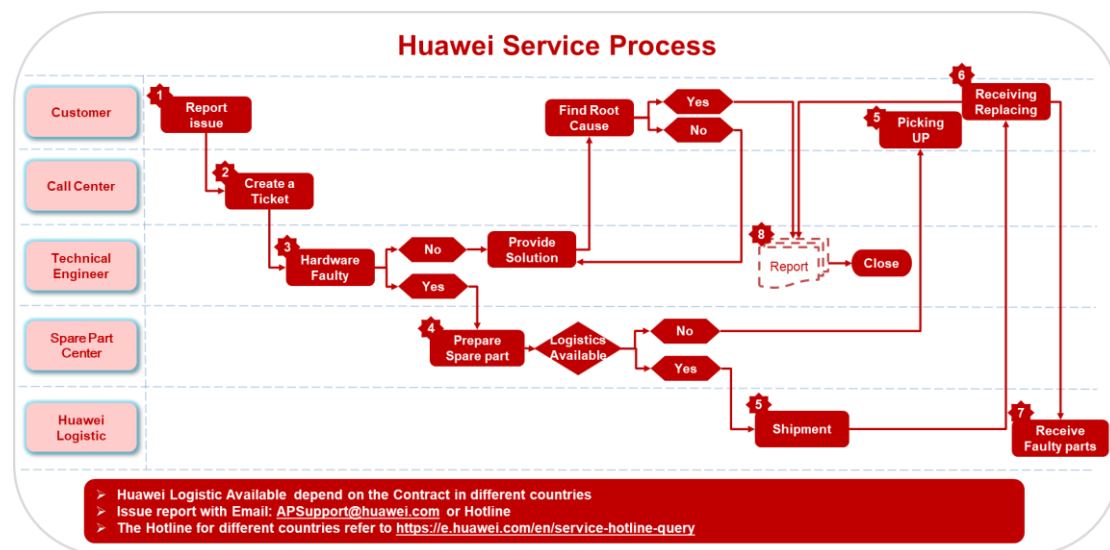
All above mentioned warranty and services only apply to Huawei Smart PV products, including inverters, SmartLoggers, Smart Dongles, SmartACU, ACBOX, Smart PV Optimizer, Smart Power Sensor and UPS.

- Other accessories and consumable parts, including but not limited to cables and connectors, are not covered by the warranty and services as above-mentioned.

- If Huawei is unable to fulfill the service commitments within the committed period of time due to non-Huawei causes, Huawei shall be exempted from responsibilities and related compensations.
- Warranties and service conditions shall not apply to the following circumstances:
 - Damage as a result of force majeure (natural disasters, fires and wars, etc.);
 - Damage as a result of natural wear and tear;
 - Direct damage caused by failure to meet system requirements, including but not limited to ambient environment or external electricity parameter settings, as stated in any written formats provided by Huawei;
 - Damage due to improper system design, including insufficient lightning protection;
 - Damage to hardware or data due to customer's negligence, inappropriate operation or intentional damage;
 - Damage caused by non-compliance to the operation manual of the product;
 - System damage caused by customers' or third parties' non-compliance to Huawei's requirements or instructions during installation or relocation of the system;
 - Damage caused by adjustment, change or removal of identification marks not complied with Huawei's requirements or instructions;
 - Damage directly caused by non-Huawei related problems in customer's premises.

5. Huawei Service Organization

Huawei has built up excellent service teams worldwide. To support the warranty and services related to Smart PV products, Huawei has a support organization and the process is described below.



6. Product Lifecycle and Vulnerability management:

- **Product Lifecycle:** Supplier product lifecycle regulation is subject to the “Product End of Life Policy”, Purchaser can find the “Product End of Life Policy” in URL address of Supplier official website:
<https://support.huawei.com/enterprise/en/bulletins-product/ENEWS2000021932>
- **Vulnerability Management:** Except as otherwise explicitly provided by law, Supplier does not guarantee that the software, including but not limited to third party software or open-source software, will perform error-free or uninterrupted or that Supplier will correct all errors. In addition, due to the continual development of new techniques for intruding upon and attacking networks, Supplier does not warrant that the Software or any equipment, system or network on which the Software is used will be free of vulnerability to intrusion or attack.

Limited (“Huawei”) Product Warranty for LUNA2000-S1

This Limited Product Warranty covers the “Covered Products” defined in the table below, is valid only for the duration of the applicable “Warranty Period” defined in the table below and is subject to the following terms and conditions:

Covered Products	Warranty Period
Smart String ESS: LUNA2000-7/14/21-S1	Sixty (60) months from the 90th day after the date of the product shipment from Huawei, or the date on which Huawei receives a formal service request for the product, whichever is earlier.

Consumer has legal rights under applicable national legislation governing the sale of consumer goods and those rights are not affected by this Limited Product Warranty.

During the Warranty Period, in the event that a Covered Product is found to have a non-conformity or defect in the workmanship or materials occurring during normal use of the Covered Product, Huawei will, subject to the terms set out below, replace the Covered Product with a product that is functionally equivalent (in relation to feature, function, fit compatible, default software version) to, or better than, the defective Covered Product detailed in the warranty claim (“Replacement Product”) and the terms of this Limited Product Warranty shall apply to any Replacement Products supplied by Huawei under this Limited Product Warranty. A Replacement Product shall be the Customer’s sole and entire remedy in respect of any non-conformity of or defects in the Covered Products.

The Replacement Product shall be covered by this Limited Product Warranty for the remaining Warranty Period or 180 days from the date of replacement, whichever is longer. Following a replacement, the Replacement Product will become the property of the Customer and the defective Covered Product shall become the property of Huawei.

Warranty Specification for Smart String Energy Storage System

Product	Energy Storage Control Unit			Battery Expansion Module (6.9kWh battery module)				Warranty Extension
	Basic Warranty Period	Advanced Warranty Period	Total Warranty Period (Advanced Warranty + Basic Warranty)	Basic Warranty Period	Advanced Warranty Period	Total Warranty Period (Advanced Warranty + Basic Warranty)	Life Cycle Power	
LUNA2000-7/14/21-S1	5years	5years	10years	5years	5years	10years	19.23 MWh@60% EOL	Not Applicable

Notes:

- For LUNA2000-7/14/21-S1 installed within One month, Huawei warrants that the product retains 100 percent (100%) of Usable Energy for: under this warranty conditions, either Ten (10) years from the dispatch from Huawei, or for a Life

Cycle Power of 19.23MWh which is calculated from the commissioning date by end user, whichever comes first.

2. The Energy Storage Control Unit only involves the warranty period and has nothing to do with the battery performance. The Battery Expansion Module and Energy Storage Control Unit provide independent warranties.
3. Capacity test conditions: at an installation ambient temperature of $25^{\circ}\text{C}\pm 3^{\circ}\text{C}$, after charging to 100% SOC, let it stand for 10 minutes, and discharge the tested battery module at a set current of 0.2C to the discharge termination voltage, and record the amount of electricity released in the process.
4. In order to provide the advanced warranty, we require the ability to update your LUNA2000-7/14/21-S1 firmware through internet. If your LUNA2000-7/14/21-S1 is disconnected from the internet for longer than 6 months, or has not been registered with the FusionSolar Smart PV Management System, we may not be able to provide important remote firmware upgrades. In these circumstances, we will not grant you the advanced warranty. Even if we can't honor the advanced warranty for the above reasons, we will always honor the basic warranty, subject to the exclusions and limitations set out in this Warranty.
5. After the end user purchases the battery, the installation and commissioning of the battery needs to be completed within one month from the date that the battery leaves the controlled warehouse of the distributor, the delivery note should be provided to Huawei. If the battery fails, the battery needs to be reported within one month after the failure. Damage to the battery module caused by negligence or failure to charge in time (the battery is left empty for more than one month) is not covered by the warranty.
6. The Product shall be installed by qualified and recognized personnel or partner certified by Huawei. A qualified and recognized personnel is a trained and skilled electrician or installer.

Claiming Under the Warranty

To claim under this Limited Product Warranty Customer shall promptly after discovery of a non-conformity or defect in workmanship or materials in the Covered Products, report the non-conformity or defect to Huawei by contacting the Huawei Customer Services Help Desk (contact details as below) and providing the following information:

- i) a short description of the non-conformity or defect; including but not limited to input & output parameters, alarm ID, reason ID and data exported from the Inverter;
- ii) product serial number; and
- iii) a copy of the purchase receipt.

Claiming under this Limited Product Warranty is conditional upon such information being provided.

- **The Customer Services Help Desk** can be contacted via hotline as following:
Email and Hotlines: <https://digitalpower.huawei.com/en/contact.html>
- **Online Technical Support:** <http://solar.huawei.com/en/>
Customer can find user manual and other information on the website.

Product Replacement

Huawei will, upon receipt of a warranty claim, determine whether the claim is covered by this Limited Product Warranty. If Huawei determines that the claim is not covered by this Limited Product Warranty, it will notify Customer setting out the reasons why the claim has been rejected. If Huawei determines the claim is covered by this Limited Product Warranty, then Huawei will provide the Customer with a Replacement Product.

Hardware Replacement Declaration

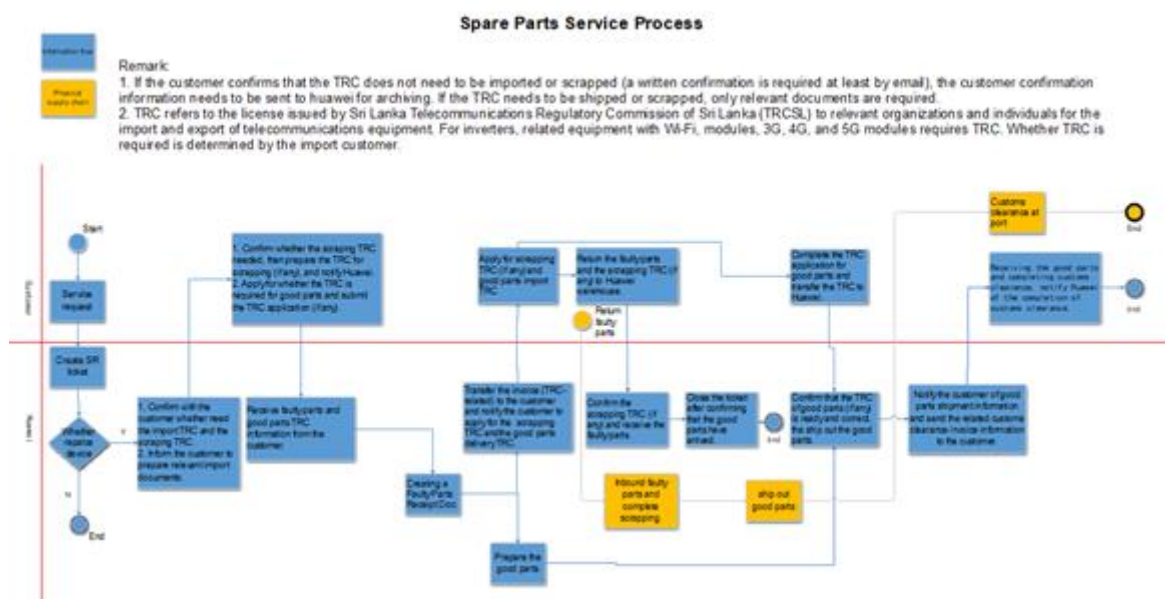
- For Thailand & Viet Nam & Malaysia & Singapore & Bangladesh & Hong Kong market: Huawei shall send the replacement device to the mutually agreed customer site, ship out within 2 business days after Customer's



service request being confirmed. After receiving the replacement device, customer should return/send the defective device that is packed in the packaging from the replacement device within 15 business days.

Defective device which is not returned in time for any reason may be invoiced.

- For Cambodia & Myanmar & Nepal & Laos market: Customer is responsible for picking up the Spare part from Huawei local warehouse. Customer is also responsible for preparing the defective Spare part (packed in the package from the Spare part) and returning defective Spare part to Huawei local warehouse in 15 days. Additional charges may be incurred if the defective Spare part is not returned in 15 Business Days after the replacement Spare part is received by customer.
- For Sri Lanka and Maldives market, the spare parts service process shall follow the process as below:



- For whole APAC market (including the countries mentioned above): If the delivery place is outside the area where Huawei can deliver like most of the islands in the APAC, Customer is responsible for picking up the Spare part from Huawei local warehouse. Customer is also responsible for preparing the defective Spare part (packed in the package from the Spare part) and returning defective Spare part to Huawei local warehouse in 15 days. Additional charges may be incurred if the defective Spare part is not returned in 15 Business Days after the replacement Spare part is received by customer.
- If Huawei had provided spare parts in the equipment order, these spare parts been sent in the order should be used first. Customer must return faulty parts accordingly to Huawei. Huawei shall send a replacement parts to customer when failure is confirmed.
- The replacement parts provided by Huawei will be functionally equivalent (feature, function, fit compatible, default software version) to the customer's defective parts.
- On-site replacement shall be done by customer themselves.
- To claim under this Limited Product Warranty Customer shall promptly after discovery of a non-conformity or defect in workmanship or materials in the Covered Products, report the non-conformity or defect to Huawei by contacting the Huawei Customer Services Help Desk and providing the following information:
 - i. A short description of the non-conformity or defect; including but not limited to input & output parameters, alarm ID, reason ID and data exported from the Product;
 - ii. Product serial number;
 - iii. A copy of the purchase receipt.

Claiming under this Limited Product Warranty is conditional upon such information being provided.

Huawei reserves the right to charge the Customer for the cost of the defective Covered Product, and Customer agrees by making a warranty claim to pay such charges, if:

- (i) a Replacement Product has been Provided to the Customer but the defective Covered Product is not returned to Huawei on time;
- (ii) on inspection, a Covered Product returned does not match the one described in the warranty claim;
- (iii) on inspection, a Covered Product is found not to be covered by this Limited Product Warranty or the Limited Product Warranty has been invalidated as set out below.
- (iv) Customer doesn't provide enough information or replace the parts without Huawei's confirmation, customer shall pay for the spare parts transportation fees which paid by Huawei (if any) when the component is found to be undamaged.

Limits to Cover

This Limited Product Warranty only applies to the hardware of the Covered Products and does not apply to any components, which are separate from the Covered Products such as ancillary equipment, consumable and mechanical parts for mounting, or protective coatings that are designed to diminish over time (except where the defect has occurred due to a defect in materials or workmanship).

This Limited Product Warranty only applies to Customers who have purchased the Covered Products directly from Huawei, or from an authorized seller of Huawei Products.

The Limited Warranty only applies to the buyer who has purchased the Products from an authorized seller of Huawei for use in accordance with their intended purpose. The Limited Warranty may be transferred from buyer to any assignee within in the original country or region, and will remain in effect for the time period remaining under the foregoing warranties, provided that the reinstallation is done in accordance with the user manual or quick guide provided by Huawei.

This Limited Product Warranty only applies where the installation and any removal and reinstallation has been carried out in accordance with the installation directions and user guidelines which are provided with the Covered Products ("Documentation").

This Limited Product Warranty will be invalidated if the serial number of the Covered Product has been removed or defaced.

Exclusions

This Limited Product Warranty does not cover defects or damage resulting from:

- (i) Warranty does not cover damages incurred as a result of the incorrect installation or used of the equipment with regards to the user manual and safety manual provided;
- (ii) failure by the Customer to install and operate the Covered Product in accordance with the product specifications
- (iii) the Covered Product being used other than its normal and customary manner;
- (iv) unauthorized disassembly, repair, alteration or modifications
- (v) misuse, abuse, intentional damage, negligence or accidental damage;
- (vi) improper testing, operation, maintenance, or installation including without limitation:

(a) failure to meet the system requirements provided in writing for a safe operating environment or external

- electric parameters;
- (b) failure to operate the Covered Products in compliance with the user manual, safety manual installation videos and/or quick guides of the Covered Products.
- (c) relocation and installation of the system other than in compliance with Huawei's requirements;
- (vii) damage due to use of incorrect voltage
- (viii) directly caused by problems in system infrastructure;
- (ix) improper storage, shipping, handling or usage of the Covered Products; and
- (x) force majeure events (including but not limited to act of public enemy, acts of governmental bodies or agencies foreign or domestic, sabotage, riot, fire, floods, typhoons, explosions or other catastrophes, epidemics or quarantine restrictions, labour unrest, or labour shortages, accident, freight embargoes, or any other event beyond the control of Huawei) for the period of time occasioned by any such occurrence.

The Limited Product Warranty does not cover cosmetic damage or superficial defects, dents, marks or scratches which do not influence the proper functioning of the Covered Product.

Limitation of Liability

This Limited Product Warranty shall be in lieu of all other warranties, unless otherwise agreed on a given contract signed between Huawei and the Customer, conditions or guarantees as to description, quality, fitness for any particular purpose, satisfactory or merchantable quality of the Covered Products or any other warranty, condition or guarantee whether express or implied.

Huawei shall not be under any liability whether in contract, tort or otherwise in respect of any non-conformity of or defect in the Covered Products or for any injury, damage or loss resulting from such non-conformity or defect or for any loss of contracts, loss of revenue, loss of use or profits or business, business interruption or for any extra operating expense or any indirect, consequential or economic damages or losses whatsoever and howsoever caused. The remedies specified in this Limited Product Warranty shall be the Customer's sole and entire remedy in respect of any non-conformity of or defects in the Covered Products.

Notwithstanding the foregoing, nothing in this Limited Product Warranty shall limit Huawei's liability for:

- (i) death or personal injury;
- (ii) fraud or fraudulent misrepresentation; or
- (iii) any other liability that cannot be limited or excluded as a matter of law.

General

- (i) No one other than an authorized representative of Huawei may make any modification, extension, or addition to this Limited Product Warranty.
- (ii) If any provision of this Limited Product Warranty is held by any court or award in arbitration to be invalid or unenforceable, the validity or enforceability of such provision shall not affect the other provisions of this Limited Product Warranty which shall remain in full force and effect.
- (iii) This warranty is governed by and construed under the laws of the product warranty applicable country or region and each party hereby submits to the exclusive jurisdiction of the courts of the product warranty applicable country or region.

Product Lifecycle and Vulnerability management:

- **Product Lifecycle:** Product as supplied by Huawei is subject to the “Product End of Life Policy”, which is made available in the following URL address:

<https://support.huawei.com/enterprise/en/bulletins-product/ENEWS2000021932>
- **Vulnerability Management:** Except as otherwise explicitly provided by law, Huawei does not guarantee that the software, including but not limited to third party software or open source software, will perform error-free or uninterrupted or that Huawei will correct all errors. In addition, due to the continual development of new techniques for intruding upon and attacking networks, Huawei does not warrant that the Software or any equipment, system or network on which the Software is used will be free of vulnerability to intrusion or attack.