







HUAWEI Smart PV Products Warranty and Service Conditions

Data: 2020-09-30







1. Applicable Products

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

Products	Models	Photos for Illustration
Smart PV Inverters	Single-phase Smart PV Inverters: ➤ SUN2000-2/3/4/5KTL-L1 Three-phase Smart PV Inverters: ➤ SUN2000-5/8/10KTL-M0 ➤ SUN2000-5/8/10KTL-M1 ➤ SUN2000-12/15/17/20KTL-M0 ➤ SUN2000-12/15/17/20KTL-M2 ➤ SUN2000-36KTL ➤ SUN2000-60KTL-M0 ➤ SUN2000-90KTL-H2 ➤ SUN2000-105KTL-H1 ➤ SUN2000-100KTL-M1 ➤ SUN 2000-185KTL-H1	
SmartLogger	➤ SmartLogger3000A ➤ SmartLogger3000B ➤ SmartModule1000A (Optional Add-On)	
Smart Dongle	➤ Smart DongleA-05(WLAN-FE) ➤ Smart DongleA-03-EU(4G)	
SmartACU	➤ SmartACU2000D	



ACBox	<ul style="list-style-type: none">➤ ACBox-2/1-D-S➤ ACBox-2/1-D-C	
Smart PV Optimizer	<ul style="list-style-type: none">➤ SUN2000-450W-P	
Smart Power Sensor	<ul style="list-style-type: none">➤ DDSU666-H➤ DTSU666-H 250A/50mA	
UPS	<ul style="list-style-type: none">➤ 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.

Products	Warranty Period	Warranty Commencement Date
Three-phase Smart PV Inverters	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.
Single-phase Smart PV Inverters	10 Years	
ACBox and UPS	12 months	
SmartLogger, Smart Dongle, SmartACU	24 months	
Smart PV Optimizer	25 Years	
Smart Power Sensor	12 months	



3. Warranty Services

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

Warranty Services			
	Service Classification	Service Content	Availability
Warranty Service	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	Hardware Replacement	Ship out in 2 Business Days*

* 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: APsupport@huawei.com;



Hotlines: Below is a list of hotlines for different APAC countries or regions.

Country or Region	Hotline
Malaysia	1800220036 (Local Toll Free) 0321686868 (For Landline)
Singapore	8006011449 (Local Call) +80021686868 (IDD Toll Free, For Singtel and M1)
Philippines	1800-1888-6868 (For Landline, Smart and PLDT. Unavailable for Globe and TM)
Indonesia	0078036015234 +80021686868 (IDD Toll Free, For Telkomsel) 00780021686868 (IDD Toll Free, For XL)□
Thailand	0066-26542662 (Local call rate, for AIS, DTAC, True, TOT) 00180021686868 (IDD toll free, for landline and AIS)
Vietnam	0060-3-21686868
Sri Lanka	0060-3-21686868
Cambodia	0060-3-21686868
Laos	0060-3-21686868
Nepal	0060-3-21686868
Myanmar	0060-3-21686868
Bangladesh	0060-3-21686868
Hongkong, China	00852-21210099 00180021686868 (For CSL, China Unicom Hong Kong)



- **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

During the applicable Warranty Period, Huawei guarantees that all Smart PV Products purchased shall be free from defects in material, fabrication and workmanship.

- 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 outside the capital city, 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 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 located in the capital city, 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 product model, if no longer available, may be replaced with a similar product model. The replacement product 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.
- 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.

