



# HUAWEI SUN2000 Inverter Warranty and Service Conditions

Huawei Technologies (Australia) Pty Ltd





# Huawei Solar Inverter Warranty and Service Conditions

**These warranty and service conditions apply to the following products:**

- SUN2000-8/12/17/20KTL
- SUN2000-33KTL
- SUN2000-36/42KTL
- SUN2000-55KTL
- SUN2000-50/65KTL-M0
- Smartlogger and Smart ACU

## Warranty period:

Warranty Period			
Product	Warranty Commencement	Warranty Period	
SUN2000 Series Products	Warranty commences from the 90th day after the date of the product shipment from Huawei Factory	60 months (1 <sup>st</sup> -5 <sup>th</sup> years) Spare device, Logistic, Replacement fare	60 months (6 <sup>th</sup> -10 <sup>th</sup> years) Spare device only. Customer to collect replacement device from Huawei's local warehouse, and return the defective device to Huawei's local warehouse.
Smartlogger and SmartACU		12 months Replacement device Only	



## Warranty services:

Huawei provides remote support and hardware support for solar inverter maintenance.

Warranty Services			
	Service Classification	Service Content	Availability
Warranty Service	Remote Support	Help Desk	<b>Tel:</b> 1800046639 <b>E-mail:</b> <a href="mailto:au_inverter_support@huawei.com">au_inverter_support@huawei.com</a> 09:00 to 18:00 Monday to Friday (UTC+10) (Business Days only)
		Remote Technical Support	5x8h (response within 30 minutes) 09:00 to 18:00 Monday to Friday (UTC+10) (Business Days only)
		Online Technical Support	<a href="http://solar.huawei.com/au/services">http://solar.huawei.com/au/services</a>
	Hardware Support	Hardware support	2 Business Days-Shipment*
		Replacement Fare	165AUD/incident of Replacement, 25AUD per additional unit from same project

\*Huawei will use commercially reasonable efforts to ship a replacement device within two (2) business days after an RMA is issued. Actual delivery times may vary depending on customer location.

### ➤ Remote Support

Remote Support means Huawei provides solutions for technical enquiries or problems relating to the solar inverter products under warranty by telephone or e-mail. It includes Help Desk, Remote Technical support and Online Technical Support (<http://solar.huawei.com/au/services>).

- **Help Desk** provides technical support to Huawei's customers for solar inverter products.

**Tel: 1800046639; Email: [au\\_inverter\\_support@huawei.com](mailto:au_inverter_support@huawei.com).**

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



➤ **Hardware Support**

Our products come with guarantees that cannot be excluded under the Australian Consumer Law. If you are a consumer in accordance with the Australian Consumer Law, you are entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure or you are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage.

During the applicable Warranty Period, Huawei guarantees that all solar inverter hardware, Smartlogger and SmartACU purchased shall be free from defects in material, fabrication and workmanship.

- Solar inverter, Smartlogger and SmartACU that are defective in material, fabrication or workmanship or do not meet the published specifications shall be replaced free of charge.
- For solar inverters during the 1<sup>st</sup> -5<sup>th</sup> years of the Warranty Period, Huawei will send the replacement device to the customer within 2 Business Days after device fault being confirmed. After receiving the replacement device, customer must return the defective device (packed in the packaging from the replacement device) within 15 Business Days of receipt of the replacement device and Huawei will cover the cost of postage. Defective devices not returned in time for any reason may be charged for. Huawei will bear the costs of on-site attendances, if applicable.
- For solar inverter during the 6<sup>th</sup> -10<sup>th</sup> years of the Warranty Period, Smartlogger and SmartACU, Huawei will provide replacement devices only, customer to collect the replacement devices from Huawei's local warehouse, and return the defective device to Huawei's local warehouse.
- The replacement device provided by Huawei will be functionally equivalent to the customer's defective device (in features, functions, compatibility, provided with default software version).
- The replacement device provided by Huawei will have a Warranty Period of twelve (12) months from the date of receipt by the customer, or the remainder of the original device warranty period, whichever is longer.

**Disclaimer:**

- All above mentioned warranty and support services apply only to SUN2000 Series Products, SmartLogger and SmartACU.
- Accessories and consumable parts, including but not limited to cables and connectors, are not covered by the warranties and services set out above.
- If Huawei cannot fulfill its service commitments within the committed time period due to non-Huawei causes, Huawei shall not be liable for the failure to meet the SLA commitments. If on-site service is required, traveling time is



excluded from the SLA time.

➤ Warranties and services shall not apply in the following circumstances:

- Damage as a result of force majeure (including but not limited to natural disasters, fires and war).
- Damage as a result of natural wear and tear.
- Direct damage caused by failure to meet system requirements provided in writing including site running environment or external electricity parameters.
- Damage from lightning due to unsuitable system design.
- Large scale damage to hardware or data due to customer’s negligence, inappropriate operation or intentional damage.
- Damage caused by non-compliance with the operation manual of the equipment.
- System damage caused by the customer or third parties, including relocation and installation of the system not in compliance with Huawei’s requirements or instructions.
- Damage caused by adjustment, change or removal of identification marks not in compliance with Huawei requirements or instructions.
- System damage directly caused by problems in customer’s infrastructure.

### Huawei Service Organization

Huawei has built up an extensive service organization world-wide. We are serving our customers with warranty services and spare parts for a wide range of technologies.

For support of the warranty services for SUN2000 products, Huawei has defined a support organization to support the process as depicted below:

