



# 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

## Warranty period:

Product	Warranty Commencement	Warranty Period
SUN2000 Series Products	Warranty commences from date of shipment from manufacturer in China	63 months
Smartlogger and SmartACU	Warranty commences from date of shipment from manufacturer in China	15 months



## Warranty services:

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

Warranty Services			
Warranty Service	Service Classification	Service Content	Availability
	Remote Support	Help Desk	Tel: 1800046639 E-mail: au_inverter_support@huawei.com 09:00 to 18:00 Monday to Friday (Business Days only)
		Remote Technical Support	5*8h (response within 30Min)
		Online Technical Support	<a href="http://e.huawei.com/en/service-hotline">http://e.huawei.com/en/service-hotline</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 part within two (2) business days after an RMA is issued. Actual delivery times may vary depending on Customer location.

Excludes travelling time if required

### ➤ 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://e.huawei.com/en/service-hotline>).

- **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 goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also 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.

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

- Solar inverter products that are defective in material, fabrication or workmanship or do not meet the published specifications shall be replaced free of charge.
- Huawei will send the replacement device to the customer site within 2 Business Days after device fault being confirmed. After receiving the replacement device, customer should prepare the defective device (packed in the packaging from the replacement device) within 15 Business Days of receipt of the replacement device and Huawei will be in charge of return. Defective devices not returned in time for any reason may be charged for.
- 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.
- Huawei will bear the costs of on-site attendances, if applicable.



## 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 should be exempted from responsibilities and related compensations on the fulfillment of the SLA commitments. If on-site service is required, traveling time should be excluded from the SLA time.
- Warranties and services shall not apply in the following circumstances:
  - Damage as a result of force majeure \*.
  - 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.

\*Force Majeure refers to any event that:

- (a) is beyond the reasonable control of the party affected by that event;



- (b) causes or results in prevention of the performance by the affected party of any of its obligations under the Contract; and
- (c) could not have been prevented, overcome or remedied by the exercise by the affected party of a reasonable standard of care and diligence,
- (d) which might (if it satisfies the requirements of paragraphs (a), b) and (c)) in certain circumstances include an act of God, acts of Authorities, war, riot, civil disturbance, cyclone, flood, storm, fire, explosion, a strike or industrial dispute (not caused directly or indirectly by the party claiming relief from performance of obligations under this agreement), embargo, failure of power supply, or breakage or accident to or loss of items of plant and equipment or other event whatsoever beyond that party's reasonable control but does not include any delay in manufacturing, delivery or supply of any supplies for the Works.

## **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:

