



# Huawei SUN2000/SUN2000L Product Warranty Conditions (LATAM Channel Sales)



# Huawei SUN2000/SUN2000L Product

## Warranty Conditions:

Huawei aims at a quick and effective response in case of a malfunction of digital power product as well as at the provisioning of professional solutions for equipment maintenance. It is a win-win strategy for our customers and Huawei.

## Warranty conditions applies to the following products:



- SUN2000L-2KTL
- SUN2000L-3KTL
- SUN2000L-4KTL
- SUN2000L-5KTL
- SUN2000L-6KTL



- SUN2000-8KTL
- SUN2000-12KTL
- SUN2000-17KTL
- SUN2000-20KTL



- SUN2000-8KTL-M0
- SUN2000-12KTL-M0
- SUN2000-15KTL-M0
- SUN2000-20KTL-M0



- SUN2000-33KTL-US
- SUN2000-36KTL-US
- SUN2000-40KTL-US



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



- SUN2000-45KTL-US-HV



- SUN2000-33KTL-A
- SUN2000-36KTL
- SUN2000-42KTL
- SUN2000-50KTL



SUN2000-60KTL-HV-D1-01



- SUN2000-60KTL-M0
- SUN2000-65KTL-M0
- SUN2000-100KTL-H1
- SUN2000-105KTL-H1



- SUN2000-185KTL-H1
- SUN2000-100KTL-M1
- SUN2000-215KTL
- SUN2000-330KTL



- SmartLogger 1000
- SmartLogger 2000
- SmartLogger 3000
- PLC CCO
- PID



- Smart PV Optimizer  
SUN2000P-375W
- Smart PV Optimizer  
SUN2000-450W-P
- Smart PV Safety Box  
SmartPSB2000L
- LUNA2000

## Warranty Period:

### Standard Warranty:

1. **Huawei SUN2000/SUN2000L inverter in Latin American**, Please refer to the following detailed description for warranty. All warranty coverage starts as below:

Product	Warranty Starting Time	Warranty Period
SUN2000L Series Inverters: SUN2000L-2KTL SUN2000L-3KTL SUN2000L-4KTL SUN2000L-5KTL SUN2000L-6KTL SUN2000-8/10KTL-LC0	The warranty period starts 180 days from the date of shipment of Huawei products or the date of receipt of a service request for Huawei products, whichever is earlier.	120 months
SUN600-5/6KTL-L0 SUN2000-12/15/17/20/100KTL-M2 SUN2000-20/30/36/40/50KTL-M3 SUN2000-12/15/17/20/25KTL-M5 SUN2000-8/10KTL-others SUN2000-12KTL SUN2000-17KTL SUN2000-20KTL SUN2000-15KTL SUN2000-25KTL SUN2000-30KTL	The warranty period starts 180 days from the date of shipment of Huawei products or the date of receipt of a	60 months



SUN2000-36KTL SUN2000-40KTL SUN2000-45KTL SUN2000-33KTL SUN2000-36KTL SUN2000-42KTL SUN2000-50KTL SUN2000-60KTL SUN2000-65KTL SUN2000-100KTL SUN2000-105KTL SUN2000-115KTL SUN2000-185KTL SUN2000-215KTL SUN2000-330KTL	service request for Huawei products, whichever is earlier.	
SmartACU/SmartLogger/PLC CCO  Smart AC box	The warranty period starts 180 days from the date of shipment of Huawei products or the date of receipt of a service request for Huawei products, whichever is earlier.	24 months
Smart PV Optimizer SUN2000-450W-P Smart PV Optimizer SUN2000P-375W Smart PV Optimizer SUN2000P-600W	The warranty period starts 180 days from the date of shipment of Huawei products or the date of receipt of a service request for Huawei products, whichever is earlier.	25 years
Backup box	The warranty period starts 180 days from the date of shipment of Huawei products or the date of receipt of a service request for Huawei products, whichever is earlier.	24 months
Electricity meter	The warranty period starts 180 days from the date of shipment of Huawei products or the date of receipt of a service request for Huawei products, whichever is earlier.	24 months

Note:

In addition to the preceding standard warranty period of in inverters, the customer may obtain the payable warranty extension service through a contract between both parties, the maximum extended warranty period for inverter is 20 years after the start date of the standard warranty.



It is acknowledged by both parties that after the extended warranty expires, Huawei will no longer provide any services or support for the product and/or software release, and will not be liable for any malfunction, faults, or security threats of the affected product and/or software release.

**2. Warranty Specification for Smart String Battery**

Product	Warranty Period	Applicable Country	Life Cycle Power During Warranty Period (Only for 5kWh battery pack)
LUNA2000	7 years	Brazil, Peru, Chile, Argentina, Paraguay, and Uruguay	13.17Mwh@60% EOL
LUNA2000	5 years	Other country	13.17Mwh@60% EOL

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 DC/DC 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°C±3°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.
- 3) In order to remotely upgrade the latest firmware to ensure battery life, the PV system with battery is highly recommended to connect to the Huawei FusionSolar SmartPV management system.
- 4) After the battery is purchased by the end user, the installation needs to be completed within one month. If the battery fails, it needs to be reported within one month. The battery module damage caused by the negligence of battery that cannot be charged for a long time will not be 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 15~30°C.
- 6) The warranty period starts 180 days from the date of shipment of Huawei products or the date of receipt of a service request for Huawei products, whichever is earlier.

**Warranty Coverage:**

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

<b>SUN2000 Warranty Coverage</b>
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	Service Classification	Service Content	Service Level
Warranty Coverage	Remote Support	Help Desk	7*24h
		Remote Technical	5*9h(Mexico Time)
		Online Technical Support	Yes
	Product support	Spare parts	5*9h*2NBD-S (Ship out)

NBD: Next Business Day

Notes:

1. Warranty Services includes Remote Support and Product Support. On-site troubleshooting is sold separately.
2. Spare parts ship out country support: Mexico, Brazil, Argentina, Chile, and Colombia.
3. For other countries, only provide self-pick service for spare parts.

## Remote Support

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

- **Help Desk** refers to service interface and platform which can accept and track customer service request.

Email Request: [la\\_inverter\\_support@huawei.com](mailto:la_inverter_support@huawei.com).

Free telephone number:

Country	Hotline	Backup phone No.
Argentina	0-8009993456	524435283456
Brazil	0-8005953456	
Chile	800201866(Fixed call only)	
Mexico	018007703456 / 0052-442-4288288	
Colombia	01-8000183456	



Other Countries	00524424288288	
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- **Remote Technical Support** includes technical enquiry and problem handling. The technical enquiry service provides consultation for non-defect issues. The problem handling service provide solutions to customers for inverters related problems.
- **Online Technical Support:** refers to the Huawei technical support website (<http://support.huawei.com/carrier>), which provides customers with helpful maintenance experience, cases and technical support information on Huawei Products.

## **Product Support**

A product in a good condition is a prerequisite for a solar power system stability. Huawei product support ensures that customers' equipment operates 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, Huawei will ship out the replacement unit to the customer agreed mutually Location before Next Business Day. After receiving the replacement unit, customer shall package the defective unit for shipment to a Huawei facility within 15 Business Days using the packaging from the replacement unit. Defective device which are not returned on time for any reason will be invoiced to the customer.
- The customer needs to return the faulty parts to Huawei within 15 days after receiving the good parts from Huawei. Huawei is responsible for the onsite return of faulty parts.
- 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 three-hundred-sixty (360) days from the date when the replacement unit is received by the customer, or the remaining of the original unit's warranty period, whichever is longer.



- Huawei product lifecycle are subject to the Product End of Life Policy. The buyer can view the Product End of Life Policy at the following.

<https://support.huawei.com/enterprise/en/bulletins-product/ENEWS2000021932>

## **Software Support**

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.

During the warranty period, Huawei provides software updates that include bug fixes and maintenance. Customer can get the updated firmware free, and perform the installation of software updates. Please bear in mind that the patch developed by Huawei is to only fix the functional bugs, the patch does not provide new functions and/or features.

Huawei will provide a software release update in a timely manner and publish a notice on the official website: <https://support.huawei.com/enterprise/en/bulletins>. Customer can also subscribe to and receive notifications about relevant products through Huawei Notification Service. If Customer decides not to upgrade the software in time after receiving the notice or Customer does not upgrade the software in time due to not proactively subscribing to Huawei Notification Services, it shall be deemed that Customer have waived the right to upgrade the software, Huawei will not hold liability for any problem under such circumstance.

Partner shall be responsible to pass all relevant instructions, guides, manuals, specifications, warnings, cautions or any other information relating to Products to Third Partner(s), the End User or Customer when providing the service directly or indirectly in all service stages, such as installation, transportation, storage, training, maintenance and operation and Partner shall procure Third Partners to comply with the same obligation



hereunder.

## **Product Support Exclusions**

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 exempt from its responsibilities.

Huawei is neither liable nor obligated to indemnify, defend or hold harmless Purchaser against any and disruptions, damages, losses, claims, liabilities, reasonable costs (including legal costs) and expenses incurred or suffered by Purchaser arising out of or in connection with any Purchaser's or a third party's:

- a) negligence or more culpable act or omission (including recklessness or willful misconduct);
- b) failure to comply with any of its obligation set forth in this agreement;
- c) use of the Products and/or Services in any manner that does not conform with this usage instructions/guides/manuals/specification provided by Huawei.

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.
- Arising from installation and or relocation of the system in a non-compliant equipment requirements and/or caused by adjustment, change or removal of identification marks in non-compliance of Huawei requirements.
- Arising from causes by problems in customers' infrastructure.
- Where the customer or end user attempted to repair unit.
- Where the serial number is not legible.
- Warranty of Third-Party Products:

1.Third Party Product: means the product, including hardware, software, license that obtained from third party manufacturers and/or vendors other than Huawei.

2.Warranty period of third-party products: The warranty period of a third-party product would



be consistent with that in the procurement contract. If the warranty period expires, Huawei does not provide extended warranty services.

3. Warranty scope of third-party products: Hotline services, free maintenance, and spare parts replacement services are provided for product quality problems within the warranty period.

4. Warranty place of third-party products: The third-party component manufacturer does not provide multinational warranty services. If the faulty component cannot be returned to the supplier, the supplier does not provide warranty services.

5. Third Party Cyber Security Warranty Disclaimer: Any third party product (which is provided by third party (parties) via the Supplier) shall only be provided by the Supplier under the original manufacturer/developer's relevant terms and conditions of cyber security warranty. No additional right, warranty, indemnity or support is offered by the Supplier.