

# Industrial and Commercial Energy Storage Warranty Service Terms

Document Version 01  
Release Date 2022 - 12 - 16



**Copyright © Huawei Technologies Co., Ltd. 2022. All rights reserved.**

Without the written permission of the Company, no unit or individual may extract or copy part or all of the contents of this document, and may not disseminate it in any form.

### **Trademark Claims**



HUAWEI and other Huawei trademarks are trademarks of Huawei Technologies Co., Ltd.

All other trademarks or registered trademarks mentioned in this document are the property of their respective owners.

### **note**

The products, services, or features that you purchase are subject to Huawei's commercial contracts and terms. All or part of the products, services, or features described in this document may not be within your purchase or use scope. Unless otherwise specified in the contract, Huawei does not make any express or implied representations or warranties in this document.

This document is subject to irregular updates due to product version upgrades or other reasons. Unless otherwise agreed, this document is intended for guidance only and all statements, information and recommendations in this document do not constitute any warranty, express or implied.

## **Huawei Technologies Co., Ltd.**

Address: Huawei Headquarters Office Building, Bantian, Longgang District, Shenzhen 518129

Website: <https://e.huawei.com>

---

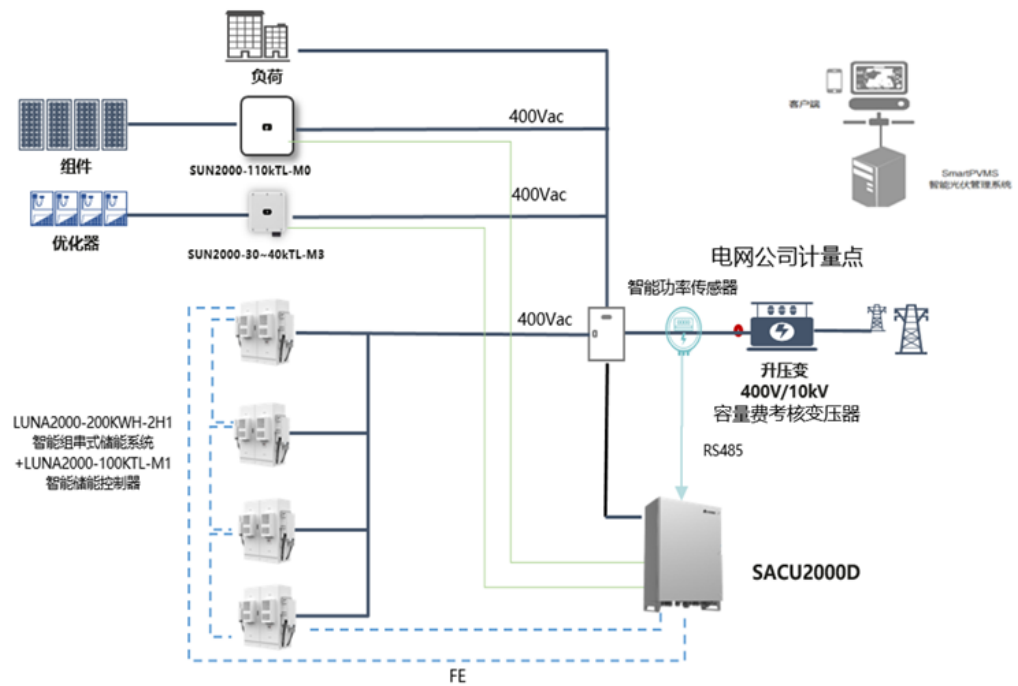
# Table of Contents

---

<b>Table of Contents .....</b>	<b>ii</b>
<b>1 Applicable Product Model .....</b>	<b>1</b>
<b>2 Warranty Scope.....</b>	<b>2</b>
2.1 Performance Guarantee.....	2
2.2 Product warranty.....	2
<b>3 Warranty Period Description .....</b>	<b>4</b>
3.1 General Description of Warranty Period.....	4
3.2 Warranty Service Description .....	4
<b>4 Warranty clause .....</b>	<b>7</b>
4.1 Basic Provisions.....	7
4.2 Exception clause .....	9

# 1 Applicable Product Model

- LUNA2000-200kWH-2H0
- LUNA2000-200kWH-2H1



Huawei Industrial and Commercial Energy Storage Products which the LUNA2000-200kWH-2H0 and LUNA2000-200kWH-2H1 (ESS for short) are applicable to industrial and commercial scenarios. The LUNA2000-200kWH-2H1 works with the SmartPCS, DCDC, and SACU. The SmartPCS is connected to the cluster controller DCDC, and charges batteries when the power grid is sufficient. When the power grid needs to be output, the SmartPCS outputs the stored battery energy to loads for use.

# 2 Warranty Scope

## 2.1 Performance Guarantee

Huawei provides maximum 10-year performance warranty for the ESS. The performance warranty is not provided separately and is valid only during the product warranty period. The performance warranty standards are as follows:

Number of warranty cycles	DOD (Depth of Discharge)	Ambient Temperature	charge/discharge ratio	EOL	Performance warranty period
5000	100%	+ 10 - 30° C	0.5C	70%	10
7000	100%	+ 10 - 30° C	0.5C	60%	15 Japan

## 2.2 Product warranty

The warranty of energy storage system products is divided into basic warranty and advanced warranty. After the device is delivered, the basic warranty is automatically obtained. After the device is connected to Huawei Fusionsolar, the basic warranty is upgraded to advanced warranty. If the product warranty expires or the number of cycles is full, the performance warranty is no longer valid.

### Basic Warranty Duration

Equipment	Subcomponent	Warranty duration (years)
intelligent string energy storage system	ESS	2
	DCDC	2
	PCS	2

Equipment	Subcomponent	Warranty duration (years)
Communication cabinet SACU	Smartlogger	1
	Fire extinguishing module	1

### Advanced Warranty Duration

Equipment	Subcomponent	Warranty duration (years)
intelligent string energy storage system	ESS	5
	DCDC	5
	PCS	5
Communication cabinet SACU	Smartlogger	2
	Fire extinguishing module	2

# 3 Warranty Period Description

## 3.1 General Description of Warranty Period

Warranty period for industrial and commercial energy storage: The warranty period starts 90 days after Huawei shipment or the date when the customer applies for warranty triggering (not later than 90 days after shipment).

Huawei provides the warranty extension service. Customers can purchase the warranty extension for five years.

In principle, the product warranty period must be continuous from the date of purchase. Otherwise, extension warranty is not supported.

The warranty extension time of each sub-component is as follows:

Equipment	subcomponent	extended warranty duration (year)
intelligent string energy storage system	ESS	5
	DCDC	
	PCS	
	Fire extinguishing module	
SACU	Smartlogger	It can be extended to the same duration as the system.

## 3.2 Warranty Service Description

### 3.2.1 Overall situation

Service level under product	Service Item	Service Content	Maintenance Service SLA
	Remote	Help Desk	7 × 24, Monday through Sunday,

warranty	Support Services		00:00 to 24:00 (all days, all holidays)
		Remote problem handling	Regions outside China (excluding Japan and South Korea) 5 × 9, workdays, 09:00 ~ 18:00 30 minutes response
		Online Technical Support	7 × 24, Monday - Sunday, 00:00 - 24:00
	Software Support Services	Software Update Authorization	7 × 24, Monday - Sunday, 00:00 - 24:00
	Hardware Support Services	Spare Parts Replacement (Parts)	9 x 5 x 2 BD-S* delivery outside China, 09:00 ~ 18:00 on working days
Spare parts recovery		The time is subject to the confirmation with the customer. The time is no later than 15 working days after the spare parts are shipped.	

**Terminology:**

- 9x5: weekdays, 9:00 - 18:00, excluding legal holidays.
- 7x12: Monday to Sunday, 8:00 to 20:00 (all days, all holidays).
- 7x24: Mon-Sun, 00:00 - 24:00.
- BD: Business Day (Workday)
- 2BD-S: Huawei shall issue spare parts within two days after Huawei confirms that it is necessary to replace the hardware and provides the RMA number.

### 3.2.2 Spare Parts Service Description

- By default, spare parts for industrial and commercial energy storage ESSs are part-level replacements.
- Huawei only guarantees that the spare parts supplied have the same performance as the faulty equipment, and does not promise that all spare parts are new equipment.
- Parts: Parts except the whole system
- Auxiliary materials and mechanical parts are not covered by the warranty.

The following auxiliary materials/structural parts are not covered by the warranty:

Type	Specific Description
Consumption	Includes but is not limited to cables, humidifiers or humidity control, emergency bulbs (optional), T8 fluorescent lamps, silicone, handheld fire extinguishers (optional), door frame seal, door travel switch, smoke alarm, wall switch, door padlock, battery
Mechanical parts	include, but are not limited to, battery racks, structural parts.
Cabinets and accessories	Including but not limited to cabinet mechanical parts, documents, product accessories, installation accessories, and tools



### 3.2.3 Remote Support Services

Remote technical support refers to the technical support provided by Huawei by telephone or email for Huawei product problems. Including Huawei hotline, remote technical support, and online technical support.

#### Hotline

Receives and tracks service requests based on the service interface platform.

For details about the hotline number, see the official Huawei Digital Energy website. If there is no hotline in a country, please contact the hotline of a neighboring country.

Email: eu\_inverter\_support@huawei.com.

#### Remote technical support

Including technical consultation and problem handling. Technical consultation refers to the technical guidance for non-actual problems. Problem handling refers to the solution to product-related problems and provides solutions to customers within the promised service time.

#### Online Technical Support

Huawei provides website access support services. Customers can log in to (<http://www.huawei.com/en/all-products/Solar>), and provide O&M experience introduction, cases, and technical documents related to products.

### 3.2.4 Software Support Services

If necessary, Huawei shall provide the Buyer with software update service within the warranty period.

Huawei guarantees that the Products are in good operation, but does not guarantee that the Software is error-free or uninterrupted, nor that Huawei will correct all program errors.

### 3.2.5 Hardware Support Services

Hardware devices are prerequisites for the stability of the energy storage system. Huawei hardware services ensure the stable operation of the customer's devices.

# 4 Warranty clause

---

## 4.1 Basic Provisions

During the warranty period, we promise as follows:

- 4.1.1 Provide replacement service when normal functions cannot be used due to defects in materials, manufacturing or workmanship;
- 4.1.2 Provide replacement service when normal functions cannot be used due to non-compliance with published product specifications.
- 4.1.3 Huawei spare parts (excluding batteries) shall be delivered within two working days after the service request is confirmed. After receiving the spare parts, the asset ownership of the faulty parts will be transferred to Huawei. The customer shall return the faulty parts to Huawei within 15 working days. If the faulty parts cannot be returned, the customer must compensate Huawei for the loss.
- 4.1.4 If Huawei provides spare parts in the order, the customer is not allowed to sell the spare parts to third parties or use them for other purposes.
- 4.1.5 Spare parts provided by Huawei are equivalent to those used by customers on site.
- 4.1.6 The warranty period of spare parts provided by Huawei shall inherit the warranty period of the original contract. The minimum warranty period

shall be 12 months from the shipment date, whichever is longer than the original warranty period.

**4.1.7** Onsite engineering operations are completed by the customer, and Huawei is not responsible for onsite replacement.

**4.1.8** After the spare parts request is confirmed, Huawei is responsible for the transportation of spare parts within the warranty period.

**4.1.9** If a product fault is found within the warranty scope, contact Huawei hotline and provide the following information:

1. Brief description of the fault, including but not limited to input and output parameters, alarm ID, cause ID, and run logs.
2. Product serial number;
3. Purchase receipt;

The above information is the condition for reporting faults.

If the customer does not provide sufficient information or the spare parts are replaced without Huawei's confirmation, the customer shall bear the freight.

## 4.2 Exception clause

- 4.2.1** The preceding support services are only applicable to Huawei-produced equipment. The hardware equipment beyond the agreed scope is not covered by Huawei's service scope.
- 4.2.2** In all cases, whether on the basis of contract, warranty, tort (including liability for fault and strict liability) or any other theory and legal claim, Huawei does not assume any liability for any consequences arising from the installation, use, or poor performance of its products, any indirect loss, collateral damage, or punitive damages arising from any defect or breach of warranty. including, but not limited to, loss of profits, damage to goodwill or business reputation, or loss of delay. The total amount of Huawei's responsibility for damages or otherwise shall not exceed the purchase price paid by the original Buyer for the Products.
- 4.2.3** Huawei industrial and commercial energy storage systems provide a basic warranty of two years by default. A 5-year advanced warranty can be provided only when they are connected to Huawei management system. If the customer fails to connect to Huawei's management system for more than three months, Huawei has the right to cancel the advanced warranty.
- 4.2.4** Widely used vulnerable parts and consumables are not covered by Huawei's service scope.
- 4.2.5** If Huawei is unable to fulfill the service commitment within the promised time due to non-Huawei reasons, Huawei shall be relieved of the responsibility for fulfilling the SLA commitment and the relevant compensation. Where on-site services are required, travel time shall be excluded from the SLA time.
- 4.2.6** Faults caused by the following reasons are not covered by Huawei's service scope:
- 4.2.6.1** The storage or handling of improper materials may cause product drop or collision damage. For example, the storage of improper materials may expose the battery to an environment below 0 degree or above 40 degree.
- 4.2.6.2** Battery packs are damp or wet due to outdoor storage.

- 4.2.6.3 Unstandardized operation or maintenance of the energy storage system, including placing the equipment in an environment below -30 degrees or above 55 degrees. Failures caused by failure to comply with the operating environment or external power parameters required by the written system specifications;
- 4.2.6.4 Caused by force majeure (such as natural disasters, fires, or wars)
- 4.2.6.5 Faults due to natural aging and wear;
- 4.2.6.6 Faults caused by engineering quality of joints.
- 4.2.6.7 After the system is installed or shut down during operation, no auxiliary power is supplied for more than 24 hours, causing condensation and moisture inside the cabinet.
- 4.2.6.8 If the system does not run for a long time or has been shut down for more than three months, the initial capacity SOC is lower than 50%, causing serious battery attenuation.
- 4.2.6.9 Over-range lightning strikes caused by system design problems.
- 4.2.6.10 The products are modified without Huawei's written approval.
- 4.2.6.11 Failure to feed back product problems within the warranty period;
- 4.2.6.12 Huawei hardware or data is damaged due to negligence, irrelevant operations, or intentional damage.
- 4.2.6.13 Performance unqualified/unqualified items due to laws and regulations update;
- 4.2.6.14 defects that are not currently recognized by technology at the time the product is sold;
- 4.2.6.15 Do not provide authorization to operate data via network access and refuse to install firmware updates;
- 4.2.6.16 If the system fails to be upgraded due to the customer's reasons, Huawei will not bear the warranty, and the customer will bear all the consequences.
- 4.2.6.17 Physical access to the system is not granted on site;
- 4.2.6.18 Faults caused by third party or customer reasons, including system faults caused by movement, reassembly or non-conformity adjustment, modification or movement.

**4.2.6.19** If the ESS is used as a backup power device for medical treatment, it may cause personal injury, loss of life, or catastrophic property loss. Huawei shall not be liable for any loss.

**4.2.6.20** This is directly caused by customer infrastructure problems.