

C&I Inverter PV Warranty Policy (Oversea)

Issue 03
Date 2024-11-30



Copyright © Huawei Technologies Co., Ltd. 【2024】 . All rights reserved.

No part of this document may be reproduced or transmitted in any form or by any means without prior written consent of Huawei Technologies Co., Ltd.

Trademark Notice



HUAWEI is trademark or registered trademark of Huawei Technologies Co., Ltd.

Other trademarks, product, service and company names mentioned are the property of their respective owners.

General Disclaimer

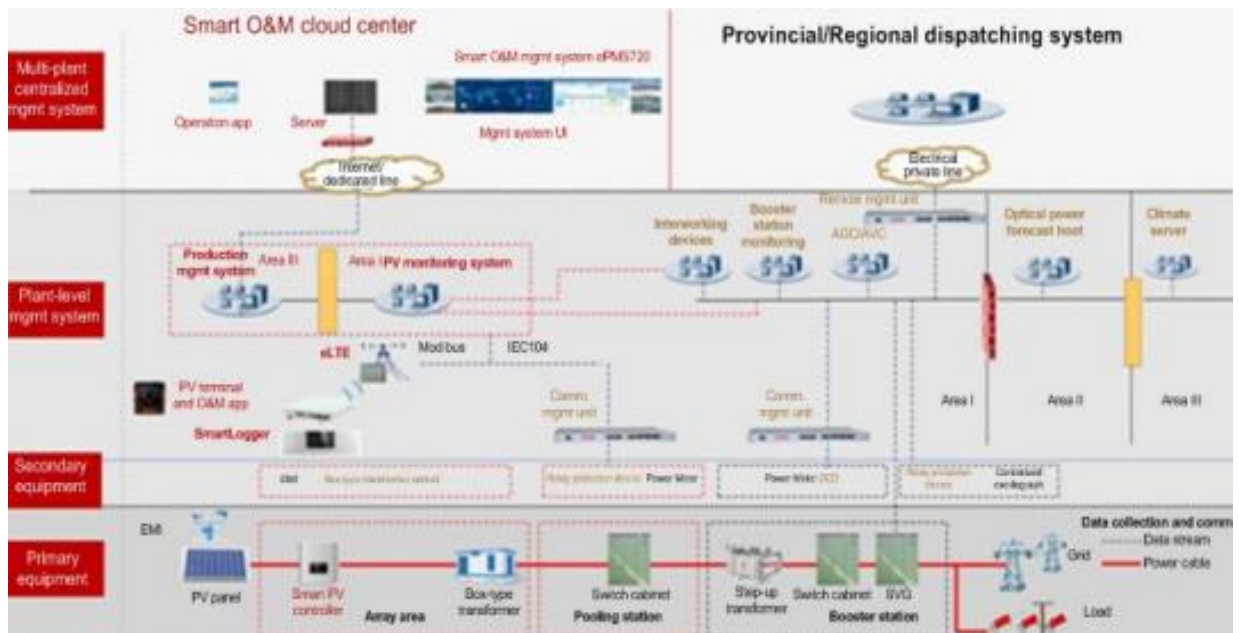
The information in this document may contain predictive statements including, without limitation, statements regarding the future financial and operating results, future product portfolio, new technology, etc. There are a number of factors that could cause actual results and developments to differ materially from those expressed or implied in the predictive statements. Therefore, such information is provided for reference purpose only and constitutes neither an offer nor an acceptance. Huawei may change the information at any time without notice.

In case the warranty conditions in this Document are inconsistent with the sales contracts between the Buyer and Huawei, the terms in the sales contracts shall prevail.

1 Service Scope

1.1 Application Scenarios

C&I Inverter Solution Architecture



The inverter mainly applies in C&I scenarios including rooftop PV plants. As the core electrical component in the PV system, it converts PV DC power into AC power. Huawei C&I Smart PV solution involves Huawei products such as the inverter, optimizer, SmartLogger, AC combiner box, Smart Array Controller (SACU), power line communication (PLC) module, and potential induced degradation (PID) module. The C&I Smart PV solution applies to low-voltage (three-phase, line voltage 380 V AC/400 V AC, as shown in Figure 1) and medium-voltage (three-phase, 6–35 kV AC, as shown in Figure 2) on-grid scenarios.

Figure 1 Networking in a low-voltage on-grid scenario

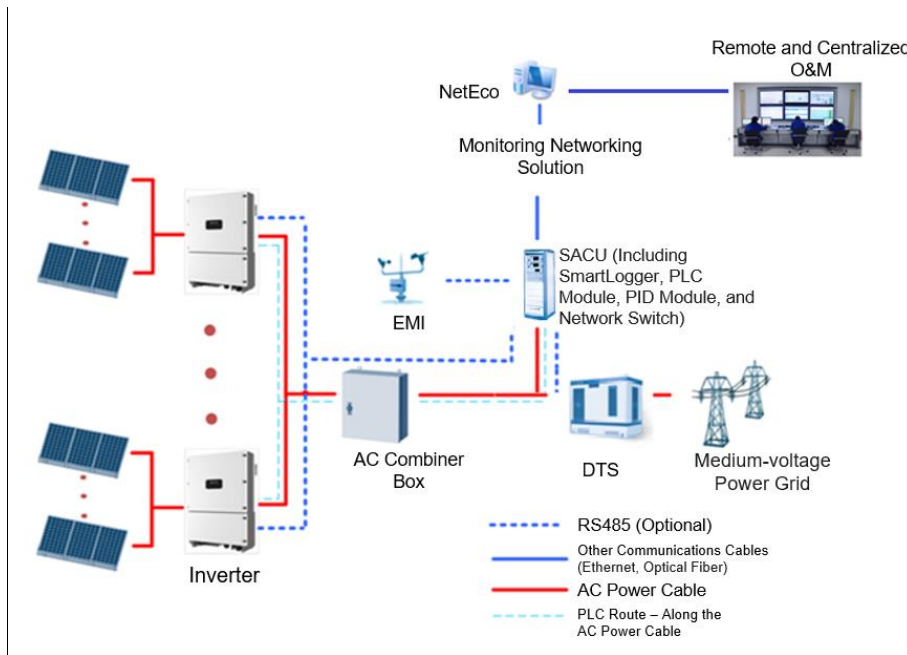
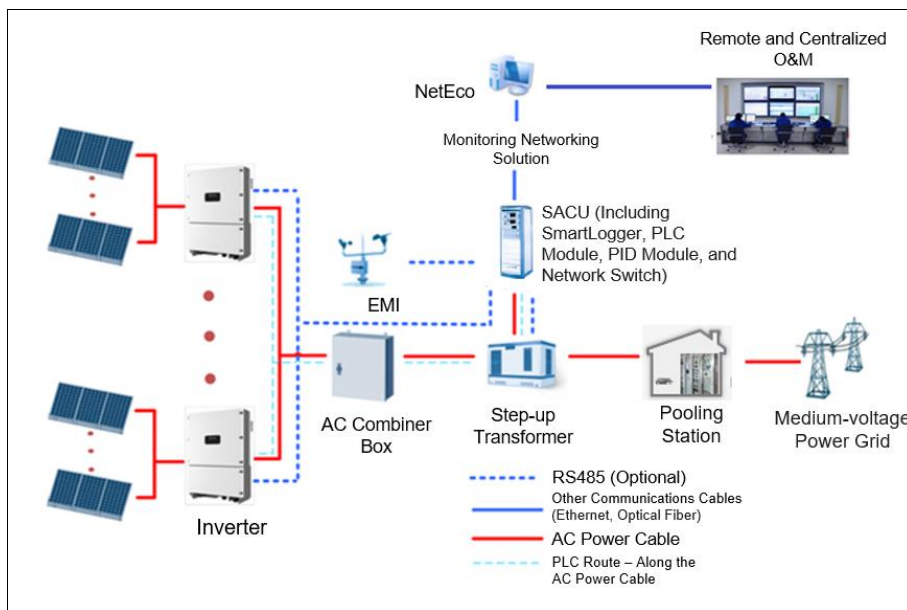


Figure 2 Networking in a medium-voltage on-grid scenario



- a) The low-voltage grid-tied scenario mainly applies to the direct grid-tied scenario of 400 V AC/380 V AC.
- b) The medium-voltage grid-tied scenario mainly applies to grid-tied scenarios where the voltage is increased to 6–35 kV by a step-up transformer. The medium-voltage grid-tied scenario mainly applies to grid-tied scenarios where the voltage is increased to 6–35 kV by a step-up transformer. The output of the 1100 V inverter is 480 V AC or 500 V AC. Provides RS485 and MBUS communication functions.

- c) In low-voltage grid-tied scenarios in specific areas, for example, the grid-tied voltage is 202 V, reduce the output voltage of the inverter from 480 V AC to less than 202 V AC using a transformer. Huawei C&I Smart PV Solution is applicable to the following product models:

1.2 The following are the product models that are active or discontinued at the time of this release. For new models, please consult the regional channel managers.

Inverter	Optimizer	MERC Smart PV Optimizer
SUN2000-20KTL-M3, SUN2000-29.9KTL-M3, SUN2000-30KTL-M3, SUN2000-33KTL-NH, SUN2000-33KTL-NHM3, SUN2000-36KTL-M3, SUN2000-40KTL-M3, SUN2000-40KTL-NH, SUN2000-40KTL-NHM3, SUN2000-43KTL-INM3, SUN2000-50KTL-M3, SUN2000-50KTL-ZHM3, SUN2000-50KTL-NHM3, SUN2000-50KTL-M0, SUN2000-50KTL-JPM0, SUN2000-60KTL-M0, SUN2000-63KTL-JPM0, SUN2000-75KTL-M1, SUN2000-100KTL-M1, SUN2000-100KTL-M2, SUN2000-110KTL-M2, SUN2000-111KTL-NHM0, SUN2000-115KTL-M2, SUN2000-150K-MG0, SUN2000-250KTL-H3, SUN5000-150K-MG0	SUN2000-450W-P2, SUN2000-600W-P (Long-cable design)	MERC-1100W-P (Long input cable design), MERC-1100W-P (Short input cable design), MERC-1300W-P (Long input cable design), MERC-1300W-P (Short input cable design)

- 1.3 The warranty is only applicable in the country or region where the Buyer purchased the product. The warranty cannot be transferred to another country or region unless specifically stated in the product warranty description. If the product is moved to another country or region, the new Buyer can choose to purchase the warranty service, but an audit procedure such as a product inspection must be performed before the Buyer signs for the warranty service. The warranty cannot be transferred to another Buyer and is provided only for the original Buyer of the product.
- 1.4 The warranty conditions defined in this document are only applicable to products provided by Huawei, but not to any third-party products or products that are not supplied by Huawei. The following auxiliary materials and mechanical parts are not covered by the warranty.

Type	Description
Consumable and accessory	Including but not limited to cables, emergency light bulbs, door frame sealing strips, door padlocks, extinguishants, fuses, lead-acid batteries for fire suppression, and uninterruptible power systems (UPSs), documents, product accessories, installation accessories, and tools (handling lifting fitting bag, PV connector unlocking tool, SPD insertion and removal tool, and PV USB adapter), smart ETH gateway, fitting bag for the specified product version, fitting bag for fiber ring switching, antenna spare parts, power cable fitting bag for the SmartLogger, onsite replacement fitting bag for the external fan, SIM card, power connector, terminal block, product connector, and surge protective product (SPD)
Cabinet and Mechanical part	Including but not limited to battery racks, mechanical parts (DC cable protection box component and inverter mounting bracket), Y-branch connector

- 1.5 The warranty must comply with local laws or other applicable regulations.
- 1.6 Huawei may modify the warranty content. The Buyer may visit <https://digitalpower.huawei.com> to obtain the latest updates.

2 Warranty Period

2.1 Warranty start date: The warranty period starts from the 90th day after Huawei ships the products or the POD (proof of delivery) date, whichever is earlier. If the customer/partner requires a different start date, for example PAC, the warranty start date shall not be later than the 180th day after the shipment date. The actual warranty start date shall be subject to the terms set out in the contract.

2.2 Standard warranty period

Product Name	Standard Warranty Period
SUN2000 C&I inverter	60 months
SUN5000 C&I inverter	120 months
Optimizer	120 months
SmartLogger, PID module, PLC module, SACU, combiner box, ACBox, Smart Dongle, 4G wireless access module, smart meter, outdoor remote antenna (optional) for the SmartLogger, and inverter fan sold independently	12 months
Huawei's auxiliary products resold internally and not related to inverters	12 months

Note: The actual warranty period is subject to the warranty period and maintenance period specified in the signed contract or PO.

2.3 Extended warranty

Before the end of the standard warranty period, the Buyer may purchase extended warranty service by signing a new service contract or extending the existing service contract with Huawei. The extended warranty period and price depend on the storage/operating conditions. The Buyer may consult Huawei local service team for more details. In principle, the entire warranty period shall be continuous from the start date defined above. Otherwise, the warranty service is not available for purchase.

2.4 Release of liability

Upon the expiry of the warranty period specified in the service contract, Huawei shall not provide any service or support to the related products or software, and shall be exempted from any legal and compensation liabilities.

3 Storage and Operation Conditions

Please strictly follow the Storage Requirements of the user manual. Damage caused by unqualified storage conditions is not covered under the warranty.

- a) Do not store the products without outer packaging.
- b) Keep the installation and operating environments of the product within the allowed ranges. Otherwise, its performance and safety will be compromised.
- c) The operating temperature range provided in the product's technical specifications refers to the ambient temperatures in product's installation environment.
- d) Do not install, use, or operate outdoor product and cables (including but not limited to moving product, operating product and cables, inserting connectors to or removing connectors from signal ports connected to outdoor facilities, working at heights, performing outdoor installation, and opening doors) in harsh weather conditions such as lightning, rain, snow, and level 6 or stronger wind.
- e) Do not install the product in an environment with dust, smoke, volatile or corrosive gases, infrared and other radiations, organic solvents, or salty air.
- f) Do not install the product in an environment with conductive metal or magnetic dust.
- g) Do not install the product in an area conducive to the growth of microorganisms such as fungus or mildew.
- h) Do not install the product in an area with strong vibration, noise, or electromagnetic interference. The product shall be installed in an environment with a magnetic field strength less than 4 Gauss. If the magnetic field strength is greater than or equal to 4 Gauss, the product may fail to work properly. If the magnetic field strength is high, for example, in a smeltery, you are advised to use a gauss meter to measure the magnetic field strength of the product installation position when the smelting product is running normally.
- i) Ensure that the site complies with local laws, regulations, and related standards.
- j) Ensure that the ground in the installation environment is solid, free from spongy or soft soil, and not prone to subsidence. The site must not be located in a low-lying land prone to water or snow accumulation, and the horizontal level of the site must be above the highest water level of that area in history.
- k) Do not install the product in a position that may be submerged in water.

- l) If the product is installed in a place with abundant vegetation, in addition to routine weeding, harden the ground underneath the product using cement or gravel (the area shall be greater than or equal to 3 m x 2.5 m).
- m) Do not install the product outdoors in salt-affected areas because it may be corroded. A salt-affected area refers to the region within 500 m of the coast or prone to sea breeze. Regions prone to sea breeze vary with weather conditions (such as typhoons and monsoons) or terrains (such as dams and hills).
- n) Before opening doors during the installation, operation, and maintenance of the product, clean up any water, ice, snow, or other foreign objects on the top of the product to prevent foreign objects from falling into the product.
- o) When installing the product, ensure that the installation surface is solid enough to bear the weight of the product.
- p) After installing the product, remove the packing materials such as cartons, foam, plastics, and cable ties from the product area.

4 Warranty Service Content

4.1 The standard warranty includes the following services. Unless otherwise stipulated in the service contract, the services of extended warranty shall be the same as those covered in the standard warranty.

Service	Content	Description and Service Level Agreement (SLA)
Remote Support	Hotline	7×24
	Remote troubleshooting	5×9 (9am-6pm on working days)
	Online technical support	Technical information sharing and patch downloading
	Multi-channel support	Including but not limited to support for WeChat public account programs and other applications
Software support	Software update authorization	Provide device firmware maintenance patches and software releases
Hardware support	Spare parts replacement	The default spare parts service for SUN2000s and SUN5000s are the replacement for an entire device. Some inverter models support fan tray replacement. The SACU and AC combiner box support parts replacement.

NOTE

- a) The above SLA is subject to the actual capabilities and commitments of the local spare parts service.
- b) If the Buyer does not provide the address information in time or the address information provided is incorrect, the service response and troubleshooting may be delayed.

4.2 Remote support

Remote support means that Huawei provides technical consultation or troubleshooting solutions for Huawei products by phone or email. It includes hotline, remote technical support, and online technical support.

- a) Hotline is a telephonic service interface and platform for receiving and tracking service requests of the Buyer.
- b) Remote technical support includes technical consultation and troubleshooting. Technical consultation service provides consultation on issues not related to product faults. Troubleshooting service provides the Buyer with solutions to fix problems within the period specified in the SLA.
- c) Online technical support allows the Buyer to acquire maintenance experience, cases, and technical support information of Huawei products by visiting the Huawei technical support website.

<https://support.huawei.com/enterprise/en/category/fusionsolar-pid-1600073963553>

4.3 Software support

- a) During the warranty period, Huawei ensures that the product works properly. Nevertheless, Huawei does not guarantee that the software will be error-free or run uninterruptedly, nor does it guarantee that all program errors will be rectified.
- b) Huawei provides software releases. During the warranty period, the Buyer can obtain new software releases for free from the following website. It is important to note that the software releases provided by Huawei are intended to fix functional defects and do not offer new functions and/or features.

<https://support.huawei.com/enterprise/zh/software/index.html>

- c) Each software release shall be valid for 3.5 years from its release date. After the validity period, Huawei does not provide troubleshooting and fixing services to such software release. Before the expiry of the validity period, the Buyer needs to update to the newer software release. If the Buyer does not update to the newer software release, it is deemed that the Buyer waives the right to software updates. Huawei will not be responsible for any issues related to the old software release arising in such cases.

4.4 Hardware support

- a) Huawei provides functional replacement of all purchased hardware during the warranty period.
 - Huawei will replace hardware for free if the hardware has defects in material, manufacturing, or processing techniques.
 - Huawei will replace hardware for free if the hardware delivered by Huawei are not compliant with the agreed specifications.

- Huawei will, at its option, use new and/or like-new parts of equivalent or similar functions/features and compatibility (with default software version) in the repair or replacement.
- b) STS, distribution transformer, and ESS will be replaced at the part-level. Auxiliary materials and mechanical parts are not covered by the warranty.
- c) After confirming the return merchandise authorization (RMA), Huawei shall send the replacement product/part to the agreed location. After receiving the replacement product/part, the Buyer shall return/ship the defective device, using the packaging of the replacement product/part, within 15 business days. The Buyer may issue an invoice to Huawei for the transportation cost, which shall be paid by Huawei within 30 days upon receipt of the invoice. The onsite replacement shall be performed by the Buyer. If Huawei has provided any replacement product/part in previous purchase orders, such product/part shall be used firstly as the replacement.
- d) The warranty period of the replaced product shall be the same as the remaining warranty period of the defective product.
- e) The Buyer shall immediately report any nonconformity or defect in craftsmanship or material of the covered product, by sending the following information to Huawei service platform:
 - A brief description of the nonconformity or defect, including but not limited to input/output parameters, alarm ID, cause ID, and data exported from the SACU;
 - Product serial number;
 - A copy of the purchase receipt.

The provision of the above information is the prerequisite for making a claim under this product warranty. If the Buyer does not provide sufficient information and replaces the parts without Huawei's approval, and the replaced parts are found not faulty, the Buyer shall pay the transportation cost.

5 Warranty Disclaimer

- 5.1 All the preceding warranty services are applicable only to Huawei-manufactured products, which does not cover the auxiliary materials and mechanical parts.
- 5.2 The parties hereby agree that Huawei's compensation against the Buyer's loss under this warranty agreement shall only cover the direct and reasonable losses incurred, justifiable with evidences, to the Buyer due to Huawei's fault or product issue. Huawei shall not be liable for any indirect damages including but not limited to loss of income or profit, damage to reputation, or loss of data. The maximum liability of Huawei under this warranty agreement shall not exceed the amount paid by the Buyer to Huawei for the related product.
- 5.3 Huawei is not responsible for any legal and/or compensation liability caused by any actions of the Buyer or any third party, including but not limited to:
- a) Failure to meet the SLA commitment; or
 - b) Negligence or more serious acts or omissions (including reckless or intentional misconduct) ; or
 - c) Failure to comply with any obligations specified in this document; or
 - d) Transportation, storage, installation, configuration, use, maintenance, and/or operation of the products and/or services in any manner not in accordance with the instructions/guidelines/manuals/specifications or warnings, cautions, labels, or any other information on the product; or
 - e) Direct damage due to the operational environment or external electrical parameters not meeting the written system requirements; or
 - f) AC or DC connectors broken, damaged, or burnt due to the poor engineering quality of the connectors
 - g) Failure to take rectification measures promptly after receiving safety alerts or rectification notices from Huawei during the use of the product, thereby failing to eliminate safety hazards; or
 - h) Large-scale damage to Huawei hardware or data due to the buyer's negligence, improper operation, or intentional sabotage; or
 - i) Damage caused by maintenance or other services performed by personnel not authorized by Huawei; or
 - j) adjustment, alteration, and removal of identification signs performed in violation of Huawei's requirements.

- 5.4 The following circumstances that result in damage to Huawei-manufactured products are not covered by Huawei's service commitments:
- a) Damage to Huawei-manufactured products due to force majeure, such as natural disasters, fires, and wars; or
 - b) Damage to Huawei-manufactured products due to natural wear and tear; or
 - c) Damage caused by lightning due to improper system design; or
 - d) Stored beyond their specified storage period; or
 - e) System damage directly caused by problems in the Buyer's infrastructure.