

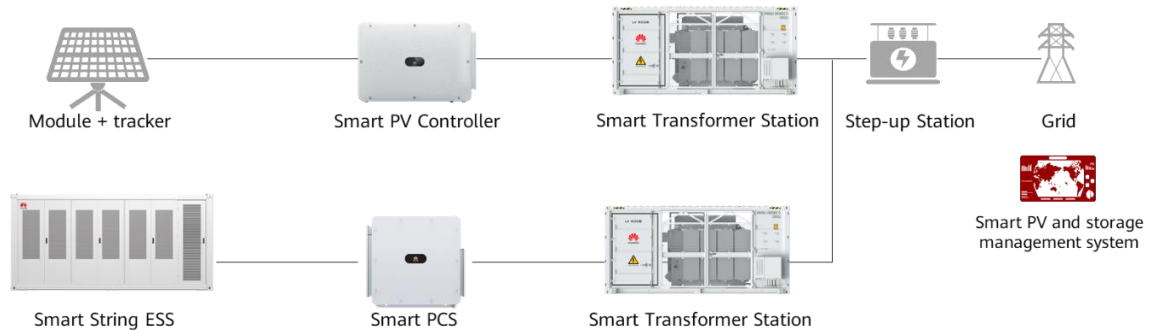


Smart Transformer Station Product Warranty Condition



1. Applicable Products

- JUPITER-9000K/JUPITER-6000K/JUPITER-3000K /STS-6000K-H1 and STS-3000K-H1



Smart Transformer Station JUPITER-9000K/JUPITER-6000K/JUPITER-3000K /STS-6000K-H1 and STS-3000K-H1 are compact 20' HC containers that contains an outdoor transformer, MV switchgear and LV panel. It enables a quick and reliable connection to the MV grids. Both J JUPITER-9000K/JUPITER-6000K/JUPITER-3000K /STS-6000K-H1 and STS-3000K-H1 perfectly match Huawei smart PV controller and smart PCS.

2. Warranty Period

- Huawei smart transformer product provides 24 months warranty service by default. The warranty period starts 90 days after Huawei products are delivered, or the day Huawei receives the request for product service (the earlier date prevails).
- Warranty extension service can be sold. The warranty extension package can be three year (3rd year to 5th year) or five years (6th year to 10th year) .
- In principle, the warranty period needs to be continuous from the date when the equipment is purchased. Otherwise, the warranty extension package will become invalid.

Product	Warranty Starting Time	Warranty Period
Smart Transformer Station	The warranty period starts 90 days after Huawei products are delivered, or the day Huawei receives the request for product service (the earlier date prevails).	24 months



3. Warranty Service

Item	Service Item	Service Content	Maintenance Service Level Agreement (SLA)
Warranty Scope	Remote support	Help Desk	7 x 24
		Remote troubleshooting	Outside China (excluding Japan and South Korea): 5 x 9, response within 30 minutes
		Online technical support	7 x 24
	Software support	Software update authorization	7 x 24
	Hardware support	Spare parts replacement	Outside China: 9 x 5 x (2-5)BD-S ship-out, 09:00–18:00 (working day) The SLA varies according to regions or countries. The interpretation of the local service organization prevails.
Spare parts replacement (integrated equipment/transformer/ring main unit)		Huawei spare parts center does not store integrated equipment due to the weight and volume. The following two modes are available: 1. Purchased by the customer and stored at the customer site (recommended). 2. Delivered from the original manufacturer in China, but the SLA is not committed.	

Terminology

- 9 x 5: 9:00–18:00 (working day)
- 7 x 12: 8:00–20:00 from Monday to Sunday (all-weather)
- 7 x 24: 00:00–24:00 from Monday to Sunday
- BD: business day (working day)
- SLA: Service Level Agreement Statement of required performance and responsibilities of each party to the contract.
- (2-5)BD-S: Huawei ship out spare parts within two-five business days after confirming that the hardware needs to be replaced and the RMA number is provided.
- NOTE of Spare Part service:
 - Spare parts of ITS transformer stations be replaced on component level by default.
 - Huawei only ensures that the supplied spare parts have the same performance as the faulty equipment. Huawei does not promise that all spare parts are new ones.



- Components: Parts except transformers, ring main units, and transformer stations are called components.

Auxiliary materials and mechanical parts are not within the warranty scope.

Auxiliary materials and mechanical parts as below are not within the warranty scope:

Type	Description
Consumables	Include but not limited to cables, humidifiers, emergency light bulbs, fluorescent lamps, silica gel, hand-held fire extinguishers, door frame seals, container door trips, smoke alarms, wall switches, door padlocks, and batteries.
Mechanical parts	Include but not limited to battery racks and mechanical parts.
Cabinets and accessories	Include but not limited to cabinet mechanical parts, documents, product accessories, installation accessories, and tools.

➤ **Remote Support**

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

- **Help Desk** refers to service interfaces and platform, which can accept and track customer service request.
- Remote Technical Support includes technical enquiry and problem handling. The technical enquiry service provides consultation of non-defective question. The problem handling service is to provide solutions to customers for transformers related problem within the time of SLA agreement.
- Online Technical Support: Access to Huawei technical support website (<http://www.huawei.com/en/all-products/Solar>), which provides customers helpful maintenance experience, cases and technical support information on Huawei Products.

➤ **Software support**

When necessary, Huawei provides software update services to customers free of charge within warranty period.

Huawei ensure the product work well but does not guarantee that the software will perform error-



free or uninterrupted or that Huawei will correct all program errors.

➤ **Hardware support**

During the warranty period, Huawei guarantees that all hardware purchased shall

- Be replaced free of charge from defects in material, fabrication, and workmanship.
- Be replaced free of charge if it does not match to the published specifications.
- Huawei shall send the replacement device to the mutually agreed customer site; send off within 2 business days after Customer's service request being confirmed. After receiving the replacement device, customer should return/send the defective device that is packed in the packaging from the replacement device within 15 business days. Defective device which is not returned in time for any reason may be invoiced.
- If Huawei had provided spare parts in the order, these spare parts been sent in the order should be used first. Customer must return faulty components accordingly to Huawei later. Huawei shall send a replacement to customer when failure is confirmed. Free spare parts included with the product are not covered by the warranty.
- The replacement device provided by Huawei will be functionally equivalent (feature, function, fit compatible, default software version) to the customer's defective device.
- After the replacement changing, the warranty end time of the spare parts is the same as the remaining warranty time of the transformer station.
- On-site replacement shall be done by customer themselves.
- After customer's replacement request being confirmed, Huawei shall responsible for transportation defective devices within warranty period.
- To claim under this Limited Product Warranty Customer shall promptly after discovery of a non-conformity or defect in workmanship or materials in the Covered Products, report the non-conformity or defect to Huawei by contacting the Huawei Customer Services Help Desk and providing the following information:
 - i) A short description of the non-conformity or defect; including but not limited to input & output parameters, alarm ID, reason ID and data exported from the transformer;



- ii) Product serial number;
- iii) A copy of the purchase receipt.

Claiming under this Limited Product Warranty is conditional upon such information being provided.

- If customer doesn't provide enough information and replace component without Huawei's confirmation, customer shall pay for the transportation fees if the component is found to be undamaged.

4. Disclaimer

- All above mentioned support services are intended for the promissory Huawei-made equipments. Hardware of devices beyond the agreed scope is not within the scope of service commitments made by Huawei.
- Vulnerable and consumable parts that are used widely such as cables are not within the scope of service commitments made by Huawei.
- 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 requested, traveling time should be excluded from the SLA time.
- The following types of damage to Huawei-made equipment are not within the scope of Huawei's service commitment:
 - Damage to Huawei-made equipment because of force majeure (natural disasters, fires and wars, etc.).
 - Damage to Huawei-made equipment because of natural wear and tear.
 - Direct damage caused by failure to meet system requirements already given in writing for site running environment or external electric parameters.
 - Caused by engineering quality of the connectors, AC or DC connectors broken, damaged or burned.



- Beyond the scope of damage from lightning due to unsuitable system design.
- Large scale damage to hardware or data of Huawei-made equipment due to customers' negligence, irrelevant operation or intentional damage.
- Damage caused by customers' failure to run Huawei-made equipment in compliance with the operation manual of the equipment.
- System damage caused by third party or customers' reasons, including relocation and installation of the system in noncompliance with Huawei requirements and damage caused by adjustment, change or removal of identification marks in noncompliance with Huawei requirements.
- System damage directly caused by problems in customers' infrastructure.

5. Responsibility Matrix

R: Responsibility

S: Support and cooperation

No.	Item	Provided by	
		Huawei	Customer
1	Installation	S	R
1.1	Move ITS to installation location	S	R
2	Commissioning		
2.1	Cold commissioning	S	R
2.2	Hot commissioning	S	R
2.3	Start-up	S	R
3	Training	R	S
3.1	Product introduction, installation, commissioning, maintenance and troubleshooting	R	S
4	Remote support		



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No.	Item	Provided by	
		Huawei	Customer
4.1	Remote support, receiving customer service requests through hotline, system (eCare) tracking.	R	S
4.2	Remote fault diagnosis, locate fault by remote analysis.	R	S
5	Onsite support(quotation)		
5.1	Onsite support service	R	S
6	Spare parts		
6.1	Supply of spare parts in the warranty period	R	S