Warranty 2023-06

Warranty valid from 1st June 2023.
Replaces all previous warranty documents.

1 Limited Product Warranty

This Limited Product Warranty covers the “Covered Products” defined in the table below, is valid only for the duration of the applicable “Warranty Period” defined in the table below and is subject to the following terms and conditions:

Covered Products	Warranty Period
Smart Energy Center (Inverter): SUN2000-2/3/3.68/4/5/6KTL-L1 SUN2000-3/4/5/6/8/10KTL-M0 & M1 SUN2000-12/15/17/20KTL-M0 & M2 SUN2000-12/15/17/20/25KTL-M5	10 (ten) years starting 180 (one hundred eighty) days after shipment
SUN2000 Series Inverter: SUN2000-33KTL-A/36KTL SUN2000-30/36/40KTL-M3 SUN2000-50KTL-M3 SUN2000-60KTL-M0 SUN2000-100KTL-M1 & AFCI SUN2000-100/115-M2 SUN2000-100/105/185KTL-H1 SUN2000-215KTL-H0/H3 SUN2000-330KTL-H1	5 (five) years starting 180 (one hundred eighty) days after shipment
Smart PV Optimizer: SUN2000-450W-P/P2 SUN2000-600W-P	25 (twenty-five) years starting 180 (one hundred eighty) days after shipment
Smart String Battery: LUNA2000-5-E0 battery pack LUNA2000-5-C0 DC/DC power module	10 (ten) years starting 180 (one hundred eighty) days after shipment; see chapter 2 for details
Smart Backup Box: Smart Backup Box-B0/B1	2 (two) years starting 180 (one hundred eighty) days after shipment
Smart Power Sensor (Meter): DDSU666-H / DTSU666-H DTSU666-HW/YDS60-80	2 (two) years starting 180 (one hundred eighty) days after shipment
Communications & Monitoring: Smart Dongle WLAN-FE Smart Dongle 4G Smart Logger 3000A/B	2 (two) years starting 180 (one hundred eighty) days after shipment

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Smart Module 1000A Smart ACU 2000D	
AC Charger SCharger-7KS-S0 SCharger-22KT-S0	3 (three) years starting 180 (one hundred eighty) days after shipment;

During the Warranty Period, in the event that a Covered Product is found to have a non-conformity or defect in the workmanship or materials occurring during normal use of the Covered Product, Huawei will, subject to the terms set out below, replace the Covered Product with a product that is functionally equivalent (in relation to feature, function, fit compatible, default software version) to, or better than, the defective Covered Product detailed in the warranty claim ("Replacement Product") and the terms of this Limited Product Warranty shall apply to any Replacement Products supplied by Huawei under this Limited Product Warranty. A Replacement Product shall be the Customer's sole and entire remedy in respect of any non-conformity of or defects in the Covered Products.

Where the Replacement Product is an Inverter or a String Battery, it shall be covered by this Limited Product Warranty for the remaining Warranty Period or three hundred sixty (360) days from the date of replacement, whichever is longer.
Where the Replacement Product is a PV Optimizer, a Backup Box, a Power Sensor, a Communication & Monitoring device, it shall be covered by this Limited Product Warranty for the remaining Warranty Period or ninety (90) days from the date of replacement, whichever is longer.

Following a replacement, the Replacement Product will become the property of the Customer and the defective Covered Product shall become the property of Huawei.

2 Warranty Specification for Smart String Battery

Covered Product	Covered Battery Storage Energy	Warranty Period	Through Output Energy
LUNA2000	80% of Nominal Energy	10 (ten) years starting 180 (one hundred eighty) days after shipment	13.17MWh for LUNA2000-5-E0 5kWh battery pack

Huawei warrants that the product LUNA2000-5-E0 retains eighty percent (80%) of Nominal Energy during the Warranty Period or within Through Output Energy, whichever comes first.

Notices:

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(i) Battery warranty is defined as when the E0 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 DC/DC power module C0 only involves the warranty period and has nothing to do with the battery performance. The battery pack and power module provide independent warranty.

(ii) 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 cell at a set current of 0.2C to the discharge termination voltage, and record the amount of electricity released in the process.

(iii) In order to remotely upgrade the latest firmware to ensure battery life, the battery is highly recommended to connect to the Huawei FusionSolar SmartPV management system.

(iv) After the battery is purchased, the installation needs to be completed within one month. If the battery fails, it needs to be reported within one month. The battery cell damage caused by the negligence of battery that cannot be charged for a long time is not covered by the warranty.

(v) 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.

3 Standard Warranty Extension Procedure

The Warranty Period for Inverters can be extended up to a period of ten (10), fifteen (15) or twenty (20) years, at an additional cost to the Customer (“Extended Warranty”). An Extended Warranty can only be purchased during the warranty valid period.
Any Extended Warranty shall be in accordance with and subject to the same terms and conditions as the standard Warranty Period.

4 Claiming Under the Warranty

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 (contact details as below) and providing the following information:

(vi) 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 Inverter;

(vii) the product serial number; and

(viii) a copy of the purchase receipt.

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

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- The Customer Services Help Desk can be contacted via:
  Free phone: 00 80 03 38 88 888
  Email: eu_inverter_support@huawei.com
- Online Technical Support: https://solar.huawei.com/eu/

Customer can find user manuals and other information on the website.

5 Product Replacement

Huawei will, upon receipt of a warranty claim, determine whether the claim is covered by this Limited Product Warranty. If Huawei determines that the claim is not covered by this Limited Product Warranty, it will notify Customer setting out the reasons why the claim has been rejected. If Huawei determines the claim is covered by this Limited Product Warranty, then Huawei will provide the Customer with a Replacement Product.

Where Huawei opts to provide a Replacement Product, Huawei will deliver the Replacement Product to the Customer's nominated site within Switzerland and Liechtenstein, normally within two (2) to five (5) Working Days and ninety (90) Calendar Days for String Battery (Working Days being Monday to Friday but excluding public and bank holidays) after the warranty claim has been logged, investigated and confirmed. Within fifteen (15) Working Days of the Customer receiving the Replacement Product, the Customer shall return the defective Covered Product to Huawei in its original packaging or the packaging removed from the Replacement Product (or failing that, in safe and secure packaging to prevent any damage in transit).

Huawei reserves the right to charge the Customer for the cost of the defective Covered Product, and Customer agrees by making a warranty claim to pay such charges, if:

(i) a Replacement Product has been dispatched to the Customer but the defective Covered Product is not returned to Huawei on time;

(ii) on inspection, a Covered Product returned does not match the one described in the warranty claim;

(iii) on inspection, a Covered Product is found not to be covered by this Limited Product Warranty or the Limited Product Warranty has been invalidated as set out below.

6 Payment of the Installer Call-out Fee and Transportation Costs

Following the replacement and receipt by Huawei of a defective Covered Product (only apply to inverters and PV Optimizer, Smart Battery, Smart Backup Box, Power Sensor, Communication & Monitoring device), Huawei will pay the installer a fee of 110 CHF (including VAT) per Covered Product within the Warranty Period ("Installer Call-out Fee") along with reasonable transportation fees,

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provided that such transportation fees have been mutually agreed prior to the return by the Customer of the defective Covered Product. Huawei will pay 25 CHF (including VAT) each for the second or more PV optimizer failure replacement. The payment of the Installer Call-out Fee and any agreed transportation fee will be processed by Huawei, or by a service company on behalf of Huawei, within sixty (60) days after receipt by Huawei of the defective Covered Product.

7 Limits to Cover

This Limited Product Warranty only applies to the hardware of the Covered Products and does not apply to any components, which are separate from the Covered Products such as ancillary equipment, consumable and mechanical parts for mounting, or protective coatings that are designed to diminish over time (except where the defect has occurred due to a defect in materials or workmanship).

This Limited Product Warranty only applies to Customers who have purchased the Covered Products directly from Huawei, or from an authorized seller of Huawei Solar Products in Switzerland and Liechtenstein. Huawei only process the transportation in Switzerland and Liechtenstein.

The Limited Warranty only applies to the buyer who has purchased the Products from an authorized seller of Huawei for use in accordance with their intended purpose. The Limited Warranty may be transferred from buyer to any assignee within in Switzerland and Lichtenstein, and will remain in effect for the time period remaining under the foregoing warranties, provided that the reinstallation is done in accordance with the User Manual or Quick Guide provided by Huawei.

This Limited Product Warranty only applies where the installation and any removal and reinstallation has been carried out in accordance with the installation directions and user guidelines which are provided with the Covered Products (“Documentation”).

This Limited Product Warranty will be invalidated if the serial number of the Covered Product has been removed or defaced.

8 Exclusions

This Limited Product Warranty does not cover defects or damage resulting from:

(i) incorrect installation or use of the equipment with regards to the user manual provided by Huawei;
(ii) failure by the Customer to install and operate the Covered Product in accordance with the Huawei product specifications;
(iii) the Covered Product being used other than in a normal and customary manner;

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(iv) unauthorized disassembly, repair, alteration or modifications;
(v) misuse, abuse, intentional damage, negligence or accidental damage;
(vi) improper testing, operation, maintenance, or installation including without limitation:
  (a) failure to meet the system requirements provided in writing for a safe operating environment or external electric parameters;
  (b) failure to operate the Covered Products in compliance with the operation manual and/or user guides of the Covered Products;
  (c) relocation and installation of the system other than in compliance with Huawei's requirements;
(vii) damage due to use of incorrect voltage
(viii) directly caused by problems in system infrastructure;
(ix) improper storage, shipping, handling or usage of the Covered Products; and
(x) force majeure events (including but not limited to act of public enemy, acts of governmental bodies or agencies foreign or domestic, sabotage, riot, fire, floods, storm, explosions or other catastrophes, epidemics or quarantine restrictions, labor unrest, or labor shortages, accident, freight embargoes, or any other event beyond the control of Huawei) for the period of time occasioned by any such occurrence.

The Limited Product Warranty does not cover cosmetic damage or superficial defects, dents, marks or scratches which do not influence the proper functioning of the Covered Product.

9 Limitation of Liability

This Limited Product Warranty shall be in lieu of all other warranties, unless otherwise agreed on a given contract signed between Huawei and the Customer, conditions or guarantees as to description, quality, fitness for any particular purpose, satisfactory or merchantable quality of the Covered Products or any other warranty, condition or guarantee whether express or implied.

Huawei shall not be under any liability whether in contract, tort or otherwise in respect of any non-conformity of or defect in the Covered Products or for any injury, damage or loss resulting from such non-conformity or defect or for any loss of contracts, loss of revenue, loss of use or profits or business, business interruption or for any extra operating expense or any indirect, consequential or economic damages or losses whatsoever and howsoever caused. The remedies specified in this Limited Product Warranty shall be the Customer's sole and entire remedy in respect of any non-conformity of or defects in the Covered Products.

Notwithstanding the foregoing, nothing in this Limited Product Warranty shall limit Huawei's liability for:

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(i) death or personal injury;
(ii) fraud or fraudulent misrepresentation; or
(iii) any other liability that cannot be limited or excluded as a matter of law.

10 General

No one other than an authorized representative of Huawei may make any modification, extension, or addition to this Limited Product Warranty.

If any provision of this Limited Product Warranty is held by any court or award in arbitration to be invalid or unenforceable, the validity or enforceability of such provision shall not affect the other provisions of this Limited Product Warranty which shall remain in full force and effect.

This warranty is governed by and construed under the laws of Switzerland and each party hereby submits to the exclusive jurisdiction of the courts of Switzerland.

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