HUAWEI SUN2000 Inverter Warranty and Service Conditions

Huawei Technologies (Australia) Pty Ltd

Huawei Solar Inverter
Warranty and Service Conditions

These warranty and service conditions apply to the following products:

- SUN2000L-2/3/4/4.6/5KTL
- SUN2000-2/3/4/4.6/5/6 KTL-L1
- SUN2000-5/6KTL-M0
- SUN2000-5/6KTL-M1
- SUN2000-8/10/12/15/17/20KTL-M0
- SUN2000-8/10/12/15/17/20KTL-M2
- SUN2000-29.9KTL
- SUN2000-29.9kTL –M3
- SUN2000-36KTL
- SUN2000-36kTL –M3
- SUN2000-40kTL –M3
- SUN2000-50KTL-M0
- SUN 2000-100KTL-M1
- SUN2000P-375W
- SUN2000-450W-P
- Smart Dongle, Smartlogger and Smart ACU
- SmartPSB2000L
- Smart Power Sensor
- DC Protection Cover for SUN2000-29.9/36/50KTL-M0
- LUNA2000-5KW-C0
- LUNA2000-5-E0

The Australian Consumer Law (**ACL**) protects consumers by giving them certain guaranteed rights when they buy goods and services. These rights are called 'Consumer Guarantees'. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and

the failure does not amount to a major failure.

At your option, you are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. Consumer Guarantees have no set time limit but generally last for an amount of time that is reasonable to expect given factors including the cost and quality of the product or any representations made.

The Warranty described in this document is subject to any rights you may have under the Consumer Guarantees.

Warranty period:

2.1 Warranty Specification for Smart String inverter and Auxiliary Product

Warranty Period		
Product	**Warranty Commencement**	**Warranty Period**
SUN2000 Series Products	Warranty commences from the 180th day from the date of the product shipment from Huawei Factory, or the installation date, whichever is earlier.	120 months (1st -10th years) Spare device, Logistic, Replacement fare
Smart Dongle, Smartlogger and SmartACU		12 months Spare device, Logistic, Replacement fare
DC Protection Cover		12 months Spare device, Logistic, Replacement fare
SUN2000-450W-P Smart PV Optimizer	Warranty commences from the 180th day from the date of the product shipment from Huawei Factory, or the installation date, whichever is earlier.	300 months Spare device and logistic
Smart Power Sensor		12 months Spare device, Logistic, Replacement fare
SmartPSB2000L Smart PV Safety Box		60 months Spare device, Logistic, Replacement fare

2.2 Warranty Specification for Smart String Battery

Product	Warranty Period	Life Cycle Power During Warranty Period (Only for 5kWh battery pack)	Warranty Extension
LUNA2000	10 years	16.45MWh@60% EOL	Not Applicable

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 DCDC 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 cell 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 battery is highly recommended to connect to the Huawei FusionSolar SmartPV management system.
4. After the battery is purchased, the installation needs to be completed within one month. If the battery fails, it needs to be reported within two weeks. The battery cell damage caused by the negligence of battery that cannot be charged for a long time is not 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℃.

Warranty services:

Huawei provides remote support and hardware support for solar inverter.

Warranty Services			
	Service Classification	**Service Content**	**Availability**
Service	Remote Support	Help Desk	**Tel:** 1800046639 **E-mail:** eu_inverter_support@huawei.com 09:00 to 18:00 Monday to Friday（UTC+10） (Business Days only)
		Remote Technical Support	5x8h (response within 30 minutes) 09:00 to 18:00 Monday to Friday（UTC+10） (Business Days only)
		Online Technical Support	http://solar.huawei.com/au/services
	Hardware Support	Hardware support (Exclude LUNA2000)	2 Business Days-Shipment*
		Hardware support (LUNA2000)	30 Calendar Days-Shipment*
		Replacement Fee	Fixed rebate amount excluding GST: 150AUD /incident of Replacement, 25AUD per additional unit when multiple units are replaced at your premises or place of

			business at the same time. Payment will be processed via EFT within 30 days upon validation of the invoice and the return of the defective unit to Huawei. Huawei only pay the replacement fee to installers and/or retailers, and the replacement fee cannot be paid to end customer.

*Huawei will use commercially reasonable efforts to ship a replacement device (LUNA excluded) within two business days after an RMA is issued, and to ship a replacement LUNA within thirty Calendar days after an RMA is issued. Actual delivery times may vary depending on customer location

- **Remote Support**

  Remote Support means Huawei provides solutions for technical enquiries or problems relating to the solar inverter products under warranty by telephone or e-mail. It includes Help Desk, Remote Technical support and Online Technical Support (http://solar.huawei.com/au/services).

  - **Help Desk** provides technical support to Huawei's customers for solar inverter products.

    Tel: 1800046639; Email: eu_inverter_support@huawei.com.
  - **Remote Technical Support** includes technical enquiry, problem handling, and firmware update. The technical enquiry service provides consultation services in respect of Huawei inverter products. And when we do the maintenance of the FusionSolar, Huawei may update or restart your system.

- **Hardware Support**

  During the applicable Warranty Period, Huawei guarantees that all solar inverter hardware, Smart PV Optimizer, Smart Power Sensor, Smart Dongle, Smartlogger, SmartACU, DC Protection Cover and LUNA2000 purchased shall be free from defects in material, fabrication and workmanship.

  - Solar inverter, Smart PV Optimizer, Smart Power Sensor, Smart Dongle, Smartlogger, SmartACU and LUNA2000 that are defective in material, fabrication or workmanship or do not meet the published specifications shall be replaced free of charge.
  - For solar inverters, Smart PV Optimizer, Smart Power Sensor, Smart Dongle, Smartlogger, SmartACU, DC Protection Cover during the Warranty Period, Huawei will send the replacement device to the customer within 2 Business Days after device fault being confirmed. For LUNA2000 products, Huawei will send the replacement device to the customer within 30 calendar days after RMA is confirmed. After receiving the replacement device, customer must return the defective

device (packed in the packaging from the replacement device) within 15 Business Days of receipt of the replacement device and Huawei will cover the cost of postage. Defective devices not returned in time for any reason may be charged to customer.

- The replacement device provided by Huawei will be functionally equivalent to the customer's defective device (in features, functions, compatibility, provided with default software version).
- The replacement device provided by Huawei will be covered by the remainder of the original device warranty period.

Disclaimer:

- All above mentioned warranty and support services apply only to SUN2000 Series Products, Smart PV Optimizer, Smart Power Sensor, Smart Dongle, SmartLogger, SmartACU, DC Protection Cover and LUNA2000.
- Subject to any rights you may have under the Consumer Guarantees, accessories and consumable parts, including but not limited to cables and connectors, are not covered by the warranties and services set out above.
- If Huawei cannot fulfill its service commitments within the committed time period due to non-Huawei causes, Huawei shall not be liable for the failure to meet the SLA commitments. If on-site service is required, traveling time is excluded from the SLA time.
- Warranties and services shall not apply in the following circumstances:
  - Damage as a result of force majeure (including but not limited to natural disasters, fires and war).
  - Damage as a result of natural wear and tear.
  - Direct damage caused by failure to meet system requirements provided in writing including site running environment or external electricity parameters.
  - Damage from lightning due to unsuitable system design.
  - Damage to hardware or data due to customer's negligence, inappropriate operation or intentional damage.
  - Damage caused by non-compliance with the operation manual of the equipment.
  - System damage caused by the customer or third parties, including relocation and installation of the system not in compliance with Huawei's requirements or instructions.
  - Damage caused by adjustment, change or removal of identification marks not in compliance with

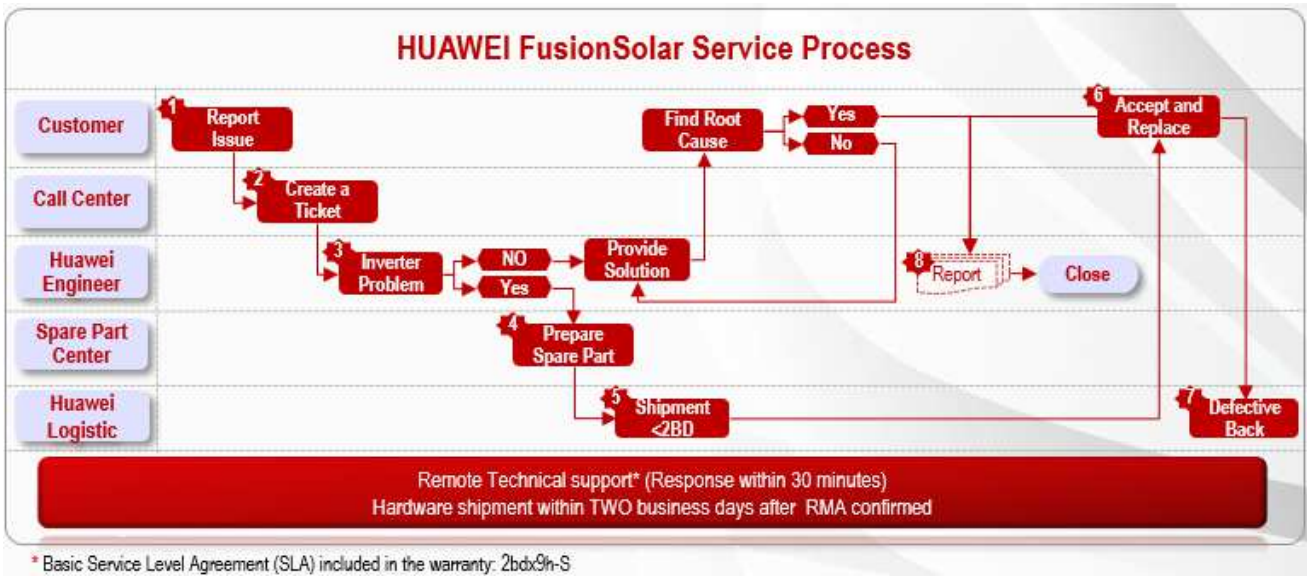
Huawei requirements or instructions.

- System damage directly caused by problems in customer's infrastructure.

Huawei Service Organization

Huawei has built up an extensive service organization world-wide. We are serving our customers with warranty services and spare parts for a wide range of technologies.

For support of the warranty services for SUN2000 products, Huawei has defined a support organization to support the process as depicted below:



Contact Details

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