



# 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:**

- SUN2000-2/3/4/4.6/5/6 KTL-L1
- SUN2000-5/6KTL-M0
- SUN2000-8/10/12/15/17/20KTL-M0
- SUN2000-29.9KTL
- SUN2000-36KTL
- SUN2000-50KTL-M0
- SUN 2000-100KTL-M1
- SUN2000-450W-P
- Smart Dongle, Smartlogger and Smart ACU
- Smart Power Sensor
- DC Protection Cover for SUN2000-29.9/36/50KTL-M0

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’. If you are a consumer, our goods come with Consumer Guarantees that cannot be excluded under the ACL. 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:

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 (1 <sup>st</sup> -10 <sup>th</sup> years) Spare device, Logistic, Replacement fare
Smart Dongle, Smartlogger and SmartACU		12 months Spare device, Logistic, Replacement fare



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DC Protection Cover	Warranty commences from the 180th day from the date of the product shipment from Huawei Factory, or the installation date, whichever is earlier.	12 months Spare device, Logistic, Replacement fare
SUN2000-450W-P Smart PV Optimizer		300 months Replacement device and logistic
Smart Power Sensor		12 months Spare device, Logistic, Replacement fare

**Warranty services:**

Huawei provides remote support and hardware support for solar inverter.

Warranty Services			
	Service Classification	Service Content	Availability
Service	Remote Support	Help Desk	<b>Tel:</b> 1800046639 <b>E-mail:</b> <a href="mailto:eu_inverter_support@huawei.com">eu_inverter_support@huawei.com</a> 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	<a href="http://solar.huawei.com/au/services">http://solar.huawei.com/au/services</a>
	Hardware Support	Hardware support	2 Business 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 within two (2) business 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 and SmartACU, DC Protection Cover purchased shall be free from defects in material, fabrication and workmanship.

- Solar inverter, Smart PV Optimizer, Smart Power Sensor, Smart Dongle, Smartlogger and SmartACU that are defective in material, fabrication or workmanship or do not meet the published specifications shall be replaced free of charge.
- For solar inverters during the 1<sup>st</sup> -10<sup>th</sup> years of the Warranty Period, Huawei will send the replacement device to the customer within 2 Business Days after device fault being 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 have a Warranty Period of twelve (12) months from the date of receipt by the customer, or the remainder of the original device warranty period, whichever is longer.

**Disclaimer:**

- All above mentioned warranty and support services apply only to SUN2000 Series Products, Smart PV Optimizer, Smart Power Sensor, Smart Dongle, SmartLogger and SmartACU, DC Protection Cover.
- 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:

