

# Residential Smart PV Warranty Policy (Overseas)

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# About This Document

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## Applicability

This document describes the warranty conditions for Huawei residential Smart PV solutions.

## Terminology

Site or local in this document refers to the country or region to which residential solutions are delivered, that is, where the residential solutions are located or used.

## Precedence

In case there is any local service policy, or any contracts between Huawei and the Customer, which may be inconsistent with the service descriptions contained herein, the precedence among these documents, from the highest to the lowest, are as below:

1. Contract(s) between the parties;
2. Huawei local service policies;
3. This Residential SmartPV Warranty Conditions



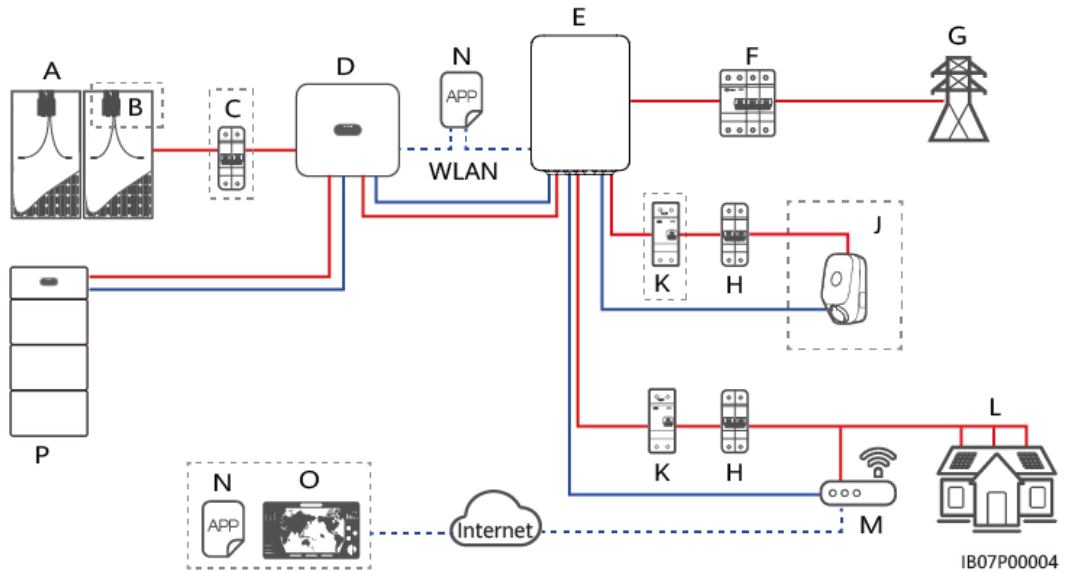
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Residential solution scenario (SmartGuard networking)



Huawei's residential solution consists of the following parts:

- Generator: Smart PV Optimizer and Smart Energy Controller
- Smart energy storage system (ESS)
- Monitoring system: residential PV management system

**Table 1-1** Residential solution

Smart Power Generation	Smart Energy Storage	Smart Power Consumption	System Safety
The Smart PV Optimizer implements module-level optimization and adapts to complex rooftop conditions, maximizing capacity and increasing energy yields by up to 30%.	Adopts modular energy storage design, flexible configuration, and built-in energy optimizer, supports mixed use of old and new batteries, and achieves higher available capacity.	Visualizes energy yields and consumption, optimizes household electricity use, and provides backup power during power outages.	Provides protection against rooftop PV voltage and arcs and ensures home safety through multi-level protection.

## 1.2 Main Products in Huawei's Residential Solution

**Table 1-2** Main products in Huawei's residential solution

Main Product (Including but Not Limited to)
Smart Energy Controller
Smart String ESS
iSitePower-M



<b>Main Product (Including but Not Limited to)</b>
Smart PV Optimizer
Backup Box
Smart Power Sensor
EMMA
Smart Module
Smart Charger
* Note: The main products of Huawei's residential solution will be updated from time to time. Please refer to the latest version.

# 2 Service Policy

## 2.1 Definitions

- a) **Standard warranty:** A warranty that is provided with the products by default and not sold independently.
- i) **Basic warranty services:** The services to be provided by Huawei by default and for free during the standard warranty period.
- ii) **Advanced warranty services:** The services to be provided by Huawei for free during the standard warranty period, only if the related product is connected to Huawei FusionSolar SmartPVMS. If the product is not connected to Huawei FusionSolar, or has been disconnected for over 6 months, the advance warranty shall be void.
- b) **Extended warranty:** The Warranty Period can be extended from beginning of the Warranty Period, at an additional cost to the Customer (“Extended Warranty”). so that Huawei can provide the required services continuously. An Extended Warranty can only be purchased during the warranty valid period.

## 2.2 Standard Warranty Services

### 2.2.1 Standard Warranty Period Start Date

The warranty period starts from the 90th day after Huawei ships the products. 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 (applicable only to non-ESS products). The actual warranty start date shall be subject to the terms set out in the contract.

### 2.2.2 Standard Warranty Periods

**Table 2-1** Standard warranty periods

Product Series	Product Type	Standard Warranty Period / Lifecycle Electricity	Extended Warranty Period
Residential Smart PV solution	<ul style="list-style-type: none"> <li>Smart Energy Controller (single-phase inverter)</li> <li>Smart Energy Controller (three-phase inverter)</li> </ul>	5 years	Please consult Huawei local service team for details
	<ul style="list-style-type: none"> <li>Optimizer</li> <li>SmartGuard</li> </ul>	10 years	
	<ul style="list-style-type: none"> <li>EMMA</li> <li>Backup Box</li> <li>Smart Power Sensor</li> </ul>	2 years	

Product Series	Product Type	Standard Warranty Period / Lifecycle Electricity	Extended Warranty Period
	<ul style="list-style-type: none"> <li>Smart Dongle</li> </ul>	1 year	
	<ul style="list-style-type: none"> <li>Smart Charger</li> </ul>	3 years	
Smart String ESS LUNA2000-(5/10/15)-S0	Power Control Module	5 years	Not supported
	Battery Expansion Module (5 kWh Battery Pack)	5 years or 13.17 MWh@60% EOL, whichever comes earlier	Not supported
Smart String ESS LUNA2000-(7/14/21)-S1	Energy Storage Control Unit	10 years (5 years basic warranty + 5 years advanced warranty)	Not supported
	Battery Expansion Module (6.9 kWh Battery Pack)	10 years (5 years basic warranty + 5 years advanced warranty) or 19.23 MWh@60% EOL, whichever comes earlier	Not supported
iSitePower-M	Power Control Module	5 years	Not supported
	Battery Expansion Module (5 kWh Battery Pack)	5 years or 13.17 MWh@60% EOL, whichever comes earlier	Not supported

#### NOTE

- The built-in SIM IoT card of the Smart Dongle sold in the China Region is provided by a carrier, and the network communication service is provided by the carrier. Huawei shall not be liable for any consequences in the following circumstances:
  - Network services may be unavailable in areas with weak signals, such as tunnels, underground, buildings, and mountain forests.
  - Communication may be interrupted when the traffic is congested due to a large number of users or complex communication environments. In this case, Customers need to prepare SIM cards from other carriers.
- The Smart PV Optimizer warranty is available only when the physical layout is correct.
- The warranty of a battery pack expires when the specified warranty period ends or the electricity capacity reaches the specified EOL capacity, whichever is earlier. The warranty of a DCDC power module or energy storage control unit expires when the specified warranty period ends, irrespective of the electricity capacity of the battery. The warranty for battery packs and power modules or energy storage control units are provided independently.
- Capacity test conditions: Charge the battery pack to 100% SOC at the ambient temperature of 25°C±3°C and wait for 10 minutes. Then, discharge it at the 0.2C current to the end-of-discharge (EOD) voltage, and record the discharged electricity.
- To remotely upgrade the firmware to ensure the service life of battery cells, the ESS must be connected to the Huawei FusionSolar SmartPVMS. For ESS products that are not connected, the warranty does not cover the battery cell damage caused by failure to upgrade the products in time.
- To remotely upgrade the firmware to ensure the service life of battery cells, the LUNA2000-(7/14)-S1 must be connected to the Huawei FusionSolar SmartPVMS. For products that have been disconnected from the network for more than six months or have not been connected to the Huawei FusionSolar SmartPVMS, the advanced warranty is void, and only the basic warranty applies.
- The Customer should install the ESS within one month after purchase. If the ESS is faulty, the Customer must report the fault within one month. The warranty does not cover damage to the battery cell caused by failure to regularly recharge the battery.



- The operating temperature and service life of the ESS depend on the operating temperature. The ESS should be installed at room temperature. The optimal operating temperature for the ESS is 15°C to 30°C.
- The preceding table lists the basic warranty period and lifecycle electricity of residential ESS products. The actual warranty period and lifecycle electricity are subject to the contract.
- The warranty conditions and limitations for iSitePower-M are the same as those for LUNA2000 series.

### 2.2.3 Standard Service Contents and SLA

**Table 2-2** Basic warranty service

Service Category	Service	Description
Remote technical support	Hotline	24x7 (00:00–24:00, Monday to Sunday) real-time response
	Remote troubleshooting	Japan: 12x7 (8:00–20:00, Monday to Sunday, including holidays) Other Non-China countries: 9x5 (9:00-18:00, business days, excluding holidays)
	Online technical support	Technical information sharing and patch downloads
	Multi-channel support	Japan: 12x7 (8:00–20:00, Monday to Sunday, including holidays) Other Non-China countries: 9x5 (9:00-18:00, business days, excluding holidays)
Software support	Software update authorization	Subject to notifications published on Huawei support website, or local service policy.
Hardware support	Spare parts replacement	Subject to notifications published on Huawei support website, or local service policy

### 2.2.4 Remote support

During the warranty period, Huawei provides hotline, remote troubleshooting, online technical support, and multi-channel support.

- a) Hotline is a telephonic service interface and platform for receiving and tracking service requests of the Customer.
- b) Remote troubleshooting and online technical support allow the Customer to find technical information, solutions to fix problems and patch downloading.
- c) Multi-channel support allows the Customer to acquire technical support information of Huawei products by other supported media platform.



### 2.2.5 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 Customer 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 Customer needs to update to the newer software release. If the Customer does not update to the newer software release, it is deemed that the Customer waives the right to software updates. Huawei will not be responsible for any issues related to the old software release arising in such cases.

### 2.2.6 Hardware Support

- a) Huawei provides functional replacement of all purchased hardware during the warranty period.
  - i) Huawei will replace hardware for free if the hardware has defects in material, manufacturing, or processing techniques.
  - ii) Huawei will replace hardware for free if the hardware delivered by Huawei are not compliant with the agreed specifications.
- b) After approving the Customer's spare parts service application, Huawei will send the replacement parts within the mutually agreed time frame. The Customer only needs to return the faulty parts to the place designated by Huawei within 15 days after receiving the replacement parts from Huawei. If the faulty parts are not returned within the specified period, it is deemed that the Customer purchases the parts at the list price. If any damage or loss occurs during the return via a courier, the Customer shall be liable for the consequences.
- c) If Huawei has provided spare parts in previous purchase orders, these parts should be used for replacement first, and they cannot be sold to third parties or used for other purposes by the Customer.
- d) The replacement product provided by Huawei can be a brand-new or refurbished product.
- e) Huawei shall bear the transportation cost of the spare parts after the service request is confirmed. However, if the Customer does not provide sufficient information or if spare parts are replaced by the Customer without Huawei's confirmation while the product is running properly, the transportation cost shall be borne by the Customer.
- f) To report product issues and request for service, the Customer shall contact the Huawei hotline and provide the following information:
  - i) A brief description of the fault, including but not limited to input and output parameters, alarm ID, cause ID, and run logs;
  - ii) Product serial number;
  - iii) Purchase receipt;
- g) In principle, a faulty product should be replaced as a whole, except for the following situations where the component-level replace is available:



- i) The inverter power compartment can be replaced separately in the US region.
- ii) The Smart Dongle delivered with the inverter can be replaced separately.
- iii) The DCDC power module and the battery pack for the residential ESS system can be replaced separately, each with a separate warranty.
- iv) The fuse in the DCDC power module, and the fan module of an air-cooled inverter can be replaced separately.

### **2.2.7 Onsite Services (not included for free)**

Huawei does not provide onsite engineering or consultation services for free for the residential inverter solution, either during the standard warranty period or the extended warranty period. The Customers shall install and commission the products by itself according to the guides, or purchase the onsite services from Huawei.

## **2.3 Extended Warranty Services**

### **2.3.1 Extended Warranty Service Period**

In addition to the free warranty service provided for the product, Customers may purchase warranty extension service package for the products during the warranty valid period. The Warranty Period can be extended from beginning of the Warranty Period, at an additional cost to the Customer ("Extended Warranty"), and the customer can only purchase the warranty extension service package before the warranty expires, otherwise, the extended warranty is not supported.

For availability and service period of the Extended Warranty for each product, please refer to the tables in section 2.2.2 above.

### **2.3.2 Extended Warranty Service Contents and SLA**

Unless otherwise stipulated in a service contract between the parties, the service contents and SLA of the Extended Warranty are the same as those of the Standard Warranty.

# 3 Warranty Disclaimer

1. Huawei may be unable to provide warranty services in the following situations:
  - a. Force majeure events, such as natural disasters, fires, flood, earthquake, and lightning strikes, etc.
  - b. Deterioration of service conditions caused by social problems, such as: turmoil, war, strikes, government regulations, etc.
  - c. Shortage or outage of power/resource supply (such as water, electricity, and fuel).
  - d. Interruption of carrier's communication network.
  
2. Following situations are not covered by Huawei's warranty services:
  - a. Damage to Huawei-manufactured products caused by force majeure, such as natural disasters, fires, and wars;
  - b. Damage to Huawei-manufactured products caused by natural wear and tear;
  - c. Damage caused by the Customer's or a third-party's negligence, improper operation, or intentional sabotage, or violation of the transportation, storage, installation, and operation regulations specified in the product user manual;
  - d. Adjustment, alteration, and removal of identification signs (bar code and serial number);
  - e. The operating environment (such as power distribution, temperature and humidity, load bearing, heat dissipation, and air tightness) or other external factors (such as electromagnetic interference and ground subsidence) of the products cannot meet the requirements or common industry standards for running the products/systems, so that the products/systems are damaged;
  - f. Damage caused by the Customer's infrastructure problems;
  - g. Damage caused by services performed by personnel not authorized by Huawei;
  - h. Damage caused by operating or connecting Huawei products with incompatible third-party products;
  - i. The following consumable materials and mechanical parts are not covered by the warranty.

Type	Description
Consumable	Including but not limited to fuses and cables.
Cabinet and accessory	Including but not limited to cabinet mechanical parts, documents, installation accessories (such as mounting ears, and slide rail), and tools.

3. All the preceding warranty services are applicable only to Huawei-manufactured products, not including any third-party products or parts.



4. Huawei does not guarantee that the products can be running error-free or uninterrupted, or that all such errors can be fixed.
5. Huawei shall be exempted from liability for not completing the services within the SLA commitment due to non-Huawei reasons. If the Customer requires Huawei to provide on-site services, the in-transit time should not be included in the SLA.
6. The parties hereby agree that Huawei's compensation against the Customer's loss under this warranty agreement shall only cover the direct and reasonable losses incurred, justifiable with evidences, to the Customer 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 Customer to Huawei for the related product.
7. Huawei does not guarantee the Customer's data stored in its products or related to the products in other forms. The Customer is responsible for backing up the data to prevent loss. If Customer accepts the warranty service provided by Huawei, it means that Customer allows Huawei to access, collect, and handle information related to faults, troubleshooting, and commissioning during the service provision. Huawei will access and process related information as required by Customer with Customer's consent. The information will be used only for providing warranty services. As Customer is the controller of the information, Huawei cannot confirm whether the information contains Customer's confidential information or personal data. Customer shall ensure that Customer will obtain or retain all necessary consents, licenses, and authorizations ("Consent") for Huawei to provide the services in accordance with applicable legal requirements. Customer shall ensure that Huawei does not violate applicable laws, Customers' privacy policies, or agreements between Customers and users when providing related services. Huawei will take reasonable measures to ensure the security of such Customer information. However, Huawei shall not be liable for any direct or indirect liability caused by the acquisition and processing of such information during the service provision process. If Customer returns the hardware to Huawei, it is deemed that Customer has backed up and permanently deleted any confidential, private, or personal information stored in the hardware and authorized Huawei to transfer the hardware to Huawei's repair centers (which may be located in other countries) for repair. Customer shall be solely responsible for deleting the above information before delivering the hardware to Huawei, and shall further indemnify and defend Huawei and hold Huawei harmless from any government agency or third party's failure to comply with applicable laws and regulations in transferring and disposing of the above information. any and all claims, liabilities, obligations, costs, expenses, penalties, fines, forfeitures and adverse consequences of the award.