

# C&I Smart String Energy Storage Warranty Service Terms

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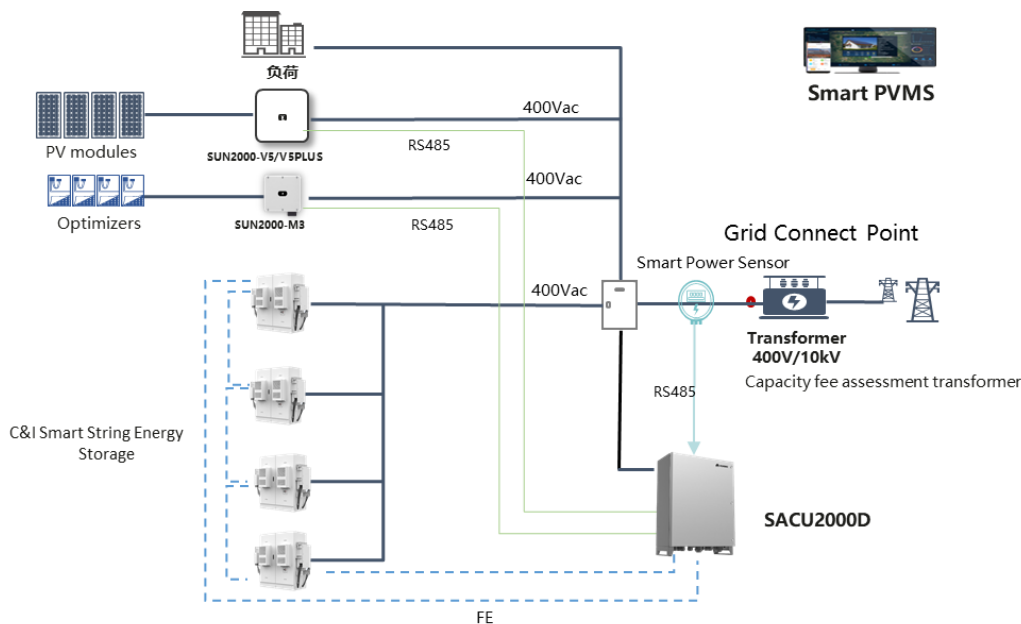
# Table of Contents

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<b>Table of Contents .....</b>	<b>ii</b>
<b>1 Applicable Product Model .....</b>	<b>1</b>
<b>2 Warranty Scope.....</b>	<b>2</b>
2.1 Performance Guarantee.....	2
2.2 Product warranty.....	2
<b>3 Warranty Period Description .....</b>	<b>4</b>
3.1 General Description of Warranty Period.....	4
3.2 Warranty Service Description .....	4
<b>4 Warranty clause .....</b>	<b>7</b>
4.1 Basic Provisions.....	7
4.2 Exception clause .....	8

# 1 Applicable Product Model

- LUNA2000-200kWH-2H0
- LUNA2000-200kWH-2H1
- LUNA2000-161KWH-2H1
- LUNA2000-129KWH-2H1
- LUNA2000-97KWH-1H1



Huawei C&I Smart String Energy Storage (ESSs for short) Products LUNA2000B series are applicable to industrial and commercial scenarios. They work with the SmartPCS, DCDC and SACU. The SmartPCS is connected to the pack controller DCDC, and charges batteries when the power grid is sufficient. When the power grid needs to be output, the SmartPCS outputs the stored battery energy to loads for use.

# 2 Warranty Scope

## 2.1 Performance Guarantee

Huawei provides a 10-year performance warranty for battery modules. The performance warranty standards are as follows:

Number of warranty cycles	DOD (Depth of Discharge)	Ambient Temperature	charge/discharge ratio	EOL	Performance warranty period
5000	100%	-30~55° C	0.5C	70%	10

## 2.2 Product warranty

The warranty of energy storage system products is divided into basic warranty and advanced warranty. After the device is delivered, the basic warranty is automatically obtained. After the device is connected to Huawei PV cloud or purchase Huawei offline inspection for five years., the basic warranty is upgraded to advanced warranty.

### Basic Warranty Duration

Equipment	Subcomponent	Warranty duration (years)
intelligent string energy storage system	ESS	2
	DCDC	2
	PCS	2
Communication cabinet SACU	Smartlogger	1
	Fire extinguishing module	1

## Advanced Warranty Duration

Equipment	Subcomponent	Warranty duration (years)
intelligent string energy storage system	ESS	5
	DCDC	5
	PCS	5
Communication cabinet SACU	Smartlogger	2
	Fire extinguishing module	2

# 3 Warranty Period Description

## 3.1 General Description of Warranty Period

Rules for starting warranty for C&I ESSs: The warranty period starts 90 days after Huawei shipment or the date when the customer applies for warranty triggering (not later than 90 days after shipment).

Huawei provides the warranty extension service. The customer can purchase the 5-year warranty only when the PV plant is connected to Huawei PV cloud or offline inspection is purchased.

In principle, the product warranty period must be continuous from the date of purchase. Otherwise, extension warranty is not supported.

The warranty extension time of each sub-component is as follows:

Equipment	subcomponent	extended warranty duration (year)
intelligent string energy storage system	ESS	5
	DCDC	
	PCS	
	Fire extinguishing module	
SACU	Smartlogger	It can be extended to the same duration as the system.

## 3.2 Warranty Service Description

### 3.2.1 Overall situation

Service level	Service Item	Service Content	Maintenance Service SLA

under product warranty	Remote Support Services	Help Desk	Europe, Asia, Japan: 12x7 China/other countries outside China: 24 x 7
		Remote troubleshooting	China: 12x7 Other countries outside China: 9x5
		Online Technical Support	7 × 24, Monday - Sunday, 00:00 - 24:00
	Software Support Services	Software Update Authorization	7 × 24, Monday - Sunday, 00:00 - 24:00
	Hardware Support Services	Spare Parts Replacement (Parts)	9 x 5 x 2 BD-S* delivery outside China, 09:00 ~ 18:00 on working days
		Spare parts recovery	The time is subject to the confirmation with the customer. The time is no later than 15 working days after the spare parts are shipped.

**Terminology:**

- 9x5: weekdays, 9:00 - 18:00, excluding legal holidays.
- 7x12: Monday to Sunday, 8:00 to 20:00 (all days, all holidays).
- 7x24: Mon-Sun, 00:00 - 24:00.
- BD: Business Day (Workday)
- 2BD-S: Huawei shall issue spare parts within two days after Huawei confirms that it is necessary to replace the hardware and provides the RMA number.

### 3.2.2 Spare Parts Service Description

- By default, spare parts for industrial and commercial energy storage ESSs are part-level replacements.
- The performance of the spare parts provided by Huawei is not lower than that of the faulty equipment. However, Huawei does not promise that the appearance of the spare parts is the same as that of the faulty equipment or that the spare parts are new.
- Parts: Parts except the whole system
- Auxiliary materials and mechanical parts are not covered by the warranty.

The following auxiliary materials/structural parts are not covered by the warranty:

Type	Specific Description
Consumption	Includes but is not limited to cables, humidifiers or humidity control, emergency bulbs (optional), T8 fluorescent lamps, silicone, handheld fire extinguishers (optional), door frame seal, door travel switch, smoke alarm, wall switch, door padlock, battery
Mechanical parts	include, but are not limited to, battery racks, structural parts.
Cabinets and accessories	Including but not limited to cabinet mechanical parts, documents, product accessories, installation accessories, and tools



### 3.2.3 Remote Support Services

Remote technical support refers to the technical support provided by Huawei by telephone or email for Huawei product problems. Including Huawei hotline, remote technical support, and online technical support.

#### Hotline

Receives and tracks service requests based on the service interface platform.

For details about the hotline number, see the official Huawei Digital Energy website. If there is no hotline in a country, please contact the hotline of a neighboring country.

Email: eu\_inverter\_support@huawei.com.

#### Remote technical support

Including technical consultation and problem handling. Technical consultation refers to the technical guidance for non-actual problems. Problem handling refers to the solution to product-related problems and provides solutions to customers within the promised service time.

#### Online Technical Support

Huawei provides website access support services. Customers can log in to (<http://www.huawei.com/en/all-products/Solar>), and provide O&M experience introduction, cases, and technical documents related to products.

#### Multi-channel support

Customers can add Huawei Digital Energy official account on the multimedia platform to obtain more technical support information.

### 3.2.4 Software Support Services

If necessary, Huawei provides software update guidance services for customers free of charge within the warranty period.

Huawei guarantees that the Products are in good operation, but does not guarantee that the Software is error-free or uninterrupted, nor that Huawei will correct all program errors.

### 3.2.5 Hardware Support Services

Hardware is a prerequisite for the stable running of the ESS. Huawei hardware support service ensures the stable operation of the ESS.

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# 4 Warranty clause

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## 4.1 Basic Provisions

During the warranty period, Huawei promise as follows:

- 4.1.1 Provide replacement service when normal functions cannot be used due to defects in materials, manufacturing or workmanship.
- 4.1.2 Provide replacement service when normal functions cannot be used due to non-compliance with published product specifications.
- 4.1.3 Huawei spare parts (excluding batteries) shall be delivered within two working days after the service request is confirmed. After receiving the spare parts, the asset ownership of the faulty parts will be transferred to Huawei. The customer shall return the faulty parts to Huawei within 15 working days. If the faulty parts cannot be returned, the customer must compensate Huawei for the loss.
- 4.1.4 If Huawei provides spare parts in the order, the customer is not allowed to sell the spare parts to third parties or use them for other purposes.
- 4.1.5 Spare parts provided by Huawei are equivalent to those used by customers on site.
- 4.1.6 After Huawei provides spare parts, the system warranty period inherits or is not shorter than the warranty period in the original contract.
- 4.1.7 Onsite engineering operations are completed by the customer, and Huawei is not responsible for onsite replacement.
- 4.1.8 After the spare parts request is confirmed, Huawei is responsible for the transportation of spare parts within the warranty period.
- 4.1.9 If a product fault is found within the warranty scope, the customer should contact Huawei hotline to report the fault and provide the following information:
  1. Brief description of the fault, including but not limited to input and output parameters, alarm ID, cause ID, and run logs.
  2. Product serial number.

### 3. Purchase receipt.

The above information is the condition for reporting faults.

If the customer does not provide sufficient information or the spare parts are replaced without Huawei's confirmation, the customer shall bear the freight.

## 4.2 Exception clause

**4.2.1** The preceding support services are only applicable to Huawei-produced equipment. The hardware equipment beyond the agreed scope is not covered by Huawei's service scope.

**4.2.2** In all cases, whether on the basis of contract, warranty, tort (including liability for fault and strict liability) or any other theory and legal claim, Huawei does not assume any liability for any consequences arising from the installation, use, or poor performance of its products, any indirect loss, collateral damage, or punitive damages arising from any defect or breach of warranty, including, but not limited to, loss of profits, damage to goodwill or business reputation, or loss of delay. The total amount of Huawei's responsibility for damages or otherwise shall not exceed the purchase price paid by the original Buyer for the Products.

**4.2.3** Huawei industrial and commercial energy storage systems have a two-year basic warranty by default. A 5-year advanced warranty can be provided only when they are connected to Huawei PV cloud or purchasing for five-year offline inspection. If the customer fails to connect to Huawei management system for more than three months, Huawei has the right to cancel the advanced warranty.

**4.2.4** Widely used vulnerable parts and consumables are not covered by Huawei's service scope.

**4.2.5** If Huawei cannot fulfill the service commitment within the promised time due to non-Huawei reasons, the customer shall exempt Huawei from the SLA fulfillment responsibilities and relevant compensations. If on-site services are required, travel time shall be excluded from SLA time.

**4.2.6** Faults caused by the following reasons are not covered by Huawei's service scope:

**4.2.6.1** The storage or handling of improper materials may cause product drop or collision damage. For example, the storage of improper materials may expose the battery to an environment below -40 degree Celsius or above 60 degree Celsius.

**4.2.6.2** Battery packs are damp or wet due to outdoor storage.

**4.2.6.3** Storage, installation, charging, operation, and control of the energy storage system not in accordance with the user manual, including placing the equipment in an environment below -30 degrees or above 55 degrees. Failures caused by failure to comply with the operating environment or external power parameters required by the written system specifications.

**4.2.6.4** Caused by force majeure (such as natural disasters, fires, or wars)

**4.2.6.5** Faults due to natural aging and wear.

**4.2.6.6** Faults caused by engineering quality of joints.

**4.2.6.7** After the system is installed or shut down during operation, no auxiliary power is supplied for more than 24 hours, causing condensation and moisture inside the cabinet.

- 4.2.6.8 If the system does not run for a long time or has been shut down for more than three months, the initial capacity SOC is lower than 50%, causing serious battery attenuation.
- 4.2.6.9 Over-range lightning strikes caused by system design problems.
- 4.2.6.10 The products are modified without Huawei's written approval.
- 4.2.6.11 Failure to feed back product problems within the warranty period.
- 4.2.6.12 Huawei hardware or data is damaged due to negligence, irrelevant operations, or intentional damage.
- 4.2.6.13 Performance unqualified/unqualified items due to laws and regulations update.
- 4.2.6.14 defects that are not currently recognized by technology at the time the product is sold.
- 4.2.6.15 Do not provide authorization to operate data via network access and refuse to install firmware updates.
- 4.2.6.16 If the system fails to be upgraded due to the customer's reasons, Huawei will not bear the warranty, and the customer will bear all the consequences.
- 4.2.6.17 Physical access to the system is not granted on site.
- 4.2.6.18 System damages caused by improper operations of a third party or customer, including those in transportation, installation, and improper adjustment, alteration, and removal of identification marks. If the ESS is used as a backup power device for medical treatment, it may cause personal injury, loss of life, or catastrophic property loss. Huawei shall not be liable for any loss.
- 4.2.6.19 This is directly caused by customer infrastructure problems.
- 4.2.6.20 To remotely upgrade the firmware to ensure the service life of battery cells, ESSs must be connected to Huawei PV Cloud. For ESS products that are not connected, the warranty does not cover the battery cell damages caused by failure to upgrade the products in time.
- 4.2.6.21 If the battery module of the ESS has been transported (from the shipment of the factory) and stored totally for more than eight months and the customer fails to recharge the battery and calibrate the SOC as required, the product will not be covered by the warranty.