



Huawei SUN2000/SUN2000L Product Warranty Conditions (LATAM Channel Sales)



Huawei SUN2000/SUN2000L Product

Warranty Conditions:

Huawei aims at a quick and effective response in case of a malfunction of network energy product as well as at the provisioning of professional solutions for equipment maintenance. It is a win-win strategy for our customers and Huawei.

Warranty conditions applies to the following products:



- SUN2000L-2KTL
- SUN2000L-3KTL
- SUN2000L-4KTL
- SUN2000L-5KTL
- SUN2000L-6KTL



- SUN2000-8KTL
- SUN2000-12KTL
- SUN2000-17KTL
- SUN2000-20KTL



- SUN2000-8KTL-M0
- SUN2000-12KTL-M0
- SUN2000-15KTL-M0
- SUN2000-20KTL-M0



- SUN2000-33KTL-US
- SUN2000-36KTL-US
- SUN2000-40KTL-US



- SUN2000-25KTL-US
- SUN2000-30KTL-US



- SUN2000-45KTL-US-HV



- SUN2000-33KTL-A
- SUN2000-36KTL
- SUN2000-42KTL
- SUN2000-50KTL



- SUN2000-60KTL-HV-D1-01



- SUN2000-60KTL-M0
- SUN2000-65KTL-M0
- SUN2000-100KTL-H1
- SUN2000-105KTL-H1



- SUN2000-185KTL-H1
- SUN2000-100KTL-M1
- SUN2000-215KTL



- SmartLogger 1000
- SmartLogger 2000
- SmartLogger 3000
- PLC CCO
- PID



- Smart PV Optimizer
SUN2000P-375W
- Smart PV Optimizer
SUN2000-450W-P
- Smart PV Safety Box
SmartPSB2000L

- LUNA2000

Warranty Period:

Standard Warranty:

1. **Huawei SUN2000/SUN2000L inverter in Latin American**, Please refer to the following detailed description for warranty. All warranty coverage starts as below:

Product	Warranty Starting Time	Warranty Period
SUN2000L Series Inverters: SUN2000L-2KTL SUN2000L-3KTL SUN2000L-4KTL SUN2000L-5KTL SUN2000L-6KTL	The warranty period starts 180 days from the date of shipment of Huawei products or the date of receipt of a service request for Huawei products, whichever is earlier.	120 months
SUN2000 Series Inverters: SUN2000-8KTL SUN2000-12KTL SUN2000-17KTL SUN2000-20KTL SUN2000-15KTL SUN2000-25KTL SUN2000-30KTL SUN2000-36KTL SUN2000-40KTL SUN2000-45KTL SUN2000-33KTL SUN2000-36KTL SUN2000-42KTL	The warranty period starts 180 days from the date of shipment of Huawei products or the date of receipt of a service request for Huawei products, whichever is earlier.	60 months



SUN2000-50KTL SUN2000-60KTL SUN2000-65KTL SUN2000-100KTL SUN2000-105KTL SUN2000-185KTL SUN2000-215KTL		
SmartACU/SmartLogger/PLC CCO Smart AC box	The warranty period starts 180 days from the date of shipment of Huawei products or the date of receipt of a service request for Huawei products, whichever is earlier.	24 months
Smart PV Optimizer SUN2000-450W-P Smart PV Optimizer SUN2000P-375W	The warranty period starts 180 days from the date of shipment of Huawei products or the date of receipt of a service request for Huawei products, whichever is earlier.	25 years
Backup box	The warranty period starts 180 days from the date of shipment of Huawei products or the date of receipt of a service request for Huawei products, whichever is earlier.	24 months
Electricity meter	The warranty period starts 180 days from the date of shipment of Huawei products or the date of receipt of a service request for Huawei products, whichever is earlier.	12 months

2. Warranty Specification for Smart String Battery

Product	Warranty Period	Applicable Country	Life Cycle Power During Warranty Period (Only for 5kWh battery pack)
LUNA2000	7 years	Brazil, Peru, Chile, Argentina, Paraguay, and Uruguay	13.17Mwh@60% EOL
LUNA2000	5 years	Mexico, Guatemala, Honduras, El Salvador, Dominican Republic, Nicaragua, Costa Rica, Panama, Haiti, Dominica, Jamaica, Trinidad and Tobago, Barbados, Grenada, Saint Lucia, Saint Vincent and the Grenadines, Bahamas, Guyana, French Guiana, Suriname, Venezuela, Saint Kitts and Nevis, Colombia, Ecuador, Bolivia, Belize, Antigua and Barbuda	13.17Mwh@60% EOL



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 DC/DC 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 module 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 PV system with battery is highly recommended to connect to the Huawei FusionSolar SmartPV management system.
- 4) After the battery is purchased by the end user, the installation needs to be completed within one month. If the battery fails, it needs to be reported within one month. The battery module damage caused by the negligence of battery that cannot be charged for a long time will not be 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°C.
- 6) The warranty period starts 180 days from the date of shipment of Huawei products or the date of receipt of a service request for Huawei products, whichever is earlier.

Warranty Extension:

Warranty extension is possible at any time during the warranty for inverter. If you already have a valid warranty extension, you can extend it again within warranty period. (Except for Smart String Battery)

Product	5 Years Extension	10 Years Extension	15 Years Extension
SUN2000L Series Inverters: SUN2000L-2KTL SUN2000L-3KTL SUN2000L-4KTL SUN2000L-5KTL SUN2000L-6KTL	/	Available	Available
SUN2000 Series Inverters: SUN2000-8KTL SUN2000-12KTL SUN2000-17KTL			



SUN2000-20KTL	Available	Available	Available
SUN2000-15KTL			
SUN2000-25KTL			
SUN2000-30KTL			
SUN2000-36KTL			
SUN2000-40KTL			
SUN2000-45KTL			
SUN2000-33KTL			
SUN2000-42KTL			
SUN2000-50KTL			
SUN2000-60KTL			
SUN2000-65KTL			
SUN2000-100KTL			
SUN2000-105KTL			
SUN2000-185KTL			
SUN2000-215KTL			
SmartACU/ SmartLogger/PLC			

Warranty Coverage:

Huawei provides inverter support for customers under warranty, including Remote Support and Product Support. The warranty offered by Huawei helps customers maintain a stable product operation and availability. Based on market requirements, the following Warranty coverage is provided:

SUN2000 Warranty Coverage			
	Service Classification	Service Content	Service Level
Warranty Coverage	Remote Support	Help Desk	7*24h
		Remote Technical	5*9h(Mexico Time)
		Online Technical Support	Yes
	Product support	Product Replacement	5*9h*2NBD-S (Ship out)

NBD: Next Business Day

Notes:



1. Warranty Services includes Remote Support and Product Support. On-site troubleshooting is sold separately.
 2. Return Material Authorization (RMA): is the approval to return faulty units to Huawei. The RMA number allows tracking of returned units and helps guarantee proper credit.
 3. Ship out country support: Mexico, Brazil, Argentina, Chile, and Colombia. For other country delivery request, if need, please confirm with Service team first.
 4. Most of countries can only provide the self-pickup service. For specific countries, please contact the service team.
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Remote Support

Remote Support means Huawei provides solutions for technical enquiry or problem of Huawei equipment by telephone, or Email. It includes Help Desk, Remote Technical support and Online Technical Support.

- **Help Desk** refers to service interface and platform which can accept and track customer service request.

Email Request: la_inverter_support@huawei.com.

Free telephone number:

Country	Hotline	Backup phone No.
Argentina	0-8009993456	524435283456
Brazil	0-8005953456	
Chile	800201866(Fixed call only)	
Mexico	018007703456 / 0052-442-4288288	
Colombia	01-8000183456	
Other Countries	00524424288288	

- **Remote Technical Support** includes technical enquiry and problem handling. The technical enquiry service provides consultation for non-defect issues. The problem handling service provide solutions to customers for inverters related problems.



- **Online Technical Support:** refers to the Huawei technical support website (<http://support.huawei.com/carrier>), which provides customers with helpful maintenance experience, cases and technical support information on Huawei Products.

Product Support

A product in a good condition is a prerequisite for a solar power system stability. Huawei product support ensures that customers' equipment operates in a stable manner.

During the warranty period, Huawei guarantees that all product purchased shall:

- Be replaced free of charge if there are defects in material and manufacturing.
- Be replaced free of charge if it does not match published specifications.
- If the RMA is confirmed before 3PM, Huawei will ship out the replacement unit to the customer agreed mutually Location before Next Business Day. After receiving the replacement unit, customer shall package the defective unit for shipment to a Huawei facility within 15 Business Days using the packaging from the replacement unit. Defective device which are not returned on time for any reason will be invoiced to the customer.
- The customer needs to return the faulty parts to Huawei within 15 days after receiving the good parts from Huawei.
- The replacement unit provided by Huawei will be functionally equivalent (feature, function, fit compatible, default software version) to the customer's defective unit.
- The replacement unit provided by Huawei will have a warranty period of three-hundred-sixty (360) days from the date when the replacement unit is received by the customer, or the remaining of the original unit's warranty period, whichever is longer.

Software Support

During the warranty period, Huawei provides firmware updates that include bug fixes and maintenance. Customer can get the updated firmware free, and perform the installation of software updates. Please bear in mind that the patch developed by Huawei is to only fix the functional bugs, the patch does not provide new functions and/or features.

Huawei will provide a software release update in a timely manner and publish a notice



on the official website: <https://support.huawei.com/enterprise/en/bulletins>. Customer can also subscribe to and receive notifications about relevant products through Huawei Notification Service. If Customer decides not to upgrade the software in time after receiving the notice or Customer does not upgrade the software in time due to not proactively subscribing to Huawei Notification Services, it shall be deemed that Customer have waived the right to upgrade the software, Huawei will not hold liability for any problem under such circumstance.

Product Support Exclusions

All support services listed above are solely intended for Huawei-made equipment. Vulnerable and consumable parts such as cables are not within the scope of service commitments. If Huawei cannot fulfill its service commitments within the committed time period due to non-Huawei causes, Huawei shall be exempt from its responsibilities.

The following types of damage to Huawei-made equipment are not within the scope of Huawei's service commitment:

- Force majeure (natural disasters, fires and wars).
- Normal wear and tear.
- Beyond the scope of damage from lightning due to unsuitable system design.
- Customer negligence, incorrect operation, intentional damage or failure to operate Huawei-made equipment in compliance with the operation manual of the equipment.
- Arising from installation and or relocation of the system in a non-compliant equipment requirements and/or caused by adjustment, change or removal of identification marks in non-compliance of Huawei requirements.
- Arising from causes by problems in customers' infrastructure.
- Where the customer or end user attempted to repair unit.
- Where the serial number is not legible.