



Huawei Technologies CANADA CO., LTD.

Warranty Conditions

Huawei SUN2000-US Product

Warranty Period:

Huawei’s warranty period is set forth below (as applicable, the “Warranty Period”). All warranty coverage starts at delivery (POD).

Product	Warranty Period
SUN2000-25KTL-US SUN2000-30KTL-US SUN2000-33KTL-US SUN2000-36KTL-US SUN2000-40KTL-US	120 months
SUN2000-45KTL-US SUN2000-100KTL-US	60 months
SmartLogger 1000 smartlogger 2000 & Smartlogger ACU	24 months
Others	24 months

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	9:00am-18:00pm* Business Days
		Remote Technical Support	9:00am-18:00pm* Business Days
		Online Technical Support	24x7
	Product Support	Product Replacement	Ship within 2 Business Days after Root Cause Inspection

*Local Eastern Time UTC-5:00 (Toronto, Ontario)

Notes:

1. Warranty Services includes Remote Support and Product Support (see below). On-site troubleshooting is sold separately.

2. Return Material Authorization (RMA): is the approval required prior to returning faulty units to Huawei. The RMA number allows tracking of returned units and helps guarantee proper credit.
 3. The two (2) Business Day shipping applies to RMAs confirmed before 3pm Local Eastern Time UTC-5:00 (Toronto, Ontario) on Business Days. For RMAs confirmed after 3 PM, the two (2) Business Days will commence on the next Business Day.
 4. Customer may be required to provide a copy of applicable purchase receipt, warranty certificate, installation documentation, or evidence of the warranty extension. The model/serial number must be included on all documentation. Customer shall transfer such documentation to end-users.
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Remote Support

Remote Support means Huawei responds by telephone or email to technical questions or problems related to Products. Remote Support includes Help Desk, Remote Technical Support, and Online Technical Support.

- **Help Desk** refers to the service interface and platform that can accept and track customer service requests. The Help Desk can be contacted via the toll free telephone number: 1-877-9HUAWEI (1-877-948-2934)
- **Remote Technical Support** includes technical question and problem handling. The technical question service provides consultation for non-defect issues. The problem handling service provides solutions to customers for inverter-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

Supplier shall, during the Warranty Period and at its sole option, repair or replace without charge to Customer any part(s) of the Products found to be defective by reason of defective material or workmanship, provided:

- a) The Products are used and maintained under normal conditions and in accordance with the Documents, information, materials, and training furnished by Supplier under this Agreement;
- b) Customer has given Supplier notice of such defects no later than thirty (30) days after occurrence; and
- c) Customer has given Supplier every opportunity to inspect and remedy such defect.

During the Warranty Period, Huawei guarantees that all Product purchased shall:

- Be replaced if there are defects in material and manufacturing.
- Be replaced if it does not match published specifications.
- If the RMA is confirmed before 3PM Local Eastern Time UTC-5:00 (Toronto, Ontario), Huawei will commence shipment of the replacement Product to the mutually agreed upon Delivery Location within two (2) Business Days. After receiving the replacement Product, Customer shall package the defective Product for shipment to a Huawei facility within fifteen (15) Business Days using the packaging from the replacement Product. Defective Products that are not returned on time for any reason will be invoiced to the Customer.
- Huawei shall bear the cost to return the faulty unit to a Huawei facility.
- The replacement Product provided by Huawei will be functionally equivalent (feature, function, fit compatible, default software version) to the Customer's defective Product.

The period of warranty applicable to the items repaired or replaced during the Warranty Period shall be one-hundred-eighty (180) days from the date of delivery of same to the Delivery Location or up to the end of the original Warranty Period, whichever is longer. Supplier's obligations under the warranty set forth herein shall be limited to repairing or replacing the Products or any part thereof. The outward freight for the repaired and/or replaced Products or any part thereof shall be borne by Supplier. The inward freight shall be borne by Supplier.

EXCEPT FOR THE LIMITED WARRANTY SET FORTH HEREIN, SUPPLIER DISCLAIMS, TO THE FULLEST EXTENT PERMITTED BY LAW, ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE RELATING TO THE PRODUCTS.

Product Support Exclusions

All support services listed above are intended solely 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 causes and types of damage to Huawei Products are not within the scope of Huawei's service commitment:

- normal wear and tear;
- 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;
- beyond the scope of damage from lightning due to unsuitable system design;
- improper storage, shipping, handling, mismanagement, or use of the Products by Customer;
- Customer negligence, incorrect operation or application of the Products in material violation of the operating manual or the appropriate written instructions furnished by Supplier, or any of its suppliers;
- Force Majeure;
- subjection of the Products to conditions contrary to those stated in this Agreement or Documentation provided by Supplier, including, but not limited to unusual physical, environmental, or electrical stress;
- reinstallation or moving of the Products by a person other than Supplier;
- modification, alteration, repair, and/or improper wiring of the Products by anyone not authorized by Supplier;
- use of the Products by a person other than Customer;
- Customer's failure or refusal to install reasonable engineering changes or enhancements required by Supplier to maintain support and compatibility;
- use of the Products by Customer or its third party agent in a manner inconsistent with the terms of this Agreement;
- where Customer or end user attempted repairs;
- serial number is removed, defaced, or otherwise illegible.

Furthermore, the warranty shall not apply to Products normally consumed in operation, normal wear and tear, or to parts or Products which have an inherently shorter normal life than the initial Warranty Period. Customer shall lose its warranty rights hereunder if Customer attempts to rectify defects or malfunctions on its own accord during the Warranty Period. In any case, such attempts do not grant any proprietary rights in the Products to Customer.

Structural Parts, such as chassis, frames, doors and handles, are covered by manufacturing defect warranty during the initial Warranty Period, provided that the damage was due to manufacturing defect (see Warranty Exclusions above).

The benefits of this warranty are transferable to Customer's customer.