Huawei Technologies Co., Ltd. ("Huawei") Limited Product Warranty

This Limited Product Warranty covers the “Covered Products” defined in the table below, is valid only for the duration of the applicable “Warranty Period” defined in the table below and is subject to the following terms and conditions:

Covered Products	Warranty Period
Smart String Inverter: SUN2000-8/12/15/17/20/28KTL SUN2000-33KTL-A/36KTL SUN2000-30/36/40/50KTL-M3 SUN2000-50/60KTL-M0/105KTL-H1 SUN2000-100KTL-M1/M2 SUN2000-110KTL/125KTL SUN2000-115KTl-M2 SUN2000-185KTLH1 SUN2000-215KTL-H0/H3 SUN2000-330KTL-H1	Sixty (60) months starting one hundred eighty (180) days after shipment.
Smart PV Controller: SUN2000-12/15/17/20KTL-M0/M2 SUN2000-12-25KTL M5 SUN2000-12-25KTL MB0	One hundred twenty (120) months starting one hundred eighty (180) days after shipment.
Smart Energy Controller: SUN2000-2/3/3.68/4/4.6/5/6KTL-L0/L1 SUN2000-8/10KTL-LC0 SUN2000-3/4/5/6/8/10KTL-M0/M1	One hundred twenty (120) months starting one hundred eighty (180) days after shipment.
Communications & Monitoring: SmartACU2000D, Smart Logger3000A/B, SmartDongleA WLAN-FE/4G, SmartModule EMMA-A02	Twenty four (24) months starting one hundred eighty (180) days after shipment.
Smart String Energy Storage System: LUNA2000-5/10/15-S0	One hundred twenty (120) months starting one hundred eighty (180) days after shipment.
Smart String Energy Storage System: LUNA2000-7/14/21-S1	Basic Warranty Period Sixty (60) months starting one hundred eighty (180) days after shipment or reaching the Minimum Through Output Energy, whichever comes first. Advanced Warranty Period The system is connected to Huawei PV cloud, warranty period is one hundred and eighty (180) months starting one hundred eighty (180) days after shipment or reaching the Minimum Through Output Energy, whichever comes first
Smart Backup Box: Smart Backup Box-B0/B1	Twenty four (24) months starting one hundred eighty (180) days after shipment.
SmartGuard SmartGuard-63A-S0	One hundred twenty (120) months starting one hundred eighty (180) days after shipment.
Smart PV Optimizer: SUN2000-450W-P/P2 SUN2000-600W-P MERC-1100/1300W-P	Twenty five (25) years starting one hundred eighty (180) days after shipment.
Smart Power Sensor: DDSU666-H / DTSU666-H 250A/50mA/ DTSU666-HW	Twenty four (24) months starting one hundred eighty (180) days after shipment.
AC Charger SCharger-7KS-S0/ SCharger-22KT-S0	Thirty-six (36) months starting one hundred eighty (180) days after shipment.

Note:

The SUN2000 series inverter which was sold before, the warranty condition would be kept remaining valid according to the contract signed.

During the Warranty Period, in the event that a Covered Product is found to have a non-conformity or defect in the workmanship or materials occurring during normal use of the Covered Product, Huawei will, subject to the terms set out below, replace the Covered Product with a product that is functionally equivalent (in relation to feature, function, fit compatible, default software version) to, or better than, the defective Covered Product detailed in the warranty claim ("Replacement Product") and the terms of this Limited Product Warranty shall apply to any Replacement Products supplied by Huawei under this Limited Product Warranty. A Replacement Product shall be the Customer's sole and entire remedy in respect of any non-conformity of or defects in the Covered Products.

Where the Replacement Product is an Inverter or LUNA2000, it shall be covered by this Limited Product Warranty for the remaining Warranty Period or three hundred sixty (360) days from the date of replacement, whichever is longer. Where the Replacement Product is an optimizer or SmartLogger or SmartACU or SmartPID or SmartDongle or safety box or Smart Backup Box or SmartGuard, it shall be covered by this Limited Product Warranty for the remaining Warranty Period or ninety (90) days from the date of replacement, whichever is longer. Following a replacement, the Replacement Product will become the property of the Customer and the defective Covered Product shall become the property of Huawei.

Warranty Specification for Smart String Battery

Product	Warranty Period	Minimum Through Output Energy (For 5kWh battery module)	Availability @ EOL	Warranty Extension
LUNA2000 S0	10 years	13.17MWh (Only for the product installed within Germany)	@80%	Not Applicable
LUNA2000 S0	10 years	16.45MWh (For the product installed in other EU countries other than Germany)	@60%	Not Applicable

Notices**:**

1. For the product installed within Germany, Huawei warrants that the product retains eighty percent (80%) of Usable Energy for: either ten (10) years from the dispatch from Huawei, or for a Minimum Through Output Energy of 13.17MWh which is calculated from the commissioning date by end user, whichever comes first. For the product installed in other EU countries other than Germany, Huawei warrants that the product retains sixty percent (60%) of Usable Energy for: either ten (10) years from the dispatch from Huawei, or for a Minimum Through Output Energy of 16.45MWh which is calculated from the commissioning date by end user, whichever comes first.
2. 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 DCDC only involves the warranty period and has nothing to do with the battery performance. The battery pack and power module provide independent warranty.
3. 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.
4. 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.
5. 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.

6. 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℃.
7. The Product shall be installed by qualified and recognized personnel or partner certified by Huawei. A qualified and recognized personnel is a trained and skilled electrician or installer.

Product	Basic Warranty Period	Advanced Warranty Period	Minimum Through Output Energy (For 6.9kWh battery module)	Availability @ EOL	Warranty Extension
LUNA2000 S1	5 years	15 years	28.84MWh	@60%	Not Applicable

Notices:

1. For the LUNA2000-7/14/21-S1 installed in the countries of the European Union, Huawei warrants that the product retains sixty percent (60%) of Usable Energy for: either warranty period from the dispatch from Huawei, or for a Minimum Through Output Energy of 28.84MWh which is calculated from the commissioning date by end user, whichever comes first.
2. The Energy Storage Control Unit only involves the warranty period and has nothing to do with the battery performance. The Battery Expansion Module and Energy Storage Control Unit provide independent warranties.
3. Capacity test conditions: at an installation 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.
4. In order to provide the advanced warranty, we require the ability to update your LUNA2000-7/14/21-S1 firmware through internet. If your LUNA2000-7/14/21-S1 is disconnected from the internet for longer than 6 months, or has not been registered with the FusionSolar Smart PV Management System, we may not be able to provide important remote firmware upgrades. In these circumstances, we will not grant you the advanced warranty. Even if we can’t honor the advanced warranty for the above reasons, we will always honor the basic warranty, subject to the exclusions and limitations set out in this Warranty.
5. After the end user purchases the battery, the installation and commissioning of the battery needs to be completed within one month from the date that the battery leaves the controlled warehouse of the distributor, the delivery note should be provided to Huawei. If the battery fails, the battery needs to be reported within one month after the failure. Damage to the battery module caused by negligence or failure to charge in time (the battery is left empty for more than one month) is not covered by the warranty.
6. The Product shall be installed by qualified and recognized personnel or partner certified by Huawei. A qualified and recognized personnel is a trained and skilled electrician or installer.

Standard Warranty Extension Procedure

The Warranty Period for Inverters can be extended up to a period of as follow , at an additional cost to the Customer (“Extended Warranty”). An Extended Warranty can only be purchased during the warranty valid period.

Product Series	**Period**
Distributed inverter	5 years/10 years/15 years (15 years only for Smart String Inverter:)
LUNA2000	Not supported
Charger	Up to the 10th year
Smart Dongle	Not supported

Any Extended Warranty shall be in accordance with and subject to the same terms and conditions as the standard Warranty Period.

Claiming Under the Warranty

To claim under this Limited Product Warranty Customer shall promptly after discovery of a non-conformity or defect in workmanship or materials in the Covered Products, report the non-conformity or defect to Huawei by contacting the Huawei Customer Services Help Desk (contact details as below) and providing the following information:

i) a short description of the non-conformity or defect; including but not limited to input & output parameters, alarm ID, reason ID and data exported from the Inverter;
ii) product serial number;
iii) logs and photos

Claiming under this Limited Product Warranty is conditional upon such information being provided.

- **The Customer Services Help Desk** can be contacted via:
  Free phone: 00 80 03 36 66 666
  Email: eu_inverter_support@huawei.com
- **Online Technical Support:** http://solar.huawei.com/
- Customer can find user manual and other information on the website.

Product Replacement

Huawei will, upon receipt of a warranty claim, determine whether the claim is covered by this Limited Product Warranty. If Huawei determines that the claim is not covered by this Limited Product Warranty, it will notify Customer setting out the reasons why the claim has been rejected. If Huawei determines the claim is covered by this Limited Product Warranty, then Huawei will provide the Customer with a Replacement Product.

Where Huawei opts to provide a Replacement Product, Huawei will deliver the Replacement Product to the Customer's nominated site within the European Union countries, normally within two to five (2-5) "Working Days" (being Monday to Friday but excluding public and bank holidays) after the warranty claim has been logged, investigated and confirmed. Within (15) fifteen Working Days of the Customer receiving the Replacement Product, the Customer shall return the defective Covered Product to Huawei in its original packaging or the packaging removed from the Replacement Product (or failing that, in safe and secure packaging to prevent any damage in transit)

Huawei reserves the right to charge the Customer for the cost of the defective Covered Product, and Customer agrees by making a warranty claim to pay such charges, if:

i) a Replacement Product has been dispatched to the Customer but the defective Covered Product is not returned to Huawei on time;
ii) on inspection, a Covered Product returned does not match the one described in the warranty claim;
iii) on inspection, a Covered Product is found not to be covered by this Limited Product Warranty or the Limited Product Warranty has been invalidated as set out below.

Payment of the Installer Call-out Fee and Fault Inverter Transportation Costs

Following the replacement and receipt by Huawei of a defective Covered Product (only apply to inverters and SmartLogger, SmartACU, SafetyBox, SmartGuard, Optimizer, Power Sensor, SmartDongleWLAN/WLAN-FE/4G, LUNA2000, Smart Backup Box), Huawei or by a service company on behalf of Huawei, will pay the installer a fee of €110 (including VAT) per Covered Product within the Warranty Period ("Installer Call-out Fee") along with reasonable transportation fees, provided that such transportation fees have been mutually agreed prior to the return by the Customer of the defective Covered Product. Huawei or by a service company on behalf of Huawei,will pay €25(including VAT) each for the second or more optimizer failure replacement. The payment of the Installer Call-out Fee and any agreed transportation fee will be processed by Huawei, or by a service company on behalf of Huawei, within sixty (60) days after receipt by Huawei of the defective Covered Product.

Limits to Cover

This Limited Product Warranty only applies to the hardware of the Covered Products and does not apply to any components, which are separate from the Covered Products such as ancillary equipment, consumable and mechanical parts for mounting, or protective coatings that are designed to diminish over time (except where the defect has occurred due to a defect in materials or workmanship).

This Limited Product Warranty only applies to Customers who have purchased the Covered Products directly from Huawei, or from an authorized seller of Huawei Inverters in the European Union countries (Not include islands). Huawei only process the transportation in European Union countries (not include islands).

This Limited Product Warranty only applies where the installation and any removal and reinstallation has been carried out in accordance with the installation directions and user guidelines which are provided with the Covered Products ("Documentation").

This Limited Product Warranty will be invalidated if the serial number of the Covered Product has been removed or defaced.

Exclusions

This Limited Product Warranty does not cover defects or damage resulting from:

i) Warranty does not cover damages incurred as a result of the incorrect installation or used of the equipment with regards to the user manual provided by Huawei;
ii) failure by the Customer to install and operate the Covered Product in accordance with the Huawei product specifications;
iii) the Covered Product being used other than its normal and customary manner;
iv) unauthorized disassembly, repair, alteration or modifications;
v) misuse, abuse, intentional damage, negligence or accidental damage;
vi) improper testing, operation, maintenance, or installation including without limitation:
    a) failure to meet the system requirements provided in writing for a safe operating environment or external electric parameters;
    b) failure to operate the Covered Products in compliance with the operation manual and/or user guides of the Covered Products;
    c) relocation and installation of the system other than in compliance with Huawei's requirements.

vii) damage due to use of incorrect voltage;
viii) directly caused by problems in system infrastructure;
ix) improper storage, shipping, handling or usage of the Covered Products;
x) force majeure events (including but not limited to act of public enemy, acts of governmental bodies or agencies foreign or domestic, sabotage, riot, fire, floods, typhoons, explosions or other catastrophes, epidemics or quarantine restrictions, labour unrest, or labour shortages, accident, freight embargoes, or any other event beyond the control of Huawei) for the period of time occasioned by any such occurrence.

The Limited Product Warranty does not cover cosmetic damage or superficial defects, dents, marks or scratches which do not influence the proper functioning of the Covered Product.

Limitation of Liability

This Limited Product Warranty shall be in lieu of all other warranties, conditions or guarantees as to description, quality, fitness for any particular purpose, satisfactory or merchantable quality of the Covered Products or any other warranty, condition or guarantee whether express or implied.

Huawei shall not be under any liability whether in contract, tort or otherwise in respect of any non conformity of or defect in the Covered Products or for any injury, damage or loss resulting from such non conformity or defect or for any loss of contracts, loss of revenue, loss of use or profits or business, business interruption or for any extra operating expense or any indirect, consequential or economic damages or losses whatsoever and howsoever caused. The remedies specified in this Limited Product Warranty shall be the Customer's sole and entire remedy in respect of any non conformity of or defects in the Covered Products.

Notwithstanding the foregoing, nothing in this Limited Product Warranty shall limit Huawei's liability for:

i) death or personal injury;
ii) fraud or fraudulent misrepresentation;
iii) any other liability that cannot be limited or excluded as a matter of law.

General

i) No one other than an authorized representative of Huawei may make any modification, extension, or addition to this Limited Product Warranty.
ii) If any provision of this Limited Product Warranty is held by any court or award in arbitration to be invalid or unenforceable, the validity or enforceability of such provision shall not affect the other provisions of this Limited Product Warranty which shall remain in full force and effect.

Fusionsolar

Huawei FusionSolar Smart PV 15 Jahre Garantieprogramm

Entdecken Sie unsere aktuellen Huawei FusionSolar Angebotsaktionen.

Jetzt mitmachen und kostenlose Garantieverlängerung für Wechselrichter sichern!

HUAWEI

Kurzvorstellung Angebot: 15 Jahre Garantieprogramm Wechselrichter + Batteriespeicher

- 15 Jahre Garantieprogramm
  - „Installieren Sie im Aktionszeitraum den Batteriespeicher LUNA2000-S1 mit einem der teilnehmenden Wechselrichter-Modelle oder installieren Sie den Batteriespeicher LUNA2000-S1 bei einer bestehenden Anlage mit einem der teilnehmenden Wechselrichter-Modelle und erhalten Sie eine kostenlose Garantieverlängerung für den Wechselrichter auf 15 Jahre.“
  - Zeiträume
    - Aktionszeitraum: bis 31. Dezember 2024*
    - Registrierungszeitraum: bis 31. Dezember 2024

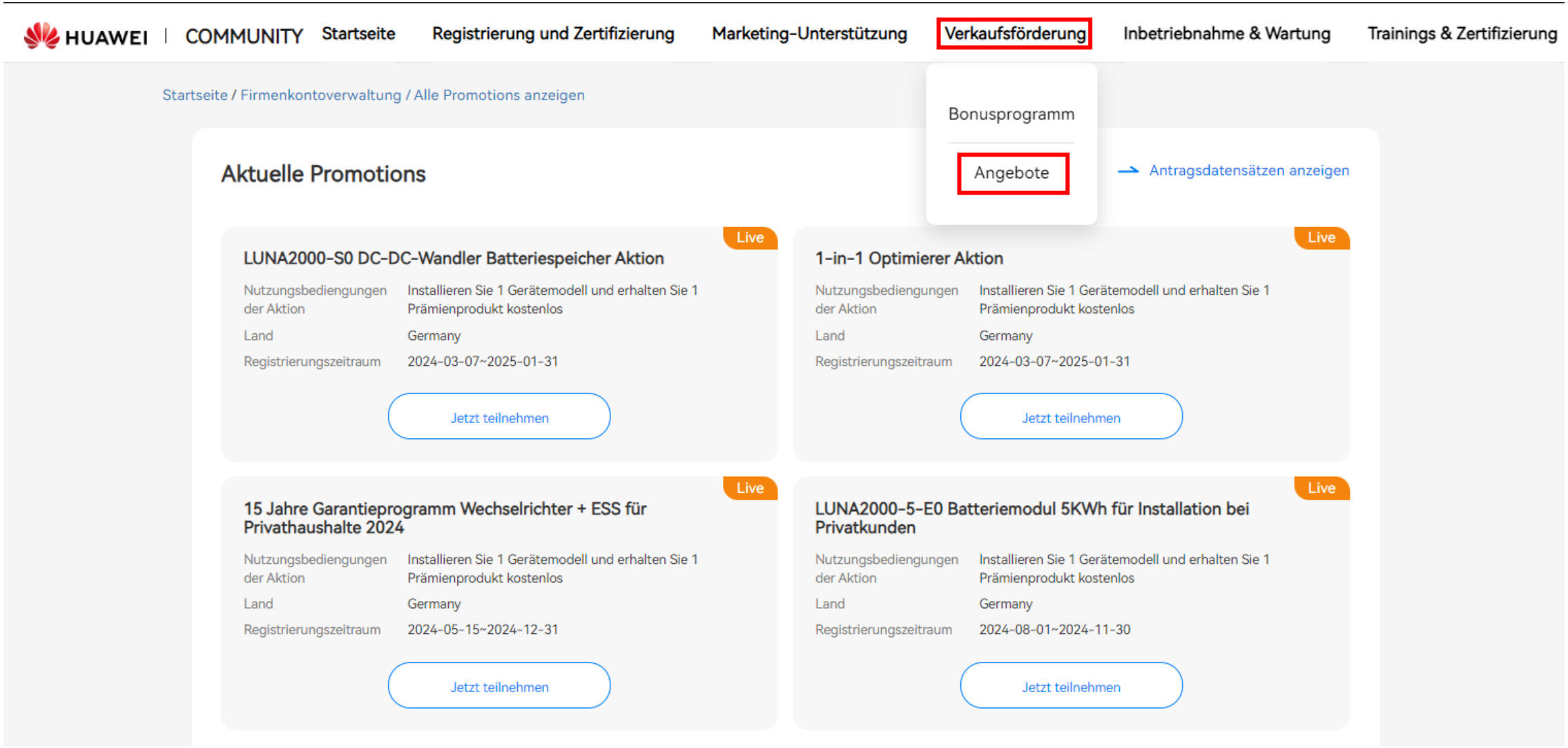
    * Die LUNA2000-S1 muss bis zum 31. Dezember entweder an einem bestehenden Wechselrichter oder zusammen mit einem Wechselrichter installiert werden
  - Prämie:
    - Die Garantielaufzeit des Wechselrichters wird kostenlos auf insgesamt 15 Jahre erweitert.

Kurzvorstellung Angebot: 15 Jahre Garantieprogramm Wechselrichter + Batteriespeicher

- Teilnehmende Wechselrichter:
  - SUN2000-L1, SUN2000-M1 & SUN2000-MB0
- Aktionsgebiet
  - Deutschland
- Registrierung für den Erhalt der Prämien läuft zwischen dem Installateur und Huawei direkt über die Huawei FusionSolar Community
  - Die Teilnahme an dem Programm steht Installateuren offen, die ihr Unternehmenskonto in der FusionSolar-Community unter https://community.solar.huawei.com/de/index.html) registriert haben und über eine registrierte Geschäftsadresse innerhalb Deutschlands verfügen.
  - Zur Überprüfung des Antrags muss die Seriennummer des Batteriespeichers sowie das entsprechende FusionSolar Konto angegeben werden mit dem die Anlage im FusionSolar SmartPVMS-System in Betrieb genommen wurde.

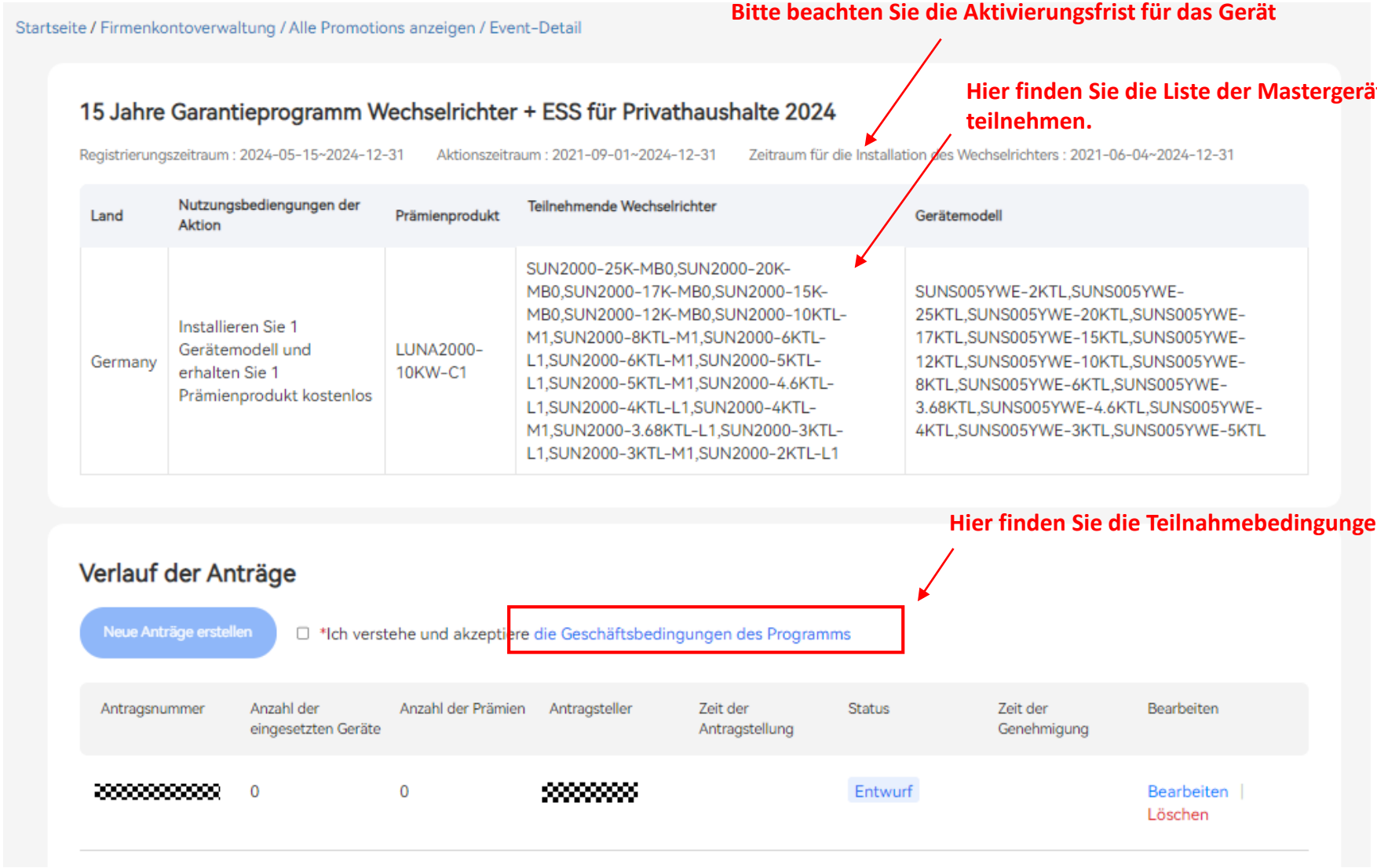
Teilnahmeprozess

Schritt 1: Wählen Sie in der FusionSolar Community „Verkaufsförderung“ in der Navigation aus und klicken Sie auf „Angebote“.



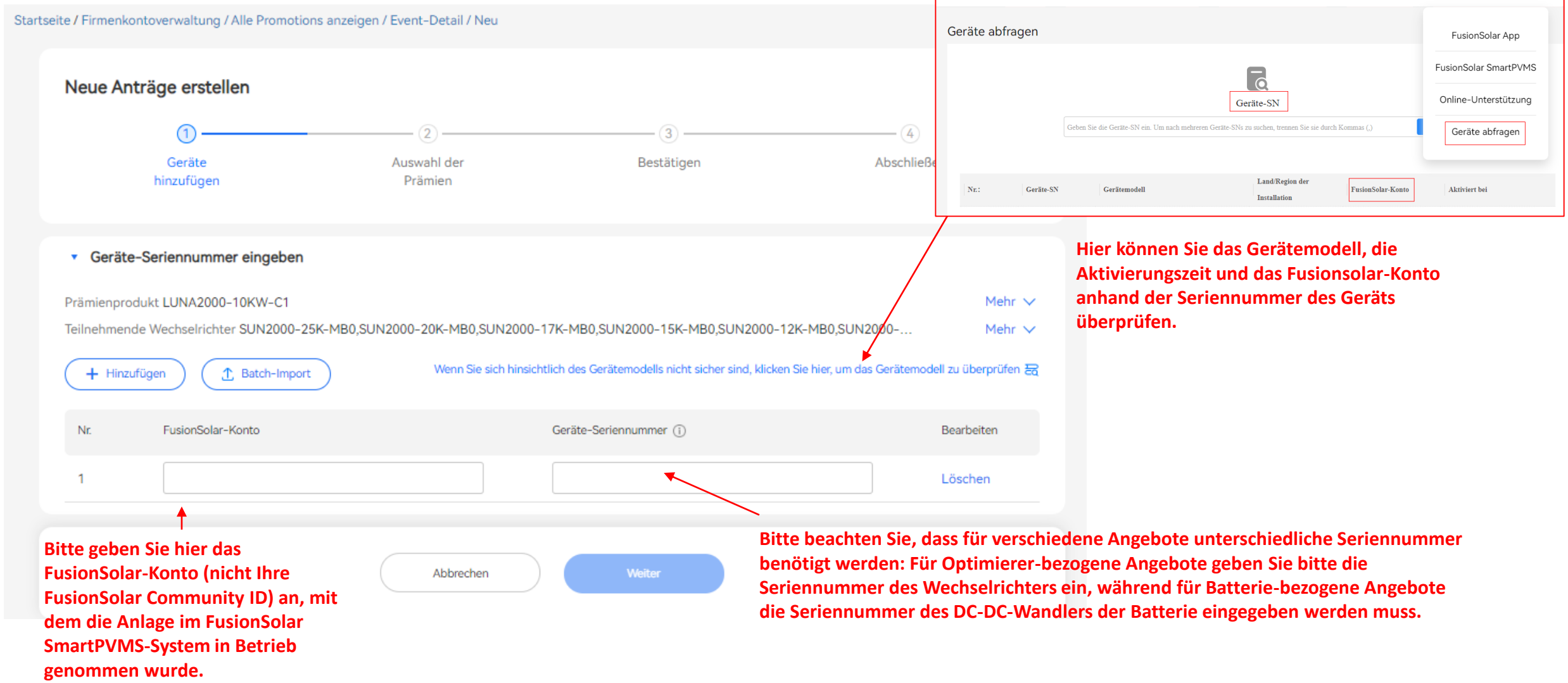
Teilnahmeprozess

Schritt 2: Wählen Sie das entsprechende Angebot aus und lesen Sie die Teilnahmebedingungen.



Teilnahmeprozess

Schritt 3: Erstellen Sie Ihren Antrag und geben Sie die entsprechenden Geräte-SN mit der entsprechenden FusionSolar-Konto an, mit dem die Anlage in Betrieb genommen wurden.



Hier können Sie das Gerätemodell, die Aktivierungszeit und das Fusionsolar-Konto anhand der Seriennummer des Geräts überprüfen.

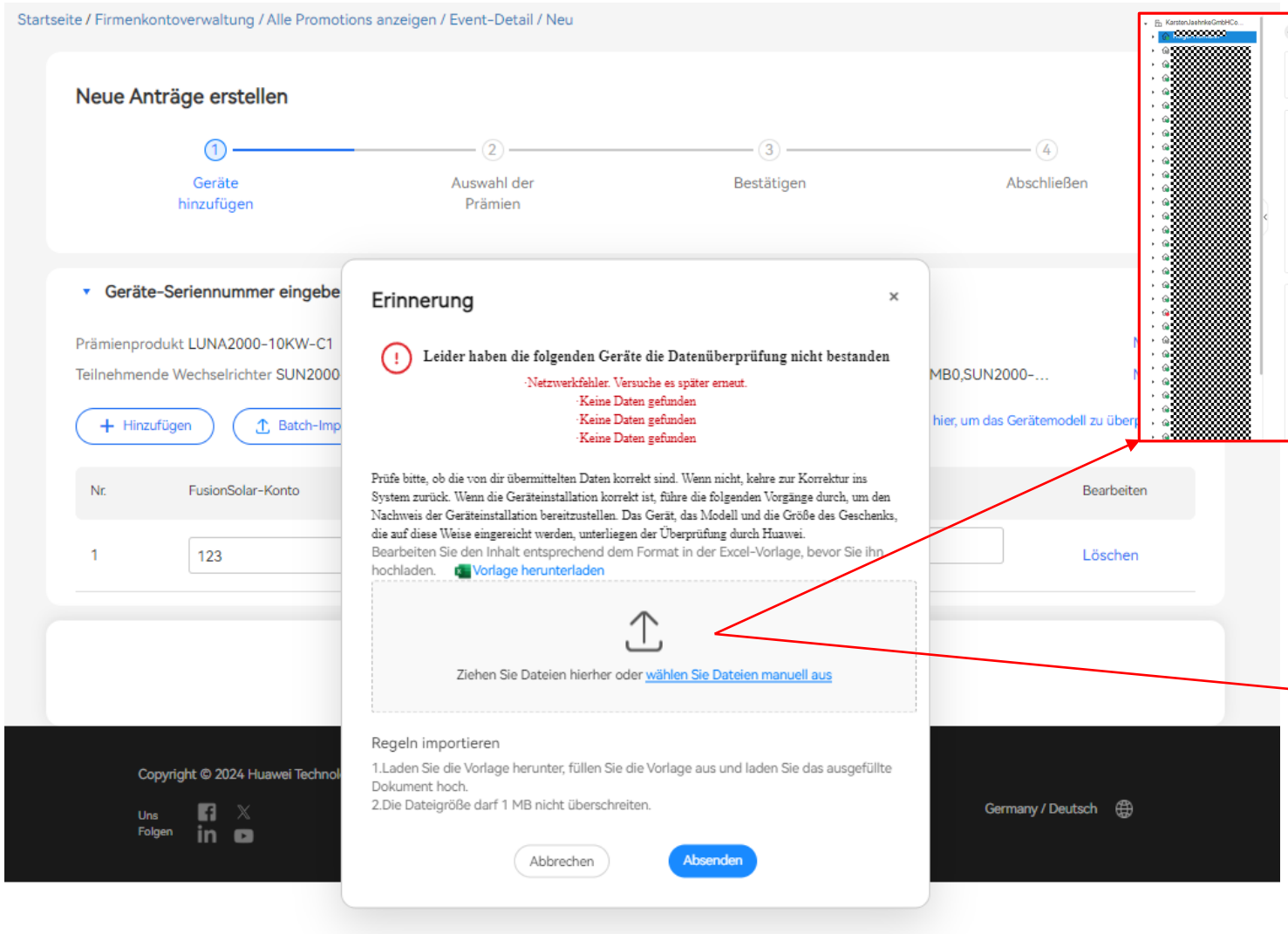
Bitte geben Sie hier das FusionSolar-Konto (nicht Ihre FusionSolar Community ID) an, mit dem die Anlage im FusionSolar SmartPVMS-System in Betrieb genommen wurde.

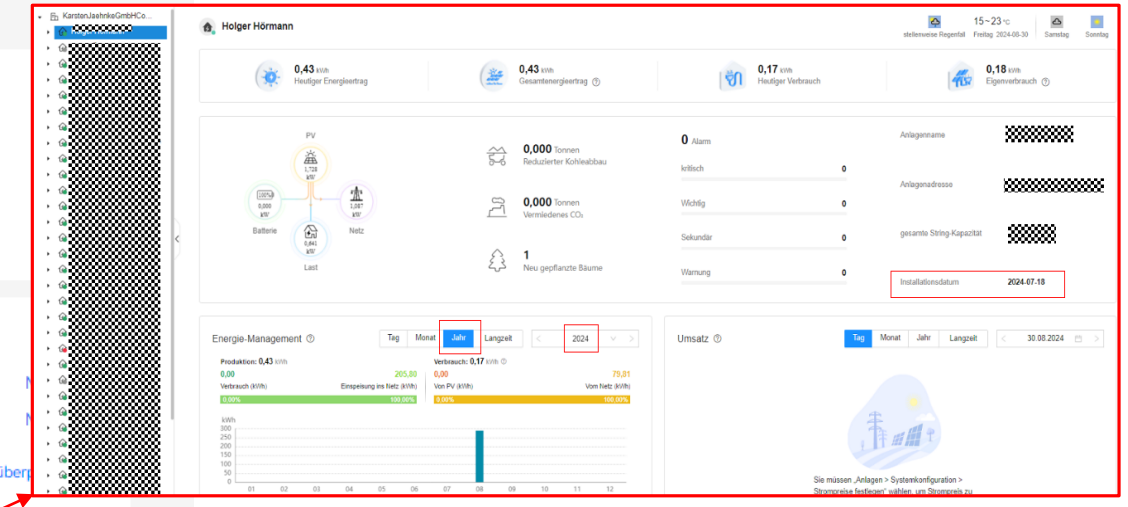
Bitte beachten Sie, dass für verschiedene Angebote unterschiedliche Seriennummer benötigt werden: Für Optimierer-bezogene Angebote geben Sie bitte die Seriennummer des Wechselrichters ein, während für Batterie-bezogene Angebote die Seriennummer des DC-DC-Wandlers der Batterie eingegeben werden muss.

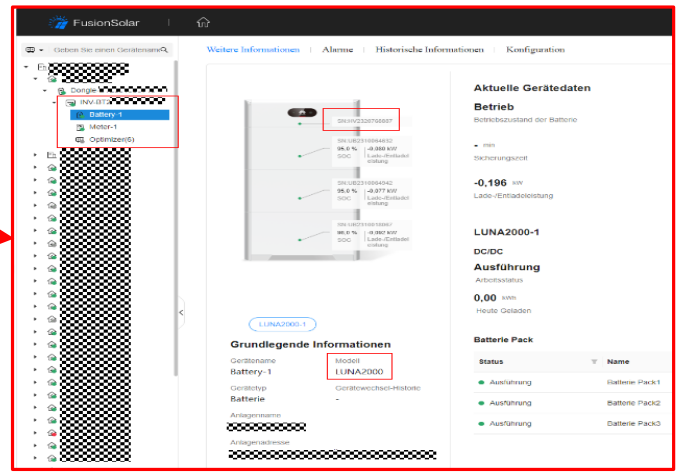
Teilnahmeprozess

Fusionsolar

Hinweise: Wenn das System die Seriennummer Ihres Geräts nicht erkennt, laden Sie bitte Screenshots von der Fusionsolar App über das manuelle Überprüfungsfenster hoch, um zu beweisen, dass Sie das richtige Gerät installiert haben. Diese Screenshots sollten die Seriennummer Ihres Geräts, den Zeitpunkt, zu dem Sie es in Betrieb genommen haben, und die Geräteinformationen zeigen. Die Vorlage für den Screenshot ist unten abgebildet.



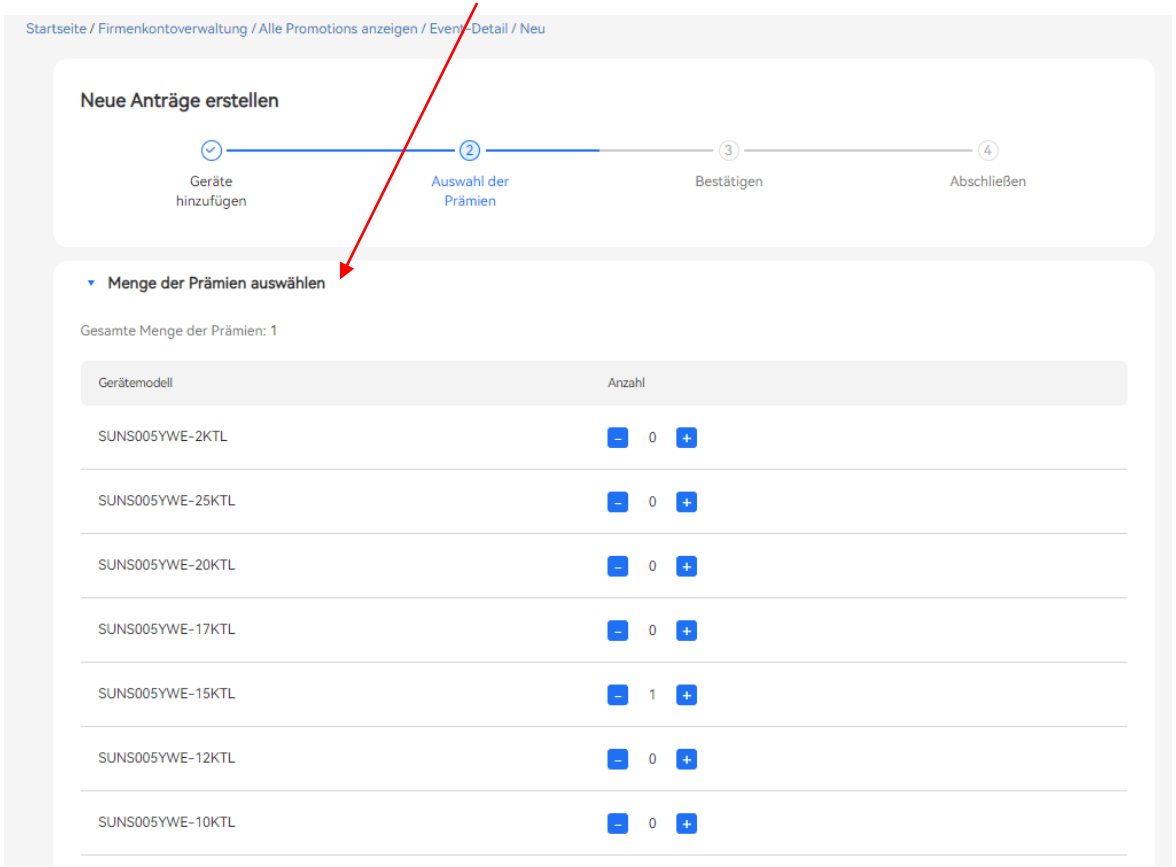




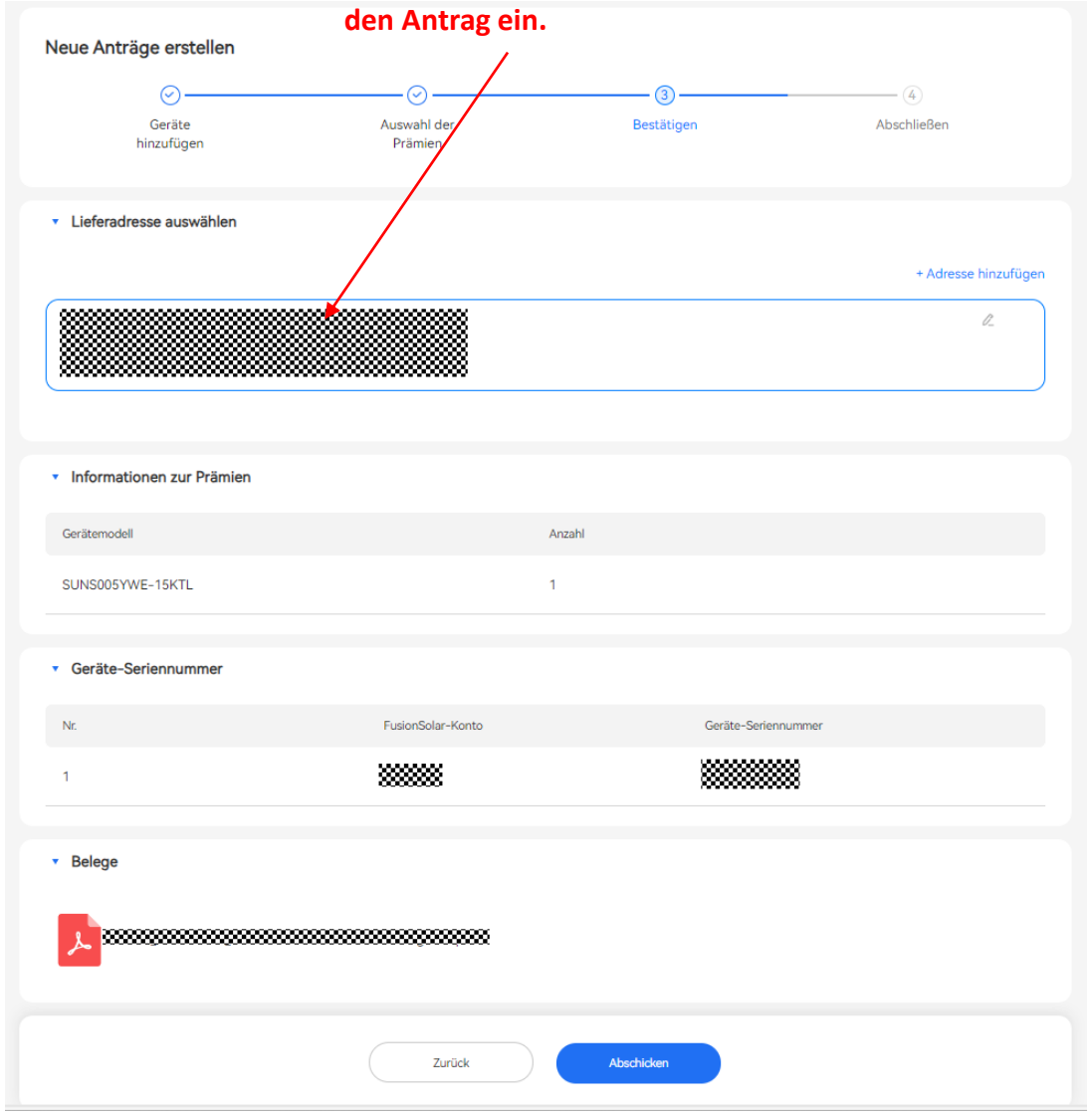
Teilnahmeprozess

Schritt 4: Wählen Sie die Prämienprodukte aus und reichen Sie Ihren Antrag ein.

Wählen Sie die Prämienprodukte basierend auf der verfügbaren Menge aus.
Das erweiterte Garantiegeschenk für die 15-Jahres-Kampagne wird durch das mit der Batterie verbundene Wechselrichtermodell bestimmt.



Bestätigen Sie die Lieferinformationen und reichen Sie den Antrag ein.



Fusionsolar

Huawei FusionSolar Smart PV – Gemeinsam wachsen!

Bei Fragen wenden Sie sich bitte an uns per E-Mail:

FusionSolar Deutschland
fusionsolar.de@huawei.com

HUAWEI