

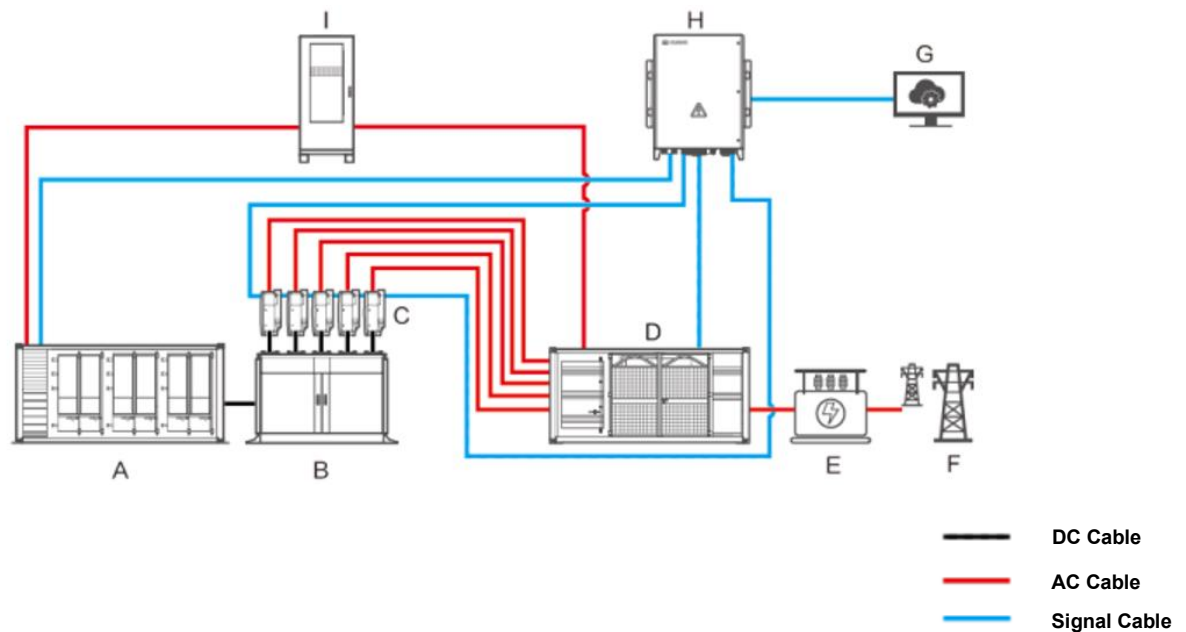


# Energy Storage System 1MWH/2MWH Warranty and Service Conditions



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## Architecture of the 1MWH/2MWH Smart String Energy Storage Solution:



(A) ESS (B) DC cabinet (C) PCS (D) Intelligent box-type transformer  
(E) Step-up transformer (F) Mains (I) Auxiliary transformer  
(H) SACU (G) Management system

The Smart String ESS solution consists of the Smart String ESS, DC LV Panel, Smart PCS, STS, DTS, SACU, and Smart PV Management System (SmartPVMS).

### Warranty period:

Huawei also provide extended warranty period, which need to be purchased by customer depending on their requests.

- The warranty period starts 90 days after Huawei's product is shipped or the date Huawei receives a service request for the product, whichever is earlier. When contract is directly



signed with Huawei.

- The warranty period starts 180 days after Huawei's product is shipped or the date Huawei receives a service request for the product, whichever is earlier. When contract is signed with channel.
- Warranty or number of cycles, whichever is earlier.

Product	Warranty Starting Time	Warranty Period
ESS	The warranty period starts 90 days or 180 days (depends on the contract signing model) after Huawei products are shipped, or the day Huawei receives the request for product service (the earlier date prevails)	2 years
ESS- Battery module group	The warranty period starts 90 days or 180 days (depends on the contract signing model) after Huawei products are shipped, or the day Huawei receives the request for product service (the earlier date prevails)	2 years
PCS	The warranty period starts 90 days or 180 days (depends on the contract signing model) after Huawei products are shipped, or the day Huawei receives the request for product service (the earlier date prevails)	5 years
DC box	The warranty period starts 90 days or 180 days (depends on the contract signing model) after Huawei products are shipped, or the day Huawei receives the request for product service (the earlier date prevails)	2 years
DTS	The warranty period starts 90 days or 180 days (depends on the contract signing model) after Huawei products are shipped, or the day Huawei receives the request for product service (the earlier date prevails)	2 years
SACU	The warranty period starts 90 days or 180 days (depends on the contract signing model) after Huawei products are shipped, or the day Huawei	2 years



	receives the request for product service (the earlier date prevails)	
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The following table lists the number of ESS battery cycles,

Product	Charge/discharge ratio	Ambient temperature	Number of cycles
ESS 2MWH	0.25C	-30~55°C(25°C inside the ESS)	7000@60% SOH
	0.5C	-30~55°C(25°C inside the ESS)	6500@60% SOH
	1C	-30~55°C(25°C inside the ESS)	5000 @60% SOH
ESS 1MWH	0.25C	-30~55°C(25°C inside the ESS)	7000 @60% SOH
	0.5C	-30~55°C(25°C inside the ESS)	6500 @60% SOH
	1C	-30~55°C(25°C inside the ESS)	5000 @60% SOH

## Warranty services:

Huawei customer support services provide equipment maintenance supports for customers, including Remote Support, Hardware Support. The Customer support service of Huawei can help customers maintain the sustained stable operation or gain support from Huawei timely in the case of faults. According to the requirement of customers, Huawei recommends the following service solution:

### Customer support service

#### Huawei Energy Storage System Service

Warranty Service	Service Classification	Service Content	Standard Warranty Period	Extended Warranty Period
	Remote Support	Help Desk	5*9h(9:00am-18:00pm)	5*9h(9:00am-18:00pm)
		Remote Technical Support	5*9h (response within 30Min)	5*9h (response within 30Min)
		Online Technical Support	Yes	Yes



Hardware	refill unit send off	5*9h*2 BD*92%	5*9h*2 BD*92%
Support			

Description:

1. 7 x 24: Mon-Sun, 00:00 - 24:00;
2. 12x7: Monday to Sunday, 8:00 - 20:00 (all days, all holidays);
3. 9x5: Workdays, 9:00 - 18:00, excluding statutory holidays;
4. BD: Business Day (workday);
5. 30CD: Deliver the repair or replacement parts to the customer within 30 days after receiving the faulty parts.
6. 2BD-S: Huawei shall issue spare parts within 2 working days after Huawei confirms that it is necessary to replace the hardware and provides the RMA number.
7. The spare parts service delivery process, responsibilities, and restrictions shall comply with the spare parts service requirements of digital power.
8. Basic warranty does not include onsite services. If onsite problem handling is required, purchase a single onsite service separately.
9. SLA commitment is not provided in the battery warranty.

**Remote Support**

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

- **Help Desk** refers to service interfaces and platform, which can accept and tracking customers service request.

**GTAC Hotline:**

O&M center	Hotline number	service email
O&M center in Egypt	0020235353900 (Other country) 08002229000(Nigeria) 0800723900(Kenya) 0800222900(South Africa)	DPMEASupport@huawei.com



✧ As for trouble shooting, ask help from directly seller first.

- **Remote Technical Support** includes technical enquiry and problem handling. The technical enquiry service provides consultation of non-defective question. The problem handling service is to provide solutions to customers for inverters related problem within the time of SLA agreement.
- **Online Technical Support:** Access to Huawei technical support website (<http://solar.huawei.com>), which provides customers helpful maintenance experience, cases and technical support information on Huawei Products.

➤ **Hardware Support**

Good hardware condition is a prerequisite for energy storage system stability. Huawei hardware support ensures customers' equipments run stably.

During the warranty period, Huawei guarantees that all hardware purchased shall

- Be replaced free of charge from defects in material, fabrication, and workmanship.
- Be replaced free of charge if it does not match to the published specifications.
- Huawei shall send the replacement device to the mutually agreed customer site; send off within 2 business days after Customer's service request being confirmed. After receiving the replacement device, customer should return/send the defective device that is packed in the packaging from the replacement device within 15 business days. Defective device which is not returned in time for any reason may be invoiced.
- If Huawei had provided spare parts in the order, these spare parts been sent in the order shall be used first. Customer must return faulty inverters accordingly to Huawei later. Only no spare parts in customer's site, Huawei shall send a replacement to customer when inverter failure is confirmed.
- The replacement device provided by Huawei will be functionally equivalent (feature, function, fit compatible, default software version) to the customer's defective device.
- On-site replacement shall be done by customer themselves.



- After customer's replacement request being confirmed, Huawei is responsible for transporting the equipment to the destination specified by the customer by express delivery. The customer is responsible for the transportation of the faulty parts, should return the faulty parts to Huawei warehouse on time.
- 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 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; and
  - iii) a copy of the purchase receipt.

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

- If customer doesn't provide enough information and replace inverter without Huawei's confirmation, customer shall pay for the transportation fees if the inverter is found to be undamaged.

## **Disclaimer:**

- Contract or purchase order must be registered in local, otherwise, warranty and service are invalid.
- All above mentioned support services are intended for the promissory Huawei-made equipments. Hardware of devices beyond the agreed scope is not within the scope of service commitments made by Huawei.
- Vulnerable and consumable parts that are used widely such as cables are not within the scope of service commitments made by Huawei.
- If Huawei cannot fulfill its service commitments within the committed time period due to non-Huawei causes, Huawei should be exempted from responsibilities and related

compensations on the fulfillment of the SLA commitments. If on-site service is requested, traveling time should be excluded from the SLA time.

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

- Damage to Huawei-made equipment because of force majeure (including but not limited to natural disasters, fires, wars, lightning, floods, etc.).
- Damage to Huawei-made equipment because of natural wear and tear.
- Direct damage caused by failure to meet system requirements already given in writing for site running environment or external electric parameters.
- Caused by engineering quality of the connectors, AC or DC connectors broken, damaged or burned.
- Beyond the scope of damage from lightning due to unsuitable system design.
- Large scale damage to hardware or data of Huawei-made equipment due to customers' negligence, irrelevant operation or intentional damage.
- Damage caused by customers' failure to run Huawei-made equipment in compliance with the operation manual of the equipment.
- System damage caused by third party or customers' reasons, including relocation and installation of the system in noncompliance with Huawei requirements and damage caused by adjustment, change or removal of identification marks in noncompliance with Huawei requirements.
- System damage directly caused by problems in customers' infrastructure.
- 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.