



# Huawei SUN2000/SUN2000L Product Warranty Conditions (LATAM)



# 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



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



- Smart PV Optimizer  
SUN2000P-375W
- Smart PV Safety Box  
SmartPSB2000L

## Warranty Period:

### Standard Warranty:

For all Huawei SUN2000/SUN2000L inverter in Latin American, Please refer to the following detailed description for warranty. The warranty period of the SmartLogger, PLC CCO is twenty four (24) months. All warranty coverage starts as below:

Product	Warranty Starting Time	Warranty Period
<b>SUN2000L Series Inverters:</b> SUN2000L-2KTL SUN2000L-3KTL SUN2000L-4KTL SUN2000L-5KTL SUN2000L-6KTL	The warranty starts on the 90th day after the date of the product shipment from Huawei, or the date on which Huawei receives a service request for this product, whichever is earlier.	120 months
<b>SUN2000 Series Inverters:</b> SUN2000-8KTL SUN2000-12KTL SUN2000-17KTL SUN2000-20KTL SUN2000-8KTL-M0 SUN2000-12KTL-M0 SUN2000-15KTL-M0 SUN2000-25KTL-US SUN2000-30KTL-US SUN2000-36KTL-US SUN2000-40KTL-US SUN2000-45KTL-US-HV SUN2000-33KTL-A SUN2000-36KTL SUN2000-42KTL SUN2000-50KTL	The warranty starts on the 90th day after the date of the product shipment from Huawei, or the date on which Huawei receives a service request for this product, whichever is earlier.	60 months



SUN2000-60KTL-HV-D1-001 SUN2000-60KTL-M0 SUN2000-65KTL-M0 SUN2000-100KTL-H1 SUN2000-105KTL-H1 SUN2000-100KTL-M1 SUN2000-185KTL-H1(Note)		
/SmartLogger/PLC CCO  Smart AC box	The warranty starts on the 90th day after the date of the product shipment from Huawei, or the date on which Huawei receives a service request for this product, whichever is earlier.	24 months

**Note:** Only for SUN2000-185KTL-H1

1. The inverter's own fan warranty strategy follows the inverter's warranty, that is, the inverter (including normal warranty and extended warranty) during the warranty period is also in the warranty period by default. The warranty comes with a fan and is also guaranteed by default;
2. The fan accessory package purchased by the customer separately is executed according to the quality assurance policy of the accessory in different areas, that is, if the matching parts of the area (similar to the number of collection/PID2000, etc.) have a default warranty period of 1 year, the fan accessories sold separately The package also performs a 1-year warranty period;
3. The fan that comes with the inverter does not perform service authentication, and only performs separate warranty authentication operation for the fan accessory package purchased by the customer separately;
4. Y terminal accessory package is also implemented according to the warranty policy of the accessory in different areas.

**Warranty Extension:**

Warranty extension is possible at any time during the five-year warranty. If you already have a valid warranty extension, you can extend it again within warranty period.

<b>Product</b>	5 Years  Extension	10 Years  Extension	15 Years  Extension
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SUN2000L Series Inverters: SUN2000L-2KTL SUN2000L-3KTL SUN2000L-4KTL SUN2000L-5KTL SUN2000L-6KTL	Available	Available	Available
SUN2000 Series Inverters: SUN2000-8KTL SUN2000-12KTL SUN2000-17KTL SUN2000-20KTL SUN2000-8KTL-M0 SUN2000-12KTL-M0 SUN2000-15KTL-M0 SUN2000-25KTL-US SUN2000-30KTL-US SUN2000-36KTL-US SUN2000-40KTL-US SUN2000-45KTL-US-HV SUN2000-33KTL-A SUN2000-36KTL SUN2000-42KTL SUN2000-50KTL SUN2000-60KTL-HV-D1-001 SUN2000-60KTL-M0 SUN2000-65KTL-M0 SUN2000-100KTL-H1 SUN2000-100KTL-M1 SUN2000-105KTL-H1 SUN2000-185KTL-H1 SmartACU/ SmartLogger/PLC	Available	Available	Available

### 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				
Warranty Coverage	Service Classification	Service Content	Service Level	
	Remote Support		Help Desk	7*24h
			Remote Technical	5*9h
			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 Central American countries provide only the self-pickup service. For specific countries, contact the service contact person.

## 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](mailto: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.