

# FushionCharge PV+ESS+EV Product Warranty Policy (Outside China)

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*Instructions for using the document:*

- 1. This document is applicable to scenarios where Huawei signs contracts with channel partners or directly signs contracts with customers. This document cannot be directly applied to the situation that CSP partner signs the contract with customer.*
- 2. This document is applicable to the FusionCharge product warranty policy of Huawei Digital Power in Europe and Overseas countries.*

# 1 Applicable Scope

- The warranty is only applicable in the country or region where Purchaser purchased the product. The warranty cannot be transferred to another country or region unless specifically stated in the product warranty description. If the product is moved to another country or region, the new Purchaser can choose to purchase the warranty service, but an audit procedure such as a product inspection must be performed before Purchaser signs for the warranty service.
- The warranty cannot be transferred to another Purchaser and is provided only for the original Purchaser of the product.
- The warranty must comply with local laws or other applicable regulations.
- Huawei may modify the warranty content. Purchaser may visit <https://digitalpower.huawei.com> to obtain the latest updates.
- Applicable Products:

| Category                | Module                                  |
|-------------------------|-----------------------------------------|
| Power Unit              | DS720-720LEUx Series                    |
| Charging Dispenser      | DT500L1-EUx Series, DT500N2-EUx Series  |
| ESS                     | FusionCharge AES-215-2S10               |
| PV Inverter             | SUN2000-40KTL-M3, SUN2000-100KTL-M2     |
| SmartLogger/SmartModule | SmartLogger3000A01EU、SmartModule1000A01 |

# 2 Warranty Duration

## Warranty start time:

90 days from the date of delivery or the date when the buyer applies for the warranty service for the first time, whichever is earlier. The warranty start time shall not exceed 90 days from the date of delivery.

## Warranty Duration

Table 2-1 Warranty Duration of EV

| Product Category                                         | Product Description                                                                                                                  | Warranty Duration | Remarks                                                       |
|----------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|-------------------|---------------------------------------------------------------|
| FusionCharge DC charging system (Power unit & dispenser) | FusionCharge liquid-cooled DC charging power unit and dispensers                                                                     | 2 years           | Excluding consumables parts                                   |
| Consumables parts                                        | Charging gun & cable of boost dispenser                                                                                              | 1 year            | Separate warranty for consumables parts, no extended warranty |
|                                                          | Charging gun & cable of liquid-cooling dispenser                                                                                     |                   |                                                               |
|                                                          | Screen of dispenser                                                                                                                  |                   |                                                               |
|                                                          | POS terminal of dispenser                                                                                                            |                   |                                                               |
| Mechanical parts                                         | Emergency switch, protective cover (passive), bracket, etc.                                                                          | /                 | No warranty                                                   |
| Cabinet and accessories                                  | Cabinet mechanical parts, documents, product accessories, and installation accessories (such as mounting ears and guide rails), etc. |                   |                                                               |
| Coolant                                                  | Glycol coolant (50% volume concentration of glycol solution)                                                                         |                   |                                                               |

Table 2-2 Warranty Duration of PV+ESS

| Product Category | Europe (years) | Middle East and Central Asia (years) | Asia Pacific (years) | Latin America (years) | Africa (years) | Country B (years) |
|------------------|----------------|--------------------------------------|----------------------|-----------------------|----------------|-------------------|
| ESS              | Basic:2        | Basic:2                              | Basic:2              | Basic:2               | Basic:2        | Basic:2           |



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|                         | Advanced:2+8 | Advanced:2+3 | Advanced:2+3 | Advanced:2+3 | Advanced:2+3 | Advanced:2+3 |
|-------------------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Inverter                | 5            | 5            | 5            | 5            | 5            | 5            |
| SmartLogger/SmartModule | 2            | 2            | 2            | 2            | 2            | 2            |

### NOTE

- i) **Extended warranty:** Before the end of the standard warranty period, Purchaser may purchase extended warranty service by signing a new service contract or extending the existing service contract with Huawei. Purchaser may consult Huawei local service team for more details. In principle, the entire warranty period shall be continuous from the start date defined above. Otherwise, the warranty service is not available for purchase.
- ii) **Release of liability:** Upon the expiry of the warranty period specified in the service contract, Huawei shall not provide any service or support to the related products or software, and shall be exempted from any legal and compensation liabilities.

# 3 Warranty Service Content

During the standard warranty period, Huawei shall provide remote technical support and hardware support services. The onsite service is not included.

The FusionCharge DC charging system shall be connected to FusionCharge O&M platform. Otherwise, Huawei cannot provide remote troubleshooting or remote software update services. However, if the customer's operation management platform provides log export function, and the customer allows Huawei to analyze the logs, Huawei can still provide remote troubleshooting and spare parts support.

Beyond the warranty period and extended warranty period, Huawei no longer provides hardware support, remote troubleshooting, or remote software updates, and Purchaser cannot purchase onsite services. Only limited remote support services are available.

## Service SLA

Table 3-1 EV service SLA

| Service Category         | Service Item                     | SLA       | DC Charging System                                                    |
|--------------------------|----------------------------------|-----------|-----------------------------------------------------------------------|
| Remote technical support | Hotline support                  | 24×7      | √                                                                     |
|                          | Remote troubleshooting           | 9×5       | √                                                                     |
|                          | Online technical support         | 24×7      | √                                                                     |
| Hardware support         | Spare parts support              | 9×5×2BD-S | √                                                                     |
| Software support         | Software Update<br>Authorization | 24×7      | √<br>device firmware maintenance<br>version (patch and minor version) |
| Onsite support           | Hardware replacement             | /         | Excluded                                                              |
|                          | Onsite troubleshooting           | /         | Excluded                                                              |

Table 3-2 PV+ESS service SLA

| Service Category         | Service Item    | PV + ESS SLA                                                                                                                                                                                                                                     |
|--------------------------|-----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Remote technical support | Hotline support | 24×7<br>The actual SLA signed in the contract is subject to the information provided by the digital energy global service hotline. <a href="https://digitalpower.huawei.com/cn/contact.html">https://digitalpower.huawei.com/cn/contact.html</a> |



## FushionCharge PV+ESS+EV Product Warranty Policy

|                  |                                                            |                                                                                                                                                                                                      |
|------------------|------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                  | Remote troubleshooting                                     | Japan/South Korea: 12x7<br>Other countries: 9x5                                                                                                                                                      |
|                  | Online technical support                                   | 24x7                                                                                                                                                                                                 |
| Software support | Software update authorization                              | 24x7                                                                                                                                                                                                 |
| Hardware support | Pre-replacement of spare parts<br>(non-hazardous category) | 9x5x2BD-S                                                                                                                                                                                            |
|                  | Pre-replacement of spare parts<br>(hazardous category)     | 9x5x2BD-S<br>If the region cannot deliver dangerous spare parts (such as batteries and fire cylinders) in preceding SLA, the spare parts response time must be specified separately in the contract. |

### NOTE

- a) **24x7**: 00:00–24:00, Monday to Sunday.
- b) **9x5**: 09:00–18:00, Monday to Friday, excluding statutory holidays.
- c) **2BD-S**: The spare parts shipment date is within two business days after Huawei confirms that hardware replacement is necessary and receives the RMA information.
- d) The above SLA is subject to the actual capabilities and commitments of the local spare parts service.
- e) If Purchaser does not provide the address information in time or the address information provided is incorrect, the service response and troubleshooting may be delayed.
- f) The advanced spare parts replacement service is provided to help Purchaser rectify faults rapidly in case of emergency. For Purchasers who request warranty services on the same piece of spare part within seven consecutive days over 50% more times than the monthly average for that piece of spare part in the last three months, Huawei will make full efforts to meet the request, but does not promise to achieve 100% SLA.

### Warranty Service Guide

- a) Guide to service request: Purchaser may request for services from Huawei by calling the hotline, or sending emails, or directly consulting the local service provider or dealer authorized by Huawei:

Hotline: <https://digitalpower.huawei.com/en/contact.html>

Service email: <https://digitalpower.huawei.com/en/contact.html>

- b) Additional Services:

If Purchaser has any requirements beyond the warranty scope for the products, it can visit <https://digitalpower.huawei.com>, or contact Huawei sales/service manager. Through these channels,



you can learn about Huawei's in-warranty upgrade services, extended warranty services, and other service products, which ensure the safe and efficient operation of your products.

# 4 Warranty Disclaimer

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All the preceding warranty services are applicable only to Huawei-manufactured products, which does not cover the auxiliary materials and mechanical parts.

The parties hereby agree that Huawei's compensation against Purchaser's loss under this warranty agreement shall only cover the direct and reasonable losses incurred, justifiable with evidences, to Purchaser due to Huawei's fault or product issue. Huawei shall not be liable for any indirect damages including but not limited to loss of income or profit, damage to reputation, or loss of data. The maximum liability of Huawei under this warranty agreement shall not exceed the amount paid by Purchaser to Huawei for the related product.

Huawei is not responsible for any legal and/or compensation liability caused by any actions or omissions of Purchaser or any third party, including but not limited to:

- a) Negligence, reckless or intentional misconduct; or
- b) Failure to comply with any obligations specified in this document; or
- c) Transportation, storage, installation, configuration, use, maintenance, and/or operation of the products and/or services in any manner not in accordance with the instructions/guidelines/manuals/specifications or warnings, cautions, labels, or any other information on the product; or
- d) Direct damage due to the operational environment or external electrical parameters not meeting the written system requirements; or
- e) Huawei equipment is faulty due to the use of non-Huawei accessories, or the incompatibility between third-party software or hardware.

- f) Without Huawei's authorization, disassemble Huawei's equipment, disassemble components on Huawei's equipment and install them on other equipment, or install third-party components on Huawei's equipment.
- g) Huawei nameplates are not retained on the FusionCharge DC charging power unit and dispensers.
- h) Huawei is not responsible for customers' data stored in Huawei's products or related to the products in other forms. Customers are responsible for backing up related data to prevent loss.
- i) Damage caused by maintenance or other services performed by personnel not authorized by Huawei; or
- j) adjustment, alteration, and removal of identification signs performed in violation of Huawei's requirements.
- k) Damage to Huawei-manufactured products due to natural wear and tear; or
- l) Damage caused by lightning due to improper system design; or

Huawei cannot provide warranty services or meet the SLA commitment in the following situations, and shall not be held liable therefore:

- m) Accidents caused by force majeure (such as fires, floods, earthquakes, and lightning strikes);
- n) Deteriorated service conditions caused by social issues (such as upheavals, wars, strikes, and government regulations);
- o) Supply interruption of resources (such as electricity, water, and fuel);
- p) Interruption of carrier's communications system.
- q) Huawei FusionCharge system are not connected to FusionCharge O&M platform.



# 5 Modified Record

| Version | Date       | Record                                                                        |
|---------|------------|-------------------------------------------------------------------------------|
| V3.0    | 2025.10.25 | 1、Modified warranty start time<br>2、Added warranty duration of ESS&PV product |