

C&I ESS Warranty Policy (for Europe region)

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In case the warranty conditions in this Document are inconsistent with the sales contracts between the Buyer and Huawei, the terms in the sales contracts shall prevail.

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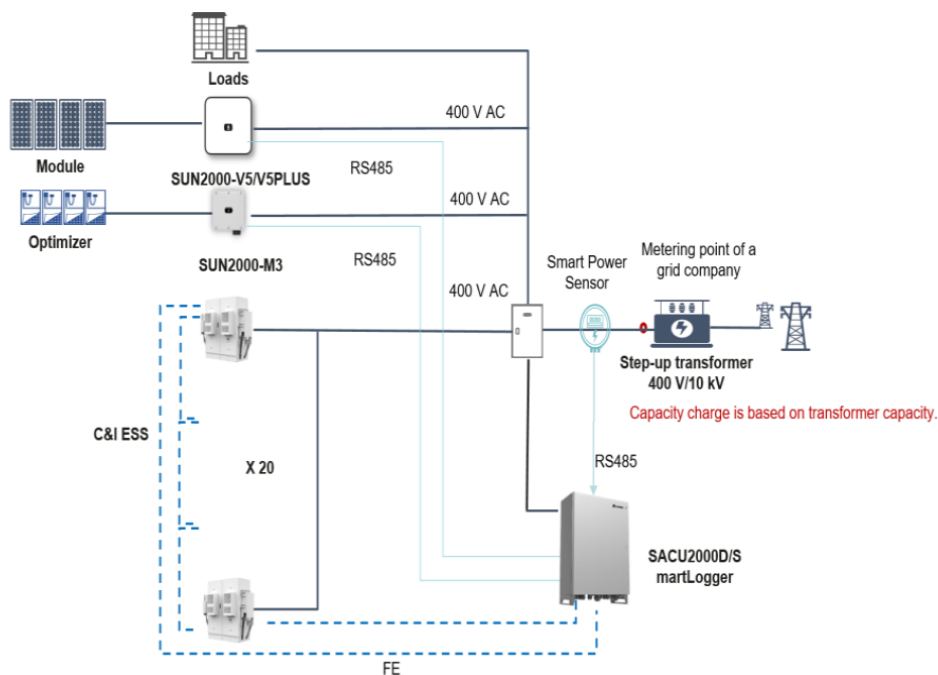
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1 Applicable Product Models

Huawei C&I energy storage system (ESS for short) is primarily used in C&I scenarios and works with the SmartPCS, DCDC, and SACU. The SmartPCS connects to the DCDC to charge batteries when the power from the grid is sufficient. When the grid power is insufficient, the energy stored in the batteries is output to loads through the SmartPCS.

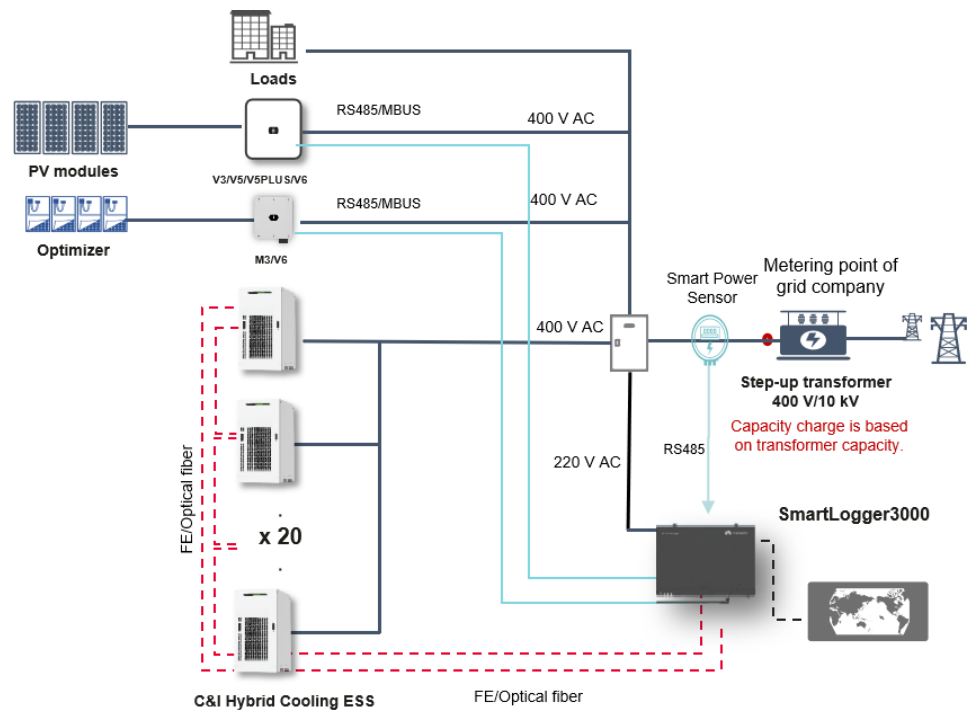
Air-cooled series:

- LUNA2000-200KWH-2H0
- LUNA2000-200KWH-2H1
- LUNA2000-161KWH-2H1
- LUNA2000-129KWH-2H1
- LUNA2000-97KWH-1H1



Hybrid Cooling series:

- LUNA2000-215-2S10
- LUNA2000-215-2S11
- LUNA2000-215-2S12
- LUNA2000-107-1S11
- LUNA2000-161-2S11



2 Warranty Scope

2.1 Product Warranty Period

The ESS product warranty is classified into basic warranty and advanced warranty. After devices are delivered, both of them are automatically obtained. For products that have been disconnected from the network for more than six months or have not been connected to the FusionSolar SmartPVMS, Huawei will not continue to provide the advanced warranty service.

Category	Device	Basic warranty	Advanced warranty
Devices	Smart String ESS	2	8
	DCDC		
	PCS		
	Fire suppression module		
Auxiliary products	SACU/SmartLogger	1	1

NOTE

1. The actual warranty period is subject to the warranty and maintenance periods agreed upon in the signed contract or purchase order (PO).
2. The device list is subject to the actual product situation.
3. The spare parts of the ESS are replaced by parts replacement, which does not affect the warranty period of the entire system.
4. The warranty period of spare parts such as the SmartLogger complies with the original rules of the region.

Before the end of the standard warranty period, the Buyer may purchase extended warranty service by signing a new service contract or extending the existing service contract with Huawei. The extended warranty period and price depend on the storage/operating conditions. The Buyer 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.

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.

The following auxiliary products and mechanical parts are not covered by the warranty.

Type	Description
Consumables	Including but not limited to cables, door locks, and lamps, batteries (small batteries other than battery packs)
Cable	Cables between cabinets
Mechanical part	Including but not limited to battery racks and mechanical parts
Battery cabinet accessory	Including but not limited to cabinet mechanical parts, documents, product accessories, installation accessories, and tools

2.2 Warranty Period Start Dates

Warranty period start dates
shipment date + 90 days, or the date when Huawei receives the service request, whichever is earlier

NOTE

If the warranty period of equipment starts from the shipment date, this item must be specified in the contract.

2.3 Standard Warranty Services

Category	Service	SLA Description
Remote technical support	Hotline service	24x7 The SLA signed in the contract is subject to the Digital Power global service hotline. https://digitalpower.huawei.com/en/contact.html
	Remote troubleshooting	China/Japan/South Korea: 12x7 Other countries: 9x5
	Online technical support	24x7
Software support	Software update authorization	24x7
Hardware support	Advance spare parts replacement (Non-dangerous goods)	9x5x2BD-S

Category	Service	SLA Description
	Advance spare parts replacement (Dangerous goods)	9x5x2BD-S In countries or regions that do not support spare parts delivery for dangerous goods (batteries and fire cylinders with extinguishant), the spare parts response time must be specified separately in the contract.

 NOTE

1. BD: business day
2. 2BD-S: Huawei ships spare parts within two business days after confirming the necessity of hardware replacement and receiving the RMA information.
3. The basic warranty does not include onsite services, which need to be purchased separately.

3

Warranty Period Description

3.1 Spare Parts Service Description

- By default, the C&I ESS spare parts are replaced at the parts level.
- Huawei only guarantees that the replacement parts will have the same performance as the original parts. The appearance of the replacement spare parts may either be identical to the original parts or different, and replacement parts may either be new or refurbished.
- The basic extended warranty does not include onsite services. If onsite troubleshooting is required, customers need to purchase onsite services separately.
- The following auxiliary products and mechanical parts are not covered by the warranty.

3.2 Remote Support Service

Remote support means that Huawei provides technical consultation or troubleshooting solutions for Huawei products by phone or email. It includes hotline, remote technical support, and online technical support.

Online technical support allows the Buyer to acquire maintenance experience, cases, and technical support information of Huawei products by visiting the Huawei technical support website (<https://support.huawei.com/enterprise/en/category/fusionsolar-pid-1600073963553>).

Hotline

Hotline is a telephonic service interface and platform for receiving and tracking service requests of the Buyer.

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

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

Remote Technical Support

Remote technical support includes technical consultation and troubleshooting. Technical consultation service provides consultation on issues not related to product faults. Troubleshooting service provides the Buyer with solutions to fix problems within the period specified in the SLA.

Online Technical Support

Online technical support allows the Buyer to acquire maintenance experience, cases, and technical support information of Huawei products by visiting the Huawei technical support website (<https://support.huawei.com/enterprise/en/category/fusionsolar-pid-1600073963553>).

Multi-Channel Support

Customers can follow official accounts of Huawei Digital Power across various media platforms to access more technical support information.

3.3 Software Support Service

During the warranty period, Huawei ensures that the product works properly. Nevertheless, Huawei does not guarantee that the software will be error-free or run uninterruptedly, nor does it guarantee that all program errors will be rectified.

Huawei provides software releases. During the warranty period, the Buyer can obtain new software releases for free from the following website. It is important to note that the software releases provided by Huawei are intended to fix functional defects and do not offer new functions and/or features.

<https://support.huawei.com/enterprise/en/fusionsolar/luna2000c-pid-255740933/software>

Each software release shall be valid for 3.5 years from its release date. After the validity period, Huawei does not provide troubleshooting and fixing services to such software release. Before the expiry of the validity period, the Buyer needs to update to the newer software release. If the Buyer does not update to the newer software release, it is deemed that the Buyer waives the right to software updates. Huawei will not be responsible for any issues related to the old software release arising in such cases.

3.4 Hardware Support Service

Hardware devices are the prerequisite for the stable running of the ESS. Huawei's hardware support service ensures the stable running of customers' devices.

4 Warranty Clauses

4.1 Basic Clauses

During the warranty period, Huawei promise as follows:

- 4. 1. 1 Provide replacement service when normal functions cannot be used due to defects in materials, manufacturing or workmanship.
- 4. 1. 2 Provide replacement service when normal functions cannot be used due to non-compliance with published product specifications.
- 4. 1. 3 Huawei spare parts (excluding batteries) shall be delivered within two working days after the service request is confirmed. After receiving the spare parts, the asset ownership of the faulty parts will be transferred to Huawei. The customer shall return the faulty parts to Huawei within 15 working days. If the faulty parts cannot be returned, the customer must compensate Huawei for the loss.
- 4. 1. 4 If Huawei provides spare parts in the order, the customer is not allowed to sell the spare parts to third parties or use them for other purposes.
- 4. 1. 5 Spare parts provided by Huawei are equivalent to those used by customers on site.
- 4. 1. 6 After Huawei provides spare parts, the system warranty period inherits or is not shorter than the warranty period in the original contract.
- 4. 1. 7 Onsite engineering operations are completed by the customer, and Huawei is not responsible for onsite replacement.
- 4. 1. 8 After the spare parts request is confirmed, Huawei is responsible for the transportation of spare parts within the warranty period.
- 4. 1. 9 If a product fault is found within the warranty scope, the customer should contact Huawei hotline to report the fault and provide the following information:
 - 1. Brief description of the fault, including but not limited to input and output parameters, alarm ID, cause ID, and run logs.
 - 2. Product serial number.
 - 3. Purchase receipt.

The above information is the condition for reporting faults.

- 4.1.10 If the customer does not provide sufficient information or the spare parts are replaced without Huawei's confirmation when the actual equipment is free of fault, the customer shall bear the freight.

4.2 Exemption Clauses

- 4.2.1. The preceding support services are only applicable to Huawei-produced equipment. The hardware equipment beyond the agreed scope is not covered by Huawei's service scope.
- 4.2.2. In all cases, whether on the basis of contract, warranty, tort (including liability for fault and strict liability) or any other theory and legal claim, Huawei does not assume any liability for any consequences arising from the installation, use, or poor performance of its products, any indirect loss, collateral damage, or punitive damages arising from any defect or breach of warranty, including, but not limited to, loss of profits, damage to goodwill or business reputation, or loss of delay. The total amount of Huawei's responsibility for damages or otherwise shall not exceed the purchase price paid by the original Buyer for the Products.
- 4.2.3. Huawei commercial and industrial energy storage systems have a two-year basic warranty by default. A advanced warranty can be provided only when they are connected to Huawei PV cloud or purchasing for five-year(ten-year in Europe) Preventive Maintenance.If the customer fails to connect to Huawei management system for more than six months, Huawei has the right to cancel the advanced warranty.
- 4.2.4. Widely used vulnerable parts and consumables are not covered by Huawei's service scope.
- 4.2.5. If Huawei cannot fulfill the service commitment within the promised time due to non-Huawei reasons, the customer shall exempt Huawei from the SLA fulfillment responsibilities and relevant compensations. If on-site services are required, travel time shall be excluded from SLA time.
- 4.2.6. Faults caused by the following reasons are not covered by Huawei's service scope:
- Damages to Huawei devices due to force majeure, such as natural disasters, fires, and wars
 - Damages to Huawei devices due to normal wear and tear
 - Direct damages caused by failure to comply with the written requirements on the operating environment or external electrical specifications
 - AC or DC connectors broken, damaged, or burnt due to the poor engineering quality of the connectors
 - Damages caused by lightning due to improper system design
 - Large-scale damages to Huawei hardware or data due to customer's negligence, improper operation, or intentional sabotage
 - Damages caused by customer's failure to transport, store, install and operate Huawei products in accordance with the user manuals
 - ESS performance degradation caused by leaving idle batteries uncharged for 6 months or longer, or battery cell damages caused by leaving batteries uncharged for extended periods, which will not be covered by the warranty
 - Damages caused by improper operation or failure to comply with the temperature requirements during transportation or operation

- Damages caused by maintenance or other services performed by personnel not authorized by Huawei
- System damages caused by improper operations of a third party or customer, including system migration and installation performed in violation of Huawei's requirements, and adjustment, alteration, and removal of identification signs performed in violation of Huawei's requirements
- System damages caused by customer's infrastructure problems
- To ensure the lifespan of battery cells, the firmware needs to be remotely upgraded to the latest version. The ESS must be connected to Huawei PV Cloud. Battery cell damages caused by outdated firmware due to the customer's failure to connect the ESS to Huawei's management system, which will not be covered by the warranty
- Failure to install or operate Huawei equipment, project scenarios, third-party equipment, etc. in compliance with the conditions, requirements or restrictions in Huawei solutions documents.

5 Content Updates

Issue	Date	Content Updates
04	2025.11.21	1、 Added Applicable Product Models: • LUNA2000-107-1S11 • LUNA2000-161-2S11 • LUNA2000-215-2S11