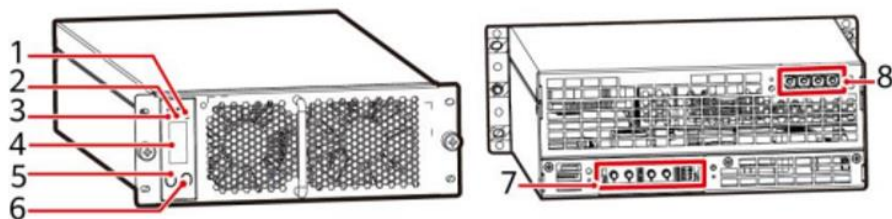


**EVDC Charging Module  
Warranty Service Agreement-V1.0  
(Overseas)**



## 1. Application scenarios

The EVDC charging module is mainly used in scenarios such as charging piles and vehicle-mounted chargers to charge electric vehicles, It is the core electrical component in the electric vehicle charging system.



MR04W10011

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|--------------------------------|---------------------|
| (1) Fault indicator            | (2) Alarm indicator |
| (3) Power indicator            | (4) Display panel   |
| (5) Left button                | (6) Right button    |
| (7) DC output and signal ports | (8) AC input ports  |

## 2. Warranty Service Period

- 2.1 The Warranty Period starts on the 90th day after the date of the product shipment from Huawei, or the date on which Huawei receives a warranty service request for this product, whichever is earlier.
- 2.2 In principle, the whole warranty period should be continuous since the starting date as defined above. Otherwise, the extended warranty cannot be supported.

### EVDC Charging Module Product Warranty Duration

Category	Product Description	Warranty Type	Warranty Period
EVDC Charging Module	EVDC Charging Module Series	RFR (Return for Repair)	1 Year

### 3. Warranty Service Content

Item	Service Item	Service Content	Service Level Agreement (SLA)
Warranty Scope	Remote support	Help Desk	09:00 to 18:00 Monday to Friday (Business Days only)
		Remote technical support	Not committed in SLA
	Hardware support	Fault parts replacement	RFR 9x5x30BD-S

#### ➤ Terminology

- Note of Spare Part replacement service:
  - Huawei only ensure that the supplied spare parts have the equivalent performance as the faulty parts. Huawei does not promise that all spare parts are new ones.
  - Auxiliary materials and mechanical parts are not within the warranty scope.

#### ➤ 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 interfaces and platform, which can accept and tracking Purchaser's service request.
- **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 Purchaser for related problem within the time of SLA agreement.

#### ➤ Hardware support

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 place, shipped out after Purchaser's service request being confirmed. After receiving the replacement device, Purchaser 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.
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- If Huawei had provided spare parts in the order, these spare parts sent in the order should be used firstly. Purchaser should assist Huawei to return faulty components later. Huawei shall send a replacement to Purchaser when failure is confirmed.
- The replacement device provided by Huawei will be functionally equivalent (feature, function, fit compatible, default software version) to the Purchaser's defective device.
- After the replacement changing, the warranty end time of the spare parts is the same as the remaining warranty time of the faulty parts.
- On-site replacement shall be done by Purchaser themselves.
- After Purchaser's replacement request being confirmed, Huawei shall be responsible for transportation defective devices within warranty period.
- To claim under this Limited Product Warranty, Purchaser 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 Purchaser Services Help Desk and providing the following information:
  - 1) A short description of the non-conformity or defect; including but not limited to input & output parameters, alarm ID and data exported from the EVDC module;
  - 2) Product serial number;
  - 3) A copy of the purchase receipt.Claiming under this Limited Product Warranty is conditional upon such information being provided.
- If Purchaser doesn't provide enough information and replace component without Huawei's confirmation, Purchaser shall pay for the transportation fees if the component is found to be undamaged.

#### **4. Warranty Exemption**

**Warranty scope: The charging module beyond the following application environment is not within the normal warranty scope of the equipment.**

- 1) Shipping damage after the customer receives the goods.
  - 2) No barcode or incomplete barcode information within the warranty period.
  - 3) Damage caused by storage conditions that do not meet product documentation requirements.
  - 4) Incorrect storage, installation, and use of equipment.
  - 5) Unqualified personnel install and use the equipment.
  - 6) Perform operations without following the operation instructions and safety warnings in the product and documentation.
  - 7) Operation in harsh environments beyond product and documentation.
  - 8) Operate outside the parameters specified in the applicable technical specifications.
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- 9) Unauthorized disassembly or modification of products or software code.
- 10) Equipment damage caused by abnormal natural environment. (force majeure, such as lightning strike, earthquake, fire, storm, etc.)
- 11) The warranty period is exceeded and the warranty service is not extended.
- 12) Any installation and operating environment beyond those specified in the relevant international standards.
- 13) The charging module does not have the anti-reverse battery connection function. Therefore, the charger (pile) needs to perform the anti-reverse battery connection detection. Module failures caused by reverse battery connection are not covered by the warranty.
- 14) When installing a charging module, ensure that all mounting holes on the module panel are secured by screws. If the module is not secured by fastening straps, it is not covered by the warranty.

**If not used according to the instructions, it is not covered by the warranty:**

- 1) The charger (pile) or charger stack shall meet the requirements of specific environmental protection level. In general environment, the outdoor protection level shall be IP54 or higher, and the indoor protection level shall be IP32 or higher.
  - 2) Do not use it in the offshore environment or outdoor land near the strong pollution source or in the environment with only simple shelter. Otherwise, the product may be corroded or water-ingressed, causing module faults. The abnormal function or component damage caused by the product is not covered by the warranty. Pollution source means an area within the following radiuses:
    - 0.5 km from salt water (e.g. ocean).
    - 3 km away from heavy pollution sources such as metallurgy, coal mines, thermal power plants, etc.
    - 2 km away from medium pollution sources such as chemical industry, rubber and electroplating.
    - 1 km away from light pollution sources such as food, leather, heating boiler and other sources.
  - 3) For near-sea applications, the shell of the module may be rusted or the service life of the entire device may be shortened. For details, consult the related service department. The offshore range is within the following radius: 0.5 km to 3.7 km from salt water (e.g. ocean).
  - 4) The charger (pile) requires dust filter or dustproof cotton to prevent large particles or floccules from blocking the module air duct. The abnormal function or component damage caused by the above is not covered by the warranty.
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- 5) It is recommended that the ventilation area of a single charging module be 13800 mm<sup>2</sup> and the minimum ventilation area be 10800 mm<sup>2</sup>. The ventilation area of the system is calculated based on the number of modules. (The preceding data is only the required heat dissipation area of the charging module, excluding the required heat dissipation area of other devices.)
- 6) It is recommended that the reserved space at the air inlet of the charging module be no less than 40 mm and the reserved space at the air outlet be no less than 85 mm. The specific distance depends on the air duct type of the system.
- 7) If the charger (pile) or charger stack needs to meet the requirements of IEC62477-1, the disconnection time of the module input front-level protection device shall meet the requirements of IEC60364-4-41, and the rated short-time withstand current shall not exceed 10kA.
- 8) The installation environment complies with the environment characteristics specified in the technical data. For details about the parameters, see the product manual.

## **5. Warranty Scope**

- 5.1 The warranty applies only in the country or region where the customer purchased it, and cannot be transferred to another country or region.
  - 5.2 The warranty cannot be transferred to another customer, it is only provided to the original customer of the equipment.
  - 5.3 The warranty must comply with local laws or other valid regulations.
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