

**Huawei Data Center Facility Product
Limited Warranties (Overseas)**



HUAWEI

Huawei Digital Power Technologies Co., Ltd.

Contents

- 1. SCOPE OF APPLICATION 3
- 2. WARRANTY STARTING TIME 3
- 3. SUMMARY OF PRODUCTS WARRANTIES 4
- 4. WARRANTY TYPE DESCRIPTION 5
- 5. EXCEPTION DESCRIPTION..... 5

1. Scope of Application

This document is applicable to the warranty instructions for Huawei data center Facility products sold in overseas non-carrier markets. Warranty information in the following reflects general warranty offerings. In specific countries and regions, the warranty service and service SLA may be different after local adjustment. If there is any conflict with local terms and conditions, the local terms and conditions shall prevail, and please consult your local service sales representatives for details.

2. Warranty Starting Time

- 1) Non-distribution contract standard warranty starting time: Huawei shipment +90 days.
- 2) Distribution contract standard warranty starting time: Huawei shipment +180 days.
- 3) Due to special transportation and customs clearance conditions, some regions/countries have customized the start time of localized warranty, which should follow local policies, such as Huawei shipment+180 days.
- 4) The Contract provisions that Huawei shipment/POD+N months (N can be 0-6) is the starting point of warranty.
- 5) If Huawei provides installation services, and the Contract provisions that PAC/FAC+N months (N can be 0-6) is the starting point of warranty.
- 6) If Huawei receives the warranty service request earlier than the above time, the time when Huawei receives the service request is taken as the warranty start time.

3. Summary of Products Warranties

Product Category	Product Series	Warranty Duration (years)	Country/Region Group★	WEU	Others
Data Center Facility	UPS2000 (without built-in battery)	3	RFR (30BD-S)	10BD-S	RFR (no SLA)
	Including but not limited to FusionModule series, FusionCol series, FusionDC series, FusionPower series, UPS5000, lithium battery cabinet, PDU8000, ECC800 and monitoring components, NetEco system hardware	1			
	Lithium battery, lead-acid battery, ACB&MCCB circuit breaker		RFR (no SLA)		

1) Country / Region Group★:

- **Asia Pacific Region:** Philippine, HongKong(China), Indonesia, Malaysia, Singapore, Thailand, Vietnam, Taiwan(China), Brunei, Macao(China), Japan, South Korea
- **Northern Africa Region:** Egypt, Tunisia, Algeria, Morocco, Congo(DRC), Cameroon, Cote d'Ivoire
- **Southern Africa Region:** Kenya, Uganda, Angola, Zambia, South Africa, Nigeria, Ghana, Mauritius
- **European Region:** Belarus, Turkey, Norway, Poland, Sweden, Czech, Hungary, Finland, Denmark, Austria, Greece, Latvia, Lithuania, Slovakia, Croatia, Romania, Bulgaria, Ukraine. Serbia, Macedonia, Estonia, Albania
- **Latin America Region:** Mexico, Venezuela, Colombia, Costa Rica, Ecuador, Brazil
- **Middle East & Central Asia Region:** Qatar, Bahrain, Oman, Azerbaijan, Georgia, Kirgizstan, Tajikistan, Uzbekistan, Saudi Arabia, United Arab Emirates, Pakistan, Kuwait, Kazakhstan
- **Category-B Region:** India, Canada, Australia, New Zealand

2) The warranty type of a product may vary in different countries, please consult your local service sales representatives for more information.

4. Warranty Type Description

Service Category	Service Item	Warranty Type		
		RFR (30BD-S)	10BD-S	RFR
				(no SLA)
Remote Technical Support	TAC Support 7X24h	√	√	√
	Online Self-help Support	√	√	√
Hardware Support	Return for Repair	9x5x30BD-S	/	no SLA
	Advance Hardware Replacement	/	9x5x10BD-S	/

- 1) For any RMA submitted after 15:00 (local time), it will be considered to be issued on the next business day.
- 2) 10BD-S: Send spare parts within 10 working days
- 3) The spare parts of the new contract need to be prepared for 30 days. If you activate the warranty in advance, the spare parts delivery time may be prolonged.
- 4) Hardware support service and onsite support service have cities and distance constraints, specific restrictions please reference warranty and maintenance description or consult your local service sales representatives.

5. Exception Description

- 1) All Huawei warranty is only applicable to the original end-user customers in the country or region where you purchased the product and is non-transferable.
- 2) Huawei shall, at its sole discretion, repair or replace the non-conforming hardware in accordance with this warranty. Huawei replacement parts used in Hardware replacement may be new or equivalent to new in performance and reliability.
- 3) Each party is responsible for the freight (return or shipping cost) respectively. If Huawei determines that the faulty item does not meet the conditions of the warranty specified in this document, customer can either pay for the repair service or return the defective equipment to you at your own cost.

- 4) Huawei warrants any expansion, repaired or replaced products/parts for ninety (90) days from shipment, or the remaining of the initial warranty period, whichever is longer.
- 5) Huawei does not warrant uninterrupted or error-free operation of a product.
- 6) The warranty is voided by removal or alteration of identification labels on
- 7) This warranty does not apply to any non-Huawei products (third party hardware or software), consumables or accessories.
- 8) The following conditions (including but not limited to) are not covered by Huawei's warranty:
 - The product identification information (such as bar code and model) is altered, torn, or damaged.
 - Damage caused by intentional or negligence, including damage caused by use in abnormal environments and non-compliance with the instructions.
 - Damage caused by abnormal voltage (such as high voltage or abnormal power failure) or virus infection.
 - Damage caused by equipment disassembly, repair, or modification by personnel or service organizations other than Huawei or Huawei authorized service centers.
 - Force Majeure (e.g. fire, flood, earthquake, lightning strike, war, etc.) Damage caused.
 - Other faults not caused by Huawei, including but not limited to faults caused by the use of accessories not provided by Huawei and faults caused by incompatibility with third-party software or hardware.
 - Huawei does not guarantee the customer data stored in its products or related to the products in other forms. The customer is responsible for backing up the data to prevent loss.
 - Non-Huawei products, including but not limited to components, software, and third-party operating systems installed on Huawei devices as required by customers.
 - Physical damage or alteration of equipment surface.

- Equipment whose hardware or software has been modified without Huawei's authorization.
- Equipment authorized only for testing, testing, training or demonstration.
- Alter or mark hard disks without complying with Huawei's requirements.
- Products and components listed in the following table:

Type	Specific Description
Consumption	Including but not limited to cables, extenders, distributors, refrigerants, dust filter, wet film and humidifier drums
Mechanical Parts	Including but not limited to shields, brackets, carts, tables, chairs, etc.
Cabinets and Accessories	Including but not limited to cabinet mechanical parts, documents, product accessories, installation accessories, and tools