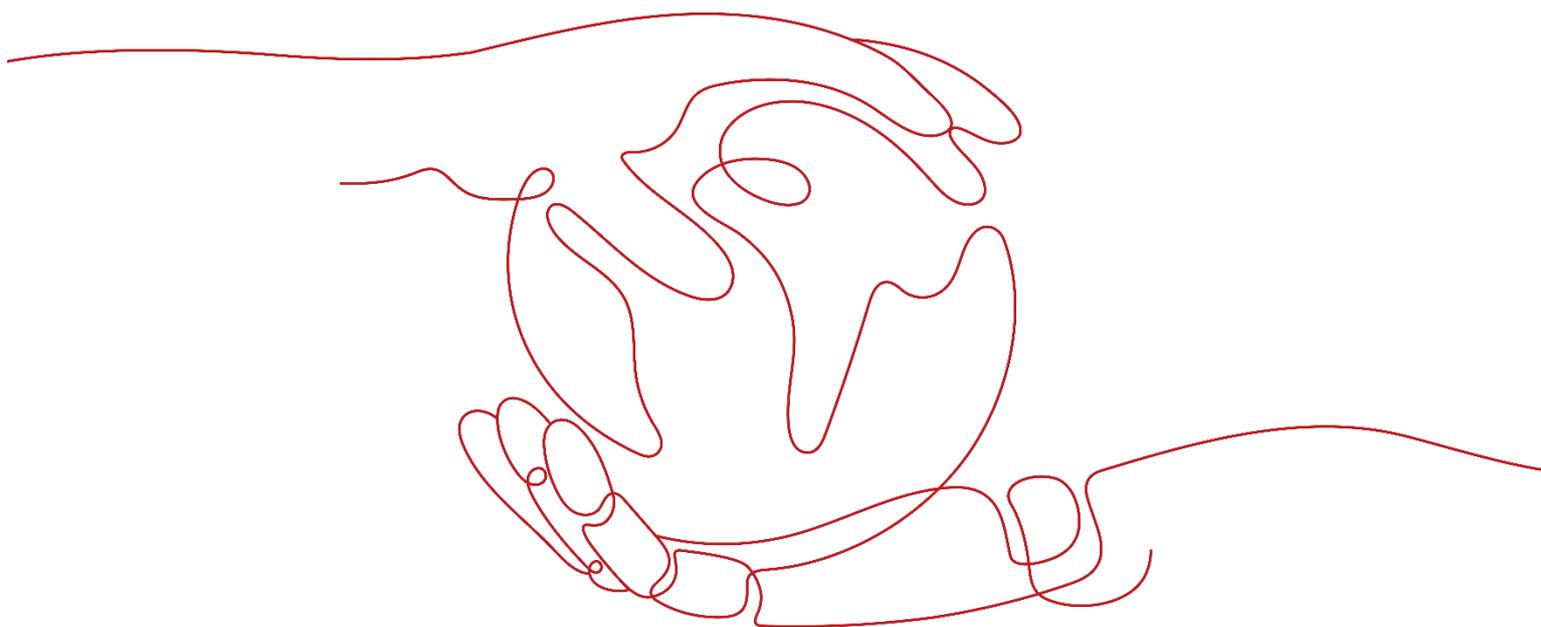


EVDC Charging Module Warranty Policy (Oversea)

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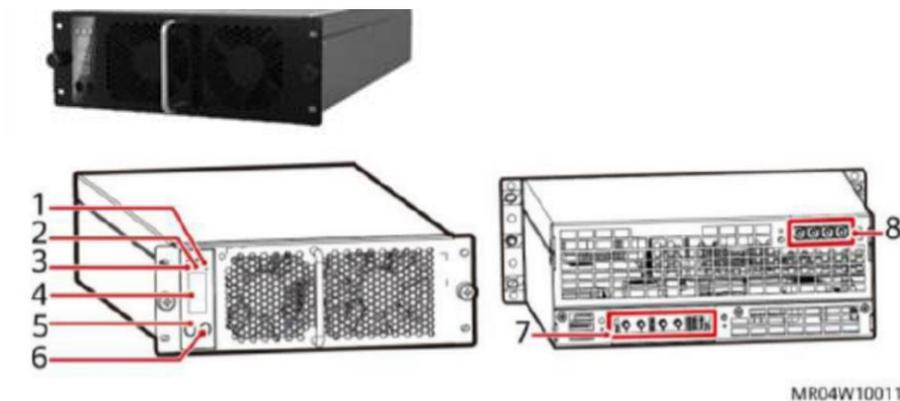
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1 Applicable Scope

- 1.1 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.



- | | |
|--------------------------------|---------------------|
| (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 |

- 1.2 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.
- 1.3 The warranty cannot be transferred to another Purchaser and is only provided to the original Purchaser of the product.
- 1.4 The warranty must comply with local laws or other applicable regulations.
- 1.5 Huawei may modify the warranty content. Purchaser may visit <https://digitalpower.huawei.com> to obtain the latest updates.

2 Warranty Period

2.1 Warranty start date: The warranty period starts from the 90th day after Huawei ships the products or the POD (proof of delivery) date, whichever is earlier. If the customer/partner requires a different start date, for example PAC, the warranty start date shall not be later than the 180th day after the shipment date. The actual warranty start date shall be subject to the terms set out in the contract.

2.2 Warranty period

Product	Warranty Type	Warranty Period
EVDC Charging Module Series	RFR (Return for Repair)	1 year

NOTE

- a) **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.
- b) **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

3.1 Huawei provides the following services during the warranty period.

Service Category	Service Content	Service Level Agreement (SLA)
Remote support	Help desk	09:00-18:00 Monday to Friday (Business Days only)
	Remote technical support	No SLA committed
Hardware support	Fault parts replacement	RFR 5 × 9 × 30 BD-S

3.2 Remote Support

Remote Support means Huawei provides solutions for technical enquiry or problem of Huawei product by telephone or Email. It includes Help Desk, and remote technical support.

- a) **Help Desk** refers to service interfaces and platform, which can accept and tracking Purchaser's service request.
- b) **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.

3.3 Hardware support

During the warranty period, Huawei guarantees that all hardware purchased shall

- a) Be replaced free of charge from defects in material, fabrication, and workmanship;
- b) Be replaced free of charge if it does not match to the published specifications;
- c) Huawei shall send the replacement product to the mutually agreed place, shipped out after Purchaser's service request being confirmed. If Huawei had provided spare parts in the order, these spare parts sent in the order should be used firstly.
- d) After receiving the replacement product, Purchaser should return/send the defective product that is packed in the packaging from the replacement product within 15 business days. Defective product which is not returned in time for any reason may be invoiced.

- e) Huawei only ensures that the supplied spare parts have the equivalent performance as the faulty parts. Huawei does not promise the spare parts are new ones.
- f) The warranty period of the original entire product shall apply to the replacement entire product.
- g) On-site replacement shall be done by Purchaser themselves.

3.4 Software update authorization

- a) During the warranty period, Huawei will provide software release through the official website. Purchaser can also receive notifications about their products through subscription. Purchaser shall download the software release and install it according to the related guidelines.
- b) Huawei shall not be liable for any problems caused by delayed update due to Purchaser's reasons.
- c) An updated software version does not provide new functions or features.

3.5 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:

- a) 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;
- b) Product serial number;
- c) 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 Disclaimer

- 4.1 All the preceding warranty services are applicable only to Huawei-manufactured products, which does not cover the auxiliary materials and mechanical parts.
- 4.2 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.
- 4.3 The charging module beyond the following application environment is not within the normal warranty scope of the equipment.
- a) Shipping damage after the customer receives the goods.
 - b) No barcode or incomplete barcode information within the warranty period.
 - c) Damage caused by storage conditions that do not meet product documentation requirements.
 - d) Incorrect storage, installation, and use of equipment.
 - e) Unqualified personnel install and use the equipment.
 - f) Perform operations without following the operation instructions and safety warnings in the product and documentation.
 - g) Operation in harsh environments beyond product and documentation.
 - h) Operat outside the parameters specified in the applicable technical specifications.
 - i) Unauthorized disassembly or modification of products or software code.
 - j) Equipment damage caused by abnormal natural environment. (force majeure, such as lightning strike, earthquake, fire, storm, etc.)
 - k) The warranty period is exceeded and the warranty service is not extended.
 - l) Any installation and operating environment beyond those specified in the relevant international standards.

- m) 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.
- n) 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.

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

- a) 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.
- b) 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.
 - 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).
- c) 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.
- d) It is recommended that the ventilation area of a single charging module be 13800 mm² and the minimum ventilation area be 10800 mm². 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.)
- e) 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.

- f) 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.
- g) The installation environment complies with the environment characteristics specified in the technical data. For details about the parameters, see the product manual.