

# Site Power Equipment Warranty Agreement

*Document description:*

- 1. This document applies only to Huawei CNBG, EBG and Digital Power site power cabinets and related power modules*
- 2. The contents in red and italics in this document can be modified based on project status.*
- 3. The bold contents in red and italics and highlighted in yellow in this document are supplementary descriptions or examples. Please delete them before sending this document to customers.*
- 4. This agreement applies only to Huawei-developed power equipment, excluding lithium batteries, lead-acid batteries, diesel generators, and PV modules.*

Agreement No.:

This agreement is signed by \_\_\_\_\_ (Party A) and \_\_\_\_\_ (Party B) in accordance with the principle of mutual benefit and common development to ensure product quality.

This agreement shall come into effect as of the date when it is signed.

## 1 Warranty Commitments

### 1.1 Warranty Service Definition

The warranty service is the product assurance service provided within the product warranty scope to resolve product quality issues.

The warranty service includes help desk, remote troubleshooting, software patching, and spare parts replacement.

**Help desk** is an interface and platform for providing technical support for Party A and can be used to handle and trace service requests from Party A.

**Remote troubleshooting** refers to the technical consultation and fault rectification services for Party A. Technical consultation services are to answer questions (involving device functions, specifications, operations, and configurations) raised by Party A during routine operation and maintenance. Fault rectification services are to analyze fault causes and provide solutions based on fault questions raised by Party A.

**Software patching authorization:** Huawei R&D sets up a dedicated maintenance team for each product to analyze and fix known or potential defects in the lifecycle of each software version, protecting customer networks from network faults, security risks, and network attacks caused by software defects. After strict tests and verification, software patches are released on Huawei customer support website (<http://support.huawei.com>) and installation guides are provided for customers to download and install. After a software patch is released, Huawei's local customer support team will check whether the patch needs to be downloaded and installed on the customer's live network. If necessary, the local team will notify the customer in a timely manner.

Software patching does not involve software upgrade and no new functions or features are provided.

**Spare parts replacement:** During the warranty period, if an individual failure is caused by the quality problem of Party B's power equipment, Party B is responsible for delivering qualified parts to the receiving place agreed by both parties within the committed SLA.

Party A shall bear the expenses incurred in sending faulty parts and receiving good parts, including transportation, customs duties, and customs clearance expenses.

## 1.2 Warranty Start Date

Scenario 1: Party B is responsible for product installation. The product warranty starts from the date when the preliminary acceptance certificate is issued, the date when the product is put into commercial use, or the date when the product is put into operation on the network, whenever earlier.

Scenario 2: Party B is responsible for product installation. The product warranty starts from no later than three months after the product arrival or no later than six months after the product shipment. Two parties negotiate to specify the start date based on project conditions.

Scenario 3: If Party B is responsible for product installation, and it is specified that Party B needs to fulfill the warranty responsibilities during the trial run, the product warranty starts from the trial run.

Scenario 4: Party B is not responsible for product installation. The product warranty starts from no later than three months after the product arrival or no later than six months after the product shipment. Two parties negotiate to specify the start date based on project conditions.

Other scenarios: For other scenarios not mentioned in this document, the local customer support department submits them to the Global Technical Service Dept Customer Support Service for review. The warranty starts when the product is put into use.

Note: If products in the same contract are delivered in batches, it should be specified in the contract that the warranty starts from the delivery milestone of each batch of products.

## 1.3 Warranty Period

The standard warranty period is one year. **If extended warranty is required, submit the details to the SSD for evaluation. Theoretically, extended warranty can be provided till product EOS.**

## 1.4 Warranty SLA

Service level commitments are not provided in standard warranty services. For details, see the following table.

<i>Huawei Standard Warranty Service</i>				
Help desk	<i>5 x 8 (legal working hours)</i>			
Remote troubleshooting	<b>Severity</b>	<b>Response Time</b>	<b>Temporary Fix</b>	<b>Resolution</b>
	Major	Not committed in SLA	Not committed in SLA	Not committed in SLA
	Minor	Not committed in SLA	Not available	Not committed in SLA
	Warning	Not committed in SLA	Not available	Not committed in SLA

	Consulting	Not committed in SLA	Not committed in SLA
Software patching authorization	<i>Only for defect rectification, not committed in SLA</i>		
Spare parts replacement	<i>Not committed in SLA</i>		
Emergency recovery	<i>Not available</i>		
Onsite support	<i>Not available</i>		
Software patching implementation	<i>Not available</i>		
Preventive maintenance	<i>Not available</i>		

*Note: The SLA in the table defines the default warranty service. The warranty improvement service can be provided and quoted based on customer requirements.*

## 2 Disclaimers

The following situations are beyond the warranty scope:

1. For third-party IT products, the customer needs to purchase warranty services from the original manufacturer or a third party. For example, Suse Linux, Sybase, Oracle, Redhat, Vmware, Dell, HP server, F5, etc.
2. Installation or use in environments that do not comply with international, national, or regional standards.
3. Installation or use by unqualified personnel.
4. Unauthorized modifications to the product or software code or removal of the product.
5. Damage caused during transportation by Party A or a third party authorized by Party A.
6. Failure to follow the operation instructions and safety precautions on the product and in the document.
7. Equipment damage due to force majeure such as earthquakes, floods, volcanic eruptions, debris flows, lightning strikes, fires, wars, armed conflicts, typhoons, hurricanes, tornadoes, and extreme weather conditions.
8. Storage conditions that do not meet the requirements specified in the product document.
9. Failure to comply with local laws, regulations, or related standards due to the materials and tools prepared by you.
10. Damage caused by Party A or a third party's negligence, intentional breach, gross negligence, or improper operations or damage not caused by the Company.
11. Accessories, consumables, and mechanical parts are not covered under warranty.

Type	Description	
Consumables	PowerCube1000	Including but not limited to: engine oil filter, diesel fuel filter, air filter, engine oil, startup battery, coolant, antifreeze, air valve, piston ring, belt, fuel spray nozzle, hose, and clamp
	Telecom Power	Including but not limited to: SPD, fuse, and air filter
	Intelligent power cabinet	Including but not limited to: power cable (battery charging cable), SPD, air filter, and aerosol
Mechanical parts	Including but not limited to: protective cover (passive) and rack	
Cabinets and accessories	Including but not limited to: cabinet mechanical part, documents, product accessories, installation accessories (including but not limited to mounting ears and guide rails), and tools	

If a product is retired from the network, transferred to a third party not specified in the product sales contract, or returned to Party B within the warranty period, the warranty service that has not been fulfilled is automatically terminated, and Party B does not provide compensation.

Party A:

Party B:

Representative:

Representative:

Position:

Position:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_