

C&I Hybrid Cooling ESS Warranty Terms

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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.

修订记录

日期	修订版本	描述	作者	评审人
2025/02/19	First edition	V1.0	Liangkang 、 weizheng	Liuqianghua、 Peichenzhi、Chenyong、 Taopengtian、 Weizheng、Liangkang、 Huangxin、 Zhangtenglong、 Zhangruoyu、Wangli and other members of the service extension team

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1 Applicable Product Model

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

The C&I hybrid cooling energy storage solution consists of the intelligent string energy storage system (ESS), intelligent modules (optimizers), and intelligent PV controller Smart PCS. It is applicable to industrial and commercial scenarios. The C&I hybrid cooling ESS uses the AC coupling solution to connect to the power grid. When the power grid has sufficient power, batteries are charged. When the power grid needs the output power, the stored battery energy is output to loads through the Smart PCS.

Figure 1-1 Low-voltage grid connection of C&I ESS through AC coupling in PV+ESS scenarios

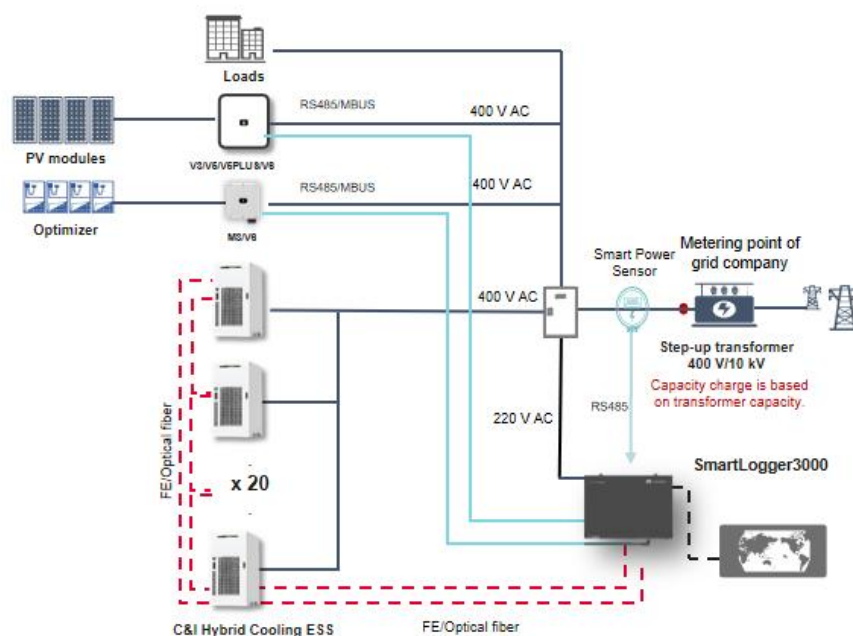
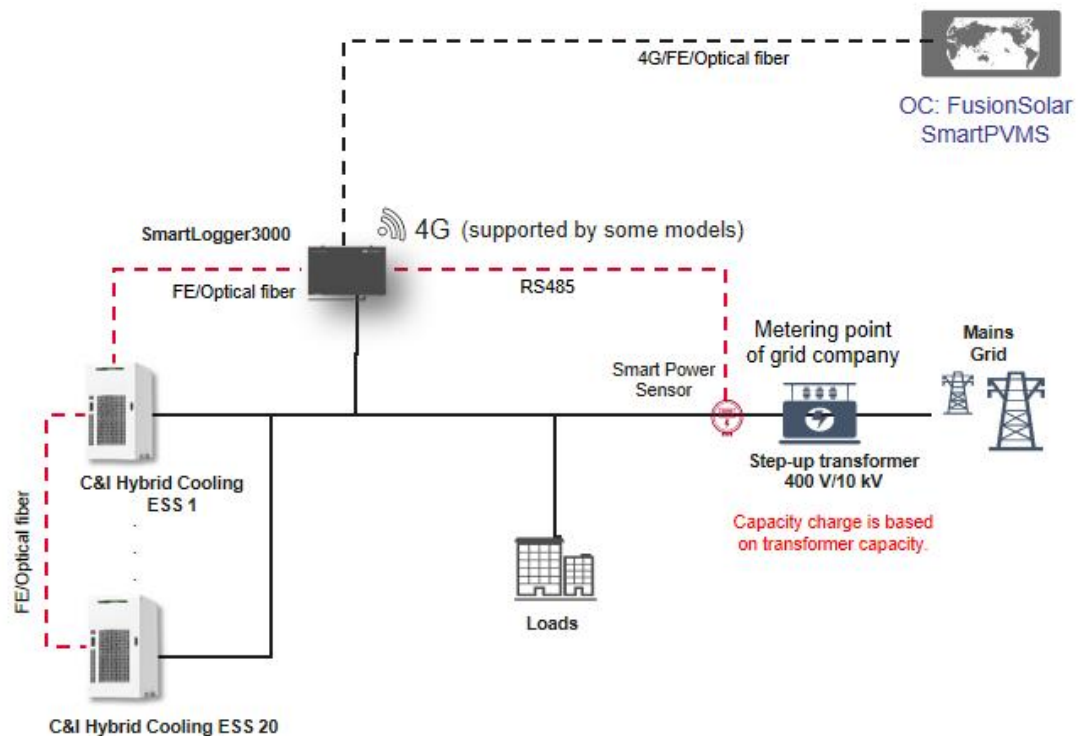


Figure 1-2 Low-voltage grid connection of C&I ESS through AC coupling in pure ESS scenarios



Huawei C&I Hybrid Cooling Energy Storage System(ESS for short) are applicable to commercial and industrial scenarios. It work with SmartLogger. The SmartPCS is connected to the Rack Controller Moudule , and charges batteries when the power grid is sufficient. When the power grid needs to be output, the SmartPCS outputs the stored battery energy to loads for use.

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Warranty Scope

2.1 Performance guarantee

Performance guarantee defined for the ESS: 100% DOD, operating temperature range of -30°C~+40°C, The number of cycles is defined according to the working conditions of each area. For details, see Table 2-1 Performance guarantee standards for the ESS under typical working conditions.

The standard guarantee period of the battery performance of the energy storage system is 10 years. When the 10-year guarantee period or the number of cycles take effect, whichever is earlier, the warranty expires.

ESS's warranty includes product warranty and performance guarantee, which are provided separately.

Capacity test conditions: At an ambient temperature of 25°C±3°C, fully discharge the batteries, charge them to 100% SOC at a rate of 0.5CP, discharge them to end-of-discharge SOC at a rate of 0.5CP, Test three charge and discharge cycles. Record the average SOH value. For details about the capacity test method and procedure, contact Huawei technical support.

The ESS is required to be connected to Huawei SmartPVMS and be remotely upgraded to the latest firmware version in a timely manner to ensure battery life. For products that are not continuously connected to Huawei SmartPVMS, cell damage caused by untimely upgrade is not covered by the warranty.

Table 2-1 Performance guarantee standards for the ESS under typical working conditions

Region	Model	Pack Quantity	Ambient Temperature	Charge/ Discharge Rate	Number of Cycles @ 60% SOH	Standard Working Conditions
China	LUNA200 0-215- 2S12	4	-30°C to +40°C	0.5CP	8000	Number of cycles per day ≤ 2

Region	Model	Pack Quantity	Ambient Temperature	Charge/ Discharge Rate	Number of Cycles @ 60% SOH	Standard Working Conditions
Outside China	LUNA200 0-215-2S11	4	-30°C to +40°C	0.5CP	7300	
Outside China	LUNA200 0-215-2S10	4	-30°C to +40°C	0.5CP	7300	
Outside China	LUNA200 0-161-2S11	3	-30°C to +40°C	0.67CP	5100	Number of cycles per day ≤ 1
Outside China	LUNA200 0-107-1S11	2	-30°C to +40°C	1C	4000	

2.2 Product warranty

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.

For ESS that is continuously connected to FusionSolar SmartPVMS or the on-site inspection service for five years (10 years in Europe) is purchased, the advanced warranty will be maintained. (Europe equipment warranty period: 2 years basic warranty + 8 years advanced warranty; other regions: 2 years basic warranty + 3 years advanced warranty; accessories warranty period: 1 year basic warranty + 1 year advanced warranty (except Asia Pacific)). The details are as follows:

Table 2-2 Warranty period of each product series (Basic+advanced)(years)

Category	device	Europe	China	Middle East and Central Asia	Asia Pacific	Latin America	Southern Africa	Northern Africa	Class B
Devices	Hybrid Cooling ESS	10 (2+8)	5 (2+3)	5 (2+3)	5 (2+3)	5 (2+3)	5 (2+3)	5 (2+3)	5 (2+3)
Auxiliary product	SmartLogger	2 (1+1)	2 (1+1)	2 (1+1)	2 (2+0)	2 (1+1)	2 (1+1)	2 (1+1)	2 (1+1)

The following auxiliary materials and mechanical parts are not covered by the warranty (For details, see the spare parts list.):

Category	Description
Consumables	Including but not limited to cables, door locks, lamps
Cables	Cables between cabinets
Mechanical parts	Including but not limited to battery holder and other mechanical parts
Accessories for battery cabinets	Including but not limited to cabinet mechanical parts, documents, product accessories, installation accessories, and tools

Table 2-3 Warranty start date

Start Date	Europe	China	Middle East & Central Asia	Asia Pacific	Latin America	Southern Africa	Northern Africa	Type-B Country
Direct sales and Distribution: shipment date + 90 days, or POD, whichever is earlier	√	√	√	√	√	√	√	√

NOTE

1. If a region requires a longer service period, report to the Marketing & Service ST.
2. For channel sales projects, channel partners must complete necessary ESS capability certification.
3. For channel distribution projects, channel partners are responsible for notifying customers of technical requirements such as transportation, storage, site selection, installation space, and foundation construction requirements. Such content must be included in the contract. Huawei will not be responsible for any problems caused by ignorance of the preceding requirements.
4. The spare parts of the ESS are replaced by parts replacement, which does not affect the warranty period of the entire system.
5. The warranty period of spare parts such as the SmartLogger complies with the original rules of the region.
6. In the C5 scenario, a maximum of five-year standard warranty service is provided for ESS devices. (2 Yr Basic Warranty + 3 Yr Advanced Warranty) 5 years extended warranty service. The service life of the product is increased by 5 years from the service life of the product (standard warranty + extended warranty).
7. In the C5 scenario, all energy storage devices must be connected to FusionSolar SmartPVMS.
8. In the C5 scenario, within the battery cabinet lifecycle, the following services must be configured: Inspection Service, 5-year proactive component replacement package, and 10-year proactive component replacement package.

Table 2-4 Standard Warranty Service Content

Category	Service	SLA Description
Remote technical support	Hotline service	24x7
	Remote troubleshooting	China: 12x7 Other countries: 9x5
	Online technical	24x7

	support	
Software support	Software update authorization	24x7
Hardware support	Advance spare parts replacement (Non-dangerous goods)	9x5x2BD-S
	Advance spare parts replacement (Dangerous goods)	9x5x2BD-S (Japan: 9x5x2BD) 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. For details about the spare parts delivery time, confirm with the regional spare parts contact person. For details, see the following SLA policy table.

Table 2-5 Regional lithium battery spare parts service SLA strategy

Reginal	Europe	China	Middle East and Central Asia	Asia Pacific	Latin America	Southern Africa	Northern Africa	Class B
Battery Spare parts and fire module with extinguishant	2BD-S**	No Commitment	No Commitment	2BD-S**	2BD-S**	2BD-S**	No commitment	No commitment

NOTE

- The SLA signed in the contract is subject to the information provided by the Digital Energy Global Service Hotline<https://digitalpower.huawei.com/cn/contact.html>.
- 24x7: Monday to Sunday, 00:00–24:00
- 12x7: Monday to Sunday, 8:00 to 20:00 (all days, all holidays)
- 9x5: business days, 9:00–18:00, excluding public holidays
- BD: Business Day
- 2BD-S: Huawei ships spare parts within two business days after confirming the necessity of hardware replacement and receiving the RMA information.
- **： 12 European countries (Czech, France, Germany, Italy, Netherlands, Poland, Slovakia, Spain, Türkiye, Switzerland, UK, and Ireland), 10 Latin American countries (Paraguay, Uruguay, Brazil, Guatemala, Jamaica, Nicaragua, Dominican Republic, Mexico, Chile, and Peru), five Asia-Pacific countries (Indonesia, Thailand, Malaysia, Singapore, and Philippines), and South Africa.
- The basic warranty does not include on-site service. If on-site problem handling is required, on-site service must be purchased.
- The preceding table is for reference only. Regions and rep offices need to confirm the local SLA capability with the local spare parts platform. For details, see the frontline evaluation.

Spare parts service description:

- ✓ By default, parts replacement is used for C&I hybrid cooling ESS products. For details about the parts that can be replaced, see the Support-E Spare Parts List.
- ✓ The performance of the spare parts provided by Huawei is not lower than that of the faulty equipment provided by the customer. Do not promise the customer that all spare parts are new or identical.
- ✓ For spare parts of dangerous goods such as batteries and pressurized gas cylinders, the standard quality assurance documents in the industry generally do not promise the delivery SLA of such spare parts. If a project requires a commitment beyond the service SLA policy, the local spare parts platform shall evaluate the commitment based on the warehousing and logistics capability of the country.

The Buyer can purchase the extended warranty service only before the warranty period of the above products expires. The extended warranty period and price depend on the storage/operation environment and working conditions of the equipment. For details, contact the local Huawei service team. The extended warranty must be purchased continuously. After the service interruption, Huawei will not accept new extended warranty requirements.

3

Warranty Period Description

3. 1. 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.

3.1.1 Hotline

Hotline handling is an interface for processing all customer service requests (CSRs). Hotline handling is used to handle customer CSRs, create, distribute, track, query, and close CSR trouble tickets, and pay a return visit to the satisfaction of handling CSRs. In the iCare/eCare system, Huawei engineers assign a unique trouble ticket number to each CSR. Huawei engineers track and manage CSRs based on the trouble ticket number. Customers can query the handling progress at any time.

Hotline 7 × 24 service: 24 hours a day, 7 days a week, no rest days and holidays.

3.1.2 Remote Support

After receiving the network or system fault report, remote fault analysis and handling will be performed first to rectify the fault in time. Remote problem handling methods include telephone support and remote access.

- Phone support

After receiving a service request, the system will respond to the service request through telephone support within the response time specified by the service level, help the customer analyze, diagnose, and locate the problem, provide the solution, and guide the implementation.

- Remote access

For the faults or problems that cannot be solved through the telephone support service, log in to the faulty device through the remote terminal to investigate and collect data,

analyze the fault causes, propose solutions, guide the customer to implement the solutions, and provide remote operations if necessary. For urgent requests, Huawei support center will respond within 30 minutes. For normal requests, Huawei support center will respond within 60 minutes.

3.1.3 Online Technical Support

Huawei provides customers with technical support cases and product technical documents, shares technical experience, and downloads software patches.

3. 2. Software Support Service

To keep Customer's network technology up-to-date with the latest operating system (OS) and based on the license feature set purchased by Customer, Huawei provides software updates, including bug fixes and maintenance, as well as minor releases. For the avoidance of doubt, unless otherwise agreed by Huawei, the customer shall install the provided software updates by itself. Huawei will provide patches and minor software upgrades. For functional faults of software versions, Huawei will provide patches to rectify the faults. No new functions or features are provided.

3. 3. Hardware Support Service

If the problem cannot be solved without replacing spare parts after Huawei remote, online, or onsite technical support engineers locate the problem, Huawei will provide spare parts supply support for the customer within the extended warranty period.

The spare parts supply service is available 9 hours a day (from 9:00 to 18:00) and 5 days a week (from Monday to Friday), excluding national holidays.

Battery spare parts are shipped out of the warehouse within two working days (2BD-S) after Huawei considers that spare parts are required and generates an RMA. The delivery time starts from the time when Huawei considers the spare parts necessary and generates the RMA number to the time when the spare parts are delivered.

Service Statement

The functions and performance of the spare parts provided by Huawei are equivalent to or superior to those of the defective parts. (such as features, functions, adaptation, and default software versions).

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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.