Smart PV Limited Product Warranty 2026-06 NC GD

Warranty valid from June 1, 2026.
Replaces previous warranty documents.

Huawei Technologies Switzerland AG (hereafter "**Huawei**") provides the following Limited Product Warranty to the purchaser (hereafter "**Customer**") for the equipment (hereafter "**Covered Products**") for the specific time period (hereafter "**Warranty Period**") defined in the table below and is subject to the following terms and conditions:

1 Covered Products and Warranty Periods

Category	Covered Products	Warranty Period
Residential Inverters	SUN2000-2/3/3.68/4/5/6KTL-L1 SUN2000-3/4/5/6/8/10KTL-M0 & M1 SUN2000-12/15/17/20KTL-M0 & M2 SUN2000-12/15/17/20/25KTL-M5 SUN2000-12-25K-MB0 SUN2000-3/3.68/4/4.6/5/6KTL-LB0 **SUN2000-8K/10K-LC0** SUN2000-5/6/8/10/12K-MAP0	10 (ten) years starting 180 (one hundred eighty) days after shipment
	SUN5000-8/12K-MAP0 SUN5000-17/25K-MB0	**Basic Warranty Period**: 5 (five) years warranty starting 180 (one hundred eighty) days after shipment. **Advanced Warranty Period**: 15 (fifteen) years warranty starting 180 (one hundred eighty) days after shipment. For products that have continuous connection to the FusionSolar Smart PV Management System (without disconnection for more than six months)
C&I Inverters	SUN2000-33KTL-A/36KTL SUN2000-30/36/40KTL-M3 SUN2000-50KTL-M3 **SUN2000-30K/40K/50K-MC0** SUN2000-60KTL-M0 SUN2000-100KTL-M1 & AFCI SUN2000-100/115-M2 SUN2000-150KTL-MG0	5 (five) years starting 180 (one hundred eighty) days after shipment
	SUN5000-150KTL-MG0	10 (ten) years starting 180 (one hundred eighty) days after shipment
Utility Inverters	SUN2000-100/105/185KTL-H1 SUN2000-215KTL-H0/H3 SUN2000-330KTL-H1	

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Optimizers	SUN2000-450W-P/P2 SUN2000-600W-P MERC-1100W/1300W-P	25 (twenty-five) years starting 180 (one hundred eighty) days after shipment
	SUN2000-600W-PA0 (MERC-600W-PA0)	10 (ten) years starting 180 (one hundred eighty) days after shipment
Residential Energy Storage Systems	LUNA2000-5-E0 battery pack LUNA2000-5-C0 DC/DC power module	10 (ten) years starting 180 (one hundred eighty) days after shipment; see chapter 3 for details
	LUNA2000-7-E1 battery pack LUNA2000-7-C1 DC/DC power module	**Basic Warranty Period:** 5 (five) years starting 180 (one hundred eighty) days after shipment or reaching the Minimum Through Output Energy, whichever comes first; **Advanced Warranty Period:** 15 (fifteen) years starting 180 (one hundred eighty) days after shipment or reaching the Minimum Through Output Energy, whichever comes first, if the system is connected to the FusionSolar Smart PV Management System; see chapter 4 for details
Backup Box & Smart Guard	Backup Box-B0/B1	2 (two) years starting 180 (one hundred eighty) days after shipment
	SmartGuard-63A-T0	10 (ten) years starting 180 (one hundred eighty) days after shipment.
Energy Management	**Smart Assistance SA4H-A02 (EMMA-A02)**	2 (two) years starting 180 (one hundred eighty) days after shipment
Smart Power Sensors (Meters)	SmartPS-100A-S0 (DDSU666-H) DTSU666-H 100A SmartPS-250A-T0 (DTSU666-H 250A) SmartPS-80AI-T0 (DTSU666-HW/YDS60-80)	2 (two) years starting 180 (one hundred eighty) days after shipment
Communication & Monitoring	Smart Dongle WLAN-FE Smart Dongle 4G Smart Logger 3000A/B Smart Module 1000A Smart ACU 2000D	2 (two) years starting 180 (one hundred eighty) days after shipment
AC Chargers	SCharger-7KS-S0 SCharger-22KT-S0	3 (three) years starting 180 (one hundred eighty) days after shipment

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2 Terms and Conditions

The Products sold prior to the date of publication will continue to be covered by the original warranty terms and conditions.

If, during the Warranty Period, a Covered Product is found to have a non-conformity or defect in the workmanship or materials occurring during normal use of the Covered Product, Huawei will, subject to the terms set out below, replace the Covered Product with a product that is functionally equivalent (in relation to feature, function, fit compatible, default software version) to, or better than the defective Covered Product reported in the warranty claim ("**Replacement Product**") and the terms of this Limited Product Warranty shall apply to any Replacement Products supplied by Huawei under this Limited Product Warranty. A Replacement Product shall be the Customer's sole and exclusive remedy for any non-conformity or defect(s) in the Covered Products.

If the Replacement Product is an Inverter or a Residential Energy Storage System, it shall be covered by this Limited Product Warranty for the remaining Warranty Period or 360 (three hundred sixty) days from the date of replacement, whichever is longer.

If the Replacement Product is an Optimizer, a Backup Box or a Smart Guard, a Smart Power Sensor (Meter), a Communications & Monitoring device, it shall be covered by this Limited Product Warranty for the remaining Warranty Period or 90 (ninety) days from the date of replacement, whichever is longer.

Upon replacement, the Replacement Product shall become the property of the Customer and the defective Covered Product shall become the property of Huawei.

3 Warranty Specification for Residential Energy Storage System LUNA2000-S0

Covered Product	Covered Battery Storage Energy	Warranty Period	Through Output Energy
LUNA2000-5-E0 5 kWh battery pack	60% of Nominal Energy	10 (ten) years starting 180 (one hundred eighty) days after shipment	16.45 MWh

Notices:

(i) Battery warranty is defined as when the E0 battery pack reaches the warranty period or the life cycle discharge is completed, the remaining capacity EOL meets the specification

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requirements, and the first comes into effect; the DC/DC power module C0 only involves the warranty period and does not affect the battery performance. Battery packs and power modules have independent warranties.

(ii) Capacity test conditions: at an ambient temperature of 25°C±3°C, after charging to 100% SOC, let it stand for 10 minutes, and discharge the tested battery cell at a set current of 0.2C to the discharge termination voltage, and record the amount of electricity released in the process.

(iii) To upgrade to the latest firmware to ensure battery life, it is recommended to connect the battery to the Huawei SmartPV Management System FusionSolar.

(iv) Installation must be completed within 30 (thirty) days after battery purchase. In the event of battery failure, there must be a notification of failure within 30 (thirty) days.

(v) Damage to the battery module caused by negligence or failure to recharge in a timely manner (leaving the battery empty for more than 30 (thirty) days) is not covered under this Limited Product Warranty.

(vi) The operation and life of the battery depends on the operating temperature. The recommended working temperature for the battery is indicated on the respective data sheet.

4 Warranty for Residential Energy Storage System LUNA2000-S1

Covered Product	Covered Battery Storage Energy	Warranty Period	Through Output Energy
LUNA2000-7-E1 7 kWh battery pack	60% of Nominal Energy	**Basic warranty period**: 5 (five) years starting 180 (one hundred eighty) days after shipment	28.84 MWh
LUNA2000-7-E1 7 kWh battery pack	60% of Nominal Energy	**Advanced warranty period**: 15 (fifteen) years starting 180 (one hundred eighty) days after shipment, if the system is connected to Smart PV Management System	28.84 MWh

Notices:

(i) Battery warranty is defined as when the E1 battery pack reaches the warranty period or the life cycle discharge is completed, the remaining capacity EOL meets the specification requirements, and the first comes into effect; the DC/DC power module C0 only involves the warranty period and does not affect the battery performance. Battery

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packs and power modules have independent warranties.

(ii) Capacity test conditions: at an ambient temperature of 25°C ±3°C, after charging to 100% SOC, let it stand for 10 minutes, and discharge the tested battery cell at a set current of 0.2C to the discharge termination voltage, and record the amount of electricity released in the process.

(iii) To upgrade to the latest firmware to ensure battery life, it is recommended to connect the battery to the Huawei SmartPV Management System FusionSolar.

(iv) Installation must be completed within 30 (thirty) days after battery purchase. In the event of a battery failure, the failure must be reported within 30 (thirty) days.

(v) Damage to the battery module caused by negligence or failure to recharge in a timely manner (leaving the battery empty for more than 30 (thirty) days) is not covered under this Limited Product Warranty.

(vi) The operation and life of the battery depends on the operating temperature. The recommended working temperature for the battery is indicated on the respective data sheet.

(vii) For the advanced warranty period, LUNA2000-S1 must be connected to Huawei SmartPV Management System FusionSolar so that the firmware can be updated remotely. If the LUNA2000-S1 is not registered or disconnected from the Huawei SmartPV Management System FusionSolar for more than 180 (one hundred eighty) days, only the basic warranty period will be provided.

5 Warranty Period Extension Procedure

The Warranty Period for Inverters may be extended to a period of 10 (ten), 15 (fifteen) or 20 (twenty) years, at an additional cost to the Customer ("**Extended Warranty**") subject to the conditions below. An Extended Warranty can only be purchased during the term of the initial Warranty Period.

Product Series	Warranty Period	Extended Warranty Period
Residential Inverters	10 years	+5 years / +10 years
C&I and Utility Inverters:	5 years	+5 years / +10 years / +15 years
Smart Logger	2 years	+3 years / +8 years
AC Charger	3 years	+2 years / +7 years

Any Extended Warranty is subject to the same terms and conditions as the initial Warranty.

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6 Warranty Claims

In order to make a claim under this Limited Product Warranty, Customer shall, promptly after discovering any nonconformity or defect in workmanship or materials in the Covered Products, report the nonconformity or defect to Huawei by contacting Huawei's Customer Service Help Desk (contact details as below) and provide the following information:

(i) a short description of the non-conformity or defect; including but not limited to input and output parameters, alarm ID, cause ID and data exported from the product;
(ii) the product serial number; and
(iii) a copy of the purchase receipt.

The provision of such information is a condition of any claim under this Limited Product Warranty.

- Online Technical Support:
  https://solar.huawei.com/ch/service-support/tsc
  https://solar.huawei.com/ch-fr/service-support/tsc
- Huawei's Customer Service Help Desk:
  Phone: 00 80 03 36 66 666 (free)
  Email: eu_inverter_support@huawei.com

Customer can find user manuals and other information on the website:
https://info.support.huawei.com/Energy/info

7 Product Replacement

Huawei will determine upon receipt of a warranty claim whether the claim is covered by this Limited Product Warranty. If Huawei determines that the claim is not covered by this Limited Product Warranty, Huawei will notify Customer stating the reasons for the rejection of the claim. If Huawei determines that the claim is covered by this Limited Product Warranty, Huawei will provide the Customer with a Replacement Product.

If Huawei provides a Replacement Product, Huawei will deliver the Replacement Product to the Customer's designated location within Switzerland, Liechtenstein and the EEA, normally within 2 (two) to 5 (five) business days and 90 (ninety) days for Residential Energy Storage Systems (business days being Monday to Friday, excluding public and bank holidays) after the warranty claim has been initiated, investigated and confirmed. Within 15 (fifteen) working days of receipt of the Replacement Product, Customer shall return the defective Covered Product to Huawei in the original packaging or in the packaging of the Replacement Product or in any other suitable packaging to prevent any transportation damage.

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Huawei reserves the right to charge the Customer for the cost of the defective Covered Product, and the Customer agrees to pay such charges by making a warranty claim, if:

(i) a Replacement Product has been shipped to the Customer but the defective Covered Product is not returned to Huawei within 15 (fifteen) working days;

(ii) on inspection, a returned Covered Product does not match the one described in the warranty claim;

(iii) on inspection, a Covered Product is found not to be covered by this Limited Product Warranty or the Limited Product Warranty has been invalidated as set out in Chapter 6 of this Limited Product Warranty.

8 Installer Call-out Fee and Transportation Costs

Upon replacement and receipt by Huawei of a defective Covered Product (only applicable to Residential Inverter, Optimizer, Residential Energy Storage System, Backup Box or Smart Guard, Smart Power Sensor (Meter), Communication), Huawei shall pay an installation fee of 110 EURO(including VAT) per Covered Product within the Warranty Period ("**Installer Call-out Fee**") together with reasonable transportation costs, provided that such transportation costs have been mutually agreed upon prior to the return of the defective Covered Product by the Customer. Huawei shall pay 25 EURO (including VAT) for each additional replacement of Covered Products. Payment of the Installer Call-out Fee and any agreed transportation costs shall be processed by Huawei, or by a service company on behalf of Huawei, within 60 (sixty) days after Huawei's receipt of the defective Covered Product.

9 Warranty Limitations

This Limited Product Warranty applies only to the hardware of the Covered Products and does not apply to any components that are separate from the Covered Products, such as ancillary equipment, consumable and mechanical assembly parts, or protective coatings that are designed to deteriorate over time (unless the defect is due to a defect in materials or workmanship).

This Limited Product Warranty only applies to Customers who have purchased the Covered Products directly from Huawei, or from an authorized seller of Huawei Smart PV Products in Switzerland, Liechtenstein and the EEA. Huawei only process the transportation in Switzerland, Liechtenstein and the EEA.

The Limited Warranty only applies to the buyer who has purchased the Products from an authorized seller of Huawei for use in accordance with their intended purpose. The Limited Warranty may be

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transferred from buyer to any assignee within in Switzerland, Lichtenstein and the EEA, and will remain in effect for the time period remaining under the foregoing warranties, provided that the reinstallation is done in accordance with the User Manual or Quick Guide provided by Huawei.

This Limited Product Warranty applies only if the installation and any removal and reinstallation has been carried out in accordance with the installation instructions and user guidelines supplied with the Covered Products ("**Documentation**").

This Limited Product Warranty is void if the serial number of the Covered Product has been removed or defaced.

10 Warranty Exclusions

This Limited Product Warranty excludes defects or damages resulting from:

(i) failure to install or failure to use the Equipment in accordance with the User Manual and the Quick Guide provided by Huawei;
(ii) Customer's failure to install and operate Covered Product in accordance with Huawei's product specifications;
(iii) Use of Covered Product other than in a normal and customary manner;
(iv) unauthorized disassembly, repair, alteration or modification;
(v) misuse, abuse, intentional damage, negligence or accidental damage;
(vi) improper testing, operation, maintenance, or installation including but not limited to:
  (a) failure to comply with any written system requirements provided for a safe operating environment or external electrical parameters;
  (b) failure to operate the Covered Products in accordance with the Operation Manual and/or User Guides of the Covered Products;
  (c) relocation and installation of the system other than in accordance with Huawei's requirements;
(vii) damage caused by the use of incorrect voltage;
(viii) directly caused by system infrastructure problems;
(ix) improper storage, shipping, handling or use of the Covered Products; and
(x) force majeure events (including but not limited to acts of public enemy, acts of governmental authorities or agencies, foreign or domestic, sabotage, riot, fire, flood, storm, explosion or other catastrophes, epidemic or quarantine restrictions, labour unrest or shortage, accident, freight embargo, or any other event beyond the control of Huawei) for the period of time caused by any such event.
(xi) Damage to LUNA2000-5-E0 or LUNA2000-7-E1 caused by negligence or failure to

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recharge in a timely manner, e.g. leaving the battery empty for more than 30 (thirty) days.

The Limited Product Warranty does not cover cosmetic damage or superficial defects, dents, marks or scratches that do not affect the proper functioning of the Covered Product.

11 Limitation of Liability

This Limited Product Warranty is in lieu of all other warranties, conditions or guarantees as to the description, quality, fitness for a particular purpose, satisfactory or merchantable quality of the Covered Products or any other warranty, condition or guarantee, whether express or implied, unless otherwise agreed in writing between Huawei and the Customer.

Huawei shall not be liable whether in contract, tort or otherwise for any nonconformity of or defect in the Covered Products or for any injury, damage or loss resulting from such nonconformity or defect or for any loss of contracts, loss of revenue, loss of use or profits or business, business interruption or for any extra operating costs or for any indirect, consequential or economic damage or loss whatsoever and however caused. The remedies set forth in this Limited Product Warranty shall be the Customer's sole and exclusive remedy for any nonconformity or defect in the Covered Products.

Notwithstanding the foregoing, this Limited Product Warranty does not limit Huawei's liability for:

(i) death or personal injury;
(ii) fraud or fraudulent misrepresentation; or
(iii) any other liability which cannot be limited or excluded by law.

12 General

No modification, extension or addition to this Limited Product Warranty is permitted without the express written consent of Huawei.

If any provision of this Limited Product Warranty is determined to be invalid or unenforceable in whole or in part by any court of competent jurisdiction, such provision shall be deemed to be deleted and shall not invalidate or render unenforceable the remaining provisions of this Limited Product Warranty.

This construction, validity and performance of obligations under this Limited Product Warranty

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shall be exclusively governed by the laws of Switzerland excluding the conflict of laws principle thereof. The provisions of the United Nations Convention on Agreements for the International Sale of Goods of April 11, 1980 (the "CISG") shall not apply. Each party hereby submits to the exclusive jurisdiction of the competent courts of Zurich.

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