



C&I Hybrid ESS Limited Product Warranty 2025-02

Warranty valid from February 1, 2025.
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

Covered Products	Warranty Period
C&I Hybrid Cooling Energy Storage System (ESS): LUNA2000-215-2S10	Basic warranty period: 2 (two) years starting 90 (ninety) days after shipment Advanced warranty period: 10 (ten) years starting 90 (ninety) days after shipment, if the system is connected to Smart PV Management System FusionSolar

2 Warranty Specification

Covered Product	Depth of Discharge	Energy Capacity at EOL	Ambient Temperature	Charge/ Discharge Rate	Number of Cycles at 60% SOH	Standard Working Conditions
LUNA2000-215-2S10	100%	60%	-30°C to +40°C	0.5C	7'300	Number of cycles per day ≤ 2

Notices:

- Battery warranty is defined as when the battery 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.
- Capacity test conditions: at an ambient temperature of 25°C±3°C, after charging to 100% SOC at a rate of 0.5C, discharge to 0% SOC at a rate of 0.5C.
- Upgrade to the latest firmware to ensure battery life, it is recommended to connect the battery to the Huawei SmartPV Management System FusionSolar.
- 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.



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3 Warranty Period

Covered Product	Covered Battery Storage Energy	Warranty Period
LUNA2000-215-2S10	60% of Nominal Energy	Basic Warranty Period: 2 (two) years starting 90 (ninety) days after shipment
		Advanced Warranty Period: 10 (ten) years starting 90 (ninety) days after shipment, if the system is connected to Smart PV Management System FusionSolar

Notices:

- (v) For the Advanced Warranty Period, LUNA2000-215-2S10 must be connected to Huawei SmartPV Management System FusionSolar so that the firmware can be updated remotely. If the LUNA2000-215-2S10 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.

4 Warranty Period Extension

The Warranty Period of LUNA2000-215-2S10 may be extended to a period of up to 15 (fifteen) years after shipment, 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 Basic Warranty Period.

Product Series	Advanced Warranty Period	Extended Warranty Period
C&I Hybrid Cooling Energy Storage System	10 years	+5 years

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

5 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 filling in the online service request form at https://digitalpower.huawei.com/service-request/#/Mailbox/index?lang=de_DE and provide the following information:

- a short description of the non-conformity or defect; including but not limited to input & output parameters, alarm ID, cause ID and data exported from the Inverter;
- the product serial number; and



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- a copy of the purchase receipt.

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

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

Customer can find user manuals and other information on the website:

https://info.support.huawei.com/Energy/enterprise/multiple/?lang=en_US&navId=5&sceneId=224&page=DocHome&productId=8271

6 Product Replacement and Spare Parts

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 and the claim is eligible for Replacement, 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 battery packs (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 removed from the Replacement Product or in any other suitable packaging to prevent any transportation damage.

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 this Limited Product Warranty.



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7 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 FusionSolar Products in Switzerland and the EEA. Huawei only process the transportation in Switzerland 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 transferred from buyer to any assignee within in Switzerland 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.

8 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 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;



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- (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 LUNA2000-215-2S10 caused by negligence or failure to recharge in a timely manner, e.g. leaving the battery empty for more than 30 (thirty) days.
- (xii) Damage to LUNA2000-215-2S10 caused by outdated firmware due to failure to connect the ESS to Huawei SmartPV Management System FusionSolar.

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.

9 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



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(iii) any other liability which cannot be limited or excluded by law.

10 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 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.