



Huawei WEU Enterprise Product Warranty Policy

This document describes the warranty policies applicable to Huawei Enterprise products.

Warranty Scope:

The warranty exclusively defines Huawei's obligations (and hence the customer's rights) in case of defects of Huawei products ("Products"). Different policies may apply for different types of Products. Warranties generally include a remote technical support during business hours ("BHRTS" as defined below) for a limited period as set out below and software updates, but exclude any of the additional benefits that are available to customers that enter into a separate service support contract. Warranties as described in this document do not apply to third party hardware or software that Huawei may provide in combination with or as part of the Products. Such third party hardware and software may however be covered by such third party's warranty terms.

Unless otherwise agreed, warranty rights are not transferable, i.e. they apply only to the original End Customer.

Warranty Period and Start Date:

A warranty is available during a specific time period (the "Warranty Period") commencing from the Warranty Start Date. The Warranty Start Date means (i) the date that the Product is shipped from the manufacturing facilities of Huawei; or, in the case of resale by a Huawei Reseller, (ii) the earlier of a) the date the Product is shipped from the Huawei Authorized Distributor or Value Added Partner to the Reseller/End Customer or b) the date that is ninety (90) days after the shipment of the Product from the manufacturing facilities of Huawei.

Business Hours Remote Technical Support (BHRTS):

Remote technical assistance includes technical consultation, troubleshooting and bug fixing. Such technical assistance is provided by Huawei European Customer Support Center ("EU CSC") during business hours (9:00 a.m. - 6:00 p.m. CET) via both phone (+800.33.888888) and email (eusupport@huawei.com).

Limited Lifetime Warranty:

Limited Lifetime means a Warranty Period as long as the original End Customer owns the Product, with a maximum of five years after Huawei announced such Products to be "End of Marketing", which means such Products can no longer be purchased. For Products with Limited Lifetime, the 'Advance Replacement' policy will apply and Huawei will ship the replacement hardware from the Huawei Spare Parts center within one (1) business day ("NBD-Ship") after Huawei issues the Return Material Authorization ("RMA") number. The table below lists the Products with Limited Lifetime Warranty.

Products with Limited Lifetime Warranty	Advance Replacement	BHRTS Period
Switch: S5700, S3700, S2700 series (excluding the Power Supply Units)	NBD-Ship	Ninety (90) Days commencing from Warranty Start Date

Hardware Warranty:

The standard Warranty Period for Product hardware is twelve (12) months; with respect to certain Products an extended Warranty Period of (thirty-six (36) months applies. During the Warranty Period, Huawei will replace faulty hardware with refurbished or new equipment and will provide access to updates for the embedded software. Delivery time may vary depending on customer shipping location and the Huawei Spare Parts Center location and is performed on a best effort basis. Customers should allow for additional transit time due to international customs clearance. For standard as well as extended hardware Warranty, either of the following replacement policies will apply:

- the 'Advance Replacement' policy which aims to ship the replacement Product on the next business day ("NBD-Ship") or within ten (10) business days ("10BD-Ship"), or
- the 'Return and Replace' ("R&R") policy which aims to ship the replacement Product forty-five (45) Calendar Days ("45CD") after receipt of the faulty Product at the local Huawei Spare Parts center.



Products with a standard Warranty Period of 12 Months	Advance Replacement	BHRTS Period
Switch: S6700, S7700, S9700 series; Access Router: AR157G-HSPA+7, AR158E, AR1200, AR2200, AR3200 series; Data Center Switch: Cloud Engine CE series; WLAN: WA, AP, WS, AC series and S93 AC Card; SFP Optical Transceivers; Network Element Router: NE series; Access Router: AR151, AR157, AR207G-HSPA+7, AR200 series	10BD-Ship	Ninety (90) Days commencing from Warranty Start Date
Unified Threat Management: USG2110-A-W, USG2110-A-GW-W, USG2110-A-GW-C, USG2110-F, USG2110-F-W, USG2160W, USG5000 series; Data Center Firewall: USG9000 series; Network Intelligent Protection System: NIP2000 series, NIP5000 series; AntiDDoS Gateway: S1000, S8000 series; Application Security Gateway: ASG series; Antivirus Expert: AVE series; VPN Gateways: SVN2230, SVN5000, SVP2260 series; Service Inspection Gateway: SIG series; Security Compliance Management: UMA, iSOC, OIC, OMM; Internet Cache Solution: iCache3200	10BD-Ship	Ninety (90) Days commencing from Warranty Start Date
UCC: eSpace IPC series; Video Surveillance VS, eSpace CAM/NVR/DEC series; V1300N: BU, AU, MU, MAU; SoftCo 5000/9000, U1000/U2000/EGW/IAD/UC Server series; ET 525, eSpace6000/7000 series; Contact Center: UAP, eSpace AT, MT series	10BD-Ship	Ninety (90) Days commencing from Warranty Start Date
UCC Telepresence and Video: TP, RP, MC, VP, VPC, VPM, SMC, UGW9500, IRD, DME, DMP series	10BD-Ship	Ninety (90) Days commencing from Warranty Start Date

Products with an extended Warranty Period of 36 Months	Advance Replacement	BHRTS Period
Switch: S1700 series	10BD-Ship	Ninety (90) Days commencing from Warranty Start Date
Storage: SAN 'T' series, S8100, NAS N8300 and N8500, VTL series3500, VIS series, Cloudstor series, UDS, HDP series, SNS series.	NBD-Ship	Warranty Period
Server: Rack Mount Server 'RH' series, Blade Server E series, Data Center X series, Ultra-High Density X series, SSD E series, Application Server X8000 and Exchange	NBD-Ship	Warranty Period
Desktop Cloud Thin Client TC series	R&R: 45CD	Warranty Period

Claim and Hardware Return Procedures:

An eligible customer^{LI} may submit its RMA request via e-mail (eusupport@huawei.com) to EU CSC. EU CSC will handle the RMA request and shall issue a corresponding RMA number. If the RMA form has been received after 3:00 p.m. CET, the request will be considered received on the next business day. The template RMA form can be requested at EU CSC.

The following items are excluded from the RMA service provided by Huawei:

- Handling and shipping costs for sending the faulty parts back to Huawei's designated location;
- On-site hardware replacement.

After receiving the replacement equipment, the defective parts must be returned to a designated Huawei site within fifteen (15) business days. In the event such parts are not returned in this period, Huawei reserves the right to charge the then-current list price of the replacement part provided.

When returning a Product, the RMA number must be displayed on the outside packing of the returned item. All Products and parts to be returned must be packed securely and must avoid physical damage and electrostatic discharge. Huawei shall pay any transportation costs incurred with the delivery of the replacement equipment to customer. If Huawei determines, at its sole discretion, that the returned Product is not defect or that the Warranty claim is invalid due to the Warranty exclusion policy listed below, the cost of replacement, including all shipping fees, shall be paid by the RMA requesting party.

Warranty for Replaced Part:

The Warranty Period for a Product that is replaced during its original Warranty Period shall be the greater of i) the balance of the remaining Warranty Period for the original part or ii) ninety (90) days from the date that the replacement Product is delivered to the customer.

**Software Warranty:**

Huawei warrants for a period of ninety (90) days from the date of Product delivery that under normal use the Product software will operate in accordance with Product specifications. Huawei does not warrant that the software will function error-free or uninterrupted or that Huawei will correct all software errors. All software Products include the Huawei Software Update Service that allows for downloading of periodic software maintenance releases. These releases may provide basic performance enhancement of existing functional features of the installed software (available via the Huawei Enterprise Support web site: <http://support.huawei.com/enterprise>). Software installation, patch development and technical support are not included in this warranty unless otherwise specified. This Software Update Service is not available for software that has been announced End of Support, and is subject to change without notice.

Warranty Exclusions:

Huawei shall not repair or replace any Product or correct any software in case of:

- Damage incurred in shipping or handling, or damage due to Force Majeure or damage arising out of abuse;
- Product damage caused by the customer or due to the Product not being operated in accordance with its specifications and operating manual (as supplied by Huawei together with the Product);
- Unauthorized modification, removal or erasing of the bar code serial numbers or other identifying marks on the Products;
- Damage, malfunction or performance detraction of the Products caused by any unauthorized modification of the Hardware and/or software;
- Removal, installation or re-installation of the Product conducted by any non-qualified personnel;
- Products being used to provide services or functions not in accordance with the Software license or without Software license granted by Huawei for the Products;
- Damage, malfunctions or performance detraction of the Products caused by neglect, misuse or malicious use ;
- Failure to meet the requirements of environmental conditions or external electrical parameters necessary for the Products to operate in the normal cause of business;
- Combination or integration of the Product with any features, accessories, software or other materials not installed or provided by Huawei (unless with Huawei's explicit consent);
- Consumable parts, such as lamps, fuses, cables, patch cords, etc;
- Scratches or other cosmetic damage to the Product surface that does not affect its operation;
- Product damage which are attributable to the customer.

¹¹ Only parties who purchased the Product from Huawei, a Huawei Authorized Distributor or a Value Added Partner.