



## Huawei WEU Enterprise Product Warranty Summary V2.0

### IP

Product Line	Product Family	Products	Warranty Duration	Warranty Service Level <sup>1</sup>	Business hours Remote Technical support <sup>2</sup>	Software updates <sup>3</sup>
IP	Switch	S27xx, S37xx, S57xx	Lifetime <sup>4</sup>	Advanced Replacement NBD-Ship <sup>5</sup>	90 Days commencing from Warranty Start Date	Lifetime <sup>4</sup>
	Switch	S67xx, S77xx, S93xx, S127xx, CE58xx, CE68xx, CE128xx	1 year	Advanced Replacement 10BD-Ship <sup>6</sup>	90 Days commencing from Warranty Start Date	1 year
	Switch	S17xx	3 years	Advanced Replacement 10BD-Ship <sup>6</sup>	90 Days commencing from Warranty Start Date	3 years
	Router	AR32xx, AR22xx, AR12xx, AR20x, AR15x, AR16x, NE5000E/40E/20E	1 year	Advanced Replacement 10BD-Ship <sup>6</sup>	90 Days commencing from Warranty Start Date	1 year
	WLAN	Access Point, Access Controller	1 year	Advanced Replacement 10BD-Ship <sup>6</sup>	90 Days commencing from Warranty Start Date	1 year
	Security	Firewall, Anti-DDoS, Secure Web Gateway, Antivirus gateway, IPS, IDS, Secure Access Gateway(SSL VPN), Service Inspection Gateway iCache3200, UMA, ISOC, OIC, OMM	1 year	Advanced Replacement 10BD-Ship <sup>6</sup>	90 Days commencing from Warranty Start Date	1 year
	Application Software	eSight, iManager U2000, TSM, DSM, VSM, eLog	90 Days	NA	90 Days commencing from Warranty Start Date	NA



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### IT

Product Line	Product Family	Products	Warranty Duration	Warranty Service Level <sup>1</sup>	Business hours Remote Technical support <sup>2</sup>	Software updates <sup>3</sup>
IT	Server	RH Series, E6000,E9000,X6000,X8000,ES2000/ES3000,N2000 NAS, Exchange	3 years	Advanced Replacement NBD-Ship <sup>5</sup>	3 years	3 years
	Storage	SAN, NAS, VTL, VIS, Cloudstor, UDS, HDP, SNS,	3 years	Advanced Replacement NBD-Ship <sup>5</sup>	3 years	3 years
	Storage	Dorado	1 year	Advanced Replacement NBD-Ship <sup>5</sup>	1 year	1 year
	Storage	Backup Software, InfraControl, UltraAPM, UltraVR	90 Days	NA	90 Days commencing from Warranty Start Date	NA
	Desktop Cloud	XENAPP	90 Days	NA	90 Days commencing from Warranty Start Date	NA
	Server Solution	Cloud system software	90 Days	NA	90 Days commencing from Warranty Start Date	NA
	Desktop Cloud	TC	3 years	Return For Repair 45CD- ship <sup>7</sup>	NA	NA



# Huawei WEU Enterprise Product Warranty Summary V2.0

## UCC - 1

Product Line	Product Family	Products	Warranty Duration	Warranty Service Level 1	Business hours Remote Technical support2	Software updates3
UCC	VC	TP1002,TP30XX,TP1102,TP31XX RP100-XX, RP200-XX,VP90XX, TEXX, MCU VP9XXX, MCUV8XXX SMC2.0 UGW9050 M1XX, M2XX.VPC5XX	1 year	Advanced Replacement 10BD-Ship <sup>6</sup>	90 Days commencing from Warranty Start Date	1 year
	UC	U19XX,U29XX,EGW15XX, IAD,Softco5XXX	1 year	Advanced Replacement 10BD-Ship <sup>6</sup>	90 Days commencing from Warranty Start Date	1 year
		eSpace 6XXX, eSpace 78XX, eSpace79XX, eSpace8XXX,ET5XX	1 year	Advanced Replacement 10BD-Ship <sup>6</sup>	90 Days commencing from Warranty Start Date	1 year
		UC server	1 year	Advanced Replacement 10BD-Ship <sup>6</sup>	90 Days commencing from Warranty Start Date	1 year
	CC	Espace AT 1600, AT2600	1 year	Advanced Replacement 10BD-Ship <sup>6</sup>	90 Days commencing from Warranty Start Date	1 year
		UAP3300,UAP2600	1 year	Advanced Replacement 10BD-Ship <sup>6</sup>	90 Days commencing from Warranty Start Date	1 year
	IVS	eSpace IPC1XXX, eSpace IPC5XXX, eSpaceIPC2XXX, eSpace CAM6XXX, eSpace CAM7XXX, VS-CA-HXXX, VS-IPC-HXXX,	1 year	Advanced Replacement 10BD-Ship <sup>6</sup>	90 Days commencing from Warranty Start Date	1 year
		Network recorder:NVR6XXX Decoder and Encoders: VS-EC-HXX, DEC6001,IVS Platform	1 year	Advanced Replacement 10BD-Ship <sup>6</sup>	90 Days commencing from Warranty Start Date	1 year



## Huawei WEU Enterprise Product Warranty Summary V2.0

### UCC - 2

Product Line	Product Family	Products	Warranty Duration	Warranty Service Level 1	Business hours Remote Technical support <sup>2</sup>	Software updates <sup>3</sup>
UCC	ITV	IRD6000, DME6000	1 year	Advanced Replacement 10BD-Ship <sup>6</sup>	90 Days commencing from Warranty Start Date	1 year
		DMP6001 DMP7000	1 year	Advanced Replacement 10BD-Ship <sup>6</sup>	90 Days commencing from Warranty Start Date	1 year
	Application Software	EMS, UMS, CTI, Database	90 Days	NA	90 Days commencing from Warranty Start Date	NA



- 1) In order to guarantee service quality, Huawei highly recommends to buy Huawei Branding Service Package (Hi-Care Service), or Huawei Partner Branding Service Package (Co-Care Service).
- 2) Remote Technical Support will use all reasonable efforts to provide a suitable assistance to the technical service request. Remote technical support in Warranty is provided during local Huawei business hours for the entire warranty period and includes phone and email, but does not include any of the additional benefits obtained under a support service contract.
- 3) Software Updates include minor updates and do not change the licensed major version of the installed software or operating system.
- 4) 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.
- 5) Advance Replacement hardware will be **SHIPPED** within one (1) Business Day from Huawei depot location after the confirmation of RMA. The Customer’s replacement request must be received via EMAIL ([eusupport@huawei.com](mailto:eusupport@huawei.com)) and RMA should be confirmed before 15:00 CET by Huawei European Customer Support Center (“EU CSC”); otherwise the request will be considered as received on the next Business Day. After receiving the replacement equipment, return the defective parts to a designated Huawei site within 15 Business Days. In the event the equipment is not returned in this period, Huawei reserves the right to charge you then-current list price of the replacement parts provided. Actual delivery times may vary depending on the customer location and Huawei shipping depot location. Customers should allow for additional transit time due to international customs clearance.
- 6) Advance Replacement hardware will be **SHIPPED** within ten (10) Business Days from Huawei depot location after the confirmation of RMA. The Customer’s replacement request must be received via EMAIL ([eusupport@huawei.com](mailto:eusupport@huawei.com)) and RMA should be confirmed before 15:00 CET by Huawei European Customer Support Center (“EU CSC”); otherwise the request will be considered as received on the next Business Day. In the event the equipment is not returned in this period, Huawei reserves the right to charge you then-current list price of the Spare Parts provided. Actual delivery times may vary depending on the customer location and Huawei shipping depot location. Customers should allow for additional transit time due to international customs clearance.
- 7) Return for Repair hardware will be **REPAIRED** and **SHIPPED** within forty-five (45) Calendar Days **after** the receipt of the defective parts at Huawei repair center. Actual delivery times may vary depending on the customer location and Huawei shipping depot location. Customers should allow for additional transit time due to international customs clearance.
- 8) End Users who purchased the Product directly from Huawei should contact Huawei. End Users who purchased the Product from an authorized Huawei Channel Partner should contact the Channel Partner for assistance in making warranty claims to Huawei