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C&I service solutions

- *C&I Service Solution Overview*
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C&I Scenario service scope overview

Service Products

Engineering service

- Supervision & Commissioning
- Engineering faulty part replace (if involved)
- Basic on-site training

Customer Support service

- Standard product warranty
- Extended product warranty
- Remote technical support
- Software support
- Hardware support (spare parts replacement)

Value-added service

- Preventive maintenance
Online/offline safety inspection
- Onsite trouble shooting
- Faulty parts replacement

O&M Training service

- On-site training for operation and maintenance (O&M)

Engineering Service : Supervision and Commissioning Service Overview

Supervision & Commissioning

Environment and equipment Check

Installation Check & defect elimination

Technical Disclosure

Powering-on / Commissioning

Basic training

System Acceptance support

On-site Work

- **Expert on-site** installation consulting & commissioning
- **Technical disclosure** to EPC
- **On-grid** defect elimination
- Expert on-site training

Benefit



- **Improve efficiency:** guide customers in correct lifting, installing, commissioning and use
- **Ensure delivery quality:** avoid faulty ,proper use of equipment

Engineering Service : Supervision and Commissioning Service Packages

Basic package



1. Inspection before power-on
2. System commissioning
3. System defect elimination
4. Function verification
5. 7*24 hotline support (delivery period)

Advanced package (additional services on top of basic package)



1. On-site equipment list check
2. On-site basic training
3. On-site installation guidance
4. Battery testing
5. O&M handover training

Training: basic on-site training before delivery (included in the supervision)

Expertise on site training



Training Service

- **Basic Product**
knowledge training
- **Standard** training for
O&M team
- **3 Level Qualification**
Certification & **Subcon**
Partners Certified
ensure delivery quality

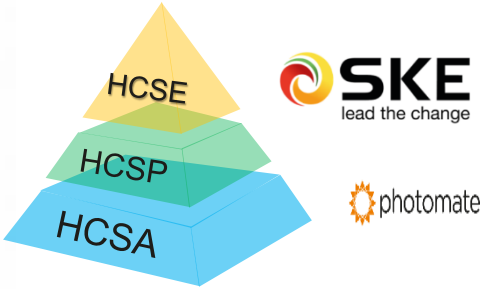
Training Topic	Training Objectives	Training duration
Energy Storage User Manual Training	Installation, power-on training	2H
Troubleshooting Training	Master the methods of recognizing and handling common faults.	1H
Comprehensive operation of ESS	Be familiar with the process and specifications of security O&M.	1H



Certified partner ensure delivery quality , reduce 30% delivery time



EU VAP Partner Resources





Engineering Service : Basic package Responsibility Matrix

- Partner will install all the equipment and get ready for the commission environment .

Basic Package: 1.6 man-day			
Before construction			
No.	Quotation Item	Responsibility matrix HW	Responsibility matrix Parnter
Remote installation training for supervision			
1	Installation Guide		
1.1	Installation training	R	S
	Use training	R	S
	Power-on training	R	S
Onsite commissioning			
2	Deployment commissioning		
2.1	Check Before Power-on	R	S
2.2	Deployment commissioning	R	S
2.3	EMS joint commissioning	S	R
3	<i>Eliminate the defect</i>		
3.1	Eliminate the defect	R	S
4	<i>Function acceptance</i>		
4.1	Function commissioning	R	S
4.1.1	Fire fighting system	R	S
4.1.2	Smoke sensory	R	S
4.1.3	Warm sensory	R	S
4.1.4	Water immersion	R	S
4.1.5	Door status sensor	R	S
4.1.6	Illumination	R	S
4.1.7	Socket	R	S
4.1.8	Communications	R	S
4.1.9	Air Conditioning	R	- - S

Engineering Service : Advanced package Responsibility Matrix (1)

- Huawei engineer will go to the site and responsible for guidance from the arrival of equipment.
- Partner should prepare all the installation environments

Advanced Package 5.8 man-day

Before construction

No.	Quotation Item	Responsibility matrix HW	Responsibility matrix partner
1	Foundation confirmation		
1.1	Construction drawing confirmation	S	R
1.2	Pouring standard	S	R
	Levelness requirements	S	R
	Strength requirements	S	R
2	Unpacking and Inspection	S	R
2.1	Material check	S	R

Installation guide

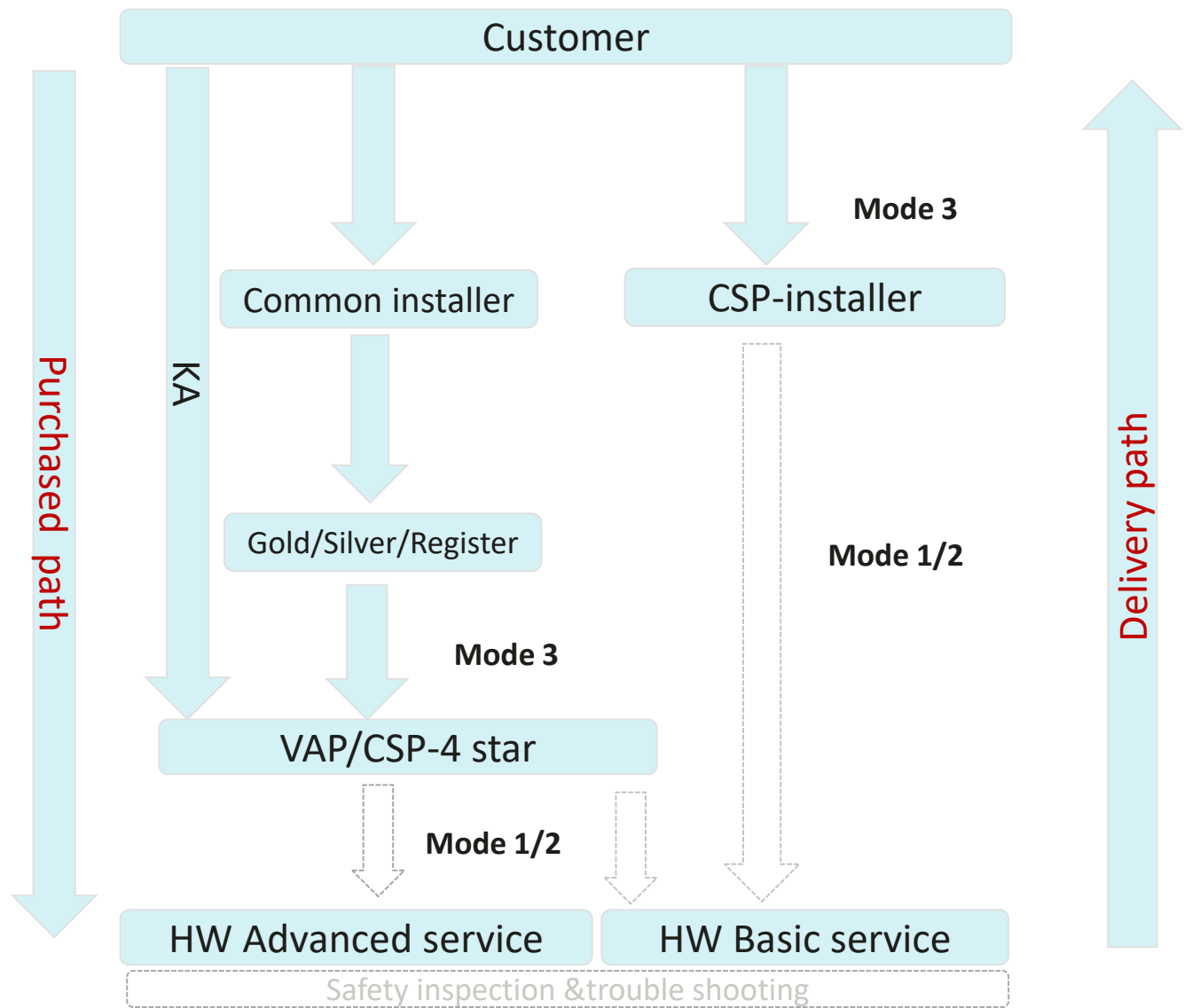
3	Installation Guide		
3.1	Installation training	R	S
	Use training	R	S
	Power-on training	R	S
3.2	On-site guidance	R	S
	Hoisting and fixing the cabinet	S	R
	PCS Installation	S	R
	DC-DC installation	S	R
	Installing the SACU	S	R
	Battery installation	S	R
	Cable connection	S	R

Engineering Service : Advanced package Responsibility Matrix (2)

- Huawei engineer will go to the site and responsible for guidance from the arrival of equipment.
- Partner should prepare all the installation environments

Advanced Package 5.8 man-day			
No.	Quotation Item	Responsibility matrix HW	Responsibility matrix partner
4	Deployment commissioning		
4.1	Check Before Power-on	R	S
4.2	Deployment commissioning	R	S
4.3	EMS joint commissioning	S	R
5	<i>Eliminate the defect</i>		
5.1	Eliminate the defect	R	S
6	<i>Function acceptance</i>		
6.1	Function commissioning	R	S
6.1.1	Fire fighting system	R	S
6.1.1.1	Smoke sensory	R	S
6.1.1.2	Warm sensory	R	S
6.1.2	Water immersion	R	S
6.1.3	Door status sensor	R	S
6.1.4	Illumination	R	S
6.1.5	Socket	R	S
6.1.6	Communications	R	S
6.1.7	Air Conditioning	R	S
Two rounds of battery tests			
7	Battery test		
7.1	Charge and discharge	R	S

C&I service sales and deliver mode:



Mode	Responsible	Service type
Mode1	Huawei	Advanced
Mode2	Huawei	Basic
Mode3	Partner	Partner service

Select 1 of in 3 modes

Thank you.

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每个组织，构建万物互联的智能世界。

Bring digital to every person, home and
organization for a fully connected,
intelligent world.

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