

## SUN2000 & Smart Logger



### Huawei Hotline Certified By:



### Technical Support

- Huawei Customer Support Center certified:
  - ISO/IEC 27001:2005 (data security)
  - ISO/IEC 20000:2011
- Available Hotline 24/7 in Four Languages\*
- Remote Emergency Recovery
- Strong Technical Expertise
- SPOC Technical interface: **TAC\_support@huawei.com**

### Hardware Support

- Local Spare Part Service (location: Germany, France, United Kingdom and Hungary)
- Advance Replacement Service
- SLA: Shipment onsite of replacement inverter within TWO to Five Working Days

### Online Platform Support

- Technical Tickets tracking: online follow-up
- Huawei Technical Support Website: Huawei's official platform for releasing product documents, FAQ, and bulletins.

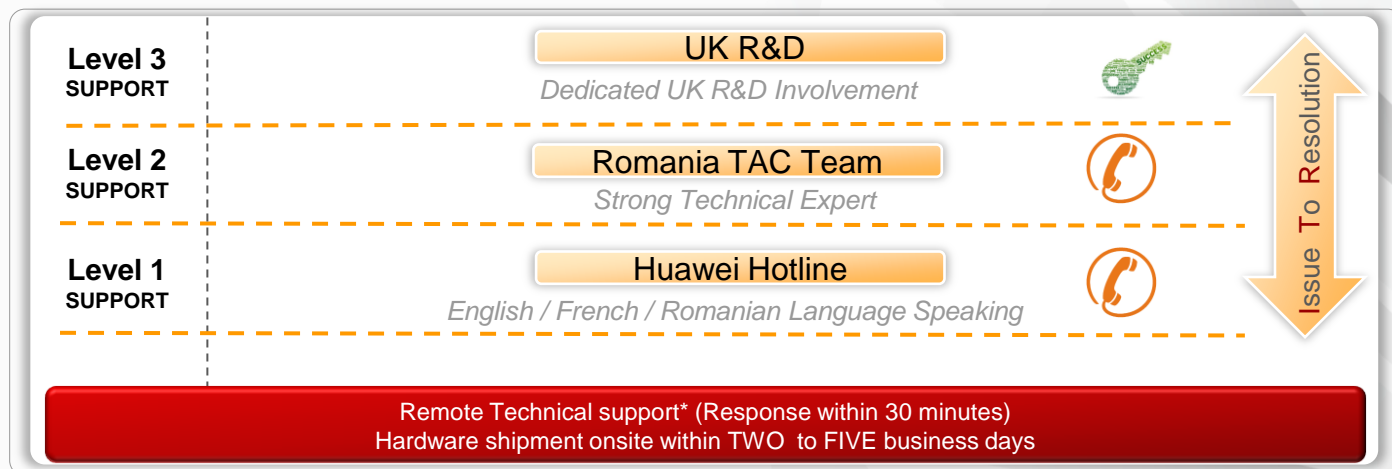
## Warranty Conditions

#### Smart Logger and PLC COO

- TWO years' basic warranty included
- The replacement Smart Logger is guaranteed a minimum of THREE months and a maximum for the remaining warranty period of the replaced inverter.

#### SUN2000

- FIVE years' basic warranty included
- Warranty extension can be purchased.
- The replacement inverter is guaranteed a minimum of 12 months and a maximum for the remaining warranty period of the replaced inverter.



\* Basic SLA included in the warranty: 5dx8h

### European Customer Support Services:

European Warranty Support:  
TAC\_support@huawei.com  
Hotline: 00 800 6666 88 99

France service Email: [fr\\_inverter\\_support@huawei.com](mailto:fr_inverter_support@huawei.com)  
Germany service Email: [HTS\\_servicedesk@huawei.com](mailto:HTS_servicedesk@huawei.com)  
United Kingdom Service Email: [TAC\\_support@huawei.com](mailto:TAC_support@huawei.com)