



Huawei Enterprise USA Basic Warranty

Issue 1.6
Date 2016-10-14



Dear customer,

Thank you for choosing the products and services of Huawei. To ensure that Huawei can provide you with high quality services, please carefully read the following warranty regulations for Huawei enterprise products.

I. Warranty Period:

Unless otherwise stated specifically by Huawei, the following period and start date apply:

Duration of Hardware Warranty: 12 months or 36 months depending on model

Duration of Software Media: 3 months

The start date of the warranty:

Warranty starts on the 90th day after the date of the product shipment from Huawei, or the date of receiving service request, whichever is earlier.

Notes:

1. If there is any conflict with contract terms and conditions, the contract terms and conditions shall prevail.
2. When you purchase a product from Huawei, please confirm the date when the product will be shipped from Huawei, and check other warranty-related information.
3. For expansion and replacement parts, you are entitled to either of the following warranties (whichever is longer):
 - (1) A 90-day warranty starting from the date the replacement parts are shipped
 - (2) The remaining warranty of the original equipment

II. Warranty Service

1. Overview

Service Item	Description
Help Desk	Customer care representative (CCR) is available 24X7 and 365 days/year.
Advance Hardware Replacement	Available 9 hours a business day 5 days a week, excluding official holidays. Huawei will use commercially reasonable efforts to ship a replacement part within 10 business days (BDs) after RMA is issued.
Access to Huawei.com	Access to Website Knowledge Base and product documents. Note 3
Download of software updates	Patch download Note 3

Note:

1. Warranty descriptions and available listing of products may vary by region or country. For details please contact a Huawei authorized partner or your local Huawei sales and service representative.
2. Battery modules of S-Series switches provide return for repair service with no SLA.
3. You will need to register at <http://support.huawei.com/enterprise> to gain access to Huawei.com. The account privilege can be enhanced by binding the equipment serial numbers to the account.

2. Service Description

(1) Help Desk

Huawei provides a 24X7 Help Desk hotline (**877-9HUAWEI or 877-948-2934**) for you to obtain after-sales service support (Fault identification and Return Material Authorization (RMA) requests only). The customer care representative (CCR) is available 24X7 and 365 days/year.

By leveraging advanced management methods and technologies, Huawei Help Desk responds to all calls in real-time and help you apply for RMA if necessary. The entire service process is recorded and tracked in IT systems to ensure that each of the service requests raised by you can be handled in a timely and efficient manner.

(2) Advance Hardware Replacement

Huawei provides advance hardware replacement services to help you cope with your urgent needs of Spare Parts.

Advance hardware replacement is a service that entitles you to receive advance replacement of hardware after your service request is accepted by Huawei. The replacement equipment may be new or an equivalent with the same functions. If the product is no longer in production and is out of stock, Huawei will provide another type of equipment or board with performance equal to or better than the original. You will own the replacement unit provided by Huawei, while Huawei will own the defective unit.

Please return the defective parts to a designated Huawei site within 15 BDs upon receipt of the replacement parts. You shall remove any confidential, proprietary or personal information which are stored in the defective unit before it's returned to Huawei. If you cannot return the faulty unit to Huawei due to data security, privacy, or other reasons, you can purchase the service for retaining the defective unit.

Huawei warrants any replaced product or part for ninety (90) days from shipment, or the remainder of the initial warranty period, whichever is longer.

Note:

1. The time that the spare parts arrive at the site may be prolonged due to transportation or postal problems.
2. If the damage to the equipment you returned under the advance hardware replacement policy is not caused by normal wear and tear, for example, a piece of equipment that shows signs of severe physical damage, Huawei reserves the right to invoice you based on the list price and take other necessary actions.
3. If a problem can only be resolved by replacing the hardware, please contact Huawei technical support center at 877-9HUAWEI or 877-948-2934 to fill out a Service Request Form and send it to Huawei. After receiving the replacement equipment, the defective unit should be returned to Huawei by reusing the

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package that the spare part came in. The pre-paid Return Label can be found underneath the Shipping Label. Please adhere to packing instructions provided by Huawei including anti-static precautions, attachment of a label to the box that clearly shows the RMA number. If you fail to ship the defective unit to Huawei within 15 (fifteen) Days after receipt of the replacement part, Huawei reserves the right to charge you the then-current list price of the spare part provided.

(3) Access to Huawei.com

Huawei website provides technical materials about the products, such as product manuals, configuration guides, networking cases, and maintenance experiences. To obtain website access permission please log on to Huawei technical support website:

<http://support.huawei.com/enterprise/>

Click on Login, click on Register Now to create a new account, fill out the information then click on Register.

The account privilege can be enhanced by binding the equipment serial numbers to the account.

After obtaining website access permissions, you can download documents, get up-to-date information about maintenance experiences and skills, and learn about the latest products.

(4) Download of Software Updates

To ensure that the equipment purchased by you can run optimally, Huawei provides software correction patches. A patch is software designed by Huawei to fix the bugs found in the original licensed software. All software patches have been verified and improved in the practical application environment or a simulated trial network and can remove or correct hidden problems in the original licensed software.

Notes:

1. You can obtain software patches from Huawei technical support website. It's your responsibility in installing the patches.
 2. This service does not include upgrading software or providing a new function or feature.
 3. This service applies only to host or IOS software versions rather than service software (for example, network management software).
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3. Warranty Exclusions, Disclaimer, Applicability and Compensation

Huawei is not obligated to provide warranty in some circumstances. Please refer the Appendix 1 (Huawei Enterprise Warranty Exclusions, Disclaimer, Applicability and Compensation) for details.

4. Service Guidelines

How to submit a service request or return defective equipment? Please refer to the Appendix 2 (Huawei Enterprise Warranty Service Guidelines) for more information.

You can also obtain more information from any local Huawei-authorized service center or the reseller from whom you purchase the product.