

USA Enterprise Product Warranty Overview

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The following Warranty information reflects the general warranty offerings in the US. The US warranty only applies to Products purchased in the US and that remain in the US. Products purchased outside of the US and then imported by the customer into the US are not entitled to US Warranty coverage. Product purchased in the US and then located outside of the US will not be entitled to US Warranty unless and until the Product is shipped back to the US. However, customer may purchase Huawei Hi-Care (Huawei branded) or Huawei Co-Care (for Partner branded) maintenance support service in the local country to receive technical support. Please consult your local service sales representatives for more details.

Table-1 Warranty Service

Service Category	Service Item	Warranty Type						
		RFR	Basic	IT Basic	IT Standard	IT Premier	Software Limited Warranty	Limited Lifetime Warranty
Remote Technical Support	TAC Support 7X24			•	•	•		3 years
	Online Self-help Support	•	•	•	•	•	•	•
Operating System (OS) Software support	Software Updates	•	•	•	•	•		3 years
Advance Hardware Replacement	RFR 9x5x30BD-S	•						
	9x5x10BD-S		•					•
	9x5x NBD-S			•				•
	9x5xNBD				•			
	24x7x4					•		
Onsite Support	Onsite Hardware Replacement				•	•		
	Onsite Trouble Shooting				•	•		

Notes:

1. 9x5: Available nine hours a day, five days a week, excluding local official holidays. 9x5xNBD/NBD-S: For RMA issued after 15:00 (3 p.m.) local time will be considered as issued on the next business day.
2. 24x7x4: Available 24 hours a day, seven days a week. Replacement parts will arrive within the following time period, based on priority level, Priority 1/2 calls: four hours; Priority 3/4 calls: NBD.
3. Onsite Support: Huawei sends authorized personnel to installation site to solve the problem after Huawei has isolated the problem and deemed Onsite Support necessary. Generally, Customer Replaceable Units (CRUs) shall be installed by customer. Please refer to [Enterprise Customer Replaceable Unit \(CRU\)](#) for details.
4. Hardware support service and onsite support service have cities and distance constraints, specific restrictions please reference warranty and maintenance description or consult your local service sales representatives.

Table-2 Summary of Enterprise product warranties

Product Category		Warranty Type	Warranty Period				
			90 Days	1 Year	3 years	5 years	Limited Lifetime (LLW)
I T	OceanStor 18000 series	IT Premier (24x7x4Hr)			•		
	OceanStor Storage: Unified 'T' V2 series, Converged V3 series, N series, VTL series, VIS series, UDS, HDP series, SNS series	IT Standard (9x5xNBD)			•		
	Blade Server E series	IT Standard (9x5xNBD)			•		
	OceanStor 2600/2800 V3, S2200T/S2600T	IT Basic (9x5xNBD-S)			•		
	Rack Servers RH series, T3500 G3, High-density Servers X series	IT Basic (9x5xNBD-S)			•		
Enterprise Networking	CE12800, 5800, 6800, 7800, 8800, S9700, S12700 S2700, S3700, S5700, S6700, S7700 (except some LLW coverage models)	Basic (9x5x10BD-S)		•			
	S5710HI, S5720HI, S6700, S7700 – Refer to Model List	LLW (10BD-S)					•
	S2700, S3700, S5700 – Refer to Model List	LLW (NBD-S)					•
	S1700	RFR(30BD-S)			•		
	AR1xx,AR2xx,AR12xx,AR22xx,AR32xx,AR36xx; IOT Gateway:AR500,AR510,AR530	Basic (9x5x10BD-S)		•			
	AR550	Basic (9x5x10BD-S)				•	
	Transport Network, Access Network, NE router	RFR(30BD-S)		•			
	eSight,U2000,Policy Center Application Software	Software Limited Warranty	•				
	AC6605,ACU,AC6005,ACU2	Basic (9x5x10BD-S)		•			
	APxxxx,WA6xxx,AT8xxx (Except Model List)	Basic (9x5x10BD-S)		•			
	AP Model List	LLW (10BD-S)					•
UC&C	Unified Communications, Contact Center	Basic (9x5x10BD-S)		•			
	Video Surveillance	Basic (9x5x10BD-S)		•			
	Telepresence and Videoconferencing	RFR(30BD-S)		•			
	Enterprise Core Network			•			
Enterprise Wireless			•				
GSM-R			•				
Network Energy	Telecom Energy	RFR(30BD-S)		•			
	Data Center Facilities (UPS,IDS1000/2000)			•			
Software	Application Software and License	Software Limited Warranty	•				

Notes:

1. Warranty does not apply to any non-Huawei products (third party hardware or software), consumables and accessories.
2. Warranty starts on the 90th day after the date of the product shipment from Huawei, or the date on which Huawei receives a service request for this product, whichever is earlier.