

# Enterprise Product Limited Warranties

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Warranty information in the following reflects general warranty offerings. In specific countries and regions, the warranty service and service SLA may be different with local adjustment, if there any conflict with local terms and conditions, the local terms and conditions shall prevail, consult your local service sales representatives for more details.

**Table-1 The Summary of Enterprise products warranties**

Product Category		Warranty Type	Warranty Period			
			90 Days	1 Year	3 years	5 years
Data Storage and Intelligent Vision	OceanStor 18000 series	IT Premier/RFR			•	
	OceanStor V3/V5 series, Dorado 3000/5000/6000/8000 series, OceanStor 9000 series, FusionStroage	IT Standard/RFR			•	
	OceanStor 2200/2600/2800 V3/V5, S2200/2600T	IT Basic/RFR			•	
	Intelligent Vision, Enterprise Cloud Communications	Basic/RFR		•		
	CloudlVS3000, SDC Cameras(X,M,C and D Series) <sup>Note4</sup>	Basic/RFR			•	
	Video Conferencing	RFR		•		
Intelligent Computing	Rack server series, High-density X series, KunLun Series, TaiShan series, Atlas G5500/G2500/800/500 series	IT Basic/RFR			•	
	ES3000 V5(sold independently) <sup>Note5</sup>	IT Basic/RFR				•
	Blade server E series	IT Standard/RFR			•	
	Atlas 200 series	RFR		•		
	Atlas 300/FX300/FX600 series (sold independently)	RFR			•	
Enterprise Networking	Switch, Router, WLAN, Security	Basic		•		
	S1700	RFR			•	
	AR550	Basic				•
	Transmission Network, Access Network, NE router	RFR		•		

Enterprise Wireless	eLTE	RFR		•		
	GSM-R			•		
	Enterprise Core Network			•		
Network Energy	Telecom Energy			•		
	Data Center Facility			•		
	UPS2000 <sup>Note6</sup>				•	
Software	Application Software and License	Software Limited Warranty	•			

**Notes:**

1. This warranty does not apply to any non-Huawei products (third party hardware or software), consumables and accessories.
2. The 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.
3. The warranty type of a product may vary in different countries, please consult your local service sales representatives for more information.
4. The warranty period for Software-Defined Camera (SDC) products (X, M, C and D series) is adjusted to three years. Effective Date: Contract signed on June 1, 2019 for X series; September 1, 2019 for M, C and D series; October 1, 2019 for the distribution model (M-A/D, C-A/D) ,The warranty period of the camera products sold before this date remains one year.
5. The five-year warranty policy of ES3000 V5 series is only applicable to the products sold since Sep.1 2019.
6. The warranty period of UPS2000 is changed from one year to three years for the contracts signed from August 1, 2016. The contracts signed before August 1, 2016, the warranty period is one year.

**Table-2 Warranty Service**

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

**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. The spare parts of the new contract need to be prepared for 30 days. If you activate the warranty in advance, the spare parts delivery time may be prolonged.
5. 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.

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