

Warranty & Hi-Care Support Overview

Huawei Enterprise USA

Huawei Hi-Care and Co-Care Support is known as "maintenance support", aka "warranty upgrade" or "extended warranty" and is usually quoted (and purchased) with the product.

IP, UC&C, Wireless Product Warranty	Limited Lifetime Warranty (10BD-S)	Limited Lifetime Warranty (NBD-S)	Return for Repair Warranty (RFR)	Basic Warranty	Warranty and Support Notes:
Covered Products	select Switches (10yr max.) (S5710HI, S5720HI, S6700, S7700)	select Switches (10yr max.) (S2700, S3700, S5700)	Routers (NE), S1700 Switch UC&C (TP, VC)	Routers (AR, IOT), Security select Switches, UC&C (CC, VS)	Refer to "Covered Product Model" list for select switches and AP's with Lifetime Warranty
	WLAN select AP's (5yr max.)		eLTE & Wireless (eLTE, GSM-R, Telecom & IDC Energy, Transmission & Access Network)	WLAN AC & select AP's eSpace, Optical Transceivers	
Warranty Term	5 Years after EOM (5 or 10yr max.)	5 Years after EOM (10yr max.)	1 Year, see notes >>	1 Year, see notes >>	Warranty term: S1700 is 3 years; IOT is 5 years.
Replacement Parts	✓9x5 10BD-Ship	✓9x5 NBD-Ship	✓9x5 30BD-Ship, see notes >>	✓9x5 10BD-Ship	UC&C Room TelePresence RPxxx: RFR with no SLA.
OS Software Updates	✓1 year	✓1 year	✓	✓	
Hardware Replacement	✓AR Advanced Replacement	✓AR Advanced Replacement	✓RFR Return-for-Repair, see notes >>	✓AR Advanced Replacement	
Online Self-Help Support	✓24x7 patch download (1 year software updates)	✓24x7 patch download (1 year software updates)	✓24x7 patch download	✓24x7 patch download	Support-E & Patch download, with registration.
24x7 HelpDesk (open ticket)	✓	✓	✓ Fault ID & RMA	✓ Fault ID & RMA	Fault Identification & RMA.
Technical Support (TAC)	✓3 years	✓3 years	--	--	Full TAC requires upgrade to Hi-Care.
Onsite Response	--	--	--	--	Onsite response requires upgrade to Hi-Care.

IT Product Warranty	IT Basic Warranty	IT Standard Warranty	Barebone Server Warranty	IT Premier Warranty	Warranty and Support Notes:
Covered Products	Servers (RH, X6000, X8000, SAP HANA, N2xxx/H V3, SSD Card, ES3xxx V2)	Other Servers (Blade Servers E6000, E9000)	Barebone Servers (RH) Offered only to the Reseller with extended warranty or Hi-Care upgrade	Storage (OceanStor 18000)	Products include warranty with product sale. Customer may buy warranty upgrade to Hi-Care.
	Storage (OceanStor S2200T, 2600T, 2800)	Storage (except S2200T, S2600T, 2800 V3, 18000)			
Warranty Term	1 year	3 Years	1 year	3 Years	
Replacement Parts	✓9x5 NBD-Ship	✓9x5 NBD	✓9x5 NBD-Ship	✓24x7x4H (S1/S2) ✓9x5xNBD (S3/S4)	
OS Software Updates	✓	✓	✓	✓	
Hardware Replacement	✓AR Advanced Replacement	✓AR Advanced Replacement	✓AR Advanced Replacement	✓AR Advanced Replacement	Select products use customer replaceable spares.
Online Self-Help Support	✓	✓	✓	✓	Support-E & Patch download, with registration.
24x7 HelpDesk (open ticket)	✓	✓	✓ Fault ID	✓	Technical Assistance.
Technical Support (TAC)	✓9x5 or 24x7 (S1)	✓9x5 or 24x7 (S1)	--	✓9x5 or 24x7 (S1/S2)	TAC: 9x5 for Severity 2, 3, 4.
Onsite Response	--	✓9x5	--	✓9x5 or 24x7 (S1/S2)	Select products use customer replaceable spares.

IP, IT & UCC Hi-Care Support	Dead on Arrival (DOA)	Hi-Care Standard	Hi-Care Enhanced	Hi-Care Premier	Support Notes:
Covered Products	All Hardware Products	All Products	All Products	All Products	IT Warranty may upgrade to Hi-Care.
Support Subscription	30 days	1-5 Years	1-5 Years	1-5 Years	Special upgrade pricing for IT products.
Replacement Parts	14 days	✓9x5 NBD	✓9x5 4H	✓9x5 4H	Onsite Technician may deliver parts.
Software Updates	--	✓	✓	✓	
Hardware Replacement	✓RFR Return for Repair	✓AR Advanced Replacement	✓AR Advanced Replacement	✓AR Advanced Replacement	Parts ship from nationwide depots.
Online Self-Help Support	✓with Warranty or Hi-Care	✓	✓	✓	Support-E & Patch download, with registration.
24x7 HelpDesk (open ticket)	✓ Fault ID & RMA	✓	✓	✓	Technical Assistance.
Technical Support (TAC)	--	✓9x5 or 24x7 (S1)	✓9x5 or 24x7 (S1)	✓9x5 or 24x7 (S1)	TAC: 9x5 for Severity 2, 3, 4.
Onsite Response	--	✓Option	✓Option	✓Option	Technician dispatched part (see notes re CRUs).

Other Support Services	Limited Application Software Warranty	Hi-Care Application Software Update	Hi-Care Application Software Upgrade	Hi-Care Basic, and Hi-Care Premier+	Huawei Co-Care Support for Certified Service Partners (CSPs)
Covered Products	UCC, Storage, Security, eLTE, GSM-R, NW Mgmt, IDC Energy, Mobile Office	Application Software & Licenses	Application Software & Licenses	Not Offered in USA Limited Availability	All Hardware Products Co-Care purchase only by CSP
Support Term	90 days	1-5 Years	1-5 Years	--	1 Year or multi-year
Replacement Parts	✓media only	--	--	Basic: 9x5xNBD-Ship Premier+: 24x7x2H	✓Same as Hi-Care
Software Updates	✓patch download	✓ Software updates	✓ Software updates & upgrades	✓	✓
Hardware Replacement	9x5 NBD-ship	--	--	Basic: RFR Return for Repair Premier+: Advanced Replacement	✓AR Advanced Replacement
Online Self-Help Support	✓	✓with SW minor updates	✓with SW updates & upgrades	✓	✓ Provided by CSP
24x7 HelpDesk (open ticket)	✓ Fault ID	✓	✓	✓	✓ Provided by CSP
Technical Support (TAC)	--	✓9x5 or 24x7 (S1)	✓9x5 or 24x7 (S1)	✓9x5 or 24x7 (S1)	✓L1 provided by CSP
Onsite Response	--	--	--	✓Option	✓ Provided by CSP

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Definitions, Notes, and Some Very Fine Print, Indeed

Additional Notes

30BD-Ship:	Replacement parts ship within 30 business days after return	Customer Replaceable Units (CRUs): specific parts that customer can replace themselves. These may include fan, disk drives, memory, power supply, external CD Drive, SSD card, controller, and select adapters and modules (NIC/HBA adapter, BBU battery, SAS expansion card, front/backend connection module, SFP module).
10BD-Ship:	Replacement parts ship within ten business days	
NBD-Ship:	Replacement parts ship next business day	Huawei warrants that the product software substantially conforms to its published specifications.
RFR:	Return-for-Repair (customer returns part for repair)	Technical Assistance will be provided 24x7 for Severity 1 cases. Lower severity cases will be handled during regular hours.
AR:	Advanced Replacement (parts ship before part is returned)	Online Technical Support in Warranty includes the sharing of technical cases.
OHR:	Onsite Hardware Replacement by Huawei technician	Customer Replaceable Unit (CRU) items are excluded from Onsite Hardware Replacement. Telepresence TV screens are excluded from 4 hour hardware replacement. Warranty for spares and components is 30 day RTF unless part of system.
9x5:	Support provided 9 hours/day, business days (9x5)	
24x7:	Support provided 24 hours/day, 7 days/week (24x7)	Refer to the Enterprise USA warranty and support policies for formal service level definitions.
Online Self-Help:	Online portal: software, documentation & knowledge-base	Online Update service is only applicable to the version software, not to the application software.
NBD Engineer Onsite:	Engineer and parts will be onsite the next business day	Software support includes bug fixes during warranty period or Hi-Care support term.
24x7 Support Request:	Help Desk (TAC) acceptance of customer Support Requests	Technical Assistance Center (TAC) to open Support Requests, troubleshooting and technical assistance.
Software Warranty:	Software media (DVD/CD) will be free of defects in materials and workmanship under normal use for a period of ninety (90) days and includes access to Support-E.	