



# Huawei Enterprise USA Limited Lifetime Warranty

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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:

Limited Lifetime Warranty support is defined as either ten (10) years from the date of purchase or five (5) years from the date the product is end of marketing (EOM) whichever occurs first.

The following tables list the Limited Warranty Period, service level, and response time for Hardware components:

Hardware Type	Warranty Duration	Hardware support service level
Host device, Line Card	Lifetime	Depending on equipment model, 9×5×NBD shipment or 9×5×10BD shipment,
Hot-swappable fans and power supply, Optical Transceivers, WLAN Antenna , RF Cable ,Lightning Arrester, Power Adapter, PoE Adapter	1 year	9×5×10BD shipment
The Battery modules of S-Series switches	1 year	Return for repair service, No SLA
Software Media	90days	Replacement, No SLA

The start date of the warranty:

The 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. The dated sales or delivery receipt is your proof of the purchase that may be required to provide as a condition of receiving warranty service.
3. The warranty to the End User shall be provided by Huawei or the Huawei authorized Channel Partner (collectively referred to in this document as “Huawei”).
4. 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	General Description
Help Desk	The customer care representative (CCR) is available 24X7 and 365 days/year.
Remote Trouble Shooting	3years; Huawei TAC responds to all calls in the shortest possible time. For Severity 1, <b>respond</b> within 30 minutes; For Severity 2 calls, within 60 minutes; For Severity 3 calls, within NBD; For Severity 4 calls, within NBD.
Advance Hardware Replacement	Available 9 hours business day 5 days a week, excluding official holidays. Depending on the equipment model, hardware replacement can be either NBD-Ship or 10BD-Ship. NBD shipment: Huawei will use commercially reasonable efforts to ship a replacement part within NBD after RMA issued. 10BD shipment: Huawei will use commercially reasonable efforts to ship a replacement part within 10BD after RMA issued.
Access to Huawei.com	Access to Website Knowledge Base and product documents.
Download of Base Software Updates	Download Patch from Huawei technical support website.

#### Note:

1. The Base Software is an essential program or firmware included in Huawei equipment to enable the equipment to perform its basic functions.
2. The 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.
3. Advance Replacement parts may ship from the main warehouse within the country or from the regional warehouse in another country.
4. 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. 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 transfers the calls to Huawei Technical Assistance Center (TAC) 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) Remote Trouble Shooting**

After receiving a service request for rectifying a network or system fault, Huawei TAC engineers will first analyze and handle the fault remotely and then rectify it in the shortest possible time. There are two methods of remote troubleshooting: telephone support and remote access.

After receiving a service request from you, Huawei engineers will respond to you through phone calls and help you analyze and locate the problem. Then the engineers provide a solution and guide you in implementing the solution.

If the fault or problem cannot be handled through telephone support, with your permission Huawei engineers will log into the defective equipment through a remote terminal to investigate the problem and collect data. After analyzing the causes, the engineers propose a solution and guide you in implementing it. If necessary, the engineers will operate the equipment remotely.

## **(3) Advance Hardware Replacements**

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 or 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 are responsible for the damage or lost of the parts during shipment. You shall remove any confidential, proprietary or any personal information which 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, please purchases 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.

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### **Note:**

1. Service request accepted after 15:00 local time will be considered as received on the next Business Day.

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Actual delivery times may vary depending on Customer location. The time that the spare parts arrive at the site may be prolonged due to transportation or postal problems.

2. If the returned equipment is out of warranty service or 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's 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 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 the anti-static precautions, and 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 then-current list price of the Spare Parts provided.

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### **(4) 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.

### **(5) Download of Base Software Updates**

To ensure that the equipment purchased by you can run stably, 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.

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#### **Notes:**

1. You can obtain software patches from Huawei's 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 Base Software. The warranty of application software and License is stated separately in the Limited Application Software Warranty and License Agreement.
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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 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.