

WARRANTY FAQ

Warranties provide limited liability for Huawei to replace defects in Huawei products under normal use for the duration of the warranty period. Different policies apply for different types of products. Warranties generally do not include Huawei Technical Assistance Center (TAC) support, software upgrade, or any of the additional benefits that are available to customers with separate service support contract.

Warranties as described in this document do not apply to third party hardware or software that Huawei may provide in combination with or as part of the products. Such third party hardware and software may however be covered by such third party's warranty terms. Unless otherwise agreed, warranty rights cannot be transferred, they only apply to the original End Customer.

Huawei warranty start date is the date the product is shipped from the Huawei manufacturing facilities or in the case of resale by an Authorized Huawei Reseller, the date of not more than 90 days after the original shipment of the product.

Below are some frequently asked questions about Huawei product warranties and policies.

Frequently Asked Questions about Warranty

What's the Warranty Start date?

- **Warranty Start Date Policy For End Users**

- ❑ If engineering or installation service for the product is not purchased, the warranty starts on the 90th day after the product is shipped from Huawei.
- ❑ If engineering or installation service is purchased, the warranty starts from the date the installation report is signed, but no later than 90 days after Huawei ships the product.

- **Warranty Start Date Policy for Distributors**

- ❑ The warranty period of product hardware and software is fifteen (15) calendar months from the date of shipment to Distributor.

What's the Huawei hardware warranty policy?

The standard warranty period for hardware product is 12 months however some IT products (Server, Storage) have an extended warranty of 36 months. During the warranty period, Huawei will replace the faulty hardware with the refurbished or new equipment. Delivery time may vary depending on the customer shipping location and the Huawei Spare Parts Center location. Please refer to the [USA Product Warranty Summary](#) to find the specific warranty that applies to your product.

Are my advance replacement parts new?

Huawei provides commitment to replace Huawei faulty products. Hardware replacement under warranty may be refurbished or new at the discretion of Huawei.

When will I receive my hardware replacement part?

When you receive the hardware replacement part depends on the warranty type of your product. Please refer to the [USA Product Warranty Summary](#) to find the specific warranty that applies to your product.

What's Huawei software warranty policy?

Huawei warrants for a period of 90 days from the product delivery date that under normal use the product software will operate in accordance with the product specifications. Huawei does not warrant that the software will function error-free or uninterrupted or that Huawei will correct all software errors. All software products include the Huawei Software Update Service that allows for downloading of periodic software maintenance releases. These releases may provide basic performance enhancement of existing functional features of the installed software (available via the Huawei Enterprise Support website: <http://support.huawei.com/enterprise/>). Software installation, patch development and technical support are not included in the software warranty. The Software Update Service is not available for software that has been announced End of Support, and is subject to change without notice.

How do I contact Huawei for hardware warranty support?

Only the parties who have purchased the product from Huawei may initiate the Return Manufacturing Authorization (RMA) procedure and receive an RMA number.

In the USA, to obtain an RMA number, the purchasing party must contact Huawei via email at tac.usa@huawei.com or by telephone at 877-9Huawei (877-948-2934). Huawei will handle the RMA request and issue a corresponding RMA number. Huawei will initiate the RMA process but will not provide any troubleshooting, configuration or installation assistance unless a Huawei maintenance service support package (HiCare or CoCare) that includes remote technical support has been purchased. If RMA request is received after 15:00 EST, the request will be considered received on the next business day.

What types of warranties are available for Huawei products?

Refer to the [USA Product Warranty Summary](#) to find the specific warranty for each product.

What is Limited Lifetime Warranty?

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 table lists the Limited Lifetime 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 following is the Limited Lifetime Service 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, respond 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.

What's Huawei Basic Warranty?

Basic Warranty does not have Huawei TAC remote troubleshooting support. Depending on the product, Huawei will apply the "Return and Replace" policy by using commercially reasonable efforts to SHIP the replacement hardware within either 30 Calendar Days / 45 Calendar days / 60 Calendar days or No SLA after receipt of the faulty part at the local Huawei Spare Parts center. In summary replacement hardware is either 9x5x30CD-S/45CD-S/60CD-S/No SLA.

Refer to the [USA Product Warranty Summary](#) to find which products have Basic Warranty.

What's Huawei Standard Warranty?

Standard Warranty does not have Huawei TAC remote troubleshooting support. Huawei will apply the "Advance Replacement" by using commercially reasonable efforts to SHIP the replacement hardware within 10 Business Days after the RMA is approved. In summary replacement hardware is 9x5x10BD-S.

Refer to the [USA Product Warranty Summary](#) to find which products have Standard Warranty.

What's Huawei IT Basic Warranty?

IT Basic Warranty is offered to OceanStor S2200T/S2600T products for 3 years. It comes with Huawei TAC remote troubleshooting support. Huawei will apply the "Advance Replacement" by using commercially reasonable efforts to SHIP the replacement hardware within next business day after the RMA is approved. In summary replacement hardware is 9x5xNBD-S.

What's Huawei IT Standard Warranty?

IT Standard Warranty is offered to some IT products for 3 years. It comes with Huawei TAC remote troubleshooting support. Huawei will have the replacement hardware at the customer site within next business day after the RMA is approved. In summary replacement hardware is 9x5xNBD.

Refer to the [USA Product Warranty Summary](#) to find which products have IT Standard Warranty.

What's Huawei IT Premier Warranty?

IT Premier Warranty is offered to the OceanStor 18000 product for 3 years. It comes with Huawei TAC remote troubleshooting support. After the RMA is approved, for Severity 1 and 2 issues, Huawei will have the replacement hardware at the customer site 24x7x4Hr and for Severity 3 and 4 issues, replacement hardware will be 9x5xNBD.

Refer to the [USA Product Warranty Summary](#) to find which products have IT Premier Warranty.

Does Huawei warranty have any hardcopy doc involved to be delivered to customer?

Huawei product warranty and entitlement is set with the product sale, there's no separate notice to the customer. Warranty terms are outlined at the [USA website](http://www.huaweienterpriseusa.com/product-warranty-us) <http://www.huaweienterpriseusa.com/product-warranty-us>

Huawei Reseller buys the products from the US and exports them to another country. How does warranty work in this case?

If the products are bought in the US then the warranty is only covered in the US. Warranty does not apply for exports however the end customer can purchase Huawei HiCare (Huawei branded) or CoCare (Partner branded) maintenance support service in their own country to receive the technical support they need.

What are the Huawei Warranty exclusions?

Huawei will not repair or replace any product or correct any software in case of:

- Damage incurred in shipping or handling, or damage due to Force Majeure or damage arising out of abuse;
- Product damage caused by the customer or due to the product not being operated in accordance with its specifications and operating manual (as supplied by Huawei together with the Product) or due to the Product being operated without the proper software license provide by Huawei for the products;
- Unauthorized modification, removal or erasing of the bar code serial numbers or other identifying marks on the products;
- Damage malfunction or performance detraction of the products caused by any unauthorized modification of the Hardware and/or software;
- Removal, installation or re-installation of the product conducted by any non-qualified personnel;
- Damage, malfunctions or performance detraction of the Products caused by neglect, misuse, or malicious use;
- Failure to meet the requirements of environmental conditions or external electrical parameters necessary for the products to operate in the normal cause of business;
- Combination or integration of the product with any features, accessories, software or other materials not installed or provided by Huawei (unless with Huawei's explicit consent);
- Consumable parts, such as lamps, fuses, cables, patch cords, etc;
- Scratches or other cosmetic damage to the product surface that does not affect its operation;
- Product damage which are attributable to the customer.

Product warranty does not cover what customer needs, can warranty be upgraded?

Warranty for all products can be upgraded with purchase of the HiCare (Huawei branded) or CoCare (Partner branded) maintenance support service. Huawei, Distributor and VAR have access to quote the warranty upgrade through several tools (Huawei internal quoting tools, distributor price files for services, VAR access to online price tools and price lists).