



# Huawei Enterprise Warranty for Barebone Servers

Dear Partner,

Thank you for choosing the products and services of Huawei. This document describes the warranty for the Huawei Barebone Servers. The barebone servers include everything except the CPU, memory and drive. The warranty is only available to our partners and not to the end user. To ensure that Huawei can provide you with high-quality services, please carefully read the following warranty regulation.

## I. Warranty Period:

Unless otherwise stated specifically by Huawei, the following period and start date apply:

**Warranty Duration:** 12 months

**Start date of warranty:**

The warranty starts on the 90th day after the date of the product shipment from Huawei, or the date of installation, 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.

## II. Warranty Service

### 1. Overview

Service Item	General Description
Help Desk	The customer care representative (CCR) is available 24X7 and 365 days/year. Phone number 877-9HUAWEI (877-948-2934).
Remote Trouble Shooting	Huawei TAC responds to all calls in the shortest possible time.
Access to Huawei.com	Access to Website Knowledge Base and product documents. <a href="http://support.huawei.com">http://support.huawei.com</a>
Download of Base Software Updates	Download Patch from Huawei's technical support website.
Advance Hardware Replacement	Available 9 hours a business day 5 days a week, excluding official holidays. Huawei will use commercially reasonable efforts to ship a replacement part within Next business day (NBD-ship) after the RMA issued. Service request accepted after 15:00 local time will be considered as received on the next Business Day.

**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 your local Huawei sales and service representative.

## 2. Service Description

### (1) Help Desk

Huawei provides a 24X7 Help Desk hotline 877-9HUAWEI (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's 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) Access to Huawei.com

Huawei's website provides technical materials about the products, such as product manuals, configuration guides, networking cases, and maintenance experiences. 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.

Huawei technical support website: <http://support.huawei.com>

### (4) Download of Base Software Updates

To ensure that the equipment purchased by you can run reliably, 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 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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## **(5) 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 and is 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 Business Days upon receipt of the replacement parts. You are responsible for the damage or loss of the parts during shipment. You will remove any confidential, proprietary or any personal information which are 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 purchase 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. The time that the spare parts arrive at the site may be prolonged due to transportation or postal problems. Actual delivery times may vary depending on location.
  2. If 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 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 technical support center by phone to obtain a Return Material Authorization (RMA) number. After receiving the replacement equipment, please ship the defective parts back to Huawei designated address using the Huawei pre-paid return shipping label within 15 (fifteen) days, and adhere to packing instructions provided by Huawei including anti-static precautions, 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 the then-current list price of the Spare Parts provided.
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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 (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.