

Enterprise Product 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, Dorado 18000 series, DME Appliance series	IT Premier/IT RFR			•	
	OceanStor 5000/6000 series, Dorado 3000/5000/6000/8000 series, OceanProtect series, DPA, OceanCyber series, OceanStor 9000 series, OceanStor Pacific series	IT Standard/ IT Basic//IT RFR			•	
	OceanStor 2000 series, Dorado 2000 series, OceanDisk series, FusionCube series	IT Basic/IT RFR			•	
	OceanDisk 300P/300S/500P, eKitstor Xtreme 300P/300S	IT RFR			•	
	IVS2800/IVS3800 series, IVS1800, SDC Cameras (X,M,C, P and U Series) ^{Note4}	Basic/RFR			•	
	Video Conferencing Platform、Video Conferencing Endpoints	Basic(With TAC)/IT RFR		•		
	Ideahub、Board Pro、Board EDU	Basic(With TAC)/IT RFR		•		
Intelligent Computing	Rack server series, High-density X series, KunLun Series, TaiShan series, G5500/G2500 series, Atlas 800/500 series	IT Basic/IT RFR			•	
	ES3000 V5(sold independently) ^{Note5}	IT Basic/IT RFR				•
	Blade server E series	IT Standard/IT RFR			•	
	Atlas 200 series	IT RFR		•		

	Atlas 300/FX300/FX600 series (sold independently)	IT RFR			•	
Enterprise Networking	Switch, Router, WLAN, Security	Basic/RFR		•		
	S1700, S110, S300, AR700, AC650, AP26X/36X, F1002-AC-H1, F1001-DC-H1	RFR			•	
	AR550	Basic/RFR				•
	Transmission Network, Access Network, NE router	RFR		•		
Enterprise Wireless	eLTE	RFR		•		
	GSM-R			•		
	Enterprise Core Network			•		
Digital Power	Site Power Facility			•		
	Data Center Facility ^{Note7}			•		
	UPS2000 ^{Note6}				•	
	Lithium-ion battery, Lead-acid battery	RFR (No SLA)		•		
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, accessories and mechanical parts.
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. The built-in battery of the UPS2000 applies to the lead-acid battery warranty definition, the warranty period is one year.
7. The warranty for Air Circuit Breaker (ACB) and Molded Case Circuit Breaker (MCCB) components is RFR (no SLA).

Table-2 Warranty Service

Service Category	Service Item	Warranty Type							
		RFR	Basic	IT RFR	Basic(With TAC)	IT Basic	IT Standard	IT Premier	Software Limited Warranty

Remote Technical Support	TAC Support 7X24			•	•	•	•	•	
	Online Self-help Support	•	•	•	•	•	•	•	•
	Alerts Call Home							•	
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:

- 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.
- 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.
- 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.
- 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.
- 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.
- The Alerts Call Home service requires the customer to deploy the Huawei Call Home system on the customer's site and applies only to Huawei storage devices. Huawei Call-Home System monitors hardware alarms from customer's storage devices in 24*7 mode. Once a device alarm is generated, Call-Home System automatically reports it to Huawei technical support center. According to the pre-agreed mode of contact with the customer (Default is E-mail), Huawei informs customer to speed up troubleshooting. Huawei Call-Home system consists of front-end subsystem and back-end subsystems. The front-end is deployed on the customer site and the back-end run on the HUAWEI CLOUD. The Call Home front-end subsystem is installed and configured by the customer and connected to the Call Home back-end subsystem via the Internet. Currently, Huawei Call Home front-end subsystem supports two connection modes:
 Client mode - Huawei provides the DME IQ Client software. The DME IQ Client software is deployed on the Windows server provided by the customer.
 Direct device connection mode - For specific storage products, the device can be connected directly to the Call Home system over the Internet.

Warranty policy for parts

1. Parts purchased separately with service quotation (including but not limited to boards/cards and high-speed optical modules) have a warranty policy that is consistent with the corresponding Product, including but not limited to the Warranty Start Date, Warranty Type and Warranty Period.
2. If the equipment contract contains host of the corresponding product, then the parts purchased separately without service quotation follow the Warranty Type and Period of the host.
3. If the equipment contract does not contain host of the corresponding product, then the parts purchased separately without service quotation will be defined as the Independent Parts and have a warranty policy as follows:
 - a) The service start date of Independent Parts is the shipment date from Huawei, and the warranty period for Independent Parts of Storage distribution products is one year, and the warranty period for Independent Parts of other products is 90 days. The Warranty Type is the same as that of the corresponding product.
 - b) Upon insertion into the corresponding Product, the Customer can also send the SN information of the Independent Parts and the assembly host to service-activation@huawei.com to feedback the assembly relation, so that the Independent Parts can follow the corresponding Warranty Type and remaining Warranty Period of the assembly host. The feedback is valid within 15 months after the shipment date and can be provided only once.

Content Updates

1. F1002-AC-H1 and F1001-DC-H1 are added to the Enterprise Networking product category, and the product warranty is 3-year RFR.

Note: Revised 14 October 2024

2. OceanDisk 300S and eKitstor Xtreme300S are added to the Data Storage and Intelligent Vision category, and the product warranty is 3-year IT RFR.

Note: Revised 16 April 2025

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