



## Huawei Hi-Care Services

### Hi Overview

#### Professional

Experienced technical expert team

#### Efficient

global spare parts capabilities and service organizations

#### Intelligent

Diverse digital service platforms

#### Reliable

Customer-centric

Huawei Hi-Care services provide maintenance services for customers. Huawei Hi-Care provides industry-leading Technical Support Centers (TAC), global service organizations, hourly spare parts supply capabilities, standard Issue to Resolution (ITR) processes, and advanced IT tools to respond to customer service requests in a timely and efficiently manner, and helps customers to maintain more efficient and stable ICT networks and achieve business success.

Huawei is committed to providing customers with more professional and intelligent maintenance services. Huawei Hi-Care services go beyond traditional phone or email support as customers can seek help from multiple channels such as the intelligent Q&A chatbot (aka "WeiKnow") and the technical support community. In addition, customers can use the intelligent maintenance center ServiceCare to manage inventory and service requests, and quickly obtain product technical information and service reports.



Huawei Hi-Care services provide multiple maintenance service packages to flexibly meet customer requirements.

Service Item	Service Package	Basic	Standard	Premier	Onsite Standard	Onsite Premier
Technical Assistance Center (TAC) Support		24x7	24x7	24x7	24x7	24x7
Online Self-help Support		Yes	Yes	Yes	Yes	Yes
Rights to Software Updates		Yes	Yes	Yes	Yes	Yes
Advance Hardware Replacement		9x5xNBD-S	9x5xNBD	24x7x4	9x5xNBD	24x7x4
Onsite Hardware Replacement		/	/	/	9x5xNBD	24x7x4
Intelligent Maintenance Center		Yes	Yes	Yes	Yes	Yes
Alerts Call Home		/	/	Yes	/	Yes

## Notes

- NBD-S= Next Business Day Shipment; NBD= Next Business Day ; For further details on service level, see Service Description section below.
- 24x7x4: For Priority 1 and Priority 2 service requests, 24x7 coverage window, four-hour delivery; For Priority 3 and Priority 4 service requests, 9x5 coverage window, Next Business Day (NBD) delivery. Refer to Appendix 1 for Priority Level Definition.
- This document should be read in conjunction with the Exceptions and Limitations available at <https://support.huawei.com/enterprise/en/customer-support-service/ENEWS2000007772>, which are an integral part of this document.
- Service contents and response times may vary by region or country. For detailed information, please contact Huawei authorized partner or local Huawei sales representative.
- Service packages may vary by product and region (e.g., the Hi-Care Premier service package for storage products is only applicable in specific regions). For detailed information, please contact Huawei authorized partner or local Huawei sales representative.
- Service delivery is based on commercially reasonable efforts. Huawei will select a proper service mode based on the actual situation and the committed SLA to resolve your problems in a timely and effective manner. Huawei reserves the right to select the specific service mode. If your site is more than 50 km away from the nearest Huawei spare parts warehouse, the replacement parts arrival time and onsite service engineers arrival time may be prolonged. Huawei promises to deliver as soon as possible based on actual conditions.
- The Service Start Date and End Date should be specified in the respective Purchase Order or contract between you and Huawei. If no Service Start Date is listed on the PO or contract, it is defined as below:
  - For a new service order sold together with Huawei product, the service starts on the 90th day after the product shipment date from Huawei; Should Huawei also provide the Installation or Commissioning services, then the Service Start Date is the same as the customer preliminary acceptance (PAC) date.
  - For a renewal service order, the Service Start Date is the day after the end date of warranty or the previous Service.

## Hi Service Description

### Technical Assistance Center (TAC) Support

Customers can access Huawei Technical Assistance Center (TAC) 24 hours a day, 7 days a week through TAC hotlines, emails, websites, and mobile APP for product technical consultation, troubleshooting issues, and other service requests.

- **TAC hotline**

<https://e.huawei.com/en/service-hotline-query>

- **Mobile App**

HiKnow



Priority Level	Coverage Window	Response Time
Priority 1	24x7	30 minutes
Priority 2	24x7	60 minutes
Priority3	24x7	2 hours
Priority4	24x7	NBD

Note: The response time is calculated from the time TAC accepts your service request, to the time a technical support engineer first contacts you.

### Online Self-help Support

Huawei provides a one-stop online self-service platform to help customers solve problems, including the technical support website, technical support community, and intelligent Q&A chatbot.

Huawei's technical support website provides technical and general information on Huawei products with product manuals, configuration guides, and network maintenance cases. Customers can view or download software, helpful documents and get latest product information.

Huawei's technical support community is an online mutual assistance platform that enables customers to share technological information and experience. Customers can find hot information, typical cases, expert Q&A, product documents, and technical live broadcast sharing.

Weiknow, the Huawei intelligent Q&A chatbot, provides customers with Q&A services on Huawei products and technologies anytime and anywhere, which is the best way for customers to quickly resolve problems.

- **Huawei technical support website**  
<https://support.huawei.com/enterprise/en>
- **Huawei technical support community**  
<https://forum.huawei.com/enterprise/en>
- **Intelligent chatbot WeiKnow**  
<https://support.huawei.com/iknow>



## Rights to Software Updates

Within the validity period of the service, Huawei provides embedded system software updates that include bug fixes and maintenance releases. Customers can obtain the software updates from the Huawei technical support website, and perform the installation of software updates. Embedded software is the non-licensed software implanted in chips or hardware cards that a Huawei Enterprise product requires in order for the hardware to function properly, and includes Operating System (OS), drivers, and firmware. Embedded software has the same lifecycle as the hardware. Updates to third-party software and application software (such as storage HyperSnap value-added software) are not covered by this service.

## Advance Hardware Replacement

Advance Hardware Replacement entitles customers to receive advance replacement of hardware after Huawei deems a spare parts necessary and Return Material Authorization (RMA) number is generated. Customers are responsible for returning defective parts to a designated Huawei site within 15 business days upon receipt of the replacement parts. In the event the defective part are not returned within this period, Huawei reserves the right to charge you the then-current list price of the replacement parts provided. Customers shall remove any confidential, proprietary, or personal information that is stored on the defective unit before it is returned to Huawei. If

the defective parts cannot be returned to Huawei due to data security, privacy, or other reasons, please purchase the Defective Parts Retention Service for retaining the defective parts.

Customers are responsible for returning the defective parts to Huawei at their own cost. If Pick-up Service is available in your region, Huawei will incur all shipping and insurance costs to return the defective parts to Huawei. For the regions covered by the Pick-up Service, please contact a Huawei authorized partner or your local Huawei sales and service representative.

Replacement parts may be new or equivalent to new in performance. If the product or part is no longer in production or is out of stock, Huawei will provide another type of product or part with performance equal to or better than the original. Huawei warrants any replaced product or part for ninety (90) days from shipment, or the remainder of the initial warranty period, whichever is longer.

Advance Hardware Replacement services are subject to geographic and weight restrictions, and actual delivery times may vary depending on customer's location and transportation conditions. Huawei shall use commercially reasonable efforts to provide advance hardware replacement services where available. The detailed service levels are as follows:

Service Package	Service Level	Feature Description
Basic	9x5xNBD-S	<ul style="list-style-type: none"> <li>9x5 coverage window, service is available 9 hours a day (09:00 to 18:00), 5 days a week (Monday to Friday), excluding local official holidays.</li> <li>Replacement parts will Ship out from Huawei the Next Business Day (NBD-S).</li> </ul>
Standard	9x5xNBD	<ul style="list-style-type: none"> <li>9x5 coverage window, service is available 9 hours a day (09:00 to 18:00), 5 days a week (Monday to Friday), excluding local official holidays</li> <li>Replacement parts will arrive the Next Business Day (NBD) , provided that an RMA number has been generated before 15:00 (local time) . If generated after 15:00 (local time), then Huawei will log RMA application on the next business day and replacement parts will arrive on the Next Business Day (NBD) of the RMA application logged date.</li> </ul>
Premier	24x7x4 (P1/P2) 9x5xNBD (P3/P4)	<ul style="list-style-type: none"> <li>Priority 1 and Priority 2 service requests: 24x7 coverage window, replacement parts will arrive within 4 hours after an RMA number has been generated.</li> <li>Priority 3 and Priority 4 service requests: 9x5 coverage window, replacement parts will arrive the Next Business Day (NBD) , provided that an RMA number has been generated before 15:00 (local time) . If generated after 15:00 (local time), then Huawei will log RMA application on the next business day and replacement parts will arrive on the Next Business Day (NBD) of the RMA application logged date.</li> </ul>
Onsite Standard	9x5xNBD	<ul style="list-style-type: none"> <li>9x5 coverage window, service is available 9 hours a day (09:00 to 18:00), 5 days a week (Monday to Friday), excluding local official holidays.</li> <li>Replacement parts will arrive the Next Business Day (NBD) , provided that an RMA number has been generated before 15:00 (local time) . If generated after 15:00 (local time), then Huawei will log RMA application on the next business day and replacement parts will arrive on the Next Business Day (NBD) of the RMA application logged date.</li> </ul>
Onsite Premier	24x7x4 (P1/P2) 9x5xNBD (P3/P4)	<ul style="list-style-type: none"> <li>Priority 1 and Priority 2 service requests: 24x7 coverage window, replacement parts will arrive within 4 hours after an RMA number has been generated.</li> <li>Priority 3 and Priority 4 service requests: 9x5 coverage window, replacement parts will arrive the Next Business Day (NBD) , provided that an RMA number has been generated before 15:00 (local time) . If generated after 15:00 (local time), then Huawei will log RMA application on the next business day and replacement parts will arrive on the Next Business Day (NBD) of the RMA application logged date.</li> </ul>



## Onsite Hardware Replacement

If customers have purchased Huawei's Hi-Care Onsite maintenance service, then Huawei will first handle the problem remotely. If the problem resolution requires replacing of defective hardware, then Huawei will assign a field service technician to install advance replacement parts at your site within the time specified in the SLA. Huawei reserves the right to determine whether onsite hardware replacement service is needed. If your site is not in the Huawei service area, Huawei will determine a reasonable onsite hardware replacement service time based on actual conditions after negotiating with you.

Generally, it is the customer's responsibility to install CRUs (**refer to Enterprise Customer Replaceable Unit (CRU)**). For non-CRUs,

Huawei will assign a field service technician to the customer site to perform the installation.

After replacing the hardware, the onsite technician may take the defective parts back to Huawei or arrange for pickup if Pickup Service is available. If Pickup Service is not available in your region, then please return the defective parts to a designated Huawei site within 15 business days.

Huawei shall use commercially reasonable efforts to provide customers with onsite hardware replacement service where available. The detailed service levels list are as follows:

Service Package	Service Level	Feature Description
Onsite Standard	9x5xNBD	<ul style="list-style-type: none"> <li>9x5 coverage window, service is available 9 hours a day (09:00 to 18:00), 5 days a week (Monday to Friday), excluding local official holidays.</li> <li>Huawei technician arrives at the site the Next Business Day (NBD) provided that Huawei determines that onsite service is required before 15:00 (local time). If after 15:00 (local time), then Huawei will log onsite service request on the next business day and Huawei technician will arrive on the Next Business Day (NBD) of the request logged date.</li> <li>Customers are responsible for installing CRUs.</li> </ul>
Onsite Premier	24x7x4 (P1/P2) 9x5xNBD (P3/P4)	<ul style="list-style-type: none"> <li>Priority 1 and Priority 2 service requests: 24x7 coverage window, Huawei technician will arrive at the site within 4 hours after Huawei determines that onsite service is required.</li> <li>Priority 3 and Priority 4 service requests: 9x5 coverage window, Huawei technician will arrive the Next Business Day (NBD) provided that Huawei determines that onsite service is required before 15:00 (local time). If after 15:00 (local time), then Huawei will log onsite service request on the next business day and Huawei technician will arrive on the Next Business Day (NBD) of the request logged date.</li> <li>Huawei will install all replacement parts, but customers have the option to install the CRUs.</li> </ul>

## Intelligent Maintenance Center

Huawei ServiceCare is an intelligent maintenance center for customers. Within the service validity period, customers can log in to ServiceCare to use the following functions, including device inventory management, service request management, product technical information, service report, and intelligent product maintenance. Customers can access ServiceCare through <https://serviceturbo-cloud-cn.huawei.com/servicecare>.

- Device inventory management**  
 Establish inventory information based on SNs and provide visualized management functions of device quantity and service maintenance status.
- Service request management**  
 Query service request records, obtain the processing progress in a timely manner, and submit service requests online.
- Product technical information**  
 Precisely pushes product documents, cases, product bulletins, and software based on device types, helping customers quickly obtain documents and download software.

- Service report**  
 Generate service reports with one click based on the devices quantity, maintenance status, and technical request records.
- Intelligent product maintenance**  
 After obtaining the rights to the cloud-based maintenance systems (such as DME IQ) of Huawei products, customers can access these maintenance systems through ServiceCare. DME IQ is a cloud-based intelligent O&M platform for storage devices. When your storage device is within the service validity period (Hi-Care Standard or higher), you can access DME IQ to use the device monitoring and health evaluation functions for efficiently performing routine O&M. DME IQ User Guide: Link.
  - Device monitoring**  
 Allows you to view device alarms, capacity, and performance information in real time and intelligently identifies device risks.
  - Health evaluation**  
 Comprehensively scores device health from five dimensions: hardware, configuration, capacity, performance, and system, and collects statistics on device health status.



## Alerts Call Home

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.
- **List of Alarms for Which Alerts Call Home Will Create SRs please refer to:** <https://support.huawei.com/enterprise/en/doc/EDOC1100319586>

## Hi Customer Responsibilities

To enable Huawei to provide the best possible support and service, Customers will be required to:

- Maintain a proper and adequate environment, and use the Huawei product in accordance with the instructions provided by Huawei.
- When submitting a service request, the customer needs to provide the information required to locate the problem, including the serial number of the equipment, equipment location, and description of the fault as well as other information that is required to analyze the problem, such as alarms, logs, performance measurement results, and operation records.
- If remote access is required for fault diagnosis, then customers are responsible for providing a remote access channel and an account and password for temporary access, and granting the remote access permission to Huawei engineers.
- Notify Huawei of the equipment changes in the service contract by email in a timely manner: 1) Notify Huawei within 30 days after moving any equipment included in the equipment list of the Hi-Care service activation to another location. Services will be provided to customer beginning thirty (30) days of receipt of such notification. 2) Notify Huawei within five (5) days if you modify the parameters or configuration of a product, including upgrading the product or modifying the configurations of a Field Replaceable Unit.
- For advance hardware replacement service, customers are obligated to provide the following operational assistance to the service personnel Huawei dispatches to the site:
  - Fill out the RMA Application Form and Service Request Form when submitting an RMA request, then send them to Huawei via email. Huawei is not responsible for any delay caused by errors such as a lack of information or inaccurate information.
  - Huawei cannot guarantee Spare Parts availability for such cases in which the RMA is not requested in a timely manner; e.g. for multiple RMAs requested at the same time, or for accumulated defective parts requested in a single RMA.
  - Use the original packaging (including antistatic and foam packaging) of the returned defective parts . If the original packaging cannot be used, please ensure that the packaging of the returned defective parts meets transportation requirements and be responsible for damage and loss of parts during shipping.
- For onsite hardware replacement service, customers are obligated to provide the following operational assistance to the service personnel Huawei dispatches to the site:
  - Ensure an appropriate work environment (including heat, light, ventilation, electrical outlet, etc.) and reasonable access where the product is physically located.
  - Provide access to information, systems and networks to Huawei service personnel as deemed necessary by Huawei.
  - Provide ladders that can reach the height of the product if the product is installed above four feet. Please ensure that all products are installed below ten feet.



- Provide safety and security protection when working at your unmanned sites.
- The documents and software versions provided by Huawei can only be used for the equipment in this project and cannot be used for commercial purposes.
- Customer satisfaction is an important part of Huawei’s technical support service delivery by us. After the technical service request is closed, we will send you a satisfaction survey email to invite you to participate in the satisfaction survey. Your feedback will be used to improve your experience for the services that are delivered by both Huawei and service partners.

## Hi Annex 1 Priority Level Definition

Priority Level	Definition
Priority 1 (P1)	There is a critical impact on customer’ s business operations.
Priority 2 (P2)	Significant aspects of customer’ s business operation are negatively impacted; the customer is able to perform business operations, but performance of business operations are degraded or severely limited.
Priority 3 (P3)	These are faults that have limited impact to business operations, while most business operations remain functional.
Priority 4 (P4)	There is little or no impact on customer’ s business operations; includes information or assistance with Huawei product functionality, operation, or configuration and other enquiring questions.

