

**Consent to Terms of Product Replacement  
in Czech Republic, Finland, Denmark, Norway, and Sweden**

This document sets out the terms and conditions and associated costs, for the exchange of GoodWe products within the scope of this document and its references.

I, the installer or the distributor of GoodWe's products, have read and understood the following information:

- Terms of Product Replacement and On-Site Service in Czech Republic, Finland, Denmark, Norway, Sweden
- Annex A: Fixed Service Rates for GoodWe PLUS+ installers
- Annex B: GoodWe Service Rates
- Definition of out-of-warranty Case in GoodWe's Limited Warranty.

I accept following the procedures described in the sections below and I accept covering all potential costs including the out-of-warranty costs in case the analysis of GoodWe proves that my claim is out-of-warranty.

I also confirm that I will accept the results of GoodWe's inspection and analysis of the returned product or from the on-site inspection, unless I have a further report from a third party which is priorly approved by GoodWe and which provides a different evidence from GoodWe's results.

- Serial number of inverters:
- Location of inverters:
- Ticket number if available:
- Contact phone number:

Company name:

Date and Location:

Company stamp and signature:

  

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## Terms for Product Replacement in Czech Republic, Finland, Denmark, Norway, Sweden

### Contact

To organize a quick and uncomplicated replacement of your product, you have different possibilities to contact GoodWe:

- Phone: +49 39 484 976 363
- Email: [service.de@goodwe.com](mailto:service.de@goodwe.com)
- Internet: <https://support.goodwe.com/>

### Trouble shooting

When you contact us, please provide the Serial Number, the location of your product, and describe the issue. To help you solve the issue, GoodWe might request some additional technical information from you and give some guidance for local troubleshooting. Due to safety and compliance reasons, GoodWe will require end-users to engage the installation company which installed the product for the troubleshooting. If your installation company is not available anymore, and you are not able to find another installer to help, please contact GoodWe for support.

If the issue cannot be solved after the troubleshooting, you can request a replacement device to be sent out to you by filling out the RMA form provided by GoodWe.

### Costs of replacing a product

According to GoodWe's Limited Warranty terms, in case of a confirmed warranty claim only the costs of the replacement product will be covered by GoodWe.

As a goodwill service offer, we will also pay the installation costs to the installation company according to the **Fixed Service Rates for GoodWe PLUS+ Installers** listed in **Annex A** and the costs of collecting the defective product. This goodwill service offer is only provided under the following conditions:

- The installation is online and connected to GoodWe's SEMS portal
- The installation company is qualified by GoodWe as a GoodWe PLUS+ Installer
- The installation is located in Czech Republic, Finland, Denmark, Norway or Sweden
- This offer is provided on a voluntary basis by GoodWe and does not give rise to any legal claims.

As in many cases we can only confirm that the returned product is a warranty case after receiving it, we will ask the installation company to first confirm that it agrees to cover the costs of an out-of-warranty case

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according to our **GoodWe Service Rates** listed in **Annex B**, by signing the first page of this document “Consent to Terms of Product Replacement in Czech Republic, Finland, Denmark, Norway, and Sweden”. After receiving the “Consent to Terms of Product Replacement in Czech Republic, Finland, Denmark, Norway, and Sweden” properly filled and signed by the installer, a replacement device will be sent out to you.

### **Shipment of replacement product**

A replacement product will be shipped out to you from our closest service pool and it usually takes less than 5 working days until you receive it.

In certain countries we do not have a local service pool. This might lead to a longer delivery time of the replacement product. In such case, we will inform you about the expected lead time.

Please note that replacement devices maybe refurbished devices according to our warranty terms, and that the warranty period after the replacement will not be extended.

For further information, please refer to our Limited Warranty Terms under:

<https://en.goodwe.com/warranty.asp>

### **Return of defective product**

Please package the faulty unit in its original packaging or use the packaging from the newly delivered inverter ready for shipping. A shipping form must be filled out and included with the faulty product before collection. Once the exchange is performed, inform Goodwe the faulty unit is ready for collection.

Details required for collection:

- Ticket number
- Serial Number of inverter
- Contact name
- Telephone number
- Address

Please note: Our courier requires 48 hours’ notice prior to collection arrangement and **ONLY** operates Monday to Friday with no time slot schedule. Goodwe will reply by email when this has been arranged, confirming date of collection.

Please email this information to: [service.de@goodwe.com](mailto:service.de@goodwe.com)

Please ensure the faulty inverter is returned to Goodwe within **15 days** of receiving the new inverter, otherwise you will be automatically charged the costs of an out-of-warranty case according to **GoodWe’s Service Rates in Annex B**.

When GoodWe receives the faulty unit, it will be analysed and tested for the reported fault. If no fault is found or if it is found that the fault is not covered by our warranty terms, you will be charged the

out-of-warranty costs according to our GoodWe Service Rates, usually in less than 60 days after GoodWe has received the returned inverter.

### **Invoicing**

To receive the installer fixed rate in a confirmed warranty case, you must provide your invoice to GoodWe no later than 30 days after the faulty unit has been delivered to GoodWe. If the faulty unit has not been returned, GoodWe cannot pay the service rate. The invoice must include the RMA number and the serial number of the defective and the replacement product.

The invoice must be addressed to:

GoodWe After-Sales Service  
E-Service Haberkorn GmbH  
Augustenhoehe 7  
06493 Harzgerode  
Germany

Please send your invoice by email to [service.de@goodwe.com](mailto:service.de@goodwe.com)

If the invoice is correct and accepted by GoodWe, we will pay it within 30 days.

**Annex A: Fixed Service Rates for GoodWe PLUS+ installers**

<b>Rates applicable exclusively for GoodWe PLUS+ installers from Czech Republic, Finland, Denmark, Norway, Sweden, and installations which are online and connected to GoodWe's SEMS portal:</b>	
- Base fixed rate (Including costs and time for travel and setup)	70€
- Additional fee for each string inverter replacement:	
- string inverters with inverter weight up to 40kg	20€
- string inverters with inverter weight higher than 40kg	40€
- Additional fee for each storage inverter replacement	40€
Examples:	
- Replacement of 1 SDT G2 inverters (15kg): $70€ + 20€ = 90€$	
- Replacement of 1 MT inverter (70kg): $70€ + 40€ = 110€$	
- Replacement of one ET inverter (24kg): $70€ + 40€ = 110€$	
- Replacement of 2 ET inverters (24kg): $70€ + 2 \times 40€ = 150€$	
- Replacement of 1 component (e.g. Smart Meter, Wifi-module): 70€	
- Software update on-site by the installer to repair a product: 70€	

**Annex B: GoodWe Service Rates**

<p><b>Product cleaning fee:</b></p> <p>Please return the defective device in a clean condition. Products contaminated by dust, paint, mould, gases, etc. can only be analysed and repaired after cleaning. In such cases we will charge you a fixed cleaning fee for each affected device.</p>	<p>100€</p>
<p><b>Inspection and logistic fees of returned product:</b></p> <p>If a device is delivered within the warranty period as part of our exchange service but our inspection or analysis does not reveal any problem, we will charge you a fixed inspection fee per device, according to the following list:</p> <p><u>On-grid inverters:</u></p> <ul style="list-style-type: none"> <li>• nominal output power &lt;6kW <span style="float: right;">420€</span></li> <li>• 6kW ≤ nominal output power &lt;15kW <span style="float: right;">450€</span></li> <li>• 15kW ≤ nominal output power ≤36kW <span style="float: right;">660€</span></li> <li>• 36kW &lt; nominal output power ≤136kW <span style="float: right;">760€</span></li> </ul> <p><u>Storage inverters:</u></p> <ul style="list-style-type: none"> <li>• nominal output power &lt;6kW <span style="float: right;">500€</span></li> <li>• 6kW ≤ nominal output power ≤10kW <span style="float: right;">550€</span></li> </ul> <p><u>Components and accessories:</u> <span style="float: right;">190€</span></p>	

<p><b>Unsuccessful collection of a product to be exchanged:</b></p> <p>If we agree with you to collect the product to be exchanged, but the collection is unsuccessful (e.g. product is not ready for collection, address is wrong or inaccessible for truck delivery, no contact person at the collection address ...), we will charge you a fixed fee.</p>	<p>60 € (CZ, DK)</p> <p>120 € (SE)</p> <p>200 € (NO, FI)</p>
<p><b>Fees for non-returned claimed products:</b></p> <p>If we deliver an exchange device, and you do not return the old product to us, we will charge you the following prices for each replacement product:</p> <ul style="list-style-type: none"> <li>• 1ph on-grid inverters up to 6kW (XS/NS/DNS) 700€</li> <li>• 3ph on-grid inverters up to 15kW (SDT G1/SDT G2) 1300€</li> <li>• 3ph on-grid inverters from 17kW to 36kW (SDT G1/SDT G2/SMT) 1900€</li> <li>• 3ph on-grid inverters from 50kW to 136kW (MT/HT) 3900€</li> <li>• 1ph storage inverters (BH/EH/EM/ES/SBP) 1600€</li> <li>• 3ph storage inverters (ET/BT) 3100€</li> <li>• Components and accessories (WiFi module, Smart Meter, EzLogger Pro, Homekit, CT, SEC and SCB series) 250€</li> </ul>	
<p><b>Product repair (out-of-warranty):</b></p>	<p>Upon request</p>
<p><b>Repair fees (out-of-warranty):</b></p>	<p>Upon request</p>