



GOODWE
YOUR SOLAR ENGINE



AFTER-SALES SERVICE

GOODWE EUROPE GMBH

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September 2020
www.goodwe.com

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Local technical support of GoodWe Europe


















What we offer:

- Technical support in 9 languages
- Local team of experienced After-Sales Managers with strong solar background
- Supported by a strong network of local service partners in many EU countries
- Installer training
- Local handling of warranty claims
- Local service stock and logistics in many EU countries
- Central European service stock in the Netherlands
- On-site technical support
- Central European repair center in Poland
- Warranty extension service

What we promise:

- Continuous availability and reachability of after-sales service
- Short waiting times and quick reaction to customer inquiries
- Competent and efficient service


Overview of service offer by country


																Other EU	Other EMEA
	DE	AT	CH	IT	SP	PT	FR	NL	BE	UK	IE	PL	GR	RSA	Other EU	Other EMEA	
Local GoodWe technical hotline	●			●	●			●		●		●	●	●			
Technical support in local language	●	●	●	●	●	●	●	●	●	●	●	●	●	●	EN	EN	
Product replacement from local warranty stock	●			●	●			●		●		●					
Product replacement from central EU warranty stock	●	●	●	●	●	●	●	●	●		●	●	●		●	●	
Installer fixed rates	● ¹	● ¹	● ¹	● ¹	● ¹	● ¹						● ¹					
On-site technical support	●	●	●	●	●	●		●	●			●	●				
Repair service in central EU repair centre (string inverters)	●	●	●	●	●	●	●	●	●	●	●	●	●		●		


●: already in place ●¹: starting from October 2020


How to contact GoodWe's technical support




 **Germany**
📞 **+49-39484-976363** NEW
✉ service.de@goodwe.com
🌐 <https://support.goodwe.com> (Sept 2020)


 **Netherlands**
📞 +31 30 737 1140
✉ service.nl@goodwe.com
🌐 <https://support.goodwe.com>


 **South Africa**
📞 +27 60 719 2956
✉ service.za@goodwe.com
🌐 <https://support.goodwe.com>


 **Italy**
📞 +39 366 9776323
✉ service.it@goodwe.com
🌐 <https://support.goodwe.com>


 **United Kingdom**
📞 +44(0)333 358 3184
✉ service@goodwe.co.uk
🌐 <https://support.goodwe.com>

 **Other EU / EMEA**
📞 +49 89 74 120 234
✉ service@goodwe.com
🌐 <https://support.goodwe.com>

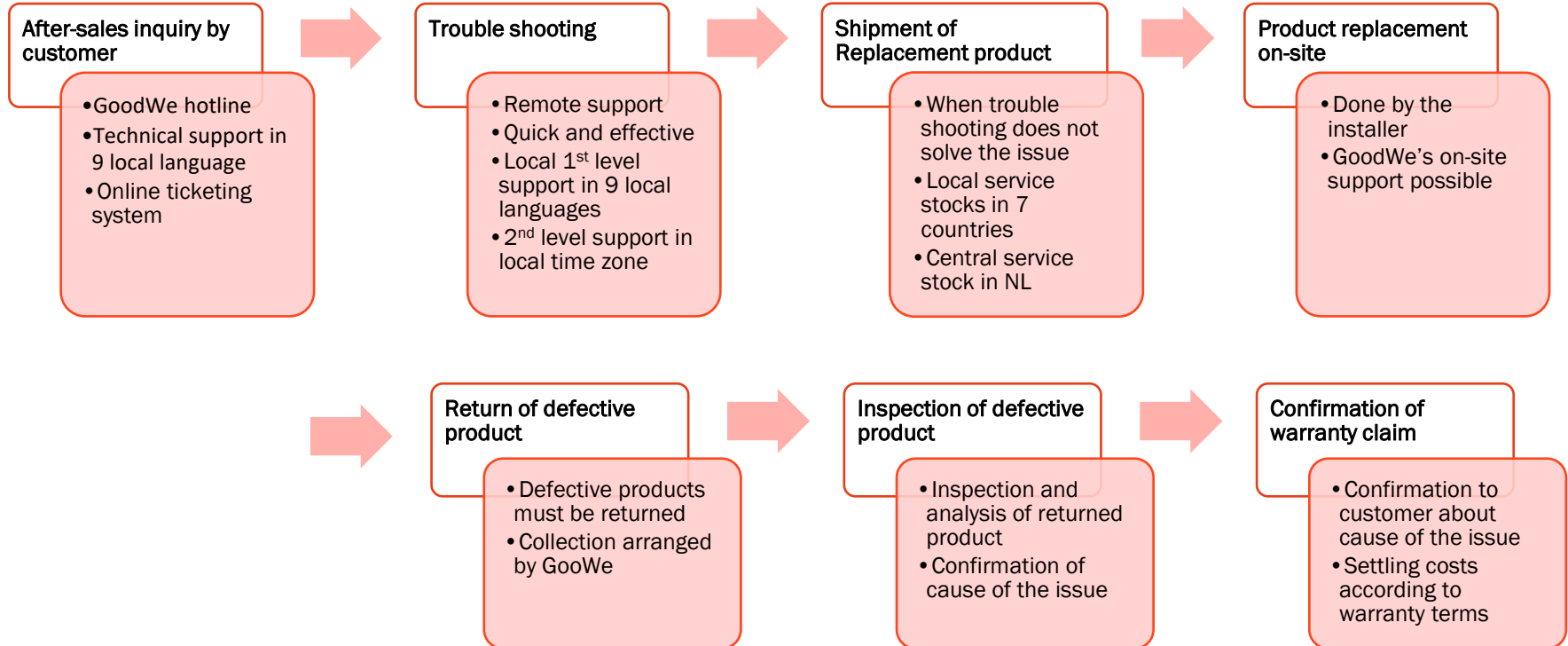
 **Spain**
📞 +34 661 584870
✉ soporte.es@goodwe.com
🌐 <https://support.goodwe.com>

 **Poland**
📞 +48 (62) 75 38 087
✉ service.pl@goodwe.com
🌐 <https://support.goodwe.com>

 **Portugal**
📞 +34 661 584870
✉ servico.pt@goodwe.com
🌐 <https://support.goodwe.com>

 **Greece**
📞 +30 6937403692
✉ service.gr@goodwe.com
🌐 <https://support.goodwe.com>

GoodWe's After-Sales Service Process



Costs of replacing a product or on-site service



- GoodWe's Limited Warranty covers only the costs of hardware material to regain the product functionality.
- As an exclusive goodwill service to its customers, GoodWe Europe GmbH covers:
 - Costs of shipping the replacement product
 - Costs of collecting the defective product
 - Installation costs according to the Authorized Installer Fixed Rates
- Conditions for GoodWe Europe's goodwill service:
 - Warranty case is confirmed
 - The installation is online and connected to GoodWe's SEMS portal
 - The installation company is an Authorized Installer by GoodWe
 - The installation is located in a country where GoodWe's installer rate applies
 - Consent to Terms of Product Replacement and On-Site Service signed by the installer
 - This offer is provided on a voluntary basis by GoodWe and does not give rise to any legal claims.

Authorized installer fixed rates

Base fixed rate (Including costs and time for travel and setup)	70€
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Additional fee for each inverter replacement:

- | | |
|--|-----|
| • String inverters with inverter weight up to 40kg | 20€ |
| • String inverters with inverter weight higher than 40kg | 40€ |
| • Storage inverters | 40€ |

Examples:

- Replacement of 1 SDT G2 inverters (15kg): $70€ + 20€ = 90€$
- Replacement of 1 MT inverter (85kg): $70€ + 40€ = 110€$
- Replacement of one ET inverter: $70€ + 40€ = 110€$
- Replacement of 2 ET inverters: $70€ + 2 \times 40€ = 150€$
- Replacement of 1 component (e.g. Smart Meter, Wifi-module): 70€
- Software update on-site by the installer to repair a product: 70€

Conditions:

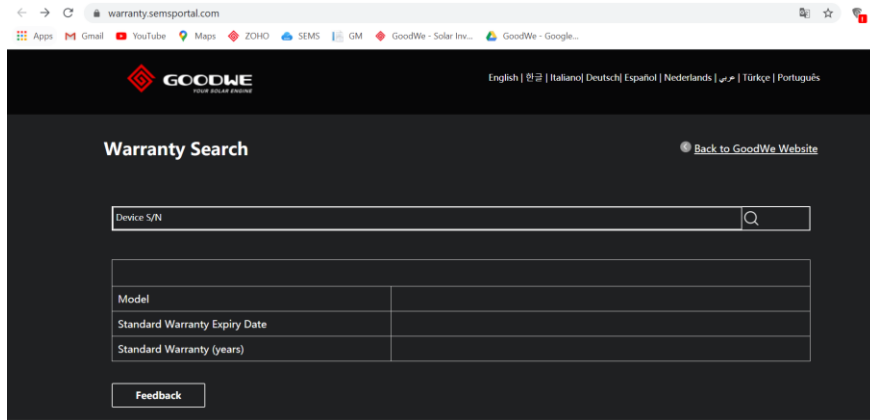
- Warranty case is confirmed
- On-site service is performed by an Authorized Installer
- The installation is connected to GoodWe's SEMS portal and is online
- The installation is located in a DE, AT, CH, IT, SP, PT or PL (further countries under development)
- Consent to Warranty Exchange Policy signed by the installer
- This offer is provided on a voluntary basis by GoodWe and does not give rise to any legal claims

Warranty extension procedure



Condition: Extension within 6 months after installation date

Production date identified by Serial Number: e.g. 98000ETU**19C**W0053



<https://warranty.semsportal.com/>



THANK YOU

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Contact us:

 service@goodwe.com