

GoodWe C&I Service Boost Campaign – FAQ



About the Campaign

GoodWe is pleased to launch a limited-time service offer for our partners in Europe and Turkey. From **November 1, 2025 to March 31, 2026**, all projects that include **GoodWe C&I storage products** such as **BAT 60/112kWh** and **ESA 125kW/261kWh**, delivered within this period, are eligible for:

- **Free Commissioning Support** – Software commissioning assistance provided either on-site or remotely by certified GoodWe engineers.
- **Free One-time Health Inspection** – A single on-site visit conducted by GoodWe or an authorized service partner to perform a basic system performance check and preventive maintenance assessment.

This initiative aims to help partners enhance project quality, ensure system reliability, and deliver greater satisfaction to end customers.

Frequently Asked Questions

- 01** Which products are eligible?
Projects that include either or both of the following series: GoodWe **BAT 60/112kWh** and/or **ESA 125kW/261kWh**.
- 02** How can I participate?
Simply complete and submit the **online registration form** with your project details. Once verified, our service team will contact you to arrange the commissioning and inspection schedules.
- 03** What services are included?
 - **Commissioning support:** On-site or remote support by certified GoodWe engineers.
 - **Health inspection:** One on-site visit including performance check and preventive maintenance.
(Replacement parts or extended service are not included.)
- 04** How long do I have to use the services?
 - **Commissioning support:** within **6 months** after product delivery.
 - **Health inspection:** within **1 year** after project commissioning.
- 05** How is the service applied – per inverter or per project?
The offer applies **per project**, not per unit. Multiple inverters within one project count as a single case.
- 06** Is the campaign available in my country?
Yes, it applies to **all European countries and Turkey (except Ukraine)**. For the full list, please refer to the Terms & Conditions.
- 07** Who will provide the service?
All services will be performed by **GoodWe-certified engineers** or authorized partners.
- 08** Can multiple projects from the same partner join?
Yes, each project can register individually if eligible.
- 09** What if the service quality does not meet expectations?
Please contact your **local GoodWe service center**. All cases will be reviewed and handled according to GoodWe's official service policy.
- 10** Can I combine this offer with other GoodWe promotions?
Yes, participation in multiple ongoing GoodWe campaigns is possible if eligibility criteria are met.
- 11** How do I know if my registration is approved?
You will receive a **confirmation email** once your form is submitted and your project details are verified by the service team.
- 12** Where can I find more details or Terms & Conditions?
Please refer to the full campaign **Terms & Conditions**.