

GoodWe C&I Service Boost Campaign Terms & Conditions

These Terms and Conditions are drafted in English. In case of any discrepancy between translations, the English version shall prevail.

1. Definition of Terms

- “GoodWe” means GoodWe Europe GmbH.
- “Campaign” means the GoodWe C&I Service Boost Campaign as outlined herein.
- “Eligible Products” means the GoodWe C&I storage systems specified by GoodWe, which must include either or both of the following series: BAT 60/112kWh and/or ESA 125kW/261kWh.
- “Delivery” means the date on which the Eligible Products are delivered to the purchaser/EPC site or distributor and accepted in writing (via signed delivery receipt or electronic confirmation) — not the project commissioning or hand-over date.
- “Project” refers to a single, identified commercial or industrial installation site where Eligible Products are delivered and commissioned. All promotional service benefits apply per Project and not per individual unit, device, or component within the same site.
- “Service” means the free commissioning service and the one-time health inspection & preventive maintenance as described in Clause 4.
- “Commissioning Support” refers exclusively to software commissioning assistance provided either on-site or remotely by certified GoodWe engineers. The physical installation, wiring, safety checks, and preparation of all equipment must be fully completed and ready for software commissioning prior to the scheduled support session. Commissioning Support does not include hardware installation, corrective repairs, replacement parts, extended service work, or any services outside software commissioning guidance.
- “Health Inspection” refers to a single on-site visit conducted by GoodWe or an authorized service partner to perform a basic system performance check and preventive maintenance assessment. The Health Inspection does not include any repair work,

replacement parts, corrective actions, or extended system diagnostics beyond the standard inspection scope.

- “Eligible Region” means the Eligible countries listed in Clause 2.

2. Campaign Period & Eligibility

- The Campaign runs from 1 November 2025 to 31 March 2026 (“Campaign Period”).
- To be eligible, the Eligible Products must be delivered within the Campaign Period.
- The Campaign applies per Project and not per individual unit.
- Registration must be completed via the official registration form and approved by GoodWe prior to scheduling the Service.
- Projects must be located within the Eligible Region

Eligible countries: Albania, Andorra, Austria, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Georgia, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Moldova, Monaco, Montenegro, Netherlands, North Macedonia, Norway, Poland, Portugal, Romania, San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, United Kingdom, Vatican City (Holy See).

3. Registration and Approval

- Participants (EPCs/distributors/partners) must register their Project via the designated online form.
- Registration must include required details: Project name, site location, delivery date, products installed, contact details, and any requested documentation.
- GoodWe reserves the right to verify eligibility (product type, delivery date, region) and may request additional documentation.
- Once approved, GoodWe will email a confirmation and will coordinate the scheduling of the Service.

4. Offer: Service Scope & Exclusions

Service Scope:

- **Commissioning support:** On-site or remote support provided by certified GoodWe engineers.
- **Health inspection & preventive maintenance:** One on-site visit including basic

system performance check and preventive maintenance.

Exclusions:

- Replacement parts, major component replacements, consumables, or extended service beyond the one-time inspection are **not included** in this offer.

5. Service Delivery Timeline

- The Commissioning support must be completed within **6 months** after product Delivery.
- The one-time Health Inspection must be completed within **1 year** after the completed date of Project Commissioning.
- Participants shall schedule the Service within the aforementioned timelines and must notify GoodWe at least 7 working days prior to the intended service date (including the commissioning support date and the one-time inspection date). The final service date shall be mutually agreed between the Participant and GoodWe. Any unreasonable delay without application shall result in automatic termination of the Service eligibility for that Project.

6. Dispute & Issue Handling

- If a Participant believes the Service did not meet the agreed scope, they may report the issue via the Campaign email within **7 working days** after the completion date of the Service.
- GoodWe will acknowledge the report within **3 working days**, perform an investigation, and issue a written response or resolution plan within **20 working days** of acknowledgement.
- Possible resolutions may include rescheduling of the Service, additional remote guidance, or other remedial support at GoodWe's discretion.
- As the Service is provided free of charge, GoodWe's liability is limited as set out in clause 8.

7. Data Protection & Marketing Consent

- Participants may consent to anonymized project data and photographs being used by GoodWe for marketing purposes.
- Personal data submitted will be processed in accordance with GoodWe's Privacy Policy ([Data Protection Statement](#)) and applicable GDPR requirements.

8. Limitation of Liability

- To the fullest extent permitted by applicable law, GoodWe's liability under or in connection with the Campaign is limited to providing the Service as described in clause 4.
- GoodWe shall not be liable for any indirect, incidental, consequential or special losses (including loss of profits, business interruption or loss of reputation) arising from or relating to the Campaign.
- GoodWe shall not be responsible for the performance, safety, compatibility, malfunction, failure, or any service-related issue arising from third-party products or system components that are not manufactured, supplied, or certified by GoodWe.
- Any commissioning, inspection, or maintenance activities conducted under this Campaign will be limited strictly to GoodWe products and their standard operating conditions.

9. Modification, Suspension & Termination

- GoodWe reserves the right to modify, suspend or terminate the Campaign at any time and for any reason, and shall provide at least 30 calendar days' prior notice to registered Participants via email.
- Projects approved prior to such modification, suspension or termination will still receive the Service subject to the terms in effect at the time of approval.

10. Governing Law and Jurisdiction

- The Campaign Terms are governed by and construed in accordance with the laws of Germany.
- Any disputes arising out of or in connection with these Terms shall be subject to the exclusive jurisdiction of the courts of Munich, Germany.

For inquiries, please reach out to your local GoodWe representative or service center.

<https://emea.goodwe.com/support-service>