

## 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 June 30, 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

1. Which products are eligible?

Projects that include either or both of the following series: GoodWe **BAT 60/112kWh** and/or **ESA 125kW/261kWh**.

2. 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.

3. 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.

4. 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.

5. 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.

6. 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.

7. Who will provide the service?

All services will be performed by **GoodWe-certified engineers** or authorized partners.

8. Can multiple projects from the same partner join?

Yes, each project can register individually if eligible.

9. 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.