



GoodWe and ADLER Solar Agreed on Comprehensive After- Sales Support Services

Bremen, March 2019 – GoodWe has signed a cooperation agreement with ADLER Solar Services GmbH in providing comprehensive after-sales services to GoodWe's customers in Germany, Austria and Switzerland covering 1st level support, 2nd level support and technical field services. ADLER Solar is a leading full-service provider for the solar industry who delivers a broad spectrum of technical solutions and services that guarantee a high-performance level and smooth running of a photovoltaic plant throughout its entire life-cycle. ADLER Solar serves the complete range of after-sales solutions and defines all interfaces of the process chain according to individual customer requirements. ADLER Solar's existing panel service customers include renowned brands such as REC and Solarwatt.

With over 60 employees across the abovementioned German speaking markets, ADLER Solar will conduct on-site repairs and take care of the storage of spare/replacement devices as well as individual inverter components and all the logistics involved.

In addition, ADLER Solar experts will also handle the warranty process for GoodWe, while providing additional support services. Further services include the provision of information and support for GoodWe Smart Energy Management System (SEMS). By using this system, ADLER Solar can take targeted actions based on GoodWe intelligent alert notification and get in touch with system owners directly, providing proactive responses.

Quality after sales service is GoodWe's top priority

The agreement was inked by Thomas Haering, Managing Director of GoodWe Europe GmbH, and Gerhard Cunze, Managing Director of ADLER Solar Services GmbH.

"GoodWe inverters stand for reliability, high performance and top-notch quality" , says Thomas Haering, Managing Director at GoodWe Europe. "We want to walk on this way by increasing our after-sales support network as one of our top priorities. This



ADLER**SOLAR**[®]

is why we are thrilled to work together with an experienced and professional service partner like ADLER Solar to provide our customers the necessary high-respond support they are expecting from a leading inverter manufacturer.”

“Fast, professional and reliable after-sales and repair services are essential for operators of PV systems. This is the only way to achieve the calculated yields and a stable return on investment. We ensure this with our after-sales solutions and are delighted to support one of the world's leading inverter manufacturers” , says Gerhard Cunze, Managing Director of ADLER Solar.

About GoodWe

GoodWe is a leading, strategically-thinking enterprise which focuses on research and manufacturing of PV inverters and energy storage solutions. With an average monthly sales volume of 30,000 pieces in 2018 and 12 GW installed in more than 100 countries, GoodWe solar inverters have been largely used in residential, commercial rooftops, industrial and utility scale systems, ranging from 0.7kW to 80kW. GoodWe inverters offer reliable operation and excellent performance and are well recognized by customers worldwide.

GoodWe’ s philosophy is to always create win-win partnerships with customers by identifying and integrating the most advanced components and techniques available while offering an unparalleled aftersales service. Technological innovation is GoodWe’ s main core competence. With an in-house R&D team of 200 employees in two R&D centers, GoodWe can offer a comprehensive portfolio of products and solutions for residential, commercial and utility scale PV systems, ensuring that performance and quality go hand-in-hand across the entire range.

GoodWe has set up an integrated service system for presale, in-sale and after-sale and has established service centers worldwide, aiming to offer global support to all customers including project consulting, technical training, on-site support and after-sales service.

For more information, visit <http://www.goodwe.com>



ADLER**SOLAR**[®]

About ADLER Solar

Since April 2008, ADLER Solar has been supporting the European solar industry as a leading full-service provider with photovoltaic concepts for plant construction, quality assurance, performance optimisation and sustainable energy strategies.

Over the last 10 years ADLER Solar has thus progressed from an independent service provider to a recognised expert for smart energy solutions. The comprehensive service portfolio ranges from PV Plant Construction, Repowering, Engineering Consulting and Operations & Maintenance to storage, electromobility and LED solutions.

In addition, the service portfolio includes After-Sales, Inverters, Test & Repair as well as Claim Management. Headquartered in Bremen, ADLER Solar manages another location in Waldkraiburg/Munich.

For more information, visit www.adlersolar.de

Hotline:

Sales: +49 89 74 120 210

Service: +49 421 83570-170