



FAQ

GoodWe PLUS+ Installer



A. ABOUT THE GOODWE PLUS+ & WARRANTY EXTENSION

Q1 I logged into the webinar with a different email address to the one I use for SEMS.
Will this make any difference?

Yes, it means we cannot easily identify you and award any GoodWe PLUS+ accreditation. We kindly ask you to register for each of the module using the same SEMS installer account details. If you do not have an installer account in SEMS yet, you will find a link to create it in the registration form for the webinar.

Q2 I do not have an installer code, what do I do?

Please contact goodwe.plus@goodwe.com who can provide you with a special link to create an installer account. You can create an installer account only with this link.

Please fill the form. If you have a problem to write your company address, please click **map** (on the right side of the company address) then on the left corner of the map there is a search place, you can write your address there and click "ok"

Please submit the form.

As soon as the verification process has been completed, you will receive an email notification along with your first login details to the SEMS portal.

In your SEMS account, you can find the code in the "Settings" section under the "My Account". It is referred to as "Distributor Code" and is a 9-digit alphanumeric code e.g. G12345678.

Please send us this "Distributor code".

Q3 When will I know if I have passed the GoodWe PLUS+ programme?

You will be contacted shortly after the last training module. If you are successful, your account will be upgraded and will be recognised as a GoodWe PLUS+ Installer. If you are unsuccessful, you will be contacted with options on what to do next.

Q4 Which inverters are included under the warranty extension scheme provided by GoodWe PLUS+ ?

All on-grid inverters up to and including 20kW installed in the EU, UK, Norway, or Switzerland and that are connected to SEMS Portal.
Storage inverters are not included.

Q5 Will I receive the webinar materials after the training?

Yes, we will send the presentations after the end of the third module. Please be patient, as we need to process all the participant data collected during the webinars.

Q6 How can I contact you if I have additional questions about the program?

Please use the email address goodwe.plus@goodwe.com

B. AFTER THE GOODWE PLUS+ TRAINING

Q1 How can I check whether the inverter warranty has been extended?

PC Desktop Version: Please log into the SEMS Portal → "Management" → "Warranty"

"Approved units with 10 years Warranty" means that your account has been upgraded to a GoodWe PLUS+ Installer.

If you have installed equipment after qualifying, eligible inverters will be listed after clicking on this link.

"How to get 10 Years Warranty for free" means that your account has not been upgraded to GoodWe PLUS+ Installer or you don't have inverters eligible for warranty extension under this account.

Mobile SEMS APP: Please log into the SEMS APP → "Discovery" → "Warranty"

"Approved units with 5+5 years Warranty" means that your account has been upgraded to a GoodWe PLUS+ Installer.

If you have installed equipment after qualifying, eligible inverters will be listed after clicking on this link.

"How to get 5+5 Warranty for free" means that your account has not been upgraded to GoodWe PLUS+ Installer or you don't have inverters eligible for warranty extension under this account.

Q2 If the warranty of my inverter was not extended, what could be the reason?

Please check whether your inverter meets the following conditions:

- Inverter products of the XS, DNS, SDT and MS series
- Inverter rated power should not exceed 20 KW
- Inverter should be connected to GOODWE SEMS portal and power generation data should have been successfully uploaded to GOODWE server
- Inverter has 5 years standard warranty by default
- Inverter installed by an installer qualified as a GOODWE PLUS+ installer in one of the EU countries, UK, Switzerland, or Norway
- Inverters first online date is before the date of qualification to GoodWe PLUS+
- Inverter serial number is not assigned to a qualified GoodWe PLUS+ account in the SEMS

Inverters will be covered by an extended warranty only upon completion of the last module of the GoodWe **PLUS+** training

Q3 I missed one of the training modules, when can I attend training for the module that I missed?

Contact goodwe.plus@goodwe.com and they can advise the next scheduled training dates and options. We also suggest to subscribe to our newsletter so that you can receive updates about next GoodWe PLUS+ sessions together with dates, time and link to register. You can find the form to register on the left side of our website <https://www.goodwe.com/>

Q4 The inverters that I added before qualifying for the program were not upgraded for the extended warranty list. Can these be upgraded?

Only inverters installed after obtaining GoodWe PLUS+ are eligible for the programme

Q5 How can I contact you if I have additional questions about the program?

Please use the email address goodwe.plus@goodwe.com

C. SEMS PORTAL INSTALLER ACCOUNT CREATION

- Please contact goodwe.plus@goodwe.com who can provide you with a special Link to create an installer account. You can create an installer account only with this link.
- Please fill the form. If you have a problem to write your company address, please click **map** (on the right side of the company address) then on the left corner of the map there is a search place, you can write your address there and click "ok"
- Please submit the form.
- As soon as the verification process has been completed, you will receive an email notification along with your first login details to the SEMS portal.
- In your SEMS account, you can find the code in the "Settings" section under the "My Account". It is referred to as "Distributor Code" and is a 9-digit alphanumeric code e.g. G12345678.
- Please send us this "Distributor code".

CONTACT

GoodWe (Europa GmbH)

Kistlerhofstrasse 170, 81379 Muenchen, Germany
+49 89 7807289-0 (Sales)
+49 39 484 976 363 (Service)
sales.de@goodwe.com (Sales)
service.de@goodwe.com (Service)

GoodWe (Netherlands)

Franciscusdreef 42C, 3565AC Utrecht, The Netherlands
+31 (0)30 737 1140 (Dutch-speaking service for installers)
sales.nl@goodwe.com (Sales)
service.nl@goodwe.com (Service)

GoodWe (Spain)

Kistlerhofstrasse 170, 81379 Muenchen, Germany
+34 900 861124 / +34 661 584870 (Service)
sales.es@goodwe.com (Sales)
soporte.es@goodwe.com (Service)

GoodWe (Poland)

ul. Cześćchowska 140, 62-800 Kalisz, Poland
+48 (62) 75 38 087
sales.pl@goodwe.com (Sales)
service.pl@goodwe.com (Service)

GoodWe (Italy)

Via Cesare Braico 61, 72100 Brindisi, Italia
+39 (0) 831 1623552 / +39 338 8793881 (Commerciale)
+39 0362 1821790 (Assistenza Tecnica)
sales.it@goodwe.com (Commerciale)
service.it@goodwe.com (Assistenza Tecnica)

GoodWe (Portugal)

Kistlerhofstrasse 170, 81379 Muenchen, Germany
+34 900 861124 / +34 661 584870 (Service)
sales.pt@goodwe.com (Sales)
servico.pt@goodwe.com (Service)

GoodWe (United Kingdom)

First Floor, Sutherland House, 5-6 Argyll Street, London, England, W1F 7TE UK
+442045770609 (Service)
sales.uk@goodwe.com (Sales)
service@goodwe.co.uk (Service)

GoodWe (Greece)

Kistlerhofstrasse 170, 81379 Muenchen, Germany
+39 (0) 831 1623552 / +39 338 8793881 (Sales)
+30 6937403692 / +30 2114176542 (Service)
sales.gr@goodwe.com (Sales)
service.gr@goodwe.com (Service)

GoodWe (South Africa)

Kistlerhofstrasse 170, 81379 Muenchen, Germany
+27 861 126 777
sales.africa@goodwe.com (Sales)
service.za@goodwe.com (Service)

GoodWe (France)

Kistlerhofstrasse 170, 81379 Muenchen, Germany
+33 676 721 805
sales.fr@goodwe.com (Sales)
service@goodwe.co.uk (Service)