GOODWE

DRIVING THE WORLD'S SMART ENERGY FUTURE

GoodWe Company Introduction

Vision

Driving the world's smart energy future

Mission

We are determined to become a major driving force in the global energy transition, building a sustainable future.
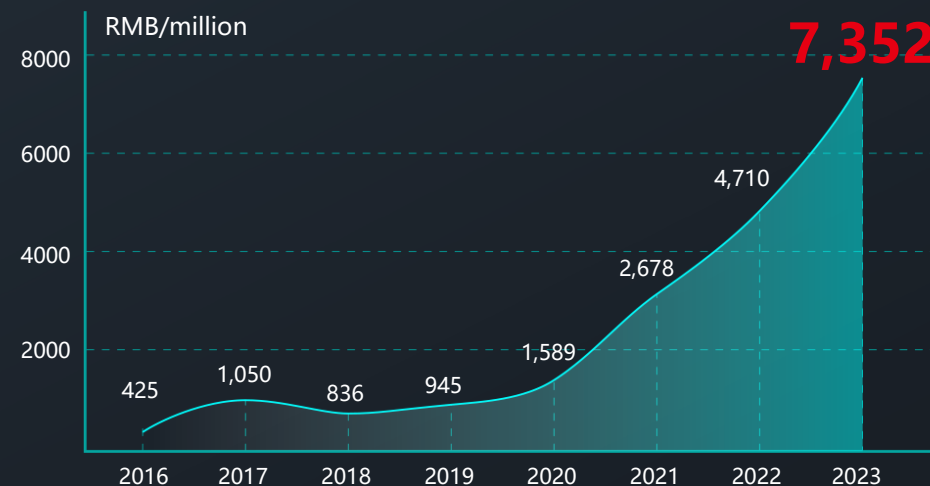
GOODWE FAMILY

~5000	1000+	150+
Total number of employees	R&D staff	Overseas employees

GLOBAL SALES REVENUE

RMB/million

7,352

Year	Revenue
2016	425
2017	1,050
2018	836
2019	945
2020	1,589
2021	2,678
2022	4,710
2023	7,352

GOODWE TECHNOLOGIES CO., LTD.

GOODWE MOMENTS

GOODWE

2010
- Company establishment

2011
- Launched First PV Inverter for residential use
- Established R&D center

2012-2013
- Won PHOTON AA award consecutively

2014
- Launched Asia's first energy storage inverter ES Series

2015
- Established GoodWe Australia, as the first step of overseas business

2016
- Launched SEMS for energy management

2017
- Established Guangde manufacturing base

2018
- Established GoodWe European headquarters in Germany

2019
- Secured No.1 Global Supplier of Hybrid Inverter

2020
- Listed on Shanghai Stock Exchange
- Established GoodWe USA & GoodWe Japan, strategically expanding global markets
- Established BIPV BU

2021
- Joined UNGC, affirming commitment to ESG
- Smart Energy BU established
- Recognized as a bankable brand with high product reliability by DNV

2022
- Released first CSR Report & Won EcoVadis Silver Medal
- Rebranding campaign
- Established GoodWe Singapore, as the company's global transaction center

2023
- Established dedicated team for ESG governance
- Ranked among the most efficient energy storage systems by Berlin-based HTW

2024
- Opened the first overseas factory in Vietnam
- New headquarters building (Opening November 2024)

GOODWE TECHNOLOGIES CO., LTD.

GOODWE AWARDS

Residential Hybrid Inverter

Global PV Interver Shipments

High energy efficiency

Most financially stable

Ecovadis: 2022 Silver
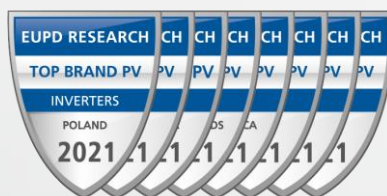
Top Brand PV Inverter for five consecutive years

Reddot Design

For seven consecutive years

PV Magazine Award

GLOBAL PRESENCE

GOODWE

11 Subsidiaries

Australia, Germany, Benelux, United Kingdom, Japan, United States, South Korea, Spain, Poland, Singapore, Vietnam

27 Sales & Service Centers

Australia, Netherlands, Germany, France, Mexico, Brazil, Poland, Spain, Italy, South Africa, Portugal, Greece, India, Turkey, Japan, United States, Vietnam, Thailand, Malaysia, UAE, Kenya, Sweden, Czech Republic, South Korea, Pakistan, Philippines, Egypt

4 R&D Centers

Suzhou R&D center, Shenzhen R&D center, Wuhan R&D center, Nanjing R&D center

3 Production Facilities

Suzhou Manufacturing base (China)
Guangde Manufacturing base (China)
Haiphong Manufacturing base (Vietnam)

Sweden
Netherlands
France
Germany
Portugal
Spain
Italy
Greece
USA
Mexico
Brazil

Czech Republic
Poland
Turkey
Pakistan
India
UAE
Egypt
Kenya
South Africa

Korea
Japan
China
Philippine
Vietnam
Thailand
Malaysia
Australia

GOODWE TECHNOLOGIES CO., LTD.

OVERSEAS WAREHOUSES

GOODWE

USA
Warehouse
(Fontana, CA)

Netherlands
Warehouse
(Rotterdam)

Netherlands
Warehouse
(Alphen aan den
Rijn)

Germany
Warehouse
(Bergheim)

Turkey
Bonded warehouse
(Istanbul)

Japan
Warehouse
(Kanagawa)

India
Warehouse
(Panvel)

Brazil
Warehouse
(Cariacica)

Australia
Warehouse
(Dandenong South)

South Africa
RMA Warehouse

Australia
Warehouse
(Braeside)

GOODWE TECHNOLOGIES CO., LTD.

GOODWE

Production Capacity

GoodWe's. manufacturing integrates the latest and most sophisticated processes and advanced automation solutions to deliver unparalleled quality and maximum efficiency

35GW
Solar Inverter Capacity

2.1GWh
Battery Capacity

Global Installation

With an accumulative installation of 71.2 GW installed in more than 100 countries as the end of 2023, GoodWe solar inverters have been largely used in residential and commercial rooftops, industrial and utility scale systems, ranging from 0.7kW to 350kW.

71.2 GW
Global Accumulative Capacity

5.5 GW Energy Storage Inverter	**30.4** GW Residential Inverter
7.8 GW Utility-Scale Inverter	**27.5** GW Commercial & Industrial Inverter

(as of the end of 2023)

GOODWE TECHNOLOGIES CO., LTD.

GOODWE PRODUCT PORTFOLIO

GOODWE

Residential Inverters 0.7-30kW

Commercial & Industrial Inverters 25-125kW

Utility-Scale Inverters 225-350kW

Smart Energy Management System

Energy Storage Inverters 3-100kW

Lithium Batteries

EV Charger

Building Integrated PV

GOODWE TECHNOLOGIES CO., LTD.

Why GOODWE ?

GOODWE

- Market Relevant Product – Strong Feature Set ✅

- Good Reputation – Global Top 3 Brand ✅

- Established Local Team – Dedicated RMA Warehouse ✅

- Local Presence since 2014 – First Hybrid in SA ✅

- Competitive Pricing – Inverter + Battery Solution ✅
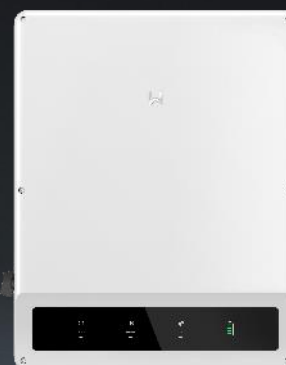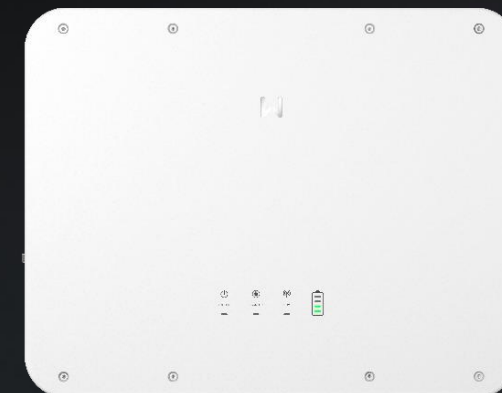
- # Full Series – ES Series Range

GoodWe ES G2

3 – 6kW | Single Phase | 2 MPPTs | Hybrid

Inverter (LV)

- GW3600-ES-20
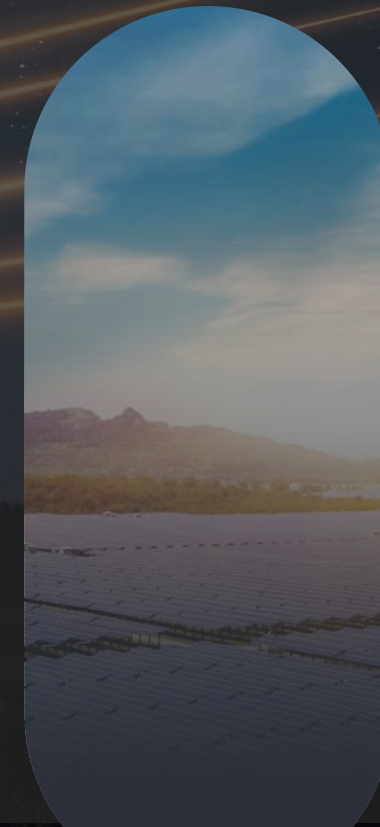- GW5000-ES-20
- GW6000-ES-20

GoodWe ES Uniq

8 – 12 kW | Single Phase | 2 MPPTs | Hybrid
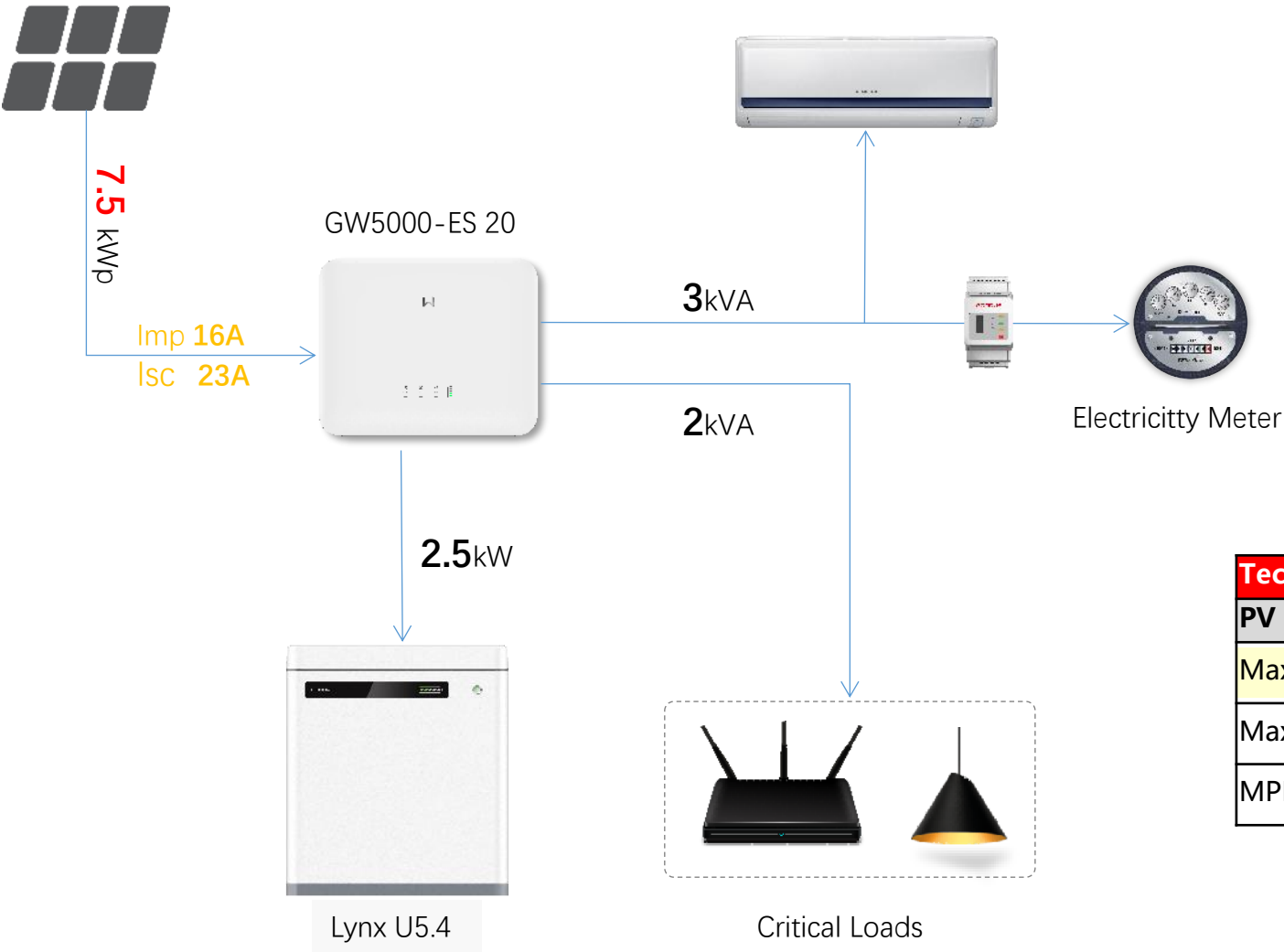
Inverter (LV)

- GW8000-ES-C10
- GW10K-ES-C10
- GW12K-ES-C10

ES Series Key Features:

01 | **MPPT Oversizing**

• Features – MPPT Oversizing

More than the capacity you paid

7.5 kWp

Imp **16A**
Isc **23A**

GW5000-ES 20

3kVA

2kVA

2.5kW

Electricitty Meter

Lynx U5.4

Critical Loads

Maximized Usage of the Oversized Solar Capacity

ES G2 inverter support max **1.5*Pn** PV overload ability, which means the excess power will charge battery.

Suitable for large solar Panels (16A/String)

Technical Data	GW5000-ES-20	GW6000-ES-20
PV String Input Data		
Max. Input Power (W)*²	7,500	9,000
Max. Input Voltage (V)	600	600
MPPT Operating Voltage Range (V)	60~550	60~550

Others
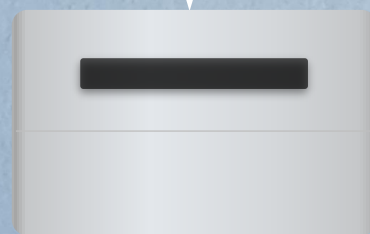
VS

GoodWe

Maximize PV Usage

10kW

20kWp → 7kVA → Utility

3kW

20kWp → 10kW → 10kVA → Utility

10kW
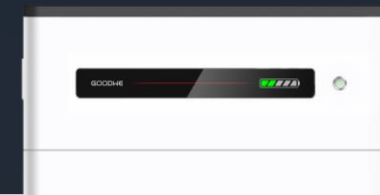
Technical Data	GW8000-ES-C10	GW10K-ES-C10	GW12K-ES-C10
PV String Input Data			
Max. Input Power (W)*2	16,00	20,000	24,00
Max. Input Voltage (V)	600	600	600
MPPT Operating Voltage Range (V)	60~550	60~550	60~550

02 | Backup Overloading
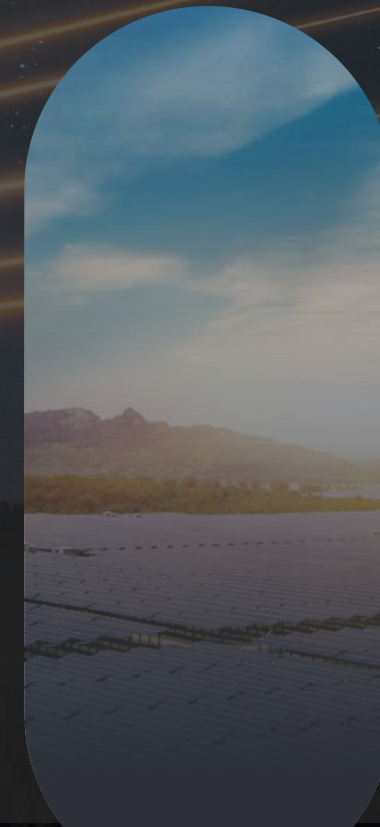
• Features – Backup Overloading

More than the capacity you paid

5 kWp

ES Series Inverter

5kVA

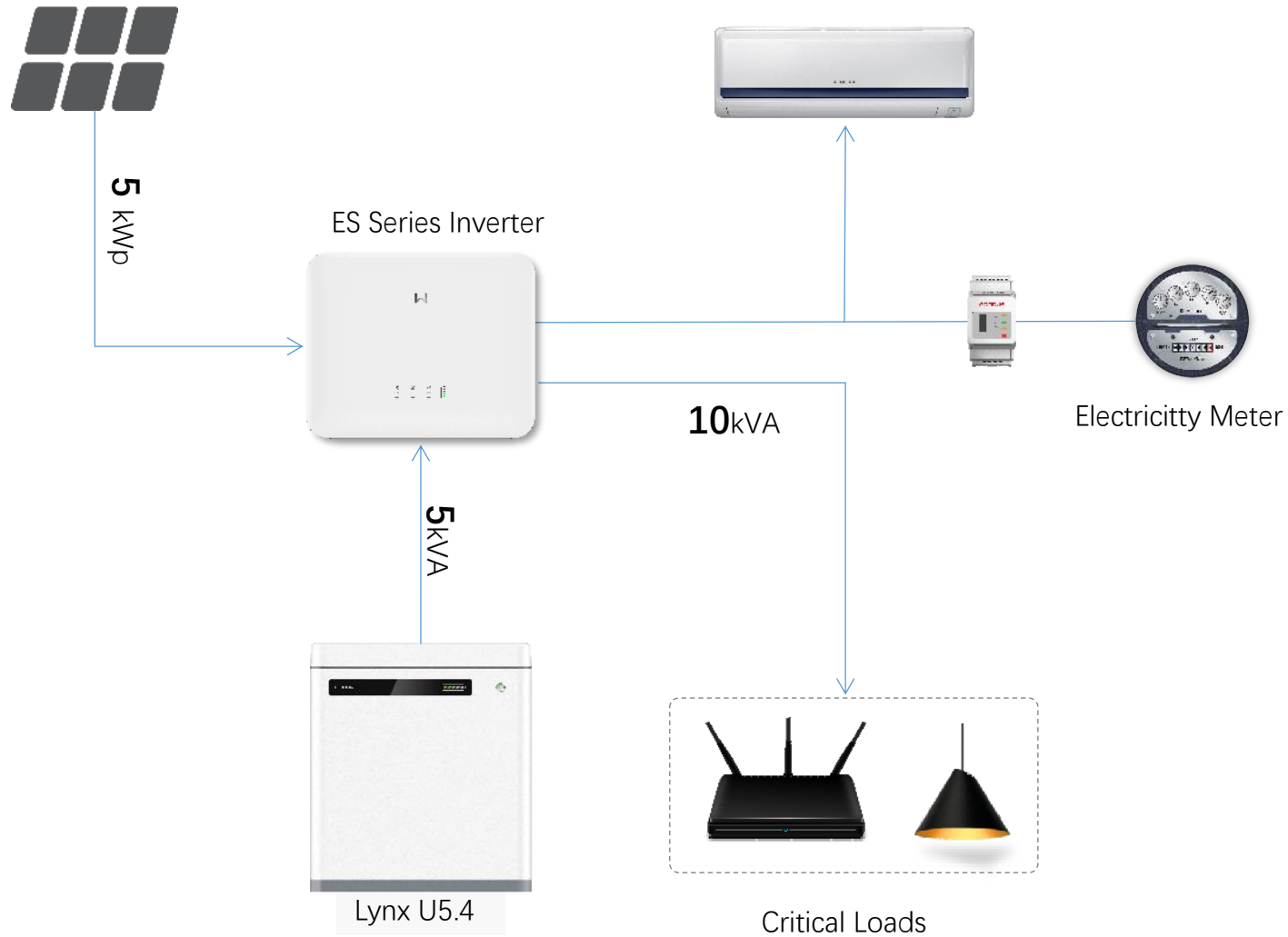**10**kVA

Electricitty Meter

Lynx U5.4

Critical Loads
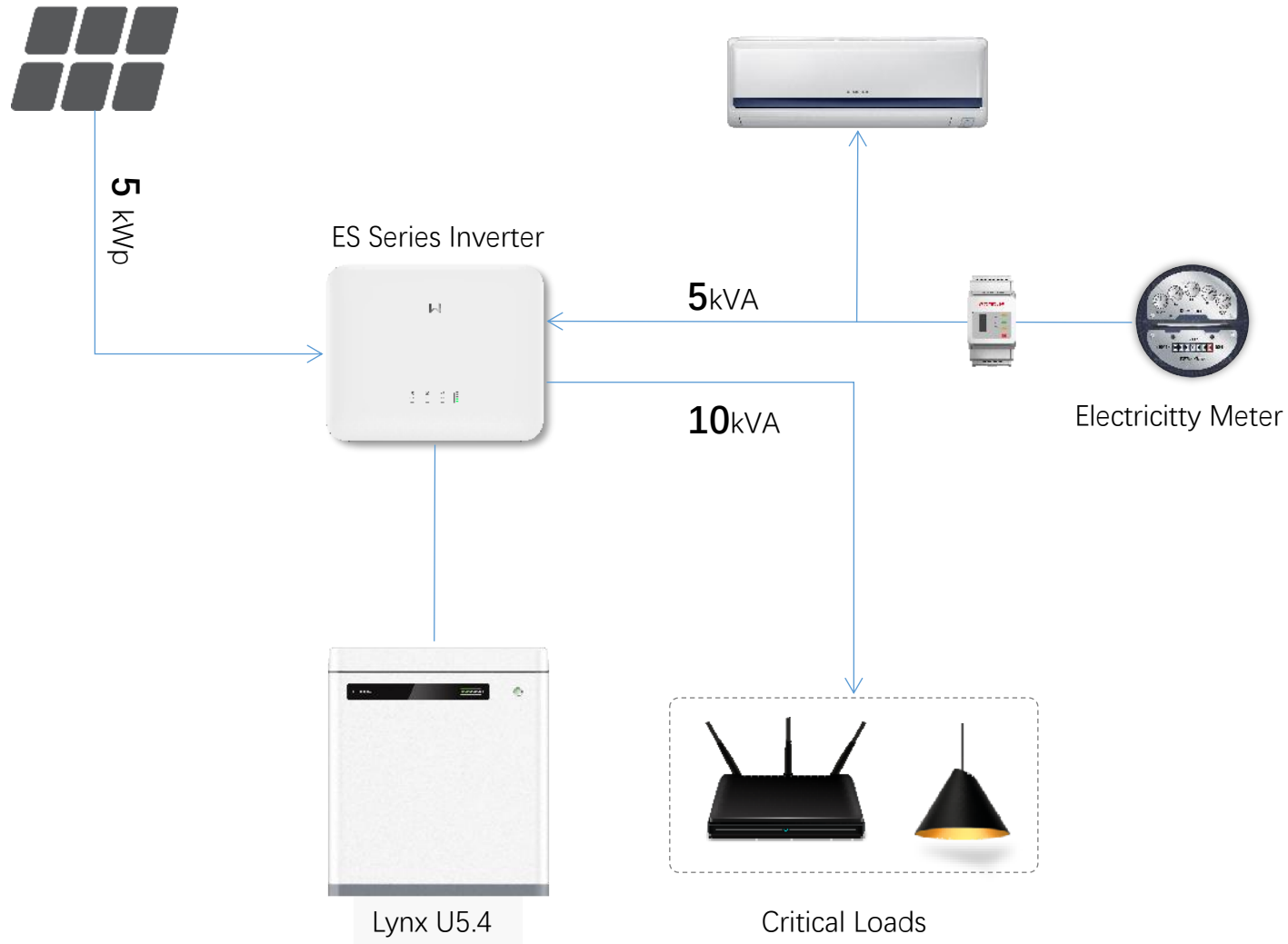
Less Limited for Whole-Home Backup Usage

ESG2 inverter support max **10kVA** output with grid availability.

ES Uniq inverter support max **16.5kVA** output with grid availability.

Features – Backup Overloading

More than the capacity you paid

5 kWp

ES Series Inverter

5kVA

10kVA

Lynx U5.4

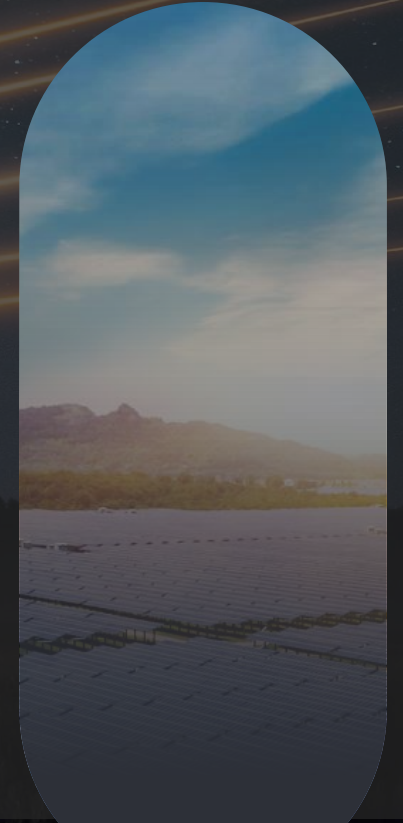Critical Loads

Electricitty Meter

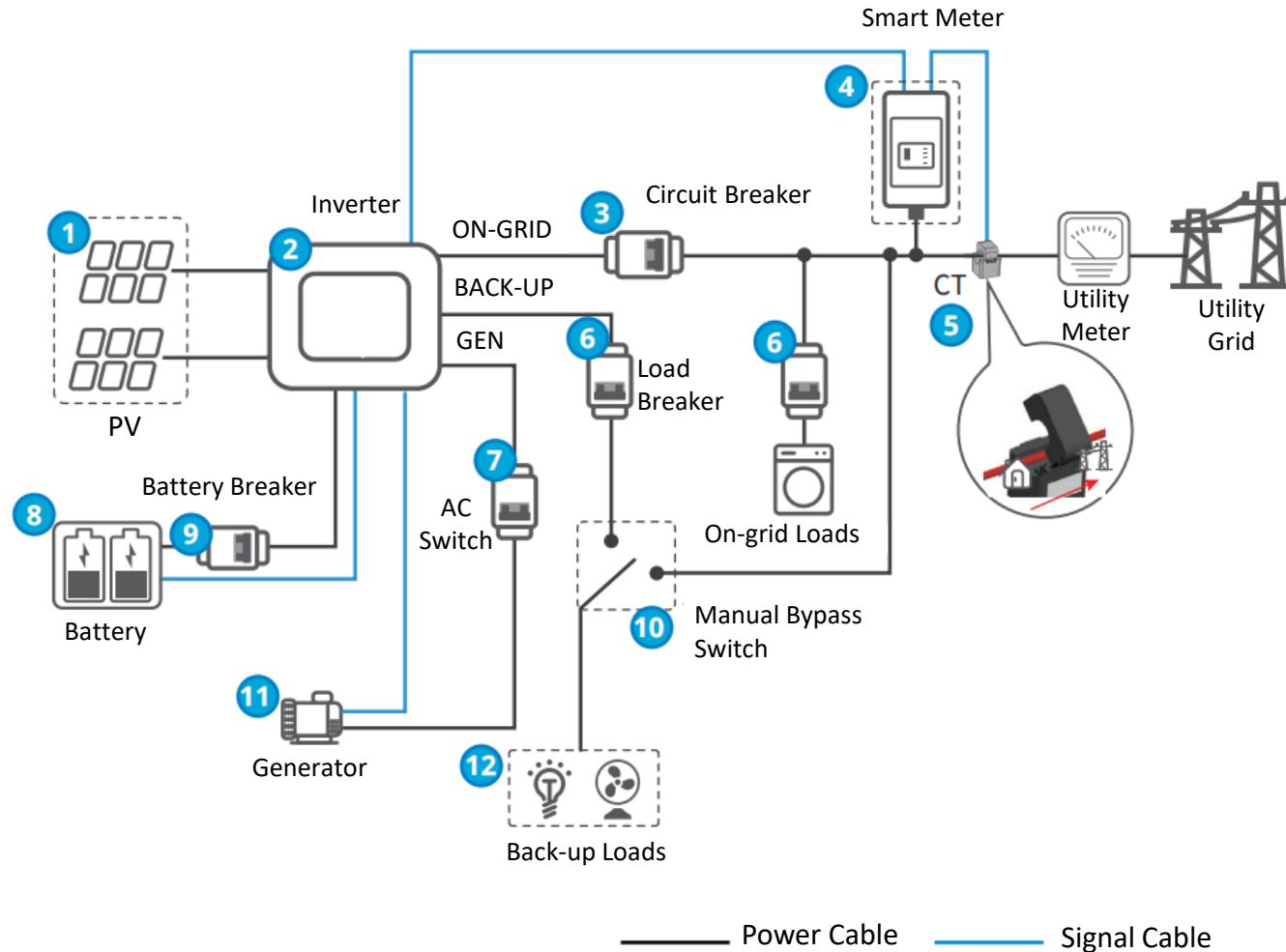*Less Limited for Whole-Home Backup Usage*

And **10kVA** output without utility on the **ESG2**

And **16.5kVA** output without utility on the **ES Uniq**

03 | Generator & Load Control

• Features – Generator Mode

Smart Meter

Inverter

Circuit Breaker

ON-GRID

BACK-UP

GEN

PV

Battery Breaker

Battery

AC Switch

Load Breaker

On-grid Loads

Manual Bypass Switch

Generator

Back-up Loads

CT

Utility Meter

Utility Grid

——— Power Cable   ——— Signal Cable

Generator mode

Including:
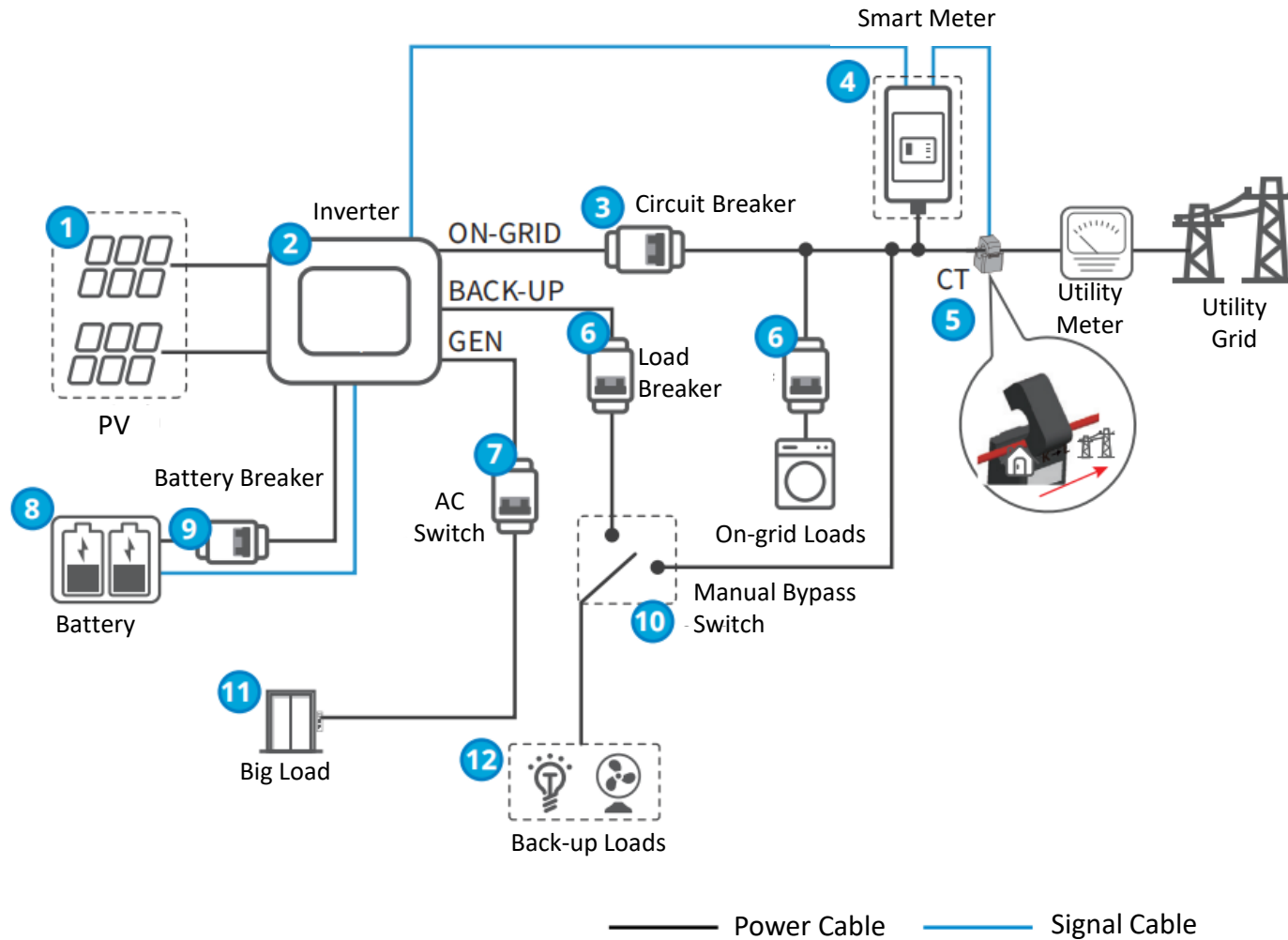
- Startup mode selection
- Battery charging function selection
- Idle standby time selection
- Prohibited working time selection
- Start-stop condition setting
- Operating voltage frequency setting
- Capacity setting, runtime setting, etc.
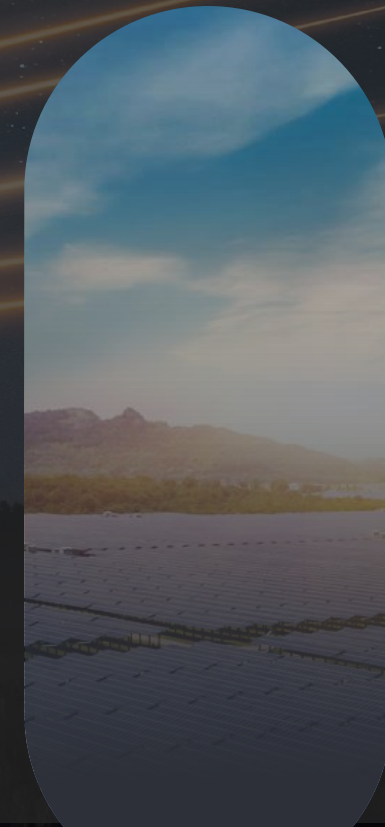
Features – Big Load Mode / Smart Load Control

Big load mode

Including:

- Turn on/off selection
- Time Management Mode
- Off-grid Load Mode, etc.

04 | Parallel Systems

• Features – Parallel Systems
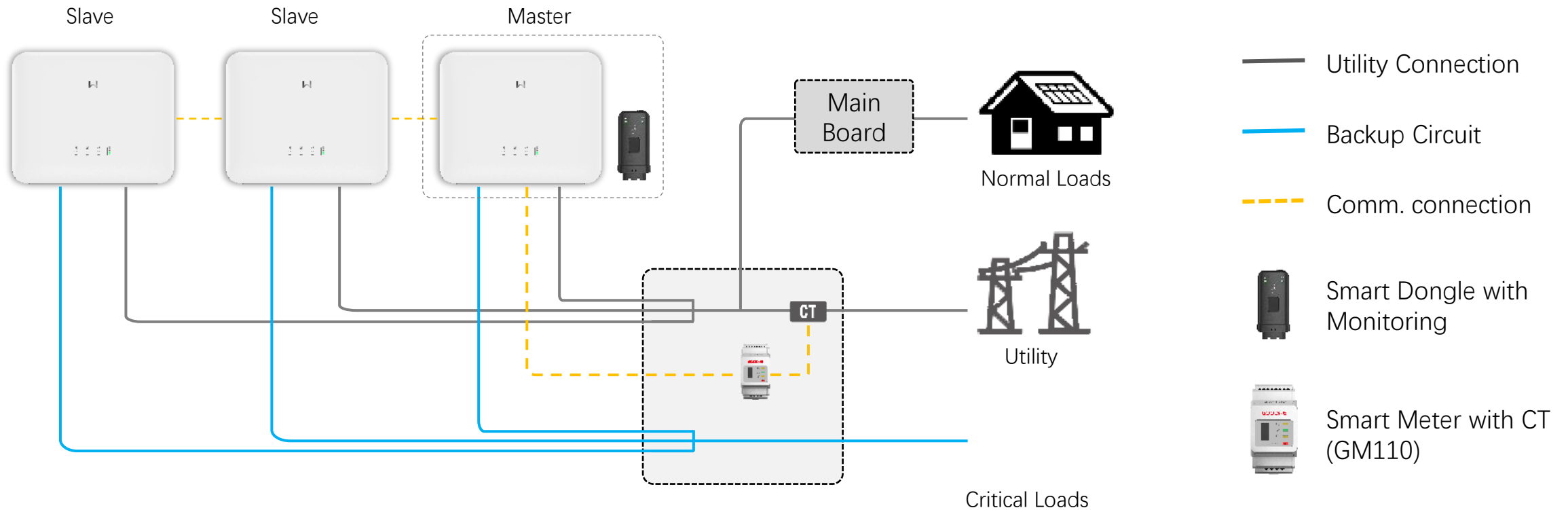
3 pcs could be paralleled, by Master & Slave relationship with smart communication dongle.
Slave Inverter in fault mode will **automatically be bypassed**.

Features – Parallel Systems

Scenarios with Parallel batteries

Scenarios with Non-parallel Batteries

No More Than 3 Parallel Inverters in the System

No More Than 3 Parallel Inverters in the System
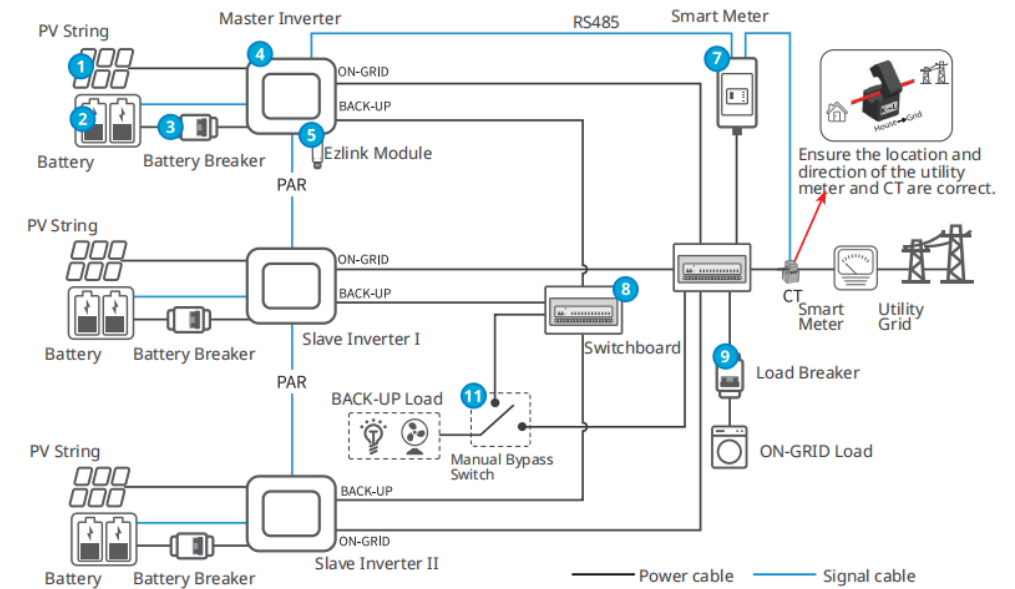
UPS Level
- <3 units
- <10 ms

05 | Communication
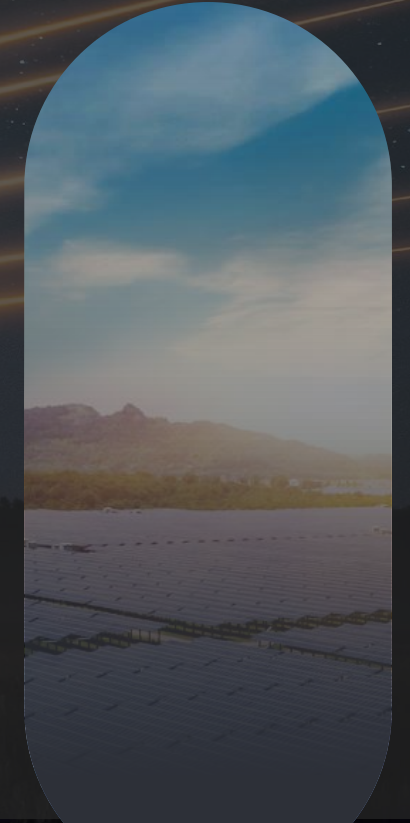
Features – Communication Systems
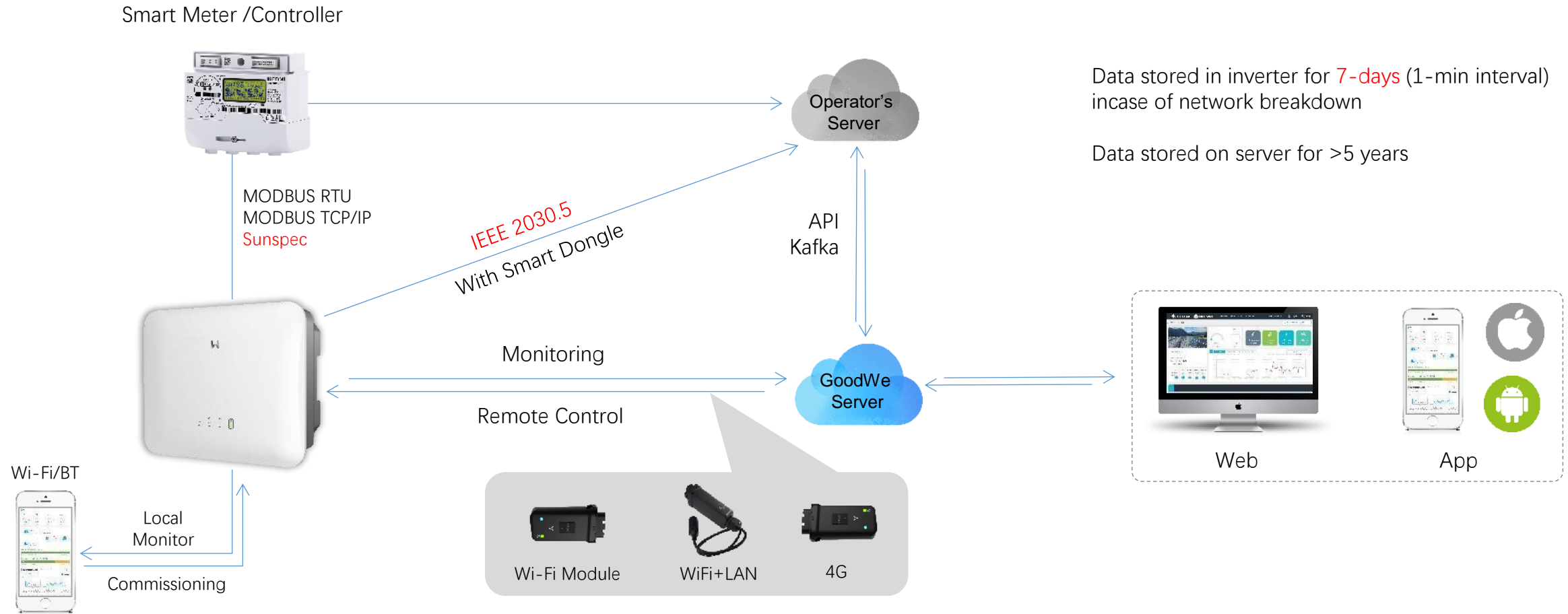
Smart Meter /Controller

MODBUS RTU
MODBUS TCP/IP
Sunspec

IEEE 2030.5
With Smart Dongle

Operator's Server

API
Kafka

GoodWe Server

Data stored in inverter for 7-days (1-min interval) incase of network breakdown

Data stored on server for >5 years

Monitoring

Remote Control

Wi-Fi/BT

Local Monitor

Commissioning

Wi-Fi Module   WiFi+LAN   4G

Web   App

01
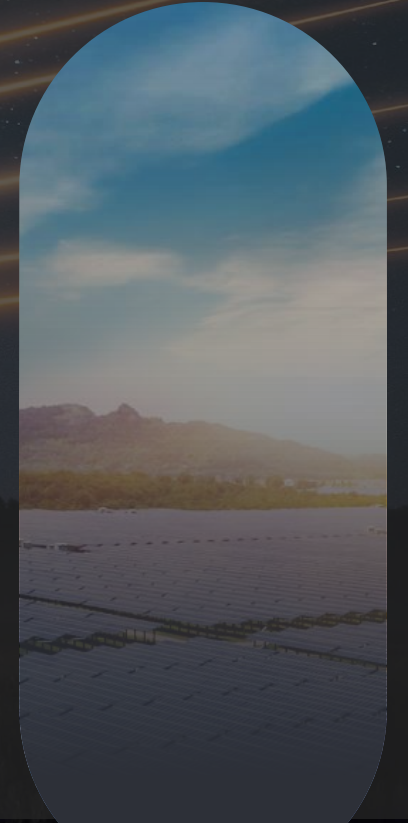
Parameters

Parameters

Technical Data		GW5000-ES-20	GW6000-ES-20
Battery Input Data	Battery Type	Li-Ion	Li-Ion
	Nominal Battery Voltage Range (V)	48	48
	Battery Voltage Rage (V)	40 ~ 60	40 ~ 60
	Max .Continuous Charging Current(A)	120	120
	Max .Continuous Discharging Current(A)	120	120
	Max. Charge Power(W)	5000	6000
	Max. Discharge Power (W)	5300	6300
PV String Input Data	Max. Input Power (W)	**7500**	**9000**
	Max. Input Voltage (V)	600	600
	MPPT Operating Voltage Range(V)	**60 ~ 550**	**60 ~ 550**
	Start-up Voltage (V)	58	58
	Nominal Input Voltage (V)	**360**	**360**
	Max. Input Current per MPPT (A)	**16**	**16**
	Max. Short Circuit Current per MPPT (A)	23	23
	Number of MPP Trackers	2	2
	Number of Strings per MPPT	1	1

• Parameters

| Technical Data		GW5000-ES-20	GW6000-ES-20
AC Output Data (On-Grid)	Nominal Apparent Power Output to Utility Grid(VA)	5000	6000
	Max. Apparent Power Output to Utility Grid (VA)	5000	6000
	Max. Apparent Power from Utility Grid (VA)	**10000**	**10000**
	Nominal Output Voltage (V)	220 / 230 / 240	220 / 230 / 240
	Nominal AC Grid Frequency (Hz)	50 / 60	50 / 60
	Max. AC Current Output to Utility Grid (A)	22.7	27.3
	Max. AC Current From Utility Grid (A)	43.5	43.5
AC Output Data (Back-up)	Back-up Nominal Apparent Power (VA)	5000	6000
	Max. Output Apparent Power (VA)	**5000 (10000 @ 10s)**	**6000 (10000 @ 10s)**
	Max. Output Current (A)	22.7	27.3
	Nominal Output Voltage (V)	220 / 230 / 240	220 / 230 / 240
	Nominal Output Freqency (Hz)	50 / 60	50 / 60
	Output THDv (@Linear Load)	<3%	<3%
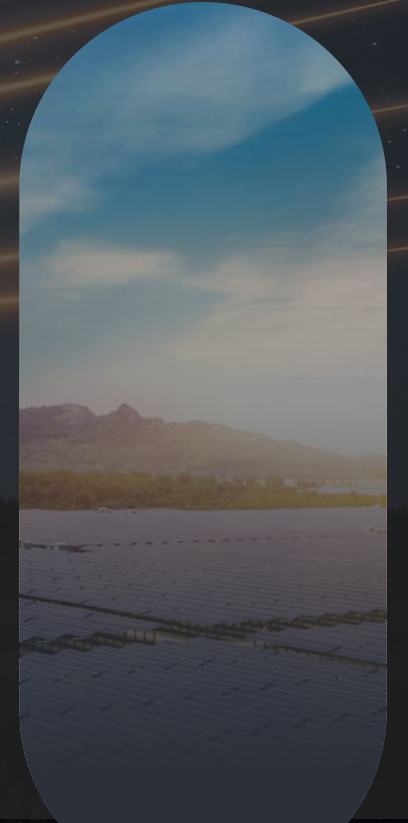
01 | **Parameters**

Parameters

Technical Data		GW8000-ES-C10	GW10K-ES-C10	GW12K-ES-C10
Battery Input Data	Battery Type	Li-Ion	Li-Ion	Li-Ion
	Nominal Battery Voltage Range (V)	48	48	48
	Battery Voltage Rage (V)	40～60	40～60	40～60
	Max .Continuous Charging Current(A)	1600	200	240
	Max .Continuous Discharging Current(A)	**160（176@10min）**	**200（220@10min）**	**240（264@10min）**
	Max. Charge Power(W)	8,000	10,000	12,000
	Max. Discharge Power (W)	**8,800**	**11,000**	**13,200**
PV String Input Data	Max. Input Power (W)	**16,000**	**20,000**	**24,000**
	Max. Input Voltage (V)	600	600	600
	MPPT Operating Voltage Range (V)	60~550	60~550	60~550
	MPPT Voltage Range at Nominal Power (V)	180~500	170~500	200~500
	Start-up Voltage (V)	**58**	**58**	**58**
	Nominal Input Voltage (V)	**360**	**360**	**360**
	Max. Input Current per MPPT (A)	32/16	32/32	32/32
	Max. Short Circuit Current per MPPT (A)	48/24	48/48	48/48
	Number of MPP Trackers	2	2	2
	Number of Strings per MPPT	2 / 1	2 / 2	2 / 2

• Parameters

Technical Data		GW8000-ES-C10	GW10K-ES-C10	GW12K-ES-C10
AC Output Data (On-Grid)	Nominal Apparent Power Output to Utility Grid(VA)	8,000	10,000	12000
	Max. Apparent Power Output to Utility Grid (VA)	8,000	10,000	12000
	Max. Apparent Power from Utility Grid (VA)	**16,500**	**16,500**	**16,500**
	Nominal Output Voltage (V)	220/230/240	220/230/240	220/230/240
	Nominal AC Grid Frequency (Hz)	50/60	50/60	50/60
	Max. AC Current Output to Utility Grid (A)	40	50	60
	Max. AC Current From Utility Grid (A)	75.0	75.0	75.0
AC Output Data (Back-up)	Back-up Nominal Apparent Power (VA)	8,000	10,000	12,000
	Max. Output Apparent Power (VA)	**8800(16000@10s)**	**11000(20000@10s)**	**13200(24000@10s)**
	Max. Output Current (A)	40	50	60
	Nominal Output Voltage (V)	220/230/240	220/230/240	220/230/240
	Nominal Output Freqency (Hz)	50/60	50/60	50/60
	Output THDv (@Linear Load)	<3%	<3%	<3%

• Parameters

Technical Data	GW8000-ES-C10	GW10K-ES-C10	GW12K-ES-C10
AC Data (Generator)			
Nominal Apparent Power from AC generator (VA)	8,000	10000	12000
Max. Apparent Power from AC generator (VA)	11,000	12000	12000
Nominal Output Voltage (V)	220/230/240	220/230/240	220/230/240
Output Voltage Range (V)	170~280	170~280	170~280
Nominal AC generator Frequency (Hz)	50/60	50/60	50/60
AC generator Frequency Range (Hz)	45~55 / 55~65	45~55 / 55~65	45~55 / 55~65
Max. AC Current From AC generator (A)	50	54.5	54.5
Nominal AC Current From AC generator (A)	36.4/34.8/33.3	45.5/43.5/41.7	54.5/52.2/50
Nominal Output Current (A)	36.4/34.8/33.3	45.5/43.5/41.7	54.5/52.2/50

01

Compatibility
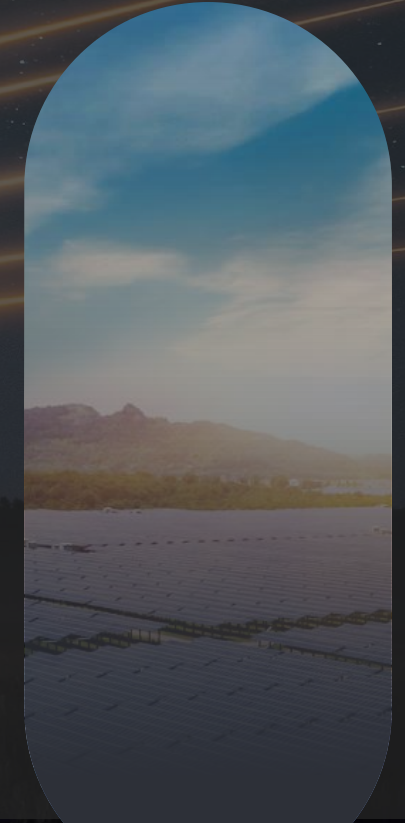
Battery Compatibility – ES Uniq (Type A - International)

ES uniq Compatibity list			
Brand	**Series**	**Model**	**Note**
GoodWe	LX U	LX U5.4-20	Maximum number of parallel connections for LX A batteries is 15.
		LX U5.4-20*2	
		LX U5.4-20*3	
		LX U5.4-20*4	
		LX U5.4-20*5	
		LX U5.4-20*6	
	LX A (G1)	LX A5.0-10	
	LX A (G3)	LX A5.0-30	
DYNESS	DL5.0C	DL5.0C	
BYD	BatteryBox LV5.0	LV5.0	

GOODWE SOLAR ACADEMY

LYNX A G3

5kWh I Low Voltage Battery

- 150A battery current
- 1.5C Discharge / 1C Charge
- Parallel up to 30 x Modules (150kWh)
- 6000 Cycle Life Span

• Battery Compatibility – ES G2 (Type A – International)

ES Series Compatibity list		
Brand	**Series**	**Model**
GoodWe	SECU-A5.4L	SECU-A5.4L
	Lynx Home U	LX U5.4-L
BYD	Battery-Box Pro Series	-
	Battery-Box Res Series	-
	Battery-Box LV Series	-
	Battery-Box Premium LVL	LVL 15.4
	Battery-Box Premium LVS Series	-
LG	RESU LV Series	RESU 3.3
		RESU 6.5
		RESU 10
		RESU 12
		RESU 13
		RESU 6.4 EX

ES Series Compatibity list		
Brand	**Series**	**Model**
PYLON	US2000 Series	US2000
	US3000 Series	US3000
	US2000C Series	US2000C
	US3000C Series	US3000C
	Force L1 Series	Force-L1
	Force L2 Series	Force-L2
	US5000 Series	US5000
DYNESS	DYNESS-LV Series	DL5.0C
		DL5.0X
		A48100

GoodWe Technologies Co.,Ltd.

Battery Compatibility – ES Series (Type C - Local)

ES Series Compatibity list		
Brand	**Battery Model**	**Note**
BlueNova	BN52V-100-5.2K DU	*Locally Available
Sunwoda	H4850M-P02	*Locally Available
UZ	Power Lite L051100-A	*Locally Available
Freedom Won	LiTE Home | LiTE Business | LiTE Commercial	*Locally Available
BSL New Energy Technology	B-LFP Series| PowerLine Series	*Locally Available
REVOV Batteries	R100 | B100 | R200| B220	*Locally Available

* All Type C compatibility must be set as Default on SolarGo when selecting Battery Model

SolarGo Commissioning

GOODWE TECHNOLOGIES CO., LTD.

- # System Commissioning

  - ## Setting Inverter Parameters via SolarGo App

    SolarGo app is a smart phone application used to communicate with the inverter via bluetooth, WiFi, 4G or GPRS modules. Commonly used functions are as follows:
    1. Check the operating data, software version, alarms, etc.
    2. Set grid parameters, communication parameters, etc.
    3. Equipment maintenance.
    4. Upgrade software version.
    For more details, refer to SolarGo User Manual. Scan the QR code or visit https://en.goodwe.com/Ftp/EN/Downloads/User%20Manual/GW_SolarGo_User%20Manual-EN.pdf to get the user manual.

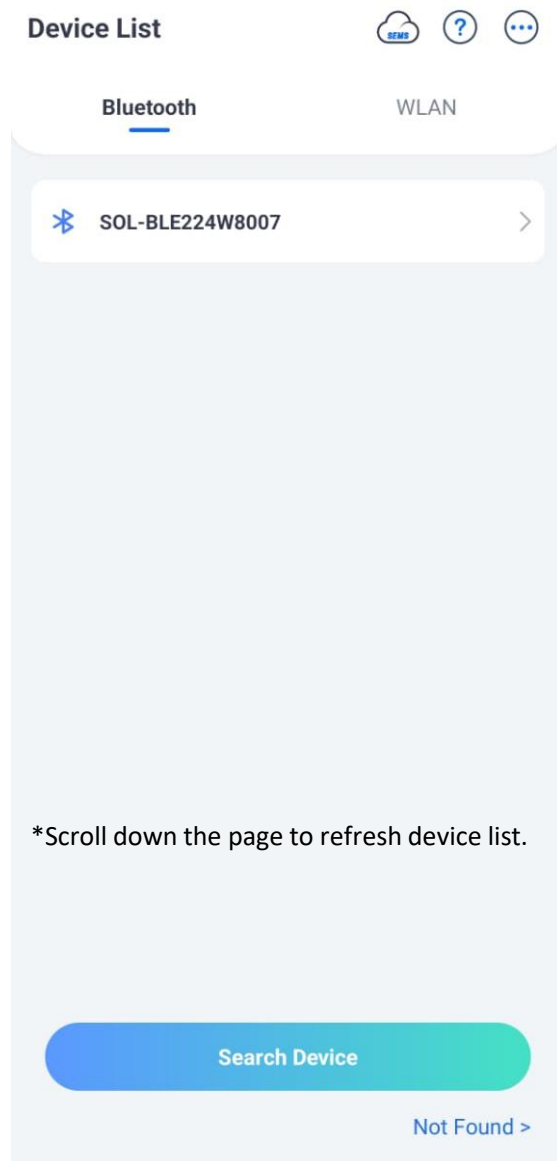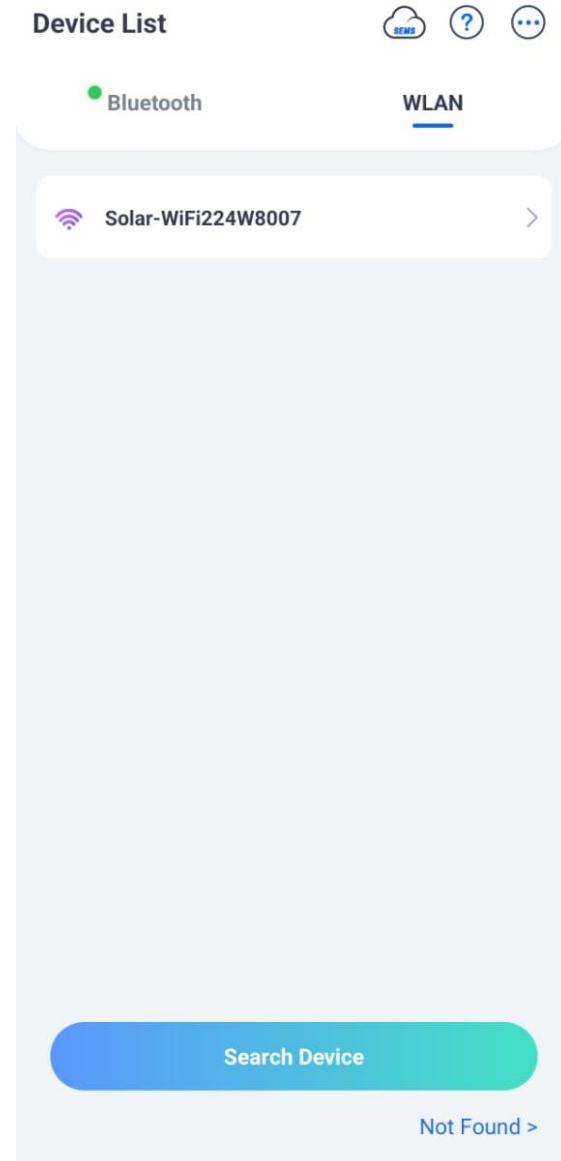   SolarGo App

    SolarGo App User Manual

SolarGo: Connect to the inverter

*Scroll down the page to refresh device list.
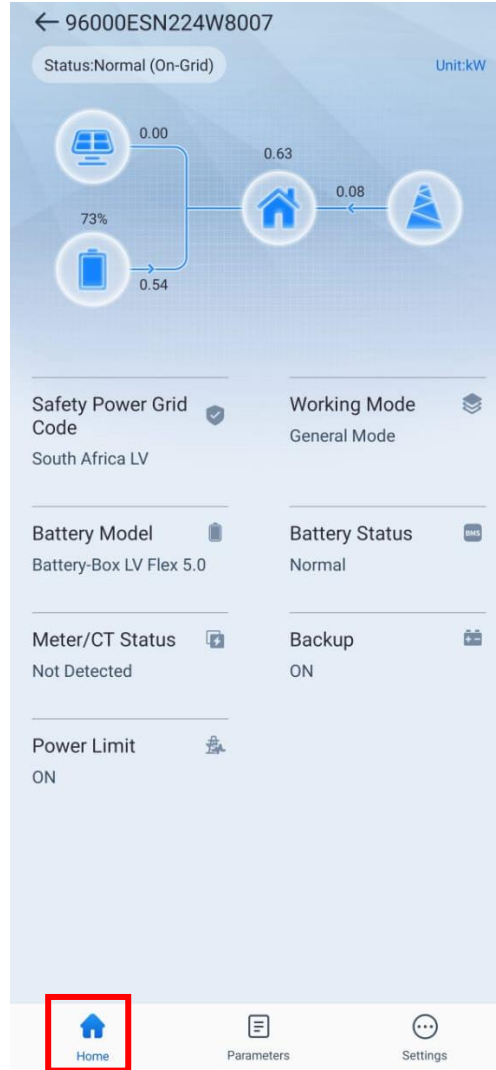
Solar-WIFI ********* Password: 12345678

SOL_BLE************: last 8 characters of SN

SolarGo: Introduction

Bottom menu

Overview
- Check live data
- See current settings

Parameters
- Check detailed grid settings
- See Alarms and error history

Settings
- Grid Settings
- Battery Settings
- Smart Meter Settings

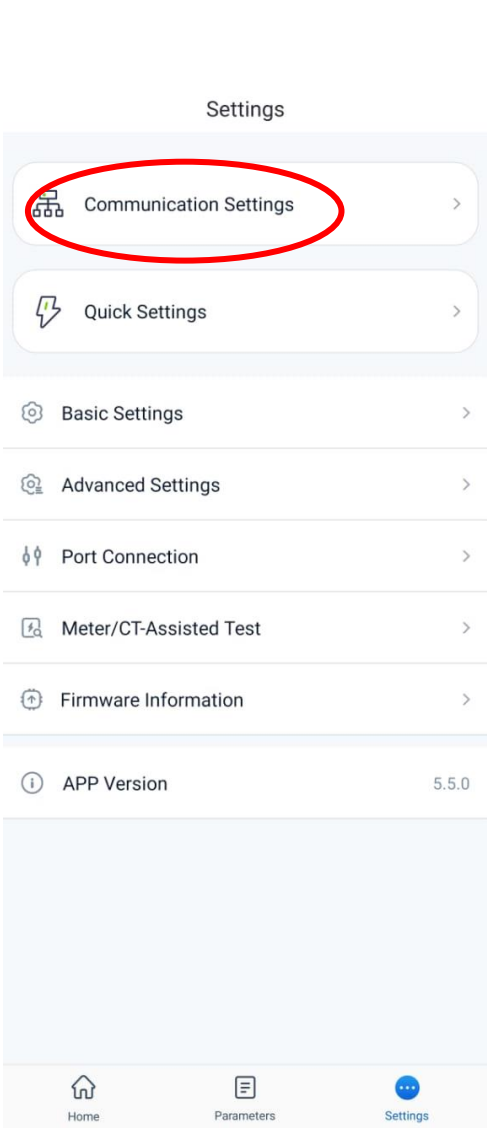- # SolarGo: Introduction (Alarms)

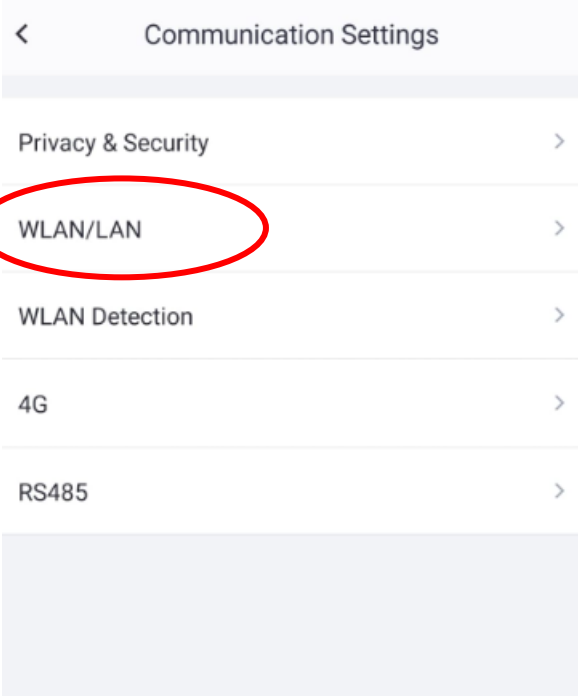The Alarms tab can be consulted to see the last 100 alarms.

If the grid is connected and we see such grid errors, ensure the following:
- Correct grid code selected
- Grid voltage is correct for RSA
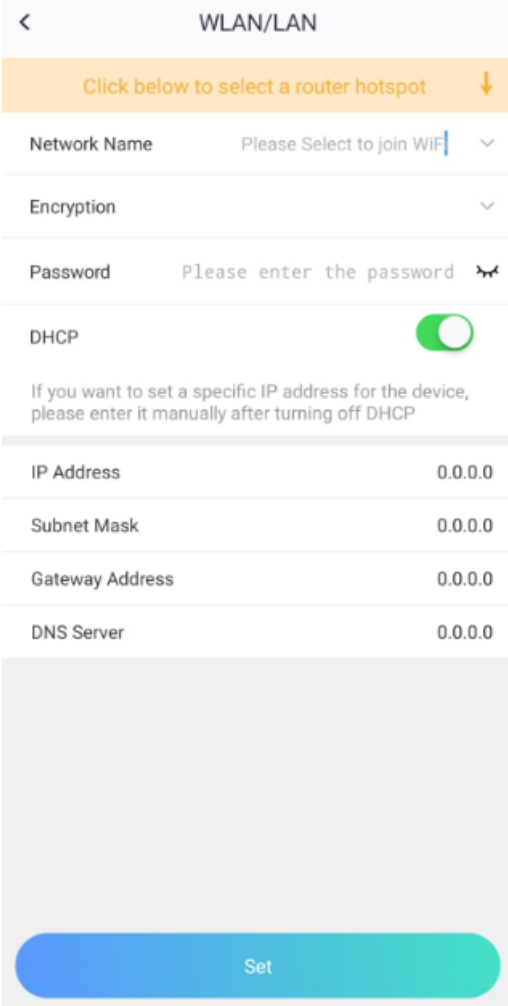- Remote shutdown is disabled

• SolarGo: Communication Settings (Connecting to WiFi)

GOODWE
Smart Energy Innovator

1 Select WLAN/LAN

2 Select SSID & Password

• SolarGo: Quick Settings

Settings

- Communication Settings >
- **Quick Settings** >
- Basic Settings >
- Advanced Settings >
- Port Connection >
- Meter/CT-Assisted Test >
- Firmware Information >
- APP Version   5.5.0

Home   Parameters   Settings

Installer

1 Please enter the password

Login

Installer password:
goodwe2010

1 Select your country code

Safety Code	Export
Safety Code	South Africa LV >

Voltage Protection Parameters:

OV Stage1 Trip Value	260.0V
OV Stage1 Trip Time	0.12s
UV Stage1 Trip Value	195.0V
UV Stage1 Trip Time	0.16s
OV Stage2 Trip Value	253.5V
OV Stage2 Trip Time	1.80s
UV Stage2 Trip Value	195.0V
UV Stage2 Trip Time	9.00s
OV Stage3 Trip Value	253.0V
OV Stage3 Trip Time	38.00s
UV Stage3 Trip Value	195.0V

Exit   PREV   Next

2 Select if battery installed

BAT Connect Mode

- Battery Connect Setting ✓
- No Battery ○

Exit   PREV   Next

3 Select battery model

Select Battery Model

GoodWe

- SECU-A5.4L*1
- SECU-A5.4L*2
- SECU-A5.4L*3
- SECU-A5.4L*4
- SECU-A5.4L*5
- SECU-A5.4L*6
- LX U5.4-L*1
- LX U5.4-L*2
- LX U5.4-L*3
- LX U5.4-L*4
- LX A5.0-10*1
- LX U5.4-L*5
- LX A5.0-10*2

If there is no available battery model, please open the mobile network and restart the app to obtain one.

Exit   PREV   Next

SolarGo: Quick Settings

4 Select your Working Mode

Select Working Mode

General Mode ✓

Forced Off-Grid Mode ✓

Back-up Mode ✓

Economic Mode ✓

Exit   PREV   Next

5 Basic setup is complete

Quick Settings

Quick Setting Is Complete!

The device needs to be restarted if the setting parameters are changed. Are you sure to restart?

Cancel   YES

SolarGo: Basic Settings

Settings

- Communication Settings >
- Quick Settings >
- Basic Settings >
- Advanced Settings >
- Port Connection >
- Meter/CT-Assisted Test >
- Firmware Information >
- APP Version   5.5.0

Home   Parameters   Settings

<   **Basic Settings**

SPD   (toggle off)

After it is turned on, the lightning protection module will give a warning when it is abnormal, and it will not give an alarm when it is turned off.

Battery Wake-up   (toggle on)

After it is turned on, when the battery is shut down due to undervoltage protection, it can wake up the battery.
Tips :1. Only applicable to lithium batteries without circuit breakers; 2. After this function is enabled, the battery port outputs about 60V voltage.

Backup >

Shadow Scan >

Connected Phase Settings >

This function is only used when 3 Single-phase Inverters forms Three-phase
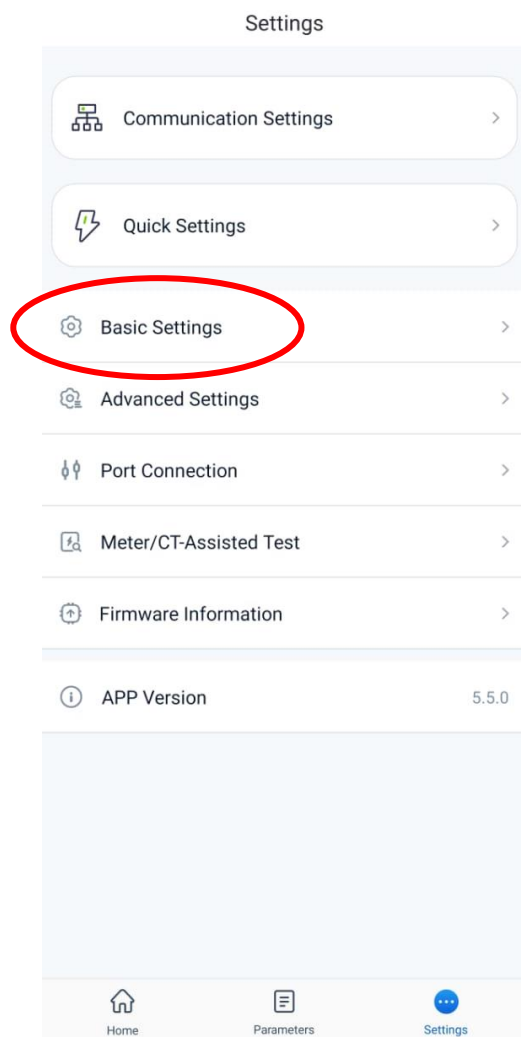

→ Enable SPD failure alarm flag

→ Try to Auto wake batteries if shut down

→ Backup parameters

→ For heavily shaded PV array

→ (work in progress) 3phase parallel settings

SolarGo: Basic Settings

Basic Settings

SPD

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Backup >

Shadow Scan >

Connected Phase Settings >

This function is only used when 3 Single-phase Inverters forms Three-phase

---

Backup

Backup

Enable to supply AC power when the grid is off.

Detection Mode:

UPS Mode - Full Wave Detection

First Cold Start(Off-grid)

ON:It supports single battery and single PV to start off-grid output, and it takes effect once.

Cold Start Holding(Off-grid)

ON:It supports single battery, single PV starts off-grid output, takes effect multiple times, and saves when power off.

Clear Overload History

After clearing, the machine reconnection time can be restored to the default value when the load on the Back-Up side returns to the normal range.

Supply AC power from Backup when grid is off

Change over speed

First Backup start with battery only

Off grid feature to charge battery 40% before enabling output

Reset overload timer

• SolarGo: Advanced Settings

Password: goodwe2010

Settings

Communication Settings	>
Quick Settings	>
Basic Settings	>
Advanced Settings	>
Port Connection	>
Meter/CT-Assisted Test	>
Firmware Information	>
APP Version	5.5.0

Home   Parameters   Settings

< Advanced Settings

DRED/Remote Shutdown/RCR [toggle off] → Remote shutdown

ON:The DRED/Remote Shutdown/RCR function enabled
Please check if turned on this function and cable connection.
For the detail please refer to the manual and local regulations.

Backup N And PE Relay Switch [toggle on] → Neutral to Earth relay

ON: During off-grid operation, Backup N and PE are connected inside the inverter.
OFF: During off-grid operation, Backup N and PE are disconnected inside the inverter.
Set this parameter according to local power grid installation regulations.

Power Limit	>	→ Export power limit
AFCI Test	>	
Battery Function	>	→ Advanced Battery functions
Safety Parameter Settings	>	→ Advanced grid settings
PV Connect Mode	>	

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• SolarGo: Advanced Settings

Power Limit

Power Limit ⬤

Export Power (W) 0 | 0 | ✓

External CT Ratio 0 | 0 | ✓

Range[0,3000]
1. If the current of the primary side and secondary side of the selected CT is 3000A:5A, please enter the CT ratio value of 600, and so on.
2. The secondary current of the external CT should be ≤5A.

Only the CT ratio of the electric meter GM330/GM3000C can be set. For other models (such as GM3000), it is forbidden to set the CT ratio, otherwise the electric meter cannot work normally.

Battery Function   Save

SOC Protection ⬤

ON:Turn on the protection function when the battery capacity is lower than the set threshold

Depth Of Discharge (On-Grid) 50 | 50

Set the discharge depth for the battery grid-connected application, unit: %

Depth Of Discharge (Off-grid) 95 | 95

Set the battery discharge depth for off-grid applications, unit: %

Backup SOC Holding ⬤

ON: When the power grid is functioning normally, the battery discharges to the State of Charge (SOC) protection level, maintaining the battery capacity without further decline for use as a backup power supply during power outages. If solar energy is weak or unavailable, the grid can be utilized to charge the battery and sustain the reserved SOC.

Immediate Charging   Charge Complete

SOC For Stopping Charging 0 | 0

Range[0,100]%

Immediate Charging Power 0 | 0

Range[0,100]%

[Start]   [Stop]

Clicking the "Start" button will immediately execute a charging task

SolarGo: Port Connection – Generator Control

• SolarGo: Port Connection – Load Control

• SolarGo Firmware Update (Bluetooth)

• SolarGo Firmware Update (Bluetooth)

The firmware update takes a few minutes to complete
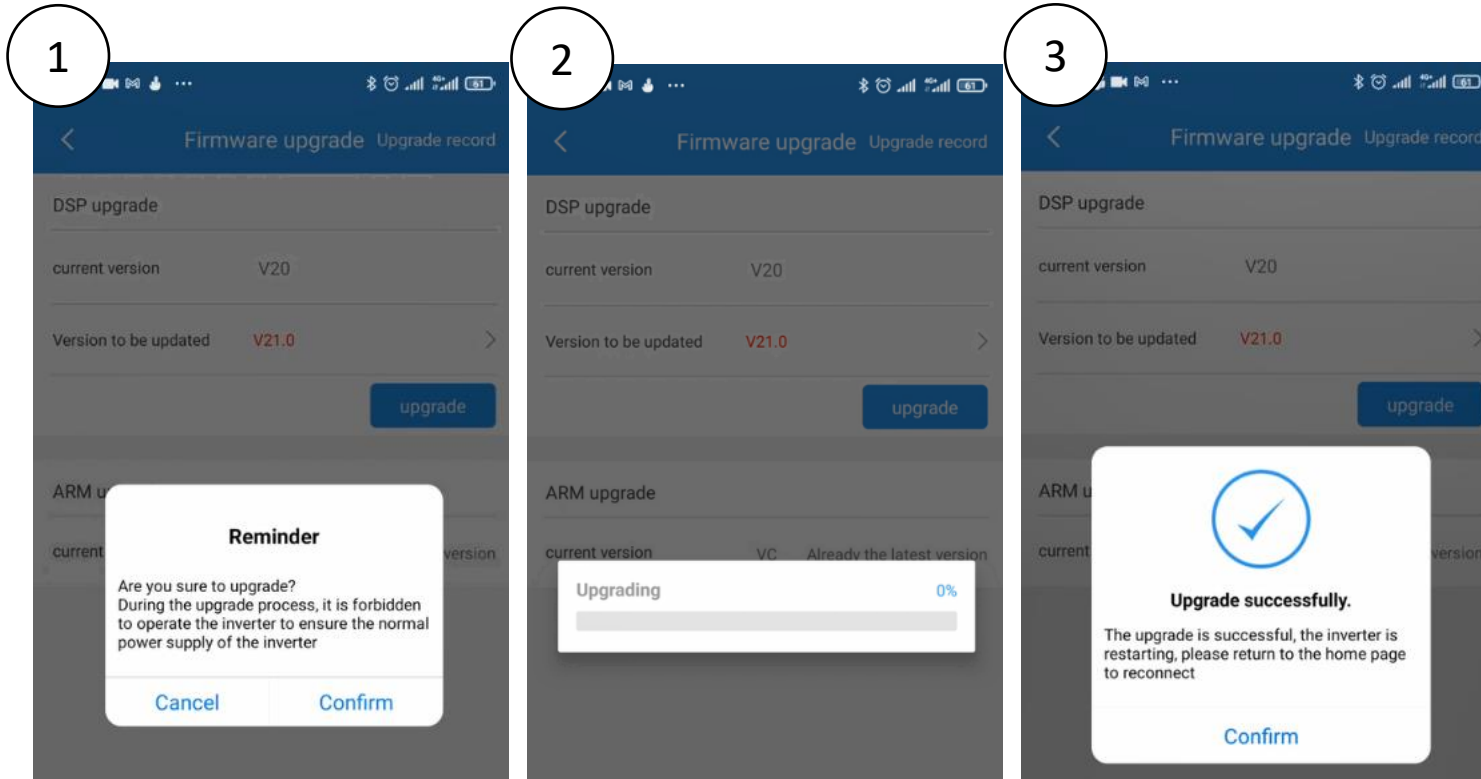
Once the prompt states successful you will have to wait 5 to 10 min until the device physically reboots. Thereafter you will be able to access the settings and confirm if the update was successful.

SEMS + Application

GOODWE TECHNOLOGIES CO., LTD.

Ticket Loading & RMA Process

GOODWE TECHNOLOGIES CO., LTD.

1. Contact Details

1. Contact Details :

GOODWE
Smart Energy Innovator

<table>
<tr><td>Support hours:
8:00 – 17:00
(Mon – Fri)</td></tr>
</table>

Support Contact Details:

📞 Support Centre : +27 86 112 6777

🟢 WhatsApp : +27 61 537 2576

✉ Email : service.za@goodwe.com

💻 **https://goodwetechnology.zendesk.com/hc/en-gb**

2. Online Ticket Submission

GOODWE Online support

Home   Submit a request   Sign in

GOODWE

Welcome to Online Support

Sign in to GoodWe Technology

Switch to agent sign-in ›

Email

Password

Forgot password?

Sign in

Emailed us for support? Get a password

New to GoodWe Technology? Sign up

Already have an account? Sign-in

Already Emailed / submitted a ticket via your email? Get password for your pre-created account

New Account Needed? Sign-up

GOODWE Online support

Home   Submit a request   Test Account ⌄

My requests

My requests   Requests I'm CC'd on   **Organisation requests**

🔍 Search requests   Follow

Status:
Any ⌄

Subject	Id	Requester	Last activity ▼	Status
Ticket Subject – SN – Fault Code	#56470	Requester Name X	1 month ago	Awaiting your reply
Ticket Subject – SN – Fault Code	#275475	Requester Name X	2 months ago	Solved
Ticket Subject – SN – Fault Code	#256452	Requester Name X	4 months ago	Solved
Ticket Subject – SN – Fault Code	#103820	Requester Name X	4 months ago	Solved

2. Online Ticket Submission: (Feedback Required)

Good Day

Kindly advise if the issue has been resolved or if you require any further assistance.
If we do not receive a reply within the next 24 to 48 hours we will close this ticket.

To follow up and manage your tickets please log in to https://goodwetechnology.zendesk.com/hc/en-gb

Kind Regards
Crystalene Chetty

Goodwe Service

GOODWE POWER SUPPLY TECHNOLOGY CO. LTD.
_____

W(chat):+27 61 537 2576
M +27 86 112 6777   E Service.za@goodwe.com

GOODWE

Our Service Team will reach out to you if there has been no activity on your ticket or correspondence after some time.

Within 24 – 48 hours after receiving this feedback the ticket will be automatically closed.

Please be sure to close your ticket or advise the team if your ticket has been resolved.

3. WhatsApp Ticket Submission
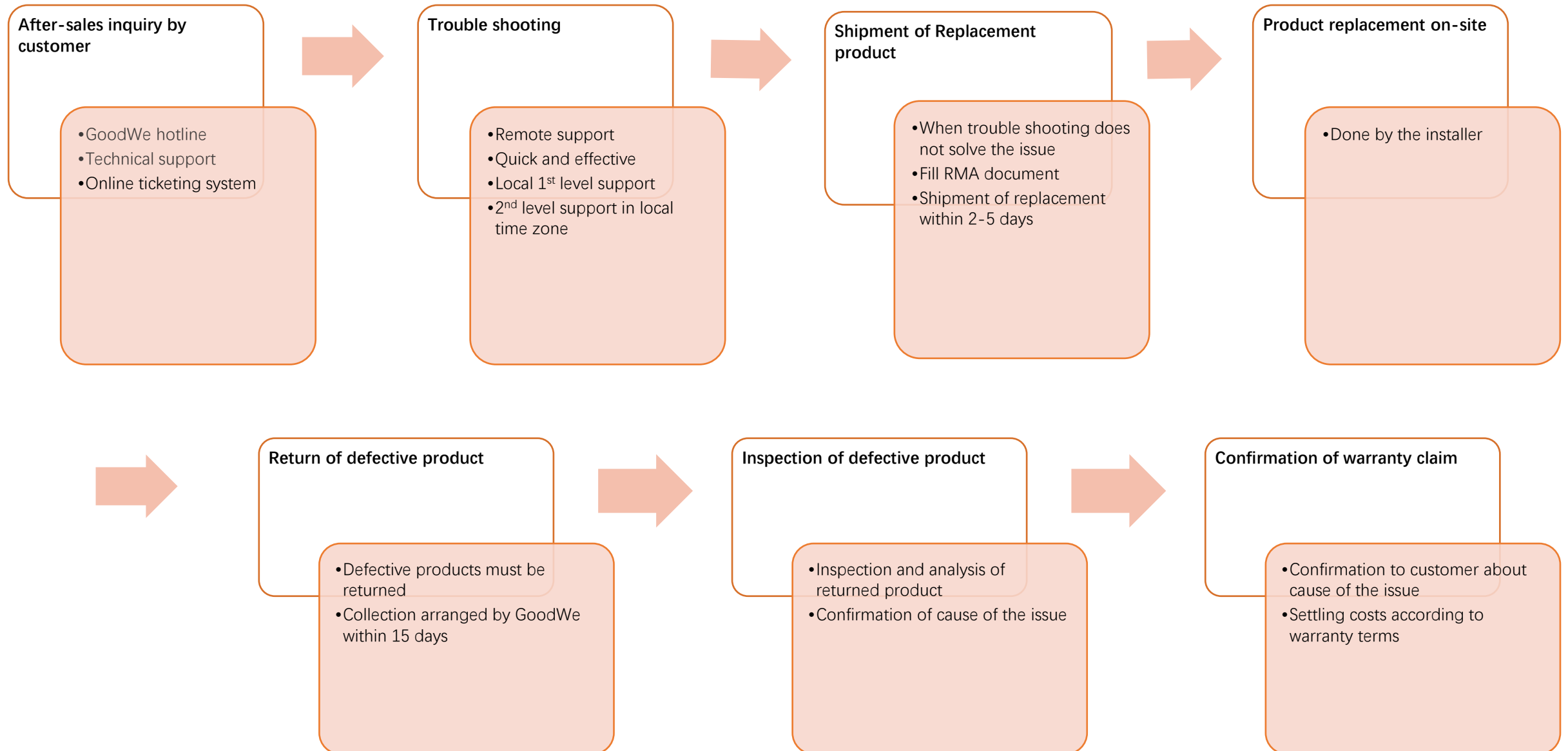
3. WhatsApp Ticket Submission:
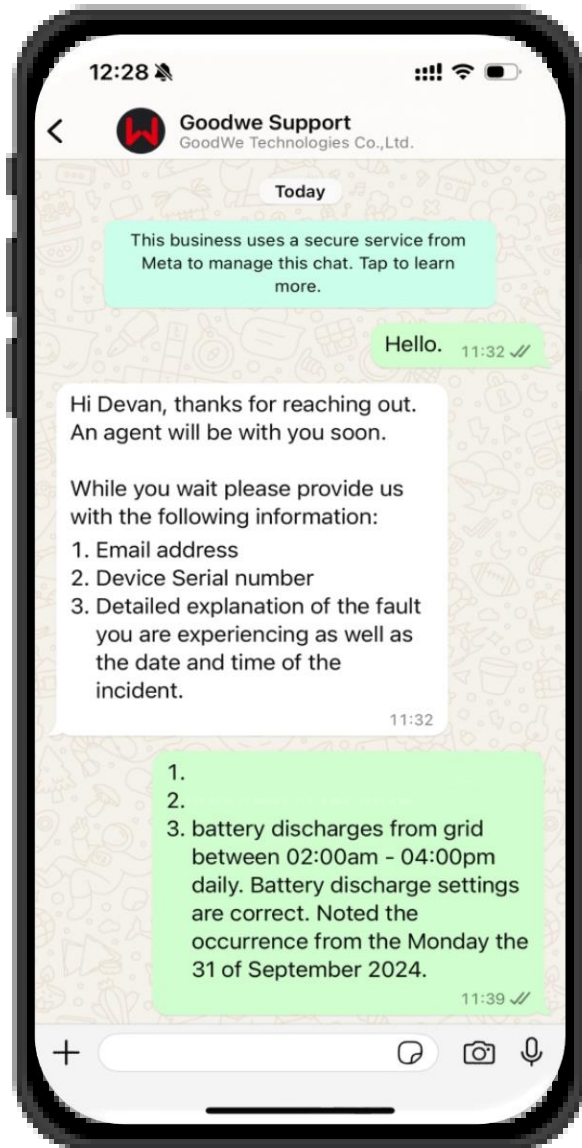
- Step 1: Send a greeting message
- Step 2: Enter Requested details
- Step 3: Your Ticket is created
- Step 4: A Goodwe Support Technician will be in contact with you to assist you through the rest of the process.

To view & manage your ticket -> Log in to the Online Support Web Page / My Requests

4. RMA Process
(Return Material Authorization)

4. RMA Process (Return Material Authorization):

GOODWE
Smart Energy Innovator

After-sales inquiry by customer
- GoodWe hotline
- Technical support
- Online ticketing system

Trouble shooting
- Remote support
- Quick and effective
- Local 1st level support
- 2nd level support in local time zone

Shipment of Replacement product
- When trouble shooting does not solve the issue
- Fill RMA document
- Shipment of replacement within 2-5 days

Product replacement on-site
- Done by the installer

Return of defective product
- Defective products must be returned
- Collection arranged by GoodWe within 15 days

Inspection of defective product
- Inspection and analysis of returned product
- Confirmation of cause of the issue

Confirmation of warranty claim
- Confirmation to customer about cause of the issue
- Settling costs according to warranty terms

4. RMA Process (Return Material Authorization):
Required information for RMA Process

- Standard Pictures Required:
  1. Warranty sticker & Serial Number from side of inverter
  2. Full Installation Picture (Front view of installation)
  3. The Bottom of the inverter
  4. Measurement from the inverter Neutral (N) to the distribution board Protective Earth(PE)

- Relay Check Failure:
  1. Picture Required to confirm site is properly grounded

- If you have the below error code(found on SolarGo) please provide the testing pictures or videos.
  Isolation / DC High:
  1. Resistance from Module frame to ground
  2. Resistance from String insulation to ground

In Order to Validate any possible RMA request, include as much information as possible on RMA Request document.
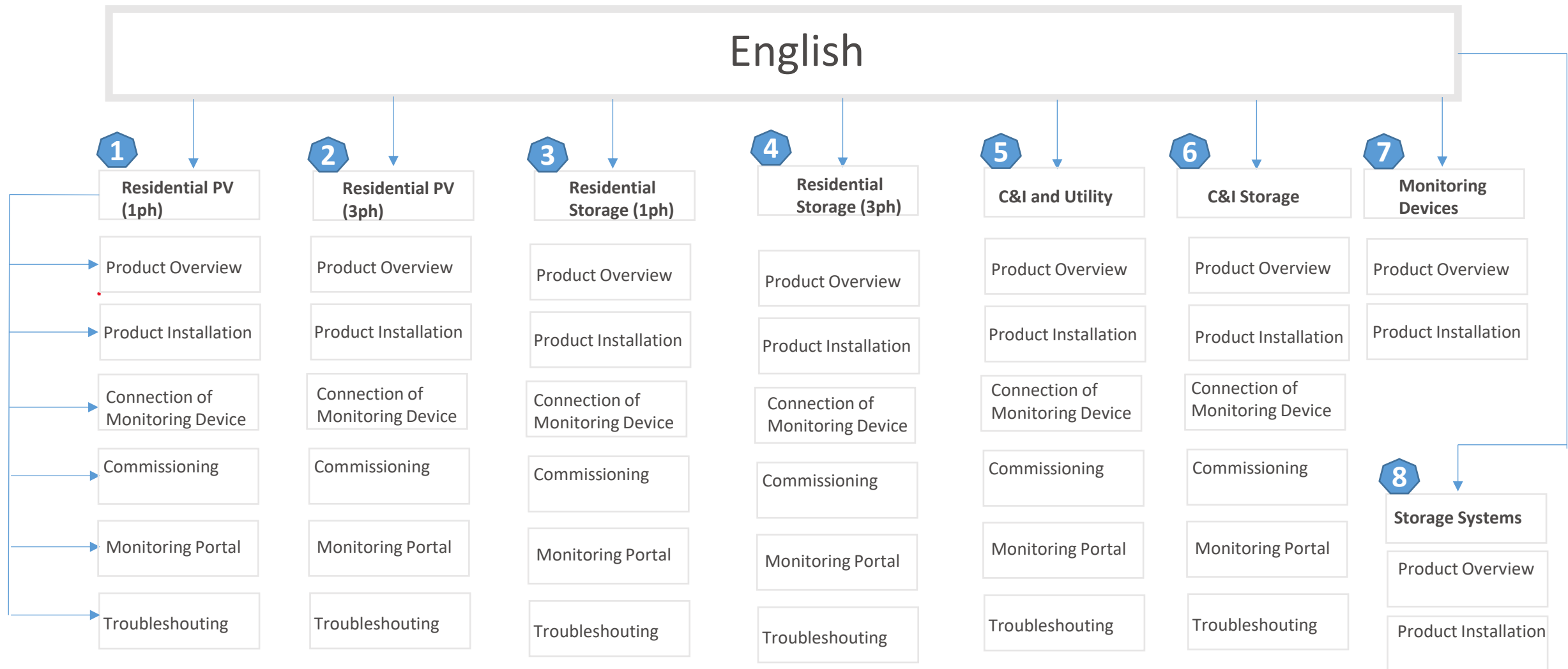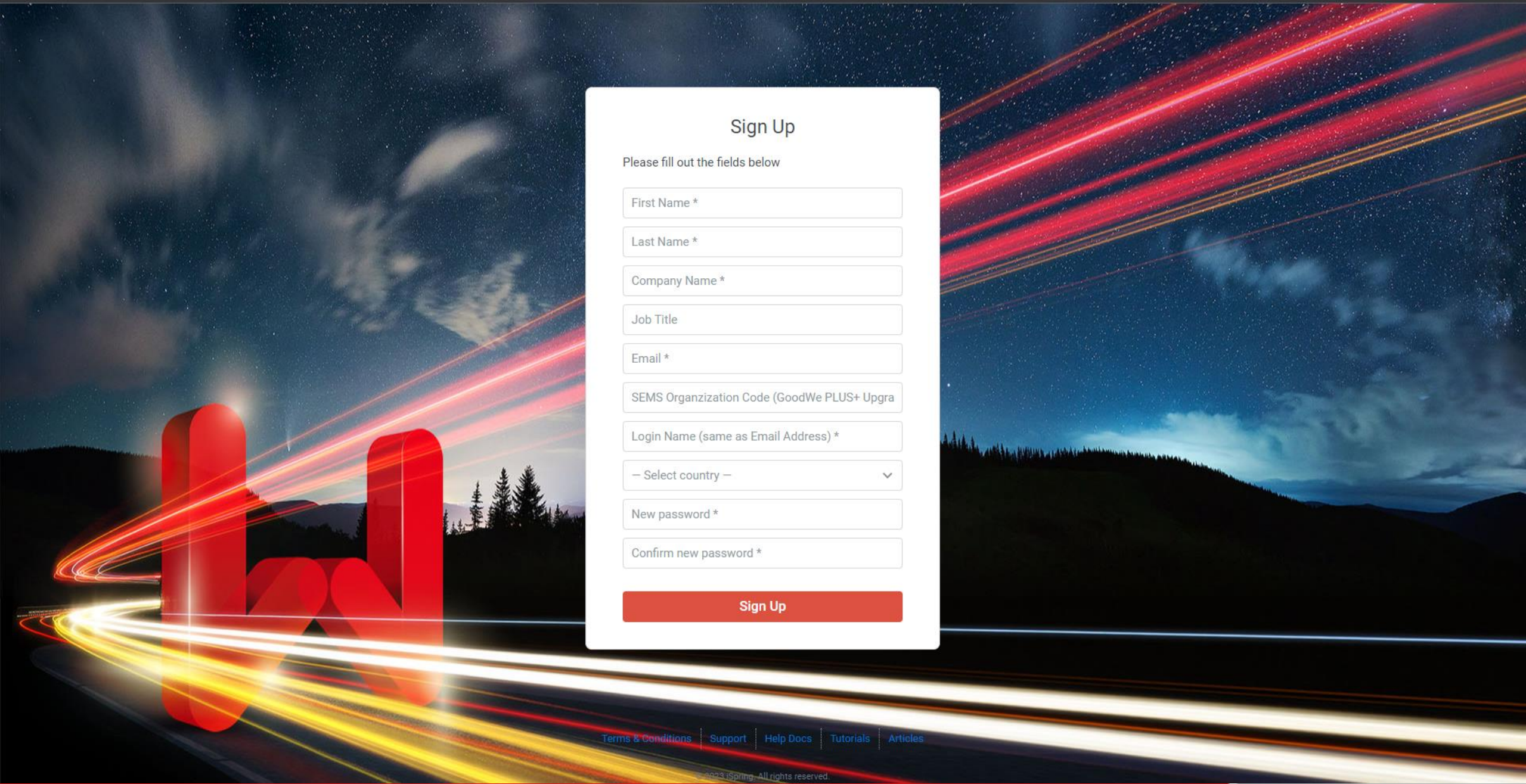
GoodWe Plus+ 2.0

GOODWE TECHNOLOGIES CO., LTD.

GoodWe PLUS+ 2.0 – Content in Each Section

English

1 Residential PV (1ph)
- Product Overview
- Product Installation
- Connection of Monitoring Device
- Commissioning
- Monitoring Portal
- Troubleshouting

2 Residential PV (3ph)
- Product Overview
- Product Installation
- Connection of Monitoring Device
- Commissioning
- Monitoring Portal
- Troubleshouting

3 Residential Storage (1ph)
- Product Overview
- Product Installation
- Connection of Monitoring Device
- Commissioning
- Monitoring Portal
- Troubleshouting

4 Residential Storage (3ph)
- Product Overview
- Product Installation
- Connection of Monitoring Device
- Commissioning
- Monitoring Portal
- Troubleshouting

5 C&I and Utility
- Product Overview
- Product Installation
- Connection of Monitoring Device
- Commissioning
- Monitoring Portal
- Troubleshouting

6 C&I Storage
- Product Overview
- Product Installation
- Connection of Monitoring Device
- Commissioning
- Monitoring Portal
- Troubleshouting

7 Monitoring Devices
- Product Overview
- Product Installation

8 Storage Systems
- Product Overview
- Product Installation

Sign Up

Please fill out the fields below

First Name *

Last Name *

Company Name *

Job Title

Email *

SEMS Organization Code (GoodWe PLUS+ Upgra

Login Name (same as Email Address) *

— Select country —

New password *

Confirm new password *

Sign Up

GoodWe Technologies Co.,Ltd.

Courses

goodweplus.ispringlearn.eu/courses

Your account will expire in 1 days. Renew your plan

My Courses   My Trainings

GOODWE

My Courses

Enrolled (6)   Completed (0)

Search...

Last viewed

GoodWe Company Introduction

In Progress (10.07% viewed)

⊘ Continue training

1. Residential 1 phase PV Inverters
Learning Track

0 of 16 courses completed

2. Residential 3 phase PV Inverters
Learning Track

0 of 15 courses completed

3. Residential 1 phase Storage Solutions
Learning Track

0 of 17 courses completed

4. Residential 3 phase Storage Solutions
Learning Track

0 of 17 courses completed

5. C&I and Utility Inverters
Learning Track

0 of 15 courses completed

6. C&I Hybrid Inverters
Learning Track

0 of 14 courses completed

Chapters

Video and Quiz per chapter

Register Now:
https://goodweplus.ispringlearn.eu/signup/Z6dVFHknABzMcgrSq1QJ9NmwSSc

THANK YOU

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