

WSTECH Global Service Concept

Mission

WSTECH Service wants to serve our customer with best service and availability to ensure low inverter down times, quick failure identification and fast response times to achieve the highest possible energy production available. Building a trustful relationship with the customer is our main goal.

Concept

To achieve fast reaction times worldwide we rely on trained personnel and spare parts on- or near-site.

Our customers store spare parts packages close to their projects and WSTECH qualifies customer personnel to do authorized works that usually are limited to WSTECH personnel inside the WSTECH warranty. Parts used for warranty cases will be replenished in WSTECH warranty.

Documentation is provided to WSTECH immediately after the works.

Limitations

Some works on critical components are limited to WSTECH or 3rd party WSTECH service partners and are not allowed to be done by customer personnel.

Personnel

WSTECH has several own experienced service technicians who are qualified for all works on WSTECH products. Additional manpower is generated by 3rd party WSTECH service partners. Today WSTECH has contracted partners in Europe and the US.

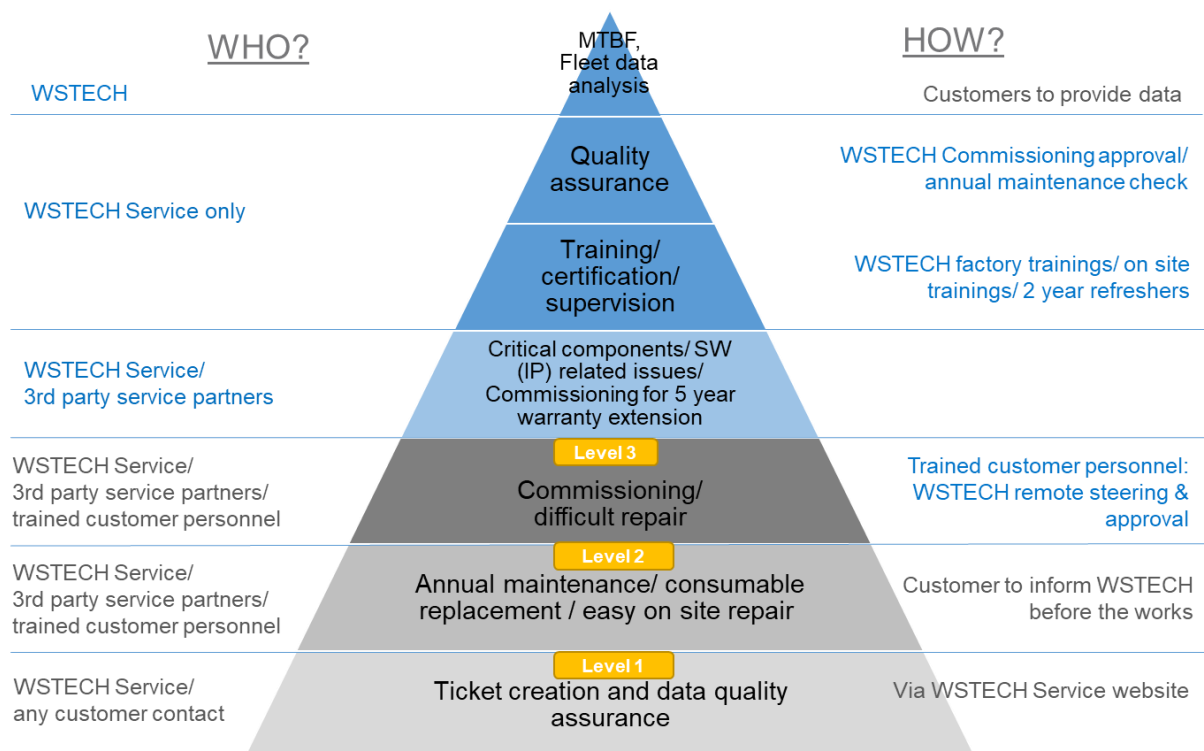
Types of personnel:

- WSTECH personnel
- 3rd party service partner
- Trained customer personnel

Service types

WSTECH provides the following services. Corresponding price and tariff lists are available and are updated each year.

- On-Site
 - Commissioning
 - Annual Maintenance
 - Troubleshooting
 - Supervision/ Quality Assurance
- Remote
 - Remote Support
 - Logfile Analysis
 - SW Updates
 - Troubleshooting
 - Supervision/ Quality Assurance
- Spare Parts Packages
- Trainings
- Hotline, available 08:00 AM to 08:00 PM for basic support and questions on WSTECH Service processes.



Training

WSTECH Service provides a three-level consecutive training structure, from basic operation over maintenance to commissioning and troubleshooting. Each level qualifies for another set of works. Highest level certification for the repair of critical parts is exclusively available for WSTECH personnel and 3rd party WSTECH service partners.

Trainings are valid for a defined period until a refresher training becomes mandatory. The trainee must send proof of work during this time span to keep his training status alive.

- L1
 - Overview of the product
 - Operation according to product's documentation
 - WSTECH processes, documentation and concepts
- L2
 - Annual maintenance, replacement of consumables and easy repairs
- L3
 - Commissioning, difficult repairs
 - Only for 3rd party service partners: Repair of critical components, SW updates, IP related issues

Warranty

WSTECH products come per default with a two-year factory warranty starting from the ready-for-shipment notification to our customer. This warranty is extended to five years automatically per unit if the unit is commissioned by WSTECH or a 3rd party WSTECH service partner.

Warranty extensions to >5 years can be agreed on based on the official WSTECH Warranty Conditions.

For details please see the valid WSTECH Warranty Conditions.

A completely filled in Service Request is mandatory for any warranty claim. A form is available on <https://www.wstech.com/service/>.

Service Level Agreements

Individual Service Level Agreements based on the WSTECH Warranty Conditions can be agreed on.