

Growatt service advantages UK

1. Over 9 years of continuous support from Service Center / Call Center / Warehouse.

Warehouse address: Davies Turner Logistics, Phase 2 Warehouse,
Edison's Park, Crossway, Dartford, DA2 6QJ

Contact: Ross Martin **Tel:** 01322283919

2. Service team in the UK

WhatsApp: +86 18148584096 **Skype:** live:bcd2ce8c4695a9b0

2 Skilled technical support engineers providing remote support via Call Center, WhatsApp, Skype, etc.

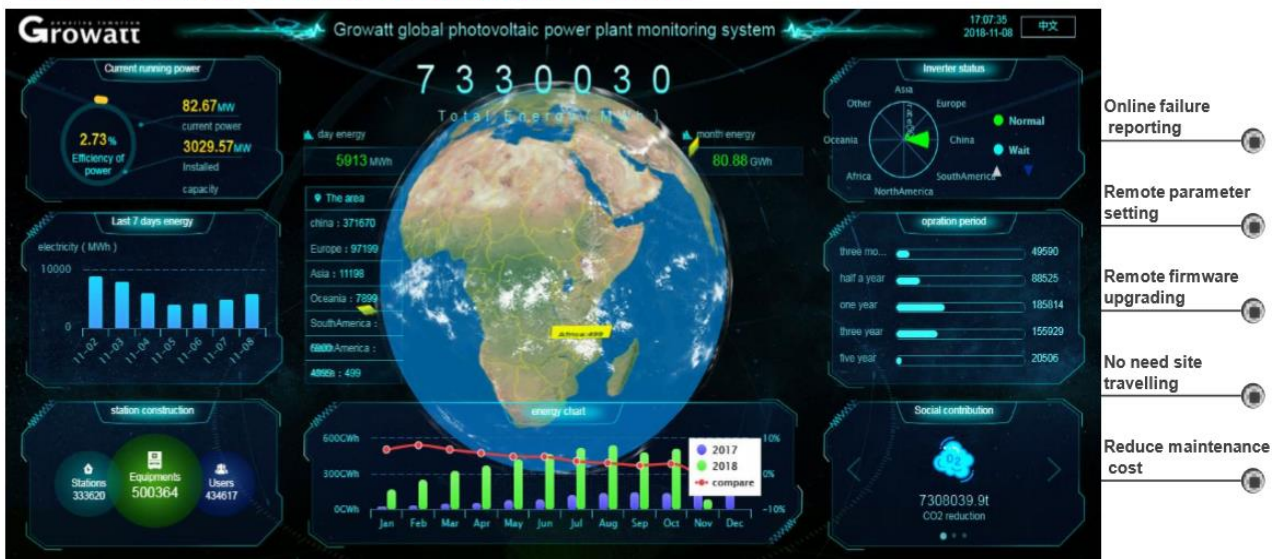
Name	Contact & E-mail	Job responsibilities
Jacky Koo	+86 18148584096 / jianping.gu@growatt.com	Senior service manager: management, technical support, product troubleshooting, product replacement & Aftersales compensation process
Ben Humphreys	+44 07446 194505 / ben.h@growatt.com	Technical support technician: technical support, product troubleshooting, onsite field services

3. Online Service System platform <http://oss.growatt.com/>, for Distributor & Installer, allows you to eliminate 60%+ issues in office with coffee in hand.

Wifi-E, Wifi-S, or ShineLink monitoring device required;

More than 60% general issues can be fixed online in 2 hours.

Online Smart Service Database Center



- Online failure reporting
- Remote parameter setting
- Remote firmware upgrading
- No need site travelling
- Reduce maintenance cost