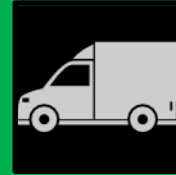




10
Years Rapid Development



1,200,000+
Global Shipment



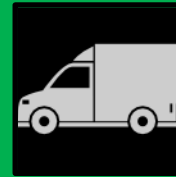
100+
Countries Global Coverage



Top10
IHS Global Ranking



3
Years Market Presence



20,000+
Total Shipment



15,000+
In operation > 2 years



3%+
Market Share

Mogi das Cruzes

Service Center, Warehouse

4 Members

Professional Local Service Team

AI Maintenance

OSS System with Big Data Cloud



Service Center Detail

| | | | |
|------------|---|-------------------|---------------|
| Telephone: | 5511 26104004 | Service hot line: | 5511 26104004 |
| Mobile: | 5511966294726 | Whatsapp: | 5511966294726 |
| Email: | servicebrazil@growatt.com | | |
| Address: | Avenida João XXIII, 1160 – Bloco B – Sala 1, Mogi das Cruzes – SP – Brasil ZIP: 08830-000 | | |

Service Team

| Name | Contact | Job responsibilities |
|----------|---|---|
| Fabio | +5511966294726 servicebrazil@growatt.com | Warranty manager, warranty process and documents, logistics, replacement arrangement, compensation process. |
| Ricardo | +5511982669963 servicebrazil@growatt.com | Senior service engineer, technical support, product troubleshooting, field service. |
| Darren | +8618589049610 Wei.song@growatt.com | US service manager, management, technical support, product troubleshooting. |
| Gilberto | servicebrazil@growatt.com | Replacement arrangement, warehouse management. |

Online Service

Online Service System platform for Distributor & Installer:
Fixing **60%+** issues in office with coffee in hand.
More than **60%** general issues can be fixed online in **2** hours.



Monitoring Device:



WIFI



GPRS

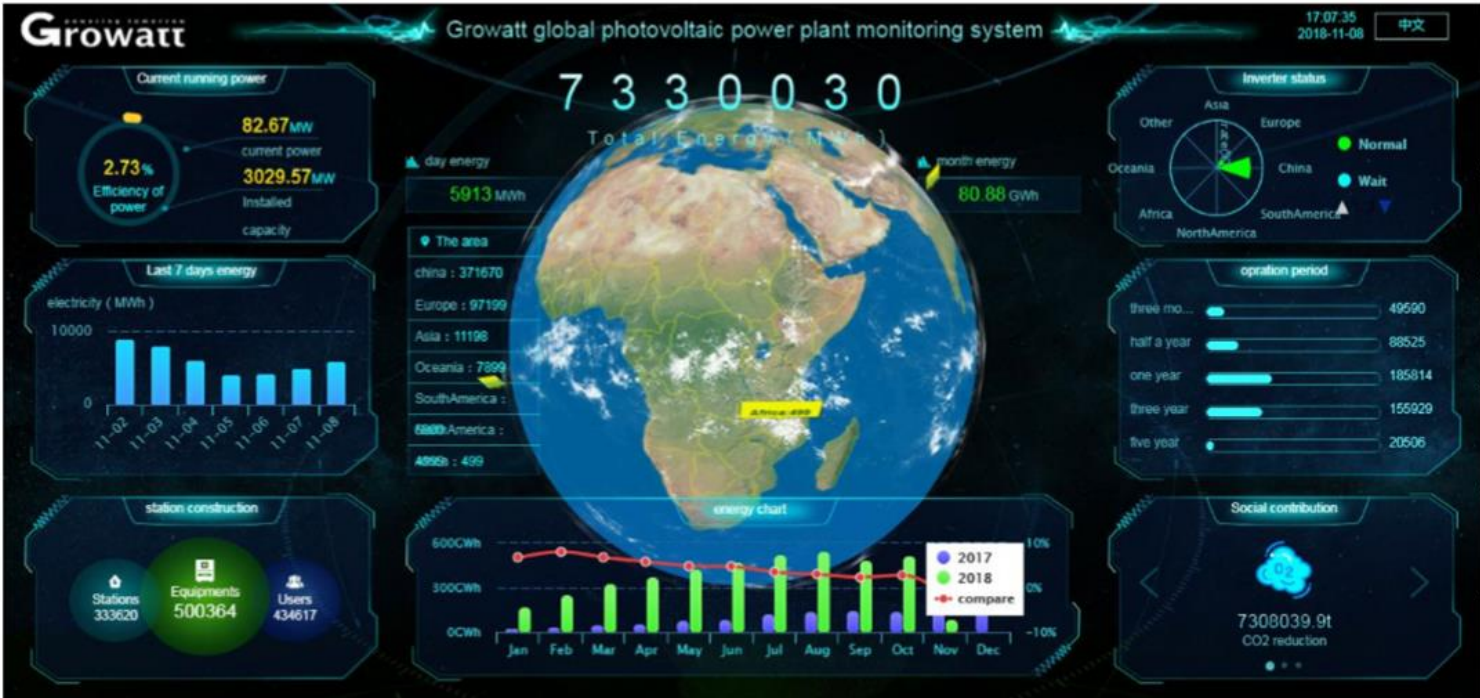


ShineMaster



ShineLink

Online Smart Service Database Center



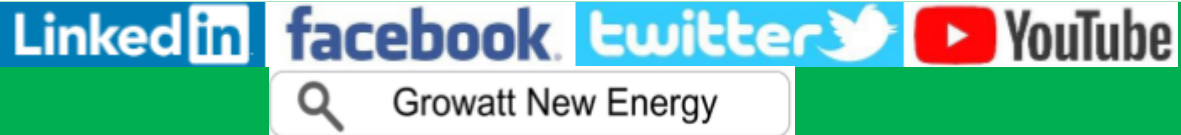
- Online failure reporting
- Remote parameter setting
- Remote firmware upgrading
- No need site travelling
- Reduce maintenance cost

More Updates

Growatt News:

<http://www.ginverter.com/en/News/Company-news>

Social Media:



Training Material:

<http://www.ginverter.com/en/Support/Marketingtools>

Trouble Shooting:

<http://www.ginverter.com/en/Support/QA>