

**GOODWE**



# **User Manual**

**SEMS Portal Web**

For Installers & Ender Users

V1.1-2022-11-21

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**NOTICE**

The information in this user manual is subject to change due to product updates or other reasons. This guide cannot replace the product labels or the safety precautions in the user manual unless otherwise specified. All descriptions in the manual are for guidance only.

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# 1 About This Manual




- This manual mainly introduces common operations via SEMS Portal web.
- This manual is subject to update without notice. For more product details and latest documents, visit <https://en.goodwe.com>.

## 1.1 Target Audience

This manual applies to trained and knowledgeable technical professionals. The technical personnel has to be familiar with the product, local standards, and electric systems.

## 1.2 Symbol Definition

Different levels of warning messages in this manual are defined as follows:

 <b>DANGER</b>
Indicates a high-level hazard that, if not avoided, will result in death or serious injury.
 <b>WARNING</b>
Indicates a medium-level hazard that, if not avoided, could result in death or serious injury.
 <b>CAUTION</b>
Indicates a low-level hazard that, if not avoided, could result in minor or moderate injury.
<b>NOTICE</b>
Highlight and supplement the texts. Or some skills and methods to solve product-related problems to save time.

## 1.3 Updates

The latest document contains all the updates made in earlier issues.

### V1.0 2022-01-17

- First Issue.

### V1.1 2022-11-21

- Update the whole structure and contents of the manual.

## 2 Web Introduction

SEMS Portal is one monitoring platform for Power Plant. You can manage the organizations and users, add power plants, check the operating data and alarming information of the power plant via SEMS Portal.

### 2.1 Applicable Products

You can use SEMS Portal to monitor and manage GoodWe related products, such as inverters, smart meters, data loggers, and so on.

### 2.2 Web Login

#### Preconditions

- Already obtained the account and password;
- Operating system: Windows 7 or above versions;
- Browser: Chrome 57 or above versions;
- Resolution: 1920\*1080 pixels.

#### Steps

**Step 1** Type <https://www.semsportal.com> in the browser address bar.

**Step 2** Set the language according to the actual demanding. Type the account & password, and enter into SEMS Portal Web.

The screenshot shows the SEMS Portal login interface. At the top left is the GoodWe logo. To the right are links for 'Demo', 'Operation Guide', 'GDPR Contacts', and a language selector set to 'Language-English'. The main area features a large blue graphic with 'SEMS' in the center and the slogan 'DRIVING THE WORLD'S SMART ENERGY TRANSITION'. A login form is highlighted with a red box, containing an email field, a password field, 'Log In' and 'Register' buttons, and a 'Remember' checkbox. A QR code is located in the bottom right corner.

## 2.3 Account Registration

### 2.3.1 Register an End User Account

**Step 1** Click **Register** on the login interface, and follow the instructions.

The left screenshot shows a login/register interface with the following elements:

- Input field for "Email Address" with a folder icon.
- Input field for "Please enter your password" with a lock icon.
- Buttons for "Log In" (blue) and "Register" (white with blue border, highlighted with a red box).
- Checkboxes for "Remember" and "Forgot password?".

The right screenshot shows the registration form with the following elements:

- Header: "End user" (highlighted with a red box) and "Need a company account?" (blue link).
- Fields for "\* Email" (test@goodwe.com), "\* Password", and "\* Confirm".
- Text: "This should be 8-16 characters, including at least one letter and one number."
- Field for "\* Area" with radio buttons for "AUS/NZ & Oceania", "Europe", and "Other" (selected).
- Checkboxes for "I am an adult, I have read and agreed to the following terms." with links for "GOODWE Terms of Use" and "GOODWE Portal Data Protection Statement".
- Buttons for "Cancel" and "Register" (highlighted with a red box).
- Text: "\* Required content".

### 2.3.2 Register an Organization Account

An organization account includes Administrator, Technician and Browser accounts.

#### Method 1

Create new accounts if you already have Administrator account of SEMS Portal.

**Step 1** Follow below steps and click **OK** to finish the registration.

The screenshot shows the SEMS Portal Management interface with the following elements:

- Navigation tabs: "Plants", "Alarms", "Reg", "1 Management" (highlighted with a red box).
- Left sidebar: "Plants", "2 Devices" (highlighted with a red box), "Organizations" (highlighted with a red box), "Operation Records", "Warranty".
- Main content area: "Organization code" search field with "SEMS\_DOC\_N".
- Table tabs: "Organization Info", "Account List" (selected), "Role Permissions", "PV Plant Ownership".
- Table: "Account List" with columns "Email", "Password", "Account role", "Operation". A red box highlights the "Add" button and the "Operation" column.
- Buttons: "Add" (highlighted with a red box and number 3), "Cancel / OK" (in the "Operation" column).
- Footer: "Previous", "Next", "Jump to 1", "Page", "Submit".

#### Method 2

Contact your distributor selling the GoodWe product to create an Administrator account for you.

#### NOTICE

If neither Method 1 nor Method 2 could help, contact GoodWe After-sales Service to obtain one account.

## 2.4 Menu Introduction

Main Menu	Sub Menu	Tertiary Menu	Function	Privilege Description
Plants	-	-	Check the operations of the plant.	End User, Administrator, Technician and Browser
Alarms	-	-	Check the plant alarming.	Administrator, Technician and Browser
Reports	Historical Data	Data Selection	Check the working data of inverters.	End User, Administrator, Technician and Browser
		My Template	Items set in Data Selection can be saved as templates.	End User, Administrator, Technician and Browser
	Generation Reports	Daily Report	Check the electricity prices during different times on SEC1000 and Homekit1000.	End User, Administrator, Technician and Browser
		Monthly Report	Check daily operating data of several power plants during one month.	End User, Administrator, Technician and Browser
		Annual Report	Check monthly operating data of several power plants during a year.	End User, Administrator, Technician and Browser
		User-defined Report	Check periodical operating data of several power plants during one month.	End User, Administrator, Technician and Browser
		Simulation Report	Compare the actual and estimated generating situations of the power plant, to simulate and form the annual report.	End User, Administrator, Technician and Browser
		Statistics	Monthly	Check daily generating volume of the power plants during one month.
	Annual		Check monthly generating volume of the power plants during one year.	End User, Administrator, Technician and Browser
	Management	Plants	-	Create and manage the power plants.
Devices		-	Add, delete and modify the devices in the power plant.	End User, Administrator, Technician and Browser
Organization		-	Check the organization, account and the ownership of the power plant, newly add or delete the sub-organizations.	Administrator
Warranty		-	Check the device's warranty information.	End User, Administrator, Technician and Browser



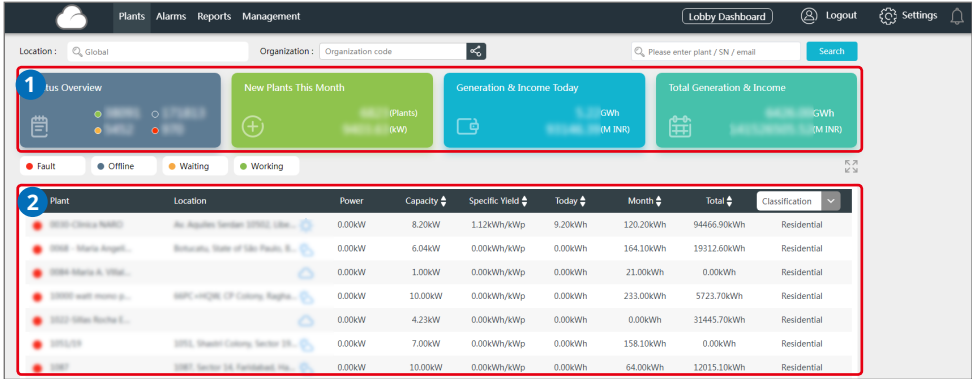
Main Menu	Sub Menu	Tertiary Menu	Function	Privilege Description
Settings	Message	My Message	Set the message issuing method.	End User, Administrator, Technician and Browser
		For Owner	Set information types of the power plant sent to the owner	Administrator
	System Setting	Dashboard	Set the displaying data on Dashboard.	Administrator
		System	Set information such as the income and carbon emission of the power plant.	Administrator
		Logo	Set the Logo displayed on Dashboard or in system.	Administrator
	My Setting	My Account	Modify personal account and check the organization code.	End User, Administrator, Technician and Browser
		Personal Settings	Set the displaying format in the system.	End User, Administrator, Technician and Browser

### 3 Plant Monitoring

#### 3.1 Checking Plant Overview

**NOTICE**

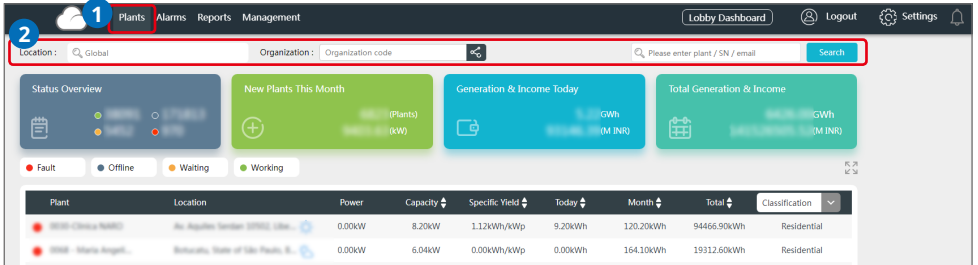
Type the account and password, and log into SEMS Portal Web. Then the overall operating situations of all power plants will be displayed on the interface under this account.



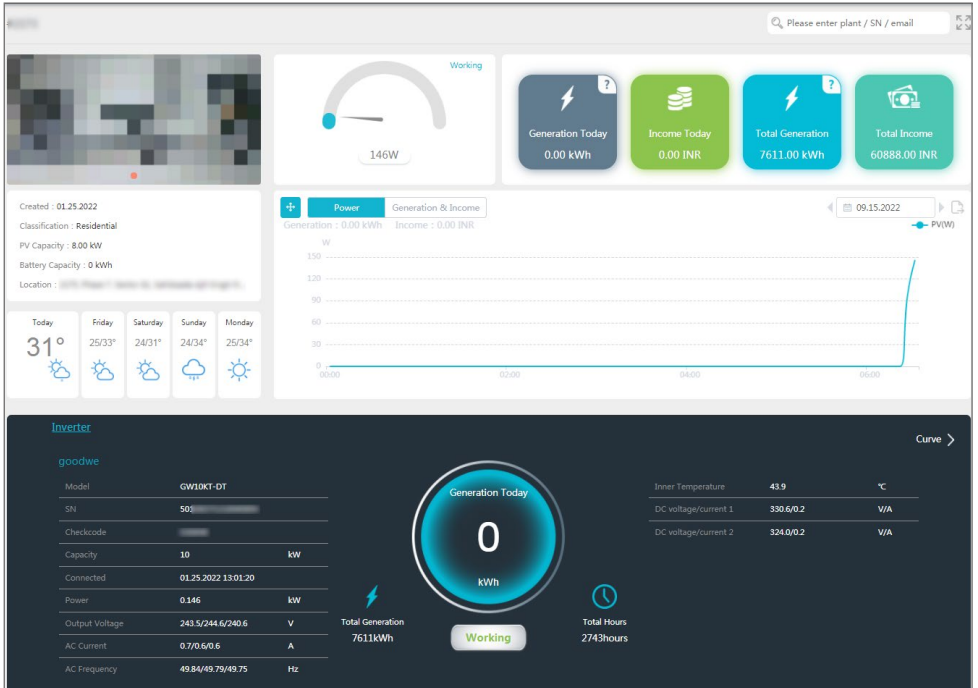
No.	Description
1	The displaying items are the overall operating information of all power plants under the specific account, such as Status Overview, New Plants This Month, Generation & Income Today, and Total Generation & Income.
2	The displaying items are the operating information of one single power plant. Click the power plant name, and you can check the detailed information of this power plant, i.e. the name, location, power, capacity, Specific Yield, daily, monthly and total generating volume of the power plant.

### 3.2 Checking Plant Details

**Step 1 (optional)** Type the organization code, plant name, inverter SN or the E-mail address of the owner to search and identify the specific power plant quickly when there are plenty of power plants.



**Step 2** Click the plant name on the list to check its details.



Detailed information of the plant:

Info Type	Description
Basic Info	Creating time, type, capacity, location of the plant, weather and so on.
Statistics	Working status, real-time power, Generation Today, Income Today, Total generation, Total Income, and so on.
Chart and Figure	Power, generation and income curves and storage energy pie graph.
Device Info	Device Status, Device Data, PV Monitoring (only for Tigo devices) and single device's generating and income curve.

### 3.3 Checking Alarms

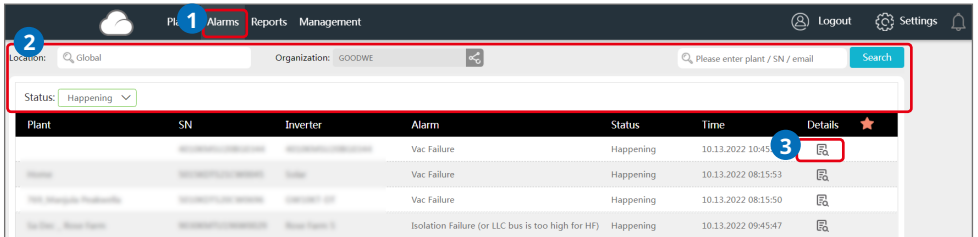
Type the Location, organization code, plant name, inverter SN, the E-mail address of the owner or the Status to check the alarming information of the plant via SEMS Portal Web.

#### Steps

**Step 1** Click **Alarms** tag.

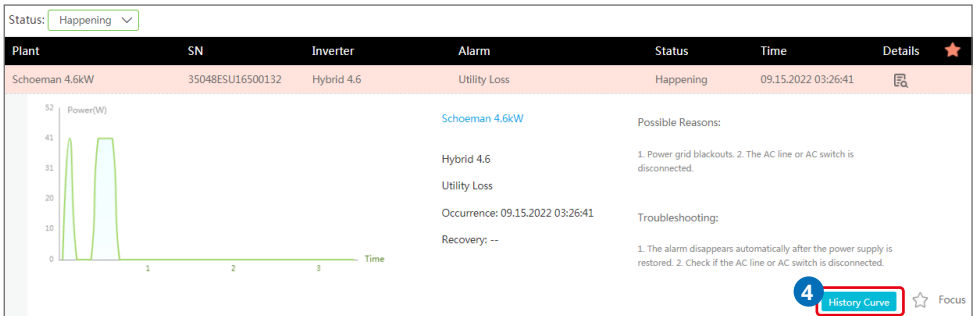
**Step 2 (optional)** Filter by Alarm type.

**Step 3** Click **Details** on the plant list to see more information.



**Step 4 (Optional):** Click **History Curve**, and jumps to reports exporting interface to obtain more details.

Detailed alarming info:

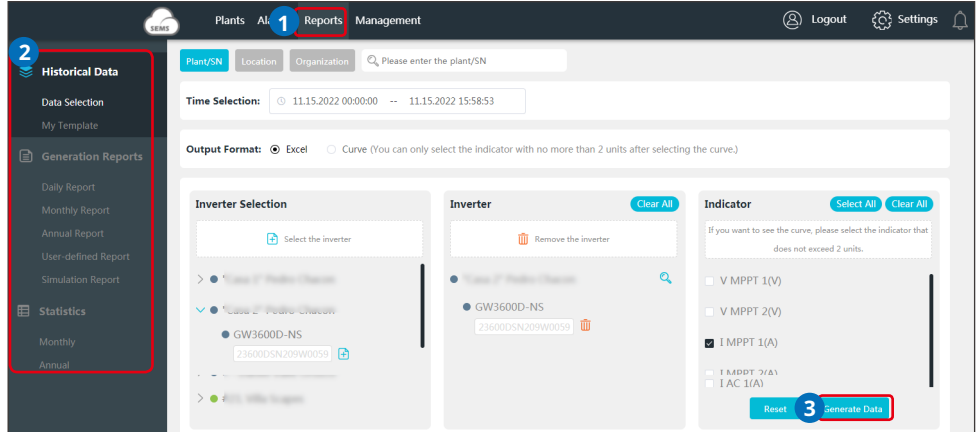


### 3.4 Checking Operation Reports

Check and export the plant reports, to analyze and optimize the plant’s power generating and income.

#### Steps

**Step 1** Click **Reports** and enter into the inquiry page. The plant report will be generated.



#### NOTICE

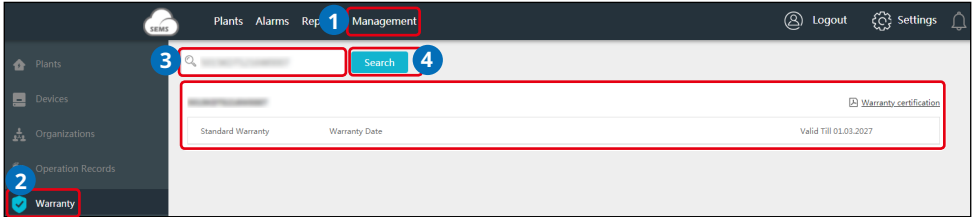
Type the power plant name, inverter SN, plant location or the organization name to search and identify the specific power plant quickly when checking the plant reports.

Parameters	Description
<b>Historical Data</b>	
Data Selection	Support to check the working data of the inverter (the longest period is 7 natural days). Details depends on the actual demanding.
My Template	The items set in <b>Data Selection</b> can be saved as the template and kept within <b>My Template</b> for next usage.
<b>Generation Reports</b>	
Daily Report	Support to check the electricity prices during different times on SEC1000 and Homekit1000.
Monthly Report	Support to check daily operating data of several power plants during one month.
Annual Report	Support to check monthly operating data of several power plants during a year.
User-defined Report	Support to check daily operating data of multiple power plants within 31 days, i.e. from 2021.11.9 to 2021.12.8.
Simulation Report	Compare the actual generating and predicting generating situations of the power plant, to simulate and form its annual report.
<b>Statistics</b>	
Monthly	Support to check daily generating volume of the power plants during one month.

Parameters	Description
Annual	Support to check monthly generating volume of the power plants during one year.

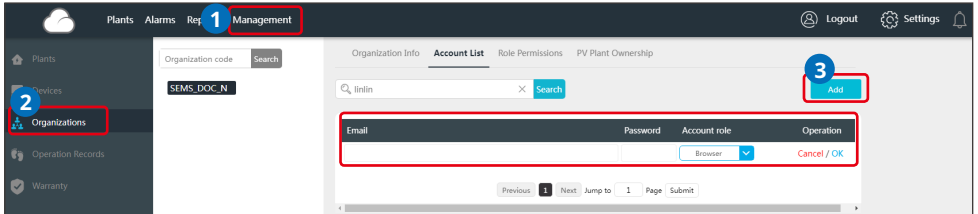
### 3.5 Checking Warranty Info

Check the device's warranty information via SEMS Portal.



### 3.6 Checking Account

Check the account list of an organization via SEMS Portal.

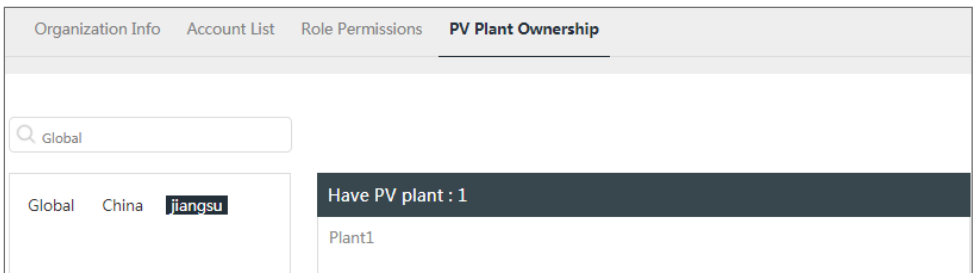


### 3.7 Checking Plant Ownership

Check the dealer this plant belongs to under via SEMS Portal.

**Step 1** Select **Management > Organizations > PV Plant Ownership**, and enter into the checking page.

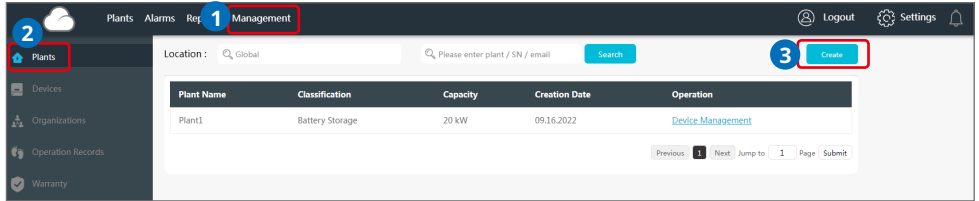
**Step 2** Find the ownership of the plant.



## 4 Plant Management

### 4.1 Creating Plant

Step 1 Follow the steps in the Picture below.



Step 2 Read the instructions, input the requested data, and finish the creation. (\* refers to the mandatory items)

#### G10053963Pv plantQ496

Owner :
[Add](#)

Email
Operation

Please add owner information.

---

Visitor :
[Add](#)

Email
Operation

Please add visitor information.

---

Plant info :
+

\*Plant Name

Classification

\*Profit Ratio

\*Location  [Map](#)

Please select your region

Detailed Address

Enable Profile  Enable  Disable

\*Capacity  kW

Please enter PV plant capacity

Organization code

Leave this empty if you don't know the installer's code.

Amount of solar panels

Creation Date

Plant Profile Distributed PV power plant refers to the operation mode of "construction and operation at the user's site or nearby", and implementation of "self-consumption, excess power to grid, nearby consumption, and power grid adjustment" on the user side, and in the distribution network system the characteristics of photovoltaic power generation facilities are balanced and adjusted. Distributed photovoltaic power generation follows the principle of adapting to local conditions, a clear highly efficient, decentralized layout and proximity utilization, making full use of local solar energy resources to replace and reduce fossil energy consumption. No fuel is required so the operating costs are very low. There are no moving parts, it is not easy to damage, maintenance is simple, especially suitable for use in unattended conditions. It will not produce any waste, no pollution, noise or cause other public hazards and there is no adverse impact on the environment. Outstanding environmental benefits. Distributed photovoltaic power generation is a new type of power generation and a comprehensive energy utilization mode with broad development prospects. It can be used to realize a nearby power supply without long-

Cancel
Register

11

## 4.2 Managing Plant

**Step 1** Select **Management >Plants**, and enter into the setting page.

**Step 2** Select the plant name under **Plant Name** and click on it.

**Step 3** Manage the plant, such as delete or create a plant, edit the plant information, and so on.

Location :

Plant Name	Classification	Capacity	Creation Date	Operation
Plant1	Battery Storage	20 kW	09.16.2022	Device Management

**1**  Jump to  Page

### Plant1

**Owner :**

Email	Operation
test1@goodwe.com	<a href="#" style="color: red;">Delete</a>

**Visitor :**

Email	Operation
test2@goodwe.com	<a href="#" style="color: red;">Delete</a>

**Plant Info :**

+

\*Plant Name

Classification

\*Profit Ratio

\*Plant Battery Capacity  kWh

\*Location

Detailed Address

\*Capacity  kW

Organization code   
Leave this empty if you don't know the installer's code.

Amount of solar panels



## 4.3 Managing Device

Operations such as add, replace, delete devices, or modify the device name. The device types are: inverters, data loggers, communication box, smart meters and so on.

**Step 1** Select **Management > Devices** and enter into the setting page.

**Step 2** Select the plant name under **Plant** and click on it.

**Step 3** Manage the devices within the plant including: add, replace, delete devices, or modify the device name.

**Plant1**  
Suzhou, Jiangsu, China [Detect other devices](#) [Add](#)

[Inverter](#) [Replacement History](#)

Status	Name	SN	Model	Capacity	Creation Date	Data Logger	Operation
Online	inverter2	75048EUJ333WV009	-	5,048 kW	09.16.2022	-	<a href="#">Modify</a> <a href="#">Replace</a> <a href="#">Delete</a>
Offline	inverter1	75048EUJ333WV019	-	5,048 kW	09.16.2022	-	<a href="#">Modify</a> <a href="#">Replace</a> <a href="#">Delete</a>



Previous **1** Next Jump to **1** Page [Submit](#)

## 4.4 Managing Organization

### 4.4.1 Add New Organization

**Step 1** Select **Management > Organizations > Organization Info**, and enter into the setting page.

**Step 2** Click , fill in the sub-organization information. Then click **Submit**.

Organization code    

SEMS\_DOC\_N  
[Add organization](#)

**Organization Info** [Account List](#) [Role Permissions](#) [PV Plant Ownership](#)

Organization

Organization code  [Change](#)

Representative  /

Email

[Cancel](#) [Submit](#)

### 4.4.2 Modify the Organization

**NOTICE**

Click any place to finish the modification.

**Step 1** Select **Management > Organizations > Organization Info**.

**Step 2** Check the organization code, modify its personnels and E-mail address.

The screenshot shows the 'Organization Info' page with the following fields:

- Organization: SEMS\_DOC\_N
- Organization code: G1... with a 'Change' button
- Representative: [ ] / [ ]
- Email: ...@goodwe.com

### 4.4.3 Delete the Organization

**Step 1** Select **Management > Organizations > Organization Info**, and enter into the setting page.

**Step 2** Choose the sub-organization name and click . Then click **Submit**.

The screenshot shows the 'Organization Info' page with a search bar and a list of organizations. 'Organization 1' is selected, and a trash icon is highlighted. The right panel shows details for 'Organization 1' with the following fields:

- Organization: Organization 1
- Organization code: G10050780 with a 'Change' button
- Representative: test / 7
- Email: test7@goodwe.com

**Note**

Are you sure you want to delete this organization?

Cancel
Submit

## 4.5 Setting Message

You can change the settings for the messages such as: **Notification Preference**, **Message Type**, and **Alarm Message Setting For Owner**.

### 4.5.1 Set Message Notifying Type

**Step 1** Select **Settings > Message > My Message**, and enter into the setting page.

**Step 2** Choose your preferences. Then click **Save Changes**.

**Notification Preference:**

Email(Please note that the email may be in the junk mailbox.)

Message Center

Pop-up(Messages shown in Pop-up dialog)

Web       APP       Web & APP

---

**Message Type:**

Alarm Message       ON       OFF

Generation Report       ON       OFF

Frequency       Daily       Weekly       Monthly

Range       All plants

Designated Plants      Selected:[0] >

Generation report push function does not support the single retrofit inverter

### 4.5.2 Set Message Sending Object

Select whether to send the alarming messages to the owner.

**Step 1** Select **Settings > Message > For Owner**, and enter into the setting page.

**Step 2** Select the plant name, and choose whether to send the alarming message. Then click **Save Changes**.

#### Alarm Message Setting For Owner

Plant Plant1

Owner's Email test1@goodwe.com

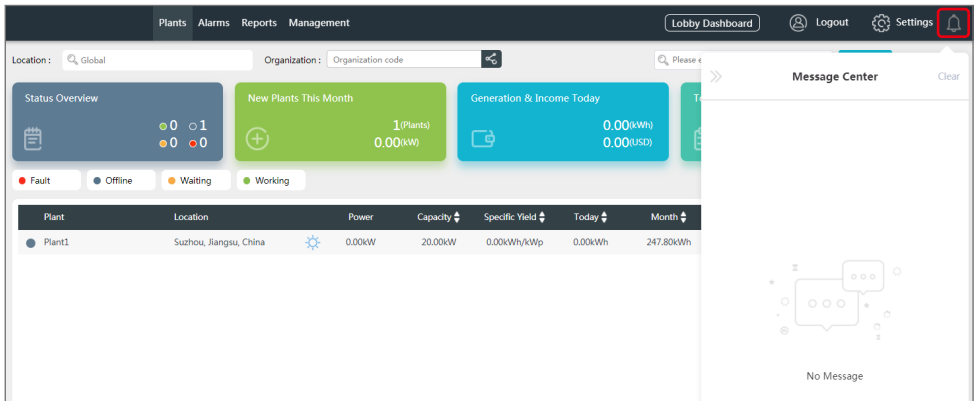
Alarm Message  Disable  Enable

Note: This setting will prevent Owner from receiving alarm messages

Reset
Save Changes

### 4.5.3 Check Messages

Click to check after finish message setting.



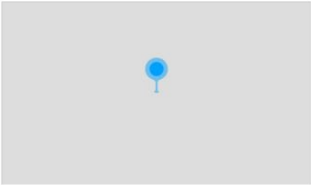
## 4.6 Setting Dashboard

### 4.6.1 Set Basic Info about Dashboard

**Step 1** Select **Settings > System Setting > Dashboard**, and enter into the setting page.

**Step 2** Set the displaying info of the Dashboard, and click **Save Changes**.


**Basic Setting:**  
 Default map of Lobby Dashboard (Drag or zoom the map): **China**



Lobby Dashboard Carousel Form:  Nine-square grid  List  
 Lobby Dashboard Carousel List:  Generating Plants  All plants  
 Lobby Dashboard Carousel Frequency:  Sec.

**Construction & Plan:**  
 Construction & Plan: Connected  Plants, Capacity  MW  
 Automatic system calculation  
 Constructing  Plants, Capacity  MW  
 Planning  Plants, Capacity  MW

**Lobby Dashboard Module Customization:**



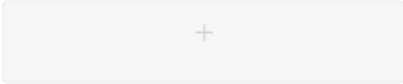
Reset  Save Changes

### 4.6.2 Set Logo in the System and Dashboard

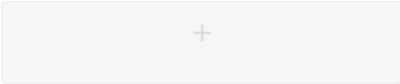
**Step 1** Select **Settings > System Setting > Logo**, and enter into the setting page.

**Step 2** Set the Logo displayed on the monitoring system or Dashboard, then click **Save Changes**.

**Dashboard Logo Setting:**

Lobby Dashboard Logo  Please upload a picture with a minimum size of 430x48

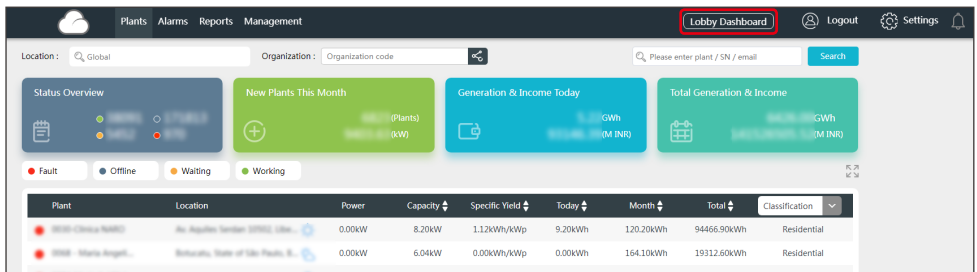
**System Logo Setting:**

System Logo  Please upload a picture with a minimum size of 210x46.

Reset Save Changes

### 4.6.3 Check Dashboard Info

You can click **Lobby Dashboard** to check after finishing the Dashboard Info Setting.



The screenshot shows the SEMS Portal Lobby Dashboard. At the top, there are navigation tabs: Plants, Alarms, Reports, Management, and a highlighted **Lobby Dashboard** tab. Below the navigation is a search bar with 'Global' in the location field and 'Organization code' in the organization field. A search button is on the right. The main dashboard area contains several widgets: 'Status Overview' with a legend for Fault, Outline, Waiting, and Working; 'New Plants This Month' showing 0 plants and 0 kW; 'Generation & Income Today' showing 9.20kWh and 9.20kWh (M INR); and 'Total Generation & Income' showing 164.10kWh and 19312.60kWh (M INR). Below these widgets is a table of plants:

Plant	Location	Power	Capacity	Specific Yield	Today	Month	Total	Classification
0001 China-10001	Be. Aquatic Center (10001), China	0.00kW	8.20kW	1.12kWh/kWp	9.20kWh	120.20kWh	94466.90kWh	Residential
0002 West-Angel...	Bethesda, State of Ok. (1002), S...	0.00kW	6.04kW	0.00kWh/kWp	0.00kWh	164.10kWh	19312.60kWh	Residential

Examples of Dashboard:




The screenshot shows the GOODWE SEMS PORTAL dashboard. At the top, it displays the date '10.10.2022 Monday' and the portal name 'GOODWE SEMS PORTAL'. The main dashboard area features a world map in the center. Surrounding the map are several data widgets: 'Total Generation' (00014241 MWh), 'Total Income' (003173302 USD), 'Construction & Plan' with a donut chart showing 20kW connected, 100kW constructing, and 100kW planning; 'Access Inverter 2 Module-0'; 'Plant Classification' with a green circle; 'Environmental Contributing'; 'Generation Statistics' with a bar chart showing power and income over 12 months (2,664 kWh); and 'Plant Ranking' with a table:

Ranking	Plant	Power/kW	Specific Yield
1	Plant1	13.40kWh	

## 4.7 Setting Income and Carbon Emission

**Step 1** Select **Settings > System Setting > System**, and enter into the setting page.

**Step 2** Enter the preferred settings, and click **Save Changes**.

 This profit ratio of return setting is the default value for the rate of return of the power station, and does not affect the setting of the actual profit ratio of plant

**Profit Ratio for Plant Setting:**

Default Profit Ratio:

**Coefficient of Environmental Contribution:** Settings are only valid for your organization

Coefficient of Environmental Contribution 1 kWh =  kg CO<sub>2</sub> Reduction

1 kWh =  Trees

1 kWh =  kg Coal

## 4.8 Setting Date Format

**Step 1** Select **Settings > My Settings > Personal Settings**, and enter into the setting page.

**Step 2** Set the format of date, and click **Save Changes**.

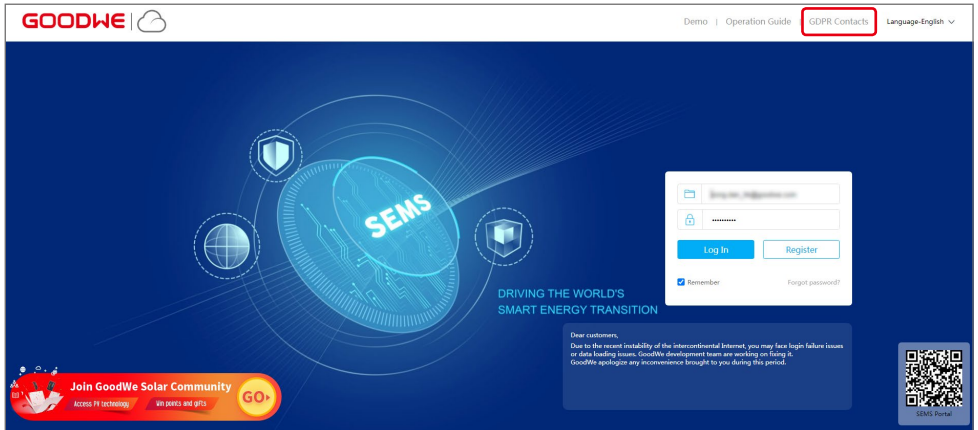
**Date Setting:**

Date Format:

## 5 FAQs

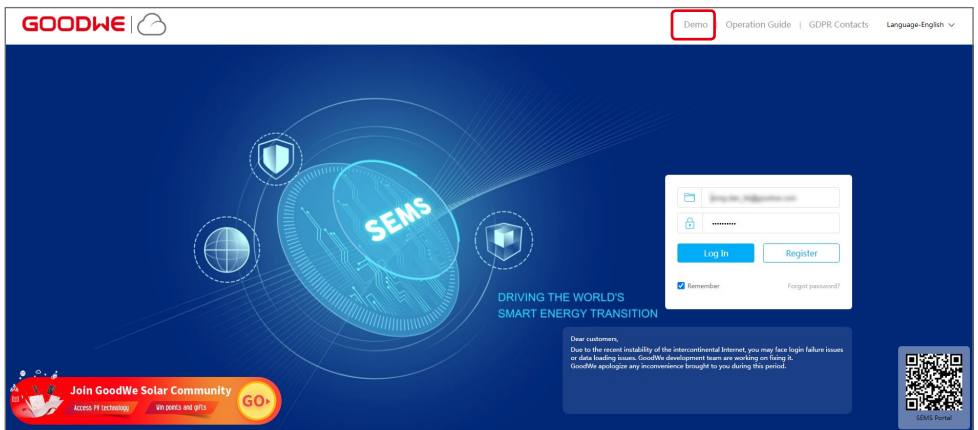
### 5.1 How to check the Privacy Info?

**Step 1** Click **GDPR Contact** to find the contact information of different regions for help.



### 5.2 How to Use Demo?

**Step 1** Click **Demo**. The Demo interface displays contents with Browser account, which is for reference only.

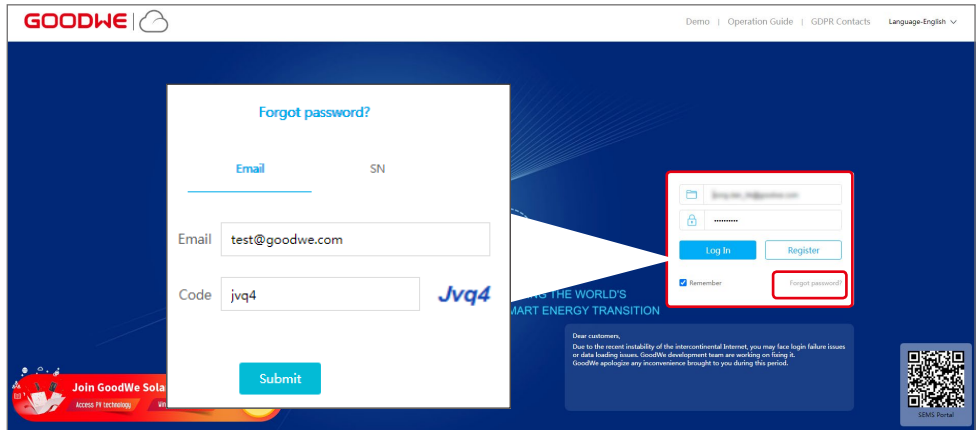




## 5.3 How to Reset a Forgotten Password?

**Step 1** Click **Forgot password** and enter into the setting page.

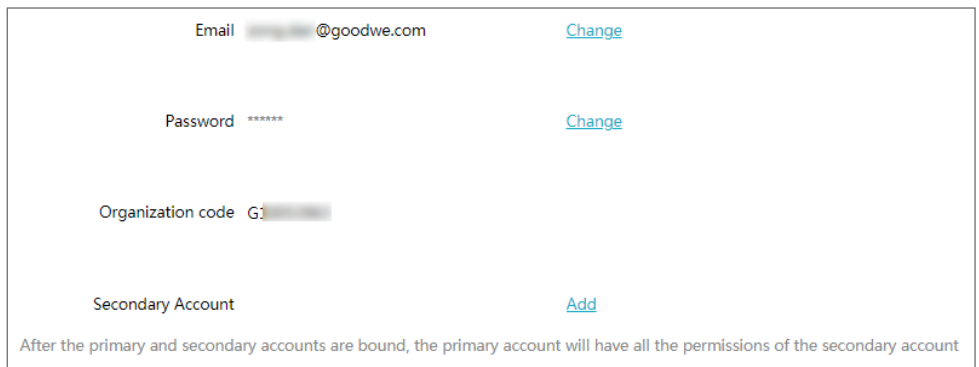
**Step 2** There are two authentication ways to find the password: one is by Email and the other is by Device SN.



## 5.4 How to Modify Account?

**Step 1** Select **Settings > My Settings > My Account** and enter into the setting page.

**Step 2** Modify the registering Email or password based on your demanding, or add a secondary account.






GoodWe Website

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Local Contacts