

After-Sales Services for the Photovoltaic Industry

Modules | Inverters | Optimizers | Battery storage | System Analysis



200 service engineers

Professional after-sales service – your competitive advantage.

01 Suncycle Solar Services

Suncycle is a leading full-service provider in the photovoltaic industry. Specialising in the servicing and maintenance of photovoltaic systems and components, international manufacturers, insurance companies, banks and investors worldwide trust in Suncycle.

With more than 2 million tested and repaired modules, Suncycle has a unique wealth of experience in the industry.

Founded by three technology consultants from Hamburg, Suncycle is 100% equity financed and thus an absolutely manufacturer independent and reliable partner.

Suncycle covers all service requirements of the solar industry with its six fields of business. The Engineering and Test Center in the middle of Germany is equipped with the latest devices and our on-site service teams provide expert know-how - supported by their own mobile labs.

Specialising in after-sales service for manufacturers, Suncycle offers a complete service chain. This ranges from technical customer support in 5 languages via 1st to 3rd level support through to on-site repairs and spare parts management.

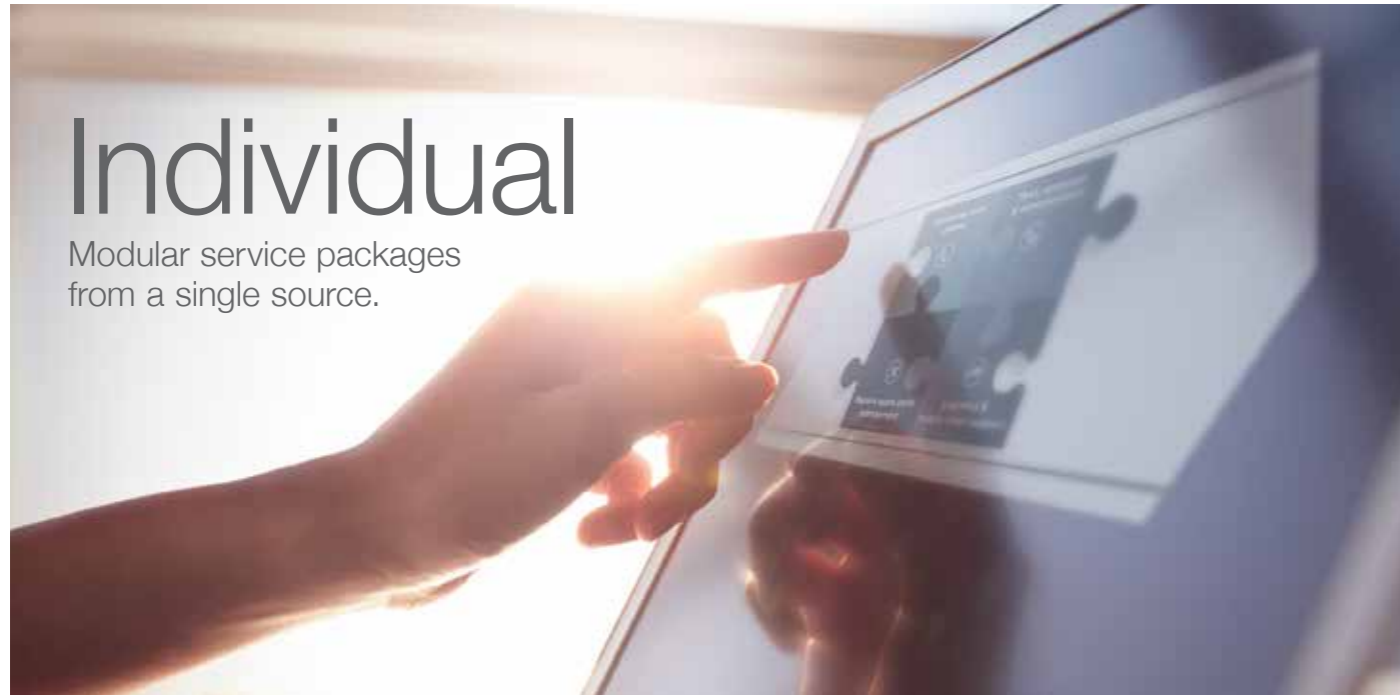
+49 . 3643 830 015

Suncycle Service Hotline
Mon-Fri 8am – 5.30 pm



2007 Foundation of Suncycle Solar Services.





Individual

Modular service packages from a single source.



International

Technical customer support in 5 languages.

02 Customer Care

Scalable technical customer support.

Whether you need temporary relief for your service department or a permanent provision of customer services, you always have the right partner with Suncycle. Suncycle after-sales services are individually compiled according to your specific requirements. Our experienced service teams provide support in the following fields:

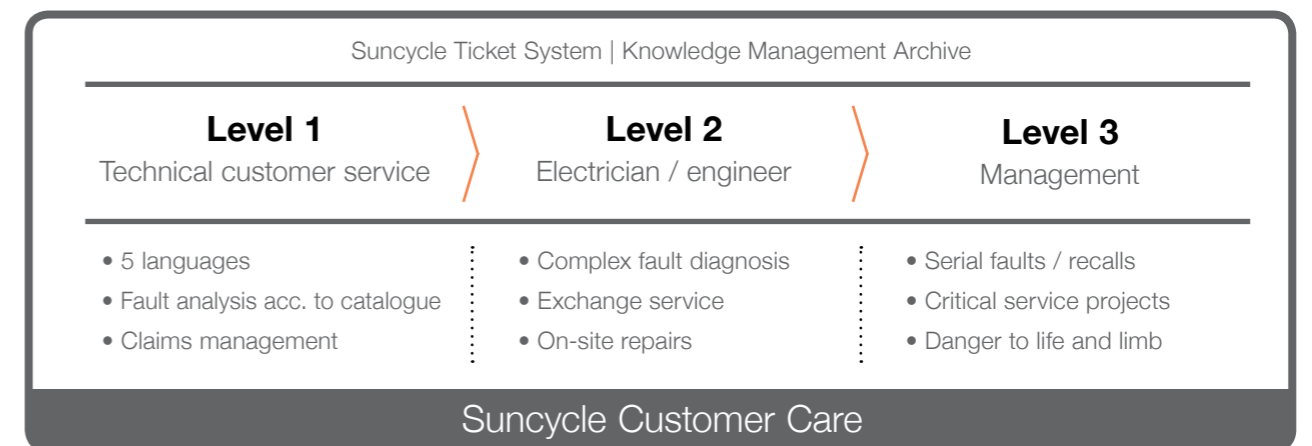
- Photovoltaic modules
- Inverters
- Optimizers
- Battery storage & smart home
- System analyses & assessments

Service with a smile – competent advice from experts.

We help you overcome cultural borders and time zones because our customer service reps not only speak the five most important European languages but also understand the needs of final customers and installers. From the first customer inquiry through to the successful solution, our technically trained staff always find the right words.

Tried and trusted ticket system.

The Suncycle ticket system provides you with a consistent documentation and includes your individual processes. Suncycle guarantees the best possible quality of services with maximum data security and intuitively understandable input masks. Extensive reports with measurable KPIs give you complete transparency and control for your service management.



03 Test & Repairs Services

Repairs and replacements.

We offer all common test & repair procedures for photovoltaic components on your customers' premises or in our Engineering & Test Centre depending on the product or project requirements.

Tests, diagnoses and assessments.

International manufacturers trust in our legally watertight damage and fault assessments. Suncycle covers the complete spectrum from individual errors through to complete system tests and overall technical approvals.

Test & inspection methods:

Modules:

- STC performance measurements
- Characteristic curve measurement
- Electroluminescence
- Insulation test
- IR thermography

Inverters & battery storage:

- Fuses, fault currents
- Bus & data systems
- Network management & remote reading

Repair methods:

Modules:

- Backsheet coating
- Framing
- Box & diode exchange

Inverters & battery storage:

- PCB exchange & conditioning
- Firmware and software updates
- AC & DC cable paths
- Cell stringing & cable defects

Inspection & maintenance.

Check of components and PV installations according to manufacturer's instructions and statutory regulations. All common requirements according to DIN, VDE and BGV are included in the scope of our offer.

Project coordination.

Suncycle takes care of the complete coordination of complaints that are received on behalf of the customer. We control the overall process from planning through cost-efficient tour scheduling with customer communication right down to on-the-spot troubleshooting with subsequent documentation. Suncycle's after-sales service is characterised by a sensitive handling of customer data and the highest level of intuition and tact.

CTU lab
compact test unit
Electroluminescence | STC – Performance

CTU flex EL
compact test unit
Electroluminescence mounted @ daylight



Reliable

We make for satisfied customers.



Precise

Suncycle test labs for on-site tests.



24,000m²
Air-conditioned storage space.

Central

Easiest access to destinations
in Germany and Europe.



04 Logistics & Processes

Short distances to your customers.

Our Engineering and Test Centre lies in the middle of Germany. From the logistics hub in Erfurt we control your warehousing, take care of customised order picking as well as inspections of incoming and outgoing goods.

Swap services – collect & return.

Suncycle service teams take charge of the fast and professional exchange of devices on site. With our multilingual customer service reps we coordinate your service network at home and abroad.

Spare parts and refurbishment.

What is important for spare parts management is to offer the customer a fast and low-cost solution. We provide support with individual elements from fault diagnosis via the stocking and procurement of new spare parts through to repairs.

Everything eventually comes to an end.

We remain your partner at the end of your products' lifecycle. You take care of your new business - we will take care of the long-term supply of spare and wearing parts, the adjustment of long-term warranty claims or the disposal and/or remarketing of used parts.



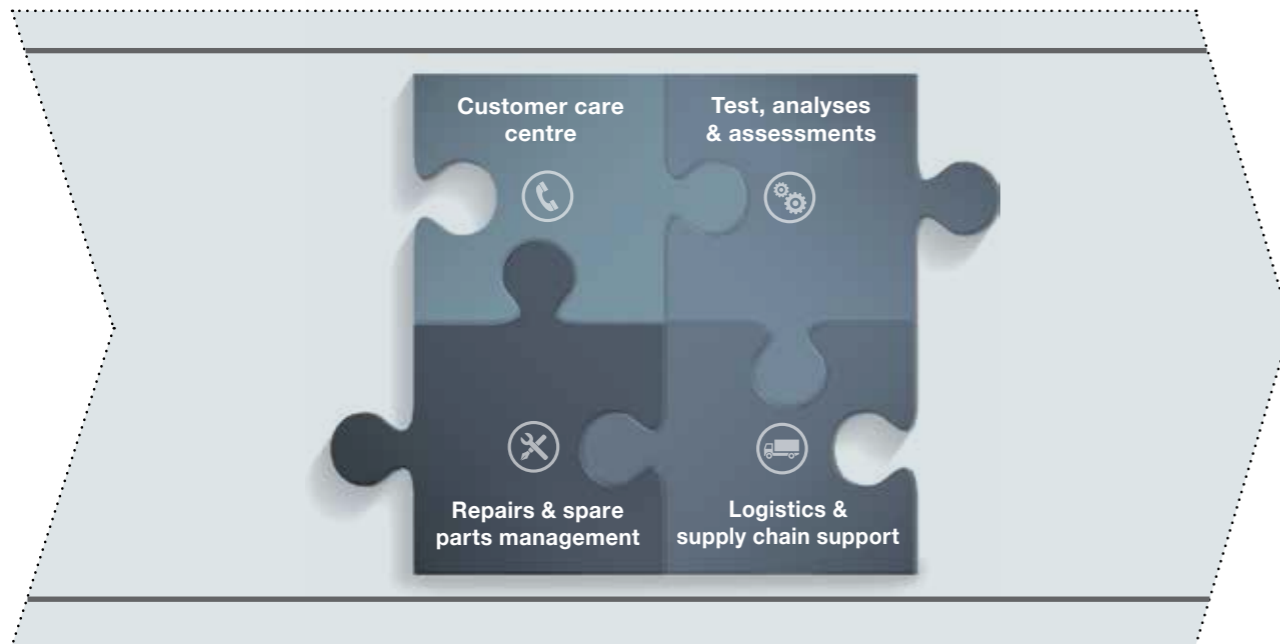
05 Overview of After-Sales Service

As an independent and experienced partner, Suncycle offers industrial customers a professional way of managing their customer service efficiently.

With our experienced customer service reps, own service teams as well as skilled engineers and technicians, we support manufacturers in the professional management of their after-sales service. Our services range from process design through to standardised complaints handling and documentation.

Higher brand acceptance through customer service.
Your competitive edge.

Modular service packages that can be individually compiled to customer and project requirements. We help your service turn satisfied customers into enthusiastic customers.



06 Suncycle Fields of Business

Our six fields of business cover the complete spectrum of tests, repairs and maintenance - each field with a high level of specialisation and many years of experience.



After sales services

Suncycle supports the complete after-sales process. Our services range from process design through to standardised complaints handling and documentation.

The scope of offers ranges from our own technical hotline in 5 languages through to 3rd level support. The Suncycle ticket system offers continuous process tracking with individual escalation paths.



Test and repairs

All common test methods such as electroluminescence, thermography, flash or insulation test, are available in the works or on site with the Compact Test Unit (CTU).

Certified processes are provided for rear coatings, diode replacements or repairs to junction boxes, module frames and inverter PCBs, amongst others.



PV operational management

The Suncycle offer ranges from yield monitoring via inspection & maintenance through to the integrated commercial management of larger PV parks.

A nationwide network of partners with their own inspection teams and engineers guarantees a fast and reliable service for the shortest of downtimes and maximum system yield.



Recall management

Suncycle is responsible for organising international recall campaigns. We take care of the complete organisation from planning via customer identification and error correction through to process documentation with full cost control.

Leading manufacturers trust in our professional handling with the highest level of intuition and tact.



Assessments and engineering

Large insurance companies trust in our legally watertight yield, damage and fault assessments.

Suncycle Engineering offers investors and banks system tests and technical approvals. Detailed catalogues of measures are the basis for assessments during a change of ownership, yield problems or at the end of warranty periods.



Supply chain solutions

Customers use Suncycle as a logistics hub and combine our test competence with the logistics services. Random sampling in the incoming goods department is an important component in the quality assurance process for our customers.

Deadline coordination, storage & transport management as well as dispatch are some of our standard services.

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