

A close-up photograph of a man wearing a blue baseball cap and a dark jacket, focused on working on a solar panel. The background shows a white brick wall and a window. The FIMER logo is visible in the top left corner and on the solar panel.

FIMER

# After sales services

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## On target

Your customers expect you to be on target. And to deliver your best, you need solar partners you can rely on. Our after sales services let you be faster and more flexible. When it comes to meeting your after sales needs, trust us - **we're on it.**

# More value to your customers



# After sales services

Your wins are our wins. That's why we offer customer service solutions that suit you.



## Global

FIMER services are accessible world-wide. With global repair centres and the help of our service partners, we support our customers by guaranteeing prompt intervention. And offer you easy access to FIMER Field Service Engineers.



## Fast and simple

Speed of service is vital in after sales. And with dedicated service warehouses we provide faster shipment of spare parts and inverters. When you need rapid support, our experts are available for quick technical information or to help open a support case.



## Broad portfolio

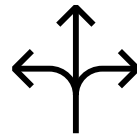
We also offer a wide range of solutions designed to keep you on target for your customers. Our portfolio covers everything from installation and commissioning to service agreements, replacements, spares and maintenance. All so your equipment performs at its best over its lifetime.



## Training and support

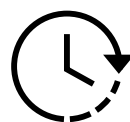
We offer a comprehensive range of technical training courses. And quick, easy access to technical and commercial advice for the best retrofit or revamping solutions. And with limited information on the PV plant, get support with warranty or out of warranty cases.

Our training courses are online, live at FIMER training centers or even on-site upon request. Available online training formats include e-learnings and webinars. Training topics include product features, applications, installations and start-up procedures, programming, PC tools, maintenance and fault finding.



## Interventions

We guarantee prompt intervention through our selected Service Partner network. Or you can choose to carry out the intervention independently for a lump-sum fee.



## Creating the future together

Your needs change quickly. We know that better than anyone. That's why we're always ready to listen and adapt. Use our post-service surveys to tell us what's on your mind. We'll keep upgrading our offering to make sure we meet your new priorities.

# Stronger. Better. FIMER

Learn more about FIMER's after sales services at [fimer.com/aftersales](https://fimer.com/aftersales)



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