



Experience, Efficiency and Quality

Your Trusted Source for Photovoltaic Components

eshop.photonenergy.com

About Us

Years of Industry Experience

Photon Energy is one of the largest wholesale suppliers of photovoltaic components and battery storage in the Czech Republic and Slovakia.

Over 16 years, we have selected, tested and supplied first-class products from renowned brands to our customers – professional installers of photovoltaic systems. Throughout this period, we have contributed to the success of over 10,000 solar installations in the Czech Republic and numerous others in various European countries.

We are also a producer of clean energy and continually invest in our portfolio of photovoltaic power plants across Europe and Australia, generating over 139 GWh of clean energy in 2023.

Because we design, build and operate these power plants ourselves, you can be confident that the products we offer have undergone thorough testing and proven reliability. With Photon Energy, you not only receive the best components but also enjoy full support from our customer service team.

Our product range includes components for both residential and commercial PV systems:



Solar panels



Solar inverters



Batteries and energy storage systems



Mounting structures



PV accessories



About Photon Energy Group

We are part of **Photon Energy Group**, a global provider of clean energy and clean water solutions. Photon Energy Group is headquartered in Amsterdam, with offices in the Czech Republic,

Slovakia, Poland, Hungary, Romania, Switzerland and Australia. The company is listed on the Warsaw, Prague and Frankfurt Stock Exchanges, as well as online trading platform XETRA.

Our Partners

Renowned Brands for Reliable Solutions

We work closely with renowned manufacturers, ensuring that we deliver top-quality products to our customers.

PV Panels

Longi, Jinko and JA Solar consistently secure top rankings on the Bloomberg New Energy Finance's Solar Module Maker Tier 1 List. This recognition signifies their exceptional quality, reliability and long-term sustainability in the market. Choosing panels from these brands minimises the risks associated with purchase and installation, guaranteeing superior performance and durability.



Inverters

Huawei, the world's leading manufacturer of PV inverters, offers a comprehensive range of devices suitable for various applications and power outputs. From commercial and industrial installations to residential set-ups, Huawei inverters are renowned for their durability and quality. They are particularly popular for installations in challenging environments.



Another major player in the PV inverter market is GoodWe, consistently ranking among the top manufacturers. GoodWe's asymmetrical 3f hybrid inverter has become a reliable choice for residential installations with battery storage.

The dynamic Solinteg brand, supported by the reputable TCL company, offers the most extensive range of hybrid inverters ranging from 3 kW to 50 kW. Up to 10 inverters can be connected in parallel, enabling a flexible scaling of the photovoltaic system size.

Battery Storage

Dyness and Pylontech are trusted battery systems known for their outstanding value for money. These lithium iron phosphate (LiFePO4) batteries excel in safety, high energy density, long life and stability. Their modular design and compatibility with hybrid inverters from multiple manufacturers offer customers the flexibility to choose the right solution for their needs.



Mounting Structures

Alumero, an Austrian company specialising in the production of aluminium structures and profiles, provides innovative, high-quality solutions for the construction and PV industries. Their expertise lies in manufacturing superior aluminium beams and brackets for solar panels and PV installations.



B2B eShop

Simplify Your Procurement Experience

Installation companies can easily register with our user-friendly online store at eshop.photonenergy.com.

Benefits

- ▶ Detailed product information
- ▶ Real-time stock and pricing overview
- ▶ Order tracking and history
- ▶ Access to product documentation and certificates
- ▶ FAQ section
- ▶ Overview of claims and complaints



Europe-wide Delivery

Rapid Dispatch and Tailored Assistance

With our dedicated warehouse facilities, we ensure that most of our product range is readily available, minimising waiting time.

Our warehouse is located near Prague in the Czech Republic. Through our partnerships with major carriers, we guarantee fast delivery and competitive transport prices across Europe.

Customers registered for tax in the European Union (outside the Czech Republic) can make purchases VAT-free.

Please contact us with any questions regarding availability and delivery terms.



Technical Support

Expert Advice and Fast Issue Resolution

Our commitment doesn't end with sales. We are dedicated to ensuring that you get maximum benefit from our products through professional after-sales support.

We thoroughly test components we sell to ensure their compatibility and compliance with local requirements, offering valuable insights and expertise to help you optimise your solar installations, and our online customer portal offers fast and efficient support.

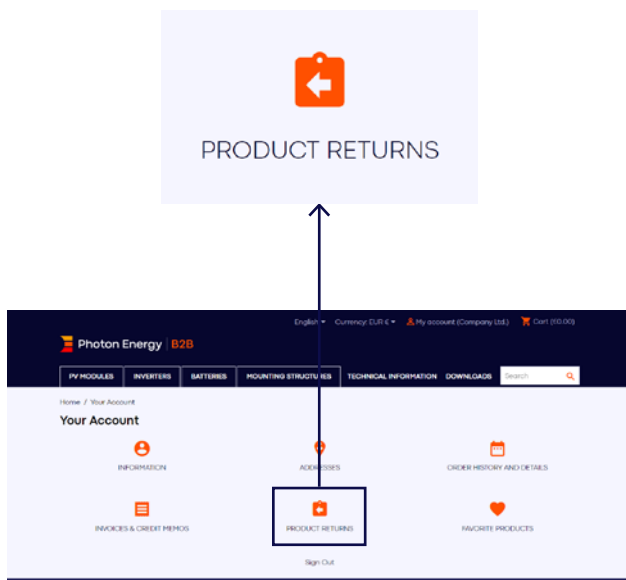


Online Management of Claims and Requests

We recommend using our online platform for fast and efficient resolution of complaints and product returns. Please follow the step-by-step procedure below to submit your claim:

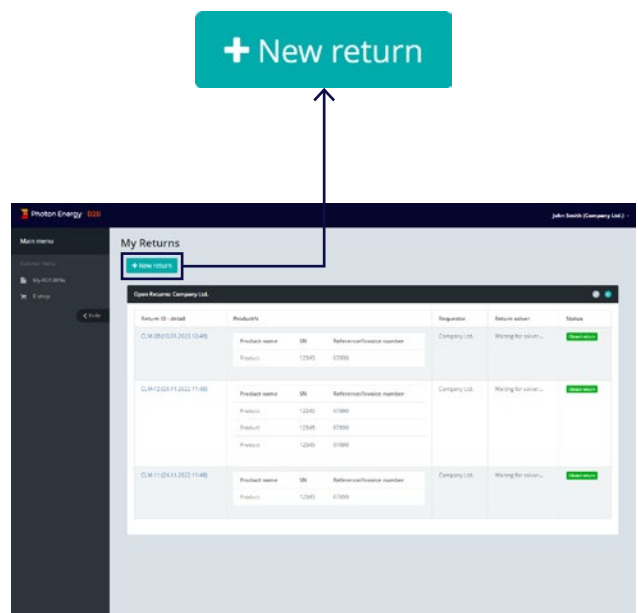
1

Log in to your account on eshop.photonenergy.com and select **Product Returns**.



2

Select **New Return**.



3

Enter the product serial number. The remaining fields will be automatically filled in.

New return

Serial number *

Continue

4

Fill in the form and upload any necessary attachments. If the goods need to be sent for repair, provide a delivery address for the goods to be returned to once the claim has been processed.

New return

Company *

Company Ltd.

Serial number *

Product name *

Reference/invoice number *

Serial number

Product name

Reference/invoice number

New item

Project description (Describe your FWE - installed power in kWp, inverter used, battery modules count) *

Describe your FWE - installed power in kWp, inverter used, battery modules count

Date of installation/implementation *

My project designation

dd.mm.rrrr

My project designation

Return description - defect description *

The description of the return can also be attached as an attachment (eg in PDF format or as WORD)

Submit a request for processing

5

You can track the progress of your claim and communicate with our technicians through our online comments feature. If you are returning a product, please print out the accompanying form and attach it to the shipment.

Return detail 28

Return ID: CLM-28

Return date: 10.01.2023 12:49

Status: Closed return

Requestor: Company Ltd.

Contact person: John Smith, johnsmith@company.com, +420 123 456 789

Return solver: solver@photenergy.com

Return description - defect description: XXXXXXXXX

My project designation: Project

Project description: Description

Attach files: 1prilaha_28_1673251361.png

Protocol: Protocol

Product/s

Product name	SN	Reference/invoice number
Product	12345	67890

Results of return

Return resolved	
All accessories delivered	✓
Packed in original packaging	✓
Visual product defects	✗
Method of return resolution	Dobropis/Credit memo
Description of return resolution	XXXXXXXXXX
Statement of the Technician	XXXXXXXXXX
Protocol - final	Protocol final

Comments

Add comment ... Add comment

Ticket history

Date + time	Operation	Old state	New state	Done by	Detail
2023-01-10 12:49:21	Založení požadavku		New return	107189	
2023-01-10 13:19:32	Změna stavu	New return	Return received	20	Správce reklamace přijal požadavek
2023-04-04 12:02:10	Žádost o zaslání zboží	Return received	Requested shipment of parts	23	Správce reklamace vyřádal zaslání reklamovaného zboží
2023-04-04 12:02:14	Změna stavu	Requested shipment of parts	In solution (shipment)	23	Technik zahájil řešení reklamace (diagnostika)
2023-04-04 12:09:43	Změna stavu	In solution (shipment)	Closed return	23	Technik uzavřel řešení reklamace



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Contact:

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Warehouse and eShop pick-up point:

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