



Experience, Efficiency and Quality

Your Trusted Source for Photovoltaic Components

eshop.photonenergy.com

About Us

Years of Industry Experience

With 15 years of experience in the photovoltaics industry, Photon Energy is one of the largest wholesale suppliers of PV components in the Czech Republic and Slovakia.

We have consistently selected, tested and supplied first-class products from renowned brands to professional installers of PV systems. In 2022 alone, we contributed to the success of more than 8,000 solar installations in the Czech Republic.

We are also a producer of clean energy and continuously invest in our own portfolio of photovoltaic power plants across Europe and Australia, generating over 121 GWh of clean energy in 2022.

Because we design, build and operate these power plants ourselves, you can be confident that the products we offer have been thoroughly tested and proven. With Photon Energy, you not only get the best components but also 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.

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.

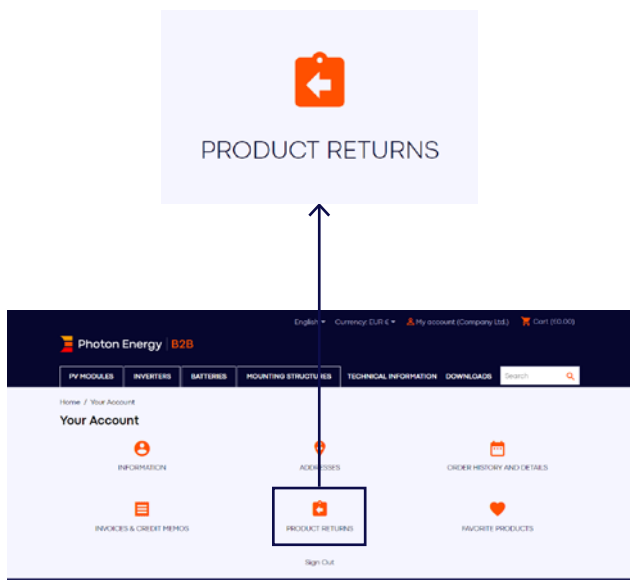
We thoroughly test components we sell to ensure their compatibility and compliance with local requirements, offering valuable insights and expertise to help you optimise your solar installations, and our online customer portal offers fast and efficient support.



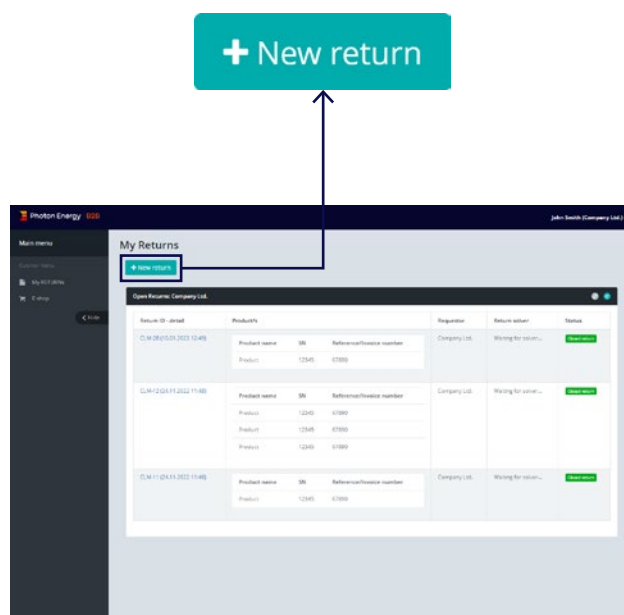
Online Management of Claims and Requests

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**.



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

The screenshot shows a window titled "New return" with a dark header. Below the header, there is a form with a "Serial number" field marked with an asterisk. The field is empty. Below the field is a large teal "Continue" button.

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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.

The screenshot shows the "New return" form with the following fields filled out:

- Company: Company Ltd.
- Serial number: Serial number
- Product name: Product name
- Reference/Invoice number: Reference/Invoice number
- Project description: Describe your FWE - installed power in kWp, inverter used, battery modules count
- Date of installation/implementation: dd.mm.rrrr
- My project designation: 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)

 Below the form is a blue button labeled "Submit a request for processing". An arrow points from the form to the button.

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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.

The screenshot shows the "Return detail" page for return ID CLM-28. It is divided into several sections:

- Return information:** Return ID: CLM-28, Return date: 10.01.2023 12:49, Status: Closed return, Requestor: Company Ltd., Contact person: John Smith, Return solver: solver@photonenergy.com, Return description - defect description: XXXXXXXX, My project designation: Project, Project description: Description, Attach files: 1přiloha_28_1673251361.png, Protocol: Protocol.
- Product/s:** Product name: Product, SN: 12345, Reference/Invoice number: 67890.
- Results of return:** Return resolved. All accessories delivered (checked), Packed in original packaging (checked), Visual product defects (marked with X), Method of return resolution: Dobropis/Credit memo, Description of return resolution: XXXXXXXX, Statement of the Technician: XXXXXXXX, 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	Zařazení požadavku		New return	107189	
2023-01-10 13:19:32	Změna stavu	New return	Return received	20	Správce reklamací přijal požadavek
2023-04-04 12:02:10	Žádost o zaslání zboží	Return resolved	Requested shipment of goods	23	Správce reklamací vyžádal zaslání reklamovaného zboží
2023-04-04 12:03:14	Změna stavu	Requested shipment of goods	For solution shipment	23	Technik zahájil řešení reklamacie (diagnostika)
2023-04-04 12:05:43	Změna stavu	For solution shipment	Closed return	23	Technik uzavřel řešení reklamacie



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