

TESVOLT services
Top-level support



TESVOLT
Free to go green.



Join the Greenolution
***“To change the world
of energy and shape
freedom together.”***

A lot of people are talking about the energy transition. At TESVOLT, we're doing something about it. When we started in 2014, our aim was to give people freedom. The freedom to help define a sustainable future, the freedom to choose green energy. So we started developing smart, high-performance, future-proof energy storage systems for every conceivable application.

TESVOLT battery storage systems for commerce, industry and agriculture have already been installed in thousands of projects around the world. Maybe one of yours is already among them? The dedication shown by you and all our other specialist partners makes the energy transition possible. That's why we want to offer you the best support, through our services.

We look forward to our collaboration.



Simon Schandert,
Founder and CTO | TESVOLT

Win-win-win Welcome to the TESVOLT Community

We're delighted you want to help us shape the energy transition. Our innovative storage solutions and extensive services make us the best partner for you – and we're sure everyone else involved will benefit from our collaboration, too.

For your business

There is a huge market for energy storage systems that can be connected to renewable energy sources. And TESVOLT technology is leading the way. Our solutions offer you easy access to the market and new, profitable business areas. And our Partner Portal provides you with all the support you need to make your business both financially successful and satisfying.

For your customers

We don't just give users storage systems. We also give them freedom and independence – from fossil fuels, from politics, from traditional electricity generators. Our technological approaches to the intelligent networking of generation, consumption and storage make energy autonomy a reality. And that goes for every single need – from 10 kWh to 100 MWh, in multi-use applications or off-grid usage.

For all of us

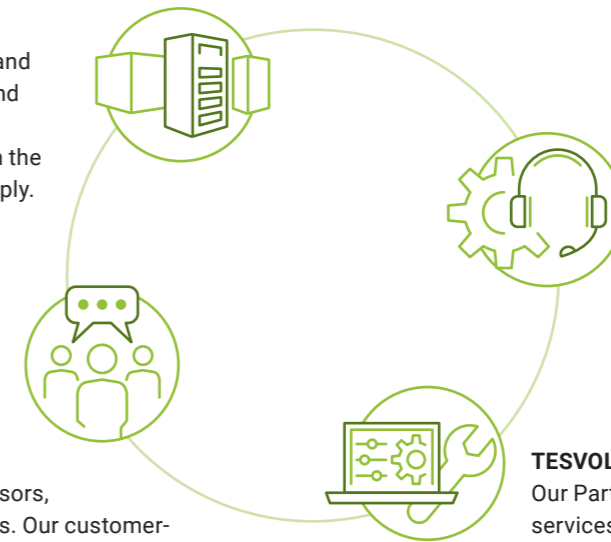
At TESVOLT, our aim is to make the world a better place. Commerce and industry require a lot of energy. By efficiently storing renewable energies, we reduce fossil fuel usage in this segment – and that's something we all benefit from. Together with our partners and customers, we want to create a world where clean, affordable energy is the standard – for everyone.

Heading towards a green future And making a profit for you in the process

We're changing the world of energy together. And together with you we're giving form to freedom. Our ultra-modern, efficient, durable battery storage systems can be connected to every source of energy, such as solar, wind, hydropower and combined heat and power sources – they're just waiting to be installed at your customer's site. It goes without saying that we support you with all the components required on a technical level, along with outstanding service and best prospects for the future.

TESVOLT products

We've simply combined safety and reliability with cost-efficiency and future viability. The result? Technological market leaders in the field of independent energy supply.



TESVOLT services

Day in, day out, we ask ourselves how we can support you in your work. Of course, our battery storage systems are complex. But we work on making them as simple as possible and offering comprehensive support in the form of our services.

TESVOLT community

We're experts, customer advisors, troubleshooters and dynamos. Our customer-centric, agile organisational structure and large network create the perfect conditions for all our installers.

TESVOLT tools

Our Partner Portal gives you access to exclusive services, such as a project planner for technical design and a product configurator for mapping out storage systems.



Get off to a flying start Become a partner – and show us what you can do

Are you a trained electrical installer, a solar technology expert, a project developer, an EPC or a systems integrator? Then you're qualified to offer your customers TESVOLT energy storage systems! Simply register as a partner to get exclusive advantages and access to all of TESVOLT's services and tools.

TESVOLT partner with access to the Partner Portal

Simply register as a partner to order TESVOLT products and gain access to basic services. Once you've been approved, you can get started right away.

TESVOLT partner with successful certification

You have free access to the Partner Portal's base-level features and you're qualified to install TESVOLT solutions. Basic training is subject to a fee.

TESVOLT specialist partner

You can call yourself an official, certified specialist partner and gain unlimited access to all the features of the Partner Portal. You receive support with marketing and more in-depth training – at no cost.

TESVOLT brand partner

In the TESVOLT family, extra-successful specialist partners are called "brand partners". They receive 360° support in the form of comprehensive assistance services. And they serve as our calling-card on every channel for challenging reference projects.

TESVOLT service partner

Become a TESVOLT service partner – once you've completed our training you'll be providing direct support with installing customer orders and carrying out maintenance on our systems. In exchange, you'll receive highly comprehensive service support, training courses and further qualifications.



TESVOLT Partner Portal – where you manage your projects

We developed the TESVOLT Partner Portal as an efficient interface for everyone who wants to use the full range of our services and offers. From project planning and design to configuration and procurement, right through to commissioning via our Service app: this is where our partners come for full support – any time, anywhere.



Project planning tool

Create projects, define storage volumes, carry out profitability studies.



Product configurator

Configure products, make individual adjustments and receive a personal quote.



Order

Activate binding order and payment processes, view and select potential delivery times.



Online Academy

Book webinars and take part online, get personal qualifications officially certified.



Technical documentation

All documents in one place and available anytime, anywhere.



Support

Take advantage of personal consultations, support, how-to videos and an FAQ at any time.



Service App

Commission newly installed battery storage systems by app, lodge a complaint in the event of malfunction.



“From installer to energy transitioner in just a few hours.”

Sven Huntemann,
Area Manager | TESVOLT

Free to go green.

Our range of training courses: online or live on site

By the way, we don't just offer TESVOLT training courses at our premises – in cooperation with our partners we also offer them in selected markets, in German, English and selected national languages. If you really want to save time, you can now obtain individual online certification from the comfort of your home or office. Under the guidance of our experienced instructors, you gain qualification without having to visit us or one of our partners.



Webinars

Our webinars give you an overview of us, the special features of our storage systems, our product range or individual products and their application areas. They are the ideal introduction to TESVOLT.



Certification training

Gain a basic technical understanding of our storage systems and learn how to install and commission them. Our certification and installation training courses are the basic qualifications for authorised TESVOLT specialist partners.



Service training courses

If you are already an experienced specialist partner and would like to train to become a service partner, find out here how to monitor our storage systems and how to maintain or repair them if needed. Includes attractive additional business!



Sales training

Would you like to know the best ways to market our storage systems? How to stand out from the competition and position yourself on the market? Then our sales training is just what you need.



Individual professional development measures

Would you like to continue your professional development beyond our certification training? No problem. In future, we plan to offer you additional professional development opportunities that will allow you to specialise in planning and installing our products in specific areas.

Important information:

All certificates issued by the TESVOLT Academy are personalised. Every single user needs access. If, for example, you'd like to certify three assembly fitters in your company for certain products, each user must be registered with their own email address.

TESVOLT Academy

We're looking for know-it-alls!

Become an expert in battery storage systems designed for use in commerce and industry!

Targeted marketing and professional installation or commissioning of TESVOLT storage systems requires expert knowledge. And that's exactly what our Academy training courses give you. Whether you attend in-person seminars, online seminars or self-directed e-learning courses – our training courses allow you to set yourself apart from your competitors.



Marketing & sales

We help you with sales

The energy transition offers opportunities for generating revenue. Our services amplify this effect to encourage sales and convince even more prospective customers of the benefits and potential applications of our battery storage systems. And all the while we're making the world a slightly better place.



Project support

With the TESVOLT product configurator, you can easily create customer projects for standard solutions, plan the right storage system and automatically create personalised quotes including your prices and discounts. You can also easily generate parts lists for your purchase order and issue orders. You can conveniently monitor the status of your purchase order in the back end of the Partner Portal. If you have any questions about our online tools, you can call our hotline between 8:00 am and 4:00 pm (CET).



Marketing support

We also offer you active marketing support. The basic services for all our partners include data sheets, reference documents and brochures. As a specialist partner, you can also order additional materials from our online marketing shop, including roll-ups and dummy storage systems for your in-house trade fairs or give-aways, and get strong PR support, too. As a specialist partner, you also benefit from leads we generate through extensive end customer campaigns.

Technical support We're always here to help

The innovative technology that goes into our battery storage systems is the very heart of our company. Whether you're looking to optimise self-consumption or shave peak loads – use our project planning tool and the product configurator to design custom systems to suit individual applications for your customers. When the time comes for commissioning, our Service app will assist you with installing our systems. And our service and support don't end once the sale has gone through. We're there for you when it really matters!



Technical pre-sales and on-sales support

Our online project planner shows off its strengths when it comes to technical pre-sales and on-sales support. You can quickly and easily find the right technical solution for standard projects. On request and in selected markets, our storage system professionals, our Planning Department and our international service partners are on hand to support you with complex projects. It goes without saying that all our products come with extensive technical documentation. You will also find explanatory videos to guide you through the installation process and the use of our online tools in the Partner Portal media library.

After-sales service support

And we also aim to score top marks from our partners with our after sales service. Our storage system professionals and certified service partners are always available in selected markets to assist you with post-installation difficulties, complaints, service issues and spare parts procurement.

TESVOLT Service App

For the (chargeable) commissioning of all TESVOLT energy storage systems, you have digital support: the TESVOLT Service App for smartphones. The app guides you through the installation process for our systems on the spot during commissioning.

TESVOLT Service App – all the benefits at a glance



Saving time

The digital process makes ticking off the checklist quick and easy.



Safety

You find out at once whether all the parts have been correctly installed.



Certainty

Have all system components been delivered? With the Service App, you can keep an eye on everything!



Complaints management

Claims for physically defective or missing components can be made directly in the app.



Guarantee

Your guarantee agreement starts automatically once the system has been correctly installed and put into operation.



Join the Greenolution!

No doubt you've noticed that the term "Greenolution" combines the words "green" and "revolution". And for us, that's what it's all about. Together, our products and your services can completely change how people think about and use energy supplies – both today and tomorrow. Join us and get involved. **Let's go.**

We are TESVOLT

We believe that energy belongs to everyone. Anywhere, any time. Because energy means freedom. The freedom to create, to develop, to research. Independent of fossil fuels. Independent of weather conditions. Independent of politics. We use our ideas, our technologies and our partners to drive the energy transition by enabling independence and sustainability for all. We do everything we can so you can do anything you want.

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Subject to technical changes. Errors excepted.
All the services described are offered in selected markets only.
Ask your TESVOLT Field Service Team at any time.

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