

AWR GROUP

POWERING
POSITIVE
EXPERIENCES



NURTURING YOUR GREATEST BUSINESS ASSET

The Solar PV industry collectively spends millions advertising to acquire new customers, but the experiences of existing ones are more important.

Around 80% of customers who've had a bad customer service experience, won't do business with you again and will try and discourage others from purchasing from you too.

When it comes to purchasing solar, nearly half of customers will make purchase decisions based on the reviews and experiences of others. While bad experiences push customers away, good ones attract customers, build loyalty and encourage referrals.

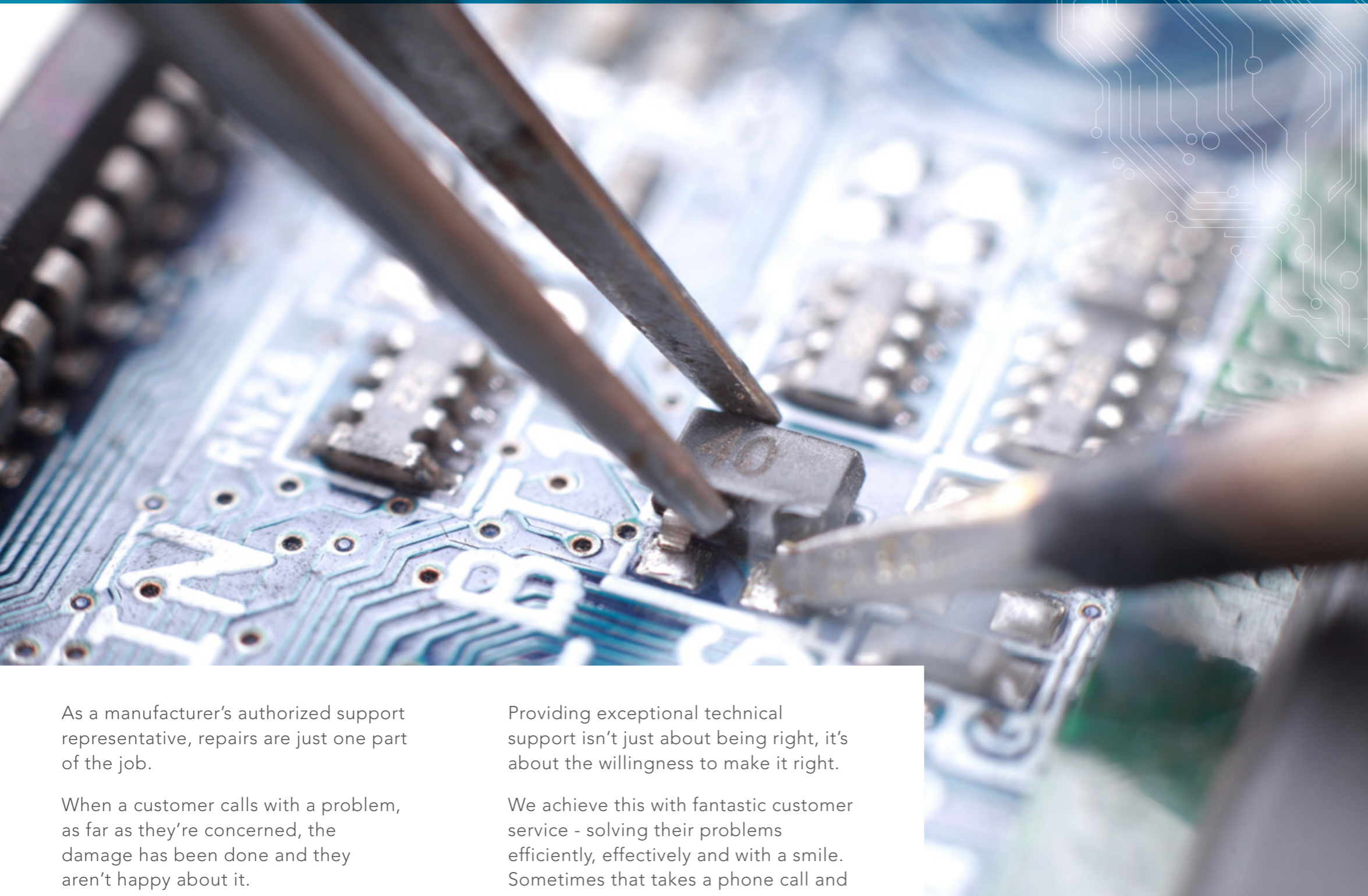
Loyalty doesn't happen by accident, it requires a focused strategy around building trust. Trust occurs when you consistently deliver good experiences and so they believe that you'll continue to deliver the same in the future. But if you want your customers to care about you, you must show you care about them by keeping the 'good times' rolling long after the initial purchase.

...That's what we do.



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WE REPAIR PV INVERTERS, ENERGY STORAGE SYSTEMS AND **RELATIONSHIPS**



As a manufacturer's authorized support representative, repairs are just one part of the job.

When a customer calls with a problem, as far as they're concerned, the damage has been done and they aren't happy about it.

We take pride in our ability to turn that all around. That's our job, that's our purpose, that's what we love doing.

Providing exceptional technical support isn't just about being right, it's about the willingness to make it right.

We achieve this with fantastic customer service - solving their problems efficiently, effectively and with a smile. Sometimes that takes a phone call and sometimes it's an onsite repair. There's nothing we can't handle, and we do what ever it takes to make it right.

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YOU NEED **COVERAGE** AND **RELIABILITY**

We deliver. Everytime.

We are one of Australasia's largest dedicated PV inverter and energy storage systems repair company.

Our Sydney-based, state-of-the-art testing and repair facility can handle all the big brands. This can include anything from one-off repairs to warranty replacements and large-volume, component level repairs.

For on-site repairs, we work with a network of technicians throughout Australasia. We take full responsibility for every service issue, following it through to resolution.

No matter what, we've got you covered.

FOR ON-SITE REPAIRS
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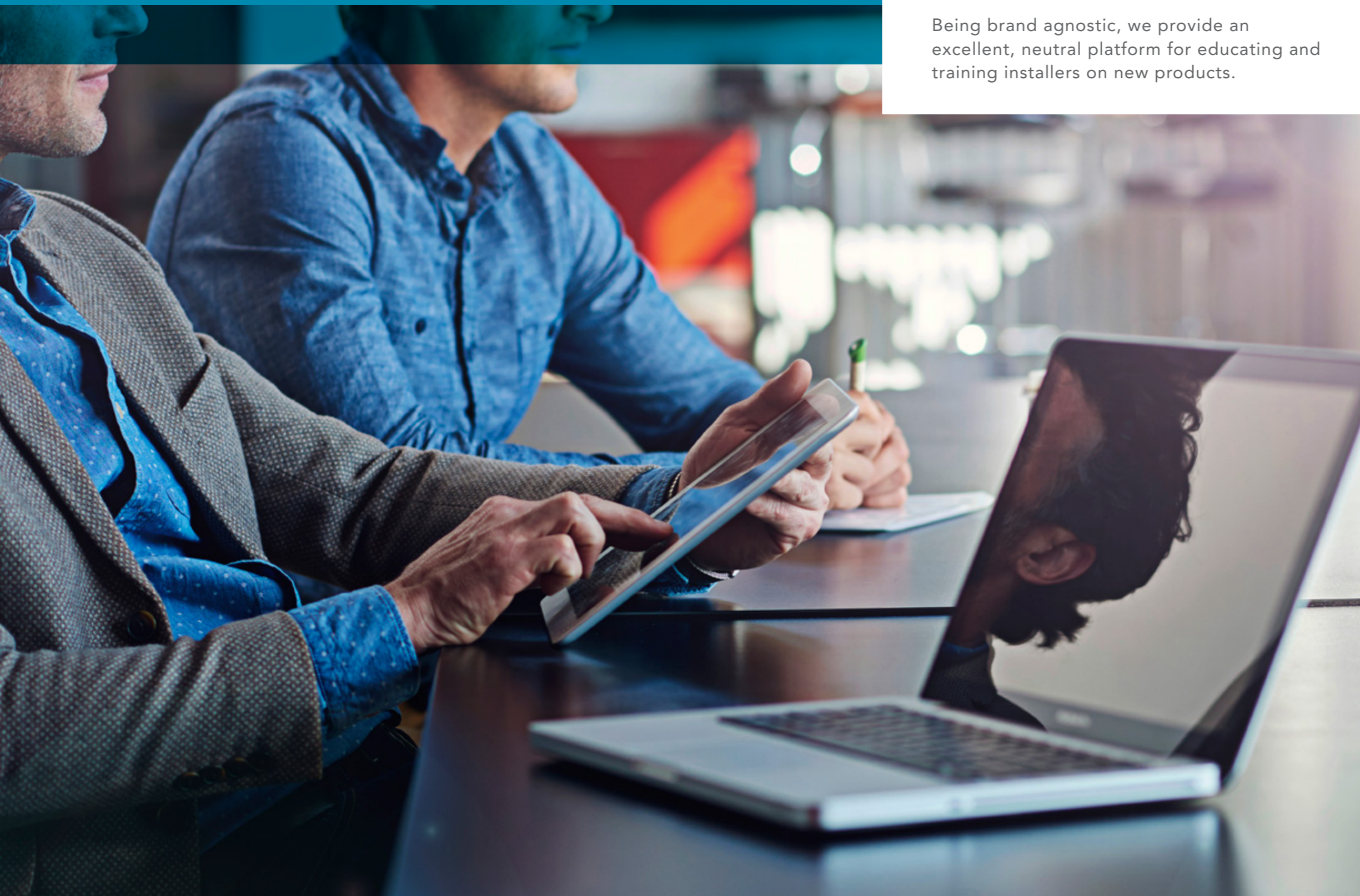
TRAINING - THE FOUNDATION FOR SUCCESS

When an installer is comfortable with a product, they're more likely to use and recommend it. This is why product training is critical for industry support and market penetration.

Our Sydney headquarters houses the country's most advanced training and conference facilities for solar PV and energy storage systems.

Being brand agnostic, we provide an excellent, neutral platform for educating and training installers on new products.

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STRATEGICALLY, WE'RE A GREAT FIT

Our support services are modular to accommodate your requirements and compliment your capabilities.

From our trained support staff in our call centre, who cost effectively resolve most issues, to our skilled network of technicians out in the field, we can be your eyes and ears where ever you need us.

Additionally, with over 30 years experience in solving problems, we know what does and doesn't work. So together, we can create a support package that works for you and your customers, and aligns with your overall brand strategy and business goals.

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PARTNER WITH AN INDUSTRY PIONEER

We have a genuine passion for this industry that extends far beyond repairs; that's why we dedicate resources to research and development.

We're excited about the possibilities and discovering new, sustainable and smart applications for Solar PV. In particular leveraging the link between household energy storage systems and electric vehicles - all under one battery management system.

We're also just great to deal with. We have old fashion values; we believe in doing a job well, treating others how we wished to be treated and investing in the people who invest in us. We've done business like this for more than 30 years and it will explain why we're here in another 30.

**Quality, reliability
and experience...
That's AWR.**



**"IT'S EXCITING WORKING
WITH INDUSTRY LEADERS,
MERGING HOUSEHOLD
ENERGY STORAGE WITH
ELECTRIC VEHICLES.
IT WILL NOT ONLY
CHANGE HOW ENERGY IS
CONSUMED BUT HOW
WE LIVE."**

**Stephen Wisby,
CEO of AWR Group**

LET US TURN YOUR PROBLEMS
INTO **POSITIVE EXPERIENCES**





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