

Your C&I battery systems across Europe. One service team behind every one.

You sell and install commercial battery systems: dozens of sites of a few hundred kWh each, across several countries. Every alarm comes back to you, and one technician trip can cost more than the margin on the system.

BessRe works as your after-sales department in Europe: training, commissioning, spare parts, inspections, troubleshooting and repair. One point of contact, priced per site and per visit.

Who we are

BessRe is the party accountable for availability and response time of storage assets in Europe. We sell no hardware, integrate nothing, distribute nothing — our revenue comes only from service contracts, so we have no reason to favour any manufacturer's account of a failure. We do not compete with your sales channel.

Six services for the six things that keep coming back

01

Technical training

Product training and assessment for your installers' technicians, by country, or train-the-trainer for your team.

You get: installers who know the product.

02

Commissioning witness or support

First energisation, functional tests, a defect list closed before hand-over. One role per project, stated upfront: support for you or witness for the owner.

You get: problems solved before hand-over.

03

Spare-parts management

Critical parts on consignment in Antwerp and Novi Sad, restocked against your site list; returns handled under one RMA flow.

You get: parts close to your sites.

04

Planned inspections

Sites grouped into regional routes on an annual plan: torque checks, thermography, fans and filters, fire system, alarm logs.

You get: issues found before they become faults.

05

Troubleshooting

Remote first: we read EMS and BMS data and fix remotely where we can; on site, we bring the right part.

You get: fewer wasted trips.

06

Replacement or repair

Modules, BMS boards, PCS parts and fans replaced on site; factory returns follow your warranty process.

You get: warranty cost under control.

How it works

1

Connect the data

Monitoring and alarms into our platform

2

Diagnose remotely

Fix remotely where possible

3

Visit by route

Inspections and repairs grouped by region

4

Record and report

Every job logged, reported on schedule

In your name, carried out by us: visits can be made on behalf of your company, with BessRe named as the service provider. You keep the customer relationship.

Partner network

Local partners join only after safety, electrical and dangerous-goods vetting (VCA, BA4/BA5 and ADR in Belgium; local equivalents elsewhere), training on your product line and a first-job acceptance. Those who fail are removed.

What we do not do

For small C&I sites we do not sign availability commitments; planned inspections and the fleet health report keep the installed base in check. We do not sell equipment or price systems to your customers.

Fleet health report: all your European sites on one page

Monthly or quarterly, included in the annual service plan. It reports; it does not promise. It shows how your installed base is running, what goes wrong and which models it concentrates on.

Overview

Sites under management; online, running with alarms and offline this period.

Site by site

Status, open alarms, state-of-health trend, last inspection.

Faults and parts

Faults handled, parts replaced, spares used.

Patterns and actions

Recurring issues by model, for feedback to the factory and for warranty claims upstream.

EXAMPLE • FICTITIOUS DATA

This quarter	Value
Sites under management	48
Online	45
Running with alarms	2
Offline, in progress	1
Faults closed	11 / 12
Fan replacements (same model)	6 (4)

The same fan model was replaced at 4 sites: we recommend a batch check with the factory and priority inspection of sites with that model next quarter.

How we charge — structure, not numbers

ANNUAL

Service plan per site

Planned inspections, remote support and the fleet health report, priced by number of sites.

PER VISIT

Work on site

One hourly rate; travel at cost.

TRAINING

Technical training

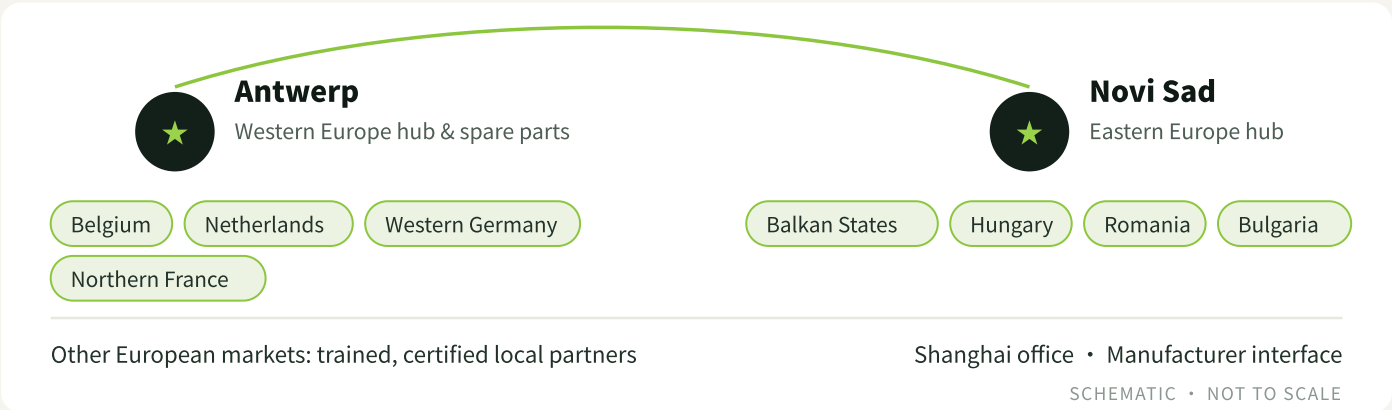
Per day or per cohort, at your premises or at our hubs.

SPARE PARTS

Consignment

An annual fee for storing and managing parts; the parts remain yours.

Service network



We also provide after-sales services to manufacturers under framework agreements. Where a finding concerns one of our clients, we tell you before work begins. The method and the data are the same either way.

Start with three facts

Tell us how many sites you have in Europe and in which countries, which models they run, and who goes on site today when something fails. We will come back with a service plan for your sites, starting with one country.

info@bess.re • www.bess.re • +32 483 08 45 94 | +86 158 2114 5258