

Your storage asset is Chinese-made. Its availability is our responsibility.

Manufacturer warranty covers the box. Someone has to answer for the site.

The problem

Many manufacturers now have service teams in Europe — for their own product. When a site underperforms, the manufacturer points at the integration, the integrator at the EMS, the EMS provider at the battery, and the O&M contractor at all three. **Each party covers a piece; rarely does anyone sign for the whole site.**

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 deliver through our own technicians and certified local partners, trained on the equipment we service. We measure availability and response on data both sides can see, commit only to what we can deliver, and stand behind the contracted availability in our long-term service agreements.

Our founder has worked in solar and storage distribution and after-sales since 2018. BessRe Belgium BV, based in Antwerp, focuses entirely on after-sales service for Chinese-made storage assets, with service hubs and spare-parts stores in Antwerp and Novi Sad. Our repair know-how draws on a Chinese third-party O&M ecosystem; partner details are available under NDA.

What we bring together in one contract

Bound to no manufacturer

When a failure has several possible owners, we say which one, in writing.

Multi-brand

Accountable for whole-site availability, not one vendor's cabinet.

China-connected

Manufacturer escalation, parts channels and a Chinese-speaking front office.

Our services, across the life of your asset

Stage	What we do
Before you sign	Contract & liability review by bess.care , a BessRe company run as a separate team: warranty, LTSA and supply contracts mapped before you sign. Light review free.
Commissioning	Factory-acceptance and commissioning witness on your behalf; defect list closed before hand-over.
When something fails	Technical root cause from the data , with the evidence a warranty claim needs.
Operation	Availability engagement per signed agreement: certified technicians on site, European spare parts, one point of accountability.
End of life	Augmentation and retirement advice, grading reports, compliant routing to recycling partners, and producer obligations through BessRe Compliance.

What you are buying is not outsourced labour. It is one party accountable for the site.

LTSA — what we stand behind, and what we do not

Availability and response time only

Detection, arrival, repair, and whether the part is on the shelf. What we cannot control, we do not promise.

Degradation stays with the OEM

Cell chemistry is the manufacturer's warranty. We write the boundary into the contract so a failure has one owner.

Liability with a defined edge

Liability terms are agreed per site, in line with scope and spare-parts commitment. Access to monitoring data is a precondition.

Start short, extend on the data. An engagement can start with a shorter initial term on one site and extend once operating data is on record. Renewal is earned, not promised in advance.

Three risks your lender will ask about

Risk	The concern	How BessRe answers it
Technical	Most defects surface at factory acceptance and commissioning.	We witness both on your behalf. If we also support the manufacturer on a project, we tell you; we take only one role per project.
Warranty	Claims against a manufacturer on another continent fail without solid evidence.	We establish the technical root cause from the data and assemble the evidence. Contract and liability mapping is available from bess.care.
Manufacturer	If the supplier leaves Europe — or the business — who keeps the site running?	No dependence on any single manufacturer: cross-brand diagnosis, certified local partners, European spare parts. Insurance solutions with partner insurers can be added per project.

For lenders and asset managers: a named European counterparty · monthly reporting in your format · state-of-health data read directly from the battery management system.

The regulation is on your side. Since August 2024, the EU Battery Regulation requires battery management systems to hold state-of-health data that owners can access; from February 2027, industrial batteries above 2 kWh need a digital battery passport. We read that data directly, which makes an availability commitment measurable.

Why it holds. Partners join our network only after VCA, BA4/BA5 and ADR vetting, product training and a first-job acceptance; those who fail are removed. Serving several manufacturers builds failure data no single manufacturer has. Every engagement adds to a performance record that can only be earned over time.

How we charge — structure, not numbers

Standby — a monthly retainer for a committed response, per signed agreement · **Work** — one hourly rate for time on site; travel at cost · **Availability engagement** — per site, per year · **Contract reviews** are priced separately by bess.care.

Service network

★ **Antwerp · Western Europe hub and spare-parts store** — Belgium, the Netherlands, western Germany, northern France.

★ **Novi Sad · Eastern Europe hub and spare-parts store** — the Balkan States, Hungary, Romania, Bulgaria.

Shanghai office — manufacturer interface, documentation and technology transfer.

■ Coverage from our hubs · ■ Further markets through qualified local partners, named in your quote.

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 one conversation

Book a 20-minute call at bess.re, or check your site's readiness in two minutes. Before you sign, bess.care offers a free light review of your contracts.