

Introducing APsystems “24/7 monitoring” policy

Dear partner,

APsystems strives to provide best-in-class service and technical support to its customers and end-users.

One of the ways to achieve this is by updating APsystems micro-inverters with the latest optimized firmware to make sure that the micros deliver the best value at any given time. This remote update to ensure continuous best performance of our micros is only possible when the systems are connected to an ECU (Energy Communication Unit) linked to our EMA (Energy Monitoring Analysis) web portal.

This remote access and constant optimization of our micro-inverters allows us

- 1. First and foremost to be compliant with regulatory requirements:** changes in compliance requirements (IEEE 2030.5, UL or California Rule 21) indeed mandate that the utility grid operators are able to control the PV systems installed on their network. Considering the very dynamic landscape in terms of utility requirements, the best way to stay ahead of the game is to always be connected.
- 2. To ensure best-in-class performance:** installer as well as end-user experience is significantly improved with a connected system. Installers and end-users can know precisely how much energy a system is producing. Installers receive an alert in case of abnormal behavior of the system (low production or loss of communication), which allows them to be proactive in resolving issues when they occur.
- 3. To ensure best-in-class service:** O&M is significantly improved with a connected system. all issues can be analyzed and a vast majority of them can be fixed remotely, which greatly streamlines the technical support process, saving time and money for both installers and end-users.

System data connection is thus essential for APsystems to be able to fully support product warranty and service support offerings.

As such, our Standard Limited Warranty and Extension will be amended accordingly, starting May 1, 2021.

From this date onwards, all micro-inverters purchased from APsystems are eligible for the APsystems Limited Warranty (“Limited Warranty”) only if they are continuously connected to the internet via an ECU (Energy Communication Unit). Installers or Do-it-Yourself Installers will have up to 45 days after “PTO” (Permission to Operate) to have the ECU connected to the internet and registered in the EMA portal.

In order to facilitate connectivity of small PV systems while keeping the overall cost of equipment low, APsystems is releasing a new version of ECU: the ECU-B (Basic) will allow to monitor systems up to 4 PV modules. All other features of the ECU-R remain available.

Micro-inverters purchased from APsystems after May 1, 2021 and not connected to the internet via an ECU will receive a Legal Warranty of 2 years, starting from the original purchase date of the products from APsystems.

We trust that this positive change in our portfolio management will allow us to be more flexible to respond to ever-changing utility requirements and offer the best possible service to our customers.

Thank you for working with us.

Sincerely Yours,

Stéphane Dufrenne

*Senior Global Director, Product
Management and Customer Services*

