



Enapter

EL 2.1: Product Discontinuation Notice & End of Service Announcement

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1 Document Purpose

This document describes and formalises how Enapter intends to manage the service & support for the EL 2.1 after its end of production.

The discontinuance of the EL2.1 product line is in keeping line with our practice of rapid development and continued industrialisation of our modular hydrogen generators.

While we regret any inconvenience this announcement may cause, we are pleased to announce that with the release of the EL4.0, a new product is made available, which further reduces the cost (CAPEX and OPEX) of our hydrogen generators and simplifies & eases the deployment of electrolysers in industrial and residential settings.

Standard warranty terms will continue to be honoured for all EL2.1 units shipped to date. Special orders in place and active prior to the release of this document will be handled according to the original agreed terms and warranty conditions.

Should you have any questions about this document, please contact Enapter Support (support@enapter.com) or your business development representative.

Thank you for your understanding.

2 End of Production (EOP): EL2.1

The production of the EL2.1 and all its variants were terminated at the end of June 2022.

With the end of production, the continued design iteration & development of the system was also stopped; however, Enapter will continue to support system improvements with the following exemptions:

- Enapter will not further develop the FW of the EL2.1 – unless it is to fix a bug in the FW or is necessitated due to other HW design iterations or improvements.
- Enapter will not further modify and iterate the design of the EL2.1 – unless it is required to ensure the functionality during the warranty period.
- Enapter will not further upgrade or change the components in a system during repairs – unless it is required to ensure the functionality during the warranty period.



3 Continued Support & Service Guarantees after EOP

Since the official end of production, Enapter has continued its commitment to support and service modules in their warranty periods.

For any machines outside of their warranty period, only our online support continues to be guaranteed to be free of charge. The following table outlines various support & service functions, and a timetable is provided for their guaranteed extension past the end of production.

Type of Support	Timeline	Notes
Guaranteed availability of spare parts ¹	Until 31.03.2025	If any component becomes unavailable, Enapter intends to ensure that the functionality of the device remains unchanged. After 31.03.2025, spare parts may be provided for as long as stocks last.
Guaranteed Repair/Refurbishment Service ^{2 3}	Until 31.03.2025	Not all systems are 1:1 repairable due to various design improvements – should a repair necessitate further modifications Enapter will inform the customer prior to performing the repair or refurbishment work.
Enapter commits to upkeep/operate test stations and repair equipment for the EL2.1 in Italy	Until 31.03.2025	
Guaranteed online support regarding questions of operation and working conditions ⁴	Until 31.03.2025	

¹ Enapter reserves the right to replace any component in a system to safeguard the quality of repairs

² Enapter reserves the right to replace any component in a system to safeguard the quality of repairs

³ After 31.03.2025, repair and refurbishment activities cannot be guaranteed anymore. Our team will still aim to provide any needed support for you to operate your system until its end of life

⁴ After 31.03.2025, online support activities cannot be guaranteed anymore. We will do our best to ensure support staff and service technicians remain trained to troubleshoot and provide assistance for the EL2.1 for as long as possible - even after the official end of service.



4 EL 2.1: End of Service

The end of service (EoS) of the EL2.1 will be reconfirmed to all EL2.1 customers at least 1 year before the official service is terminated - the estimated **EoS of the EL 2.1 is 31.03.2025** (Monday the 31st of March 2025).

After this date, Enapter will no longer be obligated to support the EL 2.1 product series, this includes:

- Ensuring service or repair capabilities for the EL 2.1
- Carrying spare parts on stock for the EL2.1
- The commitment to provide timely online support for the EL 2.1

Even after releasing our obligations regarding service & support for the EL2.1, Enapter intends to continue its online support offering for as long as possible.

Furthermore, while Enapter won't guarantee the repair capacity or spare parts accessibility for the units in the future, we will continue to do our best to support our customers with repairs & refurbishments for as long as spare parts & resources remain available in the company.

5 Upgrade of EL 2.1 to EL 4.0

For customers that are interested in upgrading to the EL 4.0 instead of repairing/refurbishing their EL 2.1 to keep their site operational, Enapter plans to offer a price reduction against list price if the customer ships back at their cost the EL 2.1s to Enapter for recycling.

Besides benefiting from price reduction for the EL 4.0, customer will also have advantages as below:

- The EL 4.0 will come with fresh warranty
- Service, spare parts and support for EL 4.0 will be guaranteed for the coming years
- As soon the EL 4.0 will be our main product in the field, support will be quicker due to better availability of spare parts and support experts trained on the unit
- Enjoy an overall improved electrolyser system. An overview of the differences and improvements is summarized [here](#).

Customers who are interested in this option shall contact their BD/Sales contact or send a message to sales@enapter.com.