



Enapter

Service Bulletin

25.02.2025

Warranty & Training Update

Dear customers,

As a valued Enapter partner, we are writing to inform you of our updated and streamlined warranty terms, which we believe will provide greater clarity, consistency, and value.

Specifically, Enapter is adapting our single-core strategy to better support industrialised projects and end-customer requirements. In line with our system's deployment(s) and improved training offerings, we are able to de-risk your hydrogen project by our factory warranty of up to 5 years, supporting the longer project lifecycles present in the industry and for most tendered projects across the world.

Our **new warranty conditions will apply to all Enapter AEM Electrolyser EL 4 and DRY 2.1 products delivered after 01.01.2025** – everything before this date will continue to be covered by our previous conditions.

Here are the changes at a glance:

- Our **standard warranty** will cover Enapter products for 12 months from notification date
- **Extended coverage** can be purchased for **up to 48 extra months** (up to a **max. of 5 years**)
- **EMS connection** not strictly needed for extended warranty, but it does simplify warranty claims
- To ensure validity, **commissioning is required within 3 months of delivery** (For **Ex-Works**, this is **4 months from the notification date** for pickup)

You can consult the full new Warranty document for your Enapter products [here](#).

By offering longer factory warranties, we aim to enhance the value of our products for clients with critical installations and extended project lifecycles – as well as to give all clients greater confidence in the durability and support of our systems.

Additionally, Enapter has continued to develop its **training program** and maintains a technical trainer dedicated to such topics. The intention is to increase the skills of new and existing customers regarding the integration of our electrolyser systems and respective auxiliaries. The integrator training is currently a 1,5-day event, which can be executed on our site in Pisa, at your site, or virtually. It covers topics such as:

- Hydrogen system safety
- Integration of our systems (piping, water traps, usual errors, etc.)
- Software

If you have any further questions or if you would require a quote for **extended warranty (for new projects)** or a **paid training**, please feel free to contact your respective sales representative.

All the best,

The Enapter team



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