



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 will manage the support for the EL 2.1 following the end of service announcement in 2022.

Following the end of production of the EL 2.1 in June 2022, as well as the announcement of the end of service (EoS) of the EL2.1 the same year, the official service will be terminated on 30 June 2025.

2. EL 2.1: End of Service

The production of the EL 2.1 and all its variants was terminated at the end of June 2022. With the end of production, the continued design iteration & development of the system was also stopped. This includes:

- No further development of the FW (Firmware) of the EL2.1 – unless it is to fix a bug in the FW or is necessitated by other HW (Hardware) design iterations or improvements
- No further modification and iteration of the EL2.1 design
- No further upgrade or change of components in a system during repairs

The official service will be terminated on 30 June 2025, after this date, Enapter will no longer officially service the EL 2.1 product series, this includes:

- Ensuring service or repair capabilities for the EL 2.1 and any variants
- Carrying spare parts on stock for the EL 2.1 and any variants
- The commitment to provide timely online support for the EL 2.1 and any variants

While Enapter won't guarantee the repair of, or spare parts accessibility for, the EL 2.1 after the termination date, we will continue to do our best to assist our customers via online support, and/or repairs for as long as spare parts & resources remain available in the company.

Due to limited components availability for older versions of the EL 2.1 model, Enapter will assess the repair feasibility of your systems and provide the best available option.

3. Continued Support & Service Availability after End of Service

The following table outlines various support & service functions, and a timetable is provided for their guaranteed extension past the end of service.

Type of Support	End Date	Notes
Availability of spare parts	30 June 2025	If any component becomes unavailable, Enapter will not be able to ensure the functionality of the older versions of the device. After 30 June 2025, spare parts may be provided for as long as stocks last for the latest version.
Repair/ Refurbishment Service	30 June 2025	Not all systems are 1:1 repairable due to various design improvements – should a repair necessitate further modifications, Enapter will inform the customer of alternative options.
Upkeep/operate test stations and repair equipment for the EL2.1 in Italy	30 June 2025	Not guaranteed
Online support regarding questions of operation and working conditions	30 June 2025	Not guaranteed

Upgrade of EL 2.1 to EL 4

For customers who wish to upgrade their systems from EL 2.1 to EL 4, Enapter plans offer a price reduction on list prices where EL 2.1 systems are returned to Enapter at customer cost for recycling.

Customers who upgrade their systems will benefit from further advantages:

- The EL 4 will come with a new [warranty](#)
- With the purchase of new ELs there will be a possibility to acquire warranty extension packages (only available for new single core purchases)
- Availability of service, spare parts and support for EL 4 will be ensured for years to come
- As the EL 4 is our main product in the field, support will be quicker due to better availability of spare parts and support experts trained on the unit

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