

Enapter Service Bulletin #3

1. Firmware update for the Electrolyser 2.1

We noticed a firmware bug present in versions 1.3.0 or below, where in maintenance mode the anti-freeze routine can start even if the electrolyte tank is empty. The absence of water in the tank in such a situation can lead to overheating and damage to the tank. When this occurs, there is a possibility of KOH leakage within the electrolyser during the next refilling of the internal process liquid tank. Please note that this damage will occur only when the device is left powered on in maintenance mode for extended times, without electrolyte, and at low ambient temperatures below 10° C.

Action needed: We will release a firmware update to eliminate this issue, please update your firmware version as soon as possible. Additionally, ensure that the electrolyser is not left unattended when it is in maintenance mode. To update your device, navigate to **Device Info -> Firmware** and press the **Check for Updates** button. If you do not see an available update, you can contact our support team at support@enapter.com.

2. Enapter discontinues internal production of the Cabinet 2.1

Enapter is discontinuing the internal production of the Cabinet 2.1. This is part of our continued effort to sharpen our focus on our core technology and developing standardised electrolyser modules. As a technology provider, we rely on our partners for integrating our products into complete energy solutions. For the last two years, we have been building cabinets in our R&D centre in Pisa, however, this effort does not fit well with our core activities. Our partners are often specialised in detailed plant engineering, on-site installation and maintenance, and provide excellent technological solutions and customer service. In order to focus on our goal of bringing a mass-produced electrolyser to the market, we will leave cabinet building to the experts.

We are happy to recommend alternatives to the Enapter cabinet, as well as furnish our partners with the blueprints of the CAB 2.1 in order to let you build and adapt these to your project requirements. If needed, we can also procure cabinets from our partners and resell them, however, it will always be cheaper to purchase them directly from the manufacturer.

Action needed: Reach out to your Business Development contact at Enapter to understand how we can support you in developing or acquiring a cabinet going forward.