

Monday, September 22, 2008

Dear Valued Partner,

At the culmination of product development we conduct extensive final testing to ensure that our products are performing to the highest standards. Everything from the mechanical design to the software undergoes vigorous stress and functionality testing in order to make sure that the product we are about to sell meets these quality and reliability standards as well as the expectations of our customers. Despite our best efforts, this testing cannot duplicate every condition that the product may experience in the field.

We have become aware of some unusual and unexpected behavior of the FLEXnet DC. We were able to duplicate the behavior in the lab and have identified and isolated a minor bug in the FLEXnet DC firmware.

What is the problem?

The firmware bug affects the battery state of charge percentage both in the logged data and in the data displayed on screen. The bug manifests itself as complete reset of the FLEXnet DC on the 29th and/or 30th day of each month (other days of the month are unaffected). When this reset occurs, the FLEXnet DC defaults to 100% state of charge (user settings are NOT reset). This will then make the state of charge figure inaccurate until the system charges the battery bank and the FLEXnet DC meets its charge parameters (at which point the FLEXnet DC re-synchronizes to the battery bank).

Who is affected?

This bug affects all FLEXnet DCs within the serial number range of 00000 to 00947.

What are we doing about it?

In response to identifying the problem, we suspended production of the FLEXnet DC until we were able to develop, test and implement a fix. We were able to accomplish this within a week and have resumed production and shipment of the FLEXnet DC. We are now conducting a voluntary recall of the affected products from the field. Additionally, we are offering to exchange all affected products in your inventory for brand new units which have the updated firmware.

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How can existing FLEXnet DC owners get the fix?

OutBack will update, for free, any affected product with the latest revision of firmware.

The following are instructions for those who own currently installed products:

To request a free firmware update:

- Call us at (360) 435-6030 and request a firmware upgrade of their FLEXnet DC
- OutBack Power Systems will issue a Return Material Authorization (RMA) Number

To issue an RMA, we will need the following information:

- Product(s) serial number(s)
- Your shipping address

When the RMA number is issued:

• Pack the functioning FLEXnet DC in the original shipping container or in packaging providing equal protection

• Mark the outside clearly with the RMA number

• In this case, OutBack will cover all shipping charges

• OutBack Power Systems will ship the updated FLEXnet DC back to the customer

*****NOTE: OutBack does not cover labor costs related to uninstalling and re-installing the FLEXnet DC*****

We apologize for this inconvenience and appreciate your cooperation while we work to correct this issue as quickly as possible.

Please help us by distributing this message and attachments to the appropriate people in your organization.

Sincerely,
Bryan Thomas
Product Manager

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