



**SUN STORAGE LIMITED**

**t/a SOLAX POWER EUROPE**

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## **COMPANY STATEMENT**

### **Models Affected: X3 Hybrid 5.0T/6.0T/8.0T/10.0T**

Dear Customer

SolaX Power would like to issue the following statement to offer clarification to our customers on the availability of the X3-Hybrid range of inverters.

The new X3 Hybrid range is now commercially available. We have stock in our UK warehouse and are now able to accept orders. However, our customers should be aware of the limitations detailed below:

- The three-phase meter supplied as standard with the product is rated at 80A direct connection; therefore, it is not suitable where the supply from the property exceeds 80A. Given the limitations that this creates, we have therefore made steps to source an alternate meter and we are currently awaiting delivery from our supplier. We anticipate that we will have availability on the ground in the UK by the end of March 2018.
- The X3 Hybrid models currently available do not allow for parallel connection. A variation of the model that allows for parallel functionality will enter production later this month and will be available in early April. We apologise for any confusion caused. Any orders placed for installations requiring the parallel connection of more than one X3 Hybrid cannot be fulfilled until April, and we therefore extend the option to cancel any such orders to our customers. Similarly, any goods already received that are affected by this can be returned and a credit will be raised accordingly.

We apologise for any inconvenience caused. Should you require any further clarification please do not hesitate to get in touch.

Kind Regards

Craig Woollaston  
European Product Manager

**Sun Storage Ltd.**

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