

Joint Statement by EG4 Electronics and Luxpowertek

Date: 11/18/24

Subject: Response to Market Outrage Over Unauthorized "Kill Code" Incident

Dear Valued Customers, Partners, and Stakeholders,

In recent days, the off-grid power community has been deeply disturbed by the actions of a prominent backup inverter manufacturer, who has been reported to have disabled hybrid inverters through the use of a "kill code." This action has caused significant disruptions for homeowners who, after investing in their inverters years ago, are now facing power loss due to the activation of these unauthorized codes. Onscreen messages referencing "exclusivity" deals have further confused and upset many.

We want to be clear: while manufacturers are free to enter into business agreements and distribution deals, the rights of homeowners and consumers must never be undermined. Homeowners who have purchased hybrid inverters have done so with the expectation of a fully functional product for its lifetime, not one subject to arbitrary control or disabling. If a manufacturer fails to execute their distribution plan, it is a matter for them to resolve, not for the consumer to suffer.

As joint developers of hybrid inverters and manufacturing partners in the U.S. market, EG4 Electronics and Luxpowertek stand firm in our commitment to the rights of homeowners. We unequivocally assert that manufacturers never have the right to sabotage or disable inverters that have already been sold to customers. Your inverter is your property, and we, as developers and testers, will continue to provide software improvements at no cost to you, the hardware owner.

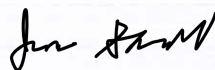
We wish to make it absolutely clear that neither EG4 Electronics nor Luxpowertek have ever, or will ever, place any unauthorized software or "kill codes" in any hardware sold through any channel, at any time. This is a fundamental principle that guides our partnership.

As we continue to grow our joint partnership in the U.S. market, both companies remain committed to supporting our customers. Stable market strategies sometimes are needed eventually in building steady quality and making local jobs. We will continue to share software improvements, updates, and advancements freely, as a token of our appreciation for the role that all Luxpowertek-based customers have played in supporting our companies. Together, we are advancing the dream of creating more accessible, reliable, and affordable technology for all.

We appreciate your continued trust and support as we remain steadfast in our mission to provide high-quality products and service without compromise.

Sincerely,

[Name] James Showalter
[Title] CEO
EG4 Electronics



[Name] James Wang
[Title] CEO
Luxpowertek

