

12 March 2019

Dear Customer

We wish to inform you that Flex has decided to close its wholesale and retail residential solar operations in Australia.

Globally, Flex is a Fortune 500 company with over 200,000 employees in over 30 countries. Flex is at the forefront of technology, innovation, engineering and manufacturing. As part of its strategy, Flex is constantly exploring the best ways to support its customers and stakeholders in each of its chosen markets. The decision to cease residential solar operations in Australia, at this time, is part of Flex's broader global strategy to drive innovation in renewable energy.

Whilst the business has ceased taking new orders, please be advised that Flex is committed to supporting its existing customers and as such will continue to honour its warranty obligations.

In this regard, the warranty on your installed solar system will now be serviced by Skybridge, a national third party provider of field service solutions well known in the Australian market.

**Accordingly, should you have an enquiry about your system under warranty, you should now contact Skybridge through the following means:**

**By email:** [flex.warranty@skybridge.com.au](mailto:flex.warranty@skybridge.com.au)

**By phone:** 133 SUN (133 786)

When making an enquiry, we ask that you have your relevant customer number, installation details and your case ID (if applicable) available to provide to the Skybridge team.

We confirm that Skybridge have been provided with the relevant customer data in order to service your warranty requirements, including details of the status of all current outstanding enquiries.

We wish to thank you for your support of Flex in Australia.

Yours Sincerely

Flextronics Australia Pty Ltd