



555 Aspen Ridge Drive
Lafayette, Colorado 80026
(303) 449 2394

April 24, 2024

Dear Lumos Customer,

I am writing today about the Vision Module Recall we issued on April 4, 2024 and to provide a more comprehensive update on this situation and share the information we have at this time.

Since Lumos was founded in 2006 we have had the good fortune to supply our products to thousands of beautiful and functional architectural solar projects. We are one of the oldest, continuously operating solar module manufacturers on the market. In our 18 years of business, we have never had a quality issue like this nor had to issue a product recall. This is a limited manufacturing defect and absolutely not a reflection on the quality of our electrical design or specification.

Background

On March 20, 2024, our customer Cherry Street Energy in Atlanta, Georgia reported arcing from a module resulting in the glass breaking. That module failure prompted an inspection of the balance of the array and (4) more modules out of (861) on the array were found to be exhibiting hot spots and arcing that caused glass failure in (2) additional modules. Lumos visited the site on March 25, 2024 to inspect the modules and determined that the root cause of the failure were the bypass diodes not being wired correctly in the laminate.

On April 4, 2024, out of an abundance of caution, and after careful consideration of the potential risks to customers properties, we made the decision to recall Vision modules that were manufactured without bypass diodes being wired correctly. The issue affects modules that are partially shaded, whether from obstructions or soiling. The manufacturing defect was contained to a limited production run of (2400) modules produced between November 11, 2022 and December 22, 2022.

When will Lumos be replacing defective modules?

All of our products are built to order and are subject to our standard manufacturing lead times. We have initiated production of replacement modules and expect to have replacement modules available in July. We are 100% focused on rectifying this issue and getting replacements out to affected customers as quickly as we can.

Will Lumos be doing anything for installers and end users beyond our warranty?

Our primary focus is on providing replacements for defective modules. We understand and recognize that this recall has financial impacts for installers and end users. A claim has been filed with our insurance carrier and our intention and goal is to make the replacement process as painless and streamlined as possible and we will provide an update on the replacement plan as soon as possible.



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What changes has Lumos made in our manufacturing process to ensure modules are being produced according to our quality and performance requirements?

1. We have implemented additional QA/ QC controls with our contract manufacturing partner, above and beyond those required by our UL 61730 certification, including a 100% testing of bypass diode functionality.
2. We will provide flash test data and a completed QA/ QC Checklist for the relevant production run upon customer request.

This manufacturing defect is an isolated issue and based on our track record, we are 100% confident that we have the controls in place to keep it isolated.

Will Lumos be able to support resolving this recall?

Yes. We have been in business for over 18 years and intend to continue doing so indefinitely. We are a healthy and profitable company with sufficient insurance coverage to protect our business and our potential liabilities.

Since this issue came to light, we have been communicating information as soon as we have it and will continue to do so. We understand and appreciate the impact this defect has had on our customers and are doing everything we can to rectify this situation.

Your continued trust and confidence in Lumos is of the utmost importance to us.

Respectfully,

Scott Franklin
President/ CEO
Lumos Solar, Inc.