PLEASE READ BEFORE INSTALLING ANY MORE ENVOYS

Installer Action Needed: Download Latest Envoy Software on Installer Toolkit
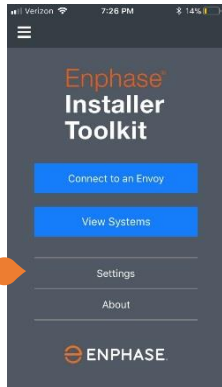
November 27, 2017

This field bulletin is for Enphase installers. We have identified a problem with certain versions of Envoy software that can cause an unrecoverable malfunction with some IQ Envoy and Envoy-S units.

Please prevent the malfunction from occurring by ensuring that only the latest software is used to update units in the field.
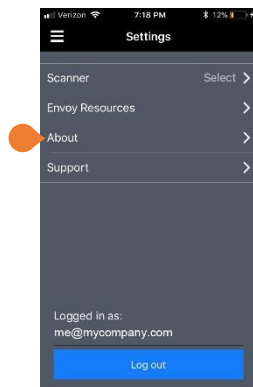
Make sure the latest version of software is loaded onto your Installer Toolkit Mobile App (Toolkit). To confirm, follow these steps using a Wi-Fi connection.

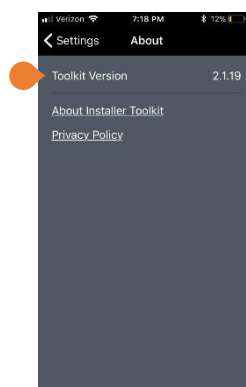**1. Confirm you have updated to the latest version of Toolkit.**
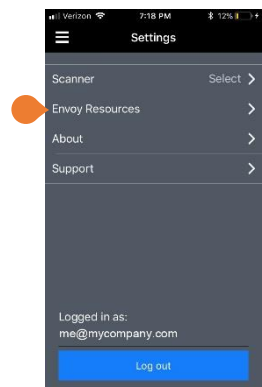
- Log into Toolkit
- Tap **Settings**

- Tap **About**
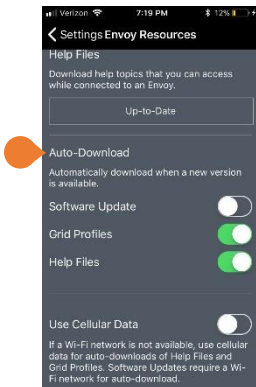
- Verify Toolkit Version is **2.1.19**

- Return to **Settings**
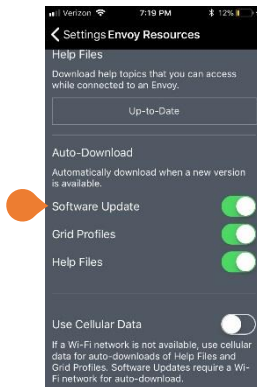- Tap **Envoy Resources**

2. Download the latest version (4.6.30 or later) of Envoy software.

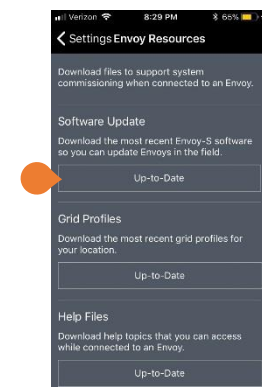- Scroll to **Auto-Download** settings

- Turn on **Software Update**

- Scroll back up to **Software Update**
- Tap **Download**

- Let download complete
- Your software is now **Up-to-Date**

3. Repeat these steps for all crew members using Toolkit.

ENPHASE.