



This is an exclusive email for Clenergy wholesale network

Dear Smita

I wanted to provide you an update on some important changes here at Clenergy which will have an impact on your business.

As most of you are aware, I joined in October and have since been reorganising the AU business and making changes to our operations, which if not already will start to flow through to improved efficiencies over the coming months. **Soon we will add new Account Managers to better support your business needs and we have also added new engineering & product management to help your teams and installers understand our solutions and services more.**

With regards to pricing, no doubt you are being impacted across the board of products and logistics. As advised last month, for the first time since May 2025 we increased our pricing; the 30% rise in Aluminium, higher freight costs and other inflationary issues have impacted significantly.

One major increase for us has been 3PL charges and you may have noticed our ex. Warehouse pricing went up higher than D2D. This was quite sudden for some, so to assist I have decided **to reduce warehouse pricing on components by 5% until the end of May.** This should allow you time to review your own inventory levels and D2D orders so that the 3PL warehouses are relied on less.

Over the last few months we have quietly been undertaking a major review of our SKUs. We are in the final stages of consolidating our range of components and rails available from the 3PL locations. We will share our plans with you soon however, the plan is to ensure we meet the majority of your needs whilst minimising how long some components are kept on hand. With the change in local inventory, we may not have the exact part you order D2D but will ensure there is a suitable alternative to help whilst you await your next order.

At a global level, on 1st April 2026 we started transitioning our ERP system from SAP B1 to SAP S/4Hana. This has been a major undertaking and has caused some issues as you'd expect, including visibility of local inventory. Compared to my previous experiences elsewhere, the changeover has been relatively smooth, but the team are working to get on top of some of the bugs so we can get back to normal operations. Please bear with the sales and support teams whilst we work through this. The new ERP will have major medium – long term improvements for Clenergy as we continue our growth globally and with the release of new products.

I will be in touch again soon on another important update.

Regards,
Haydn Fletcher