

Solis Home/Pro Shut down Announcement (Overseas)

20230403 Shut down Announcement

1)Attention to:All Solis Home/Pro users

2)Announcement methods and Contents:

Email Notifications — handled by Solis team

Solarman will provide Solis with the information of all registered users (including UID, email address, mobile number, last migration time, recent login time). domestic and overseas lists will be provided separately and Solis will send an notification email respectively on 3rdApril, 10thApril, 20thApril and 28thApril via monitor@mail.soliscloud.com to all users.

Email contents:

Dear User,

Solis Home/Pro will be shut down on 30th April 2023. Please download the “SolisCloud” APP or log in to the web version of SolisCloud “www.soliscloud.com” as soon as possible. On the main page of SolisCloud, you can directly log in with the original Solis Home/Pro account password, without any other operation. It is expected that the migration will be completed automatically within 2 hours. If there are still issues after the migration is completed, please contact us at: <https://www.ginlong.com/global/contactus.html>.

If you already migrated your account and are using SolisCloud, please ignore this email. Thank you for your understanding and support.

Web Notifications—— handled by Solarman team

Dear User,

Solis Home/Pro will be shut down on 30thApril 2023, please immediately log on to www.soliscloud.com and use the original account password to log in the new platform. If you encounter problems during the migration process, please contact us at <http://www.ginlong.com/global/contactus.html>.

20230403 - 20230430 User Migration

After informed of this announcement, users can download the SolisCloud App themselves or visit SolisCloud platform and log in for the first time using their original account/password, triggering the data migration. The system will complete the migration of all data within 2 hours, and then user can use it regularly. If users encounter problems during the migration process, they can consult Solis overseas team and feedback the problems to Solis HQ after-sales service department or SolisCloud R&D department in the WeChat group. Problems will be handled promptly.

20230430 Service Shut down

- 1)Solis Home/Pro platform shut down, APP, Web, data migration interface and other services will no longer be available.
- 2)Data forwarding from Solis Home/Pro to SolisCloud will remain unaffected and will be continuously available.
- 3)After service shut down, the Solis Home/Pro APP will be removed from all application marketplace, and users who have downloaded the app will be prompted with a server exception after logging in.

- 4)After service shut down, the access of domain 'm.ginlong.com' will be redirected to www.soliscloud.com.
- 5)The access of 'Data Migration 'and 'Switch to old platform' features will be removed from Solis Cloud front page---handled by Solis team
- 6)Remove the silent migration logic triggered by login to SolisCloud---handled by Solis team