ATTACHMENT E — SCREENSHOT EVIDENCE

Site 5115093 · Greensborough, Victoria · Ticket #19981529
41 files supplied · 31 carrying embedded EXIF capture dates · compiled 16 October 2026

HOW TO READ THIS

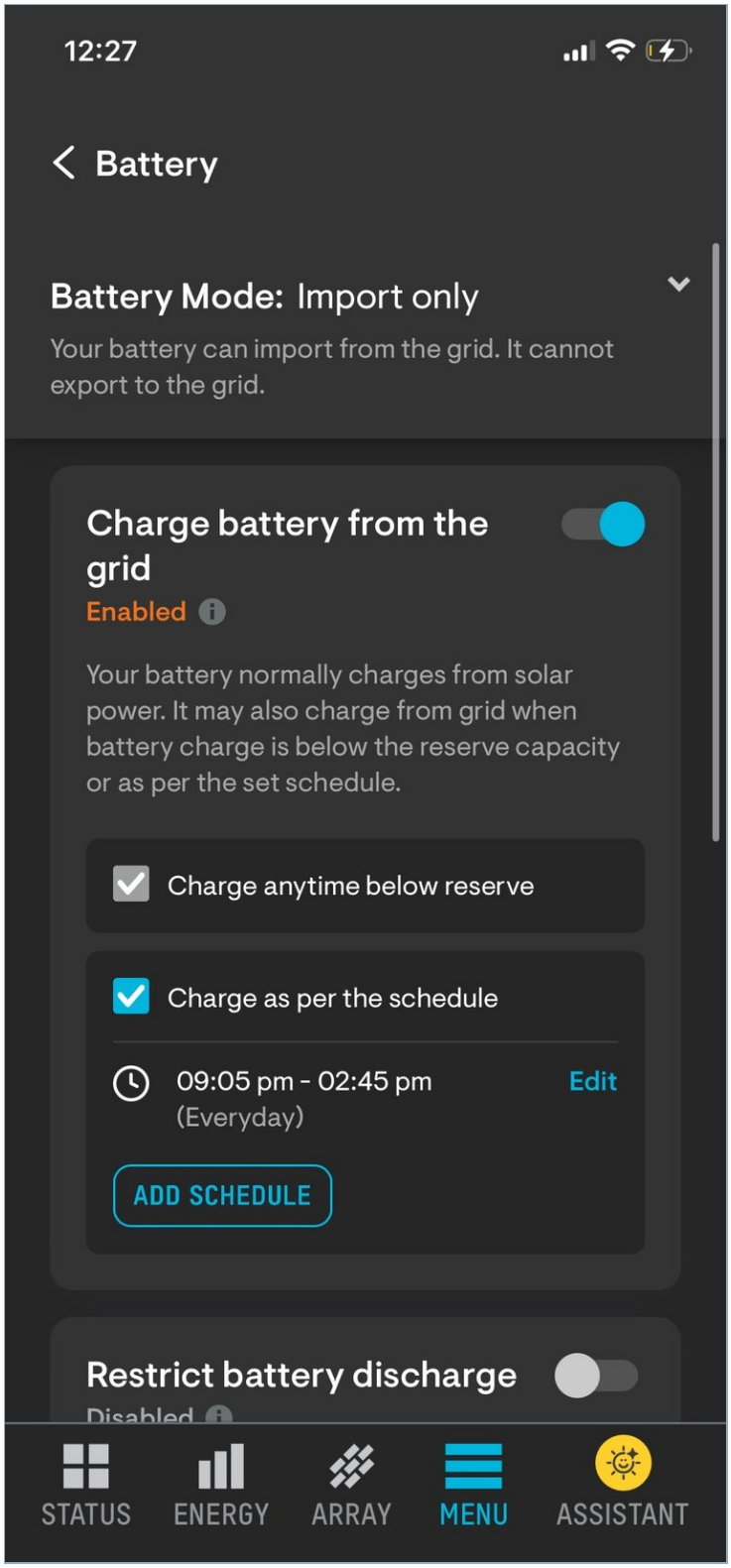
Every date is the **EXIF capture timestamp embedded in the image file by the phone at the moment of capture** — not the date it was sent or exported.

The dates verify themselves. `image5.png` carries an EXIF capture time of **20 May 2026 13:21:07**, and the Enphase app prints **“20 May 2026, 01:19 pm”** *inside the same image*. The file metadata and the application’s own clock corroborate each other independently.

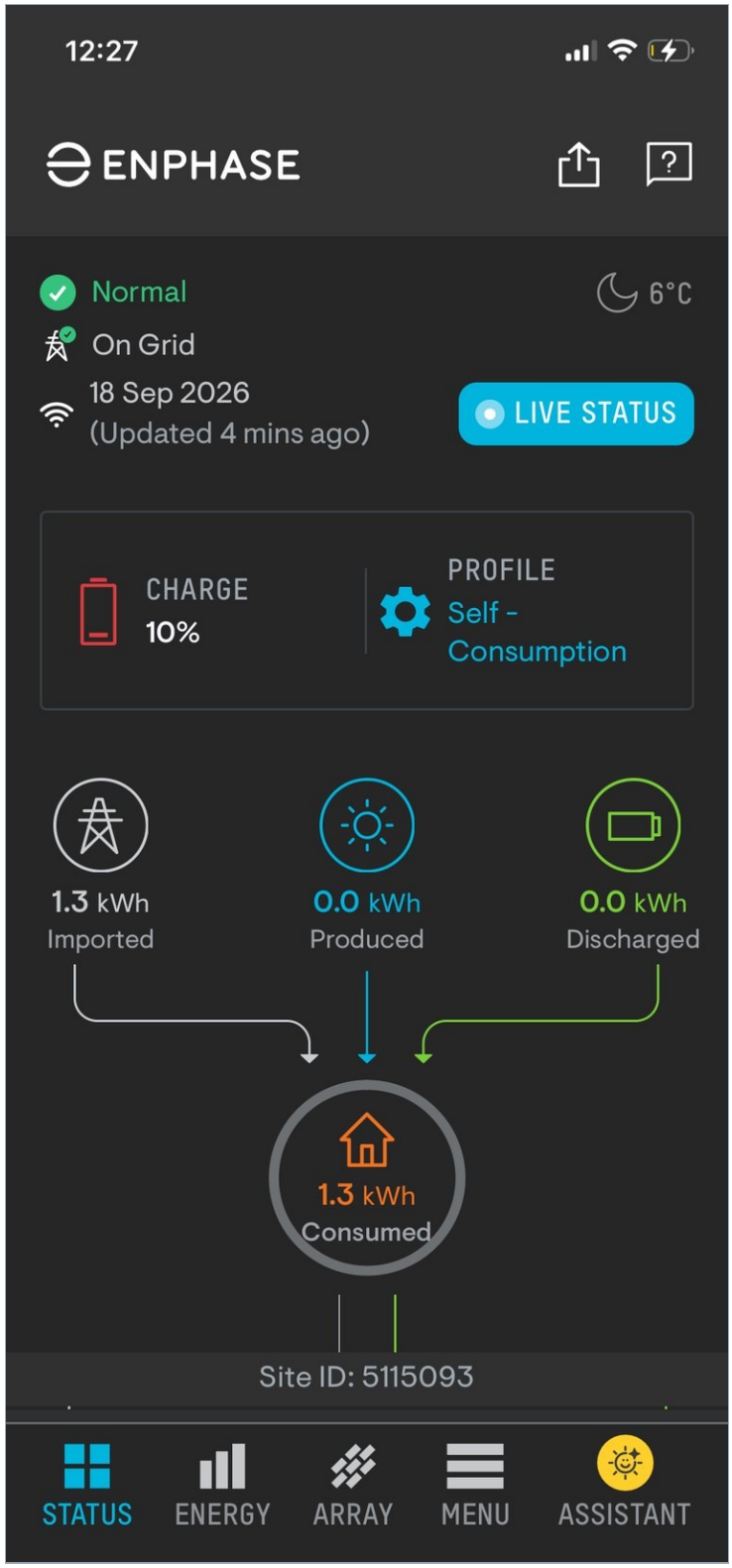
Beside each image is one line — **Why it matters** — stating what that screenshot does to the complaint. **The images below are the evidence itself.** Originals are retained unedited with metadata intact and are available for inspection or on order.

THE DECISIVE PAIR — 18 SEPTEMBER 2026, FIFTEEN SECONDS APART

The first image shows the battery **correctly configured to charge from the grid overnight**. The second shows the system **eighty-two minutes into that window, charging nothing**, after midnight at six degrees with zero solar production.



IMG_7078 · 00:27:39
Charge battery from the grid: **ENABLED**
Schedule: **09:05 pm – 02:45 pm**
Charge up to: **100%**
Charge anytime below reserve: **CHECKED**



IMG_7079 · 00:27:54
Battery charge: **10%**
Imported: **1.3 kWh**
Solar produced: **0.0 kWh**
Charged into battery: 0.0 kWh

The schedule was correct, the feature was switched on, the battery was nearly empty, grid power was flowing into the house, and there was no sun to charge from. It took none of it.

THE PRINCIPAL EVIDENCE, IN ORDER

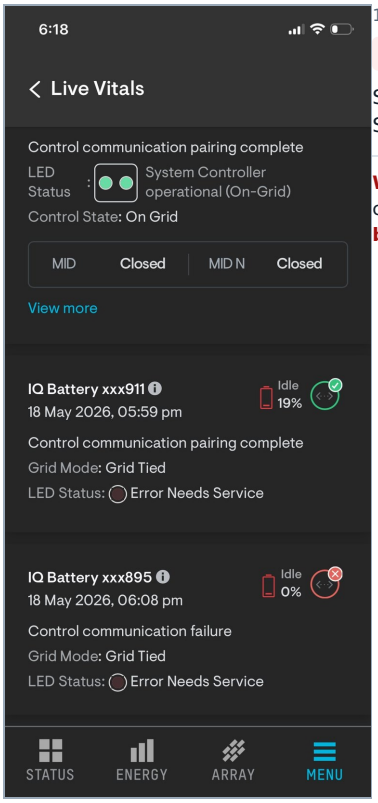


image13.png

18 May 2026 · 18:18:27

THE FAULT, NAMED

SN **…911**: Idle, 19%, *“Control communication pairing complete”*, **“Error Needs Service”**.
SN **…895**: Idle, **0%**, **“Control communication FAILURE”** with a red ✗, **“Error Needs Service”**.

Why it matters: Enphase’s own software names the fault, on a specific serial number, on a fixed date. Control communication is how the battery is *told* to charge. **If that link fails, no setting, profile or firmware can make the battery work — it needs a technician.** It has never been investigated.

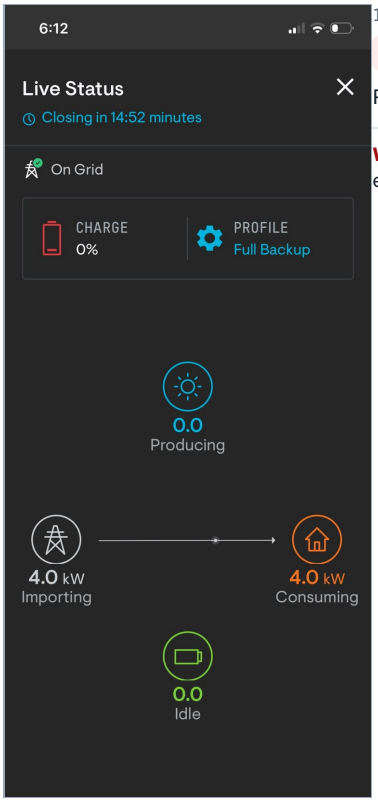


image14.png

18 May 2026 · 18:12:51

KILLS THEIR DEFENCE

Profile **“Full Backup”**. Charge **0%**. Solar producing **0.0**. Grid **“Importing 4.0 kW”**. Battery **“0.0 — Idle”**.

Why it matters: Destroys *“full backup doesn’t always mean full backup”*. The mode was selected, the battery was empty, 4 kW was flowing from the grid. **If the feature worked, this frame could not exist.**

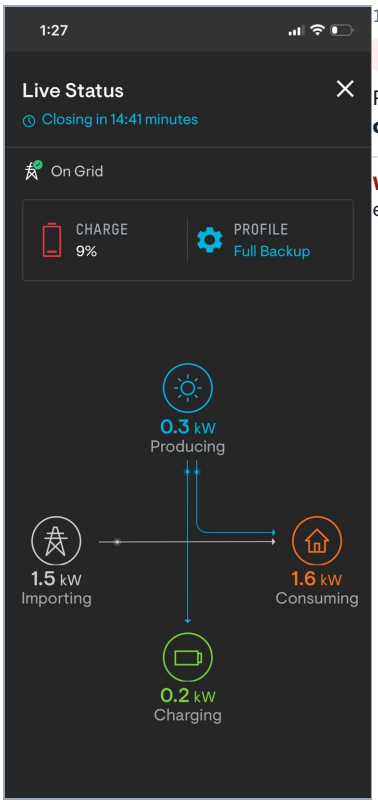


image15.png

18 May 2026 · 13:27:16

GRID POWER REFUSED

Profile **Full Backup**. Charge **9%** (red). Producing 0.3 kW. Grid **importing 1.5 kW**. Consuming 1.6 kW. Battery **charging 0.2 kW** — and that 0.2 kW is coming from solar.

Why it matters: Grid power was in the house and **the battery would not take it**. Every hour this happens, we buy energy we should already have stored.

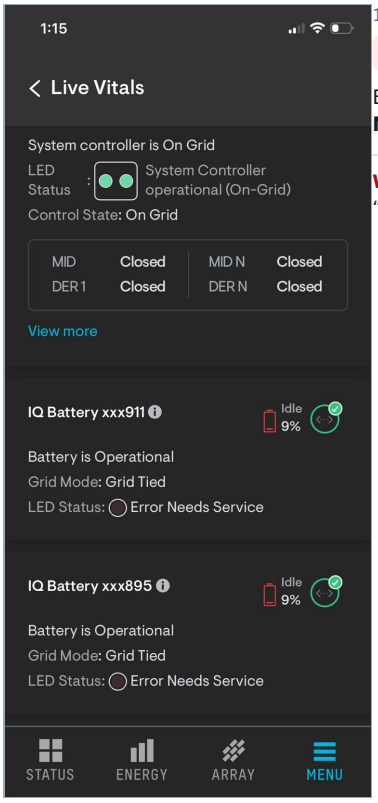


image1.png

18 May 2026 · 13:15:43

CONTRADICTS ITSELF

Both IQ Battery 5P units simultaneously: **Idle, 9% charge**, *"Battery is Operational"* AND **"LED Status: Error Needs Service"**.

Why it matters: This is how the wrong answer gets made. A remote operator reads the summary line and reports "operational, no errors" — ignoring the fault line directly beneath it. It explains five months of false all-clears.

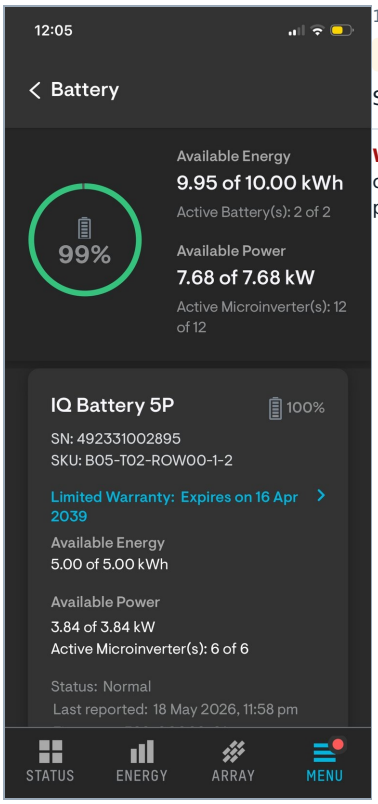


image12.png

19 May 2026 · 00:05:34

NOT A CAPACITY FAULT

System **99%** (9.95 of 10.00 kWh). SN …895 back to **100%**, Status *“Normal”*.

Why it matters: The batteries are not worn out — they still hold a full charge. So this is not a warranty-capacity question. It also explains why remote spot-checks keep saying “fine”: catch it at the right moment and it looks perfect.

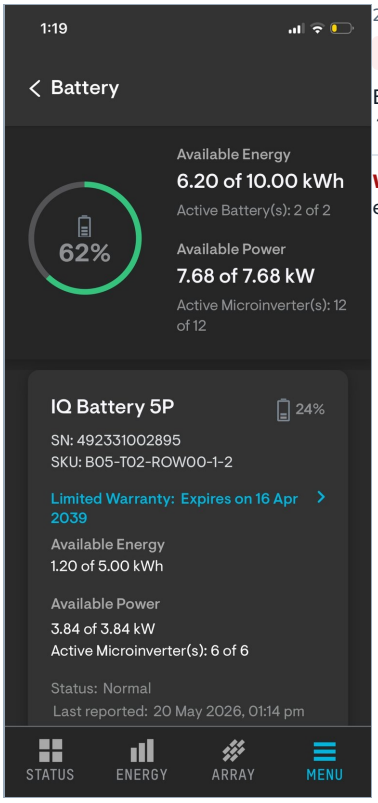


image9.png

20 May 2026 · 13:19:07

WRONG ON THE DAY

Battery page. System **62%**, 6.20 of 10.00 kWh. **SN 492331002895 — 24% — 1.20 of 5.00 kWh.** Status *“Normal”*.

Why it matters: This is the afternoon Enphase certified “no active fault detected”. One battery three-quarters empty. Their finding was wrong the day they made it — **and it was used to refuse a site visit.**

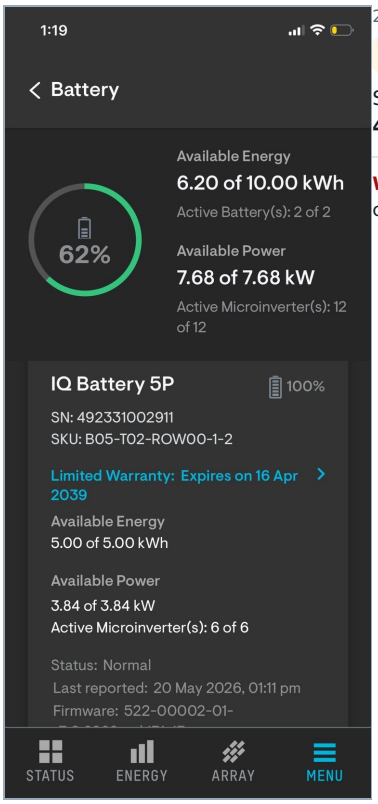


image8.png

20 May 2026 · 13:19:14

THE “12” EXPLAINED

Same page scrolled. *Active Battery(s): 2 of 2* · 7.68 of 7.68 kW · *Active Microinverter(s): 12 of 12*. **SN 492331002911 — 100%**, 3.84 of 3.84 kW, *6 of 6*.

Why it matters: Proves the “12” is **6 + 6 inside the two batteries**, not 12 of 20 roof panels. Also shows the pair is capable of **7.68 kW — it can fill in under 90 minutes when it works.**

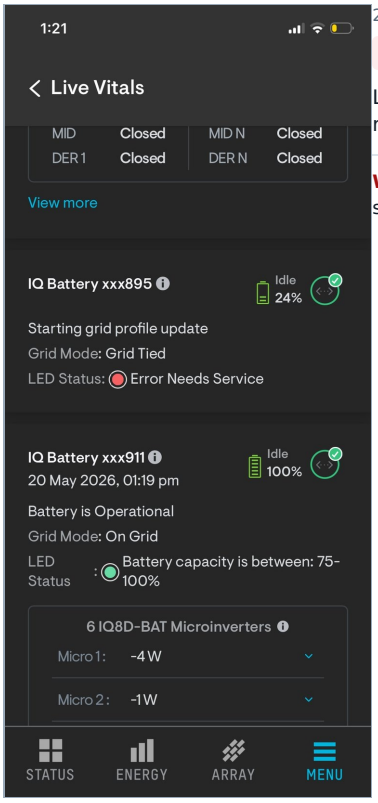


image5.png

20 May 2026 · 13:21:07

SELF-DATING

Live Vitals: SN …895 — Idle, **24%** — *“Starting grid profile update”* — **LED Status: “Error Needs Service”**, in red. The app’s own clock inside the image reads **“20 May 2026, 01:19 pm”**.

Why it matters: The phone’s embedded metadata and the app’s printed clock agree. Nobody can argue these screenshots were taken later. And it shows a live service error **two minutes after the app said “Normal”.**

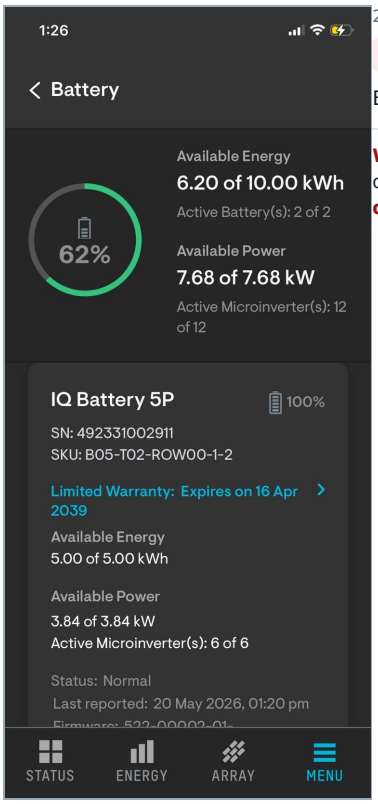


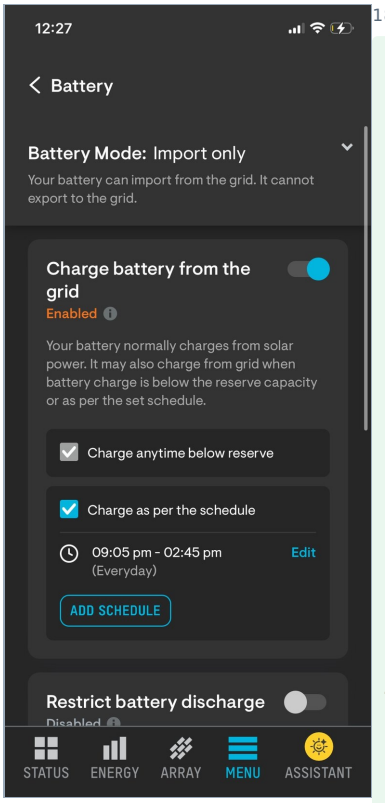
image2.png

20 May 2026 · 13:26:08

76-POINT SPLIT

Battery page: **SN 492331002911 — 100% — 5.00 of 5.00 kWh.**

Why it matters: One battery full, its twin at 24%, seven minutes apart. Paired units should charge and discharge together. Never explained. **And the unit at 24% is the one that logged the communication failure two days earlier.**



IMG_7078.png

18 Sep 2026 · 00:27:39

SETTINGS

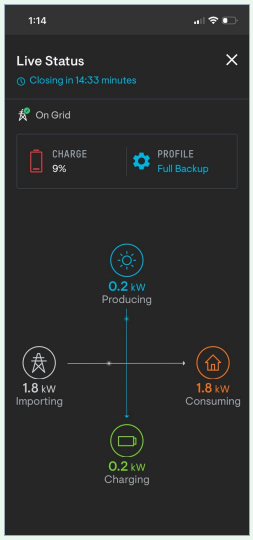


image0-1.png

18 May · 13:14:50

Live Vitals opening. Controller On Grid; MID, MID N, DER 1, DER N all Closed.

The grid connection is fine — so the problem is not the connection, it is the battery not using it.

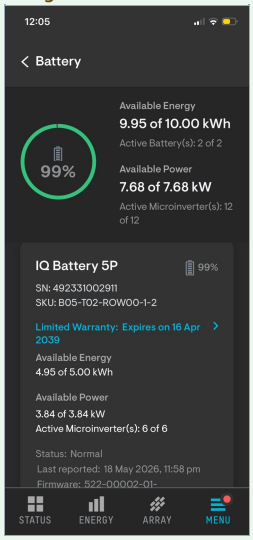


image11.png

19 May · 00:05:42

Overnight session, continued.

This is the window we pay for — when cheap power should be going into the battery.

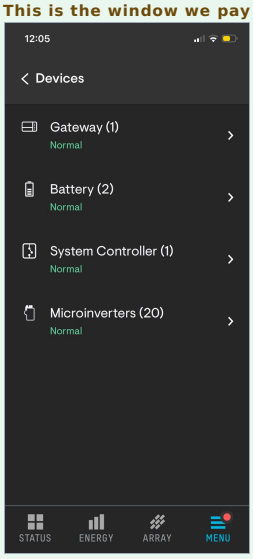


image10.png

19 May · 00:05:59

Overnight session, continued.

Corroborates the timestamp chain across the session.

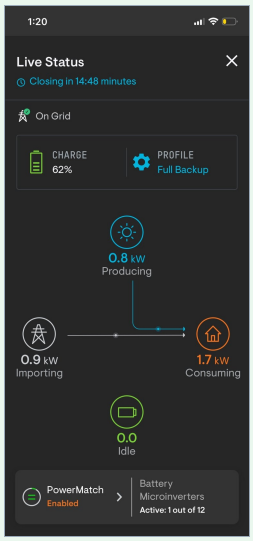


image7.png

20 May · 13:20:20

Battery detail, same session.

Part of the unbroken chain from 13:19 to 13:26.

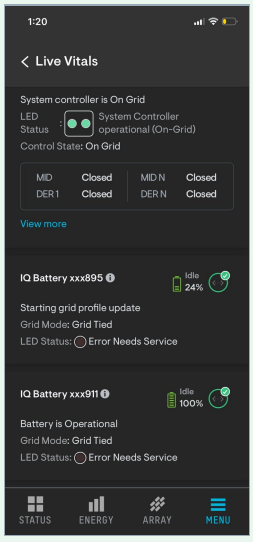
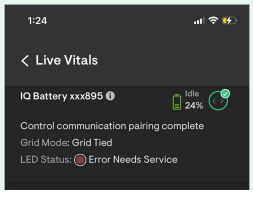


image6.png

20 May · 13:20:43

Battery detail, same session.

As above — the chain is continuous.



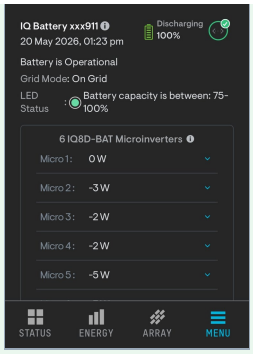


image4.png

20 May · 13:24:23

Same session, further capture.

Continues the chain to the 100% reading at 13:26.

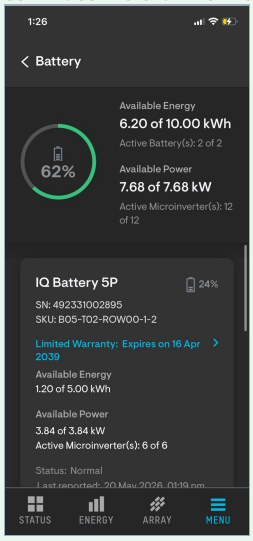


image3.png

20 May · 13:26:01

Same session, further capture.

Immediately precedes the 100% reading — both batteries checked within one minute.

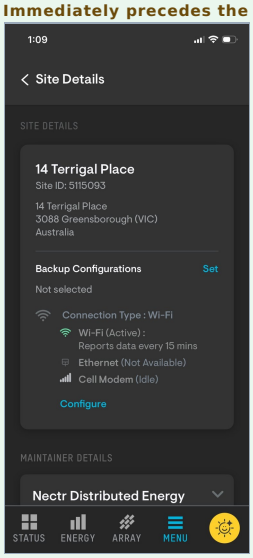
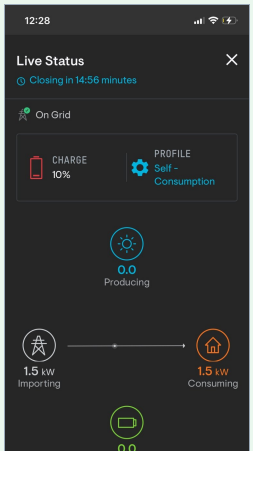


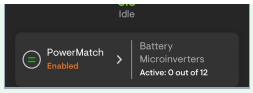
image0.png

22 May · 13:09:43

Follow-up capture two days later.

Shows the fault was still being monitored before Enphase's 25 May "no fault" finding.



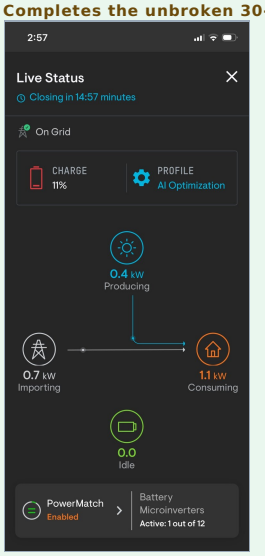


IMG_7080.png

18 Sep · 00:28:09

Third capture of the 18 September session.

Completes the unbroken 30-second chain across settings and live state.



IMG_7171.png

30 Sep · 14:57:25

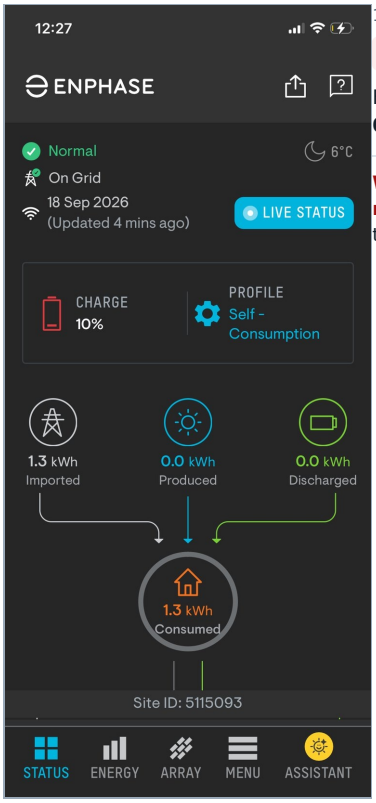
Companion capture, same session.

Corroborates the 11% reading on the same afternoon.
ECT

Battery Mode: **Import only** — *"your battery can import from the grid"*. **"Charge battery from the grid: ENABLED."** ✓ *Charge anytime below reserve*. ✓ *Charge as per the schedule*. **Schedule: 09:05 pm – 02:45 pm (Everyday).**

Why it matters: The system was told, correctly, to fill itself from the grid overnight. **Nothing was misconfigured. It removes "user error" as an explanation entirely.**

And note the time: 09:05 pm. On 16 October the same screen read 09:00 am.



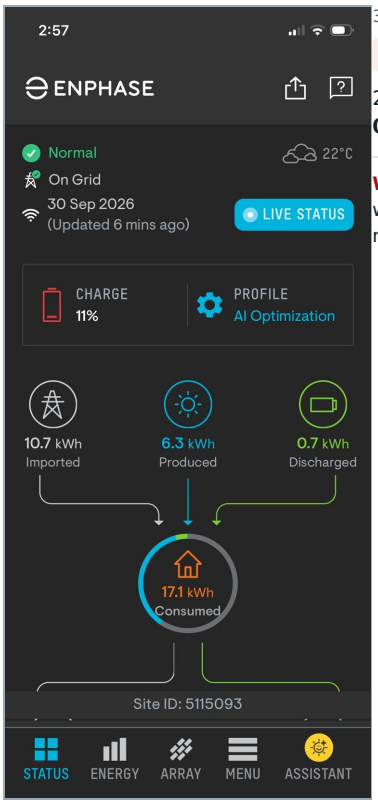
IMG_7079.png

18 Sep 2026 · 00:27:54

AND IT DID NOTHING

Fifteen seconds later. 6°C, after midnight, Self-Consumption. **CHARGE: 10%.** Imported **1.3 kWh**. Produced **0.0 kWh**. Discharged **0.0 kWh**.

Why it matters: No sun, battery nearly empty, grid power flowing, charge window open — and it charged nothing. This is the fault proven with every alternative explanation removed: not the profile, not the schedule, not the toggle, not "it charges from solar".



IMG_7170.png

30 Sep 2026 · 14:57:13

THE COST, IN ONE FRAME

22°C. **CHARGE: 11%** (red). Profile: **AI Optimization**. **Imported 10.7 kWh** · Produced **6.3 kWh** · **Discharged 0.7 kWh** · Consumed 17.1 kWh.

Why it matters: The panels made 6.3 kWh — they work. The battery still sat at 11% and gave back 0.7 kWh, so we **bought 10.7 kWh at retail instead**. This is the fault converting directly into money, four months after it was reported.

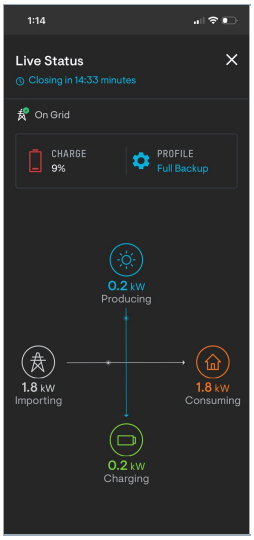


image0-1.png

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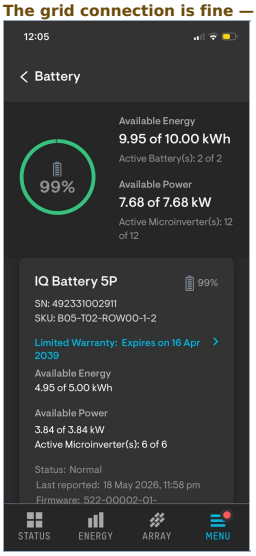


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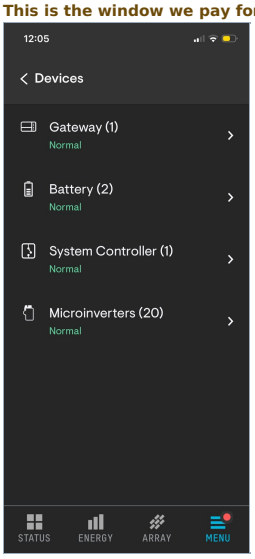


image10.png

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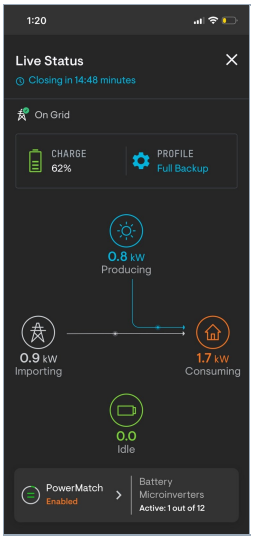


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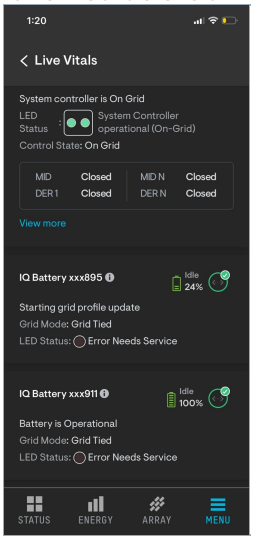


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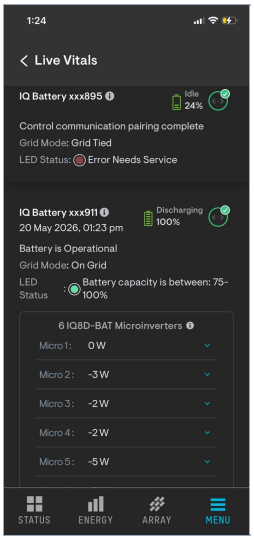


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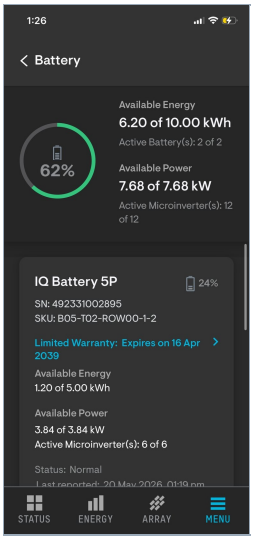


image3.png

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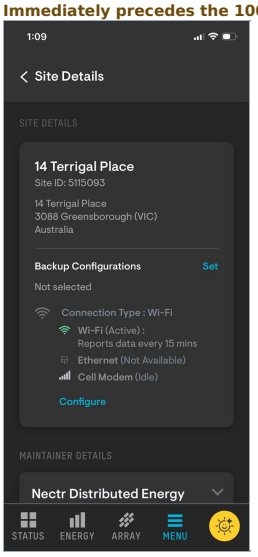
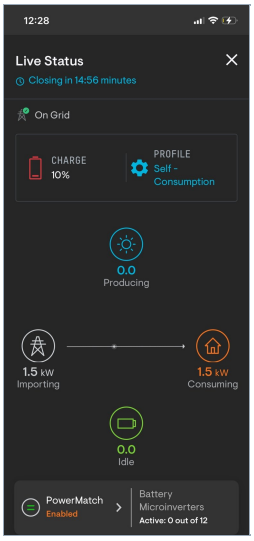


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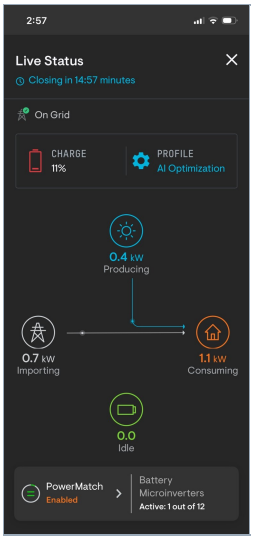


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OBORATING CAPTURES

Retained and listed for completeness. These continue the timestamp chains within each session and are not relied upon independently.



image0-1.png

18 May · 13:14:50

Live Vitals opening. Controller **On Grid**; MID, MID N, DER 1, DER N all **Closed**.

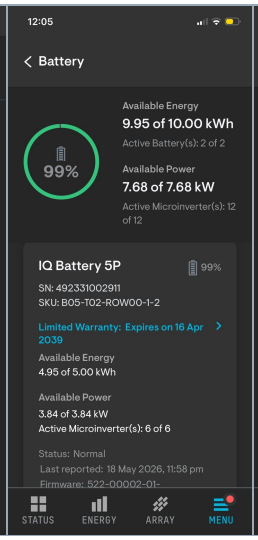


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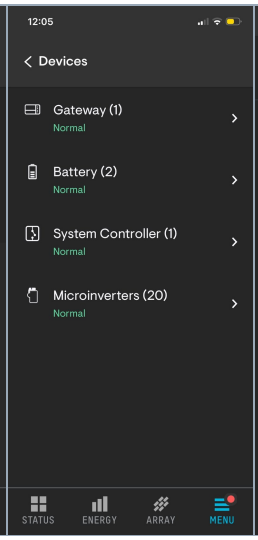


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Overnight session, continued.

Corroborates the timestamp chain across the session.

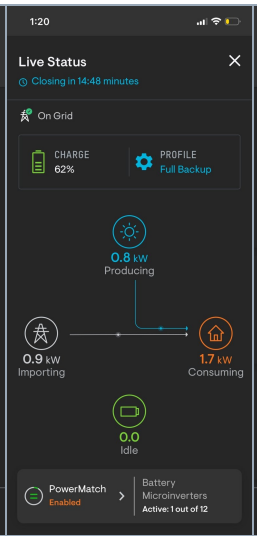


image7.png

20 May · 13:20:20

Battery detail, same session.

Part of the unbroken chain from 13:19 to 13:26.

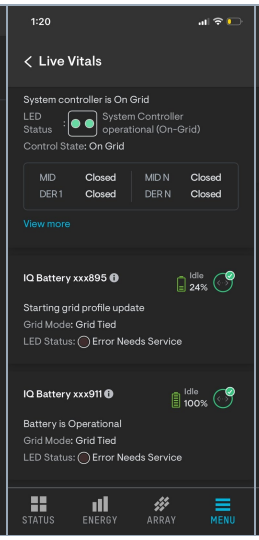


image6.png

20 May · 13:20:43

Battery detail, same session.

As above — the chain is continuous.

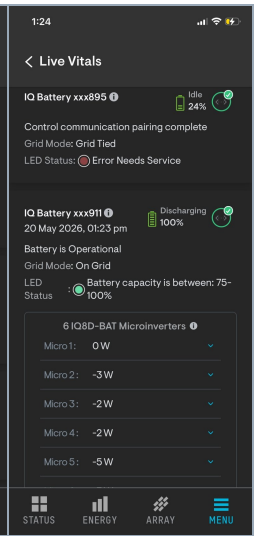


image4.png

20 May · 13:24:23

Same session, further capture.

Continues the chain to the 100% reading at 13:26.

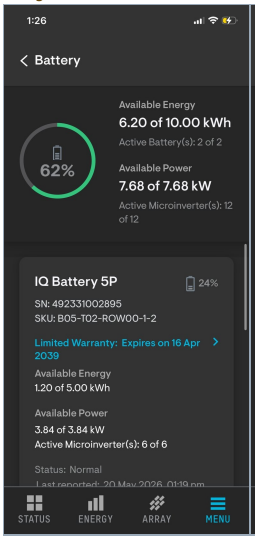


image3.png

20 May · 13:26:01

Same session, further capture.

Immediately precedes the 100% reading — both batteries

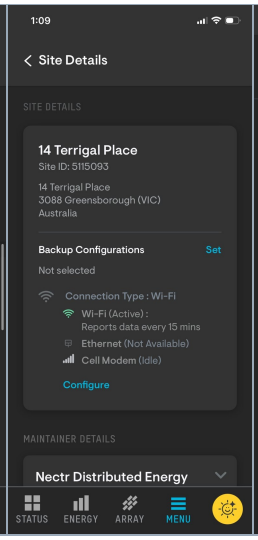
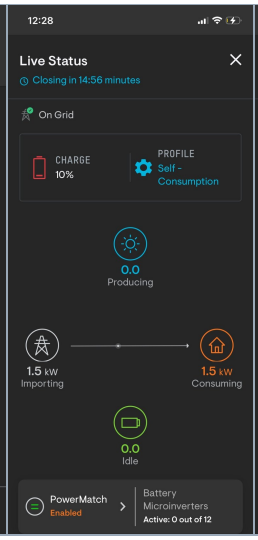


image0.png

22 May · 13:09:43

Follow-up capture two days later.

Shows the fault was still being

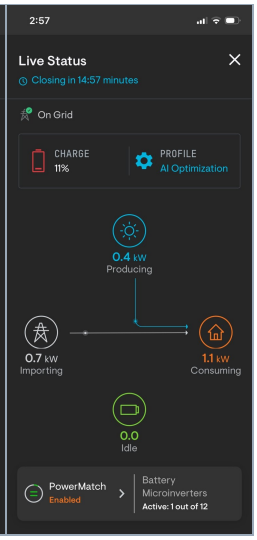


IMG_7080.png

18 Sep · 00:28:09

Third capture of the 18 September session.

Completes the unbroken 30-



IMG_7171.png

30 Sep · 14:57:25

Companion capture, same session.

Corroborates the 11% reading

checked within one minute.

monitored **before** Enphase's 25 May "no fault" finding.

second chain across settings and live state.

on the same afternoon.

MATERIAL EXCLUDED BY THE CUSTOMER

IMG_6359 – IMG_6365 (11 June 2026, 20:18–20:20) record a conversation with the **Enphase Assistant**, the in-app AI tool, in which it accepted my statement that “only 12 of 20 microinverters” were visible and constructed an explanation around it.

> **That premise was mistaken and I withdraw the claim of my own accord.** The Devices page prints two separate counters: **Microinverters — 20 / 20** (the roof units) and, inside the Battery section, **12 of 12** — the six IQ8D-BAT microinverters built into each of the two batteries. **They count different hardware. Nothing is missing from the roof.**
>
> These images are listed rather than quietly deleted, because I would rather be accurate than emphatic.

SUMMARY OF THE EVIDENCE SET

Measure	Value
Total files supplied	**41**
Carrying embedded EXIF capture dates	**31**
Distinct capture sessions	**7** — 18 May, 19 May, 20 May, 22 May, 11 Jun, 18 Sep, 30 Sep
Date range	**18 May 2026 – 30 September 2026**
Dates independently corroborated	**Yes** — image5.png EXIF matches the clock printed inside the image
Claims withdrawn by the customer	**1** — the “12 of 20 microinverters” reading