



Dear Customer,

We are writing to provide a clear and transparent post-mortem regarding the service disruption that occurred on **25 February 2026**.

Incident Summary

Between approximately **12:45 and 13:45 CET**, our rack experienced a complete power loss at the datacenter facility, resulting in temporary service unavailability.

The outage duration was approximately **one hour**. All services have since been fully restored and are operating normally.

Root Cause

Following direct communication with the datacenter management, we received confirmation that the incident was caused by a **human error during electrical work within the datacenter power infrastructure**.

Specifically, a power breaker supplying racks, including ours, was mistakenly shut down. The resulting load shift caused the remaining power feed to overload, triggering an additional breaker trip within the PDU.

We want to clearly state that:

- This was **not caused by our infrastructure, configuration, or operations**
- This was **not a network failure**
- This was **not related to our hardware or internal procedures**

The event originated entirely from the datacenter's internal power handling during maintenance activity.

Impact

- Temporary service interruption for servers within the affected rack
- No data loss detected at the moment
- All systems successfully recovered after power restoration

After power was restored, we performed full integrity checks.

Actions Taken

Immediately upon detecting the outage, our team:

- Escalated the issue directly to datacenter engineers
- Coordinated restoration efforts
- Verified filesystem integrity and application health
- Placed systems under enhanced monitoring

We are currently working with the datacenter provider on a formal Root Cause Analysis (RCA) and preventive action plan.

Preventive Measures

We are requesting and reviewing:

- Detailed power load distribution validation
- Confirmation of breaker segmentation and redundancy design
- Operational safeguards to prevent similar human error scenarios
- Formal accountability and SLA review with the facility

Our objective is to ensure that the risk of recurrence is minimized.

Current Status

We fully understand the seriousness of service interruptions and the impact they can have on your business. While this incident was outside of our operational control, we take responsibility for ensuring reliability and for advocating strongly on behalf of our customers.

We sincerely apologize for the disruption and appreciate your continued trust.

Kind regards,

DeluxHost Team

