

# Labor Reimbursement for Warranty Service

United States, United States Territories (including Puerto Rico, Northern Mariana Islands, U.S. Virgin Islands, American Samoa, and Guam), and Canada

**Effective July 1, 2022**

The Enphase Energy, Inc. (“**Enphase**”) Labor Reimbursement Program (“**Labor Reimbursement Program**”) is designed to help solar-electric installation professionals (“**Installers**”) that do not have a product purchase (or similar) agreement with Enphase offset a portion of the service/labor costs related to replacing a defective IQ<sup>®</sup> Microinverter (including a microinverter inside an IQ<sup>™</sup> battery), a defective IQ Battery, a defective IQ<sup>™</sup> System Controller, or the Enphase IQ AC Combiner models described below, where each such product has been installed in a PV solar system located in the United States, United States Territories (including Puerto Rico, Northern Mariana Islands, U.S. Virgin Islands, American Samoa, and Guam), or Canada. This Labor Reimbursement Program is separate from our standard limited product warranties. If your company has entered into a product purchase or other agreement with Enphase governing the purchase of Enphase products, this Program does not apply to you; please refer to the terms and conditions of such agreement with Enphase.

## **Enphase Product(s) Eligible for the Labor Reimbursement Program**

- Enphase Microinverters (either stand-alone or inside an IQ Battery)
- IQ Gateway (Envoy)
- IQ Battery
- IQ System Controller
- Enphase IQ AC Combiner (SKU # X-IQ-AM1-240-3-ES and X-IQ-AM1-240-3C-ES only) each of the above, an “**Eligible Product**”.

## **Labor Reimbursement Amount**

- \$200 for each truck roll to a site for performing removal and replacement of a defective Eligible Product; plus
- \$25 for each defective Enphase Microinverter (either stand-alone or inside an IQ Battery) that is replaced at that site
- \$25 for each defective Enphase Gateway (Envoy) product that is replaced at that site;
- \$150 for each defective IQ Battery that is replaced at that site;
- \$200 for each defective IQ System Controller that is replaced at that site; and
- \$25 for each defective Enphase IQ AC Combiner (only the SKUs listed above) that is replaced at that site.

## **Terms and Conditions**

All amounts are in U.S. Dollars. To be eligible for reimbursement under the Labor Reimbursement Program, all of the following conditions must be met:

- The removal and replacement of a defective Eligible Product(s) (“**Eligible Product Warranty Replacement**”) is completed during the first two years from the date a PV solar system is “activated” (permission to operate granted by authorities having jurisdiction);
- Enphase has performed a remote diagnosis of the failed Eligible Product and has issued an RMA to the Installer prior to performing the Eligible Product Warranty Replacement; and
- Installer has submitted a claim for reimbursement within 3 months of completing the Eligible Product Warranty Replacement;

**To Make a Claim for Reimbursement Under the Labor Reimbursement Program Follow the Steps Below:**

1. Request from Enphase a remote diagnosis on an Eligible Product(s) at issue;
2. Obtain an RMA from Enphase;
3. Perform the Eligible Product Warranty Replacement at the site;
4. Within 3 months of completing the Eligible Product Warranty Replacement, login to your Enlighten Manager account. ([Login Page](#))
5. Access the site where the Eligible Product Warranty Replacement was performed.
6. Click on the Settings Tab (Gear Icon) in the upper right corner.



7. Under the ‘Overview’ section, click the ‘click here’ link below ‘System Location’.

## Overview



### In order to qualify:

- Must be a reimbursement eligible product as determined
- Defective microinverter must have previously been detected
- The unit installation date must be within two years of the
- The defective microinverter must be returned to Enphase
- No claims older than 3 months will be approved.

[Click here](#) to claim a replacement reimbursement.

Note: The link will appear only if an RMA has been issued for the site within the last 3 months. If you do not see the 'click here' link under a site for which you have performed a Eligible Product Warranty Replacement and it has been 3 months or less, please contact support [here](#).

8. Once you click on 'click here' you will be redirected to the Labor Reimbursement Form along with the Labor Reimbursement Program guidelines. Please read the guidelines carefully before filling out the Form.

### RMA Reimbursement Request

To request your reimbursement, please have your RMA number handy. Don't have your RMA number? [Contact Enphase Customer Support](#)

<b>RMA Details</b>	<b>System Information</b>
<b>RMA's Qualified for Reimbursement</b> 0038888	Danny Watson
<b>Associated Serial Numbers</b> 121839006977	28932 Smalley Road Hockley, TX 77447 United States

**Mail Check To:**

<b>Installer Company</b> Enphase Energy	<b>*Country</b> (Select one)
<b>*Contact Name</b> Umesh Menon	<b>*Street Address</b> Enter a location
<b>*Email</b> umeson@enphaseenergy.c	<b>Street Address 2</b>
<b>*Phone</b> (877) 797-4743	<b>*City</b>
	<b>*State/Province</b>
	<b>*Zip/Postal Code</b>

We have previously received a copy of your W-9 form. If you need to provide a corrected version, please [upload it now](#).  
Must be a PDF file under 2MB in size. The address provided in this form must match your company address.

**W-9 Form**  
Choose File | no file selected

9. If it is the first time you are claiming a Labor Reimbursement from us, you will need to submit a completed W-9 form (for Individuals and Entities based in the US) with your request. For individuals and entities not based in the US, please refer to the chart below for the required documentation (“Tax Document”).

<b>US Operating Unit</b>	
<b>Submitted by External Vendors</b>	
W-9	US Based(Individual & Entities)
	a) Corporation
	b) LLC
	c) Pvt Ltd
	d) S Corporation
	e) Associates
	f) PTY
	g) Individual
	h) Partnership
W-8BEN	Non US Based - Foreign Individual
W-8-BEN- E	Non US Based - Foreign Entities
	a) Corporation
	b) LLC
	c) Pvt Ltd
	d) S Corporation
	e) Associates
	f) PTY

10. 10. Once you have filled out the form and have uploaded the required Tax Document, click on ‘Submit’ to complete your Labor Reimbursement request. Enphase may contact you through your registered email ID if more documentation is required in order to process your claim.