

Labor Reimbursement for Warranty Service (Effective Dec 01, 2023)

Bulgaria, Croatia, Czech Republic, Estonia, Finland, Hungary, Latvia, Lithuania, Luxembourg, Malta, Norway, Romania, Serbia, Slovakia, Slovenia, and Turkey

The Enphase Energy, Inc. (“**Enphase**”) Labor Reimbursement for Warranty Service 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 defective Eligible Products (defined below) that are covered by an existing, active Enphase Limited Warranty, and have been installed in a PV solar system located in Bulgaria, Croatia, Czech Republic, Estonia, Finland, Hungary, Latvia, Lithuania, Luxembourg, Malta, Norway, Romania, Serbia, Slovakia, Slovenia, and Turkey.

This Labor Reimbursement Program is separate from our standard Limited Warranty for products. 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 storage system base unit)
- Enphase IQ Gateway (Envoy) (activated on or after October 1, 2020)
- IQ Batteries (activated on or after October 1, 2020)
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 placed at that site;
 - **€25** for each defective Enphase Gateway (Envoy) product that is placed at that site;
 - **€150** for each defective IQ Battery unit replaced at that site.

Terms and Conditions

All amounts are in Euros including any applicable taxes. To be eligible for reimbursement under the Labor Reimbursement Program, all the following conditions must be met:

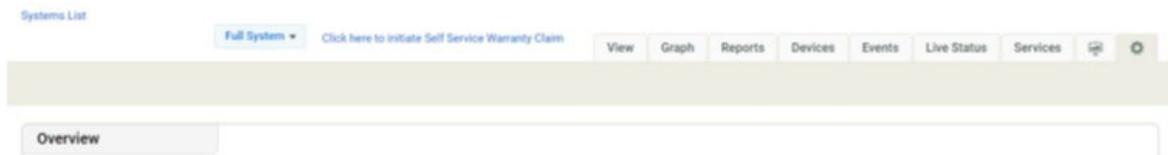
- The Eligible Product is covered by an active Enphase Limited Warranty at the time the RMA is requested;
- The removal and replacement of a defective Eligible Product(s) (“**Eligible Product Warranty Replacement**”) is completed during the first two years from the date such Eligible Product is installed (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 the Installer performing the Eligible Product Warranty Replacement; and
- Installer has submitted a claim for reimbursement within six months of the date on which the RMA was issued.

Follow the steps below to make a reimbursement claim.

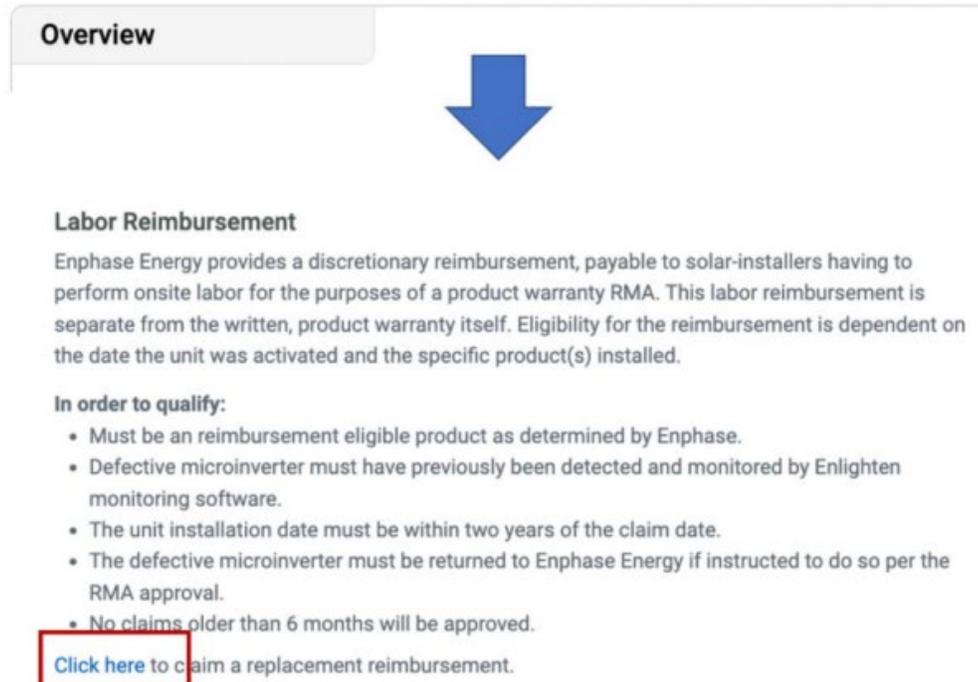
1. Request a remote diagnosis from Enphase for the defective Eligible Product.
2. Obtain an RMA from Enphase.
3. Complete replacement of the Eligible Product at the affected site.
4. You can apply for labor reimbursement via either the Enphase Installer Portal or Enphase Service Manager.

Method 1: Through Enphase Installer Portal

1. Log in to the [Enphase Installer Portal](#) within six months of the date on which the RMA was issued.
2. Access the site where replacement of the Eligible Product was completed.
3. Open the settings tab, indicated by the gear icon in the upper right-hand corner, as shown below.



4. In the “Overview” section, tap “Click here” under “Labor Reimbursement.”

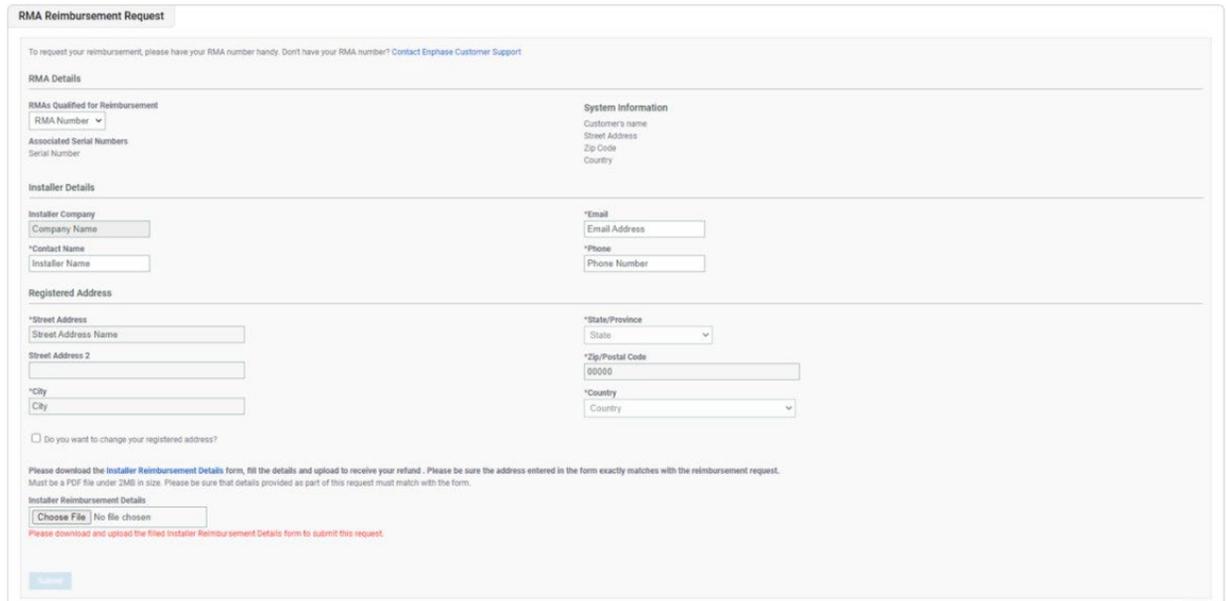


5. Review the Labor Reimbursement Program guidelines carefully and then complete the labor Reimbursement form.

6. You need to submit the required documents as PDFs while claiming a labor reimbursement. Each PDF File must be under 2 MB in size. If necessary, compress the files using tools available on the internet. Click on the “here” link as shown below in the screenshot to get the Installer Reimbursement Form (IRF) and complete it. Upload all the required documents listed as shown in the image below.

Required documents:

- Completed IRF



RMA Reimbursement Request

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

RMA Details

RMA's Qualified for Reimbursement

RMA Number

Associated Serial Numbers

Serial Number

System Information

Customer's name

Street Address

Zip Code

Country

Installer Details

Installer Company

Company Name

*Contact Name

Installer Name

*Email

Email Address

*Phone

Phone Number

Registered Address

*Street Address

Street Address Name

Street Address 2

*City

City

*State/Province

State

*Zip/Postal Code

00000

*Country

Country

Do you want to change your registered address?

Please download the [Installer Reimbursement Details](#) form, fill the details and upload to receive your refund. Please be sure the address entered in the form exactly matches with the reimbursement request. Must be a PDF file under 2MB in size. Please be sure that details provided as part of this request must match with the form.

Installer Reimbursement Details

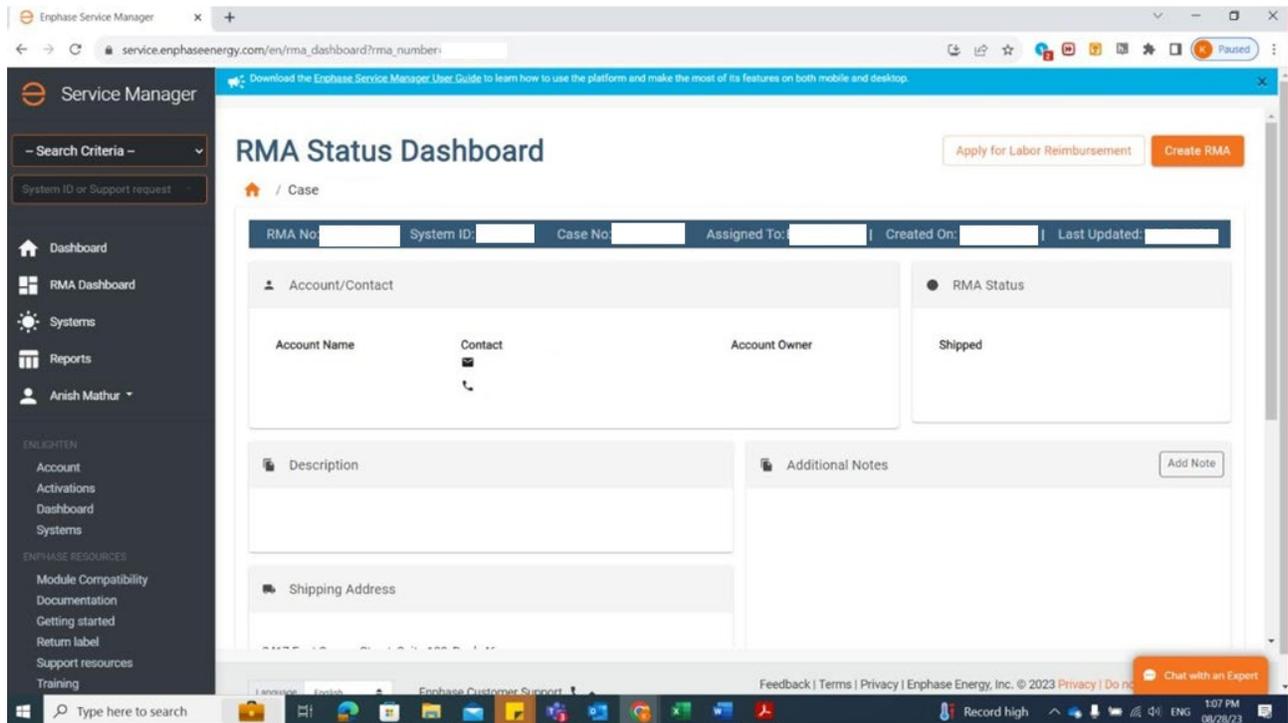
No file chosen

Please download and upload the filled [Installer Reimbursement Details](#) form to submit this request.

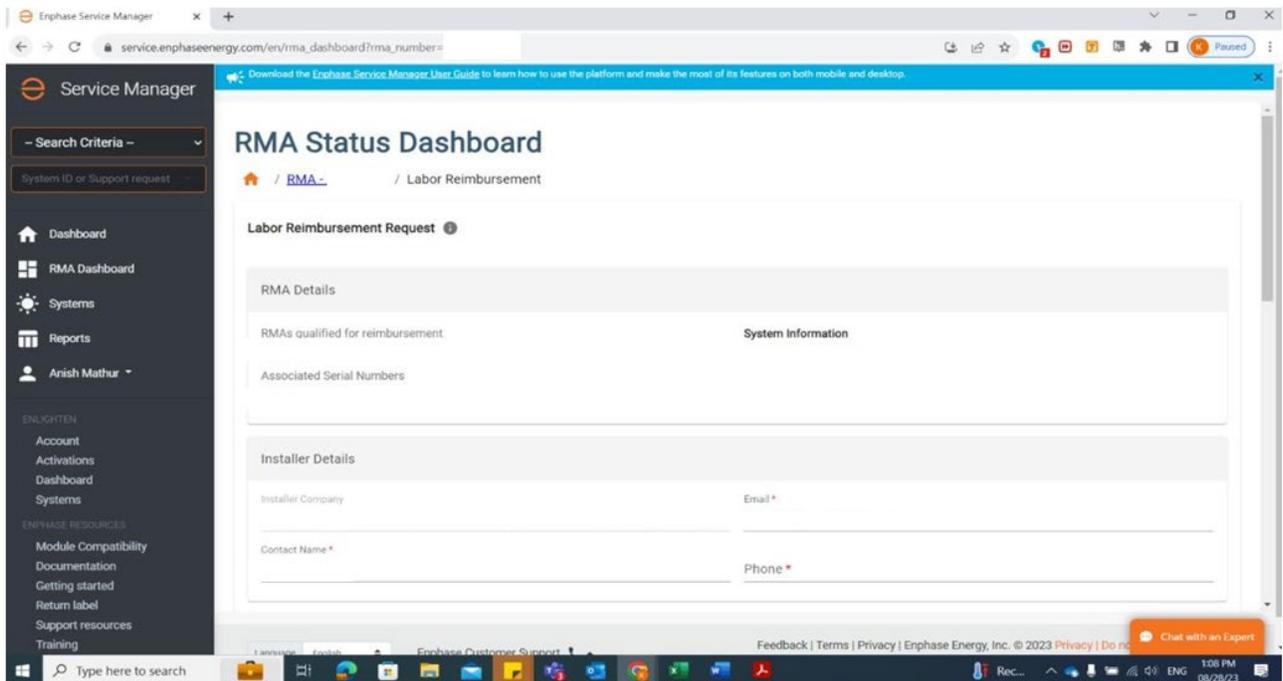
7. Click the “Submit” button to complete your labor reimbursement request. Enphase may contact you through the email address on your Enphase Account if additional documentation is required to process your claim.

Method 2: Through Service Manager Platform

1. Log in to [Enphase Service Manager](#) within six months of the date on which the RMA was issued.
2. Click on the “RMA Dashboard” on the left side of the page. Select the approved RMA. If the RMA is eligible for labor reimbursement, “Apply for Labor Reimbursement” button appears at the top right corner of the page. Click on it.



3. Validate the pre-filled labor reimbursement form. Edit the information if required.



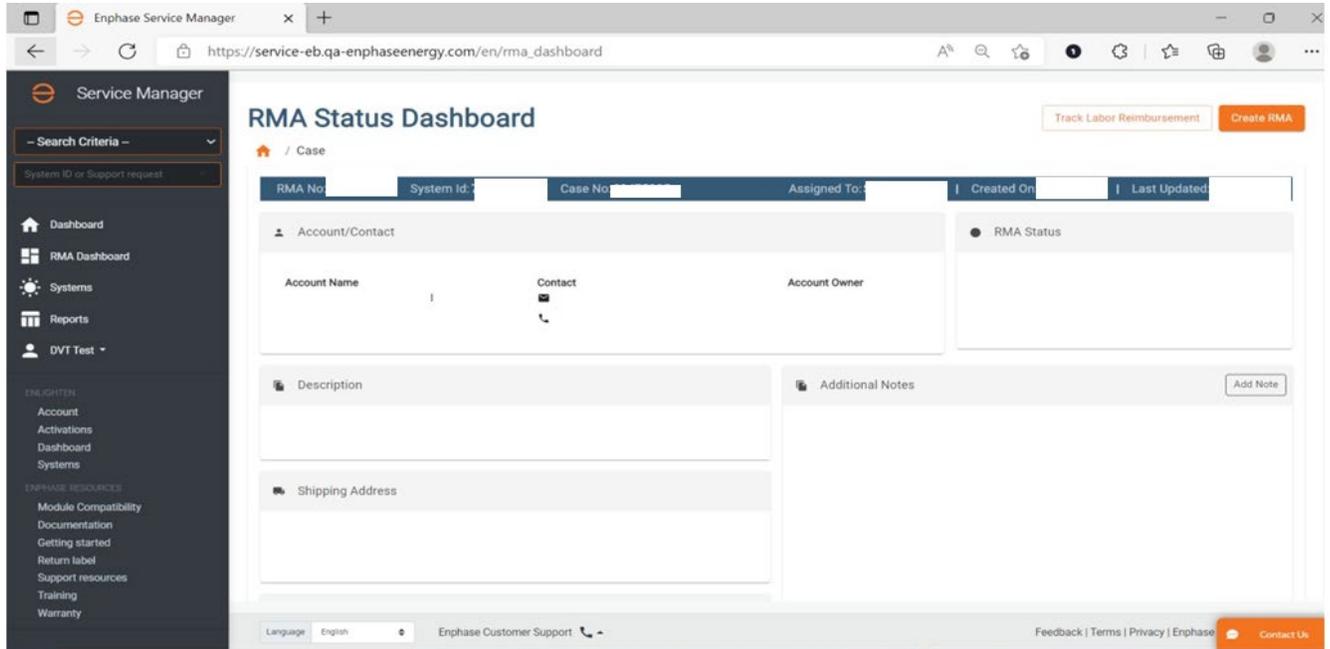
4. You need to submit the required documents as PDFs while claiming a labor reimbursement. Each PDF file must be under 2 MB in size. If necessary, compress the files using tools available on the internet. Click on the “Download” button as shown in the following screenshot to get the IRF and complete it. Upload all the required documents listed as shown in the image below.

Required documents:

- Completed IRF

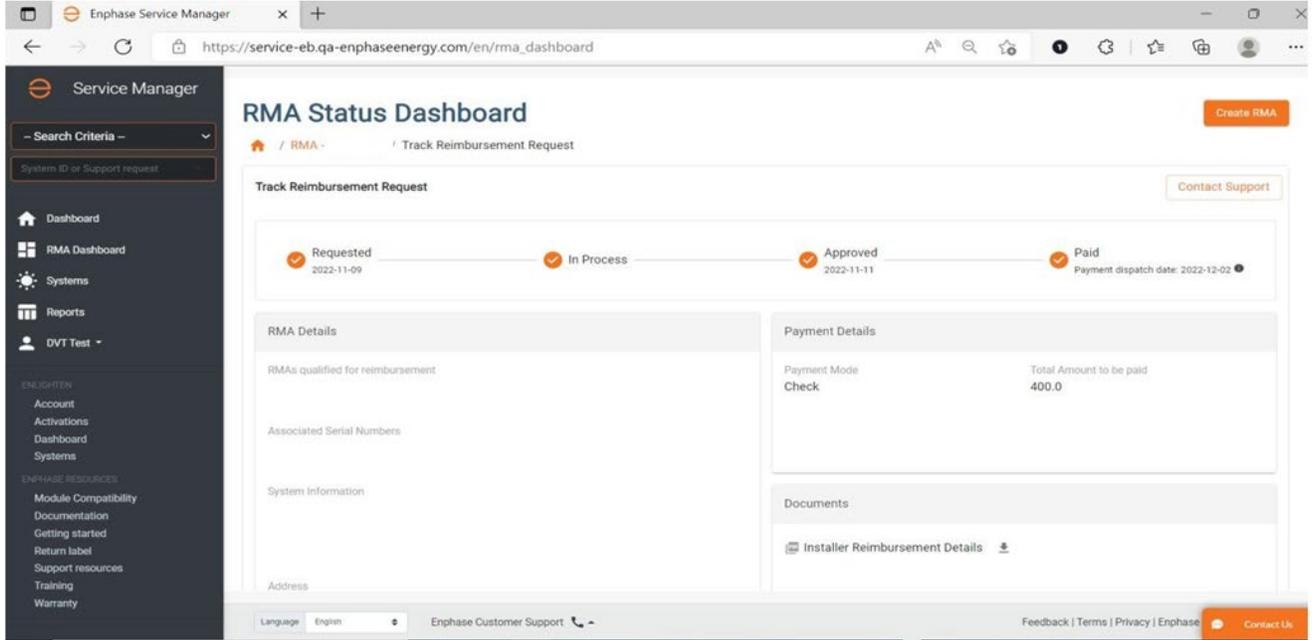
The screenshot shows the Enphase Service Manager interface. At the top, a green notification bar states "Successfully authenticated with your Enphase Enlighten account." Below this is a form for updating address information. The form includes fields for "Street Address 2", "City", "Country" (set to "US"), and "Zip/Postal Code". A checkbox asks "Do you want to change your registered Address?". Below the form is a "Documents" section with a message: "We have previously received a copy of your Installer Reimbursement Details. If you need to provide a corrected version, please download the form from here and upload below." This message includes a "Download" button. Below the message, a note states: "Must be a PDF file under 2 MB in size. Please be sure that details provided as part of this request must match with the form." There is a "Choose File" button for uploading documents. At the bottom of the form is a "Submit" button. The left sidebar contains navigation options: Dashboard, RMA Dashboard, Systems, Reports, DVT Test, ENLIGHTEN (Account, Activations, Dashboard, Systems), and ENPHASE RESOURCES (Module Compatibility, Documentation, Getting started, Return label, Support resources, Training, Warranty). The footer includes a language dropdown set to "English", "Enphase Customer Support" with a chat icon, and a footer bar with "Feedback | Terms | Privacy | Enphase Energy, Inc. © 2023 Privacy | Do not sell or share my personal information" and a "Contact Us" button.

5. Click the “Submit” button to complete the labor reimbursement request. Enphase may contact you via your registered email ID for more documentation if needed to process your claim.
6. Click on the “Track Labor Reimbursement” button at the top right corner of the page. Tracking is only possible via Enphase Service Manager.



7. The tracking page shows the:

- Status of the labor reimbursement request
- Estimated payment date once approved
- Cheque/wire reference number and the reimbursement amount once the request status changes to “Paid” under “Payment Details”



NOTE 1:

The link will appear only if an RMA has been issued for the site within the last six months. If you do not see the ‘click here’ link under a site for which you have performed an Eligible Product Warranty Replacement and it has been six months or less, please contact customer support.