

## Labor Reimbursement for Warranty Service

### Fiji

(Effective March 19, 2025)

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 Fiji.

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
- Enphase IQ Gateway (Envoy)

#### Labor Reimbursement Amount

- **\$ 125** for each truck roll to a site for performing removal and replacement of a defective Eligible Product; plus
  - **\$15** for each defective Enphase Microinverter that is placed at that site;
  - **\$15** for each defective Enphase Gateway (Envoy) product that is placed at that site;

#### Terms and Conditions

All amounts are in U.S. dollars 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 three 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.

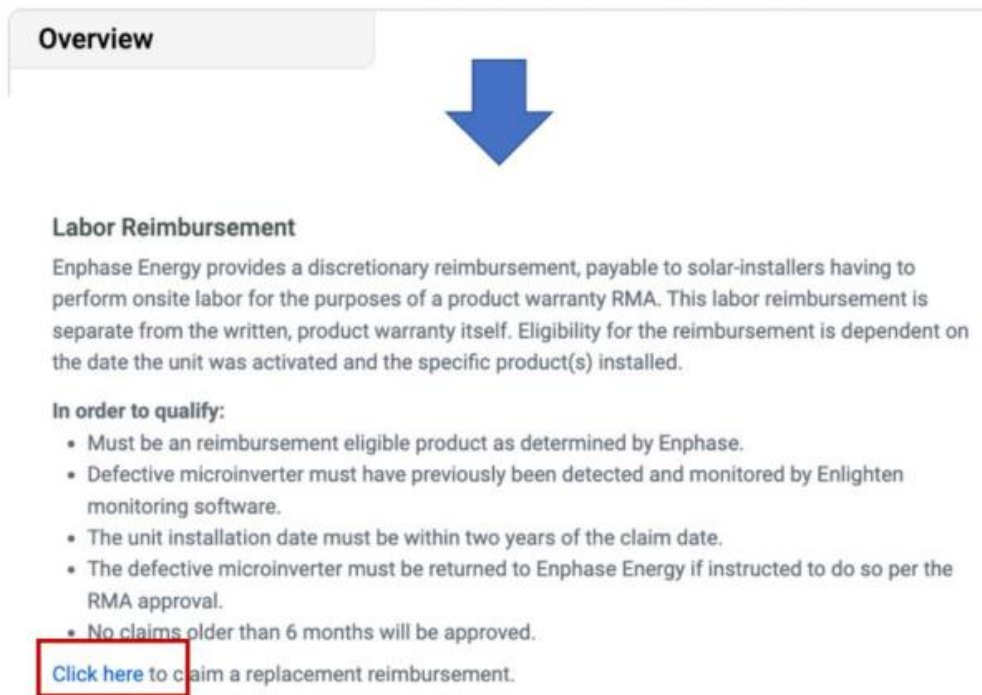
#### Method 1: Through Enphase Installer Portal

1. Log in to the [Enphase Installer Portal](#) within three 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
- W9 form or equivalent form for that region

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. 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.

**PAN PDF**  
 No file chosen

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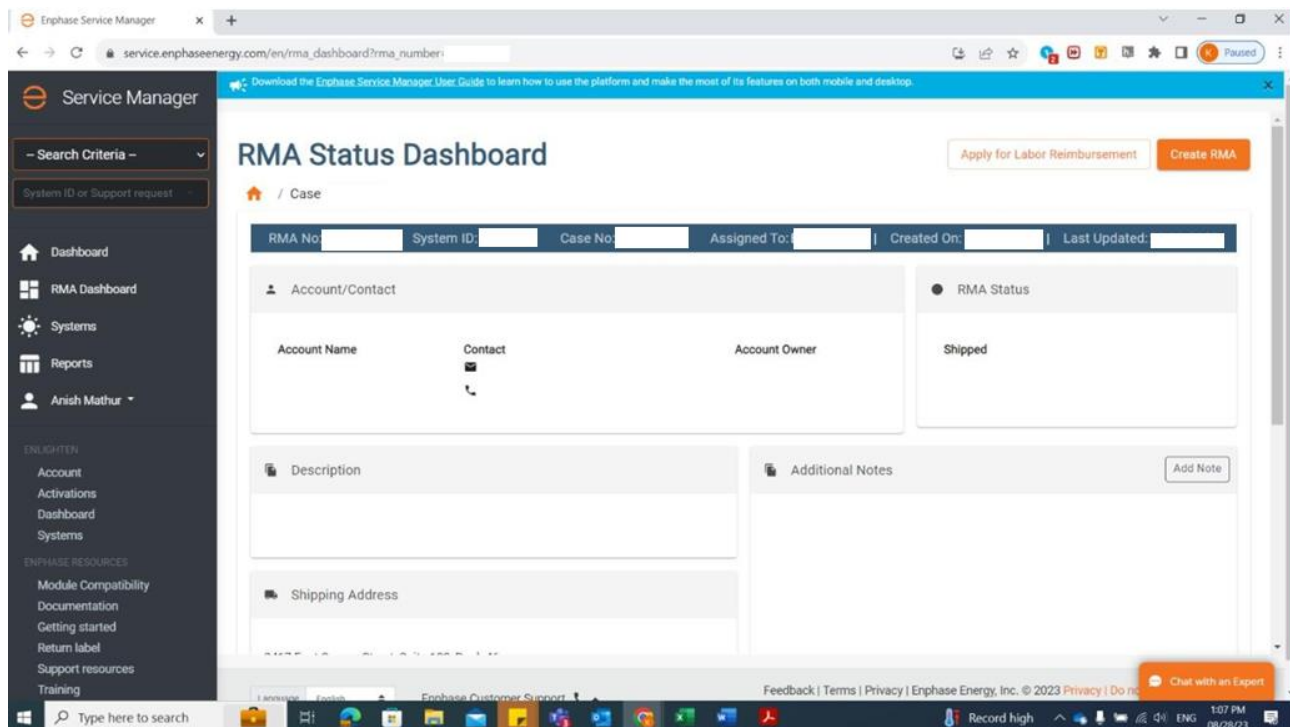
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**Installer Reimbursement Details**  
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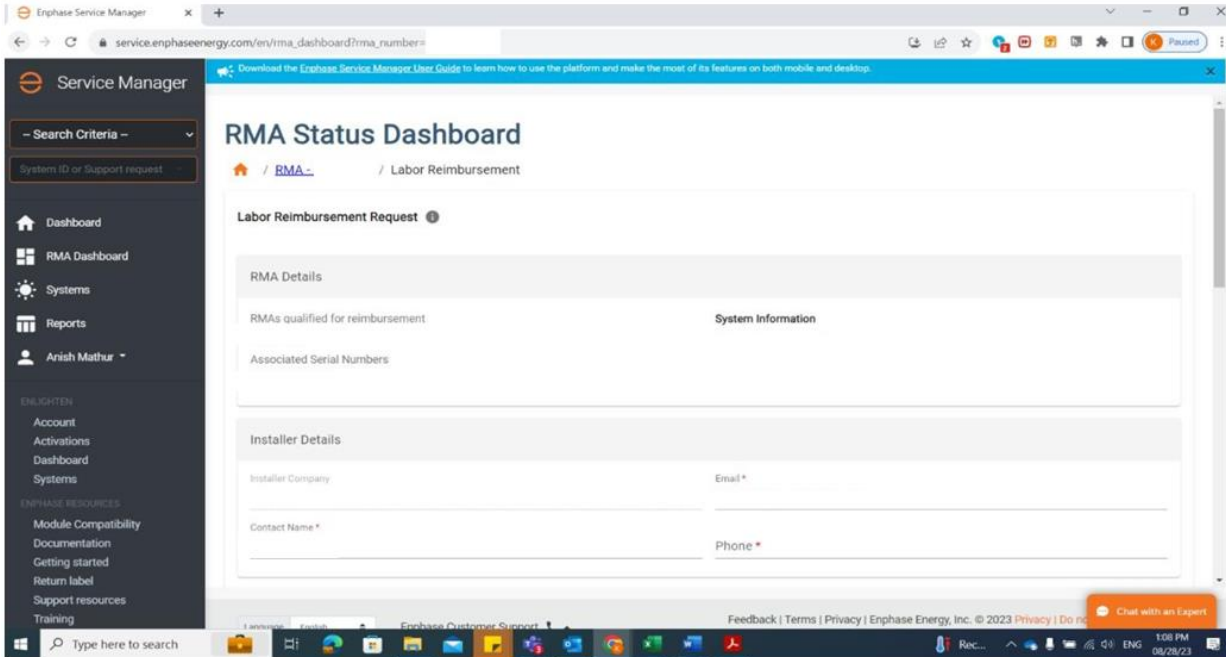
7. Click the “Submit” button to complete your labor reimbursement request. Enphase may contact you through the email address on your Enphase Account if additional documentation is required to process your claim.

## Method 2: Through Service Manager Platform

1. Log in to [Enphase Service Manager](#) within three 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.



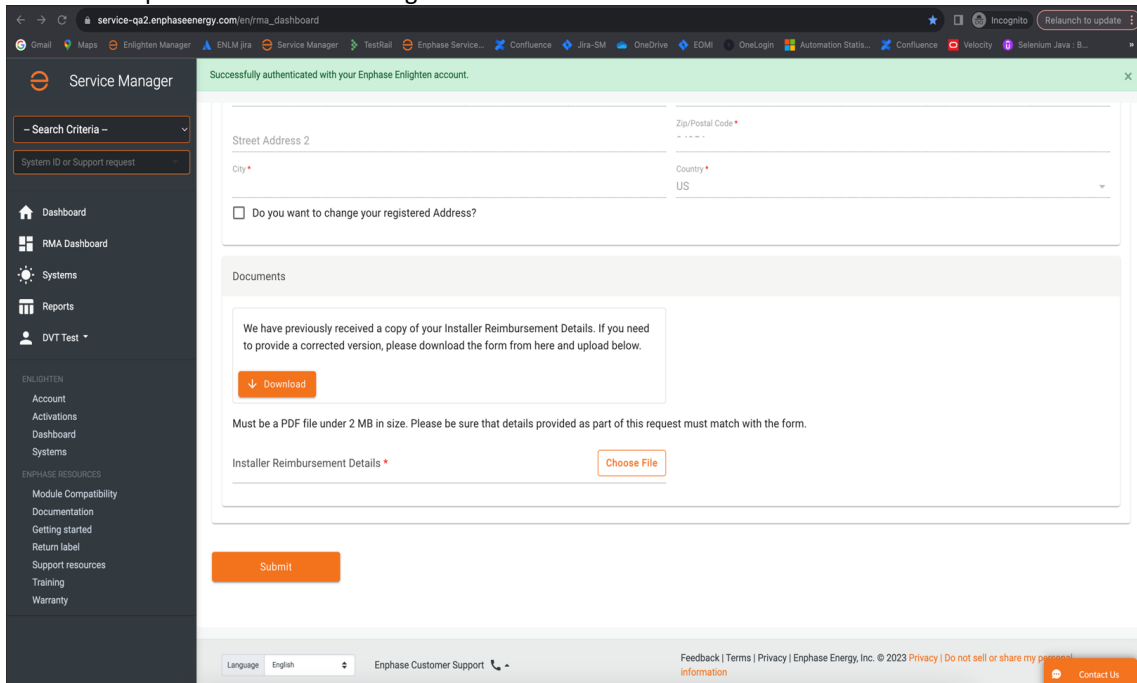
3. Validate the pre-filled labor reimbursement form. Edit the information if required.



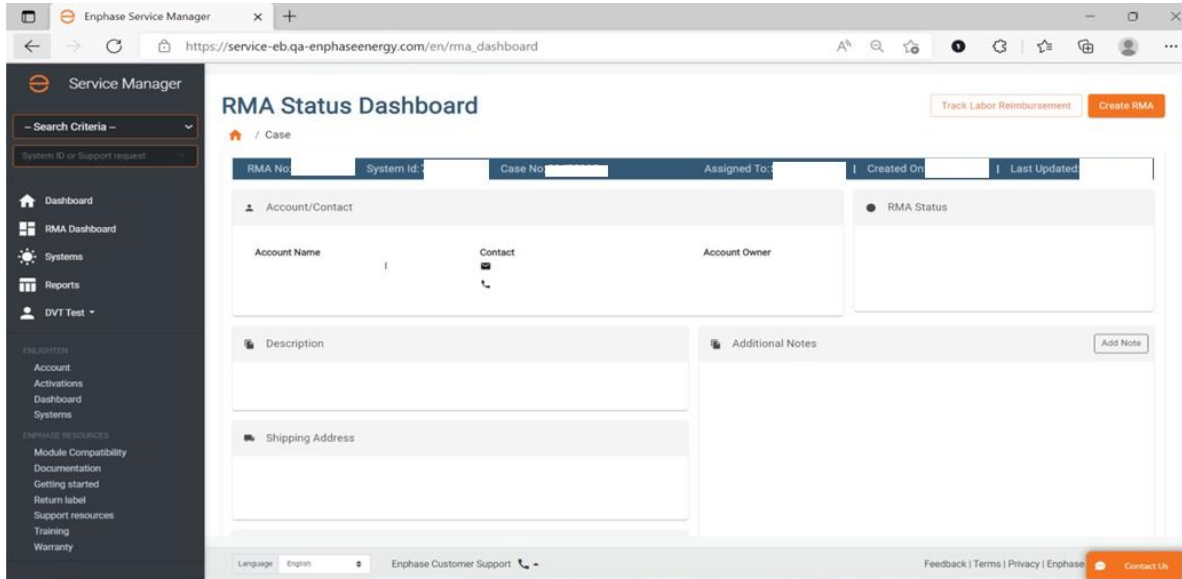
4. You need to submit the required documents as PDFs while claiming a labor reimbursement. Each PDF file must be under 2 MB in size. If necessary, compress the files using tools available on the internet. Click on the “Download” button as shown in the following screenshot to get the IRF and complete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

**Required documents:**

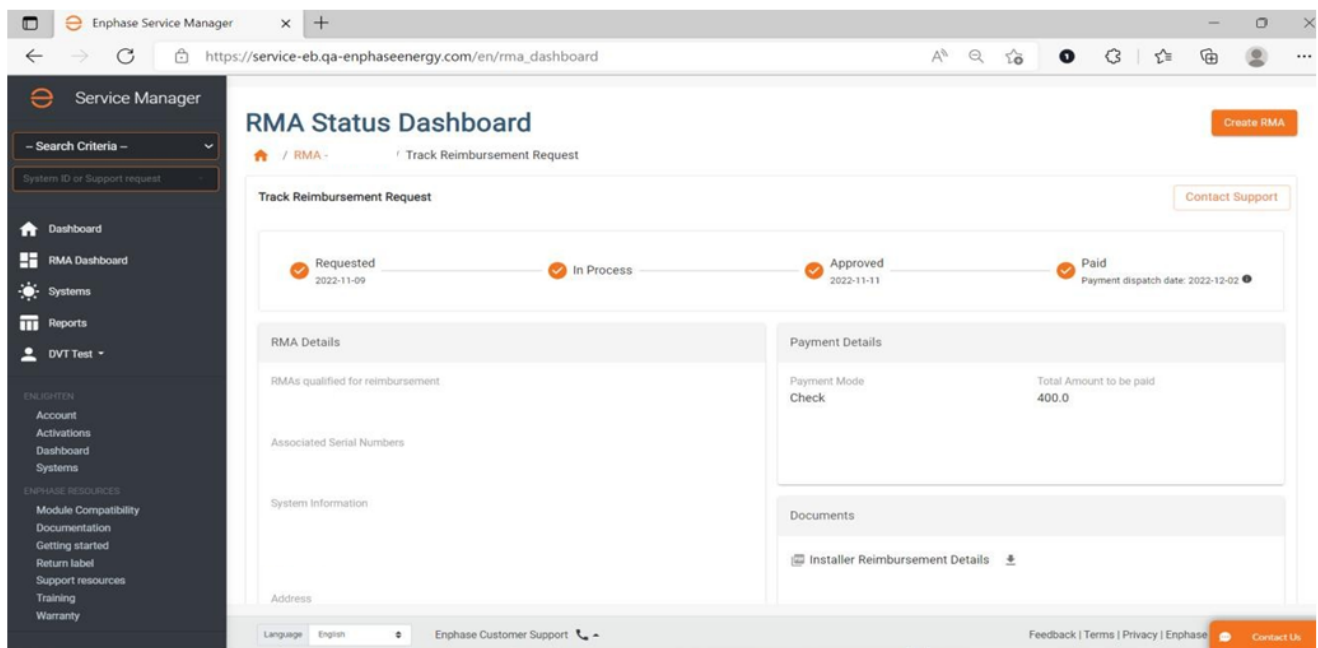
- Completed IRF
- W9 form or an equivalent form for the region



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 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 three 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 three months or less, please contact customer support.

**NOTE 2:**

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").

US Operating Unit	
Submitted by External Vendors	
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