

Labor Reimbursement for Warranty Service

Australia and New Zealand

(Effective 1st April 2023, updated 17th May 2023)

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 Australia or New Zealand (collectively, the “**Territory**”).

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 Battery 5P (activated on or after April 1, 2023)
 - Enphase ACB 1.5 units (activated on or after October 1, 2020)
 - IQ System Controller 3 INT (activated on or after April 1, 2023)
- each of the above, an “**Eligible Product**”.

* “Activated” means authorities having jurisdiction have given permission to operate.

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 5P) that is replaced at that site
- \$25 for each defective Enphase IQ Gateway (Envoy) product that is replaced at that site;
- \$150 for each defective IQ Battery 5P or defective Enphase board internal to IQ Battery 5P that is replaced at that site;
- \$200 for each defective IQ System Controller 3 INT or defective board internal to IQ System Controller 3 INT that is replaced at that site.

Terms and Conditions

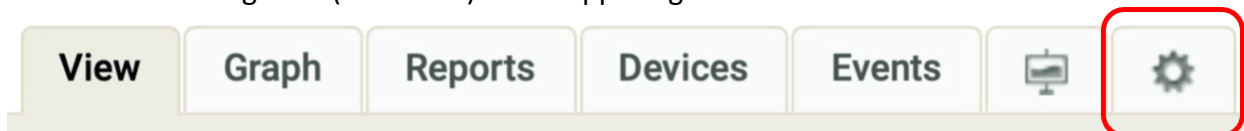
All amounts are in Australian Dollars. To be eligible for reimbursement under the Labor Reimbursement Program, all the following conditions must be met:

- The Eligible Product must be defective and covered under the applicable Enphase Limited Warranty at the time of removal and replacement;

- Removal and replacement of a defective Eligible Product(s) (“**Eligible Product Removal/Replacement**”) must be completed within
 - 10 years of the applicable PV-System Activation for Microinverters
 - 5 years of the applicable PV-System Activation for Envoy-S Metered units
 - 5 years of the applicable PV-System Activation for ACB 1.5 units
 - 5 years of the applicable Enphase Energy System Activation for IQ Battery 5P
 - 5 years of the applicable Enphase Energy System Activation for IQ System Controller 3 INT
- Enphase must have performed a remote diagnosis of the failed Eligible Product and issued an RMA to the Installer prior to performing the Eligible Product Replacement; and
- Installer must have submitted a claim for reimbursement under this Labor Reimbursement Program within six (6) months of completing the Eligible Product Removal/Replacement.


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

1. Request from Enphase a remote diagnosis on the Eligible Product (s) at issue;
2. Obtain an RMA from Enphase;
3. Perform the Eligible Product Replacement at the site; and submit the following information to Enphase through the Enphase App for Installers: (a) RMA number, (b) old and new serial number, and (c) original activation date of the Eligible Product.
4. Within six (6) months of completing the Eligible Product Replacement, login into your Enlighten Manager account ([Login page](#)).
5. Access the site where the Eligible Product 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



Labor Reimbursement

Enphase Energy provides a discretionary reimbursement, payable to solar-installers having to perform onsite labor for the purposes of a product warranty RMA. This labor reimbursement is separate from the written, product warranty itself. Eligibility for the reimbursement is dependent on the date the unit was activated and the specific product(s) installed.

In order to qualify:

- Must be an reimbursement eligible product as determined by Enphase.
- Defective microinverter must have previously been detected and monitored by Enlighten monitoring software.
- The unit installation date must be within two years of the claim date.
- The defective microinverter must be returned to Enphase Energy if instructed to do so per the RMA approval.
- No claims older than 6 months will be approved.

Click here to claim a replacement reimbursement.

Note: The link will appear only if Enphase has issued an RMA for the site within the last six (6) months. If you do not see the 'click here' link under a site for which you have performed a Eligible Product Removal/Replacement and it has been six (6) 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](#)

<p>RMA Details</p> <p>RMA's Qualified for Reimbursement RMA Number <input type="text"/></p> <p>Associated Serial Numbers Serial Number <input type="text"/></p> <p>Installer Details</p> <p>Installer Company Company Name <input type="text"/></p> <p>*Contact Name Installer Name <input type="text"/></p> <p>Registered Address</p> <p>*Street Address Street Address Name <input type="text"/></p> <p>Street Address 2 <input type="text"/></p> <p>*City City <input type="text"/></p> <p><input type="checkbox"/> Do you want to change your registered address?</p>	<p>System Information</p> <p>Customer's name <input type="text"/></p> <p>Street Address <input type="text"/></p> <p>Zip Code <input type="text"/></p> <p>Country <input type="text"/></p> <p>*Email Email Address <input type="text"/></p> <p>*Phone Phone Number <input type="text"/></p> <p>*State/Province State <input type="text"/></p> <p>*Zip/Postal Code 00000 <input type="text"/></p> <p>*Country Country <input type="text"/></p>
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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.

9. If this is the first time you are claiming a Labor Reimbursement, you will also need to submit a completed and signed Labor Reimbursement Form along with your request. You can download the Labor Reimbursement Form [here](#).

10. Once you have completed and uploaded the Labor Reimbursement Form click on 'Submit' to complete your Labor Reimbursement request.
11. Following submission of your Labor Reimbursement Form, we will contact you through your registered email to collect your tax identification number, tax certificate and any required documentation for the taxing authorities ("**Tax Documents**").

Australia Operating Unit	
Submitted by External Vendors	
GST/ABN Certificate	Australia Based Individual/entities
New Zealand Operating Unit	
Submitted by External Vendors	
GST/NZBN Certificate	New Zealand Based Individual/entities

12. Enphase may contact you through your registered email ID if more documentation is required to process your claim.

Enphase the "e" logo, IQ, Envoy-S, IQ Battery, IQ System Controller and other names are trademarks of Enphase Energy, Inc in the U.S., and other countries.