

## Labor Reimbursement for Warranty Service

(Effective July 15, 2022)

Belgium, Denmark, France, Germany, Hungary, Italy, Luxembourg, Netherlands, Poland, Portugal, Republic of Ireland, Spain, Sweden, Switzerland, and the United Kingdom

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 Belgium, Denmark, France, Germany, Hungary, Italy, Luxembourg, Netherlands, Poland, Portugal, Republic of Ireland, Spain, Sweden, Switzerland, and the United Kingdom (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 Batteries (activated on or after October 1, 2020)
- Enphase ACB 1.5 units (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; and
  - **€25** for each defective ACB 1.5 unit that is placed at that site.

### Terms and Conditions

All amounts are in Euros. 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 the first two (2) years of the Warranty Period (as defined in the applicable Enphase Limited Warranty applicable to the Eligible Product);
- 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.
  - Note: If the Eligible Product is an ACB 1.5 product, you must also submit an invoice to Enphase at [acbclaim@enphaseenergy.com](mailto:acbclaim@enphaseenergy.com) (for ACB 1.5 claims)
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**

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**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](#).

- 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](#)

**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.

- 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](#).
- Once you have completed and uploaded the Labor Reimbursement Form click on 'Submit' to complete your Labor Reimbursement request.
- 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").
- Enphase may contact you through your registered email ID if more documentation is required to process your claim.

**Reminder: To Make a Claim for Reimbursement for eligible ACB 1.5 Units, in addition of the steps above:**

- You also must send invoices for the applicable Reimbursement Amount to:
  - [acbclaim@enphaseenergy.com](mailto:acbclaim@enphaseenergy.com) (for ACB 1.5 claims)
- Again, the Invoice must include the following information:
  - RMA number
  - Old Serial Number
  - New Serial Number
  - Original activation date of the ACB 1.5 product