

Labour reimbursement for warranty service

Effective June 1, 2023

The Enphase Energy, Inc. (“Enphase”) Labour Reimbursement for Warranty Service Program (“Labour Reimbursement Program”) is designed to help solar installation professionals (“Installers”) offset a portion of the labour/service costs of replacing a defective product. The defective product must be an Eligible Product as defined in the table below, covered by an active and existing Enphase Limited Warranty, and installed in a PV solar system in India to qualify for the Labour Reimbursement Program.

This Labour Reimbursement Program is separate from Enphase’s 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.

ELIGIBLE PRODUCTS	REIMBURSEMENT AMOUNT
Enphase Microinverters	1. INR 3000 for each approved return merchandise authorization (RMA) site visit for removing and replacing all defective Eligible Products at the site.
Enphase gateways* <ul style="list-style-type: none"> Envoy S Metered/Standard IQ Combiner/Gateway <p>*Activated# on or after October 1, 2020 only</p>	2. INR 600 for each defective Eligible Product that is replaced at the site during the same site visit. e.g., If five numbers of Eligible Products at a site are defective and replaced: INR 3,000 + (INR 600 x 5) = INR 6,000 total reimbursement to the Installer.

The Activation date is the date on which the Enphase gateway device is shown as activated according to the Enphase Installer App.

Eligibility for Labour Reimbursement Program

All the following must be true:

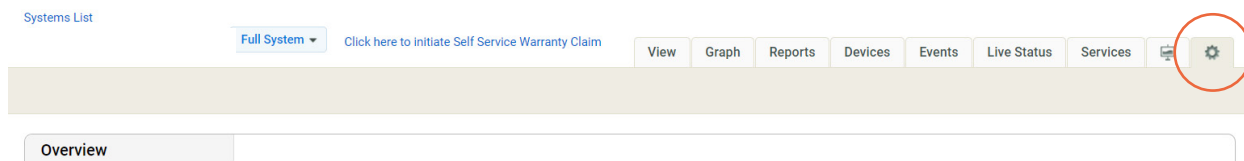
- Labour Reimbursement Program (labour costs related to visiting a site and replacing a defective Enphase product, which is covered by an active and existing Enphase Limited Warranty) is eligible within the first two years of the unit installation date.
- The Eligible Product must be determined by Enphase to be defective under an active and existing Enphase Limited Warranty.
- Enphase has performed a remote diagnosis of the failed Eligible Product and issued an RMA to the Installer prior to the Installer conducting the labour.
- The 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 labour 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 “Labour Reimbursement.”

Labour Reimbursement

Enphase Energy provides a discretionary reimbursement, payable to solar-installers having to perform onsite labour for the purposes of a product warranty RMA. This labour 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 3 months will be approved.

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

5. Review the Labour Reimbursement Program guidelines carefully and then complete the labour reimbursement form.

The screenshot shows the 'RMA Reimbursement Request' form. At the top, there is a header 'RMA Reimbursement Request' and a note: 'To request your reimbursement, please have your RMA number handy. Don't have your RMA number? Contact Enphase Customer Support'. The form is divided into several sections: 'RMA Details' with a dropdown for 'RMAs Qualified for Reimbursement' and a field for 'Associated Serial Numbers'; 'System Information'; 'Installer Details' with fields for 'Installer Company', '*Contact Name', '*Email', and '*Phone'; and 'Registered Address' with fields for '*Street Address', 'Street Address 2', '*City', '*State/Province', '*Zip/Postal Code', and '*Country'. A checkbox at the bottom asks 'Do you want to change your registered address?'.

6. You need to submit the required documents as PDFs while claiming a labour 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:

- **PAN card**
- **GST registration certificate**
- **Cancelled cheque**
- **Completed IRF**

This screenshot shows the document upload section of the form. It includes 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. 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.' Below this, there are four rows, each with a document type and a file selection button: 'PAN PDF' with a 'Choose file' button, 'GST PDF' with a 'Choose file' button, 'Cancelled check PDF' with a 'Choose file' button, and 'Installer Reimbursement Details' with a 'Choose file' button. A red box highlights the 'Choose file' buttons. Below these, there is a text box labeled 'Upload the documents' and a blue 'Submit' button. A red line connects the 'Upload the documents' text box to the 'Submit' button.

7. Click the “Submit” button to complete your labour 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 labour reimbursement, “Apply for Labour Reimbursement” button appears at the top right corner of the page. Click on it.

The screenshot shows the 'RMA Status Dashboard' in the Service Manager platform. The left sidebar contains navigation options: Dashboard, RMA Dashboard (highlighted), Systems, Reports, and a user profile. Below these are sections for 'ENLIGHTEN' (Account, Activations, Dashboard, Systems) and 'ENPHASE RESOURCES' (Module Compatibility, Documentation, Getting started, Return label, Support resources, Training, Warranty). The main content area displays details for a specific RMA case. At the top right, there are two buttons: 'Apply for Labour Reimbursement' (highlighted with a red box) and 'Create RMA'. The case details include: RMA No., System ID, Case No., Assigned To: Support Team, Created On: 10-05-2023, and Last Updated: 10-05-2023. The 'Account/Contact' section shows Account Name, Contact, and Account Owner. The 'RMA Status' section shows 'Approved'. Below this, there are sections for Description, Shipping Address, Return Address, and Additional Notes (with an 'Add Note' button).

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

The screenshot shows the 'Labour Reimbursement Request' form in the Service Manager platform. The left sidebar is identical to the previous screenshot. The main content area displays the 'RMA Status Dashboard' with a breadcrumb trail: / RMA / Labour Reimbursement. The form is titled 'Labour Reimbursement Request' and includes a help icon. It is divided into two main sections: 'RMA Details' and 'Installer Details'. The 'RMA Details' section includes 'RMA Details' (with a sub-section 'RMA Details') and 'System Information' (with a sub-section 'System Information'). The 'Installer Details' section includes 'Installer Company', 'Contact Name', 'Email', and 'Phone'. The 'Email' and 'Phone' fields are marked with a red asterisk, indicating they are required.

- You need to submit the required documents as PDFs while claiming a labour 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:

- **PAN card**
- **GST registration certificate**
- **Cancelled cheque**
- **Completed IRF**

Documents

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.

[Download](#)

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.

PAN Card * [Choose File](#)

GST * [Choose File](#)

Cancelled Check * [Choose File](#)

Installer Reimbursement Details * [Choose File](#)

[Submit](#)

Upload the documents

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

Service Manager

Search Criteria -

System ID or Support request

Dashboard

RMA Dashboard

Systems

Reports

ENLIGHTEN

Account

Activations

Dashboard

Systems

ENPHASE RESOURCES

Module Compatibility

RMA Status Dashboard

Track Labour Reimbursement Create RMA

RMA No: System ID: Case No: Assigned To: Support Team Created On: 10-05-2023 Last Updated: 10-05-2023

Account/Contact

Account Name Contact Account Owner

RMA Status

Approved

Description

Shipping Address

Additional Notes Add Note

Track Labour Reimbursement

7. The tracking page shows the:
- Status of the labour 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”**

The screenshot displays the 'RMA Status Dashboard' within the 'Service Manager' application. The left sidebar contains navigation links for Dashboard, RMA Dashboard, Systems, Reports, and a user profile section. The main content area features a progress bar at the top with four stages: 1. Requested (2023-05-10), 2. In Process, 3. Approved, and 4. Paid. Below the progress bar, the dashboard is divided into two columns. The left column, titled 'RMA Details', includes sections for 'RMAs qualified for reimbursement', 'Associated Serial Numbers', and 'System Information'. The right column, titled 'Payment Details', is currently empty. At the bottom right, a 'Documents' section lists 'Installer Reimbursement Details' and 'PAN Card', each with a download icon. A 'Create RMA' button is located in the top right corner, and a 'Contact Support' button is in the top right of the main content area.

Revision history

REVISION	DATE	DESCRIPTION
v20230601 v2	June 2023	<ul style="list-style-type: none">• Text correction.• Process accurately defined.• Inclusion of Enphase Service Manager other than Enphase Installer Portal for applying for Labour Reimbursement
v20220701 v1	July 2022	<ul style="list-style-type: none">• Initial release.