

Labor reimbursement for warranty service

Effective October 1, 2024

The Enphase Energy, Inc. (“Enphase”) Labor Reimbursement for Warranty Service Program (“Labor Reimbursement Program”) is designed to help solar installation professionals (“Installers”) offset a portion of the labor/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 Labor Reimbursement Program.

This Labor 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.

Enphase Product(s) Eligible for the Labor Reimbursement Program

- Enphase Microinverters
- Enphase Gateways*Envoy S Metered/Standard
- IQ Combiner/Gateway (*Activated# on or after October 1, 2020 only)
- IQ Battery 5P (** Activated on or after August 15, 2024, only)
- IQ System Controller (** Activated on or after August 15, 2024, only)

Labor Reimbursement Amount

- INR 3000** for each approved return merchandise authorization (RMA) sitevisit for removing and replacing all defective Eligible Products at the site.
- 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:
 $INR\ 3,000 + (INR\ 600 \times 5) = INR\ 6,000$ total reimbursement to the Installer.
- INR 300** for each defective sub-component or board inside any Enphase product that is replaced at the site during the same site visit.
- INR 4500** for each complete IQ Battery 5P replacement
- INR 2000** for each system controller for each complete IQ System Controller replacement.
e.g., If one IQ Battery and one IQ System Controller at site is defective and replaced:
 $INR\ 3000 + INR\ 4500 + INR\ 2000 = INR\ 9500$
e.g., If the boards are replaced of IQ Battery 5P units at a site: $INR\ 3000 + (INR\ 300 \times 2) = INR\ 3600$ total reimbursements to the installer.

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

** All amounts are in Indian Rupees and are inclusive of any and all applicable taxes.

*** Activated on or after August 15, 2024 only

Eligibility for Labor Reimbursement Program

All the following must be true:

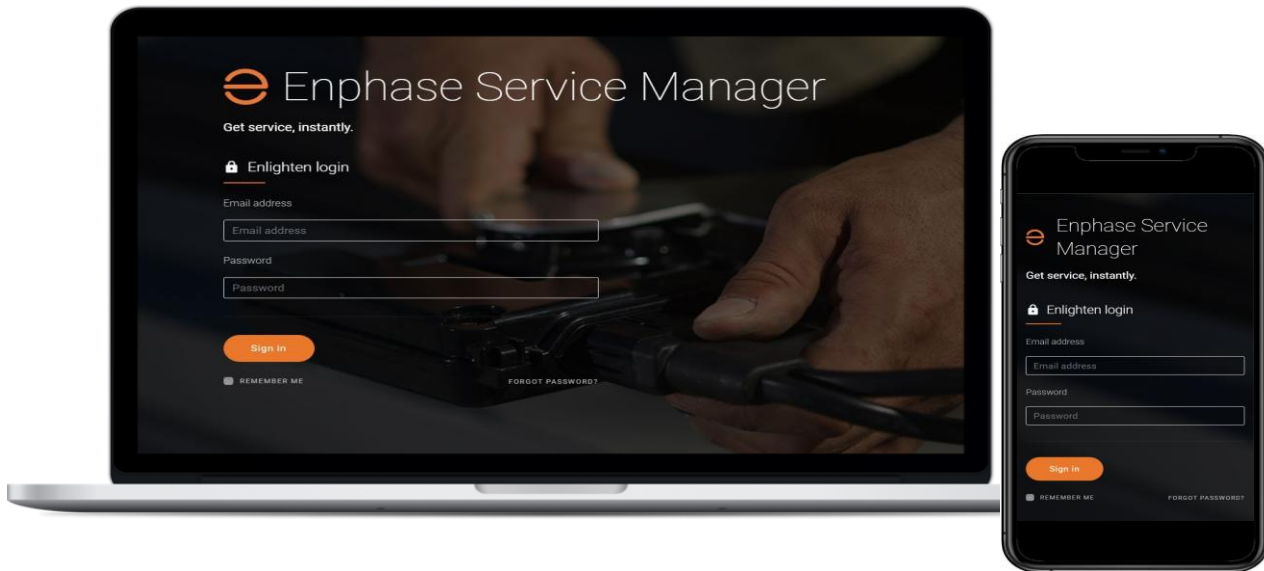
- Labor Reimbursement Program (labor costs related to visiting a site and replacing a defective Enphase product, which is covered by an active and existing Enphase Limited Warranty) is eligible within the first two years of the unit installation date.
- The Eligible Product must be determined by Enphase 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 labor.
- 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 labor reimbursement via either the Enphase Installer Portal or Enphase Service Manager

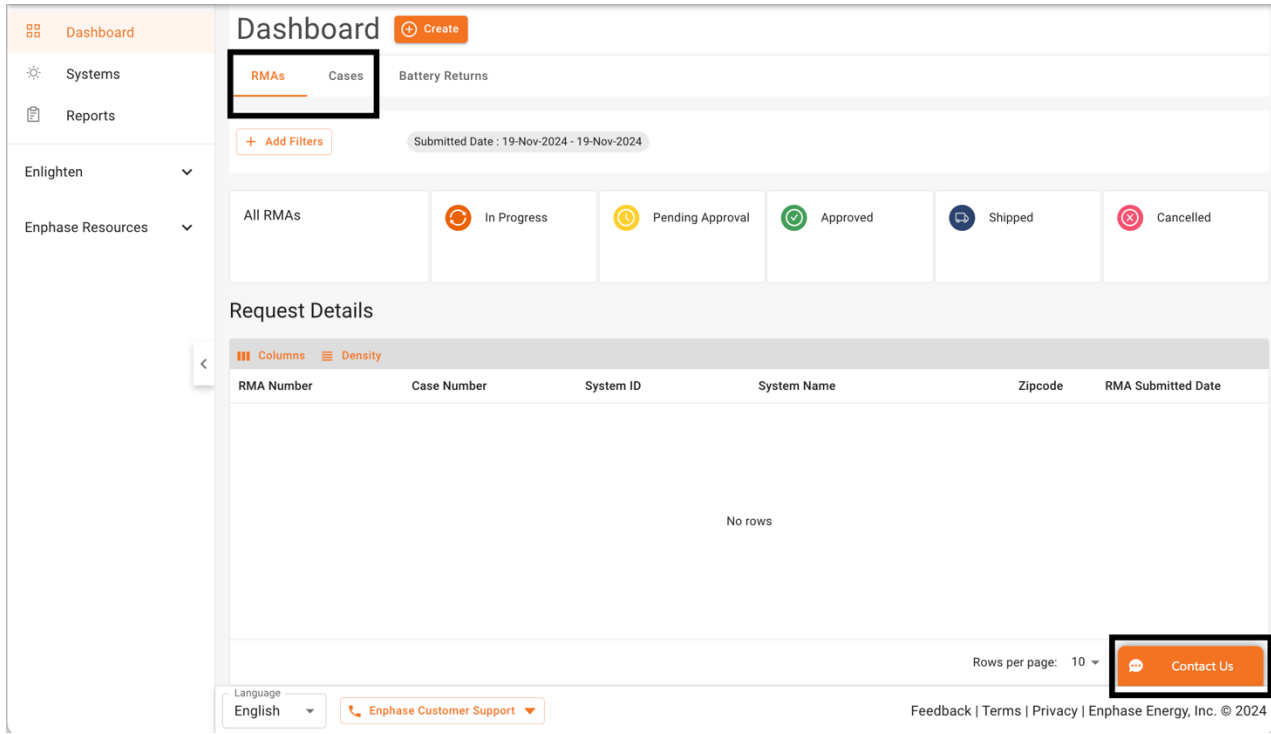
Method 1: Through Service Manager Platform

Log in to the **Enphase Service Manager** on a desktop or mobile device using Enphase account credential.



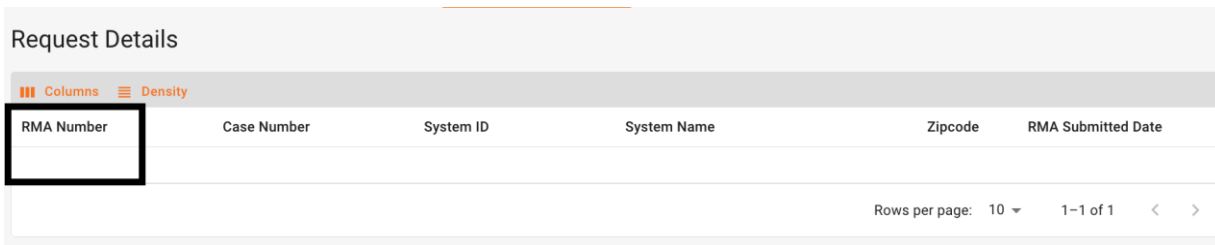
Upon logging in you will see a **Dashboard** displays all recent Support requests and provides installer access to create, view, apply labor reimbursements and manage their cases

To view RMA information on the Dashboard, select the RMAs tab. To view case information on the Dashboard, select the Cases tab.



Apply for Labor Reimbursement

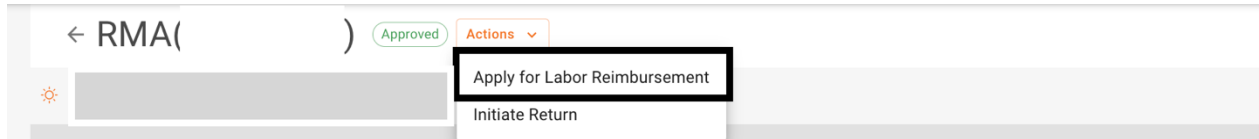
To apply for a Labor Reimbursement, installers can select an RMA number from the RMAs Dashboard



You can also search the RMA Number, Case Number, System name, Site ID and System Name from the search box available in the **Dashboard**.



Select the **Actions** dropdown menu, then select **Apply for Labor Reimbursement**



Labor Reimbursements

The **Labor Reimbursement Request** form will appear, displaying the RMA Details

A screenshot of the 'Labor Reimbursement Request' form. The form is divided into several sections: 'RMA Details' (RMA number 00511313, System Information), 'Installer Details' (fields for Company, Email, Contact Name, Phone), 'Registered Address' (fields for Street Address, City, Zip/Postal Code, State/Province, Country), and 'Documents' (a 'Download' button and a list of required documents: Installer Reimbursement Details, PAN Card, GST, and Cancelled Check). At the bottom, there is an 'Upload Documents' button, a 'Reset' button, and a 'Submit' button.

Complete all required fields:

Installer Details

Registered Address

Documents

When finished, select **Submit**

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:

- PAN card
- GST registration certificate
- Cancelled cheque
- Complete IRF
- 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.

Track Labor Reimbursement Application

To track Labor Reimbursement, installer can select an RMA number from the RMA's Dashboard

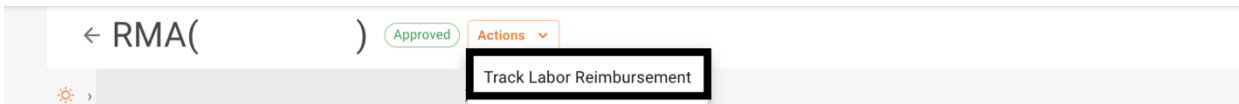
Request Details

RMA Number	Case Number	System ID	System Name	Zipcode	RMA Submitted Date

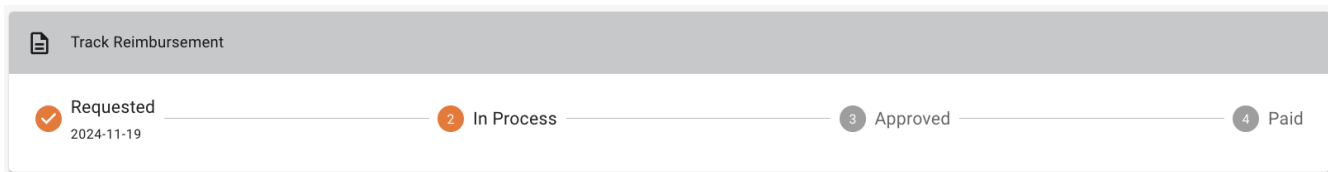
Columns Density

Rows per page: 10 1-1 of 1

Select the **Actions** dropdown menu. If the Labor Reimbursement request was submitted, the list will display a **Track Labor Reimbursement** option. Select it



The **Labor Reimbursement Request** page will appear, displaying tracking information in the **Track Reimbursement** Section.



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”

Method 2: 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.”

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 Labor Reimbursement Program guidelines carefully and then complete the labor reimbursement 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

RMAs Qualified for Reimbursement
00510274

Associated Serial Numbers
802122207243

System Information

AJ Testing
Tester Road
10111 Abilene (ML)
India

Installer Details

Installer Company
Enphase Energy

*Contact Name
Sushma Trumala Raju

*Email
sushma@enphaseenergy

*Phone
+19595655555

Registered Address

*Street Address
Tester Road

Street Address 2

*City
Abilene

*State/Province
Michigan

*Zip/Postal Code
49001

*Country
India

Do you want to change your registered address?

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:

- PAN card
- GST registration certificate

- Cancelled cheque
- Completed IRF

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
 No file chosen

Cancelled check PDF
 No file chosen

Installer Reimbursement Details
 No file chosen

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.

Revision history

REVISION	DATE	DESCRIPTION
v20241001 v3	October 2024	<ul style="list-style-type: none"> • Text correction • Process accurately defined. • Inclusion of New Interface snapshots of Enphase Service Manager other than Enphase Installer Portal for applying for Labor Reimbursement • Addition of Eligible Products (IQ battery, IQ System Controller and Board Replacements) along with the pricing
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 Labor Reimbursement
v20220701 v1	July 2022	<ul style="list-style-type: none"> • Initial release.