

Labour reimbursement for warranty service

Effective September 7, 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
<p>Enphase Microinverters</p> <p>Enphase gateways*</p> <ul style="list-style-type: none"> • Envoy S Metered/Standard • IQ Combiner/Gateway <p>*Activated# on or after October 1, 2020 only</p>	<ol style="list-style-type: none"> 1. INR 3000** for each approved return merchandise authorization (RMA) site visit for removing and replacing all defective Eligible Products at the site. 2. INR 600** for each defective Eligible Product that is replaced at the site during the same site visit. <p>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.</p> <p>** All amounts are in Indian Rupees, and are inclusive of any and all applicable taxes.</p>

#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.

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.

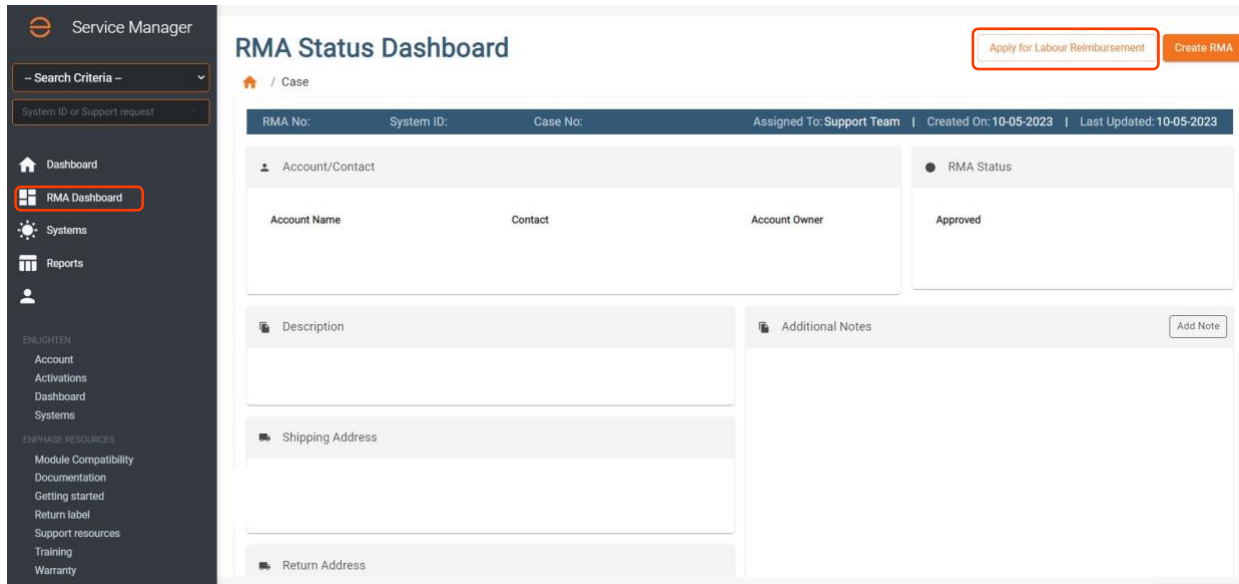
Required documents:

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

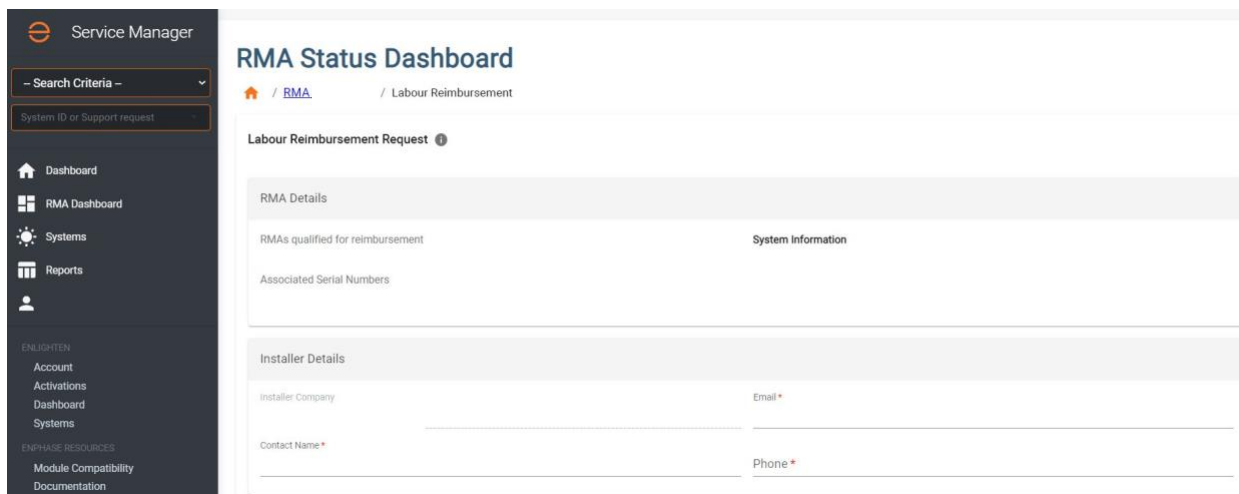
7. Click the “Submit” button to complete your labour reimbursement request. Enphase may contact you through the email address on your Enphase Account if additional documentation is required to process your claim.

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.



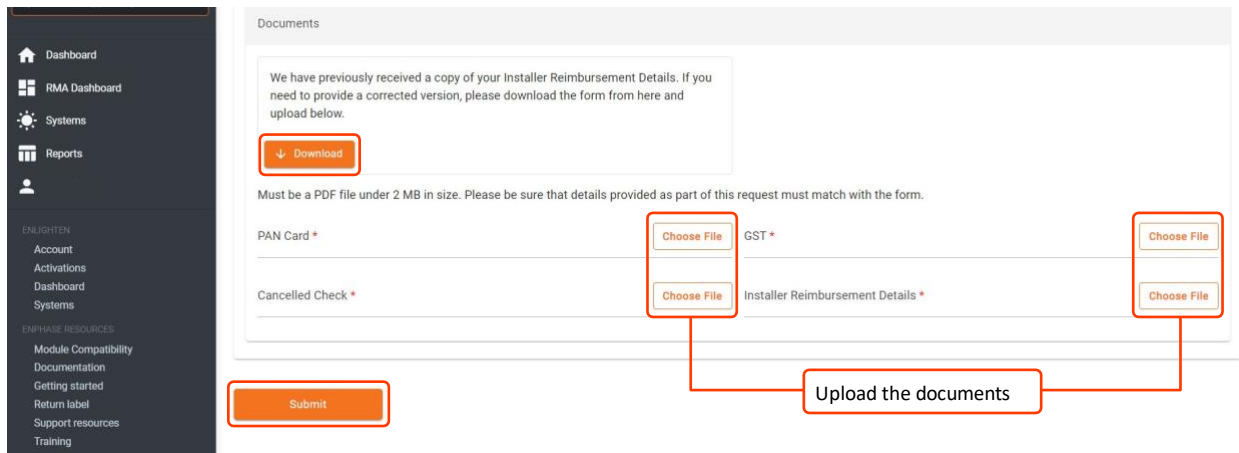
3. Validate the pre-filled labour reimbursement form. Edit the information if required.



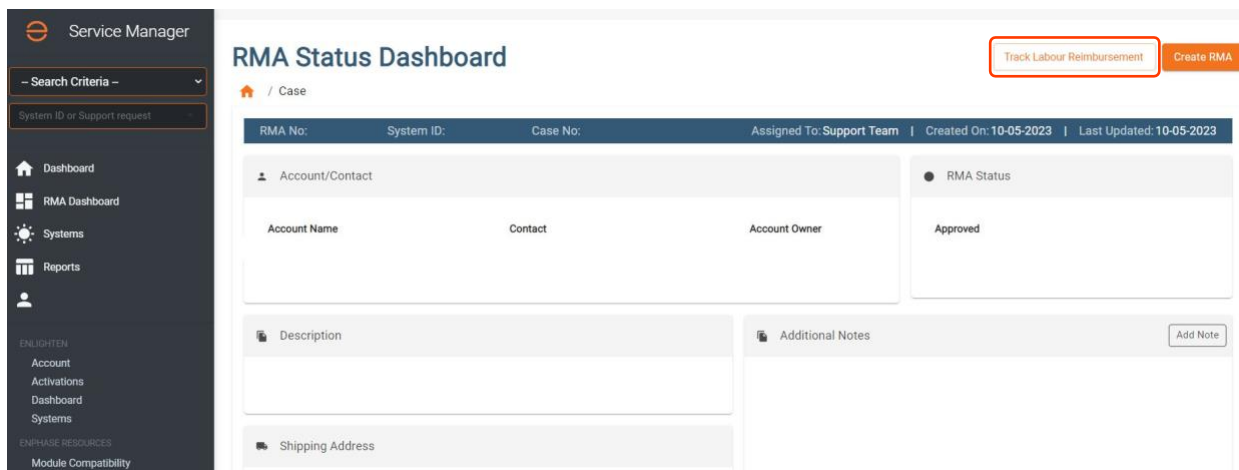
- You need to submit the required documents as PDFs while claiming a labour reimbursement. Each PDF file must be under 2 MB in size. If necessary, compress the files using tools available on the internet. Click on the “Download” button as shown in the following screenshot to get the IRF and complete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

Required documents:

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



- 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.



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' interface. The dashboard is titled 'RMA Status Dashboard' and includes a 'Create RMA' button in the top right corner. Below the title, there is a breadcrumb trail: 'Home / RMA / Track Reimbursement Request'. A search bar is located at the top left, with the placeholder text 'System ID or Support request'. The main content area is titled 'Track Reimbursement Request' and features a progress bar with four stages: 1. Requested (2023-05-10), 2. In Process, 3. Approved, and 4. Paid. Below the progress bar, there are three main sections: 'RMA Details', 'Payment Details', and 'Documents'. The 'RMA Details' section includes sub-sections for 'RMAs qualified for reimbursement', 'Associated Serial Numbers', and 'System Information'. The 'Payment Details' section is currently empty. The 'Documents' section contains two items: 'Installer Reimbursement Details' and 'PAN Card', both with download icons.

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.