

Labor Reimbursement for Warranty Service

(Effective 1 July, 2021)

South Africa

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 South Africa (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.

Eligible Products	Reimbursement Amounts**
Enphase® microinverters (either stand-alone or inside an Encharge™ storage system base unit)	<ul style="list-style-type: none">• ZAR 1825 for each truck roll to a site for performing removal and replacement of defective Eligible Product
Encharge™ storage system base unit	
Enphase Envoy-S units	

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

**Amounts are inclusive of any and all applicable taxes.

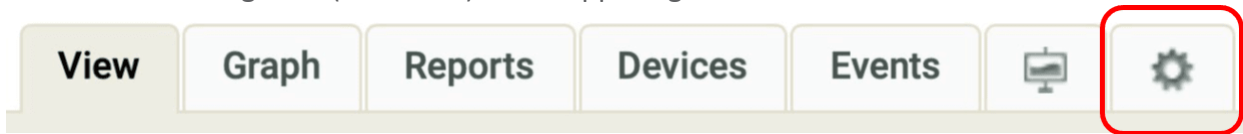
Labor Charges Eligible for Reimbursement: All of the following must be true:

- The labor must be completed within 2 years of the Eligible Product being Activated.
- for the removal and replacement of an Eligible Product determined by Enphase to be defective under an existing, active Enphase Limited Warranty for 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 submit a claim for reimbursement within 3 months of completing the labor.

To Make a Claim for Reimbursement for All Eligible Products except Envoy-S Units:

1. Request from Enphase a remote diagnosis on the Eligible Product at issue;
2. Obtain an RMA from Enphase;
3. Perform the Eligible Product Replacement at the site;
4. Within 3 months of completing the Eligible Product Replacement, [login to your Enlighten Manager](#) account.
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'.



In order to qualify:

- Must be an reimbursement eligible product as determined
- Defective microinverter must have previously been detected
- The unit installation date must be within two years of the
- The defective microinverter must be returned to Enphase
- No claims older than 3 months will be approved.

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

Note: The link will appear only if an RMA has been issued for the site within the last 3 months. If you do not see the 'click here' link under a site for which you have performed an Eligible Product Replacement and it has been 3 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

A screenshot of the 'RMA Reimbursement Request' form. The form is titled 'RMA Reimbursement Request' and includes a sub-header: '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 'RMAs Qualified for Reimbursement' and 'Associated Serial Numbers'), 'System Information' (with fields for name, address, and country), 'Mail Check To:' (with fields for installer company, contact name, email, and phone), and a 'W-9 Form' section (with a 'Choose File' button). A 'Submit' button is located at the bottom left of the form.

Form.

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

10. Once you have filled out the Labor Reimbursement Form (and uploaded the Installer Reimbursement Form, if this is your first request), click on 'Submit' to complete your Labor Reimbursement request.
11. Following submission of your Labor Reimbursement request, we will contact you through your registered email to collect the required documentation for the taxing authorities.

To Make a Claim for Reimbursement for eligible Envoy-S and Combiner Units:

1. You must send invoices for the applicable Reimbursement Amount to: envoyclaim@enphaseenergy.com
2. Invoice must include the following information:
 - RMA number
 - Old Serial Number
 - New Serial Number
 - Original activation date of the PV System
3. If it is the first time you are claiming a Labor Reimbursement from us, you may need to submit a certain required tax documentation, as well ("Tax Document"). The details of such requirement will be communicated to you by Enphase.
4. Enphase may contact you through your registered email ID if more documentation is required in order to process your claim.