

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

**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  
Associated Serial Numbers

**System Information**

\*Email  
\*Phone

**Installer Details**

Installer Company  
\*Contact Name  
\*Email

**Registered Address**

\*Street Address  
Street Address 2  
\*City  
\*State/Province  
\*Zip/Postal Code  
\*Country

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**

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**  
Choose file No file chosen

**GST PDF**  
Choose file No file chosen

**Cancelled check PDF**  
Choose file No file chosen

**Installer Reimbursement Details**  
Choose file No file chosen

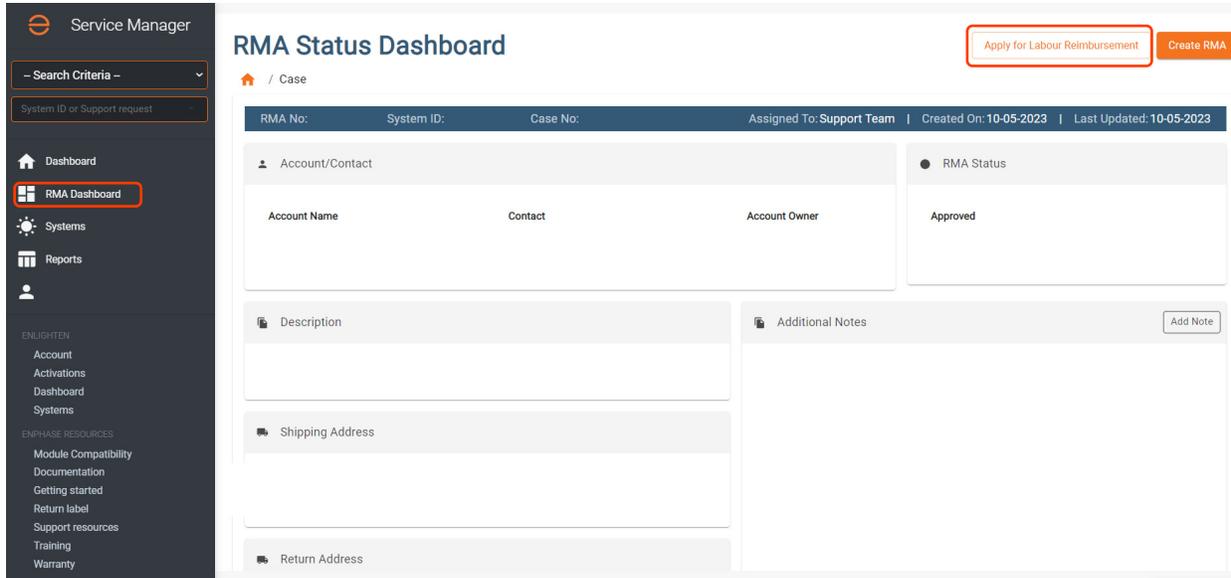
Upload the documents

Submit

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.

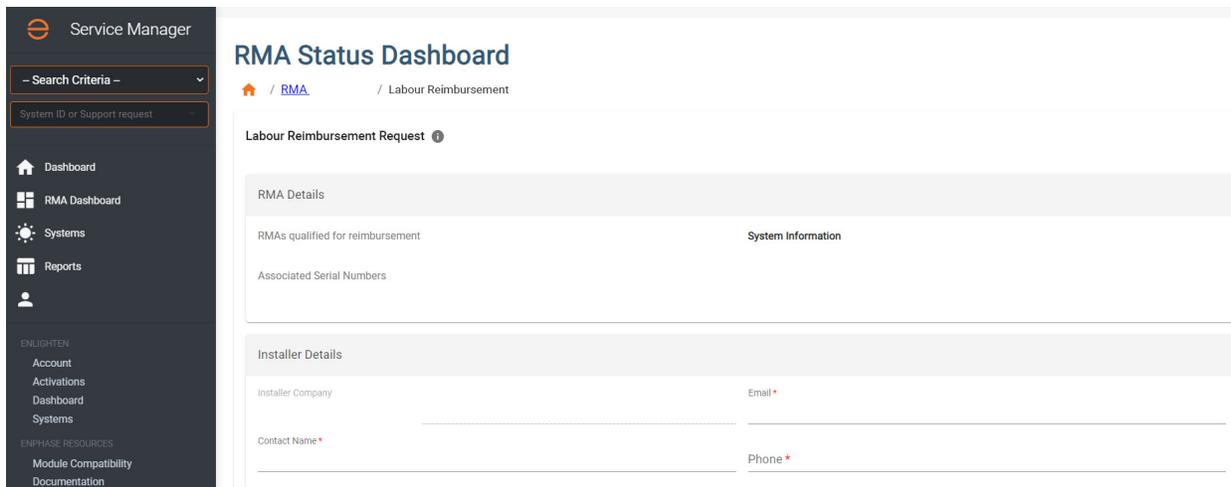
## Method 2: Through Service Manager Platform

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 Service Manager interface. On the left is a dark sidebar with navigation options: Dashboard, RMA Dashboard (highlighted), Systems, Reports, and a user profile icon. 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 is titled "RMA Status Dashboard" and includes a search bar and a breadcrumb trail: / Case. At the top right, there are two buttons: "Apply for Labour Reimbursement" (highlighted with a red box) and "Create RMA". Below the breadcrumb is a header bar with fields: RMA No., System ID, Case No., Assigned To: Support Team, Created On: 10-05-2023, and Last Updated: 10-05-2023. The main content is divided into several sections: "Account/Contact" with fields for Account Name, Contact, and Account Owner; "RMA Status" with a radio button for "Approved"; "Description" with a text area and an "Add Note" button; "Shipping Address"; and "Return Address".

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



The screenshot shows the Service Manager interface with the "Labour Reimbursement Request" form. The sidebar is the same as in the previous screenshot. The main content area is titled "RMA Status Dashboard" and includes a breadcrumb trail: / RMA / Labour Reimbursement. Below the breadcrumb is a header bar with the title "Labour Reimbursement Request" and an information icon. The form is divided into two main sections: "RMA Details" and "Installer Details". The "RMA Details" section includes fields for "RMAs qualified for reimbursement", "System Information", and "Associated Serial Numbers". The "Installer Details" section includes fields for "Installer Company", "Email", "Contact Name", and "Phone".

- 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**

The screenshot shows the 'Documents' section of the Enphase Service Manager. It includes a 'Download' button for the IRF form, a 'Submit' button, and three 'Choose File' buttons for uploading PAN Card, GST, and Installer Reimbursement Details. A red box labeled 'Upload the documents' points to the 'Choose File' buttons.

- 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.

The screenshot shows the 'RMA Status Dashboard' in the Enphase Service Manager. It includes a 'Track Labour Reimbursement' button and a 'Create RMA' button. The dashboard displays RMA details such as RMA No., System ID, Case No., Assigned To, Created On, and Last Updated. It also shows Account/Contact information, RMA Status, Description, Shipping Address, and Additional Notes.

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. 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' (containing 'RMAs qualified for reimbursement', 'Associated Serial Numbers', and 'System Information'), 'Payment Details', and 'Documents' (containing links for 'Installer Reimbursement Details' and 'PAN Card'). A 'Contact Support' button is located in the top right corner of the main content area. The left sidebar contains navigation options such as 'Dashboard', 'RMA Dashboard', 'Systems', 'Reports', and 'ENLIGHTEN' resources.

## Revision history

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