

Self-service return and replacement

Applicable regions: North America

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1. Self-service return and replacement

This document helps installers understand the digital self-service features used to request and replace Enphase devices from the Enphase Installer Portal and Enphase Installer App after they are physically replaced at the site.

Within the Enphase App, you can replace the IQ Batteries and the IQ System Controller. Within the Enphase Installer Portal, you can request a return of defective devices and replace IQ Microinverters and IQ Gateways.

2. Replacing devices using the Enphase Installer App

To replace the units using the Enphase Installer App:

1. Log in to the Enphase Installer App and search for the site using site name, site ID, zip code, and so on.
2. For the selected site, scroll down and navigate to **Service > Replacement and RMA Services** to view the available options.
 - Request RMA
 - Replace Devices

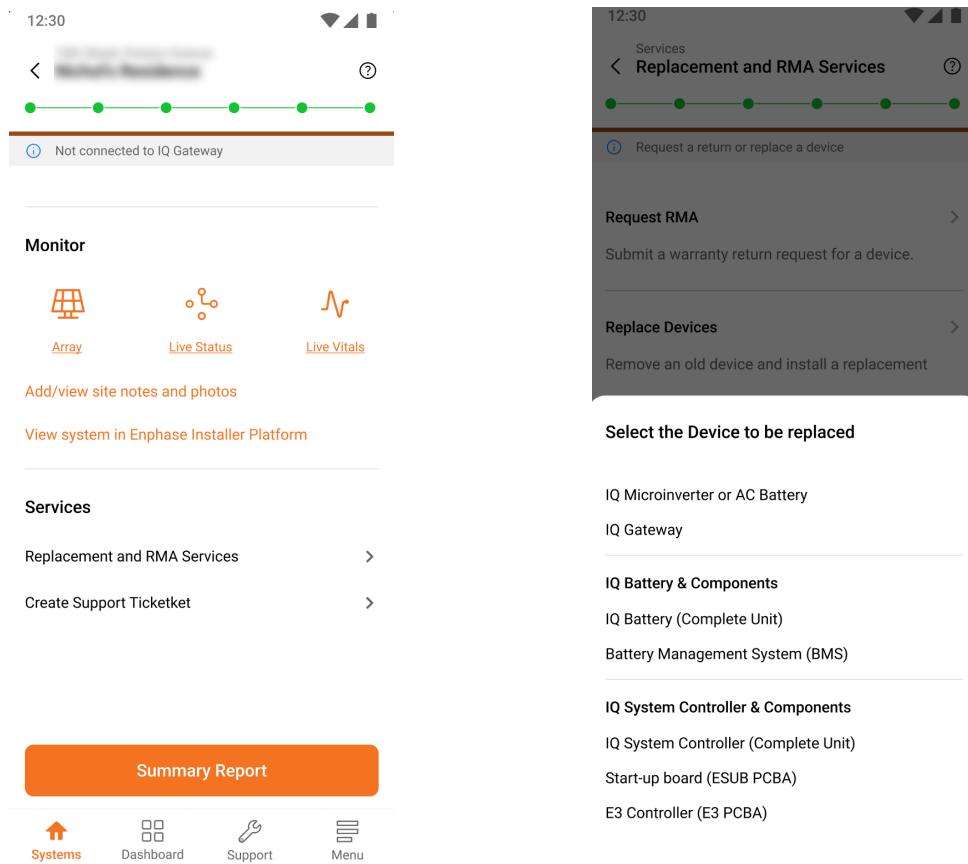


Figure 1: Replacement and RMA Services

3. If you are unable to see the site even after entering the correct site name or site ID, to request system access, follow these steps:

a. Go to **Support > Request System Access**.

b. Enter the system ID and tap **SUBMIT**.

When the homeowner approves your request, the site is visible in the site search field.

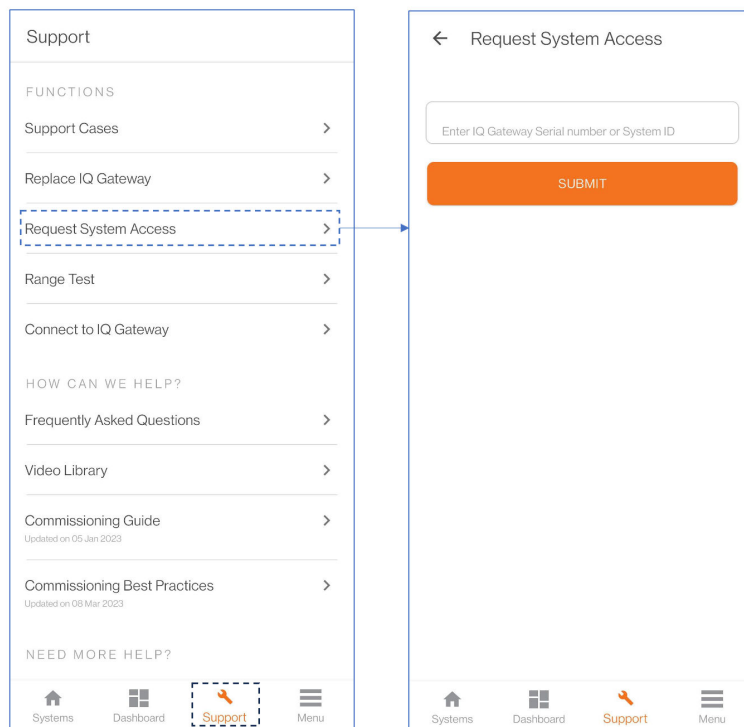


Figure 2: Request System Access

2.1 Request RMA

To initiate the RMA request of a faulty Enphase device, click **Request RMA** and select the shipping address or add a new address. Select the defective device serial number and click **Submit**.

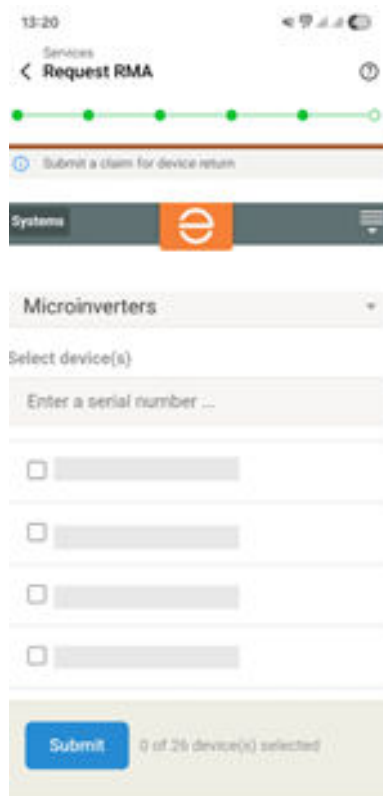


Figure 3: Request RMA

2.2 Replace the IQ Microinverter or the AC Battery

For initiating the replacement of faulty **IQ Microinverter** or **AC Battery** devices, click **Replace Devices** under **Replacement and RMA Services**.

Select the **IQ Microinverter** or **AC Battery** as the device to be replaced, enter the old (faulty) and the new (replacement unit) serial numbers, and click **Submit**. After this step, the defective device is replaced by a new device.

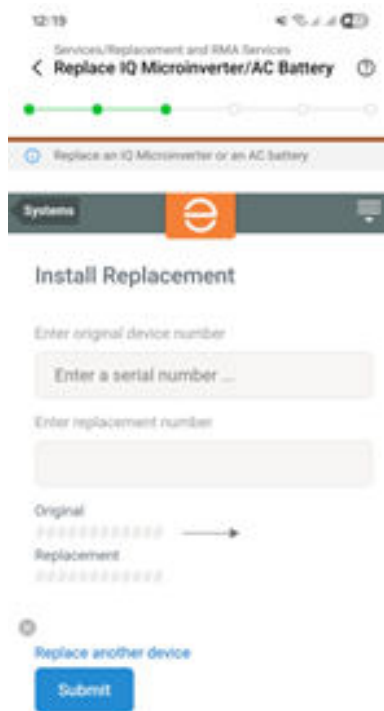


Figure 4: Replace the IQ Microinverter/AC Battery

2.3 Replace the IQ Energy Router

To initiate the replacement of a faulty IQ Energy Router, click **Replace Devices** under **Replacement and RMA Services**. Select the **IQ Energy Router** as the device to be replaced.

- Verify that the system is up to date, then disconnect the old IQ Energy Router.
- Connect the new IQ Energy Router and ensure it reports to the Enphase Installer Portal.
- Select the IQ Energy Router as the Gateway type, and the system returns the details of the old IQ Energy Router.
- Enter the new device serial number and confirm the details to initiate the replacement.
- The replacement takes place in real-time.

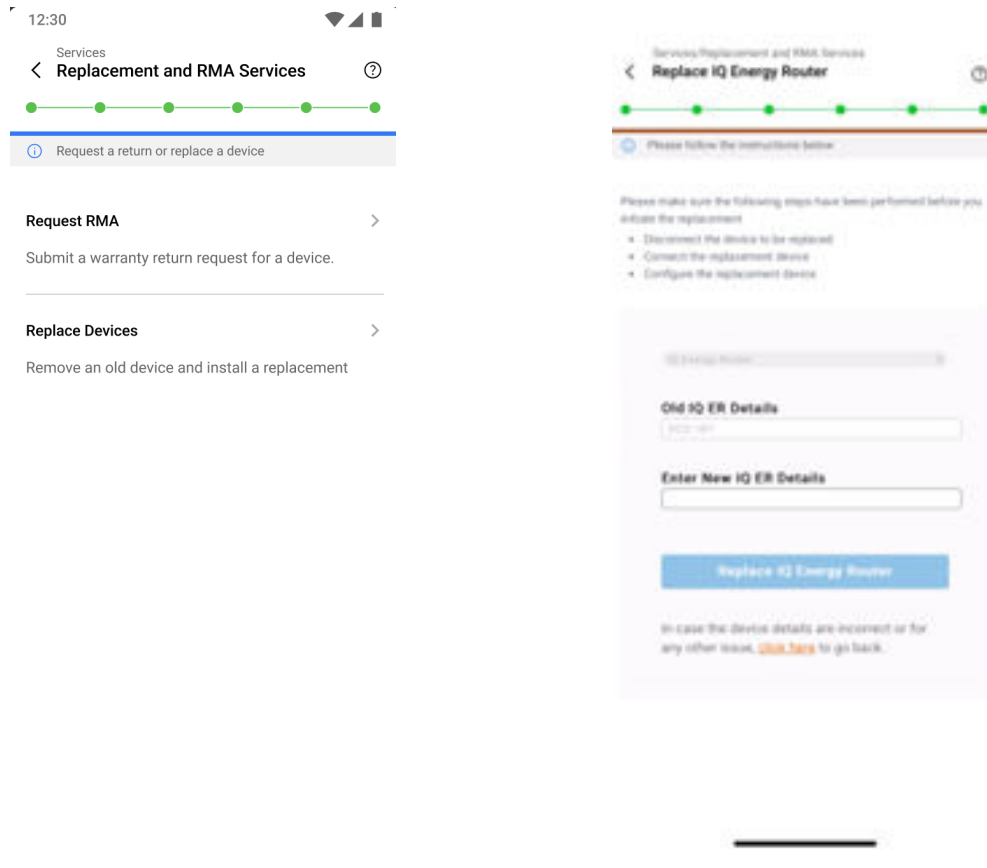


Figure 5: Replace the IQ Energy Router

2.3.1 Replace third-party EV charger, heat pump, and water heater

To initiate the replacement of a device connected to an IQ Energy router, click **Replace Devices** under **Replacement and RMA services**. Select **Connected devices** as the device to be replaced.

- Select the device type to replace and click on **Fetch details**.
- Disconnect the old device to be replaced.
- Connect the new device to the same network as the IQ Energy Router and ensure it is online.
- The system returns the details of the old and new device serial numbers and asks for confirmation.
- Confirm the details and initiate the replacement.
- The replacement takes place in real time.
- Once the replacement is completed, the user is redirected to perform validation of the new device.

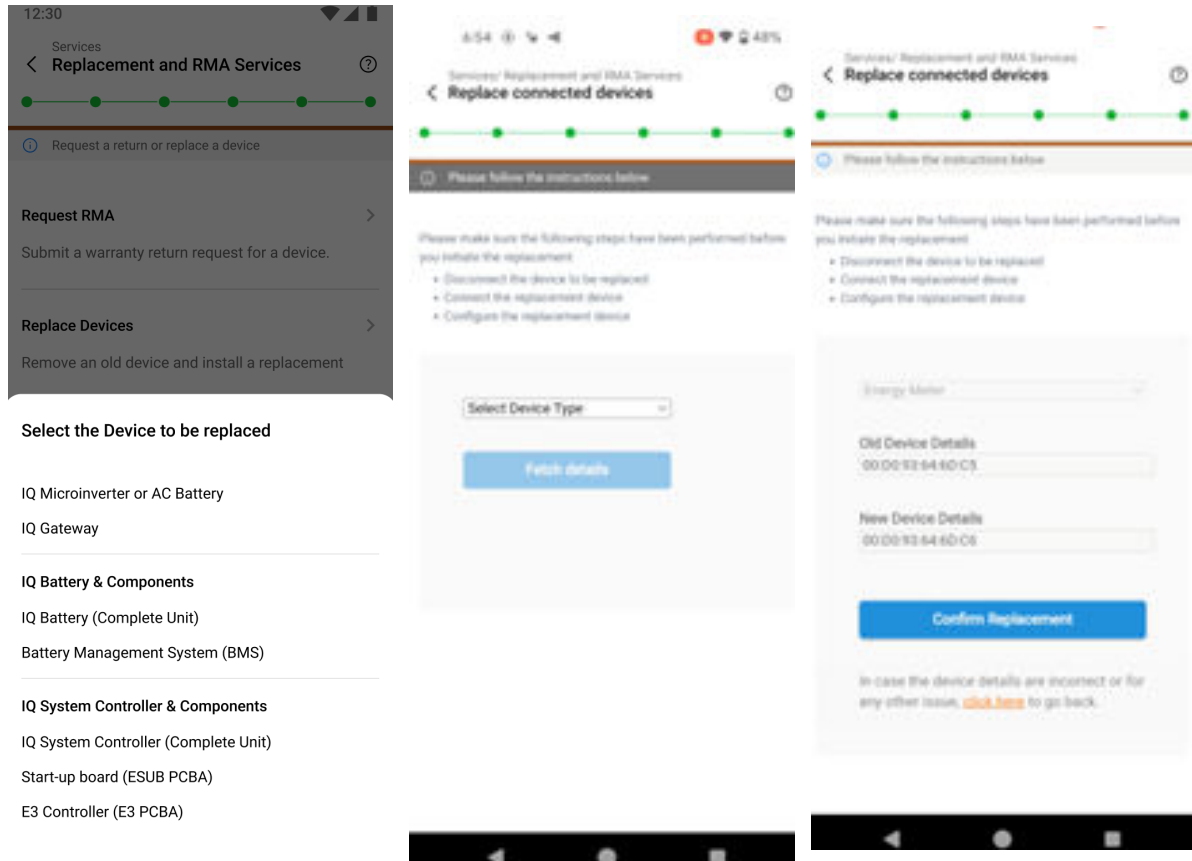


Figure 6: Replace third-party devices

2.4 Replace IQ Gateway



NOTE: If you are replacing an IQ Gateway, do not scan the new IQ Gateway by increasing the IQ Gateway count in the Device & Array screen.

You may need to configure an IQ Gateway in the following situations:

- Replacing a faulty IQ Gateway with a new one.
- Commissioning a new Enphase storage system where an existing IQ Gateway does not support the storage or backup devices.

For example, in Australia, when installing new IQ Battery 5P units and IQ System Controller 3 INT in an existing PV-only site with a standalone IQ Gateway. In North America, when installing new IQ Battery 5P units or IQ System Controller 3 INT with IQ Combiner 5/5C in an existing site with a standalone IQ Gateway or IQ Combiner 4/4C.

To configure the system, follow these steps.

Step 1: Replace the IQ Gateway physically

1. Power down, disconnect, and uninstall the old IQ Gateway from the system.
2. Install the new IQ Gateway with all meter wiring completed.

3. Connect the AC wires to the AC terminal of the new IQ Gateway according to the markings on the terminals and wires.
4. Connect the current transformer (CT) wires to the CT wire terminals on the new IQ Gateway according to the markings on the terminals and wires.

✓ **NOTE:** The CT is prewired if you commission the IQ System Controller INT as part of the 3rd-generation Enphase Energy System.

Step 2: Commission the new IQ Gateway

✓ **NOTE:** Ensure the physical installation is completed and the new IQ Gateway is powered ON before you start commissioning using the following steps:

1. Go to **Service > Replacement and RMA Services > Replace Devices > IQ Gateway**
2. Scan or enter the serial number of the newly installed IQ Gateway in Step 2 of the **Replace IQ Gateway** screen and tap **Next**.

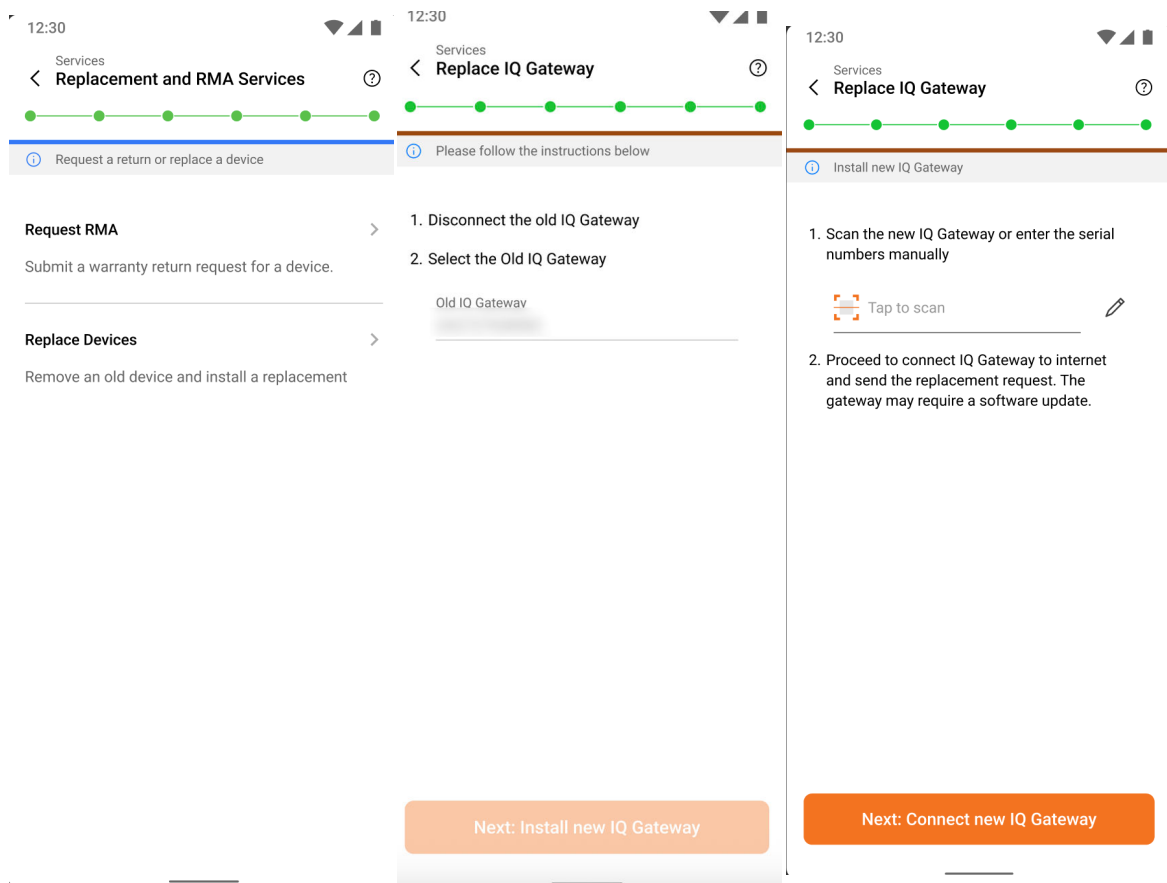
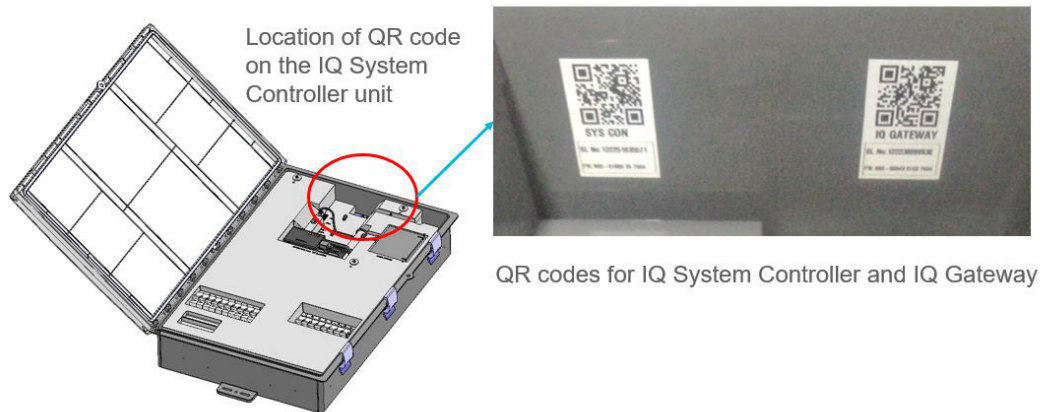


Figure 7: Replace IQ Gateway

✓ **NOTE:** If you commission an Enphase Energy System with IQ System Controller 3 INT, the IQ Gateway serial number is in the IQ System Controller box, as shown in the following figure.



3. Connect to the new IQ Gateway in AP mode.

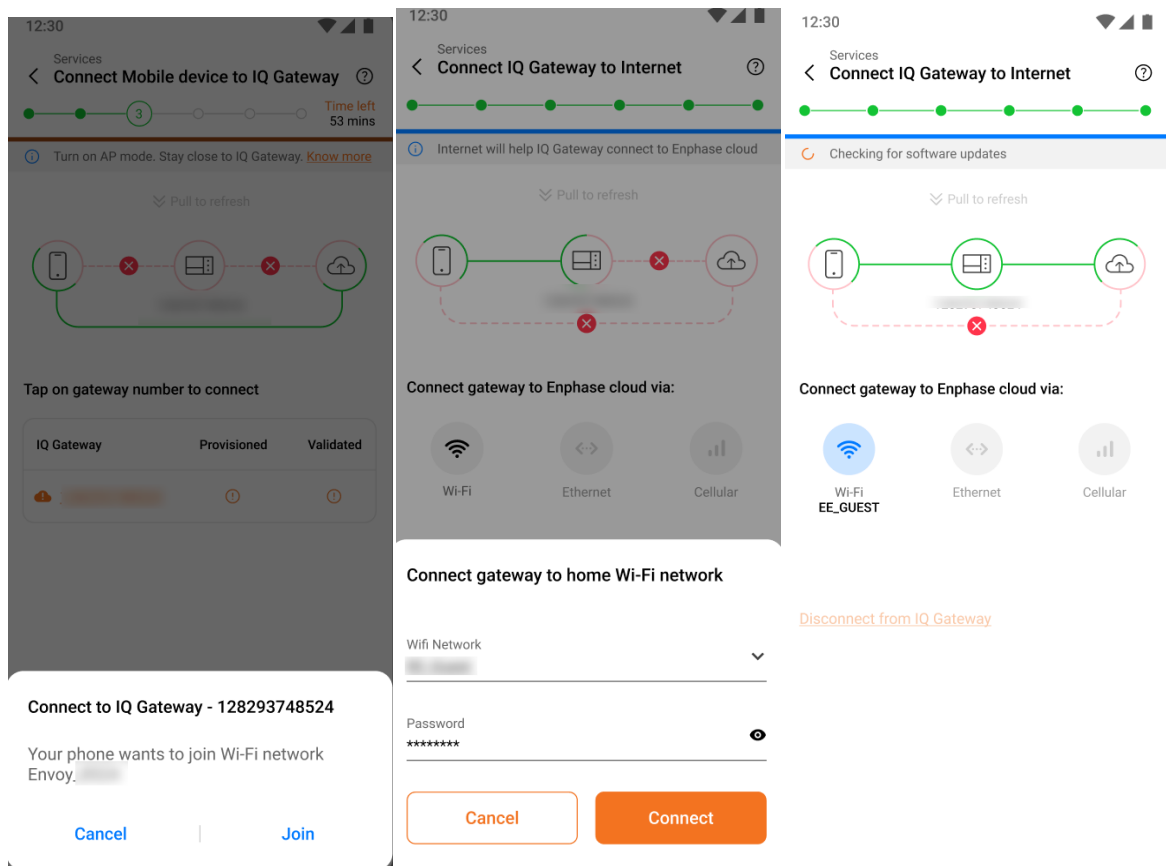


Figure 8: Connect IQ Gateway to internet

4. Connect the new Gateway to the Enphase Cloud by configuring Wi-Fi or using Ethernet. After the connection between the new IQ Gateway and Enphase Cloud is established, disconnect the phone from the new IQ Gateway AP mode and connect the phone to the internet. The Enphase Cloud provisions all microinverters from the old IQ Gateway to the new one. After submitting the request, the microinverters may take up to ~10 minutes to be provisioned to the new IQ Gateway.

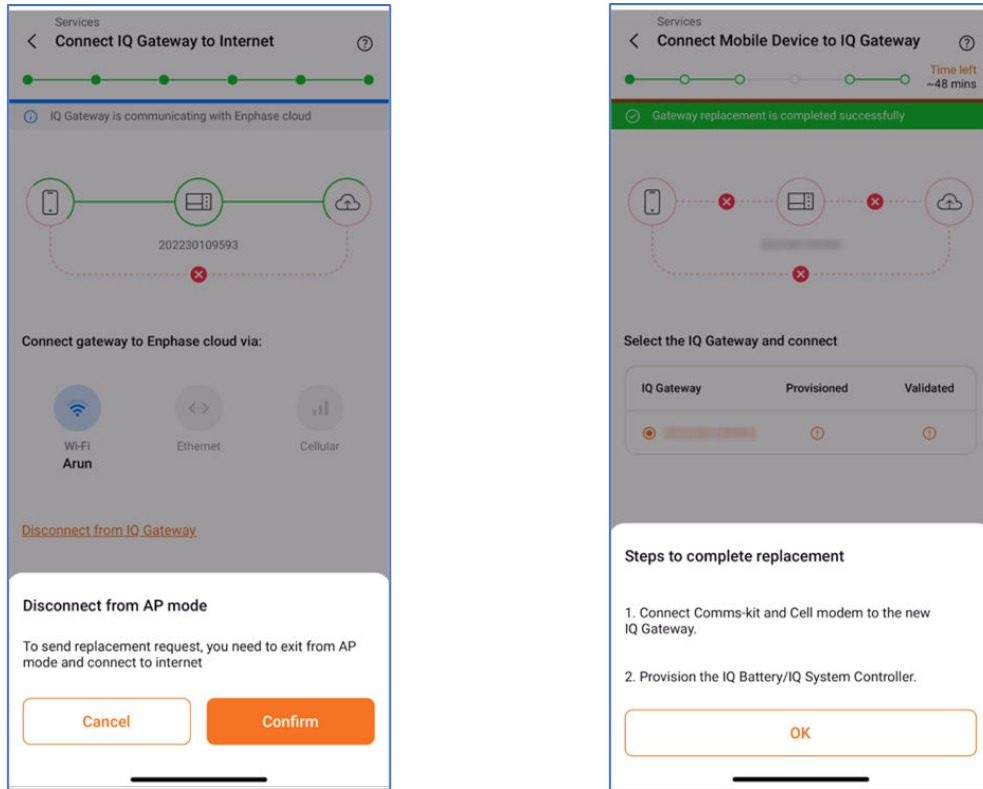


Figure 9: Disconnect AP mode

- ✓ **NOTE:** Enphase Energy System devices are not automatically provisioned to the new IQ Gateway after the replacement. You must manually provision and complete the steps in the Enphase Installer App.
- ✓ **NOTE:** If you are converting a PV-only system to a storage backup system, ensure to add the storage backup devices, that is, IQ System Controller, IQ Battery, and so on, in Step 2 and complete the commissioning by following steps 2–4.

2.5 Replace IQ System Controller, IQ Batteries, and components

1. Select **Replace devices** under **Replacement and RMA Services**.

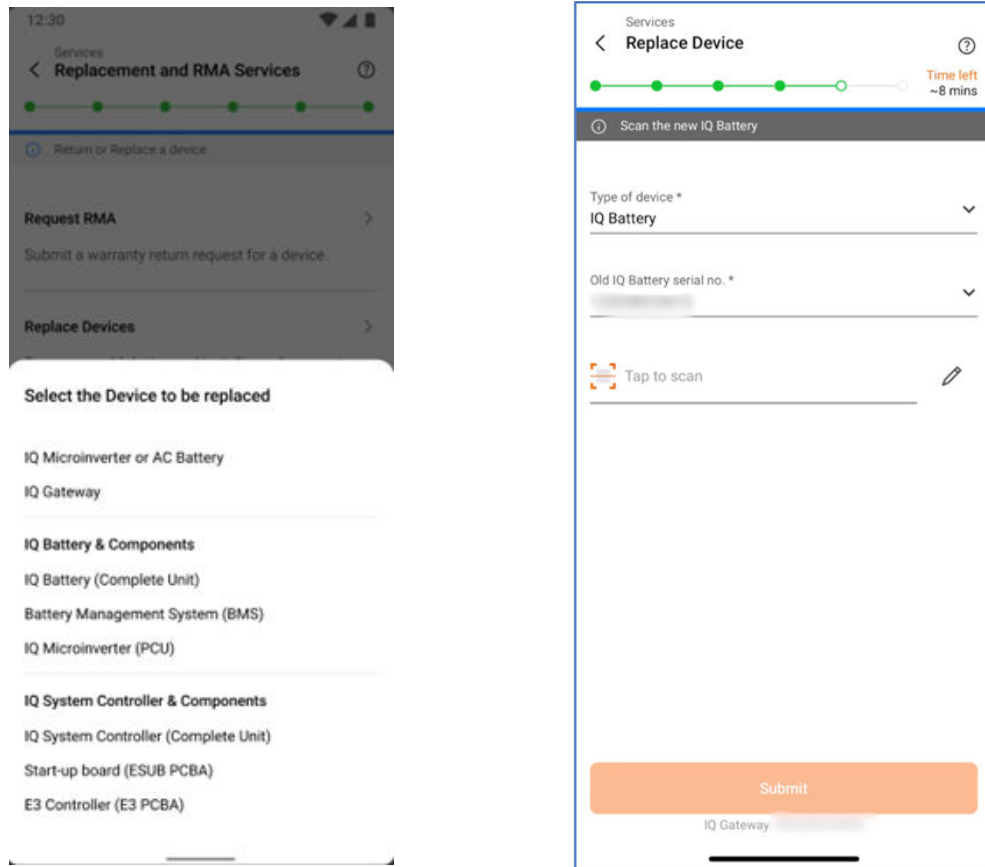


Figure 10: Replace device

2. Select the type of device that you wish to replace. You can replace the following devices.
 - a. IQ Battery complete unit
 - b. IQ System Controller complete unit
 - c. Battery Management System (BMS) component (only for IQ Battery 5P)
 - d. Start-up and E3 Controller boards of the IQ System Controller
 - e. IQ Microinverter (PCU) (only for IQ Battery 10C)

3. Select the old device and add the new device or component.

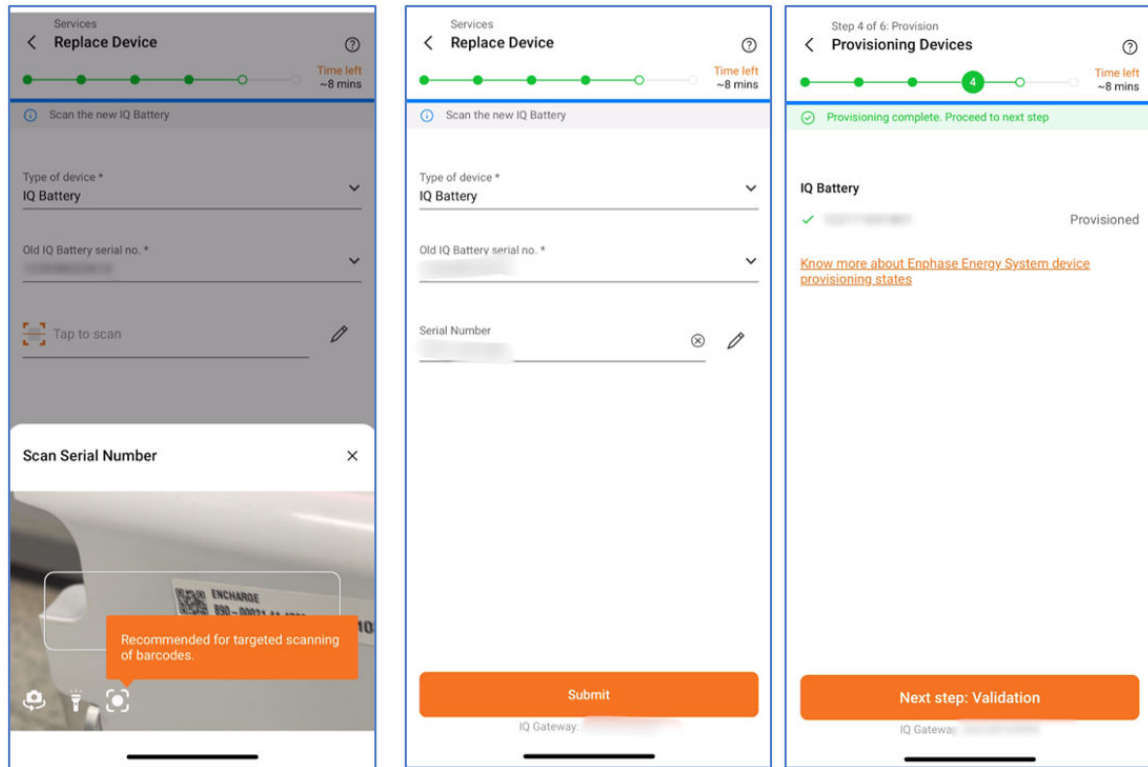


Figure 11: Provosioning devices

4. Tap **Submit** and ensure the provisioning of the new device is successful.

2.6 Replace IQ Meter Collar and IQ Combiner Board

1. Select **Replace devices** under **Replacement and RMA Services**.

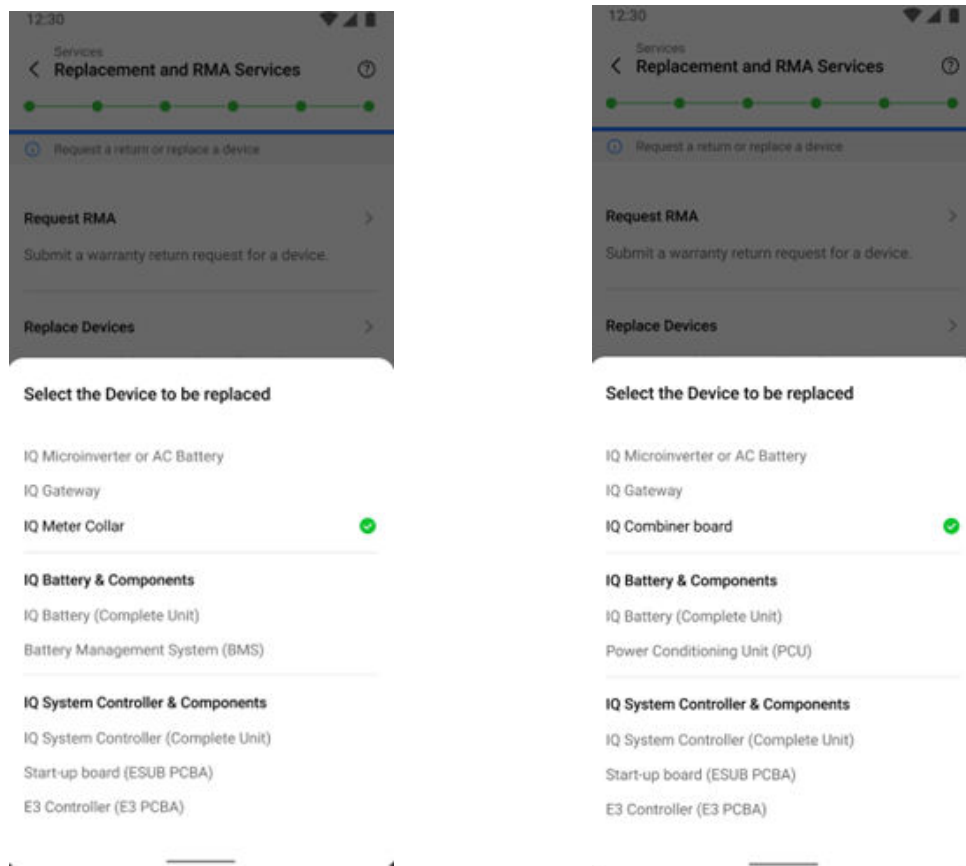


Figure 12: Select device to replace

2. Select the type of device that you wish to replace.

3. Select the old device and add the new device.

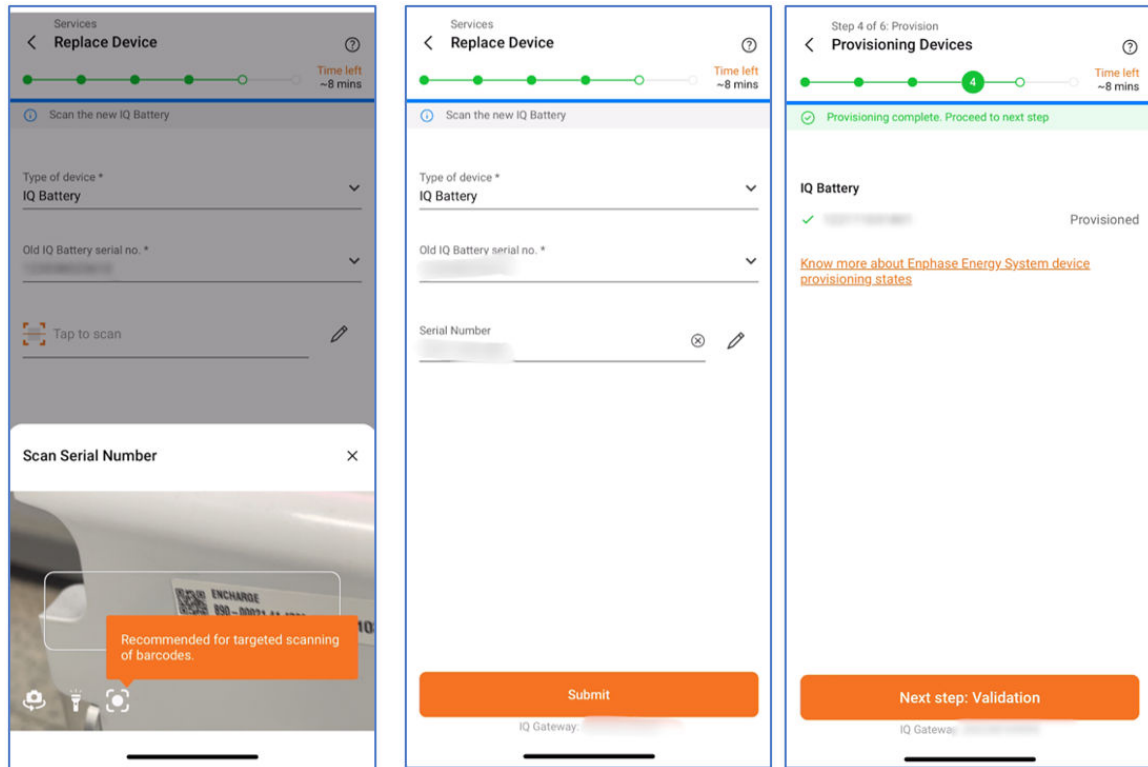


Figure 13: Replace Device

4. Tap **Submit** and ensure the provisioning of the new device is successful.

3. Replacing devices using the Enphase Installer Portal

To replace the units using the Enphase Installer Portal:

1. Log in to the Enphase Installer Portal and click **Settings**.

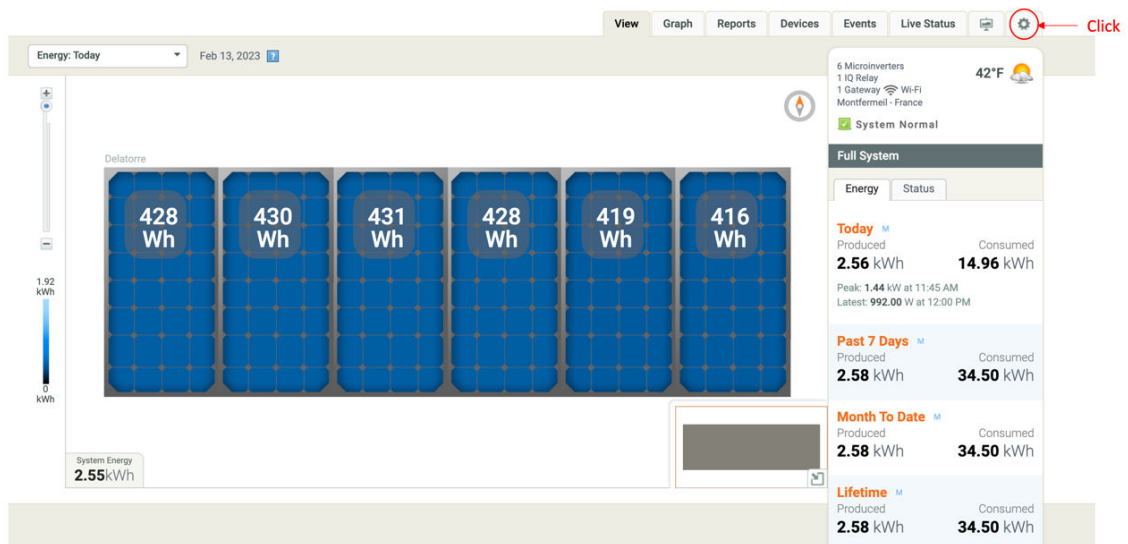


Figure 14: Enphase Installer Portal

2. Scroll down and go to the **Self Service** section, where you will see the following options:

- **Request RMA**
- **Install Replacement**
- **Replace Gateway**

Self Service

Submit a microinverter or AC battery or IQ System Controller or IQ Battery or IQ Battery PCU or IQ EVSE warranty RMA request.

Request RMA

Install replacement for a device other than Gateway or IQ Energy Router

Install Replacement

This will retire the old Gateway and provision the new Gateway with Microinverters, AC Batteries, IQ-Relays, IQ Energy Router or 3rd party loads that were reporting to the old Gateway. IQ Batteries or IQ System Controller need to be provisioned again with the new Gateway using ITK.

This replacement will work only if the new IQ Gateway is connected to Enphase cloud. If the new IQ Gateway is not connected, please use the ITK app, open the Site via 'Systems' tab -> Select 'Request RMA and Install Replacement' to select 'Gateway replacement'.

Replace Gateway

Figure 15: Self Service

3.1 Request RMA

For initiating the replacement of faulty Enphase devices, click **Request RMA** and select the shipping address or add a new address. Select the defective device serial number and click **Submit**.

Request Return

*Shipment receiver (details of the person who is expected to receive the shipment at shipping address)

Select one

*Shipping address (address where the new replacement device will be shipped)

We are unable to ship to PO Boxes, apologies for any inconvenience.

☐ Alpha Residence
473812 Woodland Common
Fremont, CA 95432
United States

☐ Enphase Energy
47281 Bayside Parkway
94538 Fremont (ACT)
Australia

Select device type

- ☒ Microinverters
- ☐ IQ Battery
- ☐ IQ Battery PCUs
- ☐ IQ System Controller

☐ 111049321259

☐ 111159676684

☐ 112417856208

☐ 112846378117

☐ 113039017734

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Submit 0 of 15 device(s) selected

Figure 16: Request RMA

3.2 Install Replacement

3.2.1 IQ Microinverters and AC Batteries

Enter the old (faulty) and the new (replacement unit) serial number and click **Submit**. After this step, the defective device is replaced by a new device. Currently, this replacement is supported only for microinverters and AC Batteries.

Figure 17: Install replacement

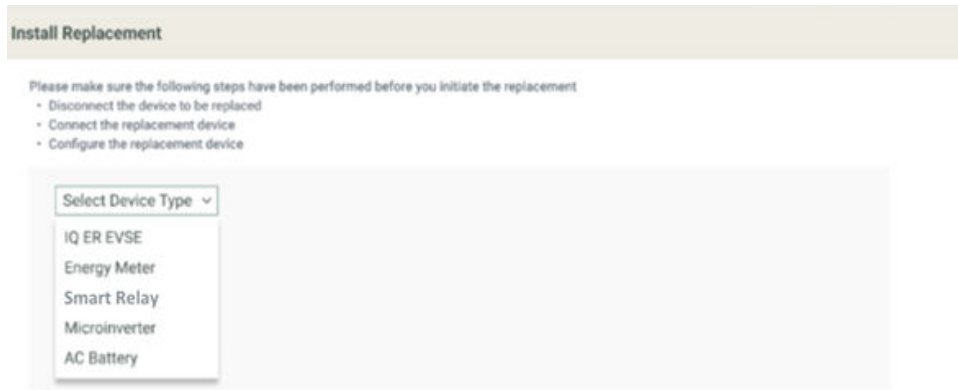
3.2.2 Replace third-party EV charger, heat pump, and water heater

Similar to conventional Enphase systems, the **Install Replacement** option supports replacing devices reporting to the IQ Energy Router. This will work as follows:

- Select the device type to replace and click **Submit**.

Figure 18: Self service

Figure 19: Select the device type (systems with heat pump)



Install Replacement

Please make sure the following steps have been performed before you initiate the replacement

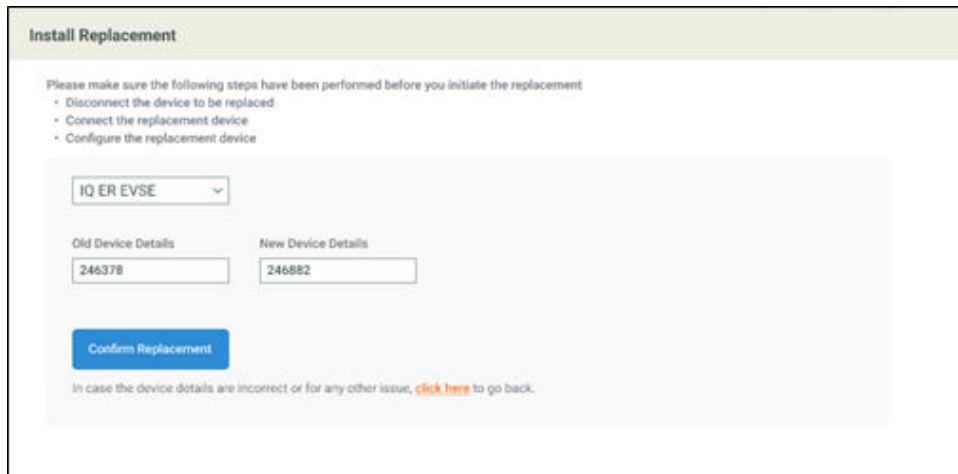
- Disconnect the device to be replaced
- Connect the replacement device
- Configure the replacement device

Select Device Type ▾

- IQ ER EVSE
- Energy Meter
- Smart Relay
- Microinverter
- AC Battery

Figure 20: Select the device type (systems with water heater)

- The system returns the details of the old and new device serial numbers and asks for user confirmation.
- ✓ **NOTE:** In systems configured with a water heater instead of a heat pump, Smart Relay is available as the replacement device type in place of the SG Ready Relay.
- Confirm the details and initiate the replacement.



Install Replacement

Please make sure the following steps have been performed before you initiate the replacement

- Disconnect the device to be replaced
- Connect the replacement device
- Configure the replacement device

IQ ER EVSE ▾

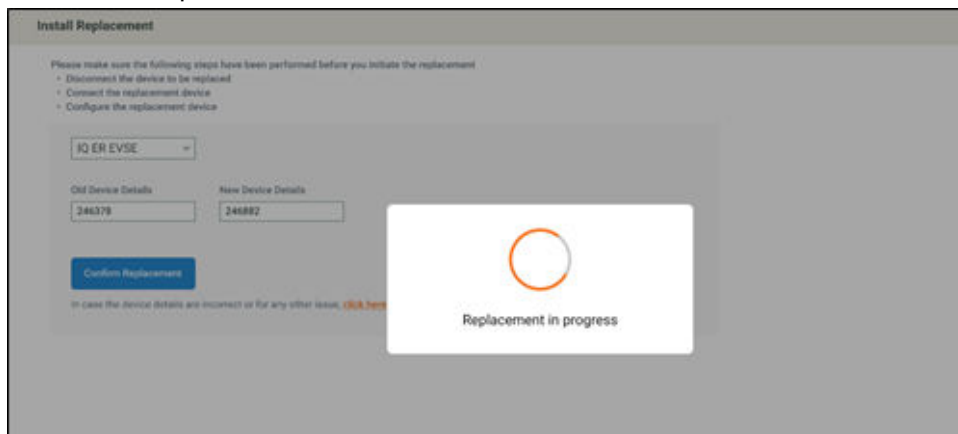
Old Device Details	New Device Details
246378	246882

[Confirm Replacement](#)

In case the device details are incorrect or for any other issue, [click here](#) to go back.

Figure 21: Confirm device details

- The replacement takes place in real time.



Install Replacement

Please make sure the following steps have been performed before you initiate the replacement

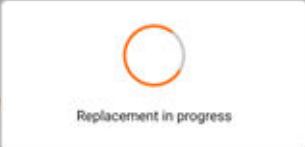
- Disconnect the device to be replaced
- Connect the replacement device
- Configure the replacement device

IQ ER EVSE ▾

Old Device Details	New Device Details
246378	246882

[Confirm Replacement](#)

In case the device details are incorrect or for any other issue, [click here](#) to go back.



Replacement in progress

Figure 22: Replacement is in progress

- Once the replacement is completed, the user is redirected to do functional validation.

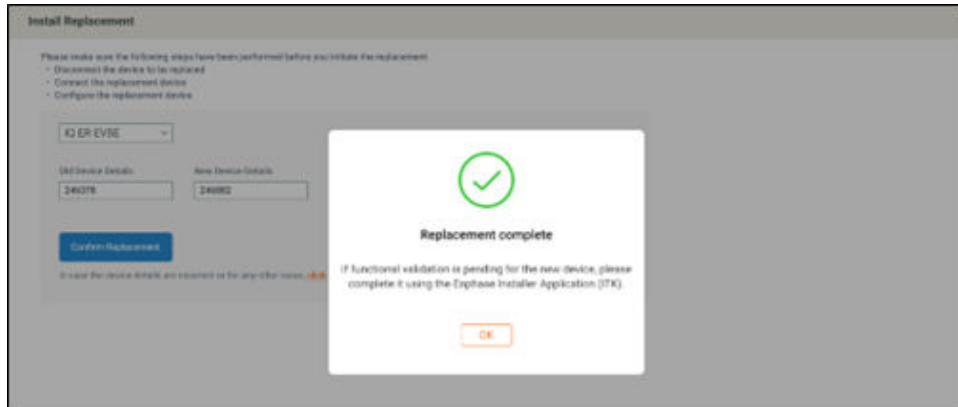


Figure 23: Replacement is complete

3.3 Replace Gateway

To replace an IQ Gateway that reports to the Enphase Cloud:

- In the Enphase Installer Portal, verify that the system is up to date, then disconnect the old IQ Gateway.
- Install the new IQ Gateway and ensure it reports to the Enphase Installer Portal.
- Select the old IQ Gateway serial number and enter the new IQ Gateway serial number.
- Click **Replace Gateway**. This retires the old IQ Gateway and provisions the new IQ Gateway with the microinverters, AC Batteries, and IQ Relays reporting to the old IQ Gateway.

Gateway Replacement

To replace an Gateway that has reported to Enlighten

- Verify in Enlighten that the system data up-to-date, then disconnect the old Gateway
- Install the new Gateway and ensure that it is reporting to Enlighten
- Select old Gateway the serial number and enter the new Gateway serial number below

Old Gateway

New Gateway

This will retire the old Gateway and provision the new Gateway with Microinverters, AC Batteries or IQ-Relays that were reporting to the old Gateway. IQ Batteries or IQ System Controller need to be provisioned again with the new Gateway using ITK

Replace Gateway

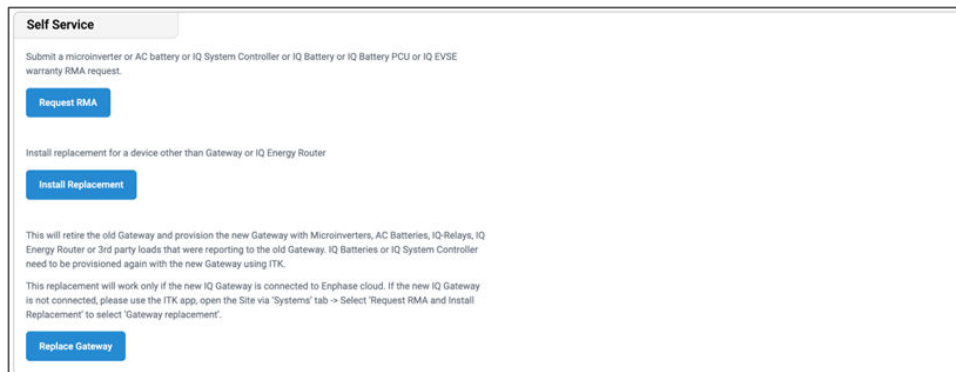
Figure 24: Replace gateway

3.4 Replace the IQ Energy Router

To replace an IQ Energy Router that is reporting to the Enphase Cloud:

- In the Enphase Installer Portal, verify that the system is up to date, then disconnect the old IQ Energy Router.
- Connect the New IQ Energy Router and ensure it reports to the Enphase Installer Portal.
- The system returns the details of the old and new device serial numbers and asks for user confirmation.
- Confirm the details and initiate the replacement.

- The replacement takes place in real-time.
- Once the replacement is completed, the user is redirected to do functional validation.



Self Service

Submit a microinverter or AC battery or IQ System Controller or IQ Battery or IQ Battery PCU or IQ EVSE warranty RMA request.

[Request RMA](#)

Install replacement for a device other than Gateway or IQ Energy Router

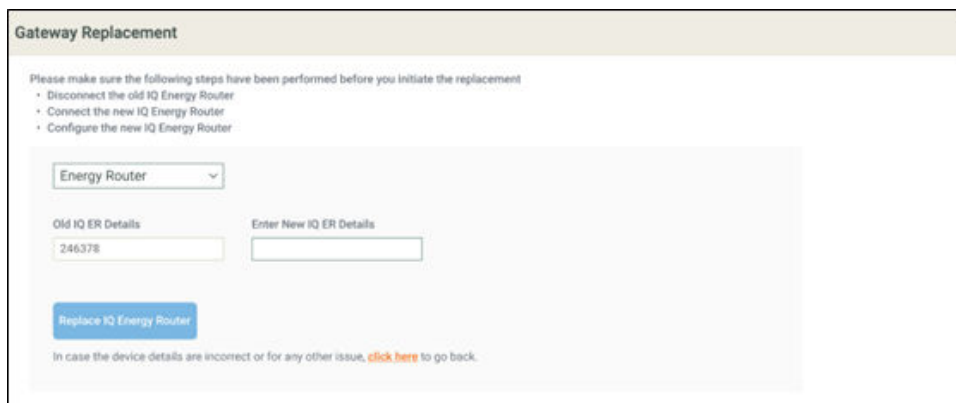
[Install Replacement](#)

This will retire the old Gateway and provision the new Gateway with Microinverters, AC Batteries, IQ-Relays, IQ Energy Router or 3rd party loads that were reporting to the old Gateway. IQ Batteries or IQ System Controller need to be provisioned again with the new Gateway using ITK.

This replacement will work only if the new IQ Gateway is connected to Enphase cloud. If the new IQ Gateway is not connected, please use the ITK app, open the Site via 'Systems' tab -> Select 'Request RMA and Install Replacement' to select 'Gateway replacement'.

[Replace Gateway](#)

Figure 25: Self service



Gateway Replacement

Please make sure the following steps have been performed before you initiate the replacement

- Disconnect the old IQ Energy Router
- Connect the new IQ Energy Router
- Configure the new IQ Energy Router

Energy Router

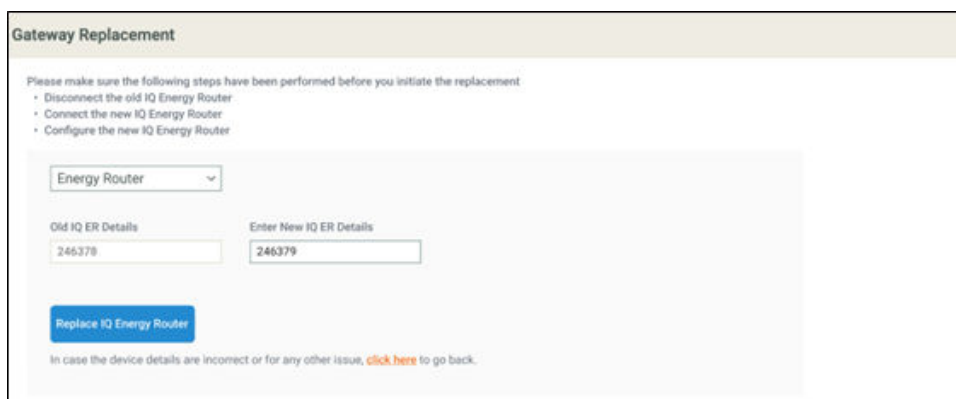
Old IQ ER Details: 246378

Enter New IQ ER Details:

[Replace IQ Energy Router](#)

In case the device details are incorrect or for any other issue, [click here](#) to go back.

Figure 26: Select the device type – Energy Router



Gateway Replacement

Please make sure the following steps have been performed before you initiate the replacement

- Disconnect the old IQ Energy Router
- Connect the new IQ Energy Router
- Configure the new IQ Energy Router

Energy Router

Old IQ ER Details: 246378

Enter New IQ ER Details: 246379

[Replace IQ Energy Router](#)

In case the device details are incorrect or for any other issue, [click here](#) to go back.

Figure 27: Confirm device details

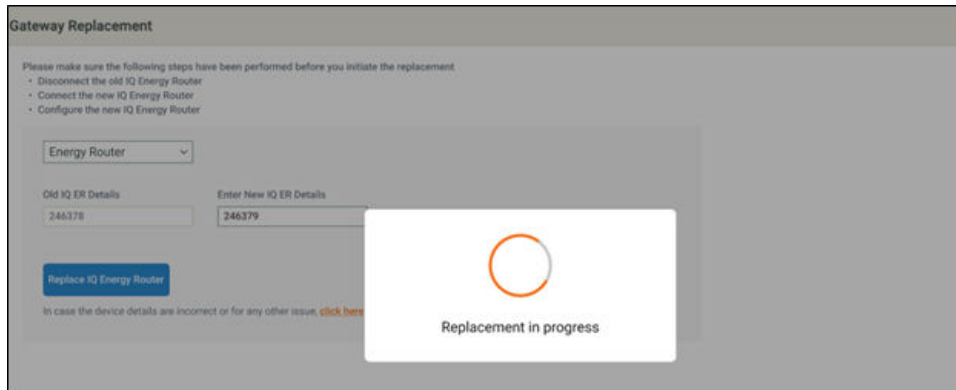


Figure 28: Replacement is in progress

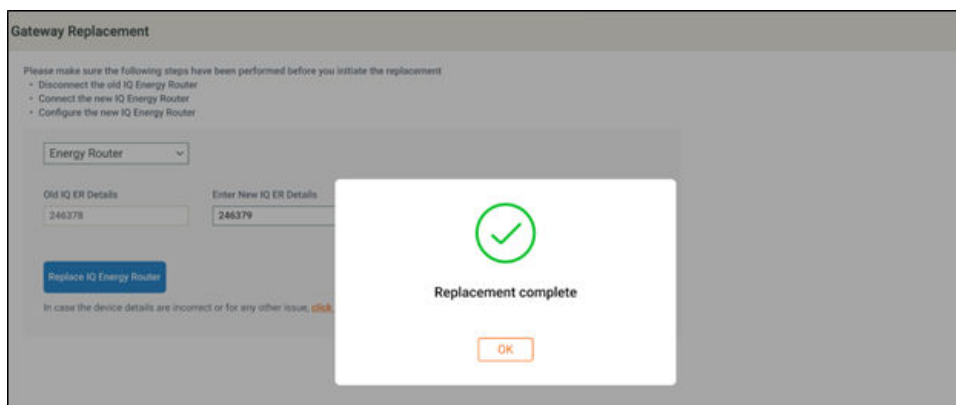


Figure 29: Replacement is complete

4. Revision history

Revision	Date	Description
TEB-00006-4.0	November 2025	Added the section "Replace third-party EV charger, heat pump, and water heater."
TEB-00006-3.0	August 2024	Updated the IQ Gateway replacement process.
TEB-00006-2.0	July 2023	Updated the IQ Gateway replacement process.
TEB-00006-1.0	May 2023	Updated the document for the new product naming convention.

Previous releases.