



Labor Reimbursement for Warranty Service
(Effective 10 August, 2024)

Southern African Region (Namibia, Mauritius)

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 Southern African Region (Namibia, Mauritius) (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 amount**
Enphase IQ Microinverters Enphase IQ Gateway	• €100 for each truck roll to a site for performing removal and replacement of defective Eligible product • €20 for each defective Eligible Product that is replaced at that site (same truck roll)

***Amount is 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 the installer must submit a claim for reimbursement within 3 months of completing the labor.

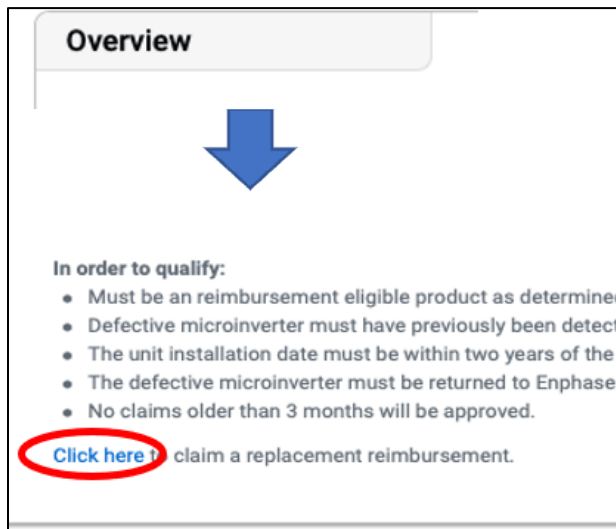
**Activated means authorities having jurisdiction have given permission to operate.*

To claim reimbursement for all eligible products:

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, log in to your Enphase Installer Portal.
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**.



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 Enphase support at <https://enphase.com/contact/support>.

Once you click **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 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

RMA# Qualified for Reimbursement
00338888

Associated Serial Numbers
121839006977

System Information

Danny Watson
28932 Smalley Road
Hockley, TX 77447
United States

Mail Check To:

Installer Company

Enphase Energy

*Contact Name

Umesh Manon

*Email

umanon@enphaseenergy.c

*Phone

(877) 797-4743

*Country

Select one

*Street Address

Enter a location

Street Address 2

*City

*State/Province

3

*Zip/Postal Code

We have previously received a copy of your W-9 form. If you need to provide a corrected version, please [upload it now](#).
Must be a PDF file under 2MB in size. The address provided in this form must match your company address.

W-9 Form
Choose File no file selected

[Submit](#)

8. 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](#).
9. 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.
10. Following the submission of your Labor Reimbursement request, we will contact you through your registered email to collect the required documentation for the taxing authorities.