

Labor reimbursement for warranty service

Applicable regions: North America

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1. Introduction

Canada, United States, and United States Territories (including Puerto Rico, Northern Mariana Islands, U.S. Virgin Islands, American Samoa, and Guam)

Effective February 1, 2026

The Enphase Energy, Inc. (“**Enphase**”) Labor Reimbursement 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 a defective IQ Microinverter (including a microinverter inside an IQ Battery), a defective IQ Battery, a defective IQ System Controller, or the Enphase AC Combiner or Enphase IQ Combiner models or IQ Meter Collar described below, where each such product has been installed in a PV solar system located in the United States, United States Territories (including Puerto Rico, Northern Mariana Islands, U.S. Virgin Islands, American Samoa, and Guam), or Canada. This Labor Reimbursement Program is separate from our standard limited product warranties. 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.

2. Enphase product(s) eligible for the labor reimbursement program

- Enphase IQ Microinverters (either stand-alone or inside an IQ Battery)
- Enphase IQ Gateway (Envoy)
- IQ Battery
- IQ System Controller
- Enphase AC Combiner
- Enphase IQ Combiner
- Enphase IQ Meter Collar (**United States, Puerto Rico and Canada**)

3. Labor reimbursement amount

- **\$200** for each truck roll to a site for performing removal and replacement of a defective Eligible Product;
plus
- **\$25** for each defective Enphase IQ Microinverter (either stand-alone or inside an IQ Battery) that is replaced at that site;
- **\$25** for each defective Enphase IQ Gateway (Envoy) product that is replaced at that site;
- **\$150** for each defective IQ Battery that is replaced at that site;
- **\$200** for each defective IQ System Controller that is replaced at that site;
- **\$25** for each defective Enphase AC Combiner that is replaced at that site; and
- **\$25** for each defective Enphase IQ Combiner that is replaced at that site;
- **\$50** for each defective Enphase IQ Meter Collar that is replaced at that site.

4. Terms and conditions

All amounts are in U.S. Dollars and are inclusive of all applicable taxes. To be eligible for reimbursement under the Labor Reimbursement Program, all of the following conditions must be met:

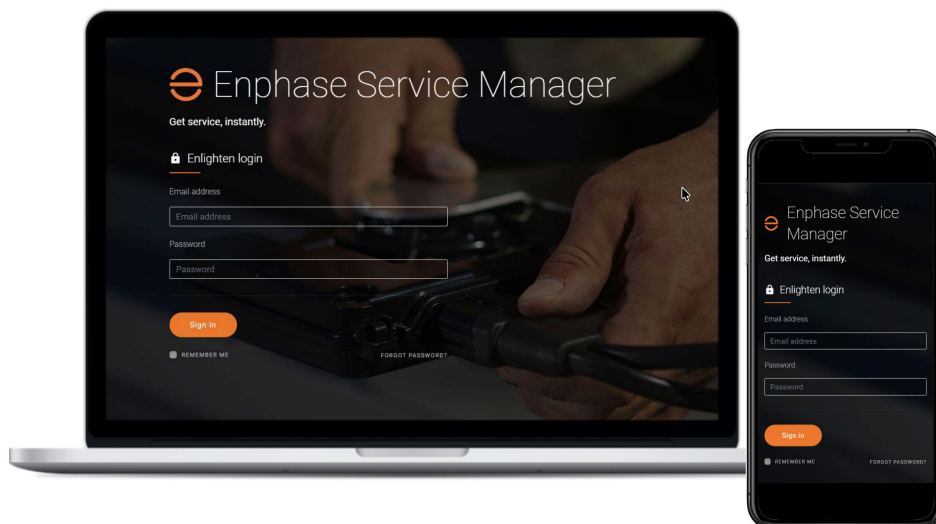
1. The Eligible Product is covered by an active Enphase Limited Warranty at the time the RMA is requested.
2. The removal and replacement of a defective Eligible Product(s) (“**Eligible Product Warranty Replacement**”) is completed during the first two years from the date such Eligible Product is “activated”.
3. Enphase has performed a remote diagnosis of the failed Eligible Product and has issued an RMA to the Installer prior to performing the Eligible Product Warranty Replacement; and
4. Installer has submitted a claim for reimbursement within (3) months of submitting the Eligible Product Warranty Replacement request.

Follow the steps below to make a reimbursement claim:

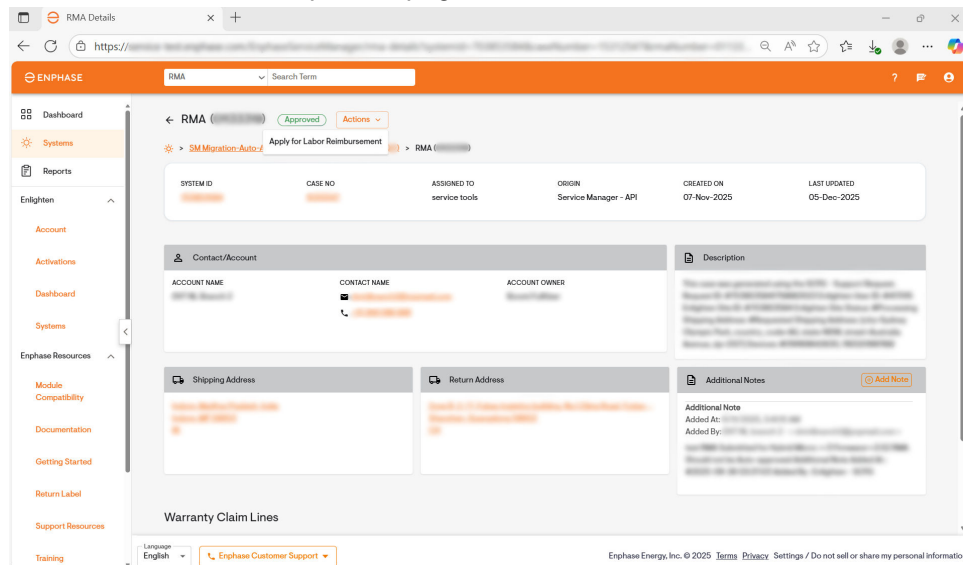
1. Request a remote diagnosis from Enphase for the defective Eligible Product.
2. Obtain an RMA from Enphase.
3. Complete replacement of the Eligible Product at the affected site.
4. You can apply for labor reimbursement via either the Enphase Service Manager or Enphase Installer Portal.

5. Method 1: Through Service Manager platform

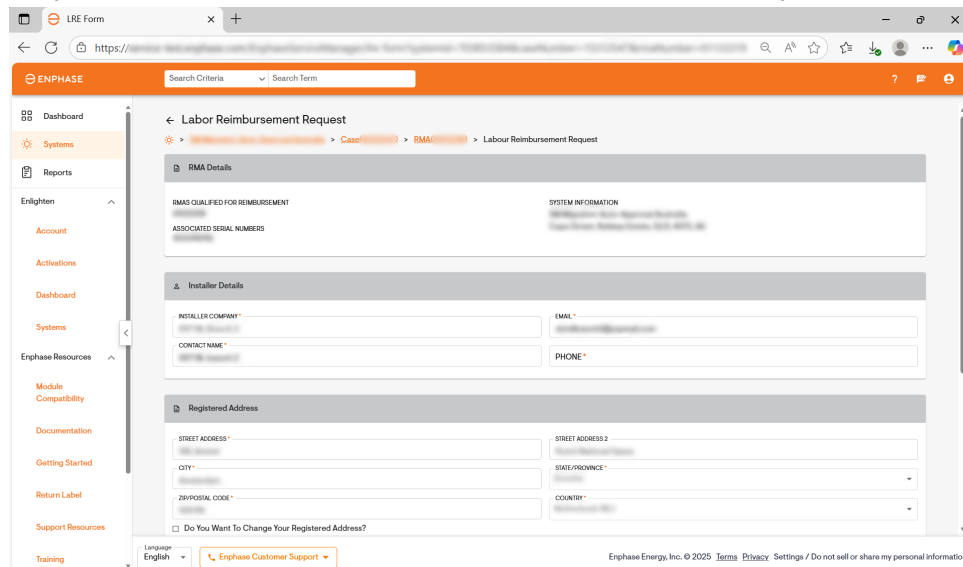
1. Log in to [Enphase Service Manager](#) within three months of the date on which the RMA was issued.



- Click **Dashboard** on the left side of the page. Select the approved RMA under **Request Details**. If the RMA is eligible for labor reimbursement, the **Apply for Labor Reimbursement** button appears inside the **Actions** button at the top of the page. Click on it.



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



- You need to submit the required documents in PDF format when claiming a labor reimbursement. Each PDF file must be under 2 MB in size. If necessary, compress the files using tools available on the internet. Click the **Download** button, as shown in the following screenshot, download and complete the Installer Reimbursement Form (IRF). Upload all the required documents as shown in the image below.

Required documents:

- Complete IRF
- W-9 form (for the United States)
- W-8-BEN form (for Canada)
- Bank/vendor letterhead

- Click the **Submit** button to complete the labor reimbursement request. Enphase may contact you via your registered email ID for more documentation if needed to process your claim.
- Click the **Track Labor 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 labor 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**

← Labor Reimbursement Request

⚙️ > [My Reimbursement Status](#) > [Case\(123456789\)](#) > [RMA\(123456789\)](#) > Labour Reimbursement Request

Track Reimbursement

☒ Requested 2025-10-15
 ☒ In Process 2025-10-17
 ☒ Approved 2025-10-17
 ☒ Paid
 Payment dispatch date: 2025-10-17

RMA Details

RMA'S QUALIFIED FOR REIMBURSEMENT	ASSOCIATED SERIAL NUMBERS	SYSTEM INFORMATION	ADDRESS
123456789	123456789	123456789	123456789

Payment Details

PAYMENT MODE	TOTAL AMOUNT TO BE PAID	CHECK/WIRE REFERENCE NUMBER
E_WIRE	1234.56	123456789

Uploaded Documents

☐ INSTALLER REIMBURSEMENT DETAILS
 ☐ VAT

FAQs

- When Will I Receive My Payment?
- What Is The Amount And Where Can I Find The Payment Reference Number (I.E. Check Number Or Wire Reference)?
- What Should I Do If I Don't Receive My Payment On Time?
- What Are The Most Common Reasons For The Delay In Request Approval Or Payment?
- For US Installers, Is It Necessary To Return The Defective Parts In Order To Get The Reimbursement Amount?

6. Method 2: 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 the 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.

Systems List

[My Reimbursement Status](#)
[Full System](#)
[Click here to initiate Self Service Warranty Claim](#)

View Graph Reports Devices Events **Settings**

Overview

4. In the **Overview** section, tap **Click here** under **Labor Reimbursement**.

Overview

Name
[Redacted]

Owner
[Redacted]

System ID
[Redacted]

System Location
[Redacted]

Maintained by
[Redacted]
August 2025

Address
[Redacted]

Customer Support Email
[Redacted]

Installer Reference
N/A

My Company's Reference
[Redacted]

Production Threshold
Set a production threshold in the [production estimate section below](#).

Internet Connection
Select one

Microinverter Attachment Type
Select one

Permission To Operate
☒ Operational as of First Report: 15/08/2025
☐ Non-operational

Labor Reimbursement

Enphase Energy provides a discretionary reimbursement, payable to solar-installers having to perform onsite labor for the purposes of a product warranty RMA. This labor 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 ten 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 6 months will be approved.

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

- Review the labor reimbursement program guidelines carefully and then complete the labor reimbursement form.
- You need to submit the required documents in PDF format when claiming a labor reimbursement. Each PDF file must be under 2 MB in size. If necessary, compress the files using tools available on the internet. Click the **Click here** link as shown above in the screenshot to download and complete the Installer Reimbursement Form (IRF). Upload all the required documents listed below.

Required documents:

- Complete IRF
 - W-9 form (for the United States)
 - W-8-BEN form (for Canada)
 - Bank/vendor letterhead
- Click the **Submit** button to complete your labor reimbursement request. Enphase may contact you through the email address on your Enphase Account if additional documentation is required to process your claim.

✓ **NOTE:** The **Click here** link will appear only if an RMA has been issued for the site within the last three months. If you do not see the **Click here** link under a site for which you have performed an **Eligible Product Warranty Replacement**, and it has been three months or less, please contact Enphase Support [here](#).

✓ **NOTE:** If it is the first time you are claiming a Labor Reimbursement from us, you will need to submit a completed W-9 form (for Individuals and Entities based in the US) with your request. For individuals and entities not based in the US, please refer to the chart below for the required documentation ("Tax Document").

Table 1: US operating unit submitted by external vendors

W-9	US-based (Individual & entities)
	a) Corporation
	b) LLC
	c) Pvt Ltd

	d) S Corporation
	e) Associates
	f) PTY
	g) Individual
	h) Partnership
W-8-BEN	Non-US-based - Foreign individual
W-8-BEN-E	Non-US-based - Foreign entities
	a) Corporation
	b) LLC
	c) Pvt Ltd
	d) S Corporation
	e) Associates
	f) PTY

7. Revision history

REVISION	DATE	DESCRIPTION
LRP-00009-2.0	February 2026	Updated the following sections: - Method 1: Through Service Manager platform - Method 2: Through Enphase Installer Portal
LRP-00009-1.0	June 2025	Initial release.