

Labor reimbursement for warranty service

Applicable regions: Fiji

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1. Introduction

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 Fiji.

This labor reimbursement program is separate from our standard limited warranty for products.



NOTE: 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. Refer to the terms and conditions of such agreement with Enphase.

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

- Enphase microinverters
- Enphase IQ Gateway (Envoy) (activated on or after March 19, 2025)



NOTE:

- Each of the listed products is an **Eligible Product**
- **Activated** means the authorities having jurisdiction have given permission to operate

3. Labor reimbursement amount

- **FJD 186** for each truck roll to a site for performing removal and replacement of a defective **Eligible Product**; plus
- **FJD 22** for each defective Enphase microinverter that is placed at that site
- **FJD 22** for each defective Enphase IQ Gateway (Envoy) product that is placed at that site

4. Terms and conditions

All amounts are in Fijian dollars and are inclusive of any applicable taxes. To be eligible for reimbursement under the labor reimbursement program, the following conditions must be met:

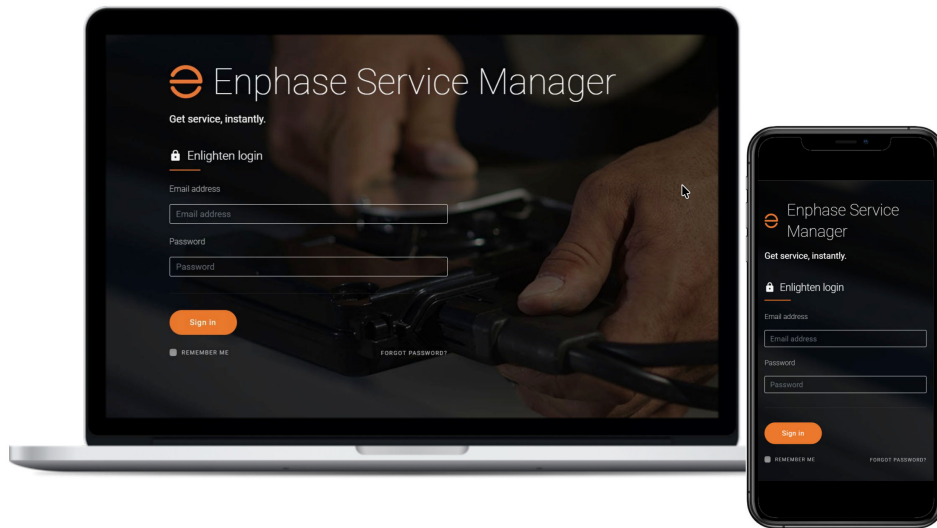
- The **Eligible Product** must be defective and covered under the applicable Enphase Limited Warranty at the time of removal and replacement
- Removal and replacement of a defective **Eligible Product(s) (Eligible Product Removal/ Replacement)** must be completed within:
 - 10 years of the applicable PV-system activation for microinverters
 - 5 years of the applicable PV-system activation for IQ Gateway Metered units
- 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 have submitted a claim for reimbursement under this **Labor Reimbursement Program** within six months of completing the **Eligible Product Removal/Replacement**.

Follow the steps below to make a reimbursement claim.

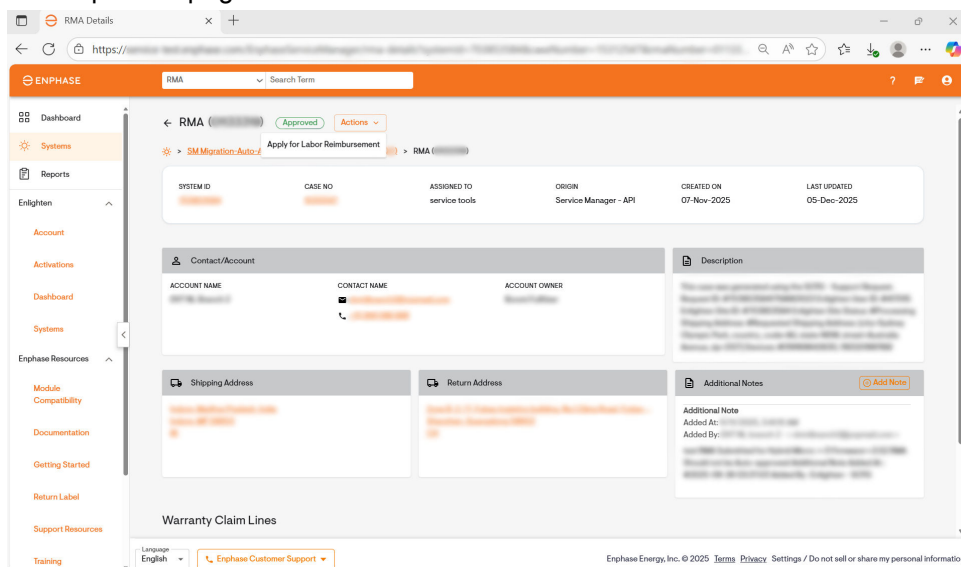
1. Request a remote diagnosis from Enphase for the defective Eligible Product.
2. Obtain an RMA from Enphase.
3. Complete replacement of the Eligible Product at the affected site.
4. You can apply for labor reimbursement via either the Enphase Installer Portal or Enphase Service Manager.

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.



2. Click **RMA Dashboard** on the left side of the page. Select the approved RMA. 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.



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

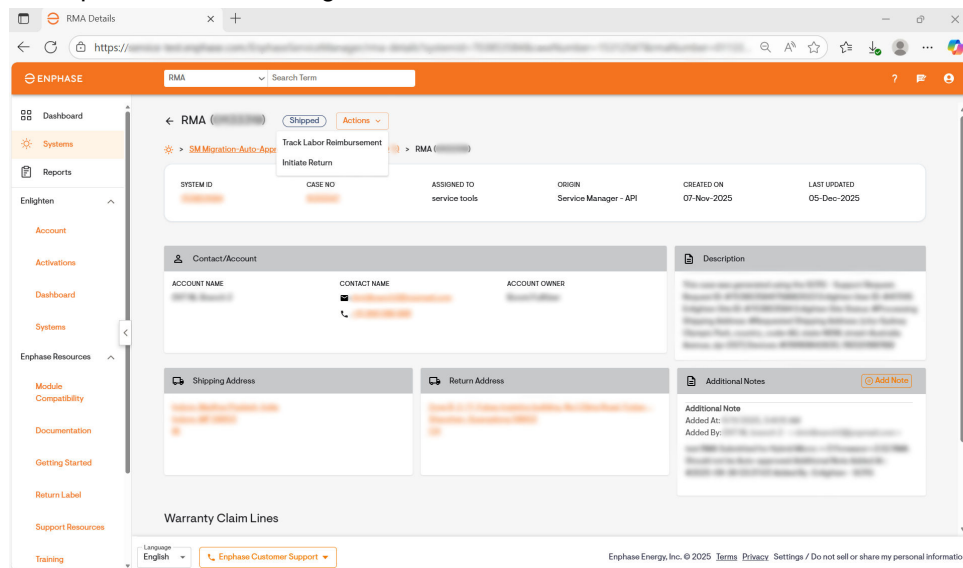
4. You need to submit the required documents as PDFs while claiming a labor reimbursement. Each PDF file must be under 2 MB in size. If necessary, compress the files using tools available on the internet. Click on the **Download** button, as shown in the following screenshot, to get the IRF and complete it. Upload all the required documents listed as shown in the image below.

Required documents:

- Complete IRF
- ABN/GST supporting document
- Bank/vendor letterhead

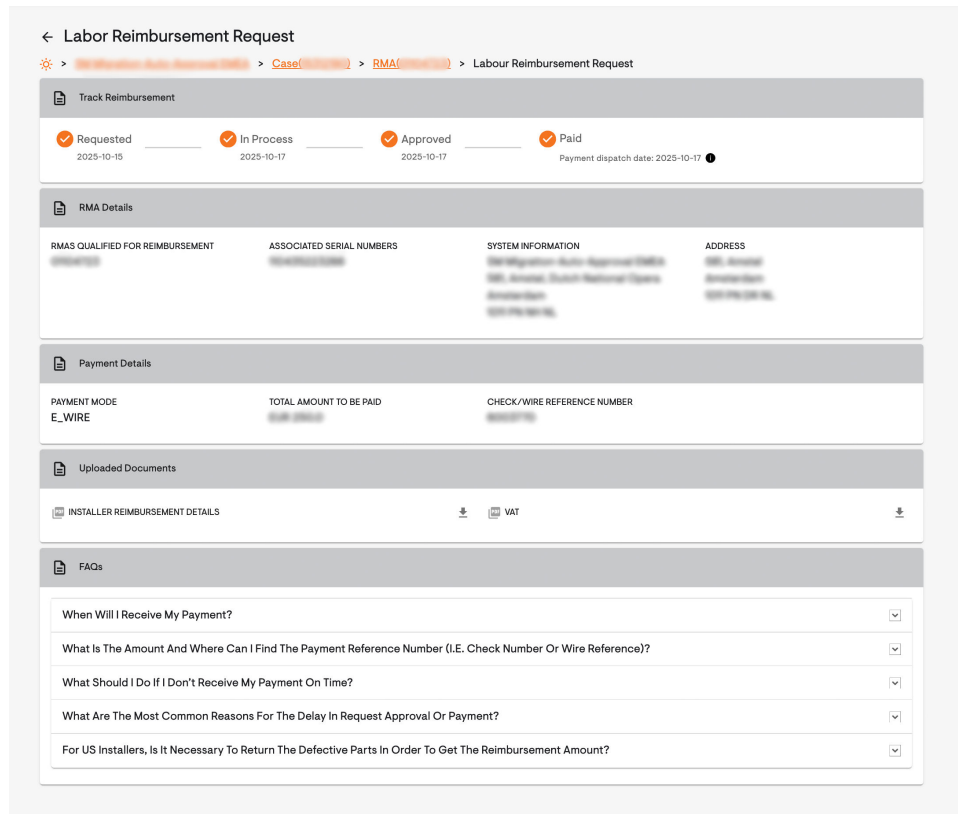
5. Click the **Submit** button to complete the labor reimbursement request. Enphase may contact you via your registered email ID for more documentation if needed to process your claim.

- Click the **Track Labor Reimbursement** button at the top right corner of the page. Tracking is only possible via Enphase Service Manager.



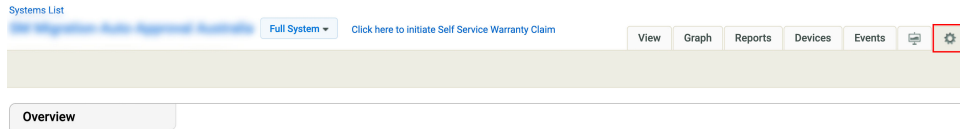
- The tracking page shows the :

- 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**



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.



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

5. Review the labor reimbursement program guidelines carefully and then complete the labor reimbursement form.
6. You need to submit the required documents as PDFs while 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 on the **Click here** link as shown above 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:

- Complete IRF
 - ABN/GST supporting document
 - Bank/vendor letterhead
7. 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 six 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 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-00014-1.0	January 2026	Initial release.