

Labor reimbursement for warranty service

Applicable regions: Australia and New Zealand

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Contents

1	Introduction.....	3
2	Enphase product(s) eligible for the labor reimbursement program.....	3
3	Labor reimbursement amount.....	3
4	Terms and conditions.....	4
5	Claim for reimbursement under the labor reimbursement program.....	4
6	Revision history.....	6

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 Australia or New Zealand (collectively, the **Territory**).

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 (either stand-alone or inside an IQ Battery storage system base unit)
- Enphase IQ Gateway (Envoy) (activated on or after October 1, 2020)
- IQ Battery 5P (activated on or after April 1, 2023)
- Enphase ACB 1.5 units (activated on or after October 1, 2020)
- IQ System Controller 3 INT (activated on or after April 1, 2023)
- Enphase IQ Relay



NOTE:

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

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 microinverter (either stand-alone or inside an IQ Battery 5P) 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 5P or defective Enphase board internal to the IQ Battery 5P that is replaced at that site
- \$ 200 for each defective IQ System Controller 3 INT or defective board internal to the IQ System Controller 3 INT that is replaced at that site
- \$ 25 for each defective Enphase IQ Relay that is replaced at that site

4. Terms and conditions

All amounts are in Australian dollars and are inclusive of any and all 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
 - 5 years of the applicable PV-system activation for ACB 1.5 units
 - 5 years of the applicable Enphase Energy System activation for IQ Battery 5P
 - 5 years of the applicable Enphase Energy System activation for IQ System Controller 3 INT
 - 5 years of the applicable PV-system activation for Enphase IQ Relay 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**.

5. Claim for reimbursement under the labor reimbursement program

Perform the following steps to claim reimbursement under the labor reimbursement program:

1. Request a remote diagnosis on the **Eligible Product(s)** at issue from Enphase.
2. Obtain a return merchandise authorization (RMA) from Enphase.
3. Perform the **Eligible Product Replacement** at the site, and submit the following information to Enphase through the Enphase App for Installers:
 - RMA number
 - Old and new serial numbers, and
 - Original activation date of the **Eligible Product**
4. Within six (6) months of completing the **Eligible Product Replacement**, log in to your Enphase Installer Portal account at <https://enlighten.enphaseenergy.com/>.
5. Access the site where the **Eligible Product Replacement** was performed.
6. Click **Settings** (gear icon) in the upper right corner.



7. Under the **Overview** section, click the **Click here** link below **System Location**.

Overview



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 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 6 months will be approved.

Click here

 to claim a replacement reimbursement.



NOTE: The link will appear only if Enphase has issued an RMA for the site within the last six (6) months. If you do not see the **Click here** link under a site for which you have performed an **Eligible Product Removal/Replacement** and it has been six (6) months or less, contact Enphase Support at <https://enphase.com/en-au/support/contact>.

8. Once you click **Click here**, you will be redirected to the **Labor Reimbursement Form** along with the **Labor Reimbursement Program** guidelines. 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's Qualified for Reimbursement RMA Number Associated Serial Numbers Serial Number Installer Details Installer Company Company Name *Contact Name Installer Name Registered Address *Street Address Street Address Name Street Address 2 *City City ☐ Do you want to change your registered address?	System Information Customer's name Street Address Zip Code Country *Email Email Address *Phone Phone Number *State/Province State *Zip/Postal Code 00000 *Country Country
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Please download the **Installer Reimbursement Details** form, fill the details and upload to receive your refund. Please be sure the address entered in the form exactly matches with the reimbursement request. 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.

Installer Reimbursement Details

No file chosen

Please download and upload the fixed **Installer Reimbursement Details** form to submit this request.

9. If this is the first time you are claiming a labor reimbursement, you must submit a completed and signed labor reimbursement form along with your request. You can download the labor reimbursement form at <https://enphase.com/en-au/contact>.
10. Once you have completed and uploaded the labor reimbursement form, click **Submit** to complete your **Labor Reimbursement Request**.

11. Following the submission of your labor reimbursement form, we will contact you through your registered email to collect your tax identification number, tax certificate, and any required documentation for the taxing authorities (**Tax Documents**).

Australia Operating Unit
Submitted by External Vendors
New Zealand Operating Unit
Submitted by External Vendors

12. Enphase may contact you through your registered email ID if more documentation is required to process your claim.

6. Revision history

Revision	Date	Description
ING-00060-1.0	August 2025	Initial release.