

Labour reimbursement for warranty service

Applicable regions: Europe

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Introduction

(Effective October 1, 2024)

(Austria, Belgium, Bulgaria, Croatia, Czech Republic, Denmark, Estonia, France, Finland, Germany, Hungary, Italy, Luxembourg, Latvia, Lithuania, Malta, Norway, Netherlands, Poland, Portugal, Romania, Republic of Ireland, Spain, Sweden, Serbia, Slovakia, Slovenia, Switzerland, Turkey, and the United Kingdom).

The Enphase Energy, Inc. (“Enphase”) for Warranty Service Program (“Labour 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/labour 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 Austria, Belgium, Bulgaria, Croatia, Czech Republic, Denmark, Estonia, France, Finland, Germany, Hungary, Italy, Luxembourg, Latvia, Lithuania, Malta, Norway, Netherlands, Poland, Portugal, Romania, Republic of Ireland, Spain, Sweden, Serbia, Slovakia, Slovenia, Switzerland, Turkey, and the United Kingdom.

This Labour 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.

Enphase product(s) eligible for the labour reimbursement program

- Enphase IQ Microinverters (either stand-alone or inside an IQ Battery storage system base unit)
- Enphase IQ Gateway (Envoy) (activated on or after October 1, 2020)
- Enphase IQ Batteries (activated on or after October 1, 2020)
- Enphase IQ System Controller (activated on or after October 1, 2024)
- Enphase IQ Combiner (activated on or after October 1, 2024)
- Enphase ACB 1.5 unit (activated on or after October 1, 2020)

Labour 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) that is placed at that site;
 - **€25** for each defective Enphase Gateway (Envoy) product that is placed at that site;
 - **€150** for each defective Enphase IQ Battery unit replaced at that site;
 - **€200** for each defective Enphase IQ System Controller unit replaced at that site;
 - **€25** for each defective Enphase IQ Combiner product that is placed at that site;
 - **€25** for each defective Enphase ACB 1.5 unit that is replaced at that site.

Terms and conditions

All amounts are in Euros including any applicable taxes. To be eligible for reimbursement under the Labour Reimbursement Program, all the following conditions must be met:

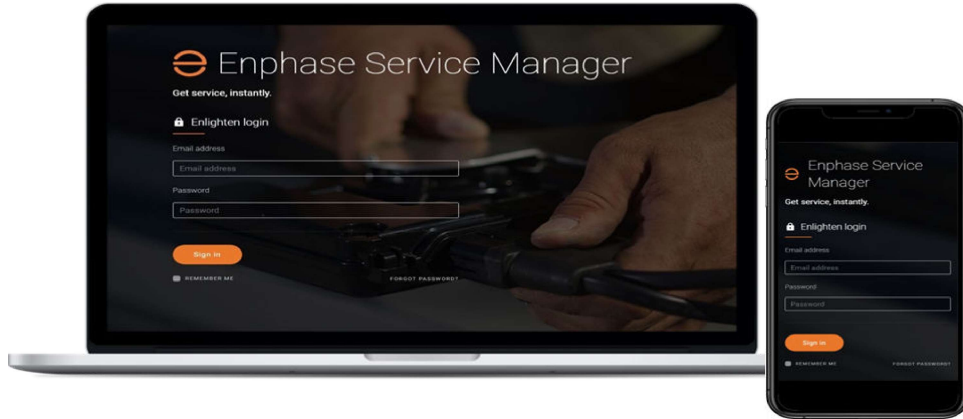
1. The Eligible Product is covered by an active Enphase Limited Warranty at the time the RMA is requested.
2. The removal and replacement of a defective Eligible Product(s) ("Eligible Product Warranty Replacement") is completed during the first two years from the date such Eligible Product is installed (permission to operate granted by authorities having jurisdiction).
3. Enphase has performed a remote diagnosis of the failed Eligible Product and has issued an RMA to the Installer prior to the Installer performing the Eligible Product Warranty Replacement; and Installer has submitted a claim for reimbursement within six months of the date on which the RMA was issued.

Follow these 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 labour reimbursement via either Enphase Service Manager or the Enphase Installer Portal

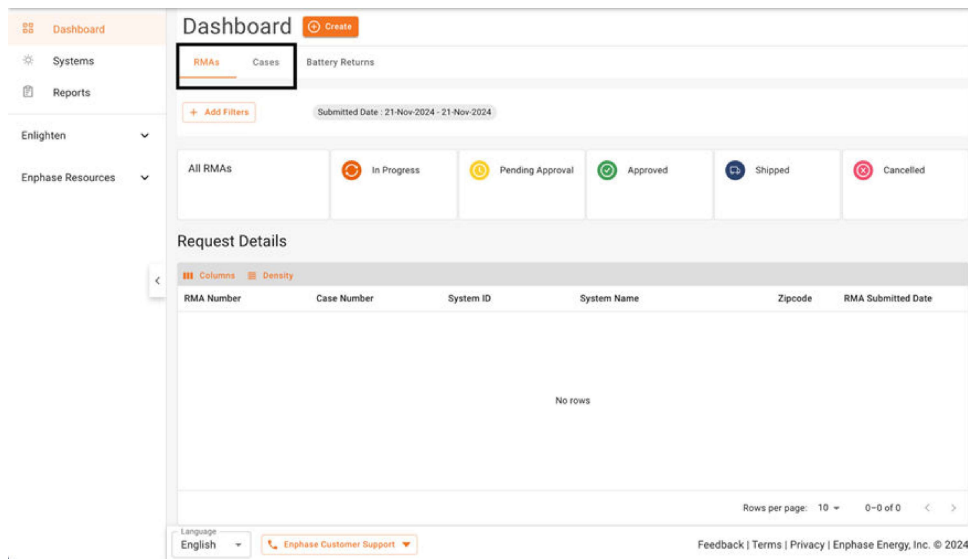
Method 1: Through the Service Manager platform

1. Log in to the [Enphase Service Manager](#) on a desktop or mobile device using your Enphase Account credentials.



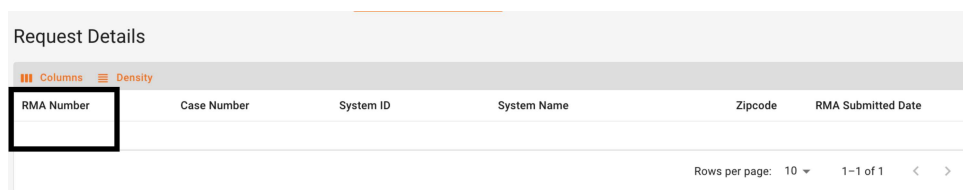
Upon logging in you will see a dashboard that displays all recent support requests and provides installer the access to create, view, apply labour reimbursements and manage their cases.

2. To view RMA information on the dashboard, select the **RMAs** tab. To view case information on the dashboard, select the **Cases** tab.



Apply for Labour Reimbursement

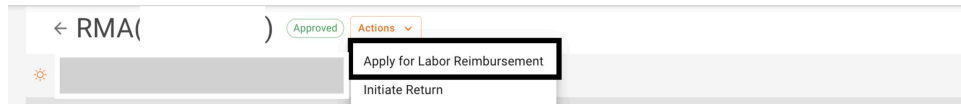
1. To apply for a Labour Reimbursement, you can select an RMA number from the **RMAs Dashboard**.



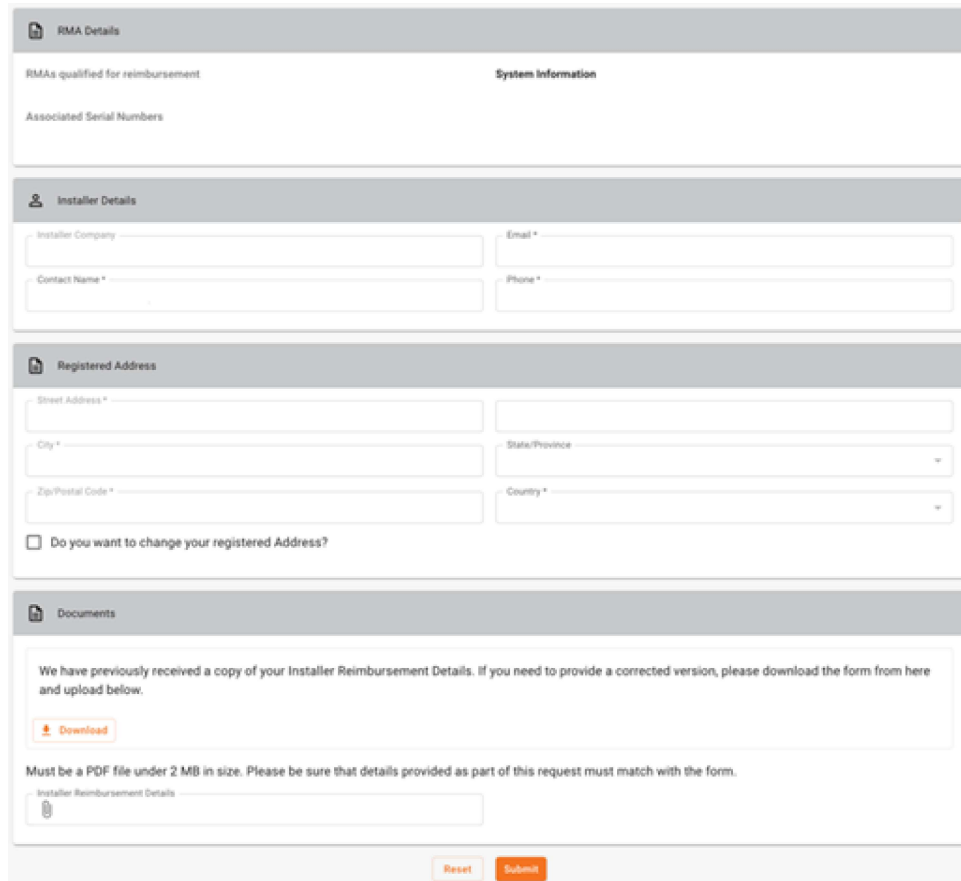
- You can also search the RMA Number, Case Number, System Name, System ID and System Name from the search box available in the dashboard.



- Select the **Actions** drop-down menu, then select **Apply for Labor Reimbursement**.



The Labour Reimbursement Request form will appear, displaying the RMA Details.



Complete all required fields:

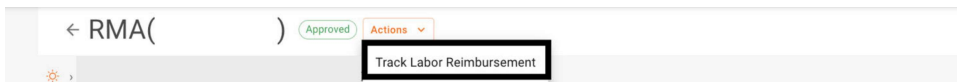
- Installer Details
 - Registered Address
 - Documents
- When finished, select **Submit**.

Track Labour Reimbursement application

1. To track Labour Reimbursement, installers can select an RMA number from the **RMAs Dashboard**



2. Select the **Actions** drop-down menu. If the Labour Reimbursement request was submitted, the list will display a **Track Labor Reimbursement** option. Select it.



3. The **Labor Reimbursement Request** page will appear, displaying tracking information in the **Track Reimbursement Section**



The tracking page shows the:

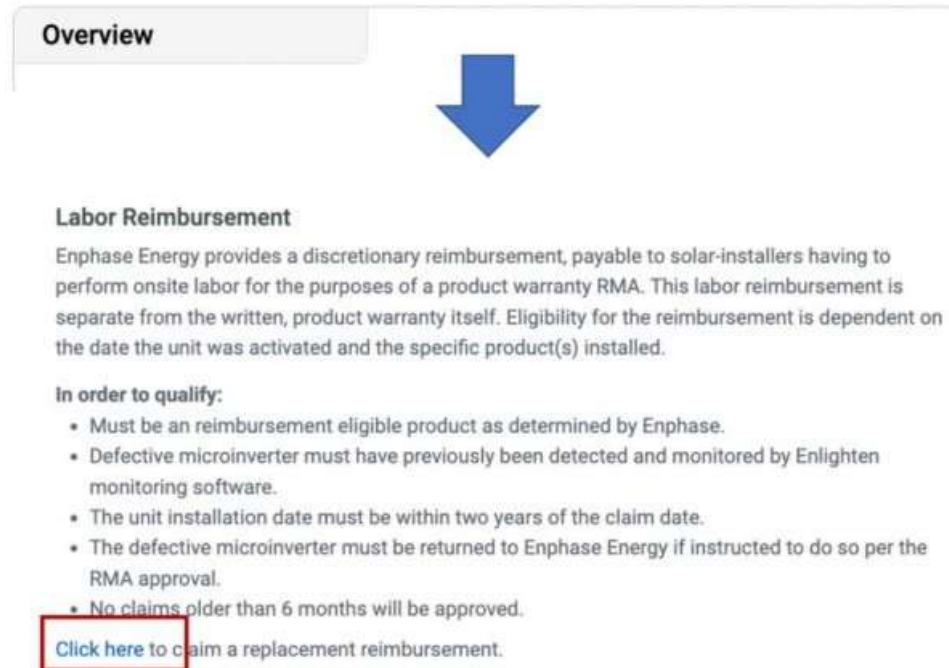
- Status of the labour reimbursement request
 - Estimated payment date once approved
- Cheque/wire reference number and the reimbursement amount once the request status changes to **Paid** under **Payment Details**

Method 2: Through the Enphase Installer Portal

1. Log in to the [Enphase Installer Portal](#) within six months of the date on which the RMA was issued.
2. Access the site where 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.



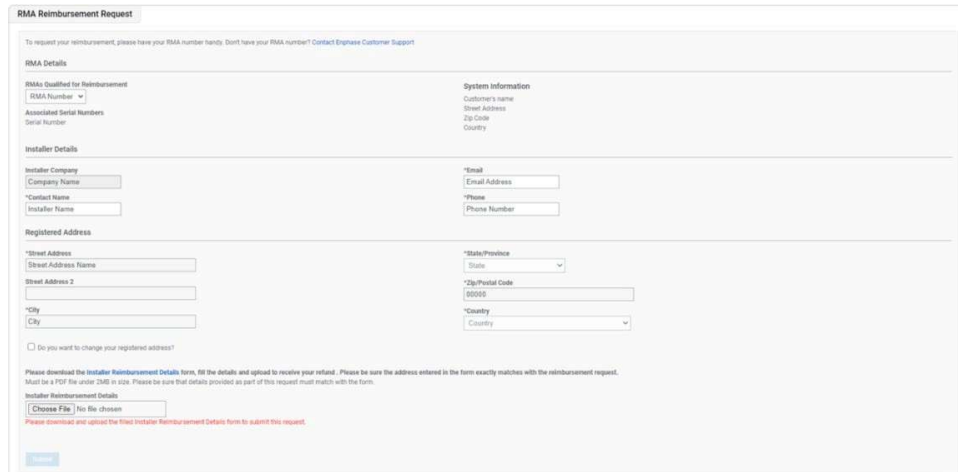
4. In the **Overview** section, tap **Click here** under **Labor Reimbursement**.



5. Review the Labour Reimbursement Program guidelines carefully and then complete the labour reimbursement form.

6. You need to submit the required documents as PDFs while claiming a labour 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 **here** link as shown below 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: Completed IRF



7. Click the **Submit** button to complete your labour reimbursement request. Enphase may contact you through the email address on your Enphase Account if additional documentation is required to process your claim.

Revision history

REVISION	DATE	DESCRIPTION
LRP-00001-2.0	June 2025	Updated the applicable regions.
LRP-00001-1.0	March 2025	Initial release.