

Labour reimbursement for warranty service

Applicable regions: Ireland

© 2026 Enphase Energy. All rights reserved. Enphase, the e and CC logos, IQ, and certain other marks listed at <https://enphase.com/trademark-usage-guidelines> are trademarks of Enphase Energy, Inc. in the U.S. and other countries. Data subject to change.

Introduction

(Effective September 1, 2026)

Ireland

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 Ireland.

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 ACB 1.5 unit (activated on or after October 1, 2020)
- Enphase IQ Combiner (activated on or after September 1, 2026)
- Enphase IQ System Controller (activated on or after September 1, 2026)

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

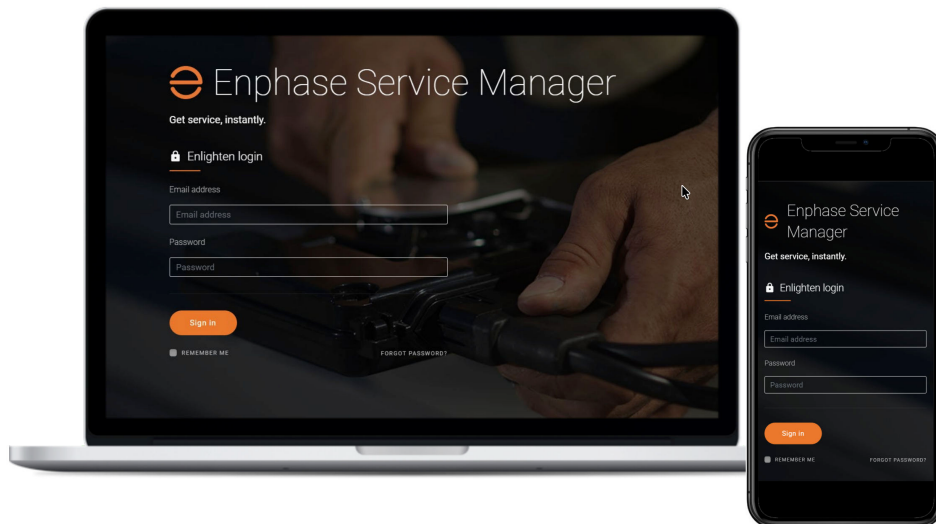
2. The removal and replacement of a defective Eligible Product(s) (“Eligible Product Warranty Replacement”) is completed during the first two years from the date such Eligible Product is installed (permission to operate granted by authorities having jurisdiction).
3. Enphase has performed a remote diagnosis 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 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 [Enphase Service Manager](#) within six months of the date on which the RMA was issued.



- Click **RMA Dashboard** on the left side of the page. To view RMAs that qualify for labour reimbursement, select the **Eligible Reimbursements** tile.

The screenshot shows the 'Dashboard' page with a 'Create' button. Below the navigation tabs (RMAs, Cases, Battery Returns, Appointments), there's a filter section with 'Submitted Date: Jul 20, 2026 - Aug 19, 2026'. A row of status tiles shows counts: All RMAs (91), In Progress (8), Pending Approval (59), Approved (21), Shipped (2), and Canceled (1). The 'Eligible Reimbursements' tile is highlighted with a red box and shows a count of 1. Below this is a 'Request Details' table with columns: RMA Number, Case Number, System ID, System Name, Zipcode, RMA Submitted Date, System City, System State, Modified Date, RMA Status, and Labor Reimbursement. The table shows one row with 'Auto-Approval for Skyhigh-Q1' and '06-Aug-2026', with a 'Shipped' status and an 'Apply' button for labor reimbursement.

- Select the approved RMA. If the RMA is eligible for labour reimbursement, the **Labor Reimbursement** button appears inside the **Actions** button at the top of the page. Click on it.

The screenshot shows the 'RMA ()' page with a 'Shipped' status and an 'Actions' dropdown menu. The 'Labor Reimbursement' option is highlighted with a red box. Below the header, there's a table with columns: SYSTEM ID, CASE NO, ASSIGNED TO, ORIGIN, CREATED ON, and LAST UPDATED. The table shows one row with 'Auto-Approval for Skyhigh-Q1' and '06-Aug-2026'.

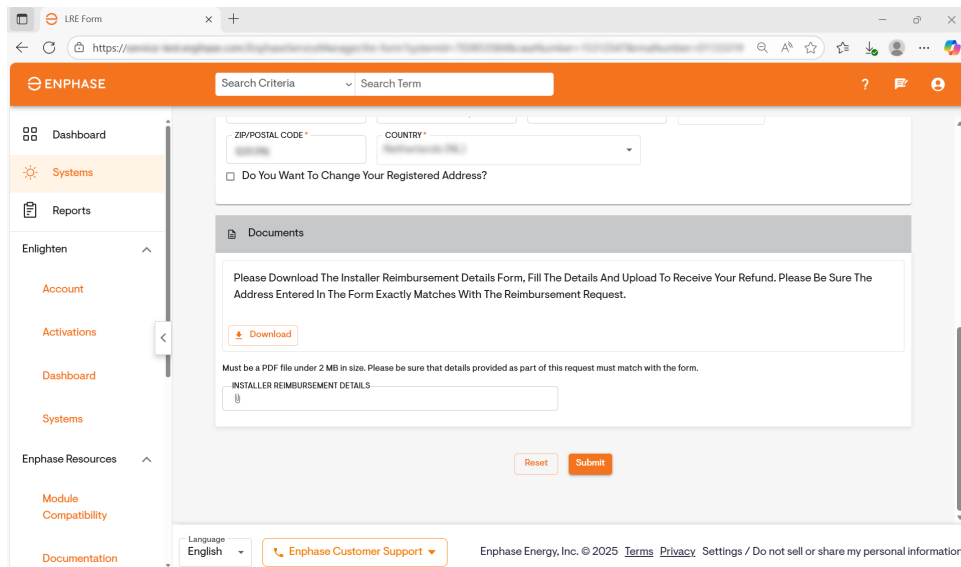
- Validate the pre-filled labour reimbursement form. Edit the information if required.

The screenshot shows the 'Labor Reimbursement Request' form. The form is divided into sections: RMA Details, Installer Details, and Registered Address. The 'RMA Details' section includes 'RMAs QUALIFIED FOR REIMBURSEMENT' and 'ASSOCIATED SERIAL NUMBERS'. The 'Installer Details' section includes 'INSTALLER COMPANY', 'CONTACT NAME', 'EMAIL', and 'PHONE'. The 'Registered Address' section includes 'STREET ADDRESS', 'CITY', 'STATE/PROVINCE', 'ZIP/POSTAL CODE', and 'COUNTRY'. There's a checkbox for 'Do You Want To Change Your Registered Address?'. The form is pre-filled with information from the previous steps.

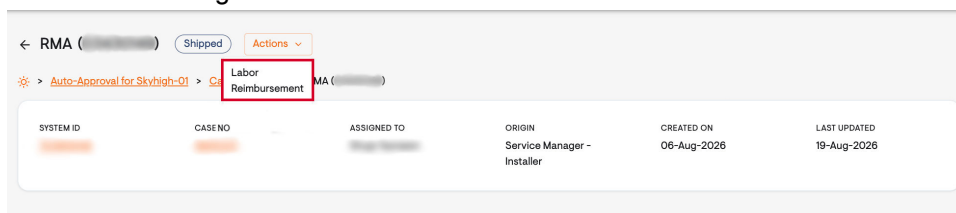
- You need to submit the required documents as PDFs while claiming a labour reimbursement. Each PDF file must be under 2 MB in size. If necessary, compress the files using tools available on the internet. Click on the **Download** button, as shown in the following screenshot, to get the IRF and complete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

Required documents:

- Complete IRF
- VAT supporting document
- Bank/vendor letterhead



- Click the **Submit** button to complete the labour reimbursement request. Enphase may contact you via your registered email ID for more documentation if needed to process your claim.
- Click the **Labor Reimbursement** button at the top right corner of the page. Tracking is only possible via Enphase Service Manager.



SYSTEM ID	CASE NO	ASSIGNED TO	ORIGIN	CREATED ON	LAST UPDATED
			Service Manager - Installer	06-Aug-2026	19-Aug-2026

8. The tracking page shows:

- 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 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 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 **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
 - VAT supporting document
 - Bank/vendor letterhead
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.



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 six months or less, please contact [Enphase Support](#).

Revision history

Revision	Date	Description
LRP-00028-1.0	August 2026	Initial release.