

Labor Reimbursement for Warranty Service South Africa

(Effective October 1, 2024)

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 South Africa.

This Labor 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 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, 2023)
- IQ Battery 10Z™ (activated on or after October 1, 2024)
- Enphase IQ System Controller units (activated on or after October 1, 2024)

Labor Reimbursement Amount

- **4000 ZAR** for each truck roll to a site for performing removal and replacement of a defective eligible Product; plus
 - **500 ZAR** for each defective Enphase Microinverter (either stand alone or inside an IQ Battery) that is placed at that site;
 - **500 ZAR** for each defective Enphase Gateway (Envoy) product that is placed at that site;
 - **6000 ZAR** for each defective IQ Battery 10Z™ unit replaced at that site or defective Enphase board internal to IQ Battery 5P that is replaced at that site;
 - **3000 ZAR** for each defective IQ System Controller™ unit that is placed at that site or defective board internal to IQ System Controller that is replaced at that site.

Terms and Conditions

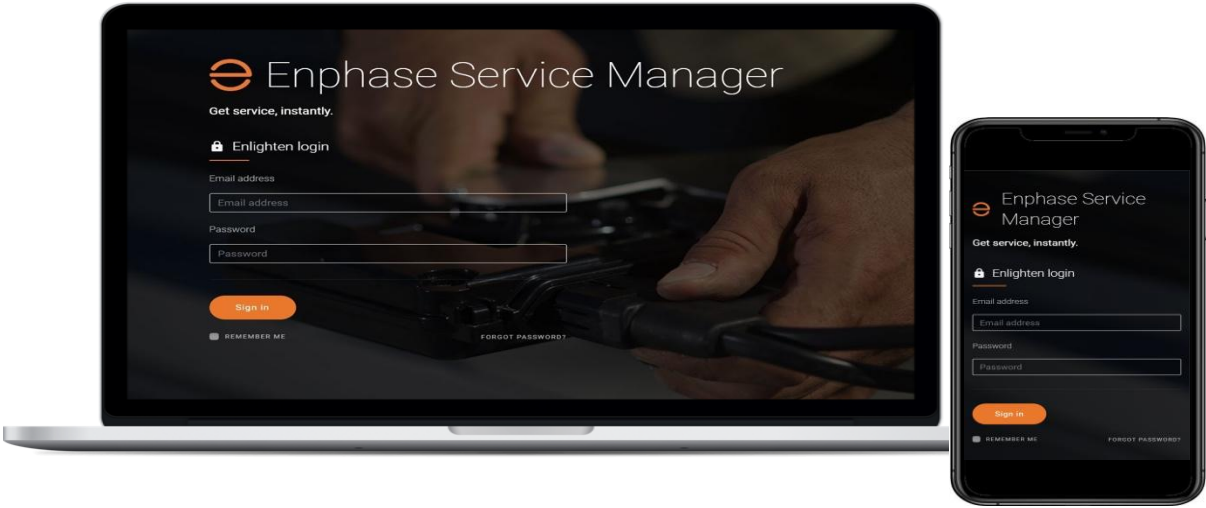
All amounts are in ZA including any applicable taxes. To be eligible for reimbursement under the Labor Reimbursement Program, all the following conditions must be met:

- The Eligible Product is covered by an active Enphase Limited Warranty at the time the RMA is requested.
- 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);
- 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 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 from Enphase Service Manager

Log in to the **Enphase Service Manager** on a desktop or mobile device using Enphase account credentials



Upon logging in you will see a **Dashboard** displays all recent Support requests and provides installer access to create, view, apply labor reimbursements and manage their cases.

To view RMA information on the Dashboard, select the RMAs tab. To view case information on the Dashboard, select the Cases tab.

Dashboard

Systems

Reports

Enlighten

Enphase Resources

Dashboard

Create

RMA

Cases

Battery Returns

+ Add Filters

Submitted Date : 19-Nov-2024 - 19-Nov-2024

All RMAs

In Progress

Pending Approval

Approved

Shipped

Cancelled

Request Details

Columns

Density

RMA Number	Case Number	System ID	System Name	Zipcode	RMA Submitted Date
No rows					

Rows per page: 10

Contact Us

Language

English

Enphase Customer Support

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Apply for Labor Reimbursement

To apply for a Labor Reimbursement, installers can select an RMA number form the RMAs Dashboard

Request Details

RMA Number	Case Number	System ID	System Name	Zipcode	RMA Submitted Date

Rows per page: 10 1-1 of 1

You can also search the RMA Number, Case Number, System name, Site ID and System Name from the search box available in the **Dashboard**.

Search Criteria

Search Term

RMA

Case

System Name

System ID

Serial Number

Create

Category Returns

Submitted Date : 22-Oct-2024 - 21-Nov-2024

Select the **Actions** dropdown menu, then select **Apply for Labor Reimbursement**

← RMA()

Approved

Actions

Apply for Labor Reimbursement

Initiate Return

Labor reimbursements

The **Labor Reimbursement Request** form will appear, displaying the RMA Details

RMA Details

RMA qualified for reimbursement

System Information

Associated Serial Numbers

Installer Details

Installer Company

Email *

Contact Name *

Phone *

Registered Address

Street Address *

City *

Zip/Postal Code *

State/Province

Country *

☐ Do you want to change your registered Address?

Documents

We have previously received a copy of your Installer Reimbursement Details. If you need to provide a corrected version, please download the form from here and upload below.

Download

Must be a PDF file under 2 MB in size. Please be sure that details provided as part of this request must match with the form.

Installer Reimbursement Details

Reset

Submit

Complete all required fields:
Installer Details
Registered Address
Documents

When finished, select **Submit**.

Track Labor Reimbursement Application

To track Labor Reimbursement, installer can select an RMA number from the RMA’s Dashboard

Request Details

Columns	Density				
RMA Number	Case Number	System ID	System Name	Zipcode	RMA Submitted Date

Rows per page: 10 1-1 of 1

Select the **Actions** dropdown menu. If the Labor Reimbursement request was submitted, the list will display a **Track Labor Reimbursement** option. Select it.

← RMA()

Approved

Actions

Track Labor Reimbursement

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”