## **Overview**

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 the following conditions should be met:

- 1. Must be a reimbursement eligible product as determined by Enphase.
- Defective microinverter must have previously been detected and monitored by Enlighten monitoring software.
- 3. The defective microinverter must be returned to Enphase Energy if instructed to do so per the RMA approval.
- 4. No claims older than 6 months will be approved.

## Procedure for filing a Replacement Reimbursement Claim

- 1. Gather site information for the claim you wish to make, including site name, RMA number and serial number of the replaced device.
- 2. Log in to your Enlighten account and access the site where the replacement was issued.
- 3. Access the reimbursement claim form
  - a. In the upper right, click the Settings tab (gear icon):

View	Graph	Reports	Devices	Events	÷	٥
			8 Microinverters Bossier City, LA		91°F	0

Under Overview, click the link below System Location:

Overview	
Name	System Location 💿
System ID	Bossier City, LA 71111 United States
Installer Reference 😉	Timezone: US/Central Click here to clim a replacement reimbursement.

- b. Note: The link will only appear if an RMA has been issued for the site within the last 6 months
- 4. The Replacement Reimbursement claim form displays below:

IA Details	
As Qualified for Reimbursement	System Information n. Bossier City, LA 71111 United States
il Check To:	
taller Company	*Country United States •
intact Name	*Street Address
nail	Street Address 2
one	*City
	"State/Province
	Louisiana •
	*Zip/Postal Code

- 5. Complete the claim form
  - a. Qualified RMAs will display in the top left drop down; select the appropriate RMA.
  - b. Verify the pre-filled data is accurate or update as needed.
  - c. If the claim is being made for the first time, then a W-9 form needs to be uploaded for US customers. For non-US sites use the table below as guidance.

	US Operating Unit		NL	FRA Operating Unit		
Submitted by External Vendors			Submitted by External Vendors			
W-9	US Based(Individual & Entities)		VAT Certificate	Europe Based Individual/entition		
	a) Corporation					
	b) LLC					
	c) Pvt Ltd		Australia Operating Unit			
d) S Corporation			Submitted by External Vendors			
	e) Associates		GST/ABN Certificate	Australia Based Individual/enti		
	f) PTY					
	g) Individual					
	h) Partnership		New Z	ealand Operating Unit		
			Submitted by External Vendors			
	Non US Based - Foreign		GST/NZBN	New Zealand Based		
W-8BEN	Individual		Certificate	Individual/entities		
W-8-BEN-						
E	Non US Based - Foreign Entities					
	a) Corporation		India Operating Unit			
	b) LLC		Submitted by External Vendors			
	c) Pvt Ltd		GST/PAN	India Based Individual/entities		
	d) S Corporation					
	e) Associates					
	f) PTY					

- 6. Submit the claim.
- 7. If the RMA approval requires the defective microinverter to be shipped back to Enphase then generate a return label through the website: <u>https://returnlabel.enphaseenergy.com/</u> and ship back the unit.
- 8. All claims will be processed by Enphase in 28 calendar days from the time the defective unit was received by Enphase. If the RMA instructions are to scrap, then the processing time is 25 calendar days.