

Labor Reimbursement Service Rebate Guidelines - Australia

Purpose

This Labor Reimbursement Program is designed to assist Anker SOLIX Certified Installers (Installer) with the costs associated with replacing defective Anker SOLIX X1 Home Energy Storage Systems and components installed in Australia. The systems consist of the following Anker SOLIX X1 Home Energy Storage products (Eligible Products):

Product Name	Product Model	SKU
Anker SOLIX X1 Power Module	X1-P6K-S	A5101GZ1
	X1-H3.68K-S	A5102GZ1
	X1-H4.6K-S	A5102GZ2
	X1-H5K-S	A5102GZ3
	X1-H6K-S	A5102GZ4
	X1-H5K-T	A5103GZ1
	X1-H8K-T	A5103GZ2
	X1-H10K-T	A5103GZ3
Anker SOLIX X1 Battery Module	X1-H12K-T	A5103GZ4
Anker SOLIX X1 Battery Module	X1-B5-H0	A5220TZ0
	X1-B5-H	A5220GZ1
Power Sensor (single-phase)	SDM230-Modbus v1	A5420GZ1
	DDSU666	A5420GZ2
Power Sensor 100A-3P (three-phase)	DTSU666	A5430GZ1
Power Sensor 250A-3P (three-phase)	DTSU666	A5430GZ2
Mobile Dongle	VD-606L7-WB-AK	A5460T12
WLAN Dongle	DG-WF-H	A5461G11

Conditions

All amounts are in Australian Dollar (AUD) and including GST. To be eligible for reimbursement under the Anker SOLIX Labor Reimbursement Program, all of the following conditions must be met:

- The service must be provided by a certified Anker SOLIX installer.
- Installer must submit an invoice along with the RMA Compensation Form.
- Installer must provide W-9/W-8, or already have one on file with Anker SOLIX.
- The system must be installed in a manner and in an environment that falls within the warranty coverage terms.
- Anker SOLIX has performed a remote diagnosis of the failed Eligible Product and has issued an RMA to the Installer before performing the Eligible Product Warranty Replacement.
- Defective products must be returned to Anker under the assigned RMA number when designated for return within 30 days of receiving the replacement products.
- The returned Anker SOLIX Home Energy Storage System products must be packed and shipped according to the Anker SOLIX RMA process.
- Removal and replacement of defective Eligible Products (Eligible Product Warranty Replacement) is completed during the first two years commencing on the date the system is activated (permission to operate is granted by the authority having jurisdiction).
- The installer has submitted a claim for reimbursement within 30 days of completing the Eligible Product Warranty Replacement.
- At the completion of any Service Job, Service Partner Technicians shall conduct a series of tests to confirm that the system is operating correctly.

Reimbursement Steps

- Contact Anker SOLIX customer service and request a remote diagnosis on an Eligible Product(s) at issue.
- Obtain an RMA from Anker SOLIX.
- Perform the Eligible Product Warranty Replacement at the site.
- Return the defective Eligible Products according to the return label on the RMA shipping packaging.
- Submit the labor reimbursement application within 30 days of completing the Eligible Product Warranty Replacement.

Below are the guidelines:

1. Find the Labor Reimbursement on the support center:
<https://support.ankersolix.com/s/emailcontactus>

The screenshot shows the Anker Solix website's support page. At the top, there's a navigation bar with links: Home, Homeowner, Installer, Support (highlighted), and Return to Anker. Below the navigation bar is a large banner with the text "We Are Here To Help" and a search bar that says "Enter Model Number or Keywords of your question" with a "Search" button. Below the banner is the "Email Support" section. It features a heading "Email Support" and a section titled "Inquiry Type" with several radio button options: "Need Help with My Product", "Pre-Sales Questions", "Order Support (Shipments & Orders)", "Feedback", "RMA Claim", and "Labor Reimbursement" (which is selected). A "Next" button is located at the bottom of this section.

2. Complete the form by filling out the necessary blanks:

The screenshot shows the "Email Support" form for Labor Reimbursement. The form is titled "Email Support" and has a section header "Labor Reimbursement". It contains several required fields marked with an asterisk: "Installer Company", "Contact Name", "Email Address", "Phone Number", and "RMA ID". There is also a section for "Installer Reimbursement Details" with an "Upload Files" button and a link "Or drop files". Below this is an "Attach Files" section with a heading "Attach Files" and a sub-heading "Help us understand better by uploading related videos or pictures through the button below. *Up to 5 attachments, each less than 50MB". It also has an "Upload Files" button and a link "Or drop files". At the bottom of the form are "Back" and "Next" buttons.

3. Double confirm the email address::

Email Support

Contact Information

*Name

*Email Address

*Confirm Email Address

☐

Back

Submit

Anker SOLIX team will review the submitted cases within 48 hours and send you a reply.

Reimbursement Amounts

- \$220 for each truck roll to a site for performing removal and replacement of a defective Eligible Product.
- \$50 for each defective Battery Module that is replaced at a customer site.
- \$50 for each defective Power Module that is replaced at a customer site.
- Travel > 60km (round trip, travel reimbursement has a maximum limit of \$300)Per km \$1.50 + GST.