

Labor Reimbursement Service Rebate Guidelines - Canada

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 the Canada. 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-US	A5101JZ3
Anker SOLIX X1 Battery Module	X1-B5-H	A5220JZ1
Anker SOLIX X1 Backup Controller	Backup Controller 200-H	A5341JZ1
Anker SOLIX Microinverter	MI80S, MI80L	A5150JZ1, A5150JZ2

Conditions

All amounts are in U.S. Dollars. 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.

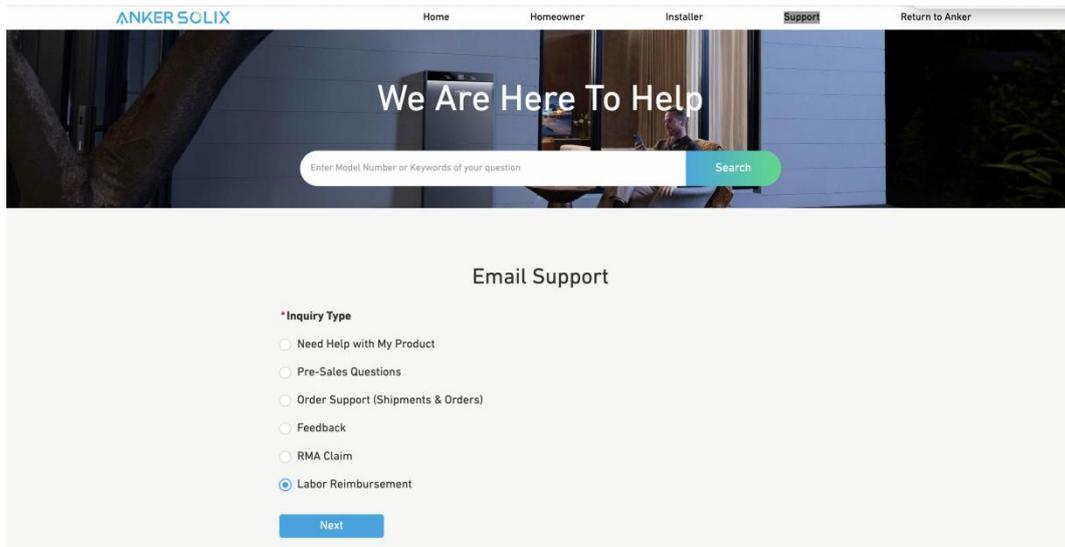
Reimbursement Steps

- 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 Form on the support center:

<https://support.ankersolix.com/s/emailcontactus>



The screenshot shows the Anker SOLIX support center website. The navigation bar includes links for Home, Homeowner, Installer, Support, and Return to Anker. The main heading is "We Are Here To Help" with a search bar. Below this is the "Email Support" section, which includes a radio button menu for "Inquiry Type". The options are: 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 the form.

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

Email Support

Labor Reimbursement

* Installer Company * Contact Name

* Email Address * Phone Number

* RMA ID * Installer Reimbursement Details Or drop files

* W-9 Form Or drop files

Attach Files

Help us understand better by uploading related videos or pictures through the button below.
*Up to 5 attachments, each less than 50MB

Or drop files

3. Double confirm the email address:

Email Support

Contact Information

* Name

* Email Address

* Confirm Email Address

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

Reimbursement Amounts

- \$200 for each truck roll to a site for performing removal and replacement of a defective Eligible Product.
- \$150 for each defective Backup Controller that is replaced at a customer site.
- \$100 for replacing parts inside of the Backup Controller at a customer site.
- \$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.
- \$25 for each defective Microinverter that is replaced at a customer site.