

## Labour Reimbursement Service Rebate Guidelines Australia

### Purpose

This Labour Reimbursement Program is designed to assist Anker SOLIX Certified Installers (Installer) with the costs associated with replacing defective **Anker SOLIX V1 Smart EV Charger** and components installed in Australia. The systems consist of the following **Anker SOLIX V1 Smart EV Charger** products (Eligible Products):

Product Name	Product Model	SKU
Anker SOLIX V1 Smart EV Charger	22kW Cable AU 7.4kW Cable AU	A5191TZ2 A5191TZ1
Anker SOLIX RFID Card	-	A5191GZ2-80
Anker SOLIX CEE-32A 1 Phase Plug	-	A5191GZ2-81
Anker SOLIX CEE-32A 3 Phase Plug	-	A5191GZ2-82
Anker SOLIX CEE-16A 3 Phase Plug	-	A5191GZ2-83

### Conditions

All amounts are in Australian Dollar (AUD). To be eligible for reimbursement under the Anker SOLIX Labour 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.
- 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.

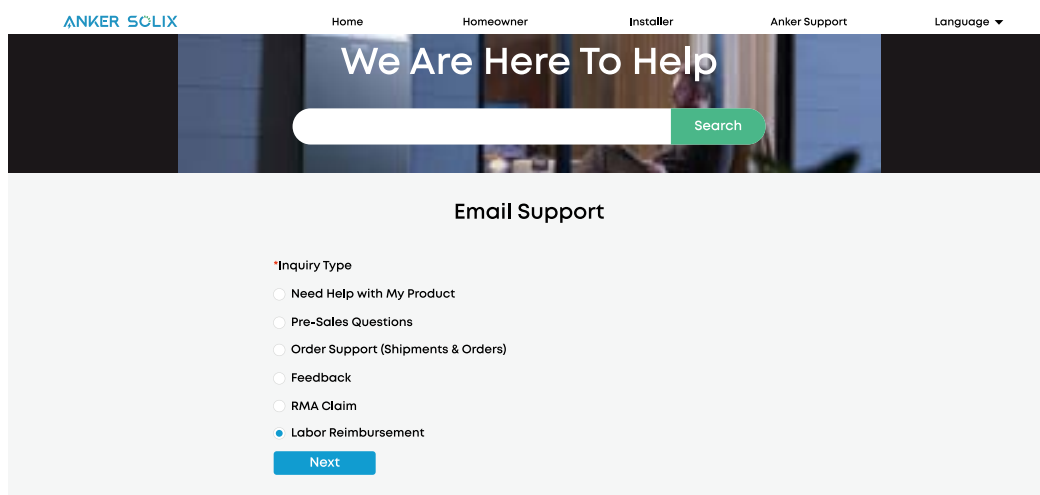
- Defective products must be returned to Anker under the assigned RMA number when designated for return within 30 days of receiving the replacement products.
- The returned **Anker SOLIX V1 Smart EV Charger** products must be packed and shipped according to the Anker SOLIX RMA process.
- Removal and 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 labour reimbursement application within **30 days** of completing the Eligible Product Warranty Replacement.

Below are the guidelines:

1. Find the labour 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, Anker Support, and Language. The main heading is "We Are Here To Help" with a search bar. Below this is the "Email Support" section, which lists several inquiry types: Need Help with My Product, Pre-Sales Questions, Order Support (Shipments & Orders), Feedback, RMA Claim, and Labor Reimbursement. The "Labor Reimbursement" option is selected, and a "Next" button is visible below the list.

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

3. Double confirm the email address:

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

## Reimbursement Amounts

- \$220 for each truck roll to a site for performing removal and replacement of a defective Eligible Product.