

Labour Reimbursement Service Rebate Guidelines Europe

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 the UK and European regions. 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 Socket EU	A5191GZ2
	22kW Cable EU	A5191GZ3
	11kW Socket EU	A5191GZ4
	11kW Cable EU	A5191GZ7
	7.4kW Socket EU	A5191VZ0
	7.4kW Cable EU	A5191VZ1
	7.4kW Socket UK	A5191VZ2
	7.4kW Cable UK	A5191VZ3
	22kW Socket with Shutter FR	A51913Z1
	7.4kW Socket with Shutter FR	A51913Z0
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 Euros (EUR). 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.

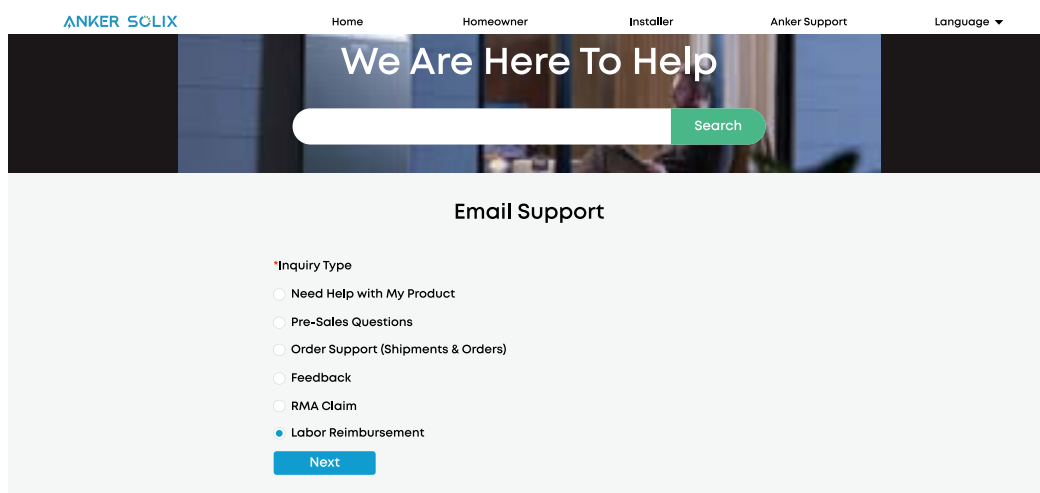
- Defective products must be returned to Anker under the assigned RMA number when designated for return within 30 days of receiving the replacement products.
- The returned **Anker SOLIX V1 Smart EV Charger** products must be packed and shipped according to the Anker SOLIX RMA process.
- Removal and 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. At the top, there is a navigation bar with the Anker SOLIX logo and links for Home, Homeowner, Installer, Anker Support, and Language. Below the navigation bar is a large banner with the text "We Are Here To Help" and a search bar. Underneath the banner is the "Email Support" section, which includes a list of 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:

The screenshot shows a web form titled "Email Support" under the "Labor Reimbursement" section. The form includes the following fields and sections:

- *Country**: Text input field.
- *Model**: Text input field with a "Research" link.
- ACH routing number**: Text input field.
- *Registration Country and Address**: Text input field.
- *Bank Name / Branch Bank**: Text input field.
- *Account Name**: Text input field.
- *Account Number**: Text input field.
- *SWIFT Code / BIC Code**: Text input field.
- *IBAN**: Text input field.
- *System ID / Serial Number**: Text input field.
- *Installer Company**: Text input field.
- *Contact Name**: Text input field.
- *Email Address**: Text input field.
- *Phone Number**: Text input field.
- *RMA ID**: Text input field.
- *Installer Reimbursement Invoice**: File upload section with "Upload Files" and "or drop files" options.
- W-9 Form (Only For US Installer)**: File upload section with "Upload Files" and "or drop files" options.
- Attach Files**: File upload section with "Upload Files" and "or drop files" options.
- Navigation**: "Back" and "Next" buttons at the bottom.

3. Double confirm the email address:

This screenshot is identical to the previous one, showing the "Email Support" form. The "Email Address" field is highlighted, indicating the step where the user must double-confirm their 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.