Enphase Installer Portal/App self-service return and replacement

Applicable regions: North America

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1 Self-service return and replacement

This document helps installers understand the digital self-service features used to request and replace Enphase devices from the Enphase Installer Portal and the Enphase Installer App after they are physically replaced at the site.

Within the Enphase Installer App, you can replace IQ Batteries and IQ System Controllers. Within the Enphase Installer Portal, you can request a return of defective devices and replace IQ Microinverters and IQ Gateways.

2 Replacing IQ Batteries and IQ System Controllers using the Enphase Installer App

- 1. Log in to the Enphase Installer App and search for the site using the SITE NAME, SITE ID, ZIP CODE, and so on.
- 2. Scroll down and go to Service > Replacement and RMA Services to see available options.
 - Request RMA
 - Replace Devices

SITE NAME SITE ID ZIP CODE	Cr15 secs	• • • • •
2300 Harbor Boulevard, Costa Mesa Site ID. System Normal	 Scan IQ Microinverters Flocting Units Process Electricity Rate Structure Profile (Optional) Battery (Optional) 	Request RMA Submit a warranty return request for a device.
3000 Telegraph Avenue, Berkeley Site ID: Microinverters Not Reporting	Monitor	Replace Devices 3
Deflectiespoelstraat Eindhoven Site : System Normal	Array Live Status Live Vitals	Select the Device to be replaced
1420 North McDowell Boulevard, Petalu Site AC Batteries Not Reporting	View system in Enphase Installer Platform	IQ Gateway
Fremont, Fremont	Service Replacement and RMA Services >	Battery Management System (BMS)
Site II Heter Issue	Create Support Ticket	IQ System Controller & Components

- 3. If you are unable to see the site even after entering the correct SITE NAME or SITE ID, to request system access, follow these steps:
 - a. Go to Support > Request System Access.
 - b. Enter the system ID and tap SUBMIT.



When the homeowner approves your request, the site is visible in the site search field.

Support	← Request System Access
FUNCTIONS	
Support Cases	Enter IQ Gateway Serial number or System ID
Replace IQ Gateway	SUBMIT
Request System Access	
Range Test	
Connect to IQ Gateway	
HOW CAN WE HELP?	
Frequently Asked Questions	
Video Library	
Commissioning Guide	
Commissioning Best Practices	
NEED MORE HELP?	
Systems Dashboard Support Menu	Systems Dashboard Support Menu

2.1 Request RMA

For initiating the replacement of faulty Enphase devices, click **REQUEST RETURN** and select the shipping address or add a new address. Select the defective device serial number and click **Submit**.

← Service		
Select device type		
Microinverters ~		
Select device(s)		
Enter a serial number		
Submit 0 of 7 device(s) selected		

2.2 Replace Device

For initiating the replacement of faulty Enphase devices, click Install Replacement.

Enter the old (faulty) and the new (replacement unit) serial number and click **Submit**. After this step, the defective device is replaced by a new device. Currently, this replacement is supported only for microinverters and AC Batteries.



	10:40		
	17:40	V A YE WILL	
_	← Service		
	Install Replacement		
	Enter original device number		
	Enter a serial number		
	Enter replacement number		
	Original	Replacement	
	Replace another device		
	Submit		
	Mobile Previe	w	
	View in MyEnghs		
-			

2.3 Replace IQ Gateway



NOTE: If you are replacing an IQ Gateway, do not scan the new IQ Gateway by increasing the IQ Gateway count in the Device & Array screen.

You may need to configure an IQ Gateway in the following situations:

- Replacing a faulty IQ Gateway with a new one.
- Commissioning a new Enphase Energy System where an existing IQ Gateway does not support the storage or backup devices.

For example, in Australia, when installing new IQ Battery 5P units and IQ System Controller 3 INT in an existing PV-only site with a standalone IQ Gateway.

In North America, when installing new IQ Battery 5P units or IQ System Controller 3 INT with IQ Combiner 5/IQ Combiner 5C in an existing site with a standalone IQ Gateway or IQ Combiner 4/IQ Combiner 4C.

To configure the system, follow these steps.

Step 1: Replace the IQ Gateway physically.

- 1. Power down, disconnect, and uninstall the old IQ Gateway from the system.
- 2. Install the new IQ Gateway with all meter wiring completed.
- 3. Connect the AC wires to the AC terminal of the new IQ Gateway according to the markings on the terminals and wires.



4. Connect the current transformer (CT) wires to the CT wire terminals on the new IQ Gateway according to the markings on the terminals and wires.



NOTE: The CT is prewired if you commission IQ System Controller INT as part of Enphase Energy System 3.0.

Step 2: Commission the new IQ Gateway.



NOTE: Ensure the physical installation is completed and the new IQ Gateway is powered ON before you start commissioning using the following steps.

- 1. Go to Service > Request return and Install replacement.
- 2. Scan or enter the serial number of the newly installed IQ Gateway in Step 2 of the **Replace** IQ Gateway screen and tap NEXT.



NOTE: If you commission an Enphase Energy System with IQ System Controller INT, the IQ Gateway serial number is in the IQ System Controller box, as shown in the following figure.

3. Connect to the new IQ Gateway in AP mode.

Services Connect Mobile Device to IQ Gateway	Connect IQ Gateway to Internet	Services Connect IQ Gateway to Internet ③
Connecting to IQ Gateway	Internet connects IQ Gateway to Enphase cloud	IQ Gateway is communicating with Enphase cloud
	202230109593 ©	
Select 1 "Toolkit" Wants to Join Wi-Fi Network "I ?	Connect gateway to Enphase cloud via:	Connect gateway to Enphase cloud via:
Canadi Iala	? ()	li 🔿 💮 🖬
When commendation	Wi-Fi Ethemiet Celluli Not Connected	ar Wi-Fi Ethernet Cellular Arun
	Connect gateway to home Wi-Fi network	Disconnect from IO Gateway
	Wifi Network	<u> </u>
	Password	0
Next step: Provisioning	Cancel Connect	Disconnect from AP mode IQ Gateway: 2022/2010/9593 (v 07/03.466)

4. Connect the new Gateway to the Enphase Cloud by configuring Wi-Fi or using Ethernet.

After the connection between the new IQ Gateway and Enphase Cloud is established, disconnect the phone from the new IQ Gateway AP mode and connect the phone to the internet.

The Enphase Cloud provisions all microinverters from the old IQ Gateway to the new one. After submitting the request, the microinverters may take up to ~10 minutes to be provisioned to the new IQ Gateway.

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NOTE: Enphase Energy System devices are not automatically provisioned to the new IQ Gateway after the replacement. You must manually provision and complete the steps in the Enphase Installer App.

NOTE: If you are converting a PV-only system to a storage backup system, ensure to add the storage backup devices, that is, IQ System Controller, IQ Battery, and so on, in Step 2 and complete the commissioning by following steps 2–4.

2.4 Replace IQ System Controller and IQ Batteries

1. Select Replacement and RMA Services > REPLACE DEVICES.

- 2. Select the type of device that you wish to replace.
- 3. Select the old device and add the new device.

⊖ ENPHASE.

Services Replace Device Time left -8 mins	Services	Step 4 of 6: Provision Provisioning Devices
Scan the new IQ Battery	Scan the new IQ Battery	Provisioning complete. Proceed to next step
Type of device * Yes Street Yes Street Yes Yes Street Y	Type of device * V IQ Battery	IQ Battery
Old IQ Battery serial no. *	Old IQ Battery serial no.*	Know more about Enphase Energy System device provisioning states
Tap to scan	Serial Number 🛞 🖉	
Scan Serial Number ×		
Recommended for targeted scanning of barcodes.		
e ; 0	Submit IQ Gateway:	Next step: Validation

4. Tap SUBMIT and ensure the provisioning of the new device is successful.

3 Replacing IQ Microinverters and IQ Gateways using the Enphase Installer Portal

1. Log in to the Enphase Installer Portal and click Settings.

- 2. Scroll down and go to the **Self Service** section, where you will see the following options:
 - Request RMA
 - Install Replacement
 - Replace Gateway

Self Service
Submit a microinverter or AC battery or IQ System Controller or IQ Battery or IQ Battery PCU or IQ EVSE warranty RMA request.
Request RMA
Install replacement for a device other than Gateway or IQ Energy Router
Install Replacement
This will retire the old Gateway and provision the new Gateway with Microinverters, AC Batteries, IQ-Relays, IQ Energy Router or 3rd party loads that were reporting to the old Gateway. IQ Batteries or IQ System Controller need to be provisioned again with the new Gateway using ITK.
This replacement will work only if the new IQ Gateway is connected to Enphase cloud. If the new IQ Gateway is not connected, please use the ITK app, open the Site via 'Systems' tab-> Select 'Request RMA and Install Replacement' to select 'Gateway replacement'.
Replace Gateway

3.1 Request RMA

For initiating the replacement of faulty Enphase devices, click **Request RMA** and select the shipping address or add a new address. Select the defective device serial number and click **Submit**.

*Shipment	receiver (details of the person who is expected to receive the shipment at shipping	Select device type	
Select on	0 ~	IQ Battery IQ Battery PCUs	
*Shipping a	iddress (address where the new replacement device will be shipped)	IQ System Controller	
We are ur	able to ship to PO Boxes, apologies for any inconvenience.	111049321259	
	Algha Nasilieraa	111159676684	
	Farmen, G. Hild) united States	112417856208	
0	Enphase Energy	112846378117	
	47281 Bayside Parkway 94538 Fremont (ACT) Australia	113039017734	
	HASE. © 2008-2023 Enphase Energy Inc. All rights reserved. Privacy Terms		¢

3.2 Install Replacement

3.2.1 IQ Microinverters and AC Batteries

Enter the old (faulty) and the new (replacement unit) serial number and click **Submit**. After this step, the defective device is replaced by a new device. Currently, this replacement is supported only for microinverters and AC Batteries.

Install Replacement				
Enter original device number	Enter replacement number	Original	Replacement	0
Replace another device				

3.2.2 EV Charger and Heat Pump Replacement

Similar to conventional Enphase systems, the **Install Replacement** option should support replacing devices reporting to IQ Energy Router. This will work as follows:

- Select the device type to replace and click submit.
- The system returns the details of the old and new device serial numbers and asks for user confirmation.
- Confirm the details and initiate the replacement.
- The replacement takes place in real time.
- Once the replacement is completed, the user is redirected to do functional validation.

Self Service
Submit a microinverter or AC battery or IQ System Controller or IQ Battery or IQ Battery PCU or IQ EVSE warranty RMA request.
Request RMA
Install replacement for a device other than Gateway or IQ Energy Router
Install Replacement
This will retire the old Gateway and provision the new Gateway with Microinverters, AC Batteries, IQ-Relays, IQ Energy Router or 3rd party loads that were reporting to the old Gateway. IQ Batteries or IQ System Controller need to be provisioned again with the new Gateway using ITK.
This replacement will work only if the new IQ Gateway is connected to Enphase cloud. If the new IQ Gateway is not connected, please use the ITK app, open the Site via "Systems" tab → Select "Request RMA and Install Replacement" to select "Gateway replacement".
Replace Gateway

Select Install Replacement

ease make sure the following	steps have been performed before you initiate the replacement
Disconnect the device to be	replaced
Configure the replacement de	vice Avice
Select Device Type ~	r l
Conception Proceedings	
IQ ER EVSE	
SG Ready Relay	
Energy Meter	
Energy Meter Microinverter	

Select the device type

Install Replacement	
Please make sure the following steps have been performed before you initiate the replacement Disconnect the device to be replaced Connect the replacement device Configure the replacement device 	
IQ ER EVSE Old Device Details New Device Details	
246378 246882	
Confirm Replacement In case the device details are incorrect or for any other issue, <u>click here</u> to go back.	

Confirm device details

IQ ER EVSE ~ Old Device Details New Device Details 246378 246882 Confirm Replacement In case the device details are incorrect or for any other issue, <u>elick here</u> Replacement in progress		
246378 246882 Confirm Replacement In case the device details are incorrect or for any other issue, click here Replacement in progress		
In case the device details are incorrect or for any other issue, <u>click here</u> Replacement in progress	1	

Replacement is in progress

nstall Replacement		
Please make sure the following steps have been performed before you + Disconnect the device to be replaced	nitiate the replacement	
Connect the replacement device Configure the replacement device		
IQ ER EVSE 🗸		
Old Device Details New Device Details		
246378 246882	\bigcirc	
Confirm Replacement	Replacement complete	
In case the device details are incorrect or for any other issue, click.	If functional validation is pending for the new device, please complete it using the Enphase Installer Application (ITK).	
	ОК	

3.3 Replace IQ Gateway

To replace an IQ Gateway that reports to the Enphase Cloud:

- 1. In the Enphase Installer Portal, verify that the system is up to date, then disconnect the old IQ Gateway.
- 2. Install the new IQ Gateway and ensure it reports to the Enphase Installer Portal.
- 3. Select the old IQ Gateway serial number and enter the new IQ Gateway serial number.
- 4. Click **Replace Gateway**. This retires the old IQ Gateway and provisions the new IQ Gateway with the microinverters, AC Batteries, and IQ Relays reporting to the old IQ Gateway.

Gateway Replacement

- To replace an Gateway that has reported to Enlighten
- · Verify in Enlighten that the system data up-to-date, then disconect the old Gateway
- Install the new Gateway and ensure that it is reporting to Enlighten
- · Select old Gateway the serial number and enter the new Gateway serial number below

Old Gateway	~
New Gateway	
This will retire the old Ga Gateway. IQ Batteries or	teway and provision the new Gateway with Microinverters, AC Batteries or IQ-Relays that were reporting to the old IQ System Controller need to be provisioned again with the new Gateway using ITK

3.4 Replace IQ Energy Router

To replace an IQ Energy Router that is reporting to the Enphase Cloud:

- In the Enphase Installer Portal, verify that the system is up to date, then disconnect the old IQ Energy Router.
- Connect the new IQ Energy Router and ensure it reports to the Enphase Installer Portal.
- The system returns the details of the old and new device serial number and asks for user confirmation.
- · Confirm the details and initiate the replacement.
- The replacement takes place in real time.
- Once the replacement is completed, the user is redirected to do functional validation.

Self Service
Submit a microinverter or AC battery or IQ System Controller or IQ Battery OCU or IQ EVSE warranty RMA request.
Request RMA
Install replacement for a device other than Gateway or IQ Energy Router
Install Replacement
This will retire the old Gateway and provision the new Gateway with Microinverters, AC Batteries, IQ-Relays, IQ
Energy Router or 3rd party loads that were reporting to the old Gateway. IQ Batteries or IQ System Controller need to be provisioned again with the new Gateway using ITK.
This replacement will work only if the new IQ Gateway is connected to Enphase cloud. If the new IQ Gateway is not connected, please use the ITK app, open the Site via 'Systems' tab -> Select 'Request RMA and Install Replacement' to select 'Gateway replacement'.
Replace Gateway

Select Replace Gateway

Gateway Replacement

- Please make sure the following steps have been performed before you initiate the replacement
 Disconnect the old IQ Energy Router
 Connect the new IQ Energy Router
 Configure the new IQ Energy Router

Energy Router ~	
Old IQ ER Details	Enter New IQ ER Details
246378	
246378	
te er sester vær så	

Select the device type Energy Router

se make sure the following ste	sps have been performed before you initiate the replacement	
Disconnect the old IQ Energy Ro Connect the new IO Energy Rou	Juter ter	
Configure the new IQ Energy Ro	puter	
Course Danata		
Energy Router	× .	
Old IQ ER Details	Enter New IQ ER Details	
246378	246379	
Replace IQ Energy Router		

Confirm device details

e make sure the following steps sconnect the old IQ Energy Route onnect the new IQ Energy Route onfigure the new IQ Energy Route	nave been performed before you initiate th r r	he replacement	
Energy Router ~			
Id IQ ER Details	Enter New IQ ER Details		
246378	246379		
Replace IQ Energy Router	rrect or for any other issue, <u>click here</u>	Replacement in progress	

Replacement is in progress

vay Replacement			
e make sure the following step sconnect the old IQ Energy Rout onnect the new IQ Energy Route onfigure the new IO Energy Route	s have been performed before you initiate th iter ter	e replacement	
Energy Router ~]		
Old IQ ER Details	Enter New IQ ER Details	\sim	
240378	2403/7	$\langle \checkmark \rangle$	
Replace IQ Energy Router		Replacement complete	
case the device details are inc	correct or for any other issue, <u>citck</u> .		

Replacement is complete

4 Revision history

Revision	Date	Description		
TEB-00006-3.0	August 2024	Updated the IQ Gateway replacement process.		
TEB-00006-2.0	July 2023	Updated the IQ Gateway replacement process.		
TEB-00006-1.0	May 2023	Updated the document for the new product naming convention.		
Previous releases.				