

Enphase Installer Portal/App self-service return and replacement

Applicable regions: North America

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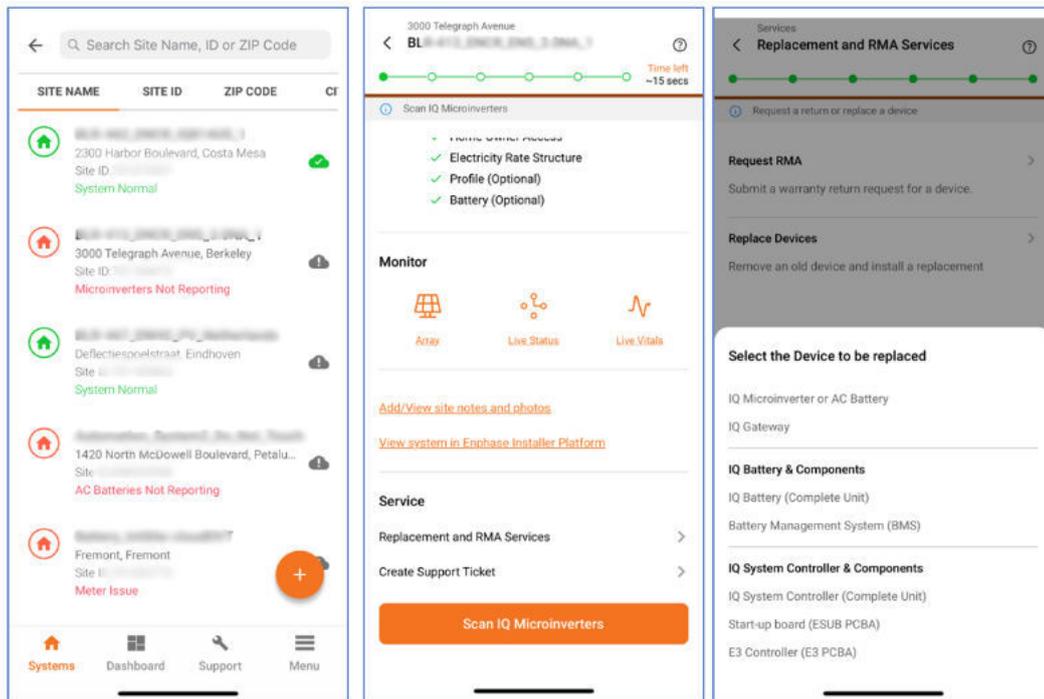
1 Self-service return and replacement

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.

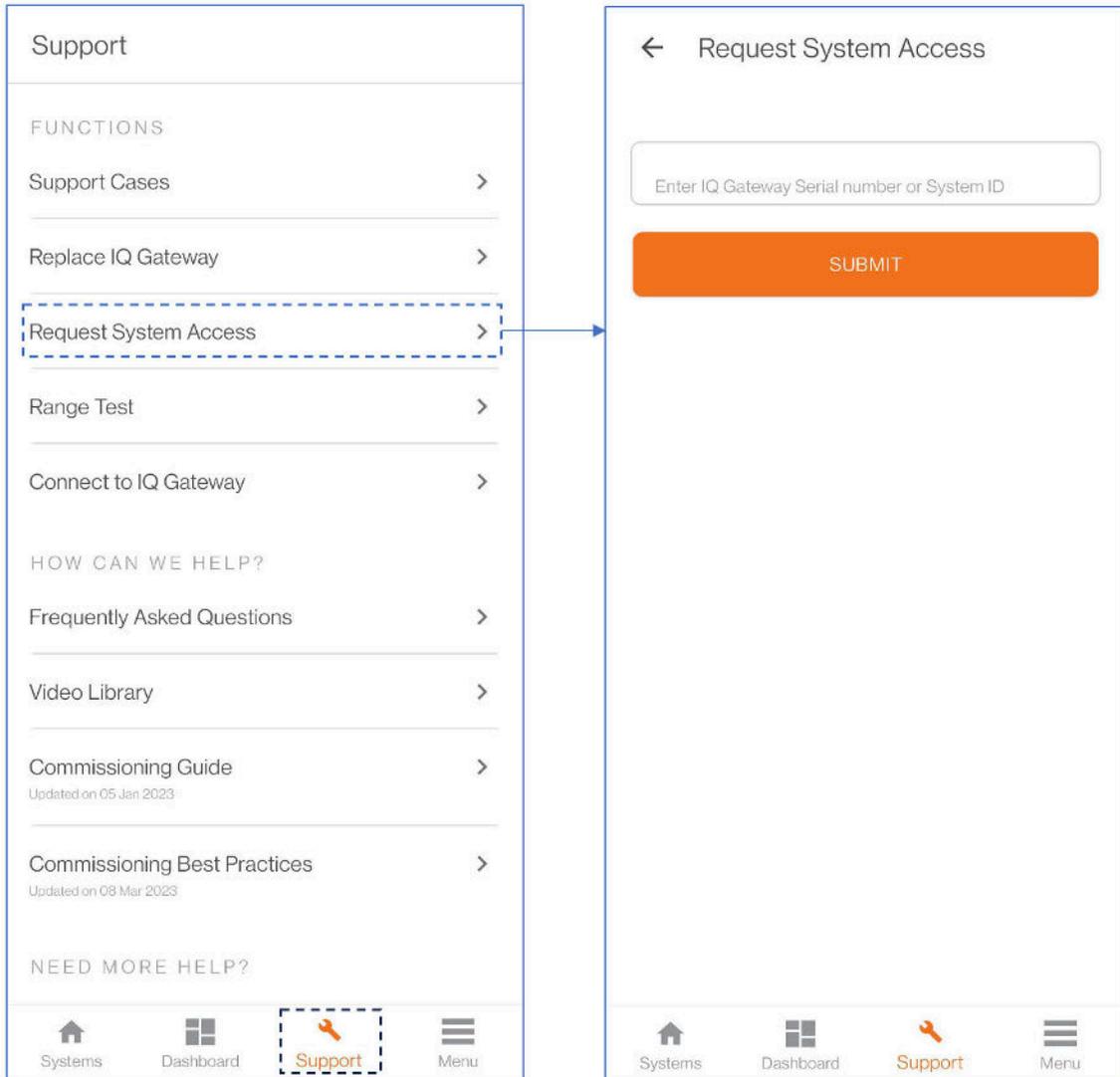
2 Replacing IQ Batteries and IQ System Controllers using the Enphase Installer App

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



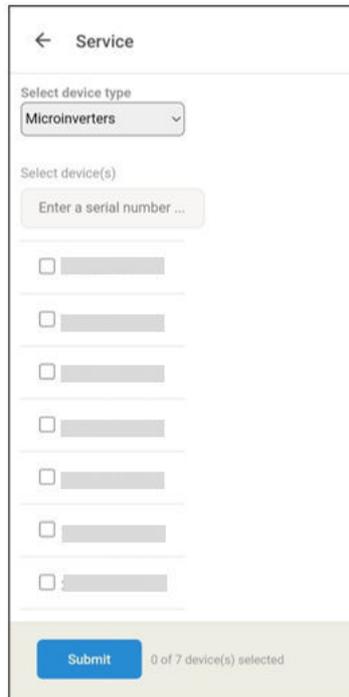
3. If you are unable to see the site even after entering the correct **SITE NAME** or **SITE ID**, to request system access, follow these steps:
 - a. Go to **Support > Request System Access**.
 - b. Enter the system ID and tap **SUBMIT**.

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



2.1 Request RMA

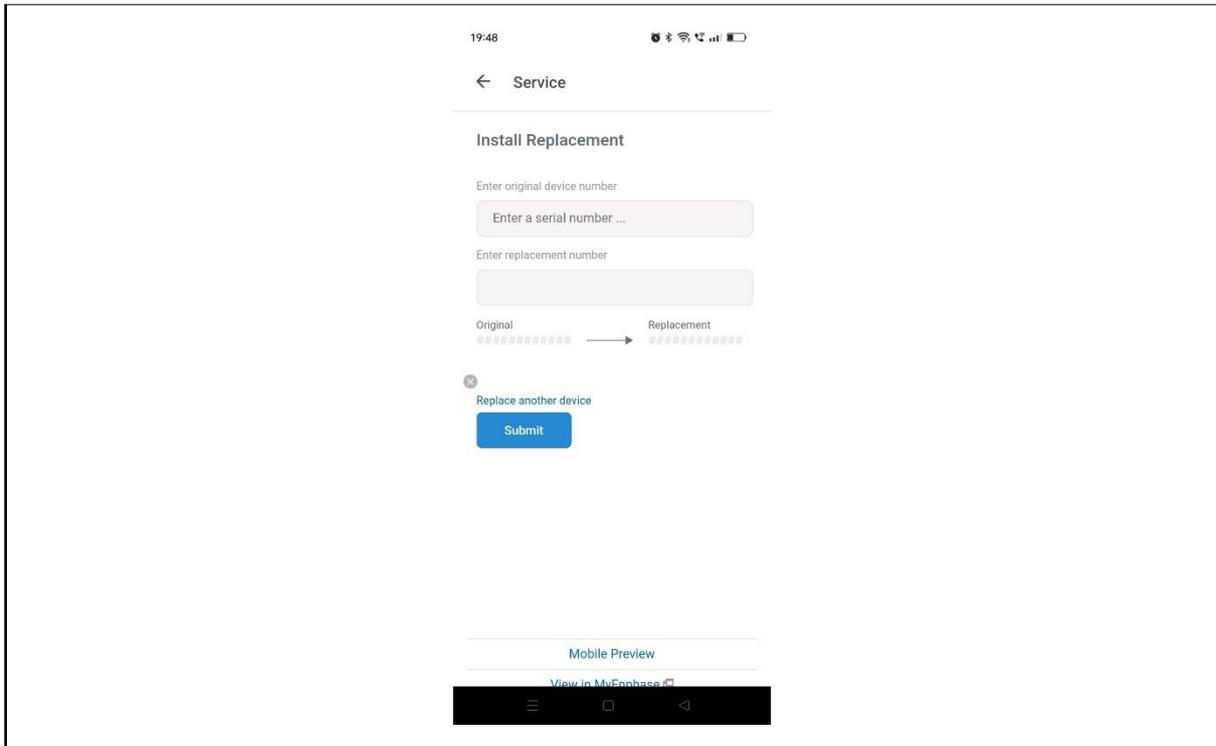
For initiating the replacement of faulty Enphase devices, click **REQUEST RETURN** and select the shipping address or add a new address. Select the defective device serial number and click **Submit**.



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.



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.

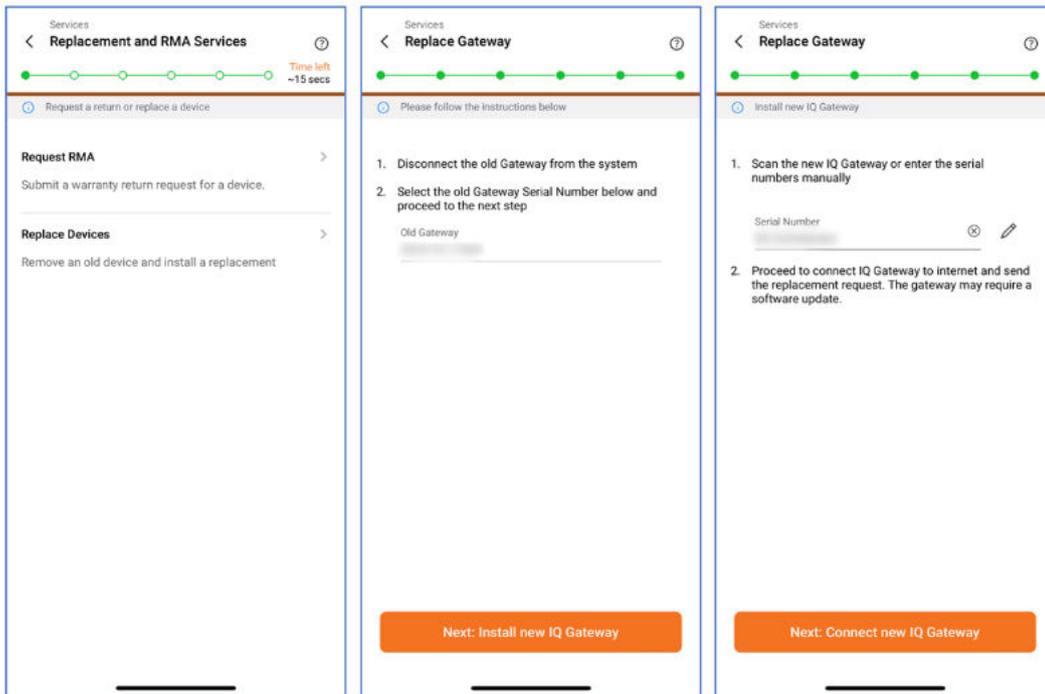
4. Connect the current transformer (CT) wires to the CT wire terminals on the new IQ Gateway according to the markings on the terminals and wires.

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

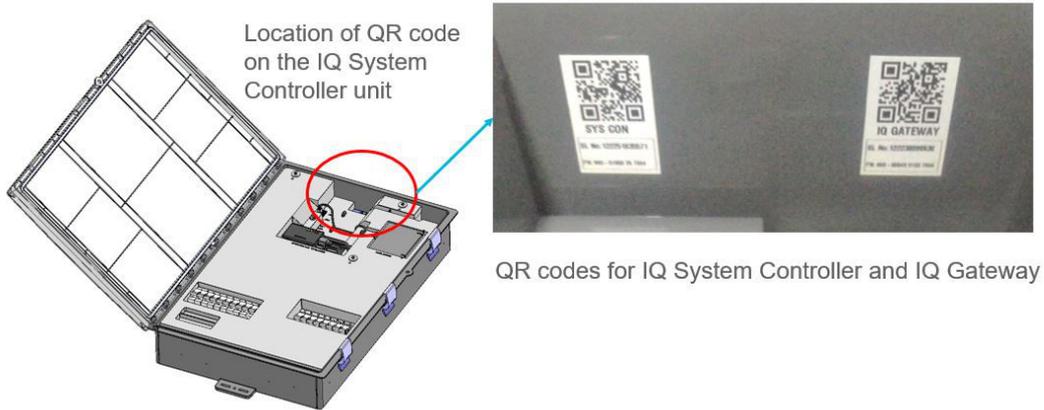
Step 2: Commission the new IQ Gateway.

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

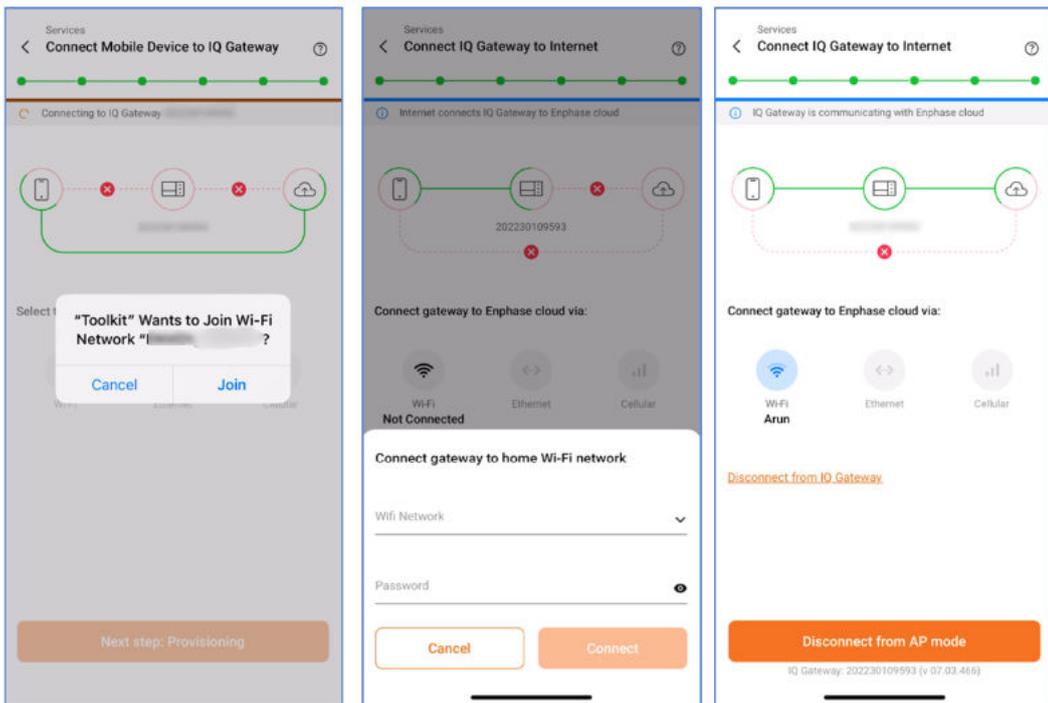
1. Go to **Service > Request return and Install replacement.**
2. Scan or enter the serial number of the newly installed IQ Gateway in Step 2 of the **Replace IQ Gateway** screen and tap **NEXT.**



✔ **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.



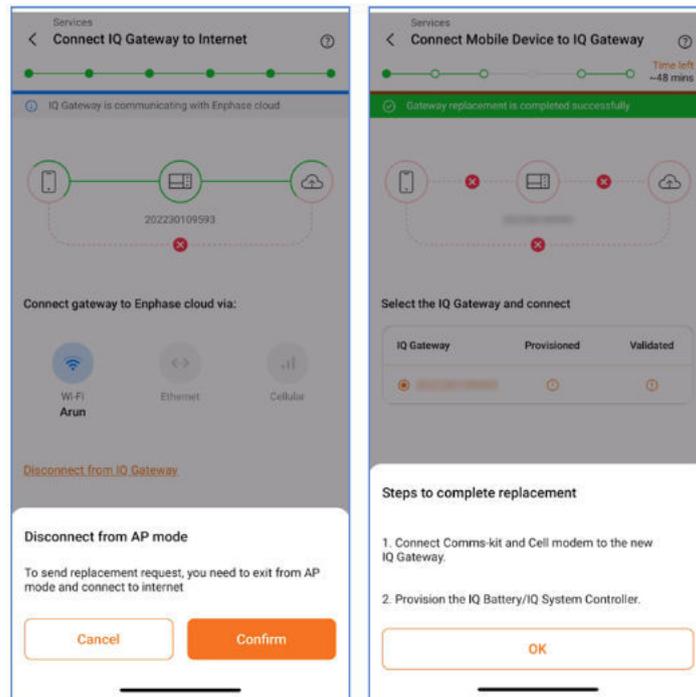
3. Connect to the new IQ Gateway in AP mode.



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.

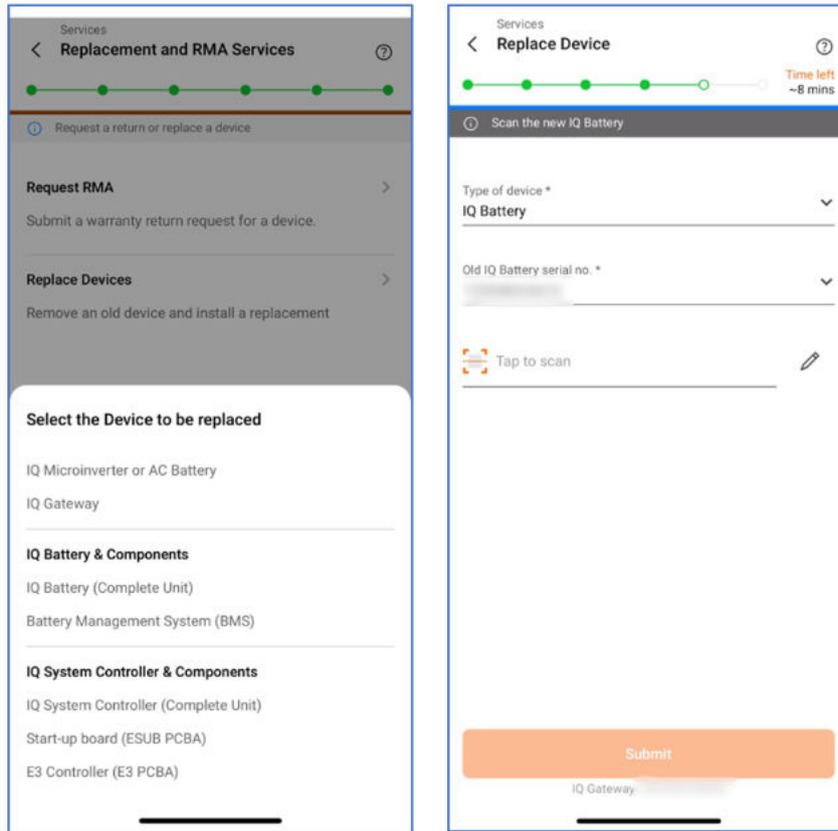
The Enphase Cloud provisions all microinverters from the old IQ Gateway to the new one. After submitting the request, the microinverters may take up to ~10 minutes to be provisioned to the new IQ Gateway.



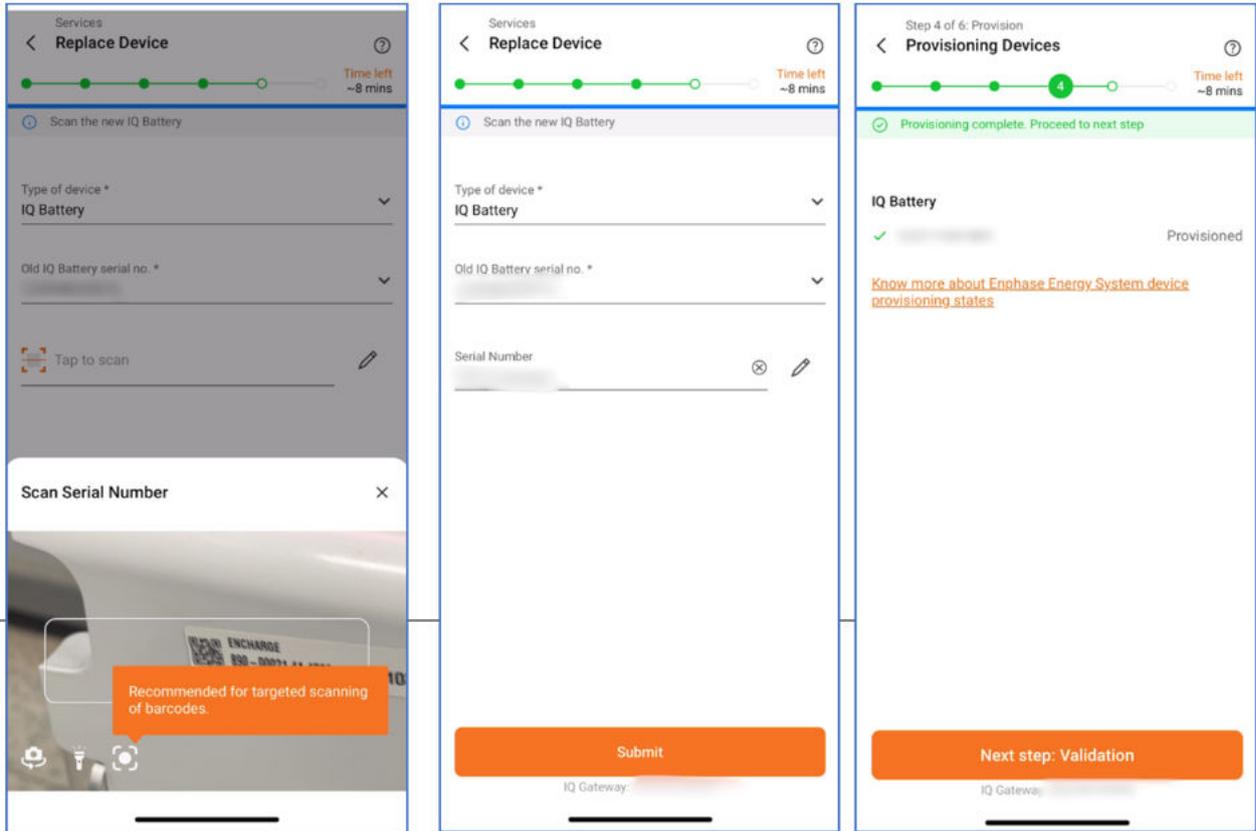
- ✓
NOTE: Enphase Energy System devices are not automatically provisioned to the new IQ Gateway after the replacement. You must manually provision and complete the steps in the Enphase Installer App.
- ✓
NOTE: If you are converting a PV-only system to a storage backup system, ensure to add the storage 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.**



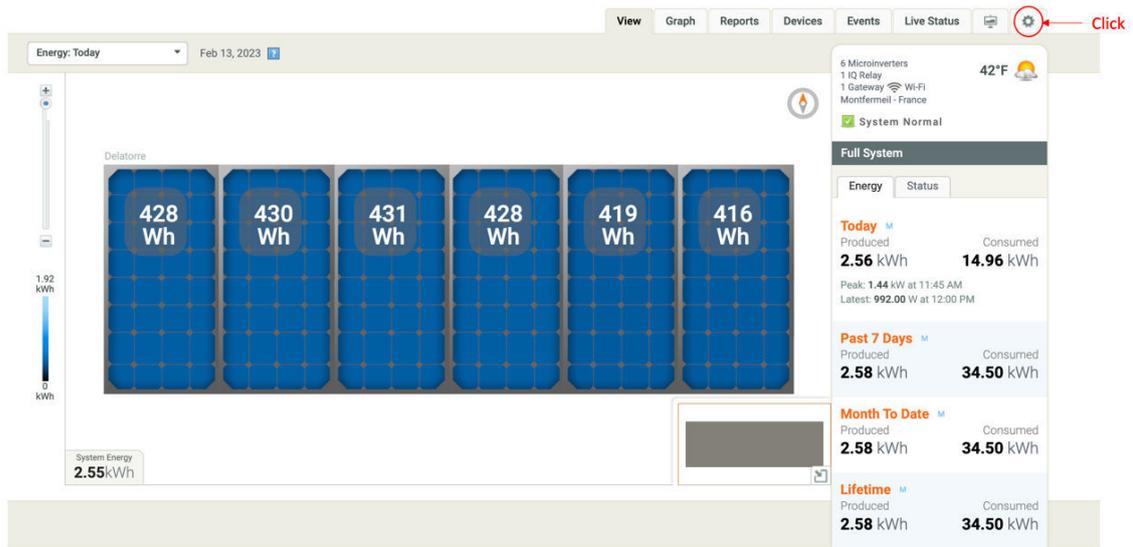
2. Select the type of device that you wish to replace.
3. Select the old device and add the new device.



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**.

Request Return

*Shipment receiver (details of the person who is expected to receive the shipment at shipping address)

Select one ▼

*Shipping address (address where the new replacement device will be shipped)

We are unable to ship to PO Boxes, apologies for any inconvenience.

Alpha Residence

47281 Bayside Parkway
Fremont, CA 94538
United States

Enphase Energy

47281 Bayside Parkway
94538 Fremont (ACT)
Australia

Select device type

- Microinverters
- IQ Battery
- IQ Battery PCUs
- IQ System Controller

- 111049321259
- 111159676684
- 112417856208
- 112846378117
- 113039017734

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English

Submit 0 of 15 device(s) selected

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 a serial number ... 🔍

[Replace another device](#)

Enter replacement number

Original

→

Replacement

#####

Submit

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*

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

Select Device Type ▾

- IQ ER EVSE
- SG Ready Relay
- Energy Meter
- Microinverter
- AC Battery

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

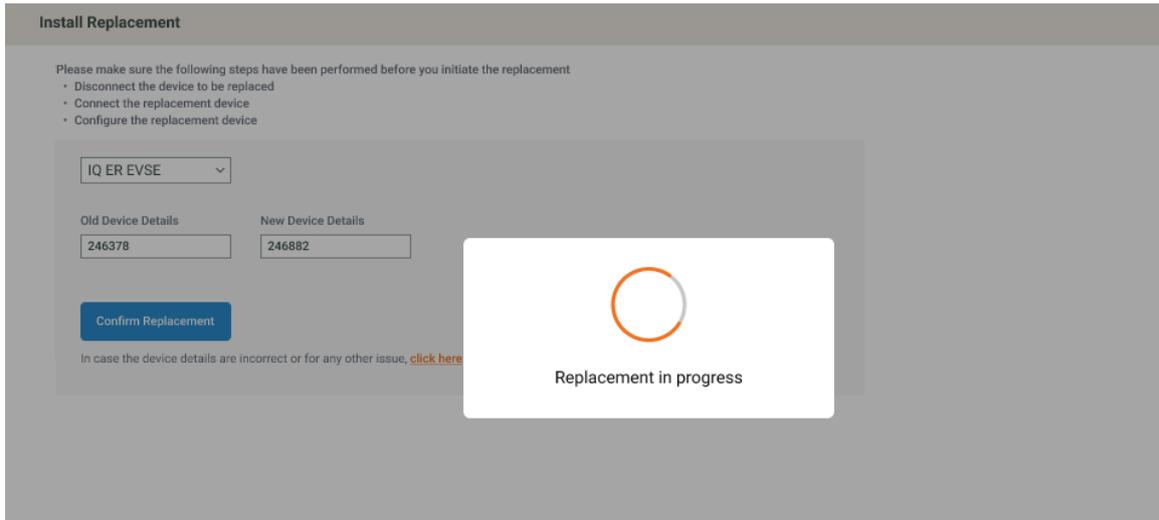
IQ ER EVSE ▾

Old Device Details	New Device Details
<input type="text" value="246378"/>	<input type="text" value="246882"/>

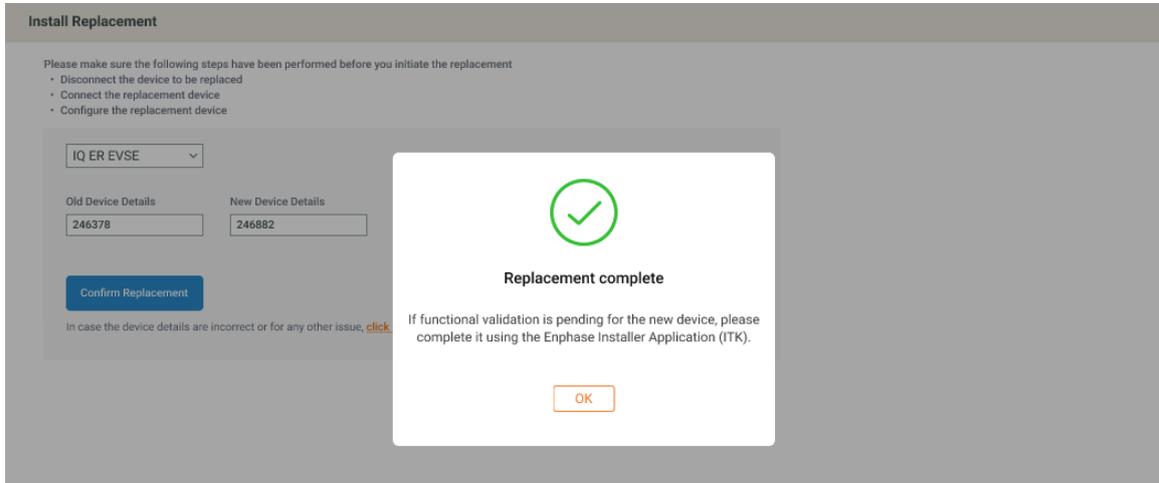
[Confirm Replacement](#)

In case the device details are incorrect or for any other issue, [click here](#) to go back.

Confirm device details



Replacement is in progress



Replacement is complete

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 disconnect 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

This will retire the old Gateway and provision the new Gateway with Microinverters, AC Batteries or IQ-Relays that were reporting to the old Gateway. IQ Batteries or 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 or IQ Battery PCU or IQ EVSE warranty RMA request.

Install replacement for a device other than Gateway or IQ Energy Router

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'.

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:

[Replace IQ Energy Router](#)

In case the device details are incorrect or for any other issue, [click here](#) to go back.

Select the device type **Energy Router**

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:

[Replace IQ Energy Router](#)

In case the device details are incorrect or for any other issue, [click here](#) to go back.

Confirm device details

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:

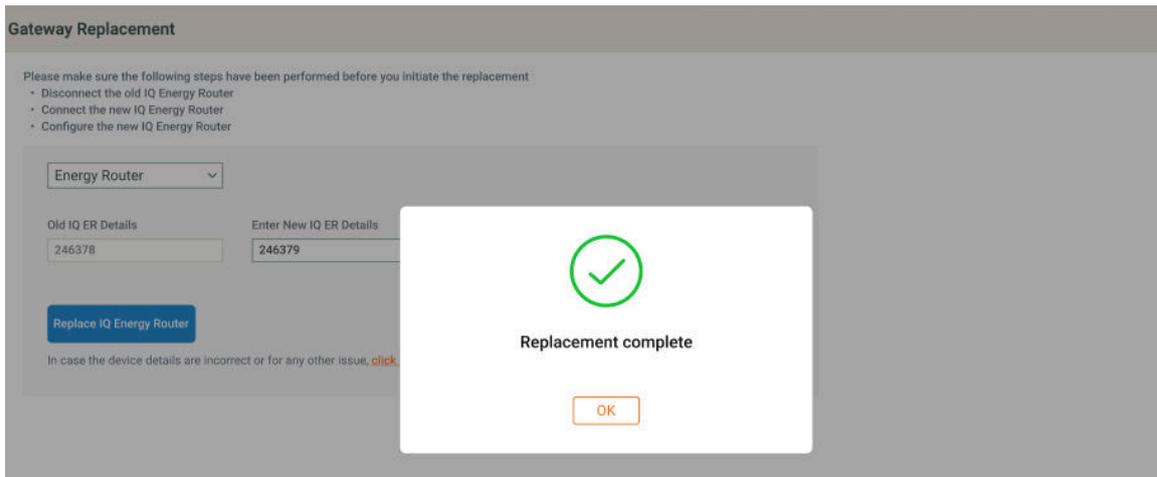
[Replace IQ Energy Router](#)

In case the device details are incorrect or for any other issue, [click here](#)



Replacement in progress

Replacement is in progress



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.		