

support

Overview

Technical Support

Enphase Entrust

Warranty

100% Uptime >>

Rapid Replacement

Downloads

FAQs

100% Uptime

100% Uptime Guarantee

Enphase Energy, Inc. is committed to the successful operation of Enphase Micro-inverters. We believe that if our product malfunctions, you shouldn't have to pay for the lost power production. In support of this commitment, we offer an unprecedented 100% Uptime Guarantee. Enphase Energy will reimburse registered Enphase customers 100% of the cost of any power lost due to the malfunction of an Enphase Micro-inverter, for up to 30 days.

Program Details

If an Enphase Energy Micro-inverter malfunction results in lost power from a solar module Enphase Energy will:

- Reimburse the Enphase customer for power lost between power outage and replacement of the Enphase unit. The power lost is calculated based on a neighboring module's energy production during the outage period.
- Reimbursement will be based on a rate of \$0.20/kWh.
- Reimbursement will be provided for a maximum outage duration of 30 days.

Eligibility

- Enphase Energy's 100% Uptime Guarantee is available to all registered Enphase customers with a current Enlighten subscription, for sites up to 250kW in size. For sites greater than 250 kW, please contact the Enphase sales team for program details.
- Enphase Energy Customer Support must verify that the power loss is due to the malfunction of an Enphase Micro-inverter.

Reimbursement Process

- Once the outage is identified by the system owner or installer, please complete the [100% Uptime Guarantee Reimbursement Form](#) and send to support@enphaseenergy.com.
- Reimbursement for lost power will be sent within four weeks of receiving the completed form.

FAQs

Why does Enphase Energy offer a 100% Uptime Guarantee?

Enphase Energy is committed to designing and manufacturing the most reliable inverter system in the industry. We believe that if our product malfunctions, you should not have to pay for lost power. We stand behind this promise by reimbursing you for the value of any lost power.

Does this mean I should expect my micro-inverters to fail?

No. Enphase Micro-inverters have a Mean Time Between Failure (MTBF) rating of 119 years. It is because of our confidence in this low failure rate that we are offering this guarantee.

How do I know if I am eligible for the 100% Uptime Guarantee?

All registered customers with a valid Enlighten website account are eligible.

Why do I need to have a current Enlighten subscription?

This is our way of ensuring that the Enphase Micro-inverter was purchased and installed properly and that the power outage was due to an Enphase inverter failure.

How is the reimbursement calculated?

The reimbursement is calculated as the estimated energy production loss in kWh multiplied by the reimbursement rate of \$0.20 per kWh. The energy production loss is estimated by viewing the production of a neighboring module for the total of the outage period. There is a limit of 30 days for the reimbursement period calculation.

Can I apply for reimbursement through my installer or distributor?

No. Please contact Enphase Energy directly to initiate the reimbursement process. Complete the [100% Uptime Guarantee Reimbursement Form](#) and return to Enphase Energy, or call 877.797.4743 between the hours of 8:00 A.M. and 5:00 P.M.



100%
UPTIME



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