

Labor Reimbursement Service Rebate Guidelines - EU

Purpose

This Labor Reimbursement Program is designed to assist Anker SOLIX Certified Installers (Installer) with the costs associated with replacing defective Anker SOLIX X1 Home Energy Storage Systems and components installed in Germany and Italy. This labor reimbursement program is independent of our standard limited product warranty. The systems consist of the following Anker SOLIX X1 Home Energy Storage products (Eligible Products):

Product Name	Product Model Name	PN	SKU
Anker SOLIX X1 Power Module (Single-Phase)	X1-H3.68K-S	A5102	A5102GZ1
	X1-H4.6K-S	A5102	A5102GZ2
	X1-H5K-S	A5102	A5102GZ3
	X1-H6K-S	A5102	A5102GZ4
Anker SOLIX X1 Power Module (Three-Phase)	X1-H5K-T	A5103	A5103GZ1
	X1-H8K-T	A5103	A5103GZ2
	X1-H10K-T	A5103	A5103GZ3
	X1-H12K-T	A5103	A5103GZ4
Anker SOLIX X1 Battery Module	X1-B5-H	A5220	A5520GZ1
Power Sensor 100A-1P (Single-Phase)	DDSU666	A5420	A5420G22
Power Sensor 100A-3P (Three-Phase)	DTSU666	A5430	A5430G21
Power Sensor 250A-3P (Three-Phase)	DTSU666	A5430	A5430G22

Conditions

All amounts are in Euros. To be eligible for reimbursement under the Anker SOLIX Labor Reimbursement Program, all of the following conditions must be met:

- Eligible products are covered by the Anker SOLIX Limited Warranty at the time of the RMA application.
- The service must be provided by a certified Anker SOLIX installer.
- 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 Home Energy Storage System products must be packed and shipped according to the Anker SOLIX RMA process.
- 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.
- Removal and replacement of defective Eligible Products (Eligible Product Warranty Replacement) is completed within the warranty period 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.

Reimbursement Steps

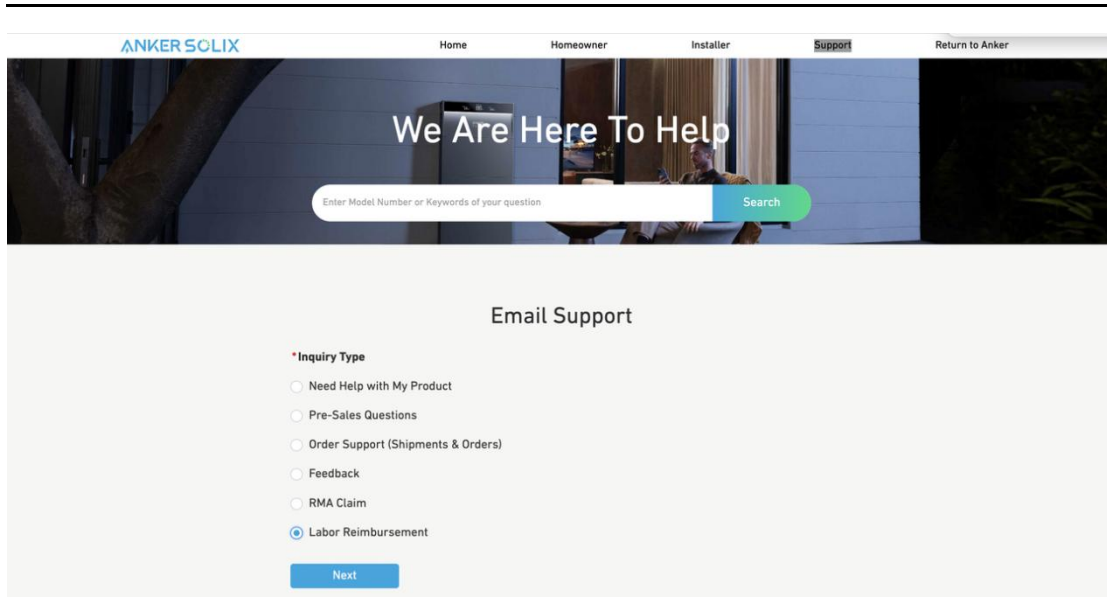
- Contact Anker SOLIX customer service and request a remote diagnosis on an Eligible Product(s) at issue.
- Obtain an RMA from Anker SOLIX.
- Perform the Eligible Product Warranty Replacement at the site.
- Return the defective Eligible Products according to the return label on the RMA shipping packaging.
- Submit the labor reimbursement application within 30 days of completing the Eligible Product Warranty Replacement.

Below are the guidelines:

1. Find the Labor Reimbursement on the support center:

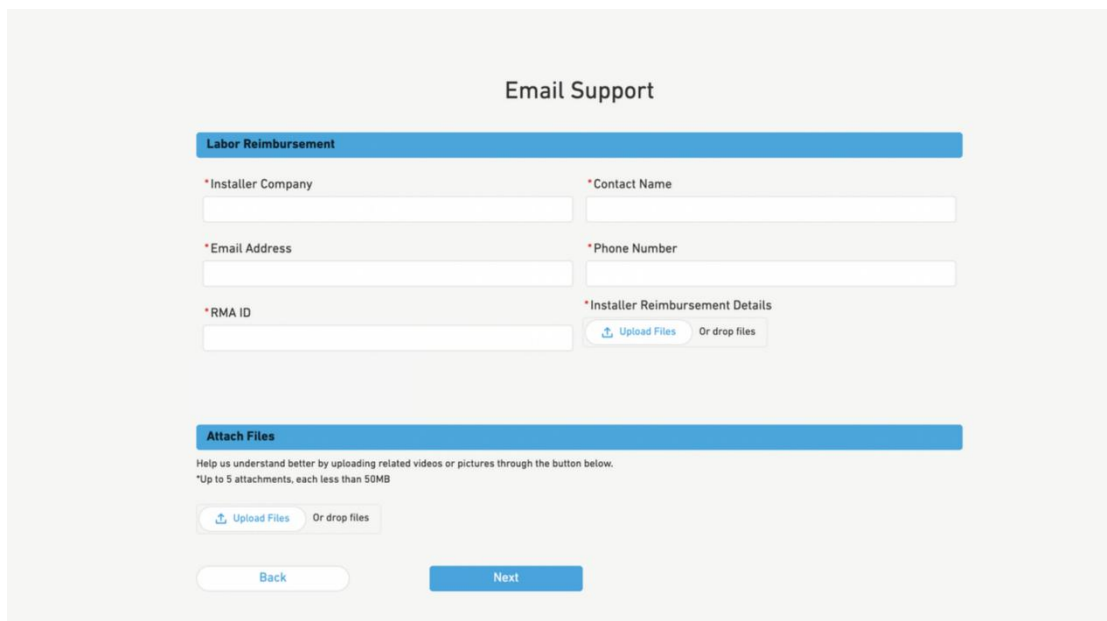
<https://support.ankersolix.com/de/s/emailcontactus> (Germany)

<https://support.ankersolix.com/it/s/emailcontactus> (Italy)



The screenshot shows the Anker Solix website's support interface. At the top, there's a navigation bar with links for Home, Homeowner, Installer, Support (highlighted), and Return to Anker. Below this is a hero section with the text 'We Are Here To Help' and a search bar. The main content area is titled 'Email Support' and features an 'Inquiry Type' section with several radio button options: 'Need Help with My Product', 'Pre-Sales Questions', 'Order Support (Shipments & Orders)', 'Feedback', 'RMA Claim', and 'Labor Reimbursement' (which is selected). A 'Next' button is located at the bottom of this section.

2. Complete the form by filling out this form:



The screenshot displays the 'Email Support' form for 'Labor Reimbursement'. The form is divided into two main sections: 'Labor Reimbursement' and 'Attach Files'. The 'Labor Reimbursement' section contains several required fields: 'Installer Company', 'Contact Name', 'Email Address', 'Phone Number', and 'RMA ID'. There is also a section for 'Installer Reimbursement Details' with an 'Upload Files' button and a note 'Or drop files'. The 'Attach Files' section includes a heading, a brief instruction, and another 'Upload Files' button with the note 'Or drop files'. At the bottom of the form, there are 'Back' and 'Next' buttons.

3. Please confirm the email address:

Email Support

Contact Information

*Name

*Email Address

*Confirm Email Address

☐

Back

Submit

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

Reimbursement Amounts

- €200 for each technician dispatch (truck roll) to a site for performing removal and replacement of a defective Eligible Product.
- €50 for each defective Battery Module that is replaced at a customer site.
- €50 for each defective Power Module that is replaced at a customer site.
- €25 for each power sensor replaced at a customer site.