

Enphase Documents

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Chapter 1. Apps and software

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Installer Portal Technical Brief

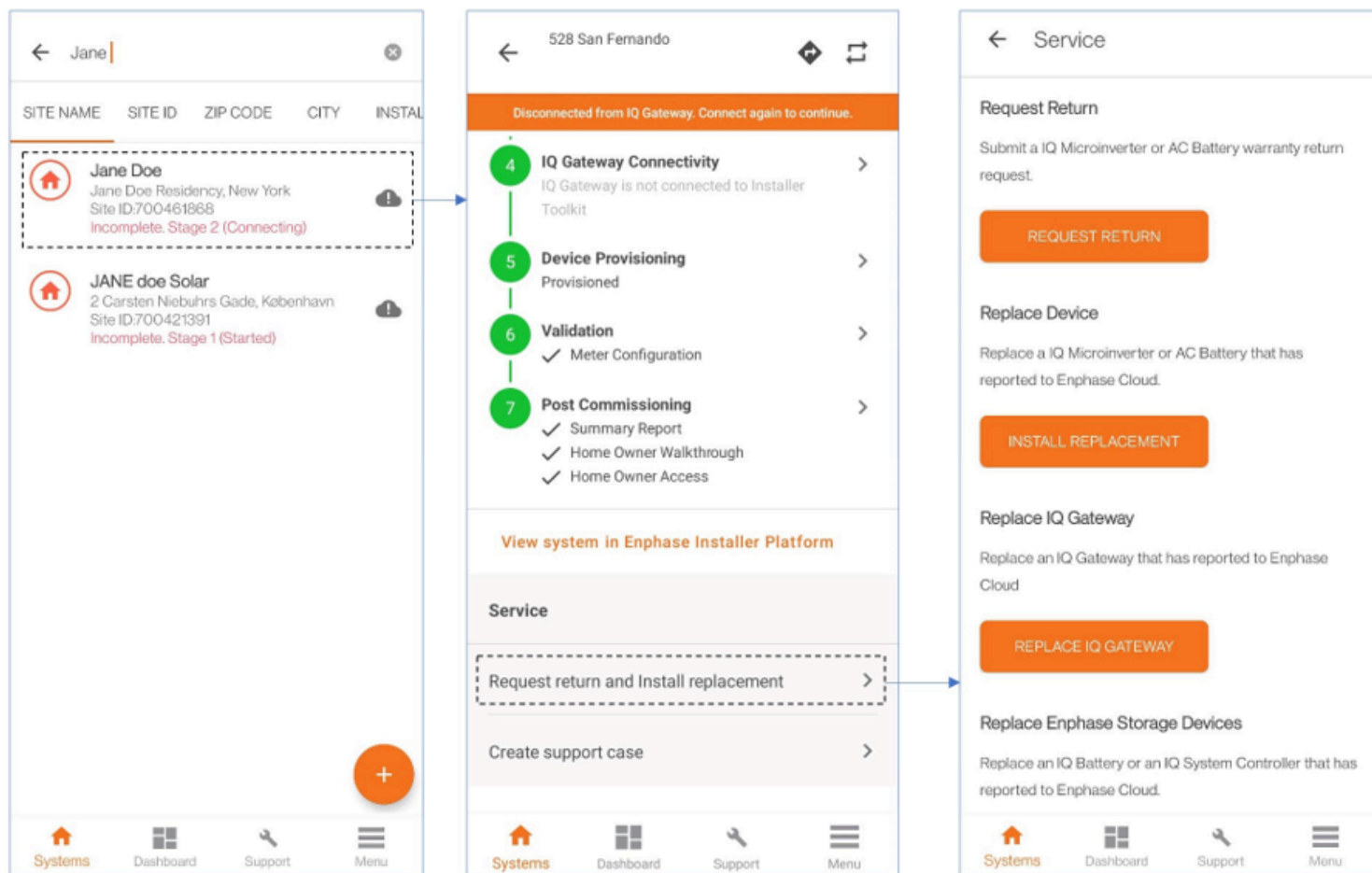
Self service return and replacements

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

Within the Enphase Installer App, you can replace IQ Batteries and IQ System Controller 3 INT units. Within the Enphase Installer Portal, you can request a return of defective devices and replace IQ Microinverters and IQ Gateways.

Replacing IQ Batteries and IQ System Controller 3 INT units 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 > Request return and Install replacement to see available options.
 - Request Return
 - Replace Device
 - Replace IQ Gateway
 - Replace Enphase Storage 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:

- 1. Go to Support > Request System Access.
- 2. Enter the system ID and tap on SUBMIT.

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

Chapter 2. Storage

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Chapter 3. Accessories

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