



Installer Rewards Program

Earn real rewards from your quarterly purchases

Suncloud Energy Pty Ltd — ABN 46 687 151 355

Program portal: hub.suncloudenergy.com.au/loyalty/

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You are already buying batteries.

This program makes sure you get rewarded for it.

Rewards, tiers and thresholds are subject to the Terms & Conditions in this document.

How it works

Every dollar you spend with Suncloud Energy earns points. The more you purchase in a quarter, the higher your tier — and the faster every subsequent dollar earns. There is nothing to opt into per order and nothing to claim: points accrue automatically against your trade account.

Earn 1 point for every \$10 spent. Points are multiplied by your tier, and **1 point = \$0.025** — so 1,000 points is worth \$25 in rewards.

Quarterly tiers

TIER	QUARTERLY SPEND (AUD)	EARNING RATE	EFFECTIVE REBATE	RETENTION MINIMUM
Silver	Below \$300,000	\$10 = 1 point	0.25%	—
Gold	\$300,000 – \$600,000	\$10 = 2 points	0.5%	\$250,000 / quarter
Platinum	Above \$600,000	\$10 = 4 points	1%	\$500,000 / quarter

Tier status is reviewed at the end of every quarter. The tier your spend reaches in a quarter applies to that same quarter’s points. Retention minimums keep an achieved tier in place; they are deliberately lower than the amount needed to reach it.

What that looks like

TIER	QUARTERLY PURCHASES	POINTS EARNED	REWARD VALUE
Silver	\$150,000	15,000 points	\$375
Gold	\$450,000	90,000 points	\$2,250
Platinum	\$700,000	280,000 points	\$7,000

Reward catalogue

Points can be redeemed for invoice credit, electronics or travel. The catalogue is indicative and is updated from time to time — the live list is always the one shown in your member portal.

REWARD	ESTIMATED VALUE	POINTS REQUIRED	EQUIVALENT SILVER-TIER SPEND
Suncloud Product Credit	\$100	4,000	\$40,000

REWARD	ESTIMATED VALUE	POINTS REQUIRED	EQUIVALENT SILVER-TIER SPEND
Wireless Earbuds	\$150	6,000	\$60,000
Noise-Cancelling Headphones	\$400	16,000	\$160,000
Apple iPhone	\$1,500	60,000	\$600,000
Bali Travel Package	\$5,000	200,000	\$2,000,000

Gold and Platinum members reach every reward faster, because each dollar earns more points.

Reward timing & lock-in

Some rewards are held for future use, so the program rewards a continuing partnership rather than a single large order:

- Product credits can be redeemed from the **2nd quarter** after they are earned.
- Rewards above **40,000 points** (\$1,000) can be redeemed in the **3rd consecutive quarter**, provided orders were placed in the **2 consecutive quarters** before.
- Gold and Platinum benefits apply during active purchasing quarters — any quarter with at least one qualifying order.

Gold & Platinum benefits

- Priority stock allocation
- Dedicated account support
- Eligibility for special project pricing
- Access to limited-time promotions

Continuity bonuses

Consistency is rewarded on top of the standard tier rates:

- **GOLD** Gold x2 quarters -> 1.1x bonus points multiplier
- **PLATINUM** Platinum x3 quarters -> one-off 20,000 pt bonus reward

Bonus multipliers and rewards are reviewed periodically, and any change is communicated before the qualifying period it applies to.

Tracking your points

Your live tier, points balance, quarterly history and the reward catalogue are all in the member portal at **hub.suncloudenergy.com.au/loyalty/**. Membership requires an approved Suncloud trade account; approval also unlocks live Deye pricing and quote building in the configurator.

Terms & Conditions

1. Participation in the Suncloud Energy Installer Loyalty Program is open to approved installers only.
2. Points, rewards, tiers, benefits, and eligibility are calculated based on qualifying purchases as determined by Suncloud Energy.
3. Tier status is reviewed on a quarterly basis. Initial qualification and tier retention thresholds may differ.
4. Reward availability, redemption timing, and continuity requirements are subject to program rules as outlined in this document.
5. Suncloud product credits are non-transferable and may only be used against future Suncloud Energy invoices.
6. Suncloud Energy reserves the right to modify, suspend, or terminate the loyalty program, including tier thresholds, reward structures, benefit availability, and redemption conditions, at any time with reasonable notice.
7. In the event of any dispute, discrepancy, or interpretation issue, Suncloud Energy reserves the right of final interpretation and decision.
8. Participation in the program constitutes acceptance of these Terms & Conditions.

This document should be read together with the Suncloud Energy Trade Portal Terms & Conditions (including the Privacy Collection Statement), available at hub.suncloudenergy.com.au/downloads/suncloud-trade-terms.pdf

End of document. Suncloud Energy Pty Ltd · ABN 46 687 151 355 · v1.0 · Issued 5 August 2026.