



This document outlines the process that retailers/installers need to follow to take part in the Power Combo Program (PCP). It also includes a sample welcome email and PCP certificate that system owners will receive.

Important Notice:

Panel Warranty Upgrade

25 year panel warranty upgrade is only valid when using the Suntech 415W panels (STP415S-C54/Uhmh).

For customers installing 370W Suntech panels with Sunways inverters, we can offer all other benefits minus the 25 year panel warranty upgrade. (Free 6 months monitoring & inverter upgrades).

Inverter Size Upgrades

For residential installs, to avoid 600V limitation issues when planning to install 8/10/12kW inverters, order the 15kW which has been discounted and has an additional input (3). If planning to install a 15kW inverter, order the 17kW inverter which has been discounted and has an additional input (4).


For commercial installs, the above voltage limitation issues do not apply, but you can also take advantage of the upgrades. Just make sure to request the upgraded size when ordering.

Power Combo Program Process:


1. Before the installation, the retailer/installer should contact us in order to confirm eligibility to take part in PCP and provide us with the intended install date.
2. When registering the plant name in Sunways' portal, make sure to start with a prefix "PCP" followed by [Customer Name]. See below example:

Add Plant X

1 Installation Info 2 Location 3 Add Device 4 Electricity Price Setting

Owner Email :

* Plant Name:

* Plant Type: 



3. After installation, the retailer/installer must email the below information to services@sunways-tech.com.au:
 - a. Solar modules and inverter serial numbers.
 - b. System design/module layout.
 - c. Installation date.
 - d. Plant name
 - e. Installation pictures.
 - f. End-customer email address, contact number, and address.

4. Upon receipt of the above information, a welcome email and PCP certificate will be sent to your customers. Below is a sample of the email and certificate:

Sample of Welcome Email:

Dear [Customer Name],

Congratulations on choosing to install quality Suntech and Sunways products as part of your journey to create a greener future! By installing Suntech 415W modules with a Sunways inverter, you have qualified for the Power Combo Program. This gives you an exclusive extension on your Suntech solar modules' product warranty from 15 to 25 years, plus 6 months of complimentary monitoring of your solar system performance by our engineers.

Attached to this email is your Power Combo Program certificate.

Our 6 months complimentary monitoring includes:

1. Active monitoring of your system by our engineers.
2. Alert message/call if the system is down or there are any issues, including grid voltage instability and WiFi disconnection.
3. System fault diagnosis.
4. Monthly report on solar system production.

Your satisfaction is of the upmost importance to us. Anytime you need assistance with our products, we are here to help. Our experienced engineers are based in Sydney and just a phone call away.



Before making the call, please have your plant name ready. Your plant name is the name of your solar system on the Sunways Portal.

- Suntech: +61 2 8188 2450
- Sunways: +61 2 8188 2449

Warmest Regards,

Suntech & Sunways Customer Service Department.

Email: services@sunways-tech.com.au

Sample of Power Combo Program Certificate:

