

# Elite Infinity Partner Terms and Conditions



**Fujitsu General Air Conditioning (UK) Ltd**  
The name you can rely on

## **Terms and Conditions**

These terms apply to the Infinity Elite Partner (the Scheme) and govern the relationship between us (Fujitsu General Air Conditioning (UK) Ltd) and you (Authorised Business). Your application to join the Scheme and any ongoing participation in the Scheme shall constitute your acceptance of these terms.

## **Changes to these terms**

We may revise these terms at any time without notice by amending the documents on our Webpage. Please check this page from time to time to take notice of any changes we have made, as they are binding on you.

## **Eligibility**

You may apply to become a Member by completing and signing the application form at the end of these terms and conditions and returning to the Administrator at the address shown.

You will only be eligible to become a Member if:

- You are an individual aged 18 years or over.
- You are employed or act as an officer or agent for an Authorised Business.
- You are expressly authorised to receive benefits on behalf of an Authorised Business either by an individual with sufficient authority to bind that Authorised Business or under your own position (for which we may request written confirmation from time to time).
- You supply us with a valid email contact for us to use to contact you regarding the scheme.
- You supply an FGAS Certificate certifying your company to work on Fluorinated Gas related equipment.
- You have supplied a copy of a commissioning report for a project already completed by your company and we accept this is correct. Our technical team will confirm if there are any issues.
- Have completed a registration form for the INFINITY PARTNER scheme and returned this to our administrator.
- Have a current spend of greater than £125,000 on Qualifying Fujitsu Products in a 12-month period.

At our absolute discretion, and provided you meet the eligibility criteria set out above, we may admit you as a Member of the Scheme. You may receive confirmation, or not, of your membership on the scheme from either the Distributors you have chosen or our administrator.

## **Accounts**

- Once you have been admitted as a Member, we will open an Account for you.
- You may nominate up to 3 Distributors to be associated with for each Account in your name.
- You may have a direct account with us in addition to the nominated distributors.
- Accounts cannot be transferred to any other legal entity regardless of whom ownership of the new entity is conferred to.
- Membership will start from the first day of the month our administrator receives a completed form.

## **Membership Conditions**

It is a condition of your Membership that during each Qualifying Year the Authorised Business you represent complete the below:

- Attend 3 annual training sessions per year with Fujitsu course related to Installation, Commissioning or Servicing of our product. These can be in person or over Webinar courses.
- Attend 1 annual New Products training session per year with Fujitsu.
- Successfully pass 1 Site Visit every year – this may be included as the FOC Commissioning offered as a benefit to this scheme.

We may at our absolute discretion vary membership requirements in a Qualifying Year for any reason at any time without notice.

If you do not have any engineers and only install FGAS equipment via a third-party contractor, you agree, to only use a contractor registered on our Approved Contractor Scheme. Using a contractor not registered on the scheme will void any warranty for units installed in this manner.

## Benefits

1. Fujitsu agree to provide members with an additional 4-years warranty whenever the Authorised Business you represent purchases Qualifying Equipment from a Nominated Distributor or ourselves direct.
2. When you spend more than £50,000 within a Qualifying year on Qualifying Fujitsu product you will also be provided access to the Fujitsu Store. Fujitsu will give you 1% of your total spend to be used to purchase personalised and Fujitsu branded merchandise via our merchandising website. We are providing a website showing a catalogue of items for you to purchase from to which we will provide a login via our administrator.
3. When you spend more than £125,000 within a Qualifying year on Qualifying Fujitsu product Fujitsu will give you 2% of your total spend to be used to purchase personalised and Fujitsu branded merchandise via our marketing website. We are providing a website showing a catalogue of items for you to purchase from to which we will provide a login via our administrator.
4. Fujitsu will provide you access to our Technical Document Portal which includes:
  - Service Manuals
  - Controller Manuals
  - Other Documents related to the installation, commissioning and service of our units
5. Fujitsu will provide you with access to our Weekend Support Service which includes:
  - A text messaging shortcode
  - Over the phone technical support
6. Fujitsu will provide you with 1 days commissioning assistance on each Maxi VRF project you undertake free of charge.
7. Fujitsu will allow you to transfer warranties from another company to yours under certain circumstances.
8. We may provide members with a Labour Contribution under certain conditions shown in the full 7 years warranty T&Cs
9. Service tool software supplied free of charge with your next Maxi VRF project provided someone from your business has attended our training course on VRF installation, commissioning and troubleshooting

**Fujitsu reserves the right to change both the benefits offered from time to time, as well as the criteria for claiming rewards at our sole discretion. It is the responsibility of the members to check terms and conditions regularly to ensure they are aware of any changes made.**

## Benefit Conditions

- The Rewards Value is shown as the balance on your account on the Fujitsu Store Website
- We may from time to time offer promotions or additional benefits as part of this scheme
- Fujitsu reserves the right to change the benefits offered from time to time and at our sole discretion
- It is the responsibility of the members to check the terms and conditions regularly to ensure they are aware of any changes made
- You may be provided the details on how to set up an account on our Fujitsu Store website via our administrator upon receipt of your admission into the scheme

## **Fujitsu Store Website**

All members of the scheme agree;

- To use the Fujitsu Store Website or products listed on this for their own company private use and not to use it for any commercial purpose or to distribute it
- Not to use the Fujitsu Store Website or products listed on this for any fraudulent, criminal or unlawful purpose
- Not to infringe either Fujitsu's or any other person's intellectual property rights, including but not limited to copyright, and not to delete or amend any copyright or other proprietary notices
- Not to use the Fujitsu Store Website or products listed on this in any way that Fujitsu, considers objectionable, damaging to its brand or reputation, or that we otherwise find unacceptable.
- Not to use the Fujitsu Store Website to install a brand logo, design or name belonging to another manufacturer on any of the products available unless specified in writing by Fujitsu General Air Conditioning (UK) Ltd

## **Fujitsu's liability;**

- Under or in connection with the scheme or these terms and conditions shall be limited to the value of Fujitsu Store as well as any warranty liability outlined in the warranty terms and conditions.
- Fujitsu does not accept responsibility or liability for any event which may cause the scheme to be disrupted or otherwise unavailable.
- In the event we suspend, cancel or amend the Scheme or terminate your Membership we may, at our discretion, determine that any warranties accumulated to your Account will no longer be valid and that we shall not be liable to provide you with any further benefits (whether such Benefits were requested by you prior to the Termination Event or otherwise).
- Fujitsu will allocate the Fujitsu Store based on purchases from either ourselves or one of our approved distributors.
- Fujitsu does not accept responsibility or liability for any incorrect information sent to us via one of our distributors.
- Insofar as is permitted by law, we, or one of our Distributors will not in any circumstances be responsible or liable to compensate you or accept any liability for any loss, damage, personal injury or death occurring as a result of your participation in the Scheme except where it is caused by our negligence or the negligence of our agents or Distributors or that of their employees.

Fujitsu, or our Distributors will not in any circumstances be responsible or liable to compensate you for the below reasons arising as a consequence of your participation in the Scheme:

- Loss of profits, sales, business, or revenue
- Business interruption
- Loss of anticipated savings, business opportunity, goodwill or reputation
- Any indirect or consequential loss or damage

Nothing in these terms excludes or limits our liability for death or personal injury arising from our negligence, or our fraud or fraudulent misrepresentation, or any other liability that cannot be excluded or limited by UK law.

## **Tax Liabilities**

- Your tax liabilities may vary according to your circumstances and we strongly recommend that you discuss such liabilities with an accountant or tax advisor before you participate in the Scheme.
- The Benefits you receive on behalf of the Authorised Business you represent; may incur tax liabilities (including but not limited to income tax, National Insurance and social security contribution liabilities). You acknowledge that any tax liability incurred in respect of benefits received by you shall be your responsibility. You agree to indemnify us against all reasonable costs, expenses and any penalty, fine or interest incurred or payable by us in connection with or in consequence of any such liability, deduction, contribution, assessment or claim.

## **Authorisation**

- We are committed to transparency and complying with all applicable laws, statutes, regulations, and codes relating to anti-bribery and anti-corruption including but not limited to the Bribery Act 2010 (Relevant Requirements).
- You agree that you will immediately terminate your Membership of the Scheme or refuse to receive any Benefits if doing so may be considered a breach by either you or us of the Relevant Requirements. You may terminate your Membership at any time by writing to our Administrator.
- You must not become a Member of the Scheme or receive any Benefits without the express authorisation of an individual with sufficient authority to bind the Authorised Business you represent.
- You must notify the Authorised Business you represent of any and all Benefits you receive under the Scheme.
- From time to time we may request written confirmation of your ongoing authorisation to be a Member of the Scheme and to receive Benefits. Such authorisation must be from an individual engaged by the Authorised Business you represent who has sufficient authority to bind that Authorised Business. You shall supply such written confirmation with 14 days of any such request.
- You agree to us directly contacting the Authorised Business you represent at any time during your Membership of the Scheme to confirm your authority to receive any Benefit or to continue your Membership.

## **Data Protection**

- By becoming a Member of the Scheme, you consent to us collecting and processing the personal information you provide to us when you apply for membership and in respect of information we request during your Membership. The information you give us may include job role and position within your Authorised Business.
- We use the information provided by you to administer the Scheme, adhere to our obligations under these terms and so that we, either directly or through our Distributors, may write to you to inform you of changes to the scheme. You consent to such receiving communications from us or our Distributors using any contact details you have provided to us or in the public domain should the information you provided at registration become invalid
- Unfortunately, the transmission of any information you provide via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data which is transmitted to our website; and any such transmission is undertaken at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

## **Trademarks & Copyright**

The brand names, product names, service names, designs, text and graphics, displayed on our website and in any material supplied to you in conjunction with the Scheme are trademarks, trade names, service marks or copyrights of their respective holders. No permission is given by us for their use by any person other than the said holders and such use may constitute an infringement of the holders' rights.

## **General**

- If there is any reason to believe that there has been a breach of these terms and conditions by you, we may, at our discretion, immediately exclude you from participating in the Scheme and terminate your Membership.
- We reserve the right to immediately suspend, cancel, or amend the Scheme without notice to you at any time at our discretion.
- These terms shall be governed by English law, and you and we submit to the exclusive jurisdiction of the courts of England and Wales.

## Definitions and Interpretation

The following definitions apply to these terms:

**Account:** Shall mean any account with us which records the start date of your extended warranty, training and site visits as well as any benefits you have accrued in respect of a Distributor on behalf of your Authorised Business.

**Authorised Business:** Shall mean any legal entity which has purchased Qualifying Equipment from Fujitsu or one of our Distributors.

**Benefits:** Shall mean the benefits in exchange for which Voucher Points may be redeemed as further specified in the briefing document

**Briefing Document:** Shall mean the guideline document or documents provided to you by us from time to time setting out further details and requirements for your Membership of the Scheme.

**Claim Form:** Warranty or marketing catalogue claims form issued from time to time to you by us or a Distributor.

**Distributor:** Shall mean our authorised distributors of Qualifying Equipment as listed on our website from time to time.

**Chosen Distributor(s):** Shall mean either us or the Distributor which you have chosen to be linked to an Account held by you.

**Mini VRF:** 12-15kW Compact Single VRF Outdoor Unit

**Midi VRF:** 22-50kW Side Discharge Compact Single Outdoor Unit

**Maxi VRF:** 22-150kW Top Discharge Modular Outdoor Unit

**Member:** Shall mean a member of the Scheme who is permitted to receive benefits behalf of an Authorised Business (and Membership shall be construed accordingly).

**Membership Level:** Shall mean the Scheme membership level of a Member during a Qualifying Year.

**Qualifying Equipment:** Shall mean any products purchased from a Distributor which we describe on our website as 'Splits', 'Multi Systems' or 'Variable Refrigerant Flow Systems (VRF)' and such other equipment and accessories which we identify as Qualifying Equipment from time to time. Notwithstanding the provisions of this definition, we shall be permitted at our absolute discretion to determine which equipment shall be Qualifying Equipment from time to time. For the avoidance of doubt spare parts for equipment shall not be considered Qualifying Equipment.

**Qualifying Year:** Shall mean a rolling 12-month period during which the scheme operates.

**RAC:** Residential Air Conditioner

**PAC:** Packaged Air Conditioner

**VRF:** Variable refrigerant flow air conditioner

**ATW:** Air to water Heat-pump system

**ERV:** Energy Recovery Ventilator

**AHU:** Air Handling Unit

**Relevant Requirements:** Shall mean the conditions under which we require members to fulfil in order to be accepted as a member of the scheme

**Scheme:** Shall mean the customer warranty scheme operated by us under the "INFINITY ELITE PARTNER" Infinity Elite Partner name.

**You:** Shall mean any person who has applied for, or obtained, Membership under the Scheme.

**We:** Shall mean Fujitsu General Air Conditioning (UK) Ltd a company incorporated in England and Wales with registered number 06277345 whose registered office is at Unit 150, Centennial Park, Centennial Avenue, Elstree, Borehamwood, Hertfordshire

**Website:** Shall mean <http://www.fujitsu-general.com/uk>

The following rules interpretation apply to these terms:

- A reference to a statute or statutory provision is a reference to such statute or provision as amended or re-enacted. A reference to a statute or statutory provision includes any subordinate legislation made under that statute or statutory provision, as amended or re-enacted.
- Any phrase introduced by the terms including any similar expression shall be construed as illustrative and shall not limit the sense of the words preceding those terms;
- Unless the context otherwise requires, words in the singular shall include the plural and vice versa; and
- A reference to writing or written includes faxes and emails.



ELITE INFINITY  
PARTNER

# 7-year warranty Terms and conditions



**Fujitsu General Air Conditioning (UK) Ltd**  
The name you can rely on

## 1. Warranty Details

If you purchase your equipment via one of our distributors you must contact them initially in all cases as they will handle your warranty claim on our behalf

The 7-year product warranty offered to Fujitsu General Air Conditioning (UK) Ltd customers ensures all Fujitsu cooling and heating equipment (including options and accessories) are free from manufacturing and material defects for a period of 7 years from date of invoice, or, from date of commissioning.

Commissioning Report to be sent to the address detailed below within 3 weeks of date of commissioning, failure to return the document within this time will activate the warranty from date of invoice instead.

Please email this into [warranty@fgac.fujitsu-general.com](mailto:warranty@fgac.fujitsu-general.com)

The 7-year warranty offered by Fujitsu General Air Conditioning (UK) Ltd applies to all Fujitsu equipment supplied by Fujitsu General Air Conditioning (UK) Ltd only and installed within the following countries:

- United Kingdom
- The Channel Islands
- Republic of Ireland
- Other locations with written consent from Fujitsu General Air Conditioning (UK) Ltd

The 7-Year warranty does not cover;

- Any Fujitsu equipment that has not been installed to the manufacturer's recommendations
- "Mix Matched" systems, including non-Fujitsu recognised connections and non-Fujitsu product
- Applicable Fujitsu equipment that has been installed, commissioned, repaired and serviced where F-Gas certification was required and not undertaken
- Poorly maintained equipment during the warranty period
- Pipework, insulation, cabling, fixings and any other materials that were not supplied by Fujitsu General Air Conditioning (UK) Ltd
- Electrical supply issues including mains supply, isolators, circuit breakers and any other ancillary equipment
- Flare nuts that have not been tightened to Fujitsu's recommended torque setting
- External drain pumps and all associated pipe work and fixings
- External connections and cables used on ancillary devices, such as BMS, alarms and switching devices.
- Condenser and/or evaporator coils smelling, corroding or becoming stained from pollutants in the atmosphere.
- Consequential loss damages or costs of any nature
- Vis major

The 7-year warranty does not cover any failure or damage to the Fujitsu equipment relating to the following:

- Missing, blocked, dirty or incorrect air filters
- Mains electrical supply and/or the specified voltage and frequency being incorrect
- Faulty external mains, circuit breakers, cabling, isolators and distribution boards
- Incorrect refrigerant type and/or the incorrect refrigerant amount
- Poor installation standards relating to brazing, pipe connections, leak and strength testing and evacuation
- Condenser or evaporator coils becoming blocked, restricted, or damaged by pollutants in the atmosphere
- Vis major

All Warranties are provided at the Point of Sale. This is defined as either from Fujitsu to a contractor direct or from a distributor to a contractor.



## 2. Applicable Equipment

If you purchase your equipment via one of our distributors you must contact them initially in all cases as they will handle your warranty claim on our behalf

Air Conditioning Products (Fujitsu recognised connections only):

- Split Systems
- Multi Systems
- Simultaneous Multi Systems
- Fujitsu General Air Conditioning (UK) Ltd Supplied Optional Parts and Accessories

All VRF Airstage Products (Fujitsu recognised connections only):

- Fujitsu General Air Conditioning (UK) Ltd Supplied Optional Parts and Accessories

Ventilation (Fujitsu recognised connections only):

- ERV (Energy Recovery Ventilator)
- OAU (Outdoor Air Unit)
- DX Kit
- Fujitsu General Air Conditioning (UK) Ltd Supplied Optional Parts and Accessories

All ATW Waterstage Products:

- Fujitsu General Air Conditioning (UK) Ltd Supplied Optional Parts and Accessories

**All spare parts replacement is excluded from the 7-year warranty policy, where a 12-month warranty applies instead.**

## 3. Returns – Spare Parts

For a warranty claim to be verified Fujitsu General Air Conditioning (UK) Ltd may request certain items to be returned by the customer.

(In this document, the term "Customer" refers to the invoiced company. This could be the purchasing Distributor or an Installer/Contractor buying directly from Fujitsu General Air Conditioning (UK) Ltd).

The customer will be required to keep possession of the defective item(s) until they receive an SRO (Sales Return Order) and Fujitsu General Air Conditioning (UK) Ltd has requested the item to be returned. Items Fujitsu General Air Conditioning (UK) Ltd do not request or request not to be returned may only be destroyed once the customer has received written approval from Fujitsu General Air Conditioning (UK) Ltd.

If Fujitsu General Air Conditioning (UK) Ltd request an item to be returned and the item is not received within 30 days, or the customer has disposed or not made available the part to be returned the warranty claim will be rejected.

**The customer is responsible for returning all items that Fujitsu General Air Conditioning (UK) Ltd has requested to be returned. Fujitsu does not accept liability for any delivery costs in any circumstance if the customer has delivered a part to us.**

However, in the case of Compressors, Fujitsu General Air Conditioning (UK) Ltd will make the necessary arrangements with the customer to collect them.

**Please Note - Compressor oil can cause a serious health and environmental hazard. Therefore, the collection and warranty claim may be rejected if the following conditions are not met:**

- All compressor pipe connections must be brazed sealed.
- The compressor must be suitably packaged.
- Arrows clearly stating which way the package is to be transported.

**Fujitsu General Air Conditioning (UK) Ltd will not accept any compressor that has leaked oil, and charges relating to the compressor refusal will be passed on to the customer.**

- Warranty claims will only be validated if a warranty claim form is correctly completed and accompanied with the following:
- Proof of commissioning
- Proof of annual Service and Maintenance
- Fujitsu Technical Call Reference or Engineers report diagnosing the fault correctly
- An Infinity Elite Partner (or Comfort Club where applicable) membership certificate dated prior to purchase of the unit
- Training certificates or cards showing your (or employees) attendance to annual Fujitsu training every year since the purchase of the unit
- Any other reasonable information requested by the Fujitsu Technical team
- Purchase Order (credit to be advised within 14 days of the part being returned, or 14 days of date of invoice for parts not required to be returned) Please note the PO is mandatory for all purchases.

Fujitsu General Air Conditioning (UK) Ltd is unable to accept liability for the late arrival, damaged in transit and non-delivery of an item. Unless, Fujitsu General Air Conditioning (UK) Ltd have made the necessary arrangements to collect the item(s)

The Warranty Claim form, proof of service/maintenance and commissioning and the defective part (if applicable) must be returned within 30 days of date of invoice.

If the necessary requested paperwork is not returned, or the defective part (if applicable) is not returned within the 30 days of the invoice date this can delay the processing and/or result with rejection of the warranty claim

Fujitsu General Air Conditioning (UK) Ltd will notify the customer in writing once a warranty claim has been accepted. If applicable the customer will be asked to dispose of any defective parts, if any parts have been returned, they will become the property of Fujitsu General Air Conditioning (UK) Ltd once the claim has been credited to the customer.

If any part that is returned to Fujitsu General Air Conditioning (UK) Ltd is found to have no fault or to be faulty due to the reasons listed in the "Warranty Details", the part(s) will be held on our site for 30 days to enable the customer to arrange collection. After 30 days the part will be destroyed. Additionally, the claim will be rejected.

Parts that have been replaced under warranty will receive a 12 months warranty from the day they are installed, or until the equipment's 5-Year warranty expires whichever is latest.

Fujitsu General Air Conditioning (UK) Ltd may wish to examine an installation to validate a warranty claim. In this case the customer's permission will have to be given to allow access on site. If for any reason permission is not given to attend site Fujitsu General Air Conditioning (UK) Ltd reserves the right to reject the warranty claim.

**Fujitsu General Air Conditioning (UK) Ltd does not accept any liability in any circumstances for consequential loss surrounding delivery, replacement of parts or warranty claims except conditions specified in this document.**

## **4. DOA and Damaged Product**

If you purchase your equipment via one of our distributors you must contact them initially in all cases as they will handle your warranty claim on our behalf

### **4.1 DOA Product:**

DOA – Dead on Arrival equipment must be reported within 6 months of delivery to the distributor or within 48 hours of commissioning where received directly from Fujitsu. This must be reported to Fujitsu General Air Conditioning (UK) Ltd, where the Technical Department will discuss the fault with the customer. Depending on the nature of the fault Fujitsu General Air Conditioning (UK) Ltd will advise if the equipment is eligible to receive a replacement part, or if the equipment should be returned.

If Fujitsu General Air Conditioning (UK) Ltd agrees to supply a replacement part, then the conditions as stated above regarding spare parts replacement apply.

### **4.2 Damaged Product:**

Damaged Product must be reported to Fujitsu General Air Conditioning (UK) Ltd within 7 days of the delivery to the distributor or within 48 hours of delivery to site where the product was received directly from Fujitsu. All damaged claims must have supporting signed documentation from the courier(s) submitted to Fujitsu General Air Conditioning (UK) Ltd within the 7 days or 48 hours.

If the damage is believed to be minor and not affect the installation and operation of the system, the customer can claim for replacement part as detailed previously in this document (Warranty details).

### **4.3 Returning Product:**

Fujitsu General Air Conditioning (UK) Ltd not only has to authorise replacing the product in writing, but also arrange to have the product collected from the customer. All products must be made available for collection as detailed on the collection form, be packaged in its original packaging, be complete with all accessories and literature, and if applicable placed on a pallet.

### **4.4 DOA and Damaged Product**

Fujitsu General Air Conditioning (UK) Ltd may offer to supply a replacement part(s) to either repair a defective unit if a product is found to be DOA (Dead on Arrival), or damaged. In this case the customer is entitled to a labour contribution. This labour contribution is for DOA and product damaged on delivery only and provided that the terms for DOA and Damaged have been met. Fujitsu must also have received the correct notification within the specified timeframe as detailed in this document.

## **5. Product Labour Contributions:**

Some conditions regarding Labour Contribution are listed below;

- New product that is found to be defective or damaged will be replaced solely at Fujitsu General Air Conditioning (UK) Ltd discretion.
- Claims that have not been submitted in accordance to the Terms and Conditions detailed in this document will be rejected.
- Returns that are found not to be faulty or faulty due to installation mistakes detailed on this document will be rejected and returned to the customer.
- This Warranty Agreement will remain in effect until further notice and Fujitsu General Air Conditioning (UK) Ltd reserve the right to change, modify or alter this Agreement in any shape or form and without notice.
- Fujitsu General Air Conditioning (UK) Ltd shall make final determination of warranty eligibility. If a warranty claim is found to be invalid for any reason, the customer will be charged for any and all services performed, and expenses incurred by Fujitsu General Air Conditioning (UK) Ltd in relation to the warranty claim.
- All claims for labour assistance must be made at the same time as the releve. All claims made at a different time to the parts warranty will be rejected.

Our Labour contributions for both RAC and VRF are listed on the tables below:

### 5.1 Warranty Product Labour Contribution table RAC and PAC:

<b>Ref</b>	<b>Air Conditioning</b>	<b>Labour Contribution</b>
A1	Components replaced within the refrigeration circuit	<b>£70.00</b>
A2	Repair to the refrigeration circuit within the product	<b>£55.00</b>
A3	Replacement of indoor unit	<b>£75.00</b>
A4	Replacement of outdoor unit (Single Fan)	<b>£90.00</b>
A5	Replacement of outdoor unit (Twin Fan)	<b>£140.00</b>
A6	Replacement of outdoor unit fan blade	<b>£30.00</b>
A7	Replacement of indoor unit fan blade	<b>£50.00</b>
A8	Replacement of indoor/outdoor fan motor	<b>£50.00</b>
A9	Replacement of PCB"s and electronic components	<b>£30.00</b>
A10	Replacement of internal drain pump	<b>£50.00</b>
A11	Replacement of cosmetic panel and louver blade	<b>£35.00</b>
A12	Replacement of compressor: outdoor unit (Single Fan)	<b>£100.00</b>
A13	Replacement of compressor: outdoor unit (Twin Fan)	<b>£150.00</b>

### 5.2 Warranty Product Labour Contribution table VRF:

<b>Ref</b>	<b>Air Conditioning</b>	<b>Labour Contribution</b>
V1	Components replaced within the refrigeration circuit	<b>£90.00</b>
V2	Repair to the refrigeration circuit within the product	<b>£75.00</b>
V3	Replacement of indoor unit (VRF)	<b>£100.00</b>
V4	Replacement of outdoor unit (Mini VRF)	<b>£120.00</b>
V5	Replacement of outdoor unit (Maxi VRF)	<b>£175.00</b>
V6	Replacement of outdoor unit fan blade	<b>£30.00</b>
V7	Replacement of indoor unit fan blade	<b>£50.00</b>
V8	Replacement of indoor/outdoor fan motor	<b>£50.00</b>
V9	Replacement of PCB"s and electronic components	<b>£40.00</b>
V10	Replacement of internal drain pump	<b>£50.00</b>
V11	Replacement of cosmetic panel and louver blade	<b>£35.00</b>
V12	Replacement of compressor: outdoor unit (Mini-VRF)	<b>£150.00</b>
V13	Replacement of compressor: outdoor unit (Maxi-VRF)	<b>£200.00</b>

## 6. VRF

If you purchase your equipment via one of our distributors you must contact them initially in all cases as they will handle your warranty claim on our behalf

### 6.1 Components Replaced by the Customer

Components will be replaced by the installer and Fujitsu General Air Conditioning (UK) Ltd will provide a contribution for carrying out the work (see Table 1 for contribution rates). However, Fujitsu General Air Conditioning (UK) Ltd should always be made aware of such a failure prior to the installer ordering the replacement part as Fujitsu General Air Conditioning (UK) Ltd may wish to attend site under the VRF Labour Assistance Scheme.

Any part Fujitsu General Air Conditioning (UK) Ltd believe to be found faulty due to a third-party logistics company and/or an installation mistake will not be covered under Fujitsu General Air Conditioning (UK) Ltd warranty Terms and Conditions, including the VRF Labour Assistance Scheme.

Additional costs relating to any item being replaced will not be accepted unless discussed and approved in writing by Fujitsu General Air Conditioning (UK) Ltd before any repair work can commence, including (but not limited to) site visits, access, lifting machinery and labour.

Fujitsu General Air Conditioning (UK) Ltd aim to send an engineer to site within 5 working days. If the customer cannot agree to this time, or they wish for an engineer to attend outside normal working hours; Fujitsu General Air Conditioning (UK) Ltd may refuse to pay any cost associated in supplying the necessary labour by the customer or offer to pay the labour rates as defined in the table listed on section 5

Fujitsu General Air Conditioning (UK) Ltd engineer will assist with the works described in sections 4 and 5

All tools, materials and additional labour assistance to complete the work will be supplied by the customer. Details will be discussed with customer prior to the site visit.

For Fujitsu General Air Conditioning (UK) Ltd to attend site, Fujitsu General Air Conditioning (UK) Ltd require the customer to complete and provide copies of (where applicable) the following:

- Fujitsu General Air Conditioning (UK) Ltd Site Visit Request Form
- Scope of work
- Risk assessment and any other necessary site permits.

Failure to provide this information can result in Fujitsu General Air Conditioning (UK) Ltd not attending site.

Fujitsu General Air Conditioning (UK) Ltd will only attend site with a customer's representative being present.

## 7 Site Visits

The charges below are only applicable outside of warranty and are chargeable at the below rates

VRF: System Commissioning Assistance - £600
Wi-Fi: Interface Configuration - £600
VRF: BMS Network Interface Configuration - £650
VRF: BMS Network Interface Commissioning Assistance - £850
TQ: Leak Detection Commissioning - £900

Site visit charges apply to all visits where a Fujitsu engineer attends site.

All GIIH commissioning costs for Chillers & Close-Control systems will be priced separately as detailed in the quotation for the equipment

Fujitsu reserve the right to amend or otherwise change the applicable costs listed above

Fujitsu reserve the right to determine whether a site visit is chargeable or not at our absolute discretion

## 8 VRF Warranty Exclusions

If you purchase your equipment via one of our distributors you must contact them initially in all cases as they will handle your warranty claim on our behalf

### 8.1 **Maxi VRF Installation**

Should the Air Conditioning installation be subject to an inspection by a Fujitsu engineer during the installing contractor's installation the following will apply;

- Depending on the engineer's findings - All recommendations, regarding rectifications, made by the Fujitsu engineer would have to be carried out in order to maintain your warranty on the unit
- Re-Commissioning of the system would be carried out with a Fujitsu Engineer present and completed using the Fujitsu Service Tool

### 8.2 **Maxi VRF Commissioning and Maintenance**

A completed commissioning report to be provided to Fujitsu within 14 days. A full maintenance schedule should be shown as in place and be provided to Fujitsu on request. Failure to do so will invalidate your warranty

### 8.3 **Maxi VRF Alterations**

Prior notification of any future works on the refrigerant system (installed pipework) will have to be made to Fujitsu. If applicable Fujitsu will attend to witness the re-commissioning of system. An updated commissioning report is to be provided to Fujitsu within 14 days of re-commissioning.

### 8.4 **When another contractor who is NOT registered on our Approved Installer Scheme carries out works on Maxi VRF;**

In this instance the 7-year warranty will become invalid if the system requires recommissioning using the Fujitsu Service Tool. In this case Fujitsu General Air Conditioning (UK) Ltd will advise if they require recommissioning documents to process the claim, without this information the level of warranty available to this contractor will be determined by Fujitsu General Air Conditioning (UK) Ltd on a case by case basis, taking the system's historical maintenance, and, date of the system being first commissioned into consideration.

### 8.5 **When another contractor who IS registered on our Approved Installer Scheme carries out works;**

In this instance the level of warranty available to this contractor will be determined by Fujitsu as per their agreement on the Approved Contractor Scheme.

## 9 **Warranty transfers**

If you purchase your equipment via one of our distributors you must contact them initially in all cases as they will handle your warranty claim on our behalf

Warranties are transferrable and will only remain valid for the duration as detailed in this document, and, for Maxi VRF systems, when criteria in sections 5 and 6 are met.

You may only transfer warranties from another company to your company

Transfers may only occur within the first 5 years from date of the original invoice and only provided annual service records and the commissioning report are made available to Fujitsu General Air Conditioning (UK) Ltd

The maximum warranty obtainable is 7 years from the original date of invoice for the units regardless of when the warranty is obtained

Warranty Transfers are approved on an individual basis and solely at the discretion of Fujitsu General Air Conditioning (UK) Ltd

### **In the case that you are transferring a warranty from another company, you agree;**

- To provide a Warranty Transfer form signed by authorised representatives of both companies
- To provide the commissioning report and service reports from every year since installation
- Failure to provide the above information may result in the refusal of your warranty transfer
- The level of warranty available to you will be 7 years total from the date of original invoice for the units regardless of when the warranty is obtained
- Fujitsu reserve the right to attend site and inspect the system prior to approving the transfer. This site visit will be free of charge unless deemed chargeable by Fujitsu

## 10 **Technical Support & Contact Details**

Fujitsu General Air Conditioning (UK) Ltd provide several channels to assist supporting the Fujitsu product range:

Warranty Advice: 0208 731 3450

Technical Assistance: 0208 731 3431

Fax: 0208 731 3451

E-mail: [technical@fgac.fujitsu-general.com](mailto:technical@fgac.fujitsu-general.com) or [warranty@fgac.fujitsu-general.com](mailto:warranty@fgac.fujitsu-general.com)

Web: [www.fujitsu-general.com/uk/](http://www.fujitsu-general.com/uk/)

Address:

Fujitsu General Air Conditioning (UK) Ltd

Warranty Department


Unit 150 Centennial Park

Centennial Avenue Elstree Borehamwood

Hertfordshire

WD6 3SG

**For further information on Warranty Details, Technical Support, Site Visits, Training Courses and the Fujitsu Product Range please contact Fujitsu General Air Conditioning (UK) Ltd on the above details.**



**FUJITSU**

ELITE INFINITY  
PARTNER

**Fujitsu General Air Conditioning (UK) Ltd**  
The name you can rely on