



FUJITSU

FUJITSU ELITE CONTRACTOR PROGRAM  
FOR INSTALLERS OF FUJITSU HALCYON, AIRSTAGE AND  
RESIDENTIAL UNITARY SYSTEMS



e·lite, noun

"a select part of a group that is superior to the rest in terms of ability or qualities."



## JOINING THE ELITE

Fujitsu's Elite Contractor Program is for Halcyon, Airstage and residential Unitary contractors. Fujitsu Elite Contractors are distinguished from other contractors because of the premier level of training they've earned, and the support and service they provide to their customers. Becoming an Elite Contractor earns you access to Fujitsu's top-notch sales support tools.

- Consumer Leads
- Loyalty Rewards Program
- Priority ranking on the fujitsugeneral.com Contractor Locator
- Access to online Advertising Builder marketing platform
- Free in-person training for 1 employee per year
- Special promotions, financing and rebates
- Additional service and support tools including priority status in our tech support phone queues, 1-year unit replacement and 90-day DOA labor policy (Halcyon, Airstage J-Series and Unitary)
- Extra two years parts and compressor warranty for a total of 12 years on residentially installed systems (Halcyon, Airstage J-Series and select premier Unitary products listed on page 7)
- Extended parts and compressor warranty for a total of 10 years on commercially installed systems (Halcyon, Airstage J-Series)



## HAVE THE RIGHT TOOLS IN YOUR TOOLBOX

Fujitsu Elite Contractors are top sales performers, interested in the latest technology and techniques to best promote and run their business. Sometimes closing the sale is just a matter of having the right tools. Fujitsu's online Toolbox offers many digital resources to prepare you for any situation.



### Online Tools

- Sales lead management system
- Homeowner slideshow presentation (Halcyon)
- Training courses
- Residential and commercial financing
- Marketing dashboard to manage your Loyalty Rewards, create high quality ads using the Advertising Builder and shop the Fujitsu Brand Store site
- Take online training or enroll in in-person classes
- Infinite Comfort Pro sales tool for matching systems
- BTU/h load calculator for assistance with sizing jobs







## FUJITSU ELITE CONTRACTOR PROGRAM REQUIREMENTS

To participate in the Fujitsu Elite Contractor program, contractors must:

- Complete an online application and agree to Fujitsu's Contractor Code of Conduct stating company will conduct business in a professional manner
- Use their best efforts in resolving all customer complaints
- Be diligent and professional in handling all field service-related issues
- Offer Fujitsu systems for all ductless opportunities
- Meet state and local compliance and licensing requirements
- Meet and maintain training point and registration point requirements for Elite Contractor levels
- Maintain current contact information on the Fujitsu Toolbox to include staff names and cell numbers
- Utilize Lead Management System in the Fujitsu Toolbox and follow up on consumer leads in a timely manner

## CONTRACTOR RANKINGS

	Product Line	Training Points Minimum to Show on Online Locator (not for Elite Status)	Training Points Minimum to Reach Elite Status	Registered/Commissioned Unit Points Minimum to Reach Elite Status
	Halcyon	6 	20*	<b>20</b> (NEW! At least 12 of the 20 registration points must be from Halcyon mini-split or Airstage J-Series systems to achieve Elite status)
	Airstage J-Series	6 		
	Airstage V-Series	9 		
	Unitary	3 DUCTED SYSTEMS		
	<b>Not Listed on Website</b>	0-5	N/A	N/A

\* To earn Loyalty Rewards and extended warranty on a particular product line (Halcyon, Airstage J or Airstage V), a contracting company must have at least one person attend each of the in-person classes listed within a 24 month period: Halcyon – Tech 101, Airstage J-Series – J-SIT or RAIT, Airstage V-Series – RAIT). Training points can be accumulated from all product lines to reach 20 points, provided in-person course requirements are met.

**NOTE:** Contractors that earn Elite status will remain Elite for 12 months from the date of earning the status. Loyalty Rewards accrued from all product lines will be put into one fund for usage. Elite Contractors receive priority listing on the fujitsugeneral.com website.

## HOW POINTS ARE EARNED AND REMOVED

Points are earned based on completed trainings and systems installed.

### Training

8 hour classes are worth up to 5 points, based on test score.

- Grade 95-100 ... 5 points
  - Grade 90-94 ..... 4 points
  - Grade 75-79 ..... 1 point
  - Grade 85-89 3 points
  - Grade 80-84 2 points
- Training points expire after 24 months from the time they are awarded.
  - Online classes are worth 1 point each and are graded on a pass/fail basis.

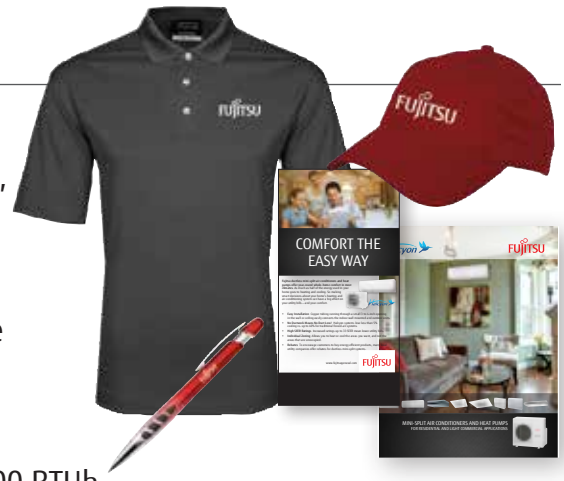
### Registration

- Registered points are 1 point for each Halcyon outdoor unit, 1 point for each unitary job (based on address), 2 points for Airstage J-Series outdoor units and 4 points for Airstage V/VR-II Series outdoor units.
- Registration points expire 12 months from the time they are awarded.



## CASH IN ON LOYALTY REWARDS

Fujitsu Elite Contractors earn dollars from product registrations called Loyalty Rewards, which can be redeemed for sales literature, branded items and wearables, advertising, home shows, van signage and more. When you have achieved Fujitsu Elite Contractor status a link to "Marketing Dashboard" will appear on the main user's Fujitsu Toolbox home page, taking you to shop the Fujitsu Brand Store or submit a claim for reimbursement.



### Guidelines

- **NEW! Halcyon / Airstage Systems:** \$1.00 is earned for every 2,000 BTUh installed. Only outdoor units will be counted. See chart below. (effective on installations starting 2/1/2020)
- **Unitary Systems:** Based on model series. See chart below.
- **NEW!** Funds accrued in one calendar year last until 12/31 of the following calendar year.
- If Elite Contractor status is lost, loyalty rewards are frozen and the loyalty rewards link on the contractor's Fujitsu Toolbox no longer shows until Elite Contractor status is regained.
- **Elite Contractors may use Loyalty Rewards for approved advertising and promotional activities.** See Elite Contractor Loyalty Rewards Guidelines found on the Fujitsu Toolbox for allowable claims and reimbursement process.

\*\*Fujitsu reserves the right to exclude projects that include special price adjustments.\*\*

HALCYON and AIRSTAGE SYSTEMS		
Outdoor Unit BTUh		Dollars Earned
9,000	9 x \$0.50 =	\$ 4.50
12,000	12 x \$0.50 =	\$ 6.00
15,000	15 x \$0.50 =	\$ 7.50
18,000	18 x \$0.50 =	\$ 9.00
24,000	24 x \$0.50 =	\$ 12.00
30,000	30 x \$0.50 =	\$ 15.00
36,000	36 x \$0.50 =	\$ 18.00
42,000	42 x \$0.50 =	\$ 21.00
48,000	48 x \$0.50 =	\$ 24.00
72,000	72 x \$0.50 =	\$ 36.00
96,000	96 x \$0.50 =	\$ 48.00
120,000	120 x \$0.50 =	\$60.00

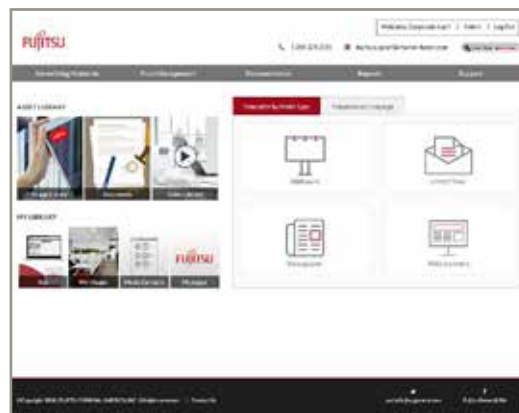
UNITARY SYSTEMS		
Type	Series	Dollars Earned
Air Conditioner	FO*20C	\$17.50
Air Conditioner	FO*17C	\$12.50
Air Conditioner	FO*16C	\$7.50
Air Conditioner	FO*14C	\$5.00
Air Conditioner	FO*13	\$5.00
Heat Pump	FO*15R	\$7.50
Heat Pump	FO*14R	\$5.00
Ultra-High Efficiency Gas Furnace	FF***LM98	\$12.50
Ultra-High Efficiency Gas Furnace	FF***LM97	\$12.50
Ultra-High Efficiency Gas Furnace	FF***LT96	\$12.50
Ultra-High Efficiency Gas Furnace	FF***TT96	\$12.50
Ultra-High Efficiency Gas Furnace	FF***PT96	\$10.00
Ultra-High Efficiency Gas Furnace	FF***TS95	\$7.50
Ultra-High Efficiency Gas Furnace	FF***PS95	\$7.50
High Efficiency Gas Furnace	FF***TS92	\$7.50
High Efficiency Gas Furnace	FF***PS92	\$7.50
Entry Level Gas Furnace	FF***LT80	\$12.50
Entry Level Gas Furnace	FF***TS80	\$7.50
Entry Level Gas Furnace	FF***HT80	\$5.00
Entry Level Gas Furnace	FF***PS80	\$5.00
Entry Level Gas Furnace	FF***HS80	\$5.00
Air Handler	FH**ELV	\$7.50
Air Handler	FH**TTT	\$5.00
Air Handler	FH**TTS	\$ 3.50
Air Handler	FH**TPS	\$ 3.50
Air Handler	FB**TTS	\$ 3.50

## MARKETING AND ADVERTISING TO BETTER BUILD YOUR BUSINESS

As a Fujitsu Elite Contractor, you'll be utilizing the tools provided on the password-protected online Fujitsu Toolbox. We'll equip you with the marketing support necessary to push your business above the rest.

- Downloadable high resolution logos, product and installation images
- Print-ready customizable ads and mailers for your local marketing efforts
- Customizable TV spot for local markets
- Web banners to run on your site or in digital ad campaigns

Elite Contractors may use Loyalty Rewards to pay for approved advertising and promotional activities.



## EXCLUSIVE PROGRAMS AND PROMOTIONS

### Fujitsu Home Comfort Financing Offers

It's not easy to meet the requirements of the Fujitsu Elite Contractor program. As just one more way to thank you for your time, commitment and loyalty, we've added a special Fujitsu Home Comfort Financing program just for Fujitsu Elite Contractors.

### Special Promotions and Extended Rebates

At times Fujitsu will run promotions unique to Elite contractors or provide Elite contractors with better incentives on nationally run programs.

## COMPREHENSIVE TRAINING

Becoming a Fujitsu Elite Contractor earns you free tuition for one employee per year to attend one of the following courses at a Fujitsu Training Academy location:

1. **Halcyon:** Any 2-day course (i.e. Application, Service, Diagnostics Course in NJ) **Valued at \$862.**
2. **Airstage:** In Depth Training 2-day course **Valued at \$900.**
3. **NEW! Fujitsu Online Training Academy:** Annual subscription cost is \$360.00 per person. ELITE Contractors can use Loyalty Rewards to pay for 1/3 of this fee. Also, if a contractor has chosen a primary distributor, the distributor may choose to cover 1/3 of this fee, as well. ELITE Contractors can make the claim through their Loyalty Rewards on the Contractor Toolbox only after the student completes 2 subscription courses. Contractors must include the certificates of completion with the claim.

See full course guidelines for limitations. To redeem free training, please reach out to [traininghvac@fujitsugeneral.com](mailto:traininghvac@fujitsugeneral.com).



## EXTENDED WARRANTY

Fujitsu offers one of the most comprehensive warranties in the industry.



### ONLY FOR ELITE CONTRACTORS!

Fujitsu Halcyon, Airstage J-Series\*\* and select premier Unitary systems\* that have been installed by a licensed contractor in a residential application and the online Product Registration has been submitted within 60 days of installation have a 12-Year Parts and Compressor warranty.



### RESIDENTIAL APPLICATIONS

Fujitsu Halcyon, Airstage J-Series and select premier Unitary systems\* that have been installed by a licensed contractor in a residential application and the online Product Registration^ has been submitted have a 10-Year Parts and Compressor warranty.



### COMMERCIAL APPLICATIONS - ELITE ONLY\*\*\*

Fujitsu Halcyon and Airstage J-Series that have been installed by a licensed ELITE Contractor in a commercial application and the online Product Registration^ has been submitted have a 10-Year Parts and Compressor warranty.

See Warranty Statements and Ec-10 Bulletin for full details.

\* Select premier Unitary systems include Air Conditioners: F020C, F017C; Heat Pumps: F020R, F016R; Furnaces: FF\*\*\*LT80, FF\*\*\*LT96, FF\*\*\*LM97, FF\*\*\*LM98; Air Handlers(must be part of a qualifying and matched AC or HP outdoor unit): FH\*\*ELV, FH\*\*TTT; Evaporator Coils(must be part of a qualifying and matched AC or HP outdoor unit): FCC\*\*\*E, FCC\*\*\*T; Residential Packaged Units: RQPW Dual Fuel Series (single phase only, residential applications only)

\*\* J-Series residential installations require commissioning. With commissioning, Elite Contractors earn a 12-year warranty while non-Elite contractors earn a 10-year warranty.

\*\*\*Certain conditions apply. Please email [Warranty@fujitsugeneral.com](mailto:Warranty@fujitsugeneral.com) for details.

^ Residents of California and Quebec are not required to register the system in order to obtain all of the rights and remedies applicable to this Limited Warranty.

## ADDITIONAL SERVICE AND SUPPORT FOR RESIDENTIAL APPLICATIONS

### 1 Year Unit Replacement

If any major component fails, within the first 12 months from date of purchase from distributor, Fujitsu will replace the entire defective unit. Major component = compressor failure, condenser or evaporator coil leak. We inspect all faulty models – if the unit shows no sign of failure Fujitsu reserves the right to bill the contractor for the unit. Valid on all Halcyon, Airstage J-Series and select premier Unitary systems\*(see footnote, above).

### 90-Day DOA Labor Policy

If any component fails in a system that was installed by an Elite contractor in the first 90 days from date of purchase from distributor, Fujitsu will pay a labor allowance to repair the unit. Labor rates are determined by Fujitsu General America. Valid on all Halcyon, Airstage J-Series and residential Unitary systems. There is no labor awarded on replacements.

### Full Year Parts Replacement Warranty

Elite contractors receive 1-year warranty on any part that is replaced on a system that is out of warranty. Valid on all Halcyon, Airstage J-Series and residential Unitary systems.

For more details please contact the Warranty Department at [warranty@fujitsugeneral.com](mailto:warranty@fujitsugeneral.com).





## DIFFERENTIATE YOURSELF. BE ELITE.



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Fujitsu Elite Contractors will not receive any preferential pricing. Fujitsu General America, Inc. reserves the right to withdraw a contractor's Elite status at any time at our sole discretion including, without limitation, if it is determined that the Fujitsu Elite Contractor is not performing in a manner that reflects positively on Fujitsu General America and our brand or if the above requirements are not met.

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**FUJITSU**

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