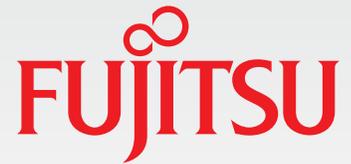


# UNITARY DOA POLICY

RESIDENTIAL AND SINGLE-PHASE APPLICATIONS ONLY\*



**DEAD ON ARRIVAL (DOA):** A unit or a system that is unable to perform basic operations due to a defective component or part in the electrical or sealed system.

## APPLICABLE MODELS:

AIR CONDITIONERS	HEAT PUMPS	GAS FURNACES	AIR HANDLERS	PACKAGED EQUIPMENT	COILS
FO20C	FO20R	FF***PS80	FH**ELV	RSPM 14 SEER	FCC
FO17C	FO16R	FF***HS80	FH**TTT	RACA 14 SEER	
FO16C	FO15R	FF***HT80	FH**TTS	RACA 15 SEER	
FO14C	FO14R	FF***CS80	FH**TPS	RQPM 14 SEER	
FO13C	WP14	FF***TS80	FR**TTS	RQRM 15 SEER	
WA16		FF***TS80-Z	FB**TTS	RQPL 14 SEER	
WA14		FF***TT80	R1FP	RGEA 14 SEER	
WA13		FF***LT80		RGEA 15 SEER	
		FF***TLS80		RGEA 16 SEER	
		FF***PS92		RQPW 14 SEER	
		FF***TS92			
		FF***PS95			

## REQUIREMENTS

If the unit or system was purchased on or after January 2020 and it has been registered online at: <http://contractors.fujitsugeneral.com/registration/>, FGAI will replace it or pay a repair labor fee, if the following conditions are met:

### REPLACEMENT

The unit or system is deemed to be DOA, FGAI, will provide a one-time replacement. Subject to the conditions stated below:

1. The unit has failed within 30 days from date of installation.
2. If the unit was installed by an Elite Contractor and has failed within 90 days from date of installation.
3. The DOA Technical Document, provided by Technical Service Advisor, was filled out and Troubleshooting with a Fujitsu Service Technician (call 866- 952-8324) was performed and a service Ticket number was provided.
4. Contractor or Distributor received a DOA-RA confirmation from FGA allowing for a replacement vs. a repair.

-or-

### LABOR

The unit or system is deemed to be DOA, FGAI will pay a one-time repair labor flat fee. If multiple items need replacement, FGAI will pay the highest labor cost, not the sum of. Subject to the Flat Labor Fee table on reverse and conditions below:

1. The unit has failed within 30 days from the date of installation, Basic Labor rate will be paid.
2. If the unit was installed by an Elite Contractor and has failed within 90 days from date of installation, Elite Labor rate will be paid.
3. A warranty claim must be submitted online for payment within 30 days from installation or 90 days if installed by Elite contractor.

\*Applicable only to models in above table.

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## FLAT LABOR FEE

Basic Labor			
	Seal System	Electrical	Other^
Indoor Unit	\$195.00	\$65.00	\$55.00
Outdoor	\$195.00	\$65.00	\$55.00

Elite Labor			
	Seal System	Electrical	Other^
Indoor Unit	\$235.00	\$85.00	\$65.00
Outdoor	\$235.00	\$85.00	\$65.00

^ Refers to blower wheels, gas valves, ignitors, and sheet metal panel replacement.  
Note: Indoor Unit refers to Furnace and Coil units.

## OTHER TERMS AND CONDITIONS

1. Contractor will provide proof of purchase from the Distributor.
2. Labor or unit exchanges without the prior approval from FGAI will not be considered.
3. Any MODELS not listed will not be covered under this policy.
4. Electrical refers to control boards, fan motors, blower motors, and draft inducers
6. There is No Labor on replacement or exchanged units.
7. There is No Exchange on Labor Paid serviced units.
8. Contractor warrants labor and workmanship for 90 days.
9. If FGAI cannot replace the system or part thereof, with the exact same model, FGAI will recommend a close replacement, cost difference will be assumed by the contractor/end user.
10. All payments and exchanges are to be done through the Distributor.
11. All other terms and conditions remain as noted in the original manufacturer's warranty.
12. Shipping cost or any other related cost is the responsibility of the end user.
13. Email warranty@fujitsugeneral.com for further details.
14. FGAI reserves the right to deny credit or exchange due to poor workmanship, incomplete information, does not fulfill all requirements or claim was received over 90 dates from date of failure.
15. This policy is subject to change without notice.

