

# WARRANTY AND SERVICE POLICIES



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

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 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.

-or-

## LABOR

The unit or system is deemed to be DOA, FGAI will pay a one-time repair labor fee. If multiple items need replacement, FGAI will pay the highest labor cost, not the sum of. Subject to the Labor Chart (shown) 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 an Elite contractor.



	BASIC LABOR		ELITE LABOR	
	Fan Motor	Electrical <sup>1</sup>	Fan Motor	Electrical <sup>1</sup>
Indoor Unit	\$130	\$130	\$175	\$150
Outdoor Unit	\$65	\$130	\$150	\$175

<sup>1</sup> Refers to Power, Control, ACTPM, Inverter or IPM PCB replacement.

## OTHER TERMS AND CONDITIONS

- Contractor will provide proof of purchase from the Distributor.
- Labor or unit exchanges without the prior approval from FGAI will not be considered.
- Any MODELS not listed will not be covered under this policy.
- There is No Labor on replacement or exchanged units.
- There is No Exchange on Labor Paid serviced units.
- Contractor warrants labor and workmanship for 90 days.
- 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.
- All payments and exchanges are to be done through the Distributor.
- All other terms and conditions remain as noted in the original manufacturer's warranty.
- Shipping cost or any other related cost is the responsibility of the end user.
- Email [warranty@fujitsugeneral.com](mailto:warranty@fujitsugeneral.com) for further details.
- 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.
- This policy is subject to change without notice.

## QUALIFIED MODELS

OUTDOOR MODEL					INDOOR MODEL
AUG09LZAS1	AOU18RLB	AOU9RLFFH	AOU24RGLX	AOU36RLXFZ1	ALL COMPATIBLE INDOOR MODELS
AUG09LZAH1	AOU24RLB	AOU12RLFF	AOU30RGLX	AOU45RLXFZ	
AUG12LZAS1	AOU30RLXB	AOU12RLFFH	AOU36RGLX	AOU48RLXFZ1	
AUG12LZAH1	AOU36RLXB	AOU15RLFF	AOU42RGLX	AOU18RLXFZH	
AUG15LZAS1	AOU9RLS3	AOU15RLFFH	AOU48RGLX	AOU24RLXFZH	
AUG15LZAH1	AOU9RLS3H	AOU9RLFC	AUG36LMAS1	AOU36RLXFZH	
AOU30RLXEH	AOU12RLS3	AOU12RLFC	AUG48LMAS1	AOU36RLAVM	
AUG09LMAS1	AOU12RLS3H	AOU18RLFC	AOU18RLX	AOU48RLAVM	
AUG09LMAH1	AOU15RLS3	AOU9RLFC	AOU24RLX	AOU60RLAVM	
AUG12LMAS1	AOU15RLS3H	AOU12RLFC	AOU36RLX	AOU36RLAVS	
AUG12LMAH1	AOU9RLFW1	AOU18RLFC	AOU42RLX	AOU48RLAVS	
AOU18RLXFW1	AOU12RLFW1	AOU12RLFC	AOU18RLXFZ	AOU60RLAVS	
AOU24RLXFW1	AOU9RLFF	AOU18RGLX	AOU24RLXFZ		

