



**FG Eurofred Ltd**

**5 Year Warranty Policy**

**(Advanced Comfort Club Members)**

**version 2.5**

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# Contents

1. Warranty Details.....	Page 3
2. Applicable Equipment.....	Page 4
3. Returns – Spare Parts.....	Page 5 & 6
4. Defective, DOA and Damaged Product.....	Page 7
4.1 DOA Product	
4.2 Damaged Product	
4.3 Returning Product	
4.4 DOA and Damaged Labour Allowance	
5. VRF Labour Assistance Scheme	Page 8 & 9
5.1 Commissioning Faults	
5.2 Components Replaced by FG Eurofred	
5.3 Components Replaced by the Customer	
6. Technical Support.....	Page 10
7. Contact Details.....	Page 10

## **NB:**

**Customers who have purchased Fujitsu equipment via an authorised Fujitsu Distributor should always contact that Distributor in the first instance regarding any warranty claims. Fujitsu Distributors “buy-out” the warranty on Split and Multi-Split product and are responsible for all warranty related claims in the first three (3) years. Years 4 and 5 are either covered by FG Eurofred or the Distributor depending on the arrangement between the two companies.**

## 1. Warranty Details

The 5 year product warranty offered to FG Eurofred's customers ensures all Fujitsu cooling and heating equipment (including options and accessories) are free from manufacturing and material defects for a period of 5 years from date of invoice.

The 5 year warranty offered by FG Eurofred applies to all Fujitsu equipment supplied by FG Eurofred only and installed within the following countries:

- United Kingdom
- The Channel Islands
- Republic of Ireland
- Other locations with written consent from FG Eurofred Ltd

### **The 5 Year warranty does not cover:**

- Any Fujitsu equipment that has not been installed to the manufacturers 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 FG Eurofred.
- Electrical supplies, including 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 5 year warranty does not cover any failure or damage to the Fujitsu equipment relating to the following:**

- Missing, blocked, dirty or incorrect air filters.
- Connection of mains electrical supply and/or the specified voltage and frequency being incorrect.
- Faulty external mains electrical 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.

## **2. Applicable Equipment**

### **Air Conditioning Products** (Fujitsu recognised connections only):

- Split Systems
- Multi Systems
- Simultaneous Multi Systems
- Fujitsu Manufactured Optional Parts and Accessories

### **VRF Airstage Products** (Fujitsu recognised connections only):

- J-Series
- J-II Series
- S-Series
- V-II Series
- VR-II Series
- Fujitsu Manufactured Optional Parts and Accessories

### **ATW Waterstage Products:**

- Outdoor Units
- Indoor Units
- DHW Tanks
- 2<sup>nd</sup> Circuit Kits
- Controllers
- Fujitsu Manufactured Optional Parts and Accessories

**The following items are excluded from the 5 year warranty policy, where a 12 month warranty applies:**

- All spare parts

### **3. Returns – Spare Parts**

For a warranty claim to be verified FG Eurofred 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 FG Eurofred).

The customer will be required to keep possession of the defective item(s) until they receive a SRO (Sales Return Order) and FG Eurofred have requested the item to be returned. Items FG Eurofred do not request to be returned may only be destroyed once the customer has received written approval from FG Eurofred.

If FG Eurofred 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 FG Eurofred have requested to be returned. However, in the case of compressors, FG Eurofred 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 up the package is to be transported are to be visible on the packaging.

FG Eurofred will not accept any compressor that has leaked oil, and charges relating to the compressor refusal will be passed on to the customer.

FG Eurofred reserve the right to invalidate any warranty claim if the following has not been provided on request:

- Proof of commissioning.
- Proof of Service and Maintenance.
- Engineers report detailing the fault.
- Purchase Order (credit to be advised within 14 days of the faulty 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.

All reasonable costs borne from third party deliveries for returning the warranty items will be reimbursed (where the customer has incurred costs). A copy of the couriers invoice must be returned. Increased costs for timed and special deliveries will not be accepted, unless FG Eurofred has given written approval prior to the item being despatched.

FG Eurofred is unable to accept liability for the late arrival, damaged in transit and non-delivery of an item, unless, FG Eurofred have made the necessary arrangements to collect the item(s).

The couriers invoice, 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.

FG Eurofred 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 FG Eurofred once the claim has been credited to the customer.

If any part that is returned to FG Eurofred is found to have no fault or to be faulty due to the reasons listed in the "Warranty Details" on page 3, the part(s) will be returned to the customer and the claim rejected.

**Parts that have been replaced under warranty will receive a 12 months warranty from date of invoice, or until the equipment's 5 year warranty expires.**

FG Eurofred 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 FG Eurofred reserves the right to reject the warranty claim.

## **4 DOA and Damaged Product**

### **4.1 DOA Product:**

DOA – Dead On Arrival equipment must be reported immediately to FG Eurofred, where the Technical Department will discuss the fault with the customer. Depending on the nature of the fault FG Eurofred will advise if the equipment is eligible to receive a replacement part, or if the equipment should be returned.

If FG Eurofred agrees to supply a replacement part then the conditions as stated on pages 3 and 4 apply (Warranty Details).

### **4.2 Damaged Product:**

Damaged Product must be reported to FG Eurofred within 7 days of the delivery date. All damaged claims must have supporting signed documentation from the courier(s) submitted to FG Eurofred within the 7 days.

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(s) as detailed on pages 3 and 4 (Warranty Details).

### **4.3 Returning Product:**

FG Eurofred 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 Labour Allowance:**

FG Eurofred 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 allowance. This labour allowance is for DOA and product damaged on delivery only. Details on the labour allowance are discussed and agreed on an individual basis.

- New product that is found to be defective or damaged will be replaced at FG Eurofred's 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 pages 3 and 4 will be rejected and returned to the customer.
- This Warranty Agreement will remain in effect until further notice and FG Eurofred reserve the right to change, modify or alter this Agreement in any shape or form and without notice.
- FG Eurofred 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 services performed and expenses incurred by FG Eurofred in relation to the warranty claim.

## **5.0 VRF Labour Assistance (V-II and VR-II):**

### **5.1 Commissioning Faults**

Any component found to be faulty by the FG Eurofred engineer during commissioning will be replaced by FG Eurofred as detailed in VRF Labour Assistance Scheme below.

### **5.2 Components Replaced by FG Eurofred**

All components with a list value of greater than £800, and ALL refrigerant components, including: valves, transducers, compressors, receivers/accumulators, condenser/evaporator coils, RB units, indoor units and outdoor units; will be covered under FG Eurofred's VRF Labour Assistance Scheme.

### **5.3 Components Replaced by the Customer**

Components with a list value less than £800 will be replaced by the installer and FG Eurofred will provide an allowance for carrying out the work (see Table 1 for allowance rates). However, FG Eurofred should always be made aware of such a failure prior to the installer ordering the replacement part as FG Eurofred may wish to attend site under the VRF Labour Assistance Scheme.

- Any part FG Eurofred believe to be found faulty due to a third party logistic company and/or an installation mistake will not be covered under FG Eurofred's 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 FG Eurofred before any repair work can commence, including (but not limited to) access, lifting machinery and labour.
- FG Eurofred 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; FG Eurofred 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 Table 1 below.
- FG Eurofred's engineer will assist with the works described in sections 5.1 – 5.3. 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 FG Eurofred to attend site, FG Eurofred require the customer to complete (and provided copies of where applicable) of the following:  
FG Eurofred Site Visit Request Form  
Scope of work  
Risk assessment and any other necessary site permits.  
Failure to provide this information can result in FG Eurofred not attending site.
- FG Eurofred will only attend site with a customer's representative being present.



**TABLE 1**  
**FG EUROFRED LABOUR ALLOWANCES VRF PRODUCT ONLY**

Ref	Air Conditioning	Labour Allowance
C1	Components replaced within the refrigeration circuit	<b>£90.00</b>
C2	Repair to the refrigeration circuit within the product	<b>£75.00</b>
C3	Replacement of indoor unit (VRF)	<b>£100.00</b>
C4	Replacement of outdoor unit (Mini VRF)	<b>£120.00</b>
C5	Replacement of outdoor unit (Maxi VRF)	<b>£175.00</b>
C6	Replacement of outdoor unit fan blade	<b>£50.00</b>
C7	Replacement of indoor unit fan blade	<b>£50.00</b>
C8	Replacement of indoor/outdoor fan motor	<b>£50.00</b>
C9	Replacement of PCB's and electronic components	<b>£40.00</b>
C10	Replacement of internal drain pump	<b>£50.00</b>
C11	Replacement of cosmetic panel and louver blade	<b>£35.00</b>
C12	Replacement of compressor: outdoor unit (Mini-VRF)	<b>£150.00</b>
C13	Replacement of compressor: outdoor unit (Maxi-VRF)	<b>£200.00</b>

## **6.0 Technical Support & Contact Details**

FG Eurofred provide a number of 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@fgeurofred.co.uk](mailto:technical@fgeurofred.co.uk)  
Web: [www.fgeurofred.co.uk](http://www.fgeurofred.co.uk)  
Address: FG Eurofred Limited  
Unit 150  
Centennial Avenue  
Elstree  
Borehamwood  
Hertfordshire  
WD6 3SG

### **VRF Commissioning:**

As an added benefit to all Advanced Comfort Club Members, FG Eurofred offer the following:

1. FOC Pre-commissioning checks on all V-II or VR-II installations.
2. FOC commissioning assistance on all V-II or VR-II VRF installations.

All other site visit requests will be charged at £450 per day where applicable.

**For further information on Warranty Details, Technical Support, Site Visits, Training Courses and the Fujitsu Product Range please contact FG Eurofred on the above number.**