



Frequently Asked Questions... [Points](#), [Training](#), [Rewards](#), [Leads](#), [Elite Contactor Status](#), [Registration](#), [Lifetime Installations](#), [Commercial Financing](#), [Warranty](#)

Points

How do I earn points?

You can earn points through online training classes, in person training classes and by registering condensers you have installed.

How many points can I earn?

You can earn 1 point for each online training course you complete and pass

You can earn up to 5 points for each full-day in-person training class based on grade

Grade 95-100 = 5 pts., 90-94 = 4 pts., 85-89 = 3 pts., 80-84 = 2 pts., 75-79 = 1 point

You can earn 1 point per Halcyon condenser registered and installed

You can earn 4 points per Airstage condenser installed and commissioned.

When do training points expire?

Training points expire after 24 months from the time they are awarded.

Ex. You completed and passed one online training in June 2015 receiving 1 point, and one full-day in-person training class in August 2015 with a grade of 88 receiving 4 points. Your points total would be 5 points in September 2015

September 2015

Training Completed	Grade Received	Points Earned	Date Completed	Status
Online class	Passed	1	June 2015	Current
Full-day in-person training class	88	4	August 2015	Current
Total		5		

Ex. If no other activity occurred, July 2017 training points would reduce down to 4 points as the online course expires 24 months from the month it was awarded

July 2017

Training Completed	Grade Received	Points Earned	Date Completed	Status
Online class	Passed	1	June 2015	Expired
Full-day in-person training class	88	4	August 2015	Current
Total		4		

Ex. If no other activity occurred, July 2017 training points would reduce down to 0 points as the full-day in-person training class also expires 24 months from the month it was awarded

September 2017

Training Completed	Grade Received	Points Earned	Date Completed	Status
Online class	Passed	1	June 2015	Expired
Full-day in-person training class	88	4	August 2015	Expired
Training Points Total		0		

When do condenser installation points expire?

Condenser Installations Points expire 12 months from the time they are awarded.

Ex. You register a Halcyon AOU36RLXFZ condenser for the Jones Residence in June 2015 earning you 1 point; you install (2) Halcyon AOU24RLXB condensers in July 2015 earning you 2 points; and in August 2015 you install and commission an Airstage AOUA72RLBV condenser earning you 4 points. Your points total would be 7 points in September 2015.

September 2015

Job Name	Registered Unit(s)	Qty.	Brand	Points Earned	Date Installed	Status
Jones Residence	AOU36RLXFZ	1	Halcyon	1	June 2015	Current
Good Eats Deli	AOU24RLXB	2	Halcyon	2	July 2015	Current
St. John Church	AOUA72RLBV	1	Airstage	4	August 2015	Current
Registration Points Total				7		

Ex. If no other activity occurred, July 2016 Condenser Installation Point total would reduce down to 1 point as the Jones Residence expires 12 months from the month it was awarded

July 2016

Job Name	Registered Unit(s)	Qty.	Brand	Points Earned	Date Installed	Status
Jones Residence	AOU36RLXFZ	1	Halcyon	1	June 2015	Expired
Good Eats Deli	AOU24RLXB	2	Halcyon	2	July 2015	Current
St. John Church	AOUA72RLBV	1	Airstage	4	August 2015	Current
Registration Points Total				6		

Ex. If no other activity occurred, August 2016 Condenser Installation Point total would reduce down to 4 points as the Good Eats Deli also expires 12 months from the month it was awarded

August 2016

Job Name	Registered Unit(s)	Qty	Brand	Points Earned	Date Installed	Status
Jones Residence	AOU36RLXFZ	1	Halcyon	1	June 2015	Expired
Good Eats Deli	AOU24RLXB	2	Halcyon	2	July 2015	Expired
St. John Church	AOUA72RLBV	1	Airstage	4	August 2015	Current
Registration Points Total				4		

Ex. If no other activity occurred, September 2016 Condenser Installation point total would reduce down to 0 points as St. John Church expires 12 months from the month it was awarded

September 2016

Job Name	Registered Unit(s)	Qty	Brand	Points Earned	Date Installed	Status
Jones Residence	AOU36RLXFZ	1	Halcyon	1	June 2015	Expired
Good Eats Deli	AOU24RLXB	2	Halcyon	2	July 2015	Expired
St. John Church	AOUA72RLBV	1	Airstage	4	August 2015	Expired
Registration Points Total				0		

Training

Where do I register for a class?

Click on “Training Signup” in the Fujitsu Toolbox and locate the date of the class you want to attend and click register. It will automatically register you for the class. There is no confirmation that is sent to the email address. If the class is a full-day in-person class please contact your distributor and register with them.

How do I unregister for a class?

Click on “Training Signup” in the Fujitsu Toolbox and locate the class that you registered for and click on un-register. It will automatically unregister you for the class.

Taking and completing an online training class?

Click on “Online Training” in the Fujitsu Toolbox, click on “My Courses” and select the course that you want to complete. Make sure once complete and pass the course you see the certificate at the bottom of the course page. Please print this certificate for your records.

When will I get points for completing a class?

Online training is automatically scored upon completion on a pass/fail basis. Full-day in-person training classes are graded and points are posted to your Fujitsu Toolbox within 48 hours.

What is the cost of a training class?

Online classes are free. Full-day in-person training classes vary in price please contact your local distributor for pricing for the class you want to attend.

Can I use my Loyalty Rewards for training?

No, Loyalty Rewards can only be used at this time for the Online Fujitsu Brand Store. You must be a Fujitsu Elite Contractor to access the Online Fujitsu Brand Store. For more information see Loyalty Rewards section of this FAQ document

Rewards

Who can earn Loyalty Rewards?

All contractors can accrue Loyalty Rewards but only when a contractor reaches Fujitsu Elite Contractor status, can they spend the rewards accrued.

How are Loyalty Rewards Earned?

Loyalty Rewards are earned at \$1.50 per 1,000 BTU of the condenser. For example if you install an AOU36RLXFZ1 condenser, that is a 36,000 BTU condenser, you would divide 36,000 BTUs by 1,000 giving you 36 and multiply that by \$1.50 for a total of \$54.00. All systems installed as of January 1, 2015 or later will qualify for Loyalty Rewards. You must have achieved Fujitsu Elite Contractor Status before accrued rewards will be available to spend.

What can Loyalty Rewards be used for?

Loyalty Rewards can be redeemed for sales literature, trade show materials, yard signs, posters, trade show banners, presentations, energy calculators, Fujitsu branded wearables, van signage and more. When you have achieved Fujitsu Elite Contractor Status you will have a link appear under the “Loyalty Rewards” link on your Fujitsu Toolbox home page to the Online Fujitsu Brand Store to spend your Loyalty Rewards.

What Loyalty Rewards cannot be used for?

It cannot be used for advertising, events, home shows. Please see your distributor for potential co-operative opportunities.

How do I know how many Loyalty Rewards I have earned?

By clicking on “Loyalty Reward” Icon from your Fujitsu Toolbox. You will be able to see registered condensers and see the Loyalty Rewards earned.

Are there other rewards to being a Fujitsu Elite Contractor?

Consumer Search Priority, one free additional full-day training to any Fujitsu full-day class, preferred priority to phone technical support, and additional 2-year warranty. You will also receive a Fujitsu Elite Contractor Welcome Kit, and invitation to Regional Contractor Meetings.

How do I claim my free additional training class?

Once you have reached Fujitsu Elite Contractor Status, a link will appear on your home screen to redeem this free class once it has been used, the link will be removed.

How do I spend my Loyalty Rewards?

You can spend these rewards by clicking on “Loyalty Rewards” Icon from your Fujitsu Toolbox and if you have met requirements and are an approved Fujitsu Elite Contractor, you will be able to link to the Online Fujitsu Brand Store to spend your Loyalty Rewards on sales materials, sales tools and wearables.

Leads

Who receives leads from consumers?

Fujitsu Elite Contractors, Halcyon Trained Contractors, and Airstage Trained Contractors receive consumer sales leads. Fujitsu Elite Contractors receive priority ranking on the consumer ‘contractor search’ and are placed higher on the list and by nature will receive more leads.

How does a consumer find a contractor?|

There are two ways for a consumer to find a contractor. If a consumer is looking for a contractor for their home or small business they will look up a contractor on the contractor look-up at www.fujitsugeneral.com. If the consumer is looking for a commercial contractor to install a VRF system they can look-up an Airstage Trained Contractors or a Fujitsu Elite Contractor who also holds an Airstage Trained Contractor badge at the Contractor Look-up on the Airstage website at www.airstagevrf.com.

How do they request a quotation?

The consumer enters a zip code to find a list of contractors in their area. The consumer then selects a contractor and completes an online form. The form will be emailed to the contractor to respond.

How am I notified about a lead?

Contractor receives an email from the consumer to the lead that is located in your “Sales Leads” link in your Fujitsu Toolbox that you maintain.

Elite Contractor Status

Who can become a Fujitsu Elite Contractor?

Only contractors who are committed to customer satisfaction, dedicated to training, experienced in installing Fujitsu systems, interested in technological advancements, motivated to promote their business, eager to learn more in the area of sales, application, installation and service of Fujitsu systems; and have met the requirements of the Fujitsu Elite Contractor program.

What do I need to do to become a Fujitsu Elite Contractor?

To become a Fujitsu Elite Contractor, your company must have earned a minimum of 18 training points and a minimum of 20 registration points and your total points must be greater than 50 and your Fujitsu Elite application must be approved by Fujitsu

If I was a Halcyon Dealer will I automatically become a Fujitsu Elite Contractor?

All previous Halcyon Dealers will be given Fujitsu Elite Contractor status through December 31, 2015. This will give contractors time to achieve any additional points require to retain their new Fujitsu Elite Contractor status.

Why is there a Code of Conduct?

Fujitsu is building an Elite team of contractors and to be part of this Elite team we are looking for contractors who will treat customers in the same manner we would, with respect and care. This Code of Conduct is a pledge that you and your company will provide the care consumers deserve. When you apply online for Fujitsu Elite Contractor status, you will be prompted to agree to the Code of Conduct online, in the Fujitsu Toolbox.

What happens if one of my employees violate the Code of Conduct?

When Fujitsu is made aware of a breach of the Code of Conduct you will be contacted by Fujitsu team to discuss it and determine a course of action, which can include loss of Fujitsu Elite Status.

How long do I remain a Fujitsu Elite Contractor once I have achieved Fujitsu Elite Contractor status?

You can retain your Fujitsu Elite Contractor Status without losing it so long as you keep up with all of the requirements of being a Fujitsu Elite Contractor.

Where can I find the application to become a Fujitsu Elite Contractor?

Once you have reached the minimum point requirements a link will appear in your Fujitsu Toolbox to complete the Fujitsu Elite Contractor application.

What do I need to provide in the application process?

The application includes contact information on your company and your license information where applicable by your province, state, county or city. It also include information about the customers you serve, residential, commercial or both. It also allows you to opt out of appearing in one or both online contractor searches by consumers (residential search or commercial search)

How long does it take for my application to be approved?

Please note that t can take between 24-48 hours for your application to be approved if all elements are complete. If your application is incomplete you will be notified by email for additional information. You will receive an email if you are approved or declined as well.

What happens if my points fall below my Fujitsu Elite Contractor Status?

Contractor will receive a warning email notifying you that your points will soon fall below the minimum requirements of the Fujitsu Elite Status. It is up to you then to complete more training or installations to prevent losing your Fujitsu Elite Contractor Status

Registration

How do I register a condenser?

As a contractor, from the Fujitsu Toolbox, when you click on “Register an Install” you will be walked through the Halcyon condenser registration process. As a consumer, they can register the Halcyon condenser installation at www.fujitsugeneral.com website by clicking on consumer tab and then product registration. When registration is complete a confirmation screen will appear for printing. It will display the corresponding extended warranty information. For Airstage products the equipment is automatically registered when product is commissioned. See your Fujitsu Airstage Distributor for additional information on commissioning

Who can register a condenser?

The contractor or consumer can register their own Halcyon condensing units. Our registration system prevents two registrations of the same model and serial number. For Airstage consumers cannot register equipment, the equipment is automatically registered through the commissioning process by the contractor. See your Fujitsu Airstage Distributor for additional information on commissioning

Can a homeowner register a system with a Fujitsu Elite Contractor, even if he did not install the system?

No. The homeowner is required to provide proof of purchase in order to receive warranty care. This proof of purchase will prevent this.

Can I see all the customer installations registered online and download a list to verify all installations they entered it?

Yes. Click on “View Registered Units” from here you can see all registrations associated with your company and download them via Excel.

Does Fujitsu send an email verification to the contractor and homeowner that we received the online registration?

If consumer does it themselves they only receive an online screen confirmation upon completion of the registration process. If a contractor registers the system on behalf of the homeowner, the homeowner will receive an email.

What happens if both contractor and homeowner both try to register the equipment?

The system will only allow 1 registration per serial number, to avoid duplicate entries.

Lifetime Installations

What does Lifetime installations show?

This badge displays all of your registration since the first day you were enrolled in the Fujitsu Toolbox (previously known as the Dealer Toolbox).

Commercial Financing

Where can I go to learn more about Commercial Financing?

There is a link on the Contractor Toolbox to Horizon Keystone Commercial Financing or you can go to www.FujitsuGeneralFinancing.com.

Who can use Commercial Financing?

Commercial Financing is open to all contractors selling or installing Fujitsu Halcyon or Airstage systems in a commercial business. Please note this is NOT residential consumer financing.

What amount is allowed to be financed?

Horizon Keystone can finance from \$5,000 to \$500,000 per commercial project. Projects under \$200,000 do not require business financials.

Can I use this financing to finance a mini-split for a homeowner?

No, this is strictly commercial financing to businesses.

What can I finance?

The entire commercial project including the heating and cooling equipment, installation, control systems, freight, and other soft costs.

Warranty

What is my Fujitsu Elite Contractor warranty?

When a Halcyon system is installed by a Fujitsu Elite Contractor the consumer receives a 12-year parts and compressor warranty. When an Airstage system is installed by an Airstage Trained Contractor or a Fujitsu Elite Contractor with an Airstage Trained Badge and the system is commissioned by an authorized Fujitsu Commissioning Agent, the system will receive a 10 year parts and 10 year compressor warranty.

What happens if a customer receives an extended warranty by having their system installed by a Fujitsu Elite Contractor and the contractor loses their Fujitsu Elite Contractor status?

Consumer will maintain the warranty that is earned at the time the registration is completed.

Example: If a consumer registers a Halcyon system using a Fujitsu Elite Contractor or a Fujitsu Elite Contractor registers a Halcyon system on behalf of the homeowner the system will receive a 12-year warranty. Since the warranty is tied to the registration at this point, even if contractor loses his Fujitsu Elite Status, the consumer retains their warranty.

Example: If a consumer has their Airstage system installed by a Airstage Trained Contractor or a Fujitsu Elite Contractor with an Airstage Trained Badge and has the system commissioned by an authorized Fujitsu Commissioning Agent, the system will receive a 10 year parts and 10 year compressor warranty. Since the warranty is tied to the commissioning at this point, even if contractor loses his Fujitsu Elite Status, the consumer retains their warranty.

What happens if I install a 6/2 warranty model after June 1, 2015 that is not on the exclusion list in the warranty statement does it receive the extended warranty?

The new extended warranty does not extend the warranty from 6 & 2 to 5 & 7. If the unit has an original warranty of 6 & 2 and is purchased after June 1st and meets all the requirements listed in the Warranty Statement, and is not an R22 refrigerant model or IAQ model or any of these models: ASU30RLX, ABU18RULX, ABU24RULX, ABU36RSLX, AUU18RLCX, AUU24RCLX, AUU36RCLX, AUU42RCLX, AOU18RLX, AOU24RLX, AOU30RLX, AOU36RLX, AOU42RLX then the warranty is extended to 10 & 10 or 12 & 12. Should the unit not meet all the requirements, then Warranty stays as original intended, 6 & 2.