

H-SERIES

Warranty And Service Policies

Failure to Start (FTS): A unit or a system that is unable to perform basic operations due to a defective component or part.

The Failure to Start Program covers all listed systems, identified by the outdoor unit, installed and put into service after January 1st 2025. Fujitsu General America Inc. will either provide a replacement unit or pay a flat labor reimbursement. Below establishes the process and criteria for both courses of action:

Replacement Requirements

The unit or system is deemed to be FTS, Fujitsu General America, inc. will provide a one time replacement unit in accordance with the conditions below:

1. The system installation is registered in the Fujitsu Online Registration system.
2. The unit has failed within 30 days from date of installation.
3. If the unit was installed by an Elite Contractor and has failed within 90 days from date of installation.
4. Fujitsu Service Department ticket is created by directly engaging a Fujitsu Service Technician (866-952-8324) or a Distributor TSA.
5. The installation guidelines must be in compliance in according to the installation manual.
6. Contractor or Distributor received a FTS-RA confirmation from FGAI.

All Payments and exchanges are done through the distributor

Fujitsu General America will replace the unit with a like unit. In the event this is not possible, Fujitsu will offer a unit of similar or greater performance.

-or-

Labor

Fujitsu General America, Inc will provide a one time flat labor reimbursement in accordance with the conditions listed below:

1. The system installation is registered in the Fujitsu Online Registration system.
2. The unit has failed within 30 days from the date of installation, Basic Labor rate will be paid.
3. 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.
4. A warranty claim must be submitted online for payment within 30 days from installation or 90 days if installed by an Elite contractor.

All payments and exchanges are done through the distributor.

Reimbursement Rates	
Standard Labor	\$175
Elite Labor	\$200

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Other Terms and Conditions

- Proof of purchase from an approved Fujitsu distributor may be required.
- Units and /or systems purchased through an online seller is not covered under this program and carries no warranty.
- Labor or unit exchanges without the prior approval from FGAI will not be considered.
- Program covers all models listed below, installed after January 1st, 2025.
- 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.
- 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 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 days from date of failure.
- This policy is subject to change without notice.

Qualified Models

Outdoor Model	Indoor Model
AOUH09LEAS1	All Compatible Indoor Models
AOUH09LMAS1	
AOUH12LEAS1	
AOUH12LMAS1	
AOUH12LMBH1	
AOUH12LMBS1	
AOUG15LZAS1	
AOU30RGLX	
All R-32 H-Series Models	



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