

WARRANTY TERMS

THE FOLLOWING DOCUMENT SETS OUT THE FG, EUROPE 10 YEAR WARRANTY POLICY.

Midea are a Fortune Listed top 500 global business exporting over 12,000,000 sets of air conditioning systems per year. No other manufacturer supplies more air conditioning units globally and with equipment installed in over 200 countries, in some of our planet's most extreme ambient temperatures, makes Midea a true market leader in air conditioning.

Midea annual sales in the last 10 years have grown from \$12bn to 24bn based on a simple strategy of providing innovative, affordable, robust and reliable air conditioning products. With production facilities in 12 countries, served by Midea owned German Robotic automation, provides global manufacturing accuracy that is only matched by companies such as BMW and Mercedes Benz.

We are therefore so confident in our products reliability that we are offering all our Mi-Pro installation partners the industry's 1st 10-year warranty.

10 Year Warranty: There is no one better at looking after an air conditioning product than the company who has selected the equipment and understands the application of the original installation. It therefore makes perfect sense for an end user to select the original installer in achieving the best possible maintenance and life cycle cost from their initial capital purchase.

To support our Mi-Pro installation partner's, offer the best possible maintenance and warranty to its customer we are offering financial support by the way of a 1st year service contribution.

The industry's 1st 10 Year Warranty for Mi-Pro installers who correctly maintain our products. (Annual Registration required)

Warranty Support: If you take care of our products and something goes wrong then we want you to remember this unlikely event for how quickly we made it right. Our aim is to provide the simplest, fastest and most economical means of repair in the industry.

1.1 10 Years warranty provides:

- a. Replacement parts from the date of equipment delivery for up to 10 years.
- b. i) Matched pairs only Split Systems (RAC wall mounted units 5 Years)
- ii) Multi-split systems (standard combinations only)
- iii) VRF (all types, standard combinations only)
- iv) Commercial split (standard combinations only)

1.2 Warranty Includes:

Guarantee against manufacturing faults and materials within the 10-year warranty period. The replacement parts will be supplied free of charge. A fixed labour allowance will be provided by FG Europe UK for up to 5 years dependant on Mi BCP installer and product registration status.

2.1 10-year warranty policy will be void if system failure is caused by:

- i) None Midea parts fitted.
- ii) Incorrect installation, Incorrect application, inadequate or unperformed commissioning.
- iii) Neglect, accidental and/or deliberate misuse, normal wear and tear.
- iv) Failure to periodically register equipment maintenance with FG Europe
- v) Any unauthorised alterations to original products or installation without approval from FG Europe UK,
- vi) Equipment working outside stated operating limits.
- viii) Maintenance carried out by anyone other than the original installer. (Unless agreed to with FG Europe)

3.1 Procedure

- i) We receive/customer acknowledges an FG Europe document for replacement parts under warranty.
- ii) Replacement parts are shipped to the clients required address on an agreed date.
- ii) Faulty parts are retained by the client and if requested must be returned to FG Europe UK.
- iii) Any claim made on equipment that does not have proof of periodic maintenance WILL NOT be considered. A separate parts purchase order we will then be required.
- iv) Fixed Labour allowances will only be paid against systems returning to operation within 72 hours of part delivery and must be claimed for separately.
- v) FG Europe reserves the right to update/ modify this warranty and its T&Cs at any time.



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