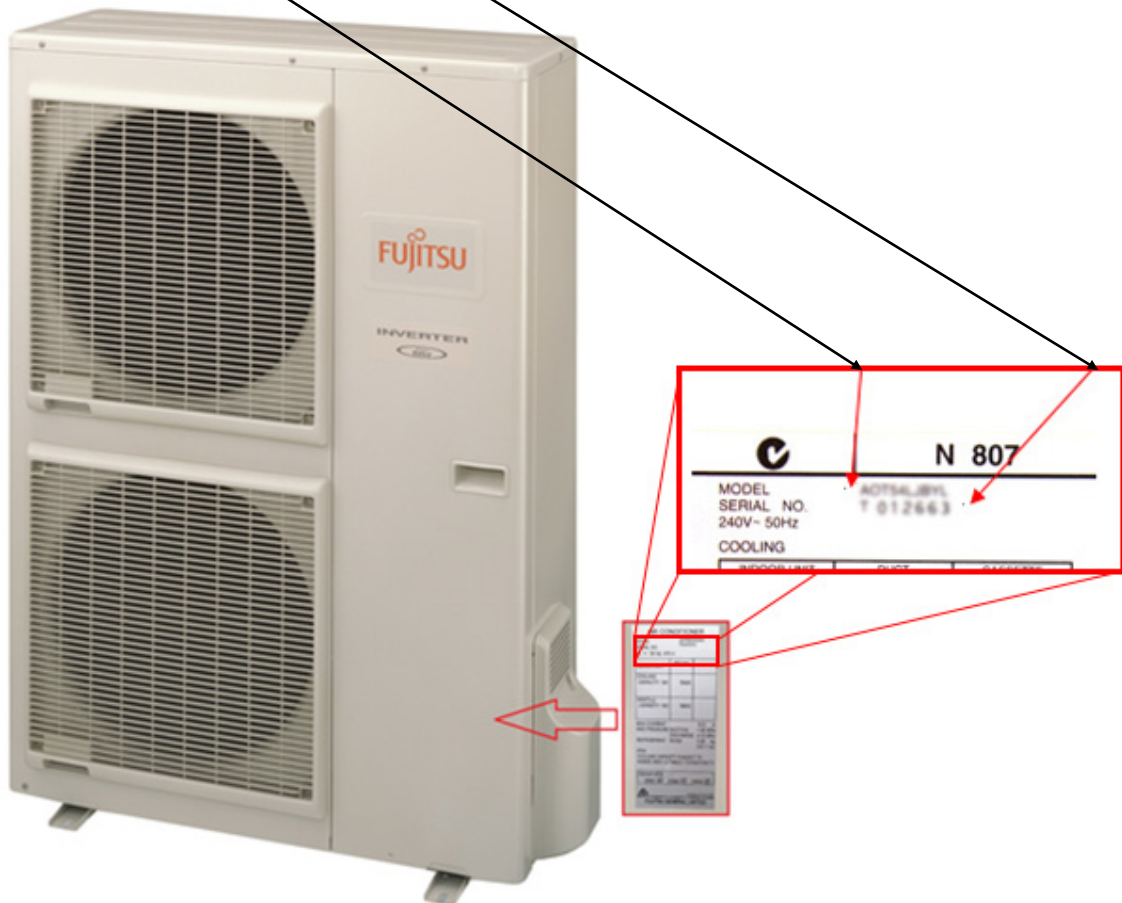


Where do I find my Indoor Model Number & the Outdoor Model and Serial Number?

Your indoor model number will be shown on your purchase receipt.

Your **outdoor** model number and serial number should be obtained from the actual outdoor unit. Please see example below:



In this example: Model number is: AOT54LJBYL

Serial number is: T012663 - your serial number will start with a E, R or T and is always followed by 6 digits.

If you are unable to access your serial numbers, please contact your installer who should have these on record.

How will I know my registration has been received?

Once you submit your registration details, you will see a confirmation message online. We will also send you a registration confirmation email. We will then check the details and once your registration form and purchase documents have been approved, you will receive a second confirmation email that you have qualified for the BONUS 2 year Extended Warranty. We will also notify you if your registration is invalid. Once you have successfully submitted a registration, you can check your registration status [here](#). Be sure to check your spam or junk folders if you do not receive any email correspondence. **If you're not sure your registration has successfully been submitted, please contact us via our [contact page](#).**

Should I register using my installation address or postal address?

Please register using your own domestic residential address. This should match the uploaded receipt.

What if my receipt / tax invoice is in a business name?

Unfortunately, purchases in business names cannot be approved. Your receipt / tax invoice has to be in your personal name to prove ownership of your Fujitsu Ducted Air Conditioning system.

Which details need to appear on my tax invoice?

Copies of receipts / tax invoices are acceptable as long as they show full payment, along with your name, address, contact details, place of purchase and the model number or capacity of the Fujitsu air conditioner/s purchased.

How do I show that my invoice has been paid in full?

As per the terms and conditions, purchase is defined as fully paid for with zero balance owing. Receipts / tax invoices showing an amount outstanding will be rejected. You must provide a finalised merchant tax invoice, along with a valid proof of payment (2 separate documents). For the purpose of this promotion, any Fujitsu Ducted System purchase made via the Fujitsu Cool Finance offer will be considered as paid in full.

What is the difference between my 'tax invoice' and 'proof of payment'?

Your tax invoice is the branded store/business receipt you receive at the time of purchase.

Your proof of payment is your transaction record, e.g. bank statement, eftpos stub, cash receipt, finance agreement.

Why do I need to enter an email address?

An email address is required so we can email you confirmation that your registration form has been received, approved and processed. You must have an email address to be able to complete the registration form. **If you do not provide a valid and active email address, you run the risk of missing out on important notifications regarding your registration, as well as your registration ID which is needed to redeem your BONUS 2 Year Extended Warranty.**

I am trying to print my confirmation of successful submission of my warranty registration form but my printer has failed! What now?

Don't worry. As long as you have completed the registration process, you will also be emailed a confirmation of your successful submission of your Warranty form that includes your Registration ID to print once your printer is working again or you have found an alternate solution. Please visit our [contact page](#) if you require further assistance.

What is my Registration ID and what is it used for?

Your Registration ID is a code unique to your BONUS 2 Year Extended Warranty. **It is important to record your registration ID on your 2 Year Extended Warranty card. You will need it to redeem your BONUS 2 year extended warranty.**

Now that I've submitted my registration form, how can I check on its progress?

To check on the status of your BONUS 2 Year Extended Warranty Registration, please [click here](#).

Help! I've lost my Registration ID – how can I get it back?

Visit [our registration home page](#) and select 'Registration Status – Check my Registration', entering the same email address submitted for the BONUS 2 Year Extended Warranty promotion.

Who is not eligible to participate in the promotion?

Employees (and their immediate families) of Fujitsu and agencies including participating dealers associated with this promotion are ineligible to participate. "Immediate family" means any of the following: spouse, ex-spouse, de-facto spouse, child or stepchild (whether natural or by adoption), parent, stepparent, grandparent, step grandparent, uncle, aunt, niece, nephew, brother, sister, stepbrother, stepsister or 1st cousin.

Participants must be over 18 years of age. The Fujitsu ducted air conditioning system must be purchased in an individual's name for their own domestic residence, and excludes non-residential applications. Purchases by, for and in the name of trusts, companies, businesses, commercial or residential developers/developments and purchases by builders, sub-contractors, installers/resellers and their immediate family, churches, not-for-profit organisations, sporting clubs and donations are not eligible. The purchaser is considered as the payer for the Eligible Products as shown on the submitted proof of payment document.

I'm building a house but it won't be finished and ready for air conditioning install until after 25th January 2018. Can I still register for the BONUS 2 Year Extended Warranty Offer?

No – the Fujitsu ducted air conditioning unit must be purchased by 5:00pm AEDST Thursday, 30 November 2017, and installed by 5:00pm AEDST Thursday, 25 January 2018, to access the BONUS 2 Year Extended Warranty Offer.

Which model numbers are eligible for the BONUS 2 year Extended Warranty offer?

2017 Extended Warranty - Eligible Model List

TYPE	OUTDOOR MODEL NUMBER	OUTDOOR SERIAL NUMBER PREFIX	INDOOR MODEL NUMBER	INDOOR SERIAL NUMBER PREFIX
Fujitsu Ducted Air Conditioning System	AOTA30LGTL	T	ARTA30LBTU	T
	AOTA36LBTL	T	ARTA36LATU	T
	AOTA36LCTL	T	ARTA36LATU	T
	AOTA45LBTL	T	ARTA45LATU	T
	AOTA45LCTL	T	ARTA45LATU	T
	AOTA72LALT	R	ARTC72LATU	T
	AOTA90LALT	R	ARTC90LATU	T
	AOTG18LACC	E	ARTG18LLTA	R
	AOTG24LATC	T	ARTG24MLC	R or E
	AOTG30LATL	T	ARTG30LHTA	T
	AOTG36LATL	T	ARTG36LHTA	T
	AOTG36LATT	T	ARTG36LHTB	T
	AOTG45LATL	T	ARTG45LHTA	T
	AOTG45LATT	T	ARTG45LHTB	T
	AOTG54LCTL	T	ARTG54LHTC	T
	AOTG60LATA	T	ARTG60LHTB	T
	AOTG60LATT	T	ARTG60LHTA	T
	AOTG09LBCB	E	ARTG09LLLB	R
	AOTG12LBCB	E	ARTG12LLLB	R
	AOTG09LBCA	R or E	ARTG09LLLB	R
	AOTG12LBCA	R or E	ARTG12LLLB	R
	AOTG24LBCA	T or E	ARTG24LHTDP	T
	AOTG30LBTA	T	ARTG30LHTDP	T
	AOTG36LBTA	T	ARTG36LHTDP	T
	AOTG45LBTB	T	ARTG45LHTDP	T
	AOTG54LBTB	T	ARTG54LHTDP	T
	AOTG45LBTA	T	ARTG45LDTA	T
AOTG54LBTA	T	ARTG54LDTA	T	
AOTG60LBTA	T	ARTG60LDTA	T	

What if I have a question that does not appear on the FAQs list?

Visit our [contact page](#) to get in touch with one of our friendly customer service representatives.

How do I claim my warranty?

Please contact Fujitsu General Assist on 1300 364 484.