

What is the Comfort Club?

Comfort Club is GENERAL HVAC Solutions UK Limited's reward scheme providing you with 2% of your spend on Qualifying Products back to you as Reward Value, being claimed as eVouchers.

What is a qualifying product?

Any products described on our website as 'Splits', 'Multi-Systems' or 'Variable Refrigerant Flow Systems' (VRF) and their options and accessories are included as qualifying products.

Spare Parts, Applied Products, ERVs (energy recovery ventilator units) and ATW (air to water) products are not included in the list of qualifying equipment.

What reward do you get for your spend?

To work out what you receive please see the below:

Spend	Rewards Value	Spend	Rewards Value
£50	£1	£5,000	£100
£500	£10	£10,000	£200
£1,000	£20	£20,000	£400

Is there a minimum claim?

The minimum reward claim we can accept is £50.

What can I claim?

We currently provide VEX eVouchers, allowing you to claim from over 150 brands, including:

- Love2shop
- Amazon
- John Lewis
- Marks & Spencer
- B&Q
- ScrewFix
- Halfords
- Virgin
- IKEA
- Ticketmaster
- Eurostar
- Hotels.com

For a full list of brands, click below:



How do I know what I can claim?

You will receive a regular statement showing, your balance available to claim from each distributor(s) you have a Comfort Club account with. If you buy directly from Fujitsu, you will also receive a statement from us. Please note you can only claim from each Distributor and from us direct up to the balance shown on the statement to you.

Do I have to do anything to maintain my membership?

We are asking members to ensure they have provided us with, a valid email contact for GENERAL HVAC Solutions UK Limited to contact you regarding the scheme, and a Companies house number, and VAT Registration number OR if you do not have these for whatever reason for you to notify

GENERAL HVAC Solutions UK Limited.

TEL: 0208 731 3450

Address: Unit 150, Centennial Park, Elstree, Borehamwood, Hertfordshire, WD6 3SG

Website: www.generalhvac.com/uk/

Registered in England: 6277345

our administrator that you are operating as a Sole Trader. All applications must have a valid F-Gas registration No.

How Does the Comfort Club work?

Accruing points

To accrue points, you must have set up an account with our distributor(s), or directly with us.

You can have as many Approved Distribution accounts, including our Direct account. The points on each account are treated separately and cannot be transferred to another account.

You start to accrue points from the 1st day of the month in which you joined Comfort Club under each distributor separately. For example; if you join a distributor in March you accrue points with them from March onwards. Adding a second distributor in April means you will accrue points with them from April.

All points are valid for 12 months, expiring at the end of March. March accrual will be included in the following year (April), allowing time for March's claim to be processed, being the following month.

Statements and Claims

Our Distributors will be handling your claims and statements on our behalf. If you have an account directly with GENERAL HVAC Solutions UK Limited, our Comfort Club administrator will handle these. Quarterly we will send out statements to the distributors who, in turn, pass this information to you.

If you would like to claim points as vouchers, we have a claim form available on our website for members to download, fill out and sign. Once the form is completed simply send this into your main contact at the distributor you are claiming the points under (or our administrator if you purchase your equipment with GENERAL HVAC Solutions UK Limited direct). Our website is shown in the link below.

Where do I sign up?

You can either complete the form via the QR here, or contact the distributor you purchase our equipment from.



What if I have any other questions?

Please feel free to check out our website shown above or contact us using the details below:

Email – comfortclub@uk.generalww.com