

2026

Elite Contractor Program

A TIERED PROGRAM WHERE INSTALLING MORE SYSTEMS EARNS MORE REWARDS



AIRSTAGE

GENERAL HVAC Solutions America, Inc

The Fujitsu logo, featuring the word 'FUJITSU' in a bold, red, sans-serif font. Above the letter 'J' is a red infinity symbol.



Tiered Elite Program

General HVAC Solutions America's Elite Contractor Program is for AIRSTAGE H, J and V-Series contractors. Elite Contractors are distinguished from other contractors because of the support and service they provide to their customers. Becoming an Elite Contractor earns you access to our top-notch sales support tools.

Contractors are recognized and rewarded based on the quantity of Fujitsu AIRSTAGE systems they install. The more you install, the more perks you receive!



	PARTNER	ELITE	ELITE PLUS
Product Registration Points (Based on prior calendar year)	12	20	100+
Learning Points (Based on prior 2 calendar years)	20	20	20
Priority Listing on Contractor Locator	✓	✓	✓
Extended Warranty*	✓	✓	✓
VIP Priority Tech Support	✓	✓	✓
Loyalty Rewards		✓ \$6/Ton Registered	✓ \$12/Ton Registered
AIRSTAGE University In-person Learning		✓ 1/year	✓ 4/year
Consumer Leads (free)		✓	✓
Ad Builder		✓	✓
Fujitsu AIRSTAGE Brand Store Access		✓	✓
Digital Marketing Tools		✓	✓
Direct Mail Tools		✓	✓
Promotions		✓	✓
1 Year FTS Unit Replacement		✓	✓
90 Day Labor Policy		✓	✓
1 Year Parts Warranty		✓	✓
Personal Use Program			✓
Contractor Event			✓

***Extended Warranty:**

- Homeowners receive an extra two-year parts and compressor warranty for a total of 12 years on residentially installed systems (AIRSTAGE H-Series and J-Series) when registered within 60 days.
- Owners receive an extended parts and compressor warranty for a total of 10 years on commercially installed systems (AIRSTAGE H-Series and J-Series) when registered within 60 days.

Partner, Elite and Elite Plus status will be earned based on the number of product registration points earned the prior calendar year (Jan 1 – Dec 31). The minimum required points for Product Registration must be achieved to reach each level.

Tiered Elite Program, cont'd

Elite Contractor Program Requirements

To participate in the Elite Contractor program, contractors must:

- Use their best efforts in resolving all customer complaints
- Be diligent and professional in handling all field service-related issues
- Offer Fujitsu AIRSTAGE systems for all ductless opportunities
- Meet state and local compliance and licensing requirements
- Meet and maintain registration point requirements for Elite Contractor levels
- Maintain current contact information on the ACCESS site to include staff names and cell numbers
- Utilize Lead Management System and follow up on consumer leads in a timely manner (Elite, Elite Plus)



2026 How Points are Earned and Removed

Points are earned based on systems installed and registered.

- AIRSTAGE H-Series Single-Zone Outdoor Units = 1 Point Each
- AIRSTAGE H-Series Multi-Zone Outdoor Units = 2 Points Each
- AIRSTAGE J-Series Outdoor Units = 2 Points Each
- AIRSTAGE V-Series Outdoor Units = 4 Points Each
- Registration points expire 12 months from the time they are awarded



Earning and Expiring of Status

Partner, Elite and Elite Plus status will be earned based on the number of product registration points earned the prior calendar year (Jan 1 – Dec 31). Beginning in 2026, the minimum required points for Product Registration must be achieved to reach each level.

- Status can increase throughout the program year if the minimum points of a tier are reached. For example, a contracting company can go from Partner to Elite or Elite Plus within the same program year.
- Status won't be lowered once it is set on January 1 of the program year.
- On January 1 of each year, status will be evaluated and adjusted accordingly, depending on product registration on December 31 of the prior year.

For example, if a contracting company earned Elite status for 2025 but ended 2025 with 13 Product Registration points, their status would be lowered to Partner in 2026.





Business Growth

We give you resources for success!

Priority Ranking on the Contractor Locator

Simply put, the more status you have, the higher ranked your company will be on the online Contractor Locator at fujitsugeneral.com.



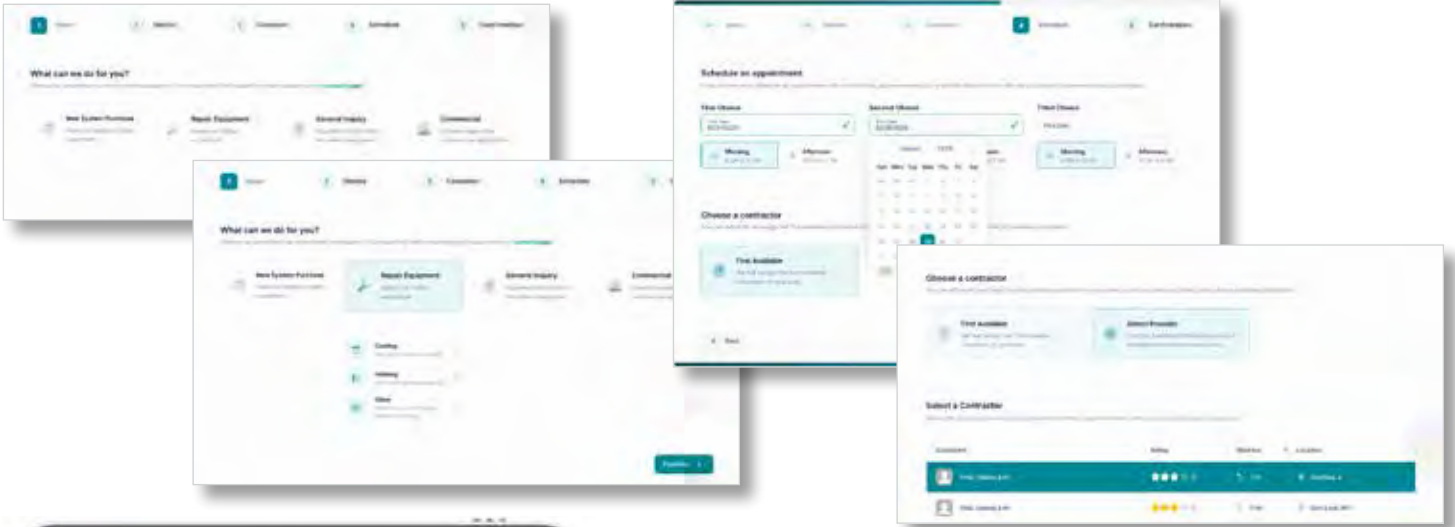
Order of Rankings	Registration Points Minimum
Elite Plus	2
Elite	
Partner	
Contractor	

If a contracting company's registration points drop below 2 points for any status level, the company will no longer appear on the Contractor Locator until 2 points are achieved again.

Lead Management

We're Putting Business in Elite Contractors' Inboxes

We send qualified leads right to our Elite Contractors! Homeowners visiting our website can request service from contracting companies directly. An email is sent directly to the contractor's Primary Contact every time a new lead comes in. They review the lead, including time requested, issue type, customer description, and even photos and videos, then decide if they want to accept the lead.



Access to Participate in Sales Builder Pro App

Sales Builder Pro is an in-home sales app that allows HVAC salespeople to provide customers with a professional presentation, including company background, available products and a proposal with good-better-best options, integrating payment option programs. Ductless design tools within the app streamline the design process. Instantly-generated proposals include all accessories for the job and provide product brochures and videos, all presented on a custom-branded layout. No Wi-Fi needed and integrates with many FSM systems.

See for yourself! Set up a demo at imobilesupport.com/schedule-a-demo.

Advertising and Brand Building

The Marketing Dashboard is the place to manage the Fujitsu AIRSTAGE branding efforts of Elite and Elite Plus Contractors.

Manage Loyalty Rewards

View and manage Loyalty Rewards and submit claims for reimbursement.

Digital Marketing Campaigns

Digital marketing packages include Google Search Advertising, a dedicated landing page funnel to send digital leads, Call Rail to track phone leads, optimizations to campaigns, landing pages and monthly reporting. The best part? Use Loyalty Rewards to pay for it!



AdBuilder Tool

Customizable templates to create high resolution direct mail pieces, web banners and billboards.

Shop the Brand Store

Order literature, sales tools and just about anything you can think of with the AIRSTAGE logo on it. Even better, order co-branded items to include your company logo! Funds are automatically deducted from Loyalty Rewards, covered at 100%.

Cash in on Loyalty Rewards

AIRSTAGE Elite and Elite Plus Contractors earn dollars from product registrations called Loyalty Rewards, which can be redeemed for sales literature, branded items and wearables, advertising, home shows, van signage and more. When you have achieved the Elite Contractor tier a link to "Marketing Dashboard" will appear in an admin's ACCESS account, taking you to shop the Fujitsu AIRSTAGE Brand Store or submit a claim for reimbursement.

How It Works

- Dollars are based on outdoor units.
- Elite: \$1.00 is earned for every 2,000 BTU_h installed.
- Elite Plus: \$2.00 is earned for every 2,000 BTU_h installed.
- Funds accrued in one calendar year last until 12/31 of the following calendar year.
- If a contractor's status drops below Elite, Loyalty Rewards are frozen and the Marketing Dashboard link on the contractor's ACCESS account no longer shows until Elite Contractor status is regained.

GENERAL HVAC America reserves the right to exclude projects that include special price adjustments.



Advanced Education

Adult Education

In-Person

Elite Contractors earn free tuition for one employee and Elite Plus earn free tuition for four employees per year to attend one of the following in-person courses at an AIRSTAGE University Learning Center location:

- H-Series: Application, Service, and Diagnostics 2 day course valued at \$499.
- J/V Series: VRF Technician Course (3 days) valued at \$499.

To redeem free tuition, please reach out to traininghvac@fujitsugeneral.com.



AIRSTAGE University Digital Campus

The Digital Campus is a one-stop shop for all AIRSTAGE learning. Digital Campus offers self-paced learning resources across all disciplines, including supplemental learning for instructor-led courses and just-in-time microlearning content. This platform includes practice and application opportunities, traditional self-paced coursework, and support for blended learning.



Service and Support

Extended Warranty

Fujitsu AIRSTAGE offers one of the most comprehensive warranties in the industry.



12/12 ONLY FOR SYSTEMS INSTALLED BY PARTNER, ELITE or ELITE PLUS CONTRACTORS

AIRSTAGE H and J-Series* that have been installed by a licensed Partner, Elite or Elite Plus tier contractor in a residential application and the online Product Registration has been submitted within 60 days of installation have a 12-Year Parts and Compressor warranty.



10/10 RESIDENTIAL APPLICATIONS

AIRSTAGE H and J-Series* that have been installed by a licensed contractor in a residential application and the online Product Registration^ has been submitted within 60 days of installation have a 10-Year Parts and Compressor warranty.



10/10 COMMERCIAL APPLICATIONS** - ONLY FOR SYSTEMS INSTALLED BY PARTNER, ELITE or ELITE PLUS CONTRACTORS

AIRSTAGE H and J-Series that have been installed by a licensed Partner, Elite or Elite Plus Contractor in a commercial application and the online Product Registration^ has been submitted within 60 days of installation have a 10-Year Parts and Compressor warranty. See Warranty Statements and Ec-10 Bulletin for full details.

* Any job with five or more J-Series units installed must be commissioned. Jobs with four or less J-Series units do not require commissioning.

**Certain conditions apply. Please email warranty@fujitsugeneral.com for details.

^ Residents of California and Quebec are not required to register the system in order to obtain all of the rights and remedies applicable to this Limited Warranty.





Service and Support, cont'd

Additional Service and Support for Residential Applications

VIP Tech Support – Elite Contractors jump ahead of standard contractors when waiting for Fujitsu AIRSTAGE Tech Support.

Valid on all AIRSTAGE H and J-Series systems:

One Year Unit Replacement

If any major component fails, within the first 12 months from date of purchase from distributor, GENERAL HVAC Solutions America will replace the entire defective unit. Major component = compressor failure, condenser or evaporator coil leak. We inspect all faulty models – if the unit shows no sign of failure GENERAL HVAC Solutions America reserves the right to bill the contractor for the unit.

OR

90-Day FTS Labor Policy (Failure to Start)

If any component fails in a system that was installed by an Elite or an Elite Plus Contractor in the first 90 days from date of purchase from distributor, GENERAL HVAC Solutions America will pay a labor allowance to repair the unit. Labor rates are determined by General HVAC Solutions America. There is no labor awarded on unit replacements.

Full Year Parts Replacement Warranty

Elite and Elite Plus Contractors receive 1-year warranty on any part that is replaced on a system that is out of warranty.

For more details please contact the Warranty Department at:
warranty@fujitsugeneral.com.



So You've Earned AIRSTAGE Status, Now What?!

Congratulations! You've reached AIRSTAGE status of either Partner, Elite or Elite Plus, but how do you show it off and learn about all of the perks that comes with it?



Annual Status Recognition - At the beginning of each year we will email contractors with their status notifications. Partner, Elite and Elite Plus Certificates can be downloaded from the ACCESS portal site.



Monthly Onboarding Webinar - We offer an online 'learn about all-things Elite' webinar on a monthly basis to onboard new Elites or provide a refresher for those already in the program.

Differentiate Yourself. Be Elite.



- Extended warranty program
- Priority ranking on the fujitsugeneral.com Contractor Locator
- Consumer leads direct to your inbox
- Loyalty Rewards Program
- Access to online Advertising Builder and digital marketing platform
- Free in-person learning for 1-4 employees per year
- VIP priority Tech Support
- Additional service and support tools including priority status in our tech support phone queues, 1-year unit replacement or 90-day FTS (Failure to Start) labor policy (AIRSTAGE H, J-Series)
- End-user earns an extra two years parts and compressor warranty for a total of 12 years on residentially installed systems (AIRSTAGE H, J-Series)
- End-user earns an extended parts and compressor warranty for a total of 10 years on commercially installed systems (AIRSTAGE H, J-Series)



Elite Contractors will not receive any preferential pricing. GENERAL HVAC Solutions America, Inc. reserves the right to withdraw a contractor's Elite status at any time at our sole discretion including, without limitation, if it is determined that the Elite Contractor is not performing in a manner that reflects positively on GENERAL HVAC Solutions America, Inc. and the brand or if the above requirements are not met.

