

Fujitsu enhances warranty programme and expands Comfort Club benefits

3 months ago



Fujitsu General Air Conditioning UK is strengthening its commitment to customers by introducing significant updates to its warranty programme, alongside key improvements to its Comfort Club rewards scheme.

Effective from April 1st and as part of ongoing efforts to support installers and distributors, Fujitsu has extended its warranty offerings to ensure greater peace of mind and long-term value.

The minimum warranty for Residential Air Conditioning (RAC) and Packaged Air Conditioning (PAC) systems has been increased from 3 years to 5 years, extendable to 7 years, offering improved coverage at no additional cost. Meanwhile, Variable Refrigerant Flow (VRF) warranty levels remain unchanged, with a standard 3-year warranty extendable to 7 years.

Elevating support through training and investment

Fujitsu's enhanced warranty programme rewards those who invest in professional training. Installers and contractors can qualify for extended warranties by ensuring their employees complete annual training courses. This ensures that customers receive service from highly skilled professionals while reinforcing Fujitsu's commitment to quality. Customers who meet the training requirements for the most comprehensive 7-year coverage will earn Infinity Partner status, gaining recognition as Fujitsu-accredited specialists.

Comfort Club: more flexibility, more rewards

In addition to warranty improvements, Fujitsu is making its Comfort Club rewards programme even more accessible. Members can now nominate unlimited distribution partners, providing greater flexibility in sourcing products. Other key updates include:

- Voucher Points – All points remain valid for 12 months, running from April to March. Points accrued during March will automatically be carried over.
- Expanded rewards – The introduction of VEX eVouchers allows members to redeem rewards from over 150 brands.
- Streamlined claims process – A simplified online registration and claims system makes it easier than ever to manage rewards.

Commitment to long-term support

“We recognise the importance of providing not just high-quality products but also long-term value and support,” said Deane Flint, Chief Operating Officer at Fujitsu General Air Conditioning UK. “By enhancing our warranty and Comfort Club programmes, we are ensuring that our partners and customers receive the best possible service, benefits, and peace of mind.”