

FUJITSU

AIR CONDITIONING

FUJITSU
AIR CONDITIONING
WELCOME GUIDE

FUJITSU GENERAL AIR CONDITIONING (UK)

An Introduction to Fujitsu Air Conditioning

Fujitsu is the second oldest IT company, being established in 1935. Our air-conditioning business began in 1960, and in 1986 Fujitsu was introduced into the UK and Irish market, launching the first window style unit and wall mounted split system.

For over 30 years Fujitsu Air Conditioning UK remains a leader, offering an unrivalled service. Our experienced sales team focus on securing consultant specifications and end user development, whilst encompassing installers and in line with Fujitsu UK's wide network of distribution partners.

All supported by an award winning customer service team and training calendar of courses, available at Fujitsu's training centres throughout the UK, whilst investing in education and the next generation of engineers with strategic partnerships with Colleges in England, Scotland & Northern Ireland.

Fujitsu aspire to provide eco-friendly, innovative, reliable and sustainable solutions.

History

In 1991 Fujitsu produced the worlds first Lambda heat-exchanger, creating both a compact and efficient wall mounted system. In 2003 the first self cleaning filter system was introduced

In 1993 Fujitsu introduced the world's first full-colour plasma display, in 1996, they introduced the worlds first 42-inch plasma display

In 2001 Fujitsu release their first heat-recovery VRF system, followed by the release of the worlds first mini VRF system in 2004.

In 2008 Fujitsu independently develops and begins the manufacturing of their twin rotary compressors, optimising efficiency for inverter driven systems.

Research & Development

Fujitsu have four air conditioning technology development centres, being in, Japan (HQ), China, Thailand and Germany.

Each centre investigates global market demands, producing products to meet customer's needs. Testing products in test environments to simulate extreme conditions, in order to develop cutting-edge and reliable technologies.

VRF

Since its launch in 2001, Fujitsu's "AIRSTAGE" series VRF systems has continued to gain market share, we have expanded the line-up with products that suit the needs of each region, including, Europe, Australia, Americas, and China.

As our development continues, the next generation of VRF systems will have advanced refrigerant cycle technology and comfort control, being the most energy efficient to date.

Chillers

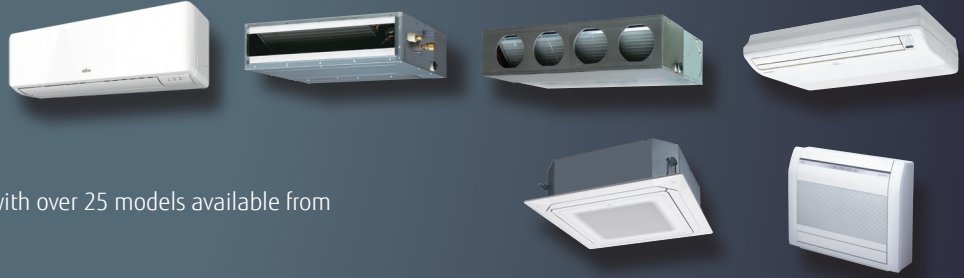
In 2017 Fujitsu-General Ltd and GI Holding S.p.a. (GIH) signed a joint partnership agreement for the comprehensive joint development of commercial air conditioners. Fujitsu General and GIH will jointly develop efficient air conditioning units by combining technologies in which both companies excel.

The current range of GIH products will be available to Fujitsu partners across the EU and includes, air and water cooled chillers from 20 to 3,900kW, Rooftop units from 65 to 252kW, Air Handling Units and Close Control systems.

GIH currently has the widest range of chillers with Medium / Low GWP refrigerants available in the industry including innovative 4-pipe simultaneous heating / cooling & heat recovery chillers from 50 to 1,130kW using R452b, R513a & R1234ze refrigerants.

Our Products

WIDE RANGE OF INDOOR UNITS WITH VARIOUS MODELS



6 types of indoor unit with over 25 models available from 2kW up to 22kW

MULTI SPLIT & SIMULTANEOUS SYSTEMS

2, 3, 4, 5 & 6 Room multi Outdoor units



Commercial Simultaneous Multi Systems 10kW – 22kW



MINI / MIDI VRF

AIRSTAGE J-II S



Mini VRF 12.1kW - 15.1kW

AIRSTAGE J-III



AIRSTAGE J-III L

Midi VRF 22kW - 50kW



MAXI VRF

AIRSTAGE VR-II

Heat Recovery Modular type Max. 48 HP

AIRSTAGE V-III

Heat pump modular type AIRSTAGE™ V-III max. 54 HP



CONTROL SOLUTIONS

Simple to sophisticated Control Solutions, including Wi-Fi, Central Controllers and BMS solutions



CHILLERS

Chillers and Close-Control



Customer Service & Logistics

We have an experienced and industry award winning customer services team. Our staff have extensive product knowledge, successively completing both industry and Fujitsu courses. Being dynamic, listening to our customers' needs and with continual improvement, making your experience with us as enjoyable as possible. The Customer Services team is your one stop shop for quotes, orders, deliveries, returns, warranties, special requests, logistics, product information and speedy, knowledge based service with a smile.



Spare Parts

With over 4,000 lines of spares parts stocked in the UK and a European network of Fujitsu suppliers, we are able to provide efficient solutions for you.

Delivery Service Options*

Next Day

Next Day Pre 10:30

Next Day Pre 12:00

Collection in person**

Special deliveries, including Saturdays are available

Phone: 0208 731 3450

Email: spares@fgac.fujitsu-general.com



Units

Our leading logistics partner, XPO, have a large fleet and lengthy experience with AC manufacturers, enabling us to meet your delivery requirements.

Text and email ahead service along with mobile app for customers, enhancing our delivery experience.

Delivery Service Times*

Next Day Standard: 08:00 – 17:00

Next Day AM/PM and specific timed

Out of Hours: Before 08:00 and after 17:00

Weekend

Premium two-man pack and position service

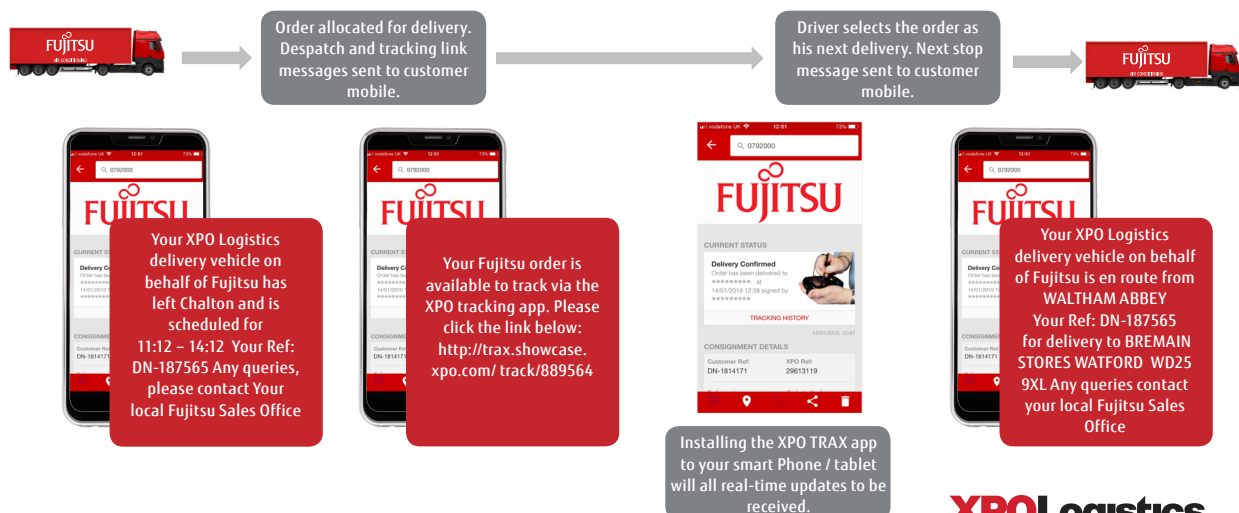
Collection in person**

Phone: 0208 731 3450

Email: units@fgac.fujitsu-general.com

Tracking App

Where is your delivery? When a mobile number is received with the Fujitsu order this enables delivery alerts to be sent directly to you and by installing the XPO TRAX app for real time updates to be pushed to your phone or tablet.



*Charges apply.

**2-3 Day Delivery for Scottish Highlands, IOM, ROI, NI & off shore UK islands

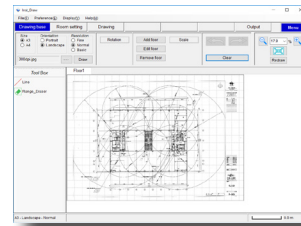
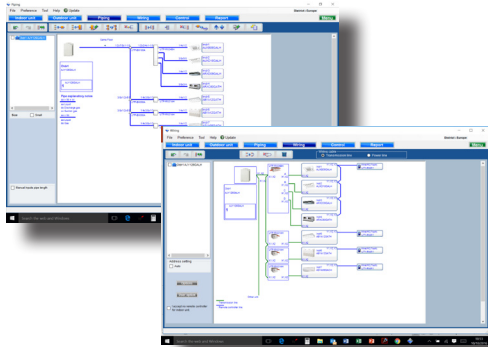
**Collection available on request from certain warehouses, including, Elstree and Maidstone

XPOLogistics

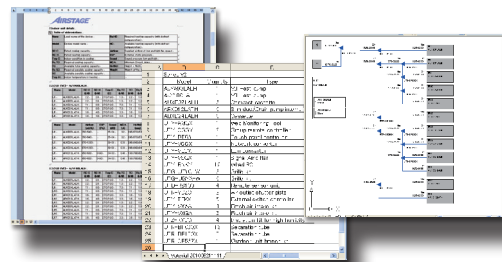
Design Service

Put your charts and pens away and design your projects on your computer with ease using the Design Simulator. Everything from selecting indoor units and outdoor units, allocating controls and optional parts to designing the piping and wiring systems is made easier using the program's built-in features

Import your image of the floor plan, rooms and outlines can be added, room sizes can be calculated by using the simple scaling feature, giving detailed drawings, piping, accessories, indoor and outdoor positions are all detailed.



Once your project is designed take advantage of the Export functions to easily get materials lists, product specifications, refrigerant calculations and more – it'll even export to Word, Excel & PDF formats, and group the relevant CAD data for your project



At Fujitsu we offer a bespoke design service, tailoring your VRF selection to your specification. The service is available from one of our Distribution Partners or from your local Fujitsu representative. Design Simulator is free to download from <https://www.fujitsu-general.com/global/support/downloads/vrf/ds/> You will find a tutorial video to explain how to use the software, or alternatively you can attend our DS training course at one of our nationwide training centres

Technical Support

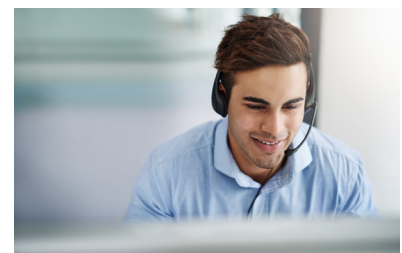
Help Desk

The Fujitsu technical team have many years of both industry and product knowledge. All enquiries are handled in a timely manner, with over 90% of calls being answered in less than 20 seconds. Our technical team can be contacted by

Phone: 0208 731 3431

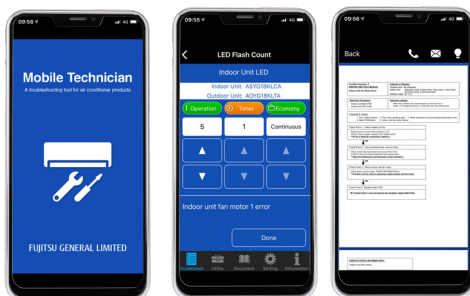
Email: technical@fgac.fujitsu-general.com

If you wish to contact your Fujitsu Distribution Partner technical support help desk please refer to the distributor contact details in the back of this catalogue.



Mobile App - Mobile Technician By FUJITSU GENERAL LIMITED

Fujitsu's Mobile Technician App provides basic error information as well as detailed troubleshooting flow charts, pressure/temperature conversion table and sensor voltage/resistance values



Website

Installation manuals, containing error information and refrigerant charge details, and, operation manuals for end-users, useful guides written by engineers for engineers, our website is the place to visit.

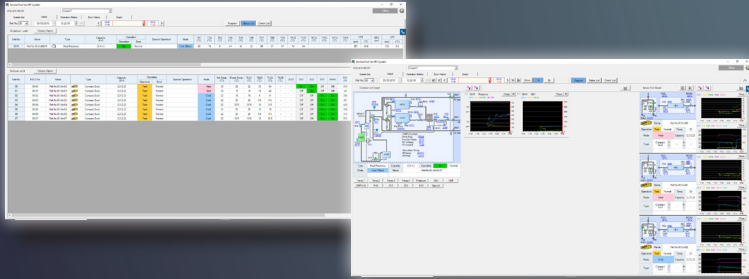
Website: <https://www.fujitsu-general.com/uk/>



Site Support

Fujitsu offer nationwide site support when needed. Including diagnostic work, installation guidance and commissioning. All of our engineers are F-Gas certified, CSCS registered and have completed all Fujitsu training courses, they also have many years site experience.

All work is guaranteed and backed-up with a detailed site or commissioning report.



Fujitsu have extremely useful diagnostic and commissioning tools for split/multi and VRF systems. Our VRF Service Tool software is the most detailed and easy to use. From room temperatures to superheat values, it tells you everything you need to know.

Strip and Rebuild

Access to roof space and plant areas can be restricted, and closing a road for crane access sometimes is not possible or feasible. Our Fujitsu engineers can dismantle an outdoor unit to suit your requirements, whether it is dismantled to fit an opening, or dismantled to component level.

Training



- | | |
|--|--|
|  Glasgow |  Midlands |
|  Belfast |  London |
|  Dublin |  Eastleigh |
|  Leeds | |

At Fujitsu we believe the best approach to training is to be trained by experienced field engineers that have many years in both, industry and product knowledge. We also believe working on installed and operational systems to be the best way to learn. Our practical exercises allow the engineer to develop their installation and commissioning skills and diagnosing faults by working on operational systems.

Our nationwide training centres are continually being updated to include the latest technology found in the market today. All our training centres have systems that have been professionally installed and are fully operational.

Our Training Centres include the following equipment

- Mini, Midi & Maxi VRF and Heat Recovery VRF
- DX Solutions
- Splits & Multi-Splits
- R32 Products
- Design & Service Software
- Central & BMS Controls
- Heat Recovery Ventilation

We have designed our courses and selected our training centres with the customer in mind, they are easy to access from either the motorway network or public transport, and are all completed in a single day, with an option to attend consecutive days to complete 2 or 3 courses in as many days.

CIBSE accredited CPD training courses are also available.

Phone: 0208 731 3450
Email: training@fgac.fujitsu-general.com
Website: <https://www.fujitsu-general.com/uk/support/training>



Comfort Club

The Comfort Club is our rewards based scheme, which is managed in-house, with our high standard of customer service, designed to benefit our customers by providing tangible rewards based on their spend.

Our members receive 2% of their spend on Fujitsu Product back to them by way of rewards vouchers.

Some of our vouchers are listed below...



We also now provide vouchers for the new Marketing website for customers to purchase Fujitsu branded and Dual Branded items

Phone: **0208 731 3450**

Email: comfortclub@fgac.fujitsu-general.com

Website: <https://www.fujitsu-general.com/uk/comfortclub/>

Infinity Scheme

The Infinity Scheme is our Approved Contractor scheme, which is designed to benefit our customers by providing tangible rewards based on their engineering excellence and loyalty to us.

The schemes are designed with the installer and end-user in mind. Our extensive and industry recognised training programme gives you the confidence and expertise in the Fujitsu brand.

Once approved you will have some of the best benefits available, including:

- Extended Warranties
- Access to our library of information
- Nationwide Training Courses
- Marketing Incentive: 1% at £50,000 and 2% at £125,000 to spend in our Fujitsu shop below.
- Access to the Fujitsu Store



The Good We Do



Fujitsu and TF Solutions donated air conditioning systems to The Donna Louise Children's Hospice Trust, they also teamed up together to host a charity football tournament.



Fujitsu have raised £3,000 in funds for the, CAH Support Group, The Brain Tumour Charity, and NeST in the London to Cambridge bike ride.



Sponsoring local youth football teams: Antrim Rovers Under 15s.



Fujitsu have supported the Trainee of the year awards for a number of years

Other organisations and Charities we support



Fujitsu have supplied these Colleges with equipment to help train our future engineers.



Fujitsu Store

Use your marketing incentive and Comfort Club points in the Fujitsu Store. You will find Fujitsu Air Conditioning branded merchandise including; clothing, vehicle sign writing, events, chargeable services, catalogues and more.

FUJITSU FUJITSU GENERAL
UNITED KINGDOM

MERCHANDISE

CLOTHING

MADE TO ORDER

NON-LSI SUPPLIED PRODUCTS

ACCOUNT

BASKET (2)

WELCOME TO THE
FUJITSU AIR CONDITIONING
MERCHANDISE & CLOTHING RANGE

> Merchandise

> Clothing

> Made To Order

> Non-LSI Supplied Products

Welcome to the new Fujitsu Air Conditioning corporate giftshop, created in partnership with our promotional items supplier, LSI.

We hope that this new online system will provide you with much faster lead times and a more efficient order process and delivery service.

You can manage your account by clicking the Account link in the navigation bar. Here, you can change your personal details, add/remove addresses, set addresses to be the default for delivery or billing and view and quickly review and re-order past orders.

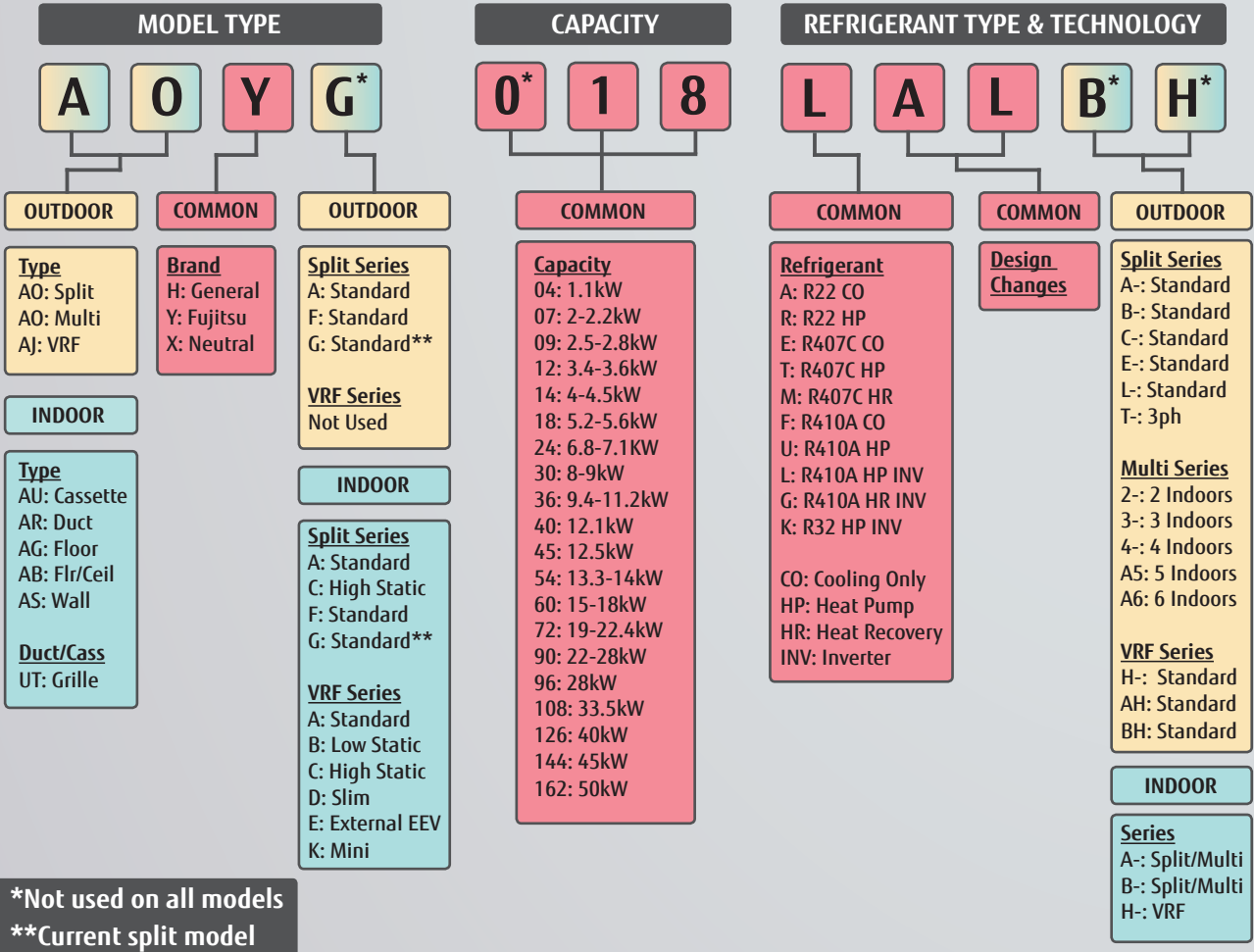
All stock items featured can be despatched within 24 hours if your order is placed before 12 noon (GMT). We will endeavour to despatch same day for approved accounts.

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Useful Information

To help you understand Fujitsu model codes, below are details on Indoor and Outdoor units. The 2 or 3 number digits in the model code relates to BTU/hr (British Thermal Unit). For example an AUYG18LALB has a nominal cooling capacity of 18,000BTU/hr, being 5.2kW.



Error Codes: Indoor unit and wired remote controller

Error Detail	Indoor LED Display Flashes			Wired RC	Error Detail	Indoor LED Display Flashes			Wired RC
	Operation	Timer	Economy			Operation	Timer	Economy	
Serial communication error	1	1	Continuous	11	OU Discharge temp sensor error	7	1	Continuous	71
Wired RC communication error	1	2	Continuous	12	Compressor temp sensor error	7	2	Continuous	72
Network communication error	1	4	Continuous	14	OU Heat-Ex liquid temp sensor error	7	3	Continuous	73
Check run unfinished	1	5	Continuous	15	OU Ambient temp sensor error	7	4	Continuous	74
Transmission/Peripheral connect error	1	6	Continuous	16	OU Suction ref temp sensor error	7	5	Continuous	75
Refrigeration circuit address setting error	2	1	Continuous	21	2/3 way valve temp sensor error	7	6	Continuous	76
Indoor unit capacity error	2	2	Continuous	22	OU Heat sink temp sensor error	7	7	Continuous	77
Combination error	2	3	Continuous	23	Sub-cool inlet/outlet temp sensor error	8	2	Continuous	82
Connection unit number error	2	4	Continuous	24	OU Liquid pipe temp sensor error	8	3	Continuous	83
Address setting error	2	6	Continuous	26	OU current sensor error	8	4	Continuous	84
Master/Slave unit set-up error	2	7	Continuous	27	HP/LP pressure sensor/switch error	8	6	Continuous	86
Connection unit number error in WRC circuit	2	9	Continuous	29	OU Current trip detection	9	4	Continuous	94
Power supply interruption error	3	1	Continuous	31	Compressor rotor location detection error	9	5	Continuous	95
Indoor PCB EPROM error	3	2	Continuous	32	OU fan motor error	9	7	Continuous	97
Manual auto switch error	3	5	Continuous	35	OU fan motor 2 error	9	8	Continuous	98
Indoor unit WRC communication error	3	10	Continuous	3A	4-way valve error	9	9	Continuous	99
Inlet air temp sensor error	4	1	Continuous	41	Coil (expansion valve) error	9	10	Continuous	9A
Indoor Heat-Ex middle temp sensor error	4	2	Continuous	42	Outdoor unit error	9	15	Continuous	9U
Indoor unit fan motor error	5	1	Continuous	51	OU Abnormal discharge temp error	10	1	Continuous	A1
Indoor EEV error	5	2	Continuous	52	Abnormal compressor temp error	10	3	Continuous	A3
Drain pump error	5	3	Continuous	53	High Pressure error	10	4	Continuous	A4
Damper error	5	7	Continuous	57	Low pressure error	10	5	Continuous	A5
Intake grille error	5	8	Continuous	58	VRF Branch box error	13	1	Continuous	J1
Indoor unit error	5	15	Continuous	5U	8-Way Multi branch box error	13	2	Continuous	J2
Outdoor PCB/communication error	6	2	Continuous	62	Accessories			WRC	
Inverter error	6	3	Continuous	63	VRF RB: Cable crossed OU/RB - IU/RB	on solid	on solid	-	-
Active filter/PFC circuit error	6	4	Continuous	64	VRF RB: Coms/Main PCB error	on solid	Continuous	-	-
Trip terminal 'L' error	6	5	Continuous	65	WRC: Incompatible IU connected	-	-	-	CO:15
Display PCB/communication error	6	10	Continuous	6A	WRC: Indoor - WRC comms error	-	-	-	CO:12

Contacts

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Website:
www.fujitsu-general.com/uk

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F: 0191 549 6969
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Fax: +353 1 4567512
Website: www.rslireland.com



Unit 1C, Enterprise Close, Millennium
Business Park, Mansfield, NG19 7JY
Tel: 01623 412 582
Fax: 01623 412 585
Website: www.oceanairuk.com



8 Spectrum Way Cheadle Heath,
Stockport, SK3 0SA
Tel: 0161 429 5917
Fax: 0161 429 5918
Website: www.tfsolutions.co.uk



Godstone Vineyard, Quarry Road,
Godstone, Surrey, RH9 8EQ,
Tel: 01883 745 001
Fax: 01883 745 009
Website: www.ultimateair.co.uk



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Warwick Technology Park, Gallows Hill,
Warwick, CV34 6DY
Tel: 01926 705 650
Fax: 0870 410 3918
Website: www.wolseley.co.uk



Delta House, Fairway, Bridgtown,
Cannock, Staffordshire, WS11 0DJ
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Fax: 01772 697 854
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