

FUJITSU

AIR CONDITIONING



WELCOME GUIDE

FUJITSU GENERAL AIR CONDITIONING (UK) LTD

An Introduction to Fujitsu General Air Conditioning (UK) Ltd

Who we are

Fujitsu is the second oldest IT company, being established in 1935. For over 35 years Fujitsu General Air Conditioning (UK) Ltd remains a leader, offering an unrivalled service. In 1986 Fujitsu were introduced into the UK and Irish market, launching the first window style unit and wall mounted split system.

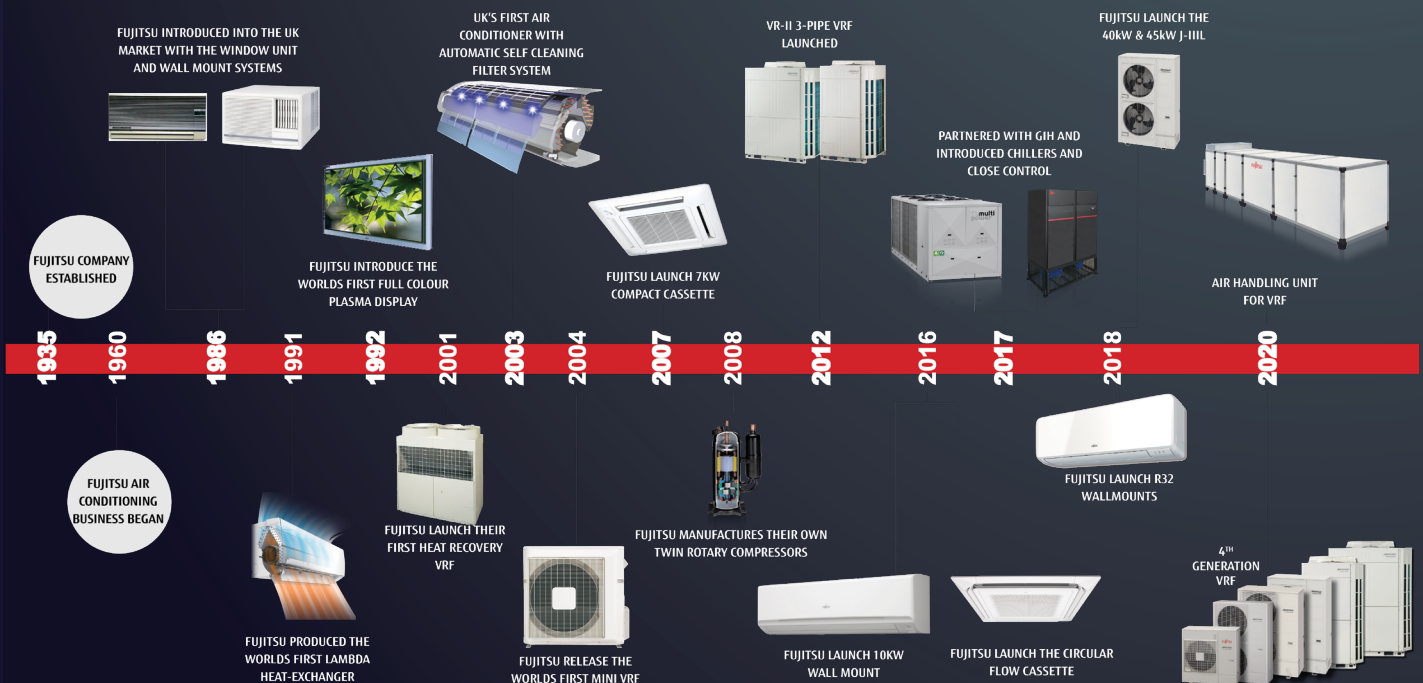
Why we do what we do

Fujitsu strives to create eco-friendly, reliable and sustainable solutions for the HVAC industry. We invest in our team members personal growth, optimise their abilities and value their unique culture and diversity. We respect our people by using a collaborative focus on communication to achieve our goals, Fujitsu always acts with integrity and shared ethics.

What we do

We create comfort for people all over the world with high quality and innovative manufacturing. We provide consistently reliable technologies approved and cultivated in the UK market which has a proven high standard for manufacturing. Using our research, development and manufacturing processes we are working on making environmentally friendly products that future generations can be proud of.

Historical Timeline of Fujitsu



What the future holds...

We are preparing to expand our range of Applied Products soon. Follow us on Social Media for updates!



Our Products

WIDE RANGE OF INDOOR UNITS WITH VARIOUS MODELS



MULTI SPLIT & SIMULTANEOUS SYSTEMS

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

Commercial Simultaneous Multi Systems 10kW – 22kW



MINI / MIDI VRF

AIRSTAGE™ J-IVS
Range 12.1kW – 15.5kW



AIRSTAGE™ J-IVL
Range 22.4kW – 50.4kW



AIRSTAGE™ J-IV
Range 12.1kW – 50.5kW



MAXI VRF

AIRSTAGE™ VR-IV
Maximum 48 HP Heat Recovery



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



APPLIED PRODUCTS



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.

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.



Units

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

Delivery Service Times*
Next Day Standard: 08:00 – 17:00
Other delivery options available on request

Phone: 0208 731 3450
Email: units@fgac.fujitsu-general.com

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, pre 12PM, pre 10AM
Other delivery options available on request

Phone: 0208 731 3450
Email: spares@fgac.fujitsu-general.com



Our courier partner, Palletways are a leading supply chain partner to blue-chip companies across every major industry, with a sole focus on freight transportation. With an extensive network of nationwide locations and experienced team members helps shippers manage their supply chains most efficiently, using their advanced technology for the movement of goods.

Fujitsu Webstore

webstore.uk.fujitsu-general.com

The ordering of both units and spare parts couldn't be easier than through our online Fujitsu webstore.

With detailed unit specifications and extensive sales and technical documentation to download you can ensure you have selected the correct system for your application. The site is also equipped with a handy compare function to easily identify the differences between units.

Interactive spare parts lists also ensure you select the correct replacement part and are available 24 hours a day, 7 days a week.

You can also view your account information such as previous quotes, orders, invoices.

Scan the QR code opposite below to visit our webstore now.



The screenshot shows the Fujitsu webstore interface. At the top, there's a navigation bar with 'HOME', 'SPLIT SYSTEMS', 'VRF', 'CONTROLS', 'ACCESSORIES', 'VENTILATION', 'ATM', 'APPLIED', 'SPARES', 'DOWNLOADS', 'TRAINING', 'DISTRIBUTORS', 'CONTACT US', and 'FAQ'. A search bar is present with the text 'Product name or item number'. Below the navigation, there's a 'Back to overview' link and a product image of a white wall-mounted indoor unit. To the right of the image, the product details are listed: 'ITEM NO. ASYG07KETA', '2.0kW White Wall Mounted Indoor Unit - R32', and various specifications like 'Includes Wireless Controller', 'Nom. Cooling Capacity: 2.0kW', 'Nom. Heating Capacity: 2.5kW', 'Height: 295mm', 'Width: 950mm', 'Depth: 230mm', 'Weight: 11kg', and 'Pipe Sizes: 1/4" & 3/8"'. The price is listed as '£353.40'. There are buttons for 'Add to basket' and 'Add to wish list'. Below the product details, there's a 'COMPARE PRODUCTS' section with two product cards: 'A0YG36KATA' (9.5kW Economy Outdoor Unit - R32 Single Phase, £1,267) and 'A0YG36K8TB' (9.5kW Standard Outdoor Unit - R32 Single Phase, £1,853). At the bottom, there's a 'SPECIFICATIONS' table comparing 'Economy' and 'Standard' models.

Specification	Economy	Standard
Max Pipe Length (m)	30	50
Additional Charge (g/m)	-	40
Cooling Mode Minimum Ambient (°C)	-10	-15

Product Warranty

The 7-year product warranty offered to Fujitsu General Air Conditioning (UK) Ltd customers ensures all Fujitsu cooling and heating equipment (including options and accessories) are free from manufacturing and material defects for a period of 7 years, assuring both you and your customers during the warranty period all parts are covered, and claims are processed hassle free.

Fujitsu provide various training courses covering Design, Installation, Service, Commissioning, and Service tool training on all our products. We have online and face to face live training throughout the UK. We also have a very experienced technical team that is on hand with support on trouble shooting, they will also be able to give you a call reference on request for any warranty claims.



Service and Maintenance



With a service and maintenance contract with Fujitsu you know your equipment will be serviced and maintained by expert engineers, backed by REFCOM Elite and Safe Contractor schemes, giving peace of mind that our engineers are at the highest level and capable to work on the most sophisticate HVAC equipment. We provide bespoke planned preventive maintenance packages, based on your requirements and our recommendations, anticipating future breakdowns.

We are not just manufactures of sustainable heating and cooling solutions, we offer a remote monitoring maintenance service, reducing our carbon footprint further by monitoring pressures, capacity loads, fault codes, operations and much more, from our service centre remotely.

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 incoming calls being answered within 20 seconds. Our technical team can be contacted on the details below

Phone: 0208 731 3431

Email: technical@fgac.fujitsu-general.com

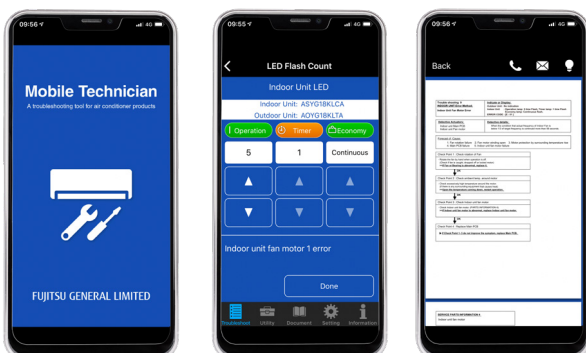


If you wish to contact your Fujitsu Distribution Partner technical support help desk please refer to the distributor contact details in the back of this catalogue.



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

Site Support

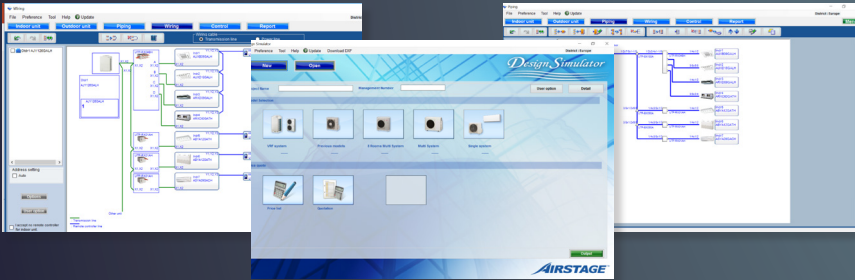
Fujitsu offer nationwide site support when needed. Including diagnostic work, installation guidance and commissioning.

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

Weekend Support Service

We understand that our customers may need support during the weekends when our offices are closed. To ensure we are adapting to our customer needs and delivering a high quality service we have a weekend technical support system available to all customer from 9am to 5pm Saturdays and Sundays. Just text the word "Fujitsu" to 87007 and one of our engineers will call you.

Commissioning Assistance

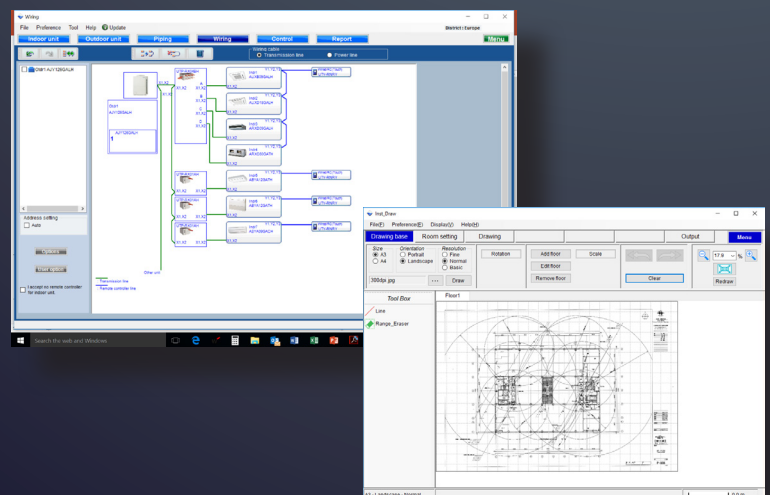
Sometimes our customers prefer the extra reassurance of having a Fujitsu engineer attend a site to assist with commissioning. We offer a service where we can attend site with our customers and ensure that everything meets their high standards

Design Simulator Selection Tool

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 via one of our Distribution Partners or your Fujitsu account manager. Design Simulator is also free to download from our customer portal.

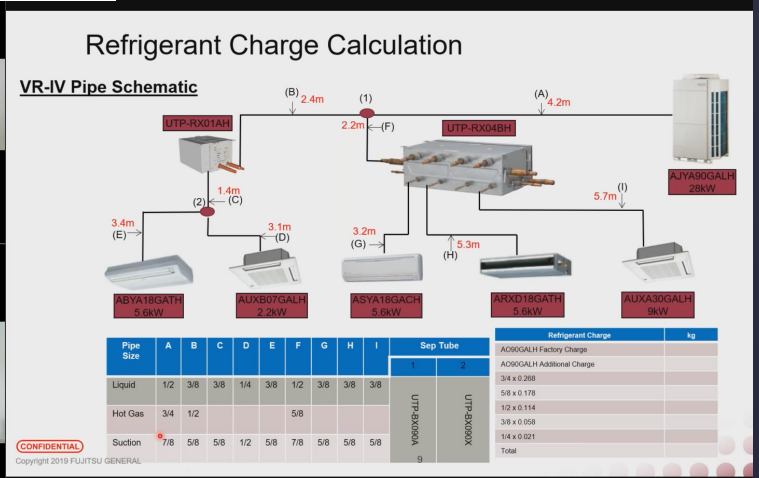
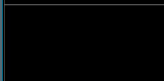
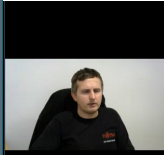
Training

Webinar Sessions

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.

Our exercises allow the engineer to develop their installation and commissioning skills and diagnosing faults.

Our core Training offering is over Webinar and allows a flexible approach to learning that empowers contractors to choose which specific parts of knowledge they wish to work on.



UK and ROI Training Centres

We also have a network of nationwide training centres that include the latest technology found in the market today. All our training centres have systems that have been professionally installed and are fully operational.

Some of our courses are listed below;

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

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.

Fujitsu are dedicated to the future and have supplied these Colleges with equipment to help train the engineers of tomorrow.



Phone: **0208 731 3431**
 Email: **training@fgac.fujitsu-general.com**
 Website: **https://www.fujitsu-general.com/uk/support/training**

CIBSE accredited CPD training courses are also available.



Air Conditioning

In partnership with GI Holdings Fujitsu have expanded our offering to include a wide range of Applied Products to suit large scale industrial applications from Datacentres to Warehouses

Split Systems

Fujitsu provides its customers with 6 types and 128 models air conditioning system ideal for various customer applications and layout. Environment-friendly new refrigerant R32 models are available.

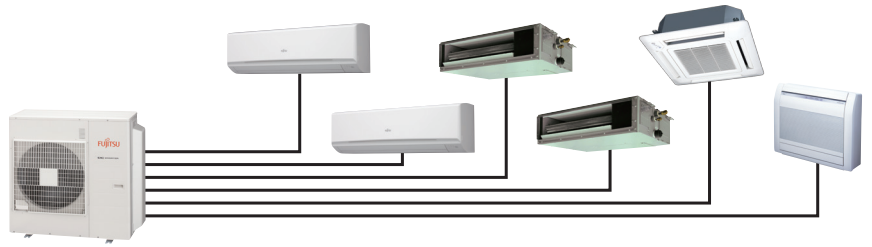


Multi Split Systems

Control several indoor units with one outdoor unit - Build the system you require.

If you want to keep a large floor or multiple rooms comfortable, use our Multi-split to build a compact system using just one outdoor unit.

Choose from an extensive lineup of indoor units, which match up to each room.



VRF

From High end residential to light commercial to large scale commercial projects the Fujitsu VR and J series VRF units are here to fulfill your requirements

Long pipe runs, simultaneous cooling and heating, energy efficiency and saving space are all considered when designing our VRF units.

Max **48 HP** Heat Recovery

AIRSTAGE™ VR-IV



Max **6 HP** Heat Pump,
Compact Design

AIRSTAGE™ J-IVS



Max **6 HP** Heat Pump

AIRSTAGE™ J-IV



Max **18 HP** Heat Pump

AIRSTAGE™ J-IVL



Applied Products

In partnership with GI Holdings Fujitsu have expanded our offering to include a wide range of Applied Products to suit large scale industrial applications from Datacentres to Warehouses

Chillers

The highest challenge in today's HVAC business is ensuring maximum comfort with the lowest energy consumption. Thanks to continuous research in new technical solutions, whatever your chiller needs are, Fujitsu and GIH have you covered. We have a wide range of Liquid and Dry-Coolers,



We also supply Packaged Roof Top Units and Condensing Units

Close Control

Fujitsu offers a complete range of solutions for comfort and industrial cooling: air conditioning and air handling systems in commercial or industrial buildings, cooling systems for server rooms and industrial process.

We supply top and bottom discharge units as well as Water and Air cooled



Air to Water

We offer a lineup suited for a broad spectrum of regional characteristics, family structure, and domestic applications. Providing a variety of products to meet customer needs from High Spec to reasonably-priced.

Our control system adjusts the flow temperature automatically depending on the weather conditions.



Air Handling Units

Fujitsu offer effective heat exchange and simultaneous fresh air ventilation products.

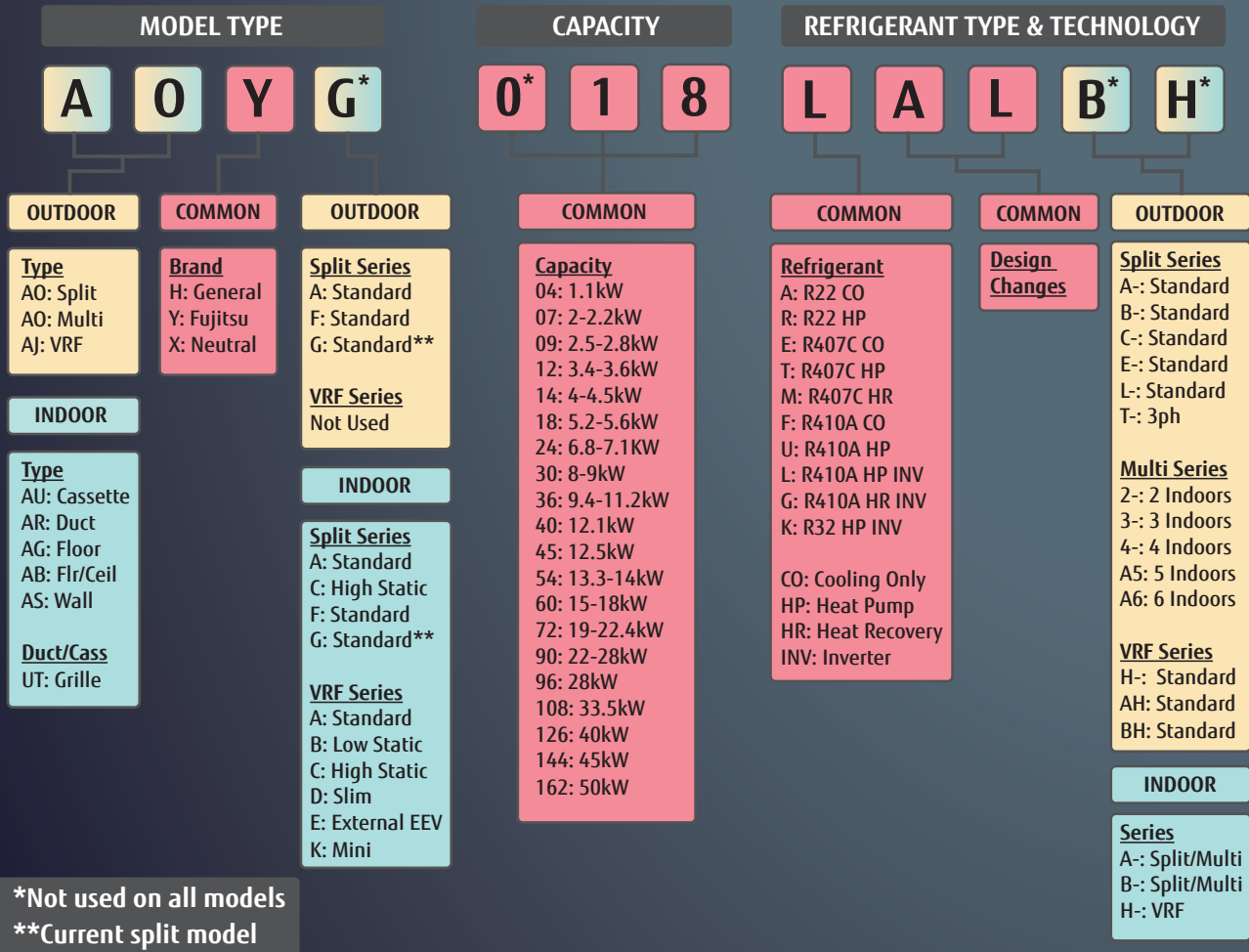
High Efficiency and low noise levels are achieved by using a highly efficient heat exchange process.

End users can conveniently select whether to use heat exchange or normal ventilation, according to their own requirements.



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					
Inverter error	6	3	Continuous	63	Accessories	PCB LED	PCB LED		WRC
Active filter/PFC circuit error	6	4	Continuous	64	VRF RB: Cable crossed OU/RB - IU/RB	on solid	on solid	-	-
Trip terminal 'L' error	6	5	Continuous	65	VRF RB: Coms/Main PCB error	on solid	Continuous	-	-
Display PCB/communication error	6	10	Continuous	6A	WRC: Incompatible IU connected	-	-	-	CO:15
					WRC: Indoor - WRC comms error	-	-	-	CO:12

Contacts

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AIR CONDITIONING

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Fax: 01623 412 585
Website: www.oceanairuk.com



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Fax: 01883 745 009
Website: www.ultimateair.co.uk



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Website: www.wolseley.co.uk

**IN A CHANGING WORLD
CONTROL IS EVERYTHING**

FUJITSU

AIR CONDITIONING

THE NAME YOU CAN RELY
ON



OUR TECHNOLOGIES

- CONSTANT TEMPERATURE & HUMIDITY
- HIGH SENSIBLE HEAT CAPACITIES, UP TO 100%
- DX AND CHILLED WATER SOLUTIONS
- DESIGNED FOR 24/7, 365 DAYS A YEAR OPERATION
- ENERGY EFFICIENT WITH FREE COOLING & LOGICA SYSTEM

**PRECISION AIR CONDITIONING FROM
FUJITSU GENERAL AIR CONDITIONING (UK) LTD**

Notice for specifications

I.U. = Indoor Unit O.U. = Outdoor Unit Qu = Quiet * = Not decided yet

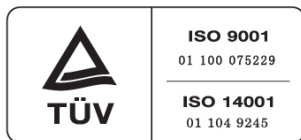
- Specifications and design are subject to change without notice for future improvement.
- For further details, please check with our authorised dealer.
- Cooling/Heating capacities are based on the following conditions.

Cooling	Indoor temp. : 27°C DB/19°C WB Outdoor temp.: 35°C DB/24°C WB	Heating	Indoor temp. : 20°C DB Outdoor temp.: 7°C DB/6°C WB
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- Performance test is in accordance with EN14511
- Seasonal efficiency test is on accordance with EN14825
- Sound power test is in accordance with EN12102



Fujitsu General (Thailand) Co., Ltd.



ISO 9001 Certified number: 01 100 075229
ISO 14001 Certified number: 01 104 9245

Fujitsu General (Shanghai) Co., Ltd.



ISO 9001 Certified number: 01 100 79269
ISO 14001 Certified number: CNB312244-UK

Fujitsu General Central Air-conditioner (Wuxi) Co., Ltd.



ISO 9001 Certified number: 15917Q20073R5M
ISO 14001 Certified number: 15918E20021R5M

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AIR CONDITIONING

WELCOME GUIDE

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