

**MITSUBISHI HEAVY INDUSTRIES AIR-CONDITIONERS AUSTRALIA, PTY. LTD.**

**POWERPLUS REWARDS PROGRAM**

**SUPPLY + INSTALL + EARN CAMPAIGN**

**FREQUENTLY ASKED QUESTIONS**

**1. What are the Campaign Dates?**

The campaign runs from **1 June 2020 – 31 March 2021**.

**2. When is the final date to make claims?**

All claims must be lodged by **5pm AEDT 31 March 2021**.

**3. What time will the Claim form close for me?**

The claim form will close at the following times for each location:

New South Wales **5pm AEDT 31 March 2021**

Queensland **4pm AEST 31 March 2021**

Northern Territory **3:30pm ACST 31 March 2021**

Victoria **5pm AEDT 31 March 2021**

South Australia **4.30pm ACDT 31 March 2021**

Western Australia **2pm AWST 31 March 2021**

New Zealand **7pm NZDT 31 March 2021**

**4. How do I qualify for the rewards?**

To be eligible for the installer reward, you must be an ACCREDITED Installer with the appropriate trade license to install air-conditioning/heat pump systems.

**5. How does it work?**

You are entitled to a Power+ reward every time you supply and install an eligible MHI System to an end consumer. After the installation, simply upload a copy of your customer's invoice **(including all model and serial numbers and ensuring that all contact information of your customer is blacked out)**. Once your claim has been validated and approved, the reward value will then be credited to your account. The more you recommend and install MHI products, the bigger your reward!

**6. If I was only contracted to install the unit for customer am I eligible for a reward?**

Yes, if you are contracted to only install the unit you can redeem a reward. This reward is equal to half of the Supply + Install reward. So if you supply + install a SRK71ZRA-W set you will achieve \$71 in rewards. If you only install the above product you are entitled to a \$35.50 reward.

**7. Can I claim a unit more than once?**

No, each unit can only be claimed once by an installer. Duplicate serial numbers and invoices

will be rejected under the Terms and Conditions.

**8. What information do I need to make a claim?**

To make your claim please ensure that you have the following details:

-Installation postcode

-Installation date

-Your consumer tax invoice with all consumer details blacked out. (The invoice that you supply to your customer)

-The model number and outdoor serial number (on both the claim form and printed on the tax invoice) for each system you are claiming.

**9. Will you accept my invoice from where I purchased a MHI unit?**

Unfortunately no, we require you to submit the invoice that you supply to your customer.

**10. How do I claim my Reward?**

You can claim your rewards during one of the four redemption periods. Simply login to the Power+ website during this period to redeem your rewards.

**11. When can I redeem my reward?**

The redemption periods are:

10 August 2020 – 31 August 2020

9 November 2020 – 30 November 2020

8 February 2021 – 26 February 2021

10 May 2021 – 31 May 2021

**12. Can I redeem my rewards outside of these dates?**

No, you will be unable to redeem your rewards outside of these dates.

**13. What happens if I do not redeem my rewards by the final redemption date?**

If you have not redeemed your rewards by **31 May 2021** all Power+ rewards will be forfeited.

**14. What can I redeem by rewards for?**

Power+ rewards can be redeemed for cash that is directly transferred as an EFT payment to your nominated bank account.

**15. Can I save my rewards, or do I have to redeem each time?**

Yes, you can save your Power+ rewards to keep accumulating more throughout the program.

**16. What account information do I need to provide to claim my Power+ Rewards?**

To claim your reward you need to provide the following account information:

-Account Name

-Account Number

-BSB Number

-Bank Name

**17. Is there a limit to the number of claims I can lodge?**

No, there is no limit to the number of claims you can lodge throughout the campaign.

**18. How many units can I claim on one invoice?**

You can claim a **MAXIMUM of SIX** units on one consumer invoice.

**19. Can I check the value of my rewards at any time?**

Yes, login to the Power+ Website anytime throughout the campaign to check the status of your claims and the value of your rewards.

**20. I have an account with MHI will I be entitled to the reward?**

Yes, if you sell any eligible MHI products as a supply + install to your end-consumer within the campaign period then you are entitled to the reward.

**21. I have an account with MHI as a reseller/wholesaler; and sold MHI products to my trade customers, will I be entitled to the reward?**

No, unfortunately you are not entitled to the reward. However, you should push this campaign with your trade customer base, as it will boost your sales. Your trade customers can register to participate in this program at any time.

**22. I am an accredited installer and I don't have an account with MHI, but purchased MHI products from another dealer/wholesaler; will I be entitled to the reward?**

Yes, you are entitled to the reward for every eligible MHI product you supply and install to your customer.

**23. Can I claim any invoices outside of the promotional dates?**

No, claims are only eligible if the invoices are dated between **1 June 2020 and 31 March 2021**.

No claims will be accepted after 5PM AEDT 31 March 2021.

24. Which models are eligible and what rewards will I get?

					\$ 1.00	
<b>Ducted Systems</b>	<b>Set Model No.</b>	<b>Indoor Model</b>	<b>Outdoor Model</b>	<b>kW</b>	<b>AUD</b>	<b>NZD</b>
FDUA Single Phase	FDUA71AVNXAVF	FDUA71VF	FDCA71VNXA	7.1kW	\$ 71.00	\$ 71.00
	FDUA100VNP1VF2	FDUA100VF2	FDC100VNP	10.0kW	\$ 100.00	\$ 100.00
	FDUA100AVNVF2	FDUA100VF2	FDCA100VN	10.0kW	\$ 100.00	\$ 100.00
	FDUA125AVNXVF	FDUA125VF	FDCA125VNX	12.5kW	\$ 125.00	\$ 125.00
	FDUA140AVNXVF	FDUA140VF	FDCA140VNX	14.0kW	\$ 140.00	\$ 140.00
FDUA Three Phase	FDUA125VSVXF	FDUA125VF	FDC125VSX	12.5kW	\$ 125.00	\$ 125.00
	FDUA140AVSXVF	FDUA140VF	FDCA140VSX	14.0kW	\$ 140.00	\$ 140.00
	FDUA160AVSAVF	FDUA160VF	FDCA160VSA	16.0kW	\$ 160.00	\$ 160.00
	FDUA200AVSAVG	FDUA200VG	FDCA200VSA	20.0kW	\$ 200.00	\$ 200.00
FDUM Single Phase	FDUM50ZMXAVH	FDUM50VH	SRC50ZMXA-S	5.0kW	\$ 50.00	\$ 50.00
	FDUM60ZMXAVH	FDUM60VH	SRC60ZMXA-S	6.0kW	\$ 60.00	\$ 60.00
	FDUM71AVNXAVF1	FDUM71VF1	FDCA71VNXA	7.1kW	\$ 71.00	\$ 71.00
	FDUM100VNP1VF2	FDUM100VF2	FDC100VNP	10.0kW	\$ 100.00	\$ 100.00
	FDUM100AVNVF2	FDUM100VF2	FDCA100VN	10.0kW	\$ 100.00	\$ 100.00
	FDUM125AVNXVF	FDUM125VF	FDCA125VNX	12.5kW	\$ 125.00	\$ 125.00
	FDUM140AVNXVF	FDUM140VF	FDCA140VNX	14.0kW	\$ 140.00	\$ 140.00
FDUM Three Phase	FDUM125VSVXF	FDUM125VF	FDC125VSX	12.5kW	\$ 125.00	\$ 125.00
	FDUM140AVSXVF	FDUM140VF	FDCA140VSX	14.0kW	\$ 140.00	\$ 140.00
FDU Single Phase	FDU71AVNXAVH	FDU71VH	FDCA71VNXA	7.1kW	\$ 71.00	\$ 71.00
	FDU100AVNVH	FDU100VH	FDCA100VN	10.0kW	\$ 100.00	\$ 100.00
	FDU100VNP1VH	FDU100VH	FDC100VNP	10.0kW	\$ 100.00	\$ 100.00
	FDU125AVNXVH	FDU125VH	FDCA125VNX	12.5kW	\$ 125.00	\$ 125.00
FDU Three Phase	FDU140AVNXVH	FDU140VH	FDCA140VNX	14.0kW	\$ 140.00	\$ 140.00
	FDU125VSVXH	FDU125VH	FDC125VSX	12.5kW	\$ 125.00	\$ 125.00
	FDU140AVSXVH	FDU140VH	FDCA140VSX	14.0kW	\$ 140.00	\$ 140.00
<b>VRF Ducted Systems</b>	<b>Set Model No.</b>	<b>Indoor Model</b>	<b>Outdoor Model</b>	<b>kW</b>	<b>AUD</b>	<b>NZD</b>
KX 1:1 Ducted Combinations	FDU90KXE6F/FDC112KXEN6-Set	FDU90KXE6F	FDC112KXEN6	11.2kW	\$ 112.00	\$ 112.00
	FDU112KXE6F/FDC112KXEN6-Set	FDU112KXE6F	FDC112KXEN6	11.2kW	\$ 112.00	\$ 112.00
	FDU140KXE6F/FDC140KXEN6-Set	FDU140KXE6F	FDC140KXEN6	14.0kW	\$ 140.00	\$ 140.00
	FDU160KXE6F/FDC140KXEN6-Set	FDU160KXE6F	FDC140KXEN6	14.0kW	\$ 140.00	\$ 140.00
	FDU160KXE6F/FDC155KXEN6-Set	FDU160KXE6F	FDC155KXEN6	15.5kW	\$ 155.00	\$ 155.00
	FDU140KXE6F/FDC140KXE6F-Set	FDU140KXE6F	FDC140KXE6F	14.0kW	\$ 140.00	\$ 140.00
	FDU160KXE6F/FDC140KXE6F-Set	FDU160KXE6F	FDC140KXE6F	14.0kW	\$ 140.00	\$ 140.00
	FDU160KXE6F/FDC155KXE6F-Set	FDU160KXE6F	FDC155KXE6F	15.5kW	\$ 155.00	\$ 155.00
	FDU224KXZE1/FDC224KXZPE1-Set	FDU224KXZE1	FDC224KXZPE1	22.4kW	\$ 224.00	\$ 224.00
	FDU280KXZE1/FDC280KXZPE1-Set	FDU280KXZE1	FDC280KXZPE1	28.0kW	\$ 280.00	\$ 280.00

					\$ 1.00	
<b>High Wall Split Systems</b>	<b>Set Model No.</b>	<b>Indoor Model</b>	<b>Outdoor Model</b>	<b>kW</b>	<b>AUD</b>	<b>NZD</b>
Avanti®	DXK06ZSA-W-Set	DXK06ZSA-W	DXC06ZSA-W	2.0kW	\$ 20.00	\$ 20.00
	SRK20ZSA-W-Set	SRK20ZSA-W	SRC20ZSA-W	2.0kW	\$ 20.00	\$ 20.00
	DXK09ZSA-W-Set	DXK09ZSA-W	DXC09ZSA-W	2.5kW	\$ 25.00	\$ 25.00
	SRK25ZSA-W-Set	SRK25ZSA-W	SRC25ZSA-W	2.5kW	\$ 25.00	\$ 25.00
	DXK12ZSA-W-Set	DXK12ZSA-W	DXC12ZSA-W	3.5kW	\$ 35.00	\$ 35.00
	SRK35ZSA-W-Set	SRK35ZSA-W	SRC35ZSA-W	3.5kW	\$ 35.00	\$ 35.00
	DXK18ZSA-W-Set	DXK18ZSA-W	DXC18ZSA-W	5.0kW	\$ 50.00	\$ 50.00
Avanti® Cool Only	SRK50ZSA-W-Set	SRK50ZSA-W	SRC50ZSA-W	5.0kW	\$ 50.00	\$ 50.00
	SRK10YSA-W-Set	SRK10YSA-W	SRC10YSA-W	2.5kW	\$ 25.00	\$ 25.00
	SRK13YSA-W-Set	SRK13YSA-W	SRC13YSA-W	3.5kW	\$ 35.00	\$ 35.00
Avanti PLUS®	SRK18YSA-W-Set	SRK18YSA-W	SRC18YSA-W	5.0kW	\$ 50.00	\$ 50.00
	SRK20ZSXA-W-Set	SRK20ZSXA-W	SRC20ZSXA-W	2.0kW	\$ 20.00	\$ 20.00
	SRK25ZSXA-W-Set	SRK25ZSXA-W	SRC25ZSXA-W	2.5kW	\$ 25.00	\$ 25.00
	SRK35ZSXA-W-Set	SRK35ZSXA-W	SRC35ZSXA-W	3.5kW	\$ 35.00	\$ 35.00
	SRK50ZSXA-W-Set	SRK50ZSXA-W	SRC50ZSXA-W	5.0kW	\$ 50.00	\$ 50.00
	SRK60ZSXA-W-Set	SRK60ZSXA-W	SRC60ZSXA-W	6.0kW	\$ 60.00	\$ 60.00
Bronte®	DXK21ZRA-W-Set	DXK21ZRA-W	DXC21ZRA-W	6.3kW	\$ 63.00	\$ 63.00
	SRK63ZRA-W-Set	SRK63ZRA-W	SRC63ZRA-W	6.3kW	\$ 63.00	\$ 63.00
	DXK24ZRA-W-Set	DXK24ZRA-W	DXC24ZRA-W	7.1kW	\$ 71.00	\$ 71.00
	SRK71ZRA-W-Set	SRK71ZRA-W	SRC71ZRA-W	7.1kW	\$ 71.00	\$ 71.00
	DXK28ZRA-W-Set	DXK28ZRA-W	DXC28ZRA-W	8.0kW	\$ 80.00	\$ 80.00
	SRK80ZRA-W-Set	SRK80ZRA-W	SRC80ZRA-W	8.0kW	\$ 80.00	\$ 80.00
	DXK33ZRA-W-Set	DXK33ZRA-W	DXC33ZRA-W	9.5kW	\$ 95.00	\$ 95.00
	SRK95ZRA-W-Set	SRK95ZRA-W	SRC95ZRA-W	9.5kW	\$ 95.00	\$ 95.00
Bronte® Cool Only	SRK24YRA-W-Set	SRK24YRA-W	SRC24YRA-W	7.1kW	\$ 71.00	\$ 71.00

**25. Does the reward value change depending on where I am located?**

No, whether you are in Australia or New Zealand, the dollar value is the same across both countries.

**26. Can I claim over the phone or by post?**

Unfortunately, NO, only Online Applications will be accepted at

[www.mhiaapowerplus.com](http://www.mhiaapowerplus.com)

Email, Telephone or Fax applications will NOT be accepted or processed.

Completed applications must be lodged online by **31 March 2021**.

It is your responsibility to ensure that ALL correct & required information is provided online by this date. If a claim fails to be correctly entered, it will not be processed.

**27. Is GST applicable to the reward payment?**

GST is applicable to the reward payment to installers.

**28. I received an email asking for additional details. What does that mean?**

If the campaigns team requests additional information, i.e photograph of the compliance plate, it means that they are unable to proceed with the validation of your claim without this information.

**29. What happens if I do not get back to the Campaign support team with the additional details by the specified date?**

If you do not get back to the support team with the requested documents by the specified date your claim will be deemed invalid and declined.