

Summer
CASH
BONUS!

Escape the heat with
Mitsubishi Heavy Industries Air Conditioning this summer

For Consumers: Frequently Asked Questions (FAQs)

What are the promotion dates?

Valid purchase and installation dates are from **1 November 2016 – 31 January 2017**.

To qualify approved Mitsubishi Heavy Industries Air Conditioner models must be purchased and paid in full between **1 November 2016** and **31 January 2017**.

When must I submit my claim by?

To qualify for the bonus ALL claims must be received **by 14 March 2017**

To receive payment applications must be correctly completed and received by **14 March 2017**

It is your responsibility to ensure that ALL information is correct and provided by this date.

If a claim has not been correctly submitted and/or is incomplete as at 23:59 AEDT **14 March 2017**, the cash bonus will NOT be paid and no further correspondence will be entered into.

What information do I need to complete the online form?

The information required is set-out in the form provided at www.mhiaapromotion.com

To complete the form you will need to provide the following details:

Contact Information

First Name

Last Name

Address (including your Post Code)

Phone number

Email address

Drop down menu 1 (select one only)

New Install

Replacement

Drop down menu 2 (select one only)

Supply & Install (Invoice MUST have product(s) and installers details.)

Supply of Air-conditioning unit ONLY (Invoice MUST only have product(s) details)

Purchase Information:

A. Supply & Install ONLY

- Date of purchase
- Dealer/Installer Name
- ABN
- Applicable trade licence No.
- Email address

UPLOAD PDF or IMAGE OF THE INVOICE

B. Supply of Air-conditioning unit ONLY

- Date of purchase
- Store Name
- State

UPLOAD PDF or IMAGE OF THE INVOICE

B.1 Install ONLY

Please provide the details of the installer of your MHI unit. These details should be on the tax invoice or quote from your installer.

- Date of purchase
- Business Name
- ABN
- Installer Contact Name
- Applicable trade licence No.
- Email address

UPLOAD PDF or IMAGE OF THE INTALLER INVOICE

Air-Conditioning Model (drop down menus)

Set model no. / Indoor unit model no. / Indoor unit serial no.

Bank Account Information

- Account Name
- Bank Name
- Account Number
- BSB Number

Is my Air Conditioner eligible and how much will I get?

Listed below are the VALID Mitsubishi Heavy Industries Air-Conditioner models for this promotion?

				Consumer Bonus
<i>Ducted Systems</i>	<i>Indoor Model</i>	<i>Outdoor Model</i>	<i>kW</i>	
FDDA71AVNXAVF	FDDA71VF	FDDA71VNX	7.1kW	\$ 100.00
FDDA100AVNVF2	FDDA100VF	FDDA100VN	10kW	\$ 100.00
FDDA125AVNXVF	FDDA125VF	FDDA125VNX	12.5kW	\$ 200.00
FDDA140AVNXVF	FDDA140VF	FDDA140VNX	14kW	\$ 200.00
FDDA140AVSXVF	FDDA140VF	FDDA140VSX	14kW	\$ 200.00
FDDA160AVSAVF	FDDA160VF	FDDA160VSA	16kW	\$ 200.00
FDDA200AVSAVG	FDDA200VG	FDDA200VSA	20kW	\$ 200.00
<i>High Wall Split Systems</i>	<i>Indoor Model</i>	<i>Outdoor Model</i>	<i>kW</i>	
DXK09ZMA-Set	DXK09ZMA-S	DXC09ZMA-S	2.5kW	\$ 100.00
DXK12ZMA-Set	DXK12ZMA-S	DXC12ZMA-S	3.3kW	\$ 100.00
DXK18ZMA-Set	DXK18ZMA-S	DXC18ZMA-S	5kW	\$ 100.00
DXK21ZMA-Set	DXK21ZMA-S	DXC21ZMA-S	6.3kW	\$ 100.00
DXK24ZMA-Set	DXK24ZMA-S	DXC24ZMA-S	7.1kW	\$ 100.00
DXK28ZMA-Set	DXK28ZMA-S	DXC28ZMA-S	8kW	\$ 100.00
DXK32ZMA-Set	DXK32ZMA-S	DXC32ZMA-S	9.2kW	\$ 100.00
SRK10YL-Set	SRK10YL-S	SRC10YL-S	2.5kW	\$ 100.00
SRK13YL-Set	SRK13YL-S	SRC13YL-S	3.5kW	\$ 100.00
SRK18YL-Set	SRK18YL-S	SRC18YL-S	5kW	\$ 100.00
SRK24YMA-Set	SRK24YMA-S	SRC24YMA-S	7.1kW	\$ 100.00
SRK25ZMA-Set	SRK25ZMA-S	SRC25ZMA-S	2.5kW	\$ 100.00
SRK35ZMA-Set	SRK35ZMA-S	SRC35ZMA-S	3.3kW	\$ 100.00
SRK50ZMA-Set	SRK50ZMA-S	SRC50ZMA-S	5kW	\$ 100.00
SRK63ZMA-Set	SRK63ZMA-S	SRC63ZMA-S	6.3kW	\$ 100.00
SRK71ZMA-Set	SRK71ZMA-S	SRC71ZMA-S	7.1kW	\$ 100.00
SRK80ZMA-Set	SRK80ZMA-S	SRC80ZMA-S	8kW	\$ 100.00
SRK92ZMA-Set	SRK92ZMA-S	SRC92ZMA-S	9.2kW	\$ 100.00

Valid models must be purchased, installed and paid for in full between **1 November 2016 – 31 January 2017**.

Valid Split System Air Conditioners will be processed as a SET UNIT that consists of INDOOR & OUTDOOR models.

For **validation**, you must supply the following...

SET MODEL NUMBER
INDOOR UNIT NUMBER
INDOOR UNIT SERIAL NUMBER

How many claims can I submit?

1. A maximum of three **(3)** eligible products may be claimed in one **(1)** purchase transaction.
2. A maximum only **one (1)** claim is eligible per household.
Duplicate tax invoices will be rejected.

Note:

Business applications will NOT be accepted.

Invoices under a business name and/or with ABNs will NOT be accepted.

Can I claim if my purchase is for a business?

NO. This promotion is for residential applications only. Business purchases will not be accepted.

Only residential claims will be considered for this promotion. The name on the Invoice must be a personal name to prove ownership of the Air Conditioning System.

Invoices issued to a Business Name (or listed ABN) cannot and will NOT be processed.

Can I apply over the phone or by post?

Unfortunately not, only Online Applications will be accepted.

Telephone, Fax or Postal applications CANNOT be accepted or processed.

Completed applications must be lodged online by **14th March 2017**.

It is your responsibility to ensure that ALL information is correct and provided by this date.

If a claim is not correctly entered, it will not be processed and NO further correspondence will be entered into.

If you have any concerns, please email us at info@mhiaapromotion.com

Can I track my claim?

Yes, you can track your claim online. After completing your online form, you will receive an automated unique claim number, which confirms your lodgement.

IMPORTANT: Do not delete the confirmation email.

Within 24 hours you will receive an automated email confirming the success of your claim.

This confirmation includes important information on the claim process as well as your

Unique ID Number for tracking purposes.

What do I do if I do not receive a confirmation email within 24 Hours?

First, check your Spam/Junk folder - just in case.

Then, if you still cannot find the email please email us on info@mhiaapromotion.com to confirm your application has been lodged correctly. We will respond to you within 48 hours.

It is your responsibility to ensure that your application has been lodged correctly.

Failing to do so may result in no cash bonus payment. If a claim fails to be correctly entered, it will not be processed and NO further correspondence will be entered into.

How long will it take for my cash bonus to be deposited in my account?

Allow 4 to 6 weeks after completing your online claim.

Your claim will be processed as quickly as possible, however due to the popularity of the promotion it takes time to check and process claims.

If you do not received payment within 6 weeks you can call 1800 229 408 for Australian enquiries and 0800 453 318 for New Zealand enquiries. Have your **Unique ID Number** handy so we can track your payment status.

Is proof of payment for my Air-conditioning unit required?

Yes, you MUST upload a copy of your invoice when you claim online.

It is your responsibility to provide a legible copy of your PAID Invoice at the time of claim.

This must show FULL PAYMENT (or \$0 balance owing) on valid Air Conditioner Model(s) purchased & paid for between **1 November 2016 – 31 January 2017**

If a copy of your invoice is not received within 24 hours of your claim, then your claim will not be processed and NO further correspondence will be entered into.

A legible scanned copy of the Invoice will suffice.

Please do not send the original Invoice as we are unable to return documentation to you.

What if I'm unable to upload a copy of the Invoice receipt with the claim?

If you are unable to upload a copy of your Invoice when you complete the online claim, then you must send it via email within 24 hours.

If your Invoice is not received within 24 hours, then your application will not be processed and NO further correspondence will be entered into.

The promotion is only available online. Postal applications will not be accepted.

Email: info@mhiaapromotion.com

Can I post a copy of the Invoice Receipt?

NO, however you may email a copy within 24 hours of submitting your claim online.

If you are unable to upload a copy of your Invoice Receipt when you complete the online claim, then you must send it via email within 24 hours.

If your Invoice Receipt is not received within 24 hours, then your claim will not be processed and NO further correspondence will be entered into.

The promotion is only available online. Postal applications will not be accepted.

Email: info@mhiaapromotion.com

Where can I find the serial number?

For **High Wall Air-Conditioners**, the model and serial number for the indoor unit can be found at the bottom section of the unit.

For **Ducted Air-Conditioners**, the model and serial numbers can be found on the control box of the unit.

Your Installer must supply you the model and serial number before installation.



Note: Your claim will be processed as quickly as possible, however due to the popularity of the promotion it takes time for all claims to be processed.

If you have not received payment within 6 weeks you can call 1800 229 408 for Australian enquiries and 0800 453 318 for New Zealand enquiries. Please ensure you have your **Unique ID Number** handy to assist tracking your payment status.

What do I need to do to WIN a GOPRO?

Once you've completed your claim online, you will receive an automated email within 24 hours confirming receipt of your claim. This email confirmation will have your Unique ID Number for claim tracking purposes and it will also contain the Facebook icon. Simply click the icon and LIKE us on Facebook. You will then automatically go into the draw to win one of six GoPro cameras. We are giving away a GoPro every week, for 6 weeks.



Draw dates:

23 Dec 2016, 30 Dec 2016, 6 Jan 2017, 13 Jan 2017, 20 Jan 2017, 27 Jan 2017

If you are a winner, you will be contacted in writing.

What else do I need to know?

Fraudulent Claims

Claims found to be fraudulent will be declined and subjected to further investigation and there may be legal ramifications.

Promotion Terms & Conditions

It is your responsibility to ensure that ALL information supplied is correct.

If a claim has not been correctly submitted and/or is incomplete as of 23:59 AEDT 14 March 2017, then no payment will be issued, and no further correspondence will be entered into.

To view the full Terms & Conditions visit www.mhiaapromotion.com