

The Renewable Solutions Provider

Making a World of Difference

Partner Programme



Air Conditioning | Heating
Ventilation | Controls



The name Mitsubishi is synonymous with excellence

Founded in 1921, Mitsubishi Electric is now a global, market leading environmental technologies manufacturer.

In the UK, the Living Environmental Systems Division provides pioneering solutions that heat, cool, and ventilate our buildings in some of the most energy efficient ways possible.

Established since 2005, Mitsubishi Electric devised the renowned Partner Programme to raise industry standards and improve working methods by enlisting a network of highly professional installers as our trusted Partners. As the need for improved energy efficiency continues to grow, so too does the demand for advanced solutions such as ours.

We believe that global climate challenges need local solutions. Our aim is to help individuals and businesses reduce the energy consumptions of their buildings and their running costs. Our Partners play a major role in the delivery of this goal.





The **Mitsubishi Electric Partner Programme** forges the link between our advanced products and your professional installation

Our Partner Programme helps deliver results

The Partner Programmes primary focus is on delivering the highest possible standards in both equipment supply and workmanship. When combined with new, more efficient ways of working together, the financial benefits generate themselves.

Responding to the need for reliable and consistent excellence throughout the heating, cooling and ventilation sectors, the primary principles of our Partner Programme are to:

Raise industry standards

The Mitsubishi Electric Partner Programme is uniquely based upon an agreed set of documented standards for Installation, Commissioning and Maintenance* - assuring the ultimate level of customer service and support from Mitsubishi Electric and our Partners.

In today's world however, technical standards alone are not enough. As market leaders, we feel that we must also look at the standards we adopt in the way in which we do business. We consider Health & Safety issues and Corporate Social Responsibility (CSR) policies to be just as important to the end-user. This is why that, in addition to adhering to our technical standards, our Partners are required to uphold given industry standards and to support the principles of our Green Gateway philosophy.

Reduce energy consumption

In the face of the global challenges associated with climate change, fuel security and fuel affordability, the way we consume energy in our buildings in the UK is probably undergoing one of its greatest transitions.

We believe that the need to support change touches all of those involved in the provision of heating, cooling, ventilation and controls into both commercial and residential buildings. This is why the collaborative approach, inherent in our Partner Programme, helps to deliver our Green Gateway commitments: from energy efficient equipment specification and installation; to on-going performance monitoring and recycling of old equipment.

Improve working methods

Having researched the way in which we do business with our customers, we've listened to your feedback and devised a range of working methods to make us easier to do business with. Through improved working methods we aim to develop much closer, more mutually-rewarding relationships with every one of our valued Partners. This extends to 24hr technical support, extended warranty and business support tools.

Actively support our Partners

We want to build loyalty and interdependence between ourselves and our Partners. In return we offer a benefits package that will help contribute towards making our Partner's business more efficient, professional, competitive and capable of growing in size and revenue. Through the Partner Programme we strive to actively support and reward our Partners through our technical assistance, marketing support and continuous training and development.

*As set out in the Melsmart Installation Standards

The range of benefits available to Partners

Extended Warranty - We will offer all Partners who adhere to our standards exclusive extended warranties.

Product and Industry Training - Although our Partners receive a free allocation of training courses, additional courses can be funded from the Relationship Development Fund at no further cost to the Partner.

24hr Technical Support - To assist our Partners in the maintenance of our equipment we have a dedicated technical support team who will endeavour to speedily diagnose faults and offer solutions to the problems our Partners may encounter.

Dedicated Partner Programme Co-ordinator - Our dedicated Partner Programme Co-ordinators are on hand to give Partners the support they need.

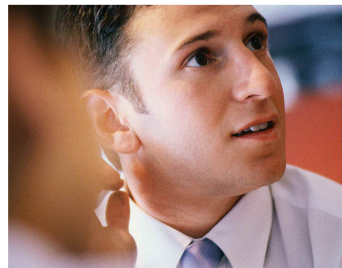
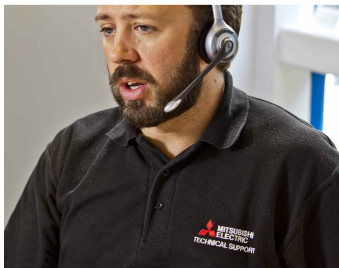
Joint Marketing / Relationship Development Fund (RDF) - We will work with Partners to promote our relationship and generate awareness of the unique business benefits of the Partner Programme to end-users. We operate a Partner Programme Relationship Development Fund (RDF) allocated in relation to their commercial activities with Mitsubishi Electric.

Promotional Goods RDF Catalogue - Partners can take advantage of their RDF to enhance their company image with dual branded work wear, promotional items and golf accessories.

Business Support Tools - We have made it easier to do business with Mitsubishi Electric through the introduction of new technologies and our business tools available to Partners.

Sales Leads - We will make sales leads available exclusively to our Partners.

Factory Visits & Events - Our Partners and their clients will have the opportunity to witness first-hand the manufacture of air conditioning and Ecodan units at our manufacturing facility in Scotland.



The various levels within our Partner Programme

As our business operates in two sectors, Air Conditioning and Heating, our Partner Programme has a number of levels that span both disciplines. The levels reflect the stage of business growth of each and every partners business and are categorised as:

- Accredited Installer (AI)
- Business Solution Partner (BSP)

Our Heating Partner Programme is divided into two separate areas, whereby the products are categorised by domestic and non domestic applications. Installers are required to attend the relevant Mitsubishi Electric training course related to the product and must meet the qualifying criteria.

Qualifying Criteria -

What qualifications do you need to be a Partner

To be eligible to join the Partner Programme, every company must be financially solvent and adhere to Corporate Social Responsibility (CSR), as well as Health and Safety policy. In addition, depending on your line of business and stage of growth, each Partner level has it's own set criteria standards of the programme. In addition, depending on your line of business and stage of growth, each Partner level has it's own set criteria.

Criteria	Air Conditioning	Heating Domestic Applications	Heating Non Domestic Applications
Public Liability	■	■	■
Employers Liability	■	■	■
Company F-Gas	■	■*	■*
Unvented Hot Water	N/A	■	N/A
C&G 6084/6089 (or equivalent)	N/A	■	N/A
CITB Certification	N/A	■	■
Industry Body Membership	N/A	N/A	■
MEUK Product Training	Optional	Mandatory	Mandatory

Please note:

* This may be required dependant on specific products and application.

Please contact your dedicated Partner Programme co-ordinator at partner@meuk.mee.com or call 01707 288757 for a list of these.

How to apply to become a Partner

If you'd like to become a Mitsubishi Electric Partner, there are two simple steps to follow:

1. Contact Us

Contact your local Mitsubishi Electric Sales office or authorised Mitsubishi Electric Wholesaler or Value Added Re-seller to request an application form.

Alternatively, please email partner@meuk.mee.com or call **01707 288757**.

2. Apply

Complete the Application Form in its entirety and send in all of the relevant supporting documentation. We will then review your application and check the status of the information supplied.

If your application is successful, you will receive your certification which officially recognises your Partner status and a Welcome Pack that will explain a whole host of benefits you will receive as being a valued Partner Programme member.

Please note for the Heating Partner programme it is mandatory to pass the relevant training courses before submitting the Application Form.





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Mitsubishi Electric's commitment to the environment



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