

# MI PRO PARTNERSHIP SCHEME

EARN UP TO £150 MI CARE CREDIT (1ST YEARS SERVICE CONTRIBUTIONS)  
SIMPLY REGISTER YOUR FIRST MI CARE SERVICE VISIT ON MIDEA'S MI PRO PORTAL





## WHAT IS A MI PRO PARTNER?

All Mi Pro Partners are certified FGAS companies who believe in the core values of protecting our industry when installing Midea products.

- Proven understanding of our products on-site and via training
- Primarily, all Mi Pro Partners are certified FGAS companies
- Proven responsibility in delivering long-term care of our products.

## WHAT ARE THE BENEFITS?

The ultimate goal for our game changing Mi Pro Partnership programme is to help our customers win more business in a way that responsibly takes care of our products and therefore the Midea brand.

In addition to offering their customers a 10 year warranty, qualified Mi Pro Partners can earn more by ensuring their customer understands that the best way of retaining equipment performance, reduced risk of failure and optimum efficiency is for preventive maintenance.

The reward for both the end user and the installer is an extended warranty for every year a maintenance is recorded on our Mi Pro Portal, up to 10 years.

This gives Midea Mi Pro Partners the opportunity to win maintenance contracts for every year the end user wishes to extend their warranty, up to 10 years.

## HOW DOES MY BUSINESS QUALIFY?

Qualification is simple, rewarding, achievable and FREE

- Validate your FGAS engineers on the Mi Pro Portal
- Participate in FREE training at one of our game changing training academies, online or on site\*
- Register at least 10 installations for warranty using the Mi Pro Portal

\*Free on-site training is available (VRF projects only, terms apply)



## MI PRO PARTNERSHIP

### A TRUE BUSINESS PARTNERSHIP IN EVERY SENSE

*“We have witnessed some fantastic success stories helping Midea become the fastest growing manufacturer of air conditioning products supplied into the UK.*

*The Mi Pro strategy we introduced five years ago is unique and is constantly evolving in line with market feedback we receive from our partners; this is helping us find new ways of developing our brand.*

*The core purpose of our strategy will not change which is to ensure the Mi Pro incentive for our partners and the end user delivers the best possible long-term care of our products. This simple after care partnership ensures our equipment provides the lowest possible energy use for the longest period of time which significantly lowers the risk of equipment failure - this is a win-win for Midea, the professional installer, and the end user. A true business partnership that is right for everyone not just the manufacturer.”*

**Steve Robinson,  
Managing Director,  
Midea UK & Ireland**



## MI PRO TRAINING

### WHERE CAN I GET MY TRAINING?

Midea training can take place at one of our game changing training academies, online or on site. Training is insightful, energetic, enjoyable, and FREE. Visit the support section on [mideauk.co.uk](http://mideauk.co.uk) to stay up-to-date with our training calendar or scan the QR code below.



### TRAINING MODULES INCLUDE:

- RAC installation and commissioning
- LCAC installation and commissioning
- VRF installation and commissioning
- Controls wiring and fault finding
- AHU and DX interface

### HOW QUICKLY CAN I QUALIFY?

You can become a Mi Pro Partner as soon as you have registered your first 10 installations for warranty on the Mi Pro Portal and successfully completing training either at one of our game changing training academies, online or onsite\*.

In as little as a few weeks after qualification, you will receive a welcome letter and direct QR code link to our website. This unique link will allow you to download your Mi Pro certificate and to demonstrate your company's 10 year warranty status to your end user/customer.

Once qualified, your first 10 installations will also be eligible for up to a 10 year warranty, if the original installer carries out and registers periodic maintenance each and every year.



\* Free on-site training is available (VRF projects only, terms apply).



## GAME CHANGING TRAINING ACADEMIES

### NORTH (NEWCASTLE)



The first Midea Training Academy opened at our Newcastle-upon-Tyne offices in 2017. Customers in the North of England can benefit from being trained at our Head Office with a large range of 'hands-on' equipment available.

### SOUTH (READING)



The Select Car Leasing Stadium at Reading FC is the home of Midea's Southern Training Academy. Fully equipped with Midea products, the 160ft<sup>2</sup> facility is set up within the stadium. Free parking, easy access and the added benefit of the onsite Voco Hotel.

### MIDLANDS (COMING SOON)

### ONLINE



We would love you to visit one of our game changing training academies but we realise it is not always possible, so we've created a series of bite-sized online training modules, helping you enhance your knowledge and skills from the comfort of your own home or office.

Sessions take place on Friday afternoons; we'll even help you celebrate passing your course module with a free Friday night feast.



## MI CARE SERVICE VISITS

### EARN MORE, WIN MORE

We are delivering a game changing unique value proposition to ensure our products receive the best possible care.

Installers who deliver our message that products given the best possible care during installation, followed by periodic and preventive Mi Care service visits will have the longest life cycle, are rewarded with a 10 year warranty and can earn Mi Care Credit on the successful registration of a first years' Mi Care service visit via the Mi Pro Portal.

MI CARE CREDIT (1st YEAR SERVICE CONTRIBUTIONS)	SYSTEMS COVERED
£30	Wall mounted split systems
£60	All other split systems
£100	VRF systems under 45kw
£150	VRF systems 45kw and above

All service contributions are displayed as Mi Care Credit when logged into the Mi Pro Portal. Mi Care Credit can be used by Mi Pro Partners on future discount only\* and will be available for use immediately but no sooner than the first service visit one year after installation.

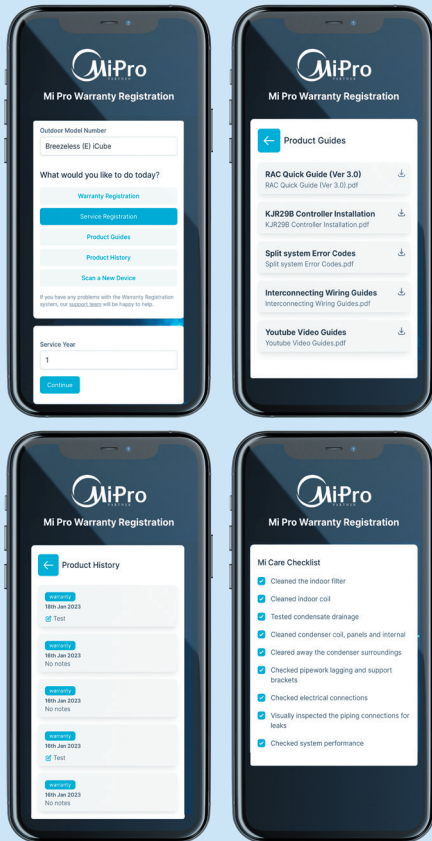
\*A minimum of £100 Mi Care credit is required to redeem future discount.

## MI PRO PORTAL

### MORE THAN JUST A REGISTRATION SITE

Our Mi Pro Portal has been developed as a single point of access to a variety of useful features, providing an elite level installer experience

- Claim and redeem Mi Care Credit (up to £150 per system)
- View service history specific to scanned product serial number
- View history and service dates of all registered equipment
- Access model specific guides by scanning a products serial no
- Watch model specific installation and support videos



\*\*please visit [www.midea.co.uk/terms](http://www.midea.co.uk/terms) to read full terms and conditions

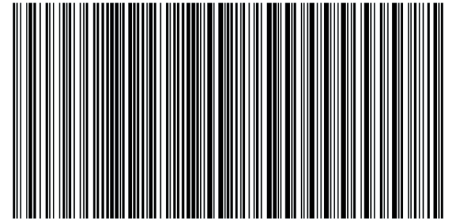
## QUICK DEMO

### STEP 1. REGISTER TO USE OUR PORTAL



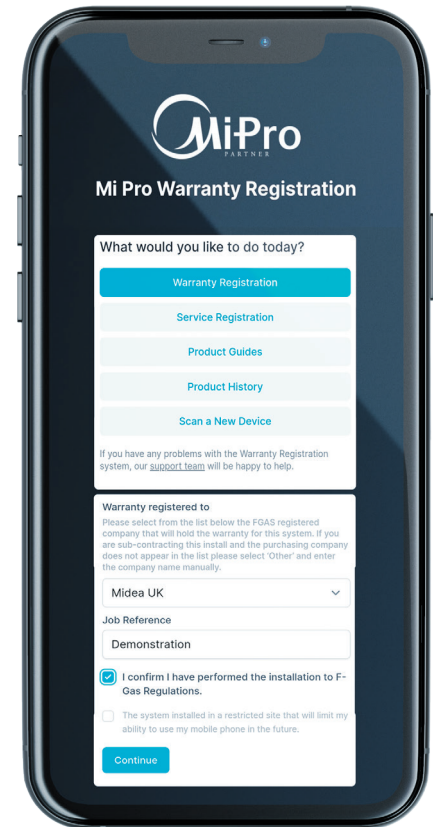
Scan the QR Code or visit [www.warranty/midea.co.uk](http://www.warranty/midea.co.uk)  
Register to connect your installation engineers to your company FGAS account.

### STEP 2. SCAN OUTDOOR UNIT SERIAL NO



During installation this will be the unique serial number for each outdoor unit.

### STEP 3. CONFIRM FGAS INSTALL



By confirming you have installed equipment to FGAS requirements and our recommendations, your registration is complete.

### FUTURE STEPS (EARN & REPEAT)

Follow these simple steps again during periodic Mi Care Service visits to achieve up to a 10 year warranty.

**REMEMBER:** you can claim up to £150 Mi Care Credit on 1st year Mi Care registered service visits.