



THE PROFESSIONAL INSTALLER PLATFORM

Mi Pro is Midea's professional installer platform that helps you register, protect and grow your business while unlocking more margin on every installation.



1 WHAT IS MI PRO?

Mi Pro is used for installer registration, training, warranty and customer support.



2 WARRANTY & REGISTRATION



- ✓ Register the product after installation
- ✓ Complete installation details correctly
- ✓ Register annual service visits
- ✓ Protect customer warranty confidence

KEY FACTS

- Installers can unlock an up to 10-year warranty
- Product registration validates warranty
- Product registration supports rewards
- Registration creates a professional handover from install to aftercare

3 MI CARE REWARDS – AIR CONDITIONING



EARN MORE
MARGIN

Earn up to £150 Mi Care Credit* on the successful registration of a first year service visit.

SYSTEM TYPE	MI CARE CREDIT (UP TO)
Wall Mounted Split Systems	£30
All Other Split Systems	£60
VRF Systems Under 45kW	£100
VRF Systems 45kW and Above	£150

All Mi Care Credit is displayed in the Mi Pro Portal and can be used against future orders. A minimum of £100 credit is required to redeem future discount.*

4 PERFORMANCE FACTS

UK SUPPORT PERFORMANCE



£25m UK STOCK HOLDING
Extensive stock of Midea products held in the UK for fast next day delivery.



MORE THAN 90%
NEXT-DAY SPARE PARTS FULFILMENT
Achieved on more than 90% of spare parts requests in 2025.



OVER 98%
CALLS ANSWERED WITHIN 10 RINGS
Midea's UK technical support team answer more than 98% of calls within 10 rings.



**UK INDUSTRY QUALIFIED
TECHNICAL SUPPORT ENGINEERS**
You will speak to UK time-served, industry qualified engineers every time.

5 UNLOCK MORE MARGIN



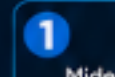
Mi Pro, Mi Care and Midea support help you win more business and retain customers.

- ✓ Strong product availability
- ✓ Competitive pricing
- ✓ Technical support
- ✓ Warranty support
- ✓ Service support
- ✓ Customer retention
- ✓ Premium sales opportunities
- ✓ More margin, more growth

"Unlock More Margin with Midea" means using our products, warranty, service and support to create more value for you and your customers.

6 HEAT PUMP – 3 WAYS TO WIN

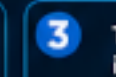
Our "3 Ways to Win" promotion on residential heat pumps helps you and your customers.



1 Midea engineers complete the first two annual service visits
Helping installers offer up to 3 years' free servicing to their customers.



2 The original installer can claim up to £300 in service rewards
£150 after each of the first two completed service visits.



3 The original installer can claim up to £300 in installation material rewards
By providing evidence of qualifying installation material purchases.

RESULT: Customers can receive up to 3 years' free servicing and installers can unlock more margin.

QUICK FIRE ANSWERS TO REMEMBER

What is Mi Pro?	Warranty available?	Register product where?	Service rewards where?	Reward per service? (AC only)	Total available? (AC only)	UK Stock?	Spare Parts Performance?	Technical Calls?	Support Team?	Only HVAC brand rewarding service registrations?
Professional Installer Platform	Up to 10 Years	Mi Pro Portal	Mi Care Portal	Up to £150	Up to £150	£25m	90%+ Next Day	98% Within 10 Rings	UK Qualified Engineers	Midea

REMEMBER: ✓ Register every installation ✓ Record every annual service ✓ Protect your customer's warranty ✓ Earn Mi Care rewards (AC only) ✓ Retain customers for up to 10 years ✓ Unlock more margin with Midea

*A minimum of £100 Mi Care credit is required to redeem future discount. Credit can be used on future orders. **Warranty will be void if the maintenance is not registered annually.

1 SOLSTICE



5 CORE WIRING WITH 1W STANDBY
Simplified installation with reduced wiring requirements and ultra-low standby power to save energy and costs.



SELF-CLEANING OUTDOOR COIL
Helps maintain efficiency and reliability for longer.



180° LOUVRE
Wider airflow coverage for enhanced comfort throughout the room.

2 BREEZELESS E



MICROHOLES FOR DIFFUSION
Thousands of microholes distribute air gently for improved comfort.



i-ECO DASHBOARD
Energy monitoring to help track usage and running costs.



BUILT-IN WI-FI
No dongle required for app connectivity.

3 PENROSE



GLASS MIRROR FRONT
Premium mirrored finish for a stunning, high-end look.



ULTRA-QUIET BEZIER CURVE DESIGN
Stylish curved profile with exceptionally quiet operation.



VERTICAL HEATING AIRFLOW
Directs warm air down into the occupied space.

4 CONSOLE



DUAL DISCHARGE IN HEATING
Warms the room faster with air from both top and bottom.



EASY MAINTENANCE FRONT PANEL
Quick and simple access for servicing and maintenance.



FLOOR OR WALL MOUNTING
Flexible installation to suit space.

5 BREEZELESS COMPACT CASSETTE



COMPATIBLE WITH MULTI, TWIN, TRIPLE & QUAD SYSTEMS
Flexible application across a wide range of commercial installations.



MICROHOLE TECHNOLOGY
Gentle, draught-free air distribution for enhanced occupant comfort.



360° AIRFLOW
Even air distribution throughout the entire room.



Midea Quality
You Can Trust



Up to 10 Year Warranty*
*Terms & conditions apply.



Unlock More Margin
with Midea Air Conditioning

6 MULTI SPLIT OUTDOOR



2-5 ZONE CONTROL FROM ONE OUTDOOR UNIT
Connect multiple indoor units to one outdoor system.



4-12kW COOLING CAPACITY RANGE
Suitable for a wide variety of residential and light commercial applications.



UP TO 80m PIPEWORK
Up to 80m pipework.

7 SMARTHOME APP



BUILT-IN WI-FI ACROSS SPLIT AC RANGE
No additional dongle required.



SMARTHOME APP CONTROL
Control temperature, mode, fan speed and schedules remotely.



ENERGY MONITORING & SMART FEATURES
Access energy-saving functions and monitor performance from the app.

8 ATOM



R32 REFRIGERANT
Lower GWP refrigerant helping reduce environmental impact.

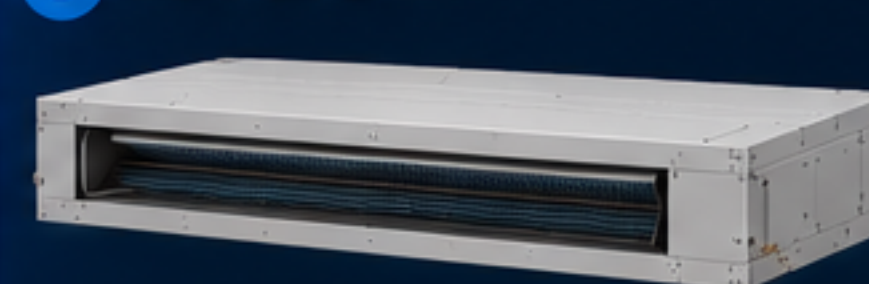


UP TO 9 INDOOR UNITS
Ideal for larger residential and light commercial applications.



2-PIPE INSTALLATION
Only one pair of pipes required instead of multiple individual pipe runs.

9 ARC DUCTED



1200mm LIFT PUMP
Greater installation flexibility and easier drainage routing.



LOW NOISE OPERATION
Suitable for bedrooms, offices and other noise-sensitive environments.



CURVED COIL DESIGN
Improved airflow distribution and enhanced system performance.

10 V9 VRF



HYPERLINK COMMUNICATION WIRING
Reduces cable requirements and saves installation time compared with traditional communication wiring.



EASY SERVICING
Designed for quick access and simplified maintenance.



19 SENSORS + VIRTUAL SENSOR BACKUP
Continuous monitoring for stable operation with redundancy to maintain performance.



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You Can Trust



Up to 10 Year Warranty*
*Terms & conditions apply.



Unlock More Margin
with Midea Air Conditioning