# THREE WAYS TO SCORE

## WHEN YOU REGISTER YOUR HEAT PUMP ON THE MI CARE PORTAL

Provide your customers with total peace of mind when installing a Midea air source heat pump by offering 3 years FREE servicing*, and with an annual service visit you can extend the warranty for up to 10 years! We will pay you to make the free Mi Care visits or sit back and pass the homeowner to us and we will service their heat pump. Alternatively, we will support you with your installation by offering up to £300 worth of heat pump accessories**.

Simply decide what's best for you and the homeowner upon install and confirm on our Mi Care Portal.

MANCHESTER CITY | Midea

OFFICIAL PARTNER

SCAN TO VIEW OFFER

# MAKE YOUR CHOICE...

## OPTION 1: INSTALLER MAINTAINED*

If you choose to carry out service visits yourself and provide your homeowner with the maintenance to keep their heat pump at maximum performance, we will give you £150 Mi Care credit for the first service in year two and second service in year three. Simply select the installer maintained option on the Mi Care portal when registering the heat pump for warranty and after you register each service you will be rewarded with £150 Mi Care credit.

## OPTION 2: MIDEA MAINTAINED

If you choose to pass the maintenance along, we will take care of all-inclusive call handling and servicing to give you and the homeowner total peace of mind. Leaving you free to take on more work and do what you do best. Simply register your homeowner's heat pump for warranty on the Mi Care portal and select Midea maintained, refer the homeowner's details, and let Midea take care of the servicing.

## OPTION 3: UP TO £300 OF INSTALLATION SUPPORT**

If you choose installation support whilst fitting your Midea heat pump, you can claim up to £300 of heat pump accessories as an instant credit on your original purchase. Simply select the 'Midea support' option on the Mi Care portal when registering the heat pump for warranty.

*2 annual services due within the first 3 years from installation
**claim up to £300 on accessories associated to your Midea installation (dependent on heat pump model).
AVAILABLE VIA SELECTED MIDEA PARTNERS TERMS & CONDITIONS APPLY

### TERMS & CONDITIONS

This promotion is run by Midea Cooling & Heating UK. 105 Piccadilly, London and is applicable to customers in the UK only. The promotion will commence on 1st May 2025 and will apply to all domestic (single-phase) Air Source Heat Pumps (ASHP). This promotion is only available for ASHP units purchased on or after the commencement date and only applicable to Mi Pro partners.

**1.0 To Qualify**

i) All installations must be registered on the Mi Care Portal.
ii) When registering an installation, the installer must select either option1 - Installer Maintained, Option 2 - Midea Maintained or Option 3- Installation support and all required drop-down menus must be complete.

**2.0 Option 1- Installer maintained Mi Care service plan:**

i) Midea will pay the original installer a fee of £150 per service for each ASHP serviced in years 2 and 3 after installation.
ii) Both the installation and service(s) must be logged by the original installer on the Mi Pro Portal. Failure to do so will result in disqualification, and no funds will be redeemable for the service.
iii) Redeemable funds will be available through the Mi Pro Portal and can be used for future orders of Midea equipment.
iv) Funds for each service will be paid in years 2 and 3, upon completion of the respective service. The amount of £150 will be credited to the original installer's Mi Pro account.
v) The full amount of funds accumulated for the completed service(s) can be claimed on a single purchase order.

**3.0 Option 2- Midea maintained Mi Care service plan:**

i) The contractor signs over the service of the heat pump to Midea.
ii) Midea will provide three years' free servicing.
iii) The annual service is the heat pump, controls and hot water cylinder.
iv) Free of charge service is provided in year two and a free service is provided in year three upon sign up to a Mi Care service plan. Direct debit will commence in year 4 of ownership at £29 per month.
v) The warranty is extended up to 10 years, providing Mi Care service plan is retained.
vi) Full T&C's will be issued to the homeowner.
vii) Available on all units purchased on or after 1st October 2024
viii) The original installer will be responsible / liable for any issues with the ASHP within the first 3 months from the date of installation as issues will be deemed installation faults.
ix) Available on all units purchased on or after 1st October 2024

**4.0 Option 3 – Installation Support**

i) The right to '3 years' free servicing' is relinquished and this must not to be offered to the end user.
ii) £200 of instant credit for ancillaries will apply for all models up to 12kW
iii) £300 of instant credit for ancillaries will apply for 14kW and 16kW models
iv) Once you have completed the steps requested in your confirmation email a credit note will be issued to you or your distributor dependent on where the heat pump was purchased.
v) Products must be registered within 1 month of installation and therefore the 'offer' must be redeemed within this time frame
vi) Credit is nontransferable
vii) Available on all units purchased on or after 1st April 2025.