MITSUBISHI HEAVY INDUSTRIES

AIR CONDITIONING & WATER HEATING

LOYALTY SCHEME

MHI 3 DIAMOND LOYALTY SCHEME

WELCOME PACK

JANUARY 2026 - DECEMBER 2026

BEIJER REF

SUSTAINABLE SOLUTIONS

WELCOME

MITSUBISHI HEAVY INDUSTRIES
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Congratulations!

You have now been awarded 3 Diamond Dealer Status!

This Welcome Pack tells you all you need to know about the 3 Diamond Loyalty Scheme and our membership benefits.

We really appreciate your business and loyalty so far. The MHI team are keen to help you grow your business further and really support you as our partnership develops together.

Your Welcome Pack contains the following information:

Page 03 MHI Loyalty Scheme – Customer Benefits Dealer & Partner status
Page 04 Ordering your MHI Merchandise
Page 05 Use of MHI Logos for PR, Marketing & Van Livery
Page 06 MHI Product Training Courses
Page 07 3 Diamond Dealer Certificate
Page 08 Terms and Conditions

If you have any questions please don't hesitate to contact your MHI Direct Account Manager.

0800 917 3077 (All Service Options)
0161 875 2890 (Manchester)
0113 246 4657 (Leeds)
01279 354 923 (London)
sales@mhidirect.co.uk

CUSTOMER BENEFITS
DEALER & PARTNER

MITSUBISHI HEAVY INDUSTRIES
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3 DIAMOND DEALER

Your **DIAMOND DEALER STATUS** is complete and you will receive:

- £200 merchandise credit with the option to exchange a percentage of merchandise credit for Amazon vouchers. This will be issued via the MHIAE rewards website. (Consent to share data will be obtained prior to sharing).
- Enrollment in a rebate scheme covering any purchase of Ancillary components (copper tube, insulation, fixings etc). A rebate worth 1% for all Ancillary purchases will be paid at the end of each financial year. T&C's Apply.
- Framed Dealer Certificate and Van Livery.
- Extended Splits parts warranty from 5 to 7 Years.
- Extended to 7 year VRF (10 Year Warranty subject to invitation and approval, exludes labour) provided Module 2 VRF training has been completed (see Training).

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3 DIAMOND PARTNER

The next stage of your promotion is DIAMOND PARTNER STATUS.

Once achieved you will receive:

- A further £500 merchandise credit with the option to exchange a percentage of merchandise credit for Amazon vouchers (This will be issued again via the MHIAE rewards website).
- Branded commissioning checklists, case study support and video technical support.
- Enrollment in a rebate scheme covering any purchase of Ancillary components (copper tube, insulation, fixings etc). A rebate worth 1.5% for all Ancillary purchases will be paid at the end of each financial year. T&C's Apply.
- Equipment Rebate worth 2% off all purchases of MHI Equipment within qualifying year once spend exceeds £175,000. T&C's Apply.
- Partner certificate and Partner van livery.
- Extended warranty c/w labour contribution for up to 10 Years (Conditions apply).

3 DIAMOND LOYALTY SCHEME

MERCHANDISE

Your MHI merchandise is ordered via the Mitsubishi Heavy Industries Air-Conditioning Europe Ltd (MHIAE) Rewards website www.mhiae-rewards.com

If you don't already have a Rewards account, you will need to create one to receive your credit (£200 for Dealers, £500 on reaching Partner status).

In line with GDPR requirements, if you haven't already consented to share your contact details, we will contact you to request consent.

Click to see the following merchandise currently available online... including the option to exchange a percentage of merchandise credit for Amazon vouchers.



















- Beanie Hat
- Ultimate Heavy Duty Polo Shirt
- Body Warmer
- Result Polartherm Fleece Jacket
- Deluxe Outdoor Full Zip Waterproof Jacket
- Deluxe Neoprene Laptop Sleeve
- Stainless Steel Thermal Mug
- Power Bank
- Tape Measure
- Pen, Pencil and more!

CLICK TO VIEW ONLINE

If you have difficulties accessing or using the Rewards website, please contact MHIAE via the Contact Us page on the Rewards website. If you have consented for us to share your data but have not heard back from them, please let us know on MHIloyalty@beijerref.co.uk

3 DIAMOND LOYALTY SCHEME

USE OF MHI LOGOS
FOR PR, MARKETING & VAN LIVERY

We would love you to promote your Dealer or Partner status on your website, letterheads, literature and online. The guidelines detailed by MHI are below.

Please be warned that MHI will ask you to edit publications if you do not follow their clear instructions.



Correct Version



Shape or Ratio should NOT be changed



Logo colours should NOT be altered



Effects or shadows should NOT be added



Icon & Wordmark should NOT be moved



NO additional text to be added



Logo should NOT be deconstruted



Typeface should NOT be altered or changed

Please download this document to access the following logos for use on your website should you wish to.







Along with your certificate you will receive 3 Diamond Dealer livery stickers for your vehicles with either the choice of a transparent or white background to suit your vehicle. Size 120 x 120mm.

If you have not received the stickers, or wish to order more, please contact MHIloyalty@beijerref.co.uk

3 DIAMOND LOYALTY SCHEME

PRODUCT TRAINING COURSES

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AIR CONDITIONING & WATER HEATING
LOYALTY SCHEME

The following training modules are available free of charge, subject to availability.

- Module 1 - Split Air Conditioning & Fault Finding
- Module 2 - VRF Air Conditioning Design & Installation Training
  (7 years VRF Warranty given on completion of Module 2b)
- Module 3 - Q-Ton Design & Installation

Please visit our MHI Training website to view details and book a course, or contact your MHI Direct Account Manager.



Module 1
Split System Design & Installation

ONLINE COURSES AVAILABLE



Module 2b
VRF
Design & Installation

ONLINE COURSES AVAILABLE



Module 3
Q-Ton
Design & Installation

ONLINE COURSES AVAILABLE

Click the link below to be taken to the MHI Training page.

https://mhi-hvac.co.uk/mhi-training/

3 DIAMOND LOYALTY SCHEME

TERMS & CONDITIONS

The promoter of this loyalty scheme is MHIAE, whose registered office is Mitsubishi Heavy Industries Europe Ltd, 5 The Square, Stockley Park, Uxbridge, Middlesex, UB11 1ET.

Eligibility Criteria for invitation to join the Loyalty Scheme:

1. Loyalty Scheme period runs from 2nd January 2026 to 24th December 2026.
2. Threshold Customer spend for invitation to apply as Diamond Dealer is £30,000.
3. Threshold Customer spend for invitation to apply Diamond Partner is £175,000.
4. Eligible spend is based upon MHI RAC, PAC, VRF, SAF only (excluding spares).
5. In order to qualify, contractor spend needs to be based on the customer's own generated work (exclusive MHI national account projects do not qualify).
6. Eligible Customers will be required to complete an application form and provide copies of Company insurance and F-Gas certification in order for the application to be considered/approved.
7. The loyalty scheme is a standards based scheme and requires the customer to personally hold an F-Gas certificate registered in their name (if subcontractors are used we need to see evidence of at least one engineer who is company employed and holds F-Gas certification). Full details of the minimum standards of Installation, Maintenance and Commissioning are set out in the application form. Installations are to be completed using directly employed engineers or via sub-contractors where F-Gas certification has been provided.
8. Customer must ensure that 20% of employed engineers attend and pass Module 2 VRF training in order to achieve extended VRF warranty of 7 years.
9. Customer will be required to have at least one wholesaler credit account with either Beijer Ref UK or Beijer Ref IRE.
10. Customer must carry out their own installations for their clients. Re-sellers are not invited to join this loyalty scheme.
11. Loyalty status will be reviewed periodically and terms and conditions are subject to change. Where it is established that a Customer is not operating within the terms and conditions, the promoter has the right to withdraw a Customer's loyalty membership.
12. Should any member of the Loyalty scheme evidence patterns of excessive Warranty claims, completion of a relevant training course will be required in order to maintain Dealer status for the subsequent year.
13. In the first year as a loyalty member, subject to reaching Partner threshold, the customer is entitled to receive both levels of MHI merchandise voucher (£200 + £500). In subsequent loyalty years, the customer will receive a further £200 MHI merchandise voucher on reaching Dealer threshold, or £500 if they reach Partner. The voucher will be issued in the final quarter of the scheme year (October - December).
14. £100 of merchandise credit can be exchanged for Amazon vouchers via the merchandise website but no other cash alternative is available, nor can the MHI merchandise be exchanged for an alternative reward. The order turnaround time for MHI merchandise is estimated around 4 weeks. Please see the Rewards Web site for specific lead in times.
15. Ancillary Rebate Scheme covers any purchases of Ancillary components (copper tube, insulation, fixings etc). A rebate worth 1% for Dealers and 1.5% for Partners, for all Ancillary purchases, will be paid at the end of each financial year. The minimum level threshold of sales is eligible loyalty spend of £30,000 (Dealers) and £175,000 (Partners). Any customers with historic wholesaler rebates already in place will be excluded from the Ancillary rebate. The rebate will be backdated from 1st January 2026 until 31st December 2026.
16. Partners are eligible for an Equipment Rebate worth 2% off all purchases of MHI Equipment within the qualifying year. The minimum level threshold of sales is eligible loyalty spend of £175,000. If the customer is entering this year with a Partner status based on their spend last year, however they only achieve a spend of less than £175,000 this year, they will not receive the 2%. Any customers with historic wholesaler rebates already in place will be excluded from the Equipment rebate. The rebate will be backdated from 1st January 2026 until 31st December 2026.

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