

# OUR MESSAGE



for Sustainable



for Cleanliness



for Future

**Innovation &  
Globalization**


for Comfort



for Control



for Design

We create comfortable lives for people around the world with "made-in-Japan quality" and innovative manufacturing.



History



Worldwide locations



Global business activities



Project references



Global development &amp; Production bases



High-quality development &amp; Production facilities



## Sustainable

### Sustainable management

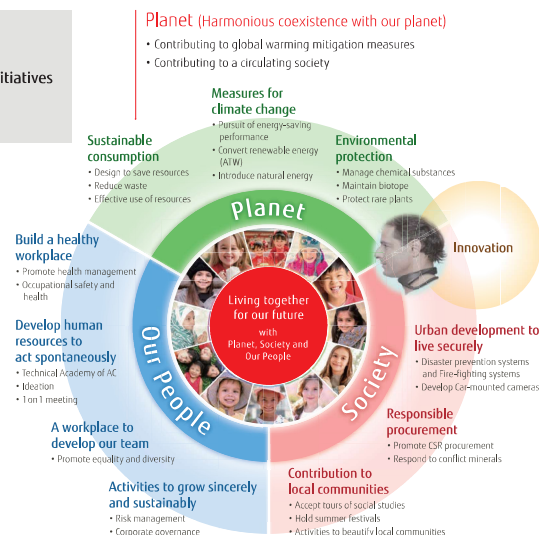
We see the challenge of expanding our business by contributing to the realization of a sustainable society as a core element of our growth strategy, and we are working on "sustainable management," based on the three pillars of "harmonious coexistence with our planet," "social contribution," and "care for employees."

### Basic policy on sustainable management

The sustainable development goals (SDGs) of the UN will drive business creation in the coming years. The key principle of the SDGs, "Leave no one behind," is synonymous with our own corporate philosophy of "Living together for our future." The promotion of sustainable management is carried out from a medium- to long-term perspective, with a promise to shape a sustainable society for the children and society of the future. We will pursue business growth by accelerating this transformation.



#### Key Initiatives



#### Our People (Care for employees)

- Strategic implementation of health and productivity management
- Creating flexible work styles under COVID-19
- Enhancing human resource development

#### Society (Social contribution)

Fostering innovation to address social issues (Providing a healthy, clean, and safe society and environment)





# Cleanliness

## Think about air quality

Fresh air is essential for comfortable air conditioning. Fujitsu General offers a wide range of air conditioning products with air purification functions, such as ventilation systems equipped with high-performance filters and heat exchangers.

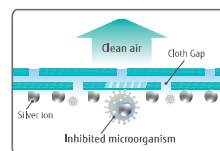


## Collecting dust particles to clean the air



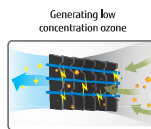
### Silver Ion Filter

The Silver ion filter helps to keep indoor air free from viruses, bacteria and molds. Notice: Not a result of experiments in an actual use environment. Silver ion filter inhibits activity or growth of microorganism, but do not prevent infection.



### Plasma Air Clean

Air passing through the indoor unit is cleaned by a built-in electrostatic dust collector. Pollen, house dust and other tiny pollutants are collected and removed with static electricity.



### Apple-catechin Filter

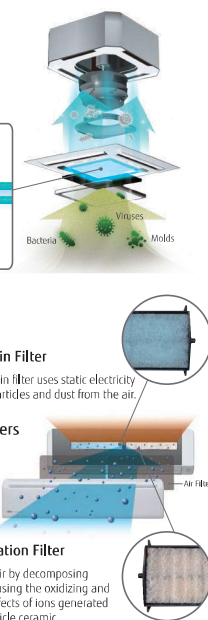
The Apple-catechin filter uses static electricity to remove fine particles and dust from the air.

### Different filters are used on each side



### Ion Deodorization Filter

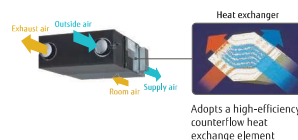
Deodorizes the air by decomposing absorbed odors using the oxidizing and odor-reducing effects of ions generated by ultra-fine particle ceramic.



## Ventilation with adequate airflow with reduced temperature changes

### Heat Exchange Ventilation

When a room is cooled or heated, the exhausted cooling or heating energy is recovered by heat exchange ventilation.



### Air handling unit

The Air handling units connected to Fujitsu General's AIRSTAGE™ system are equipped with technology that provides high energy efficiency and superior comfort to meet the most stringent air conditioning requirements and installation conditions.



# Future

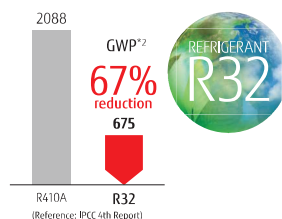
## The Green refrigerant

Throughout our research and development process, we are constantly striving to create products that we can be proud of in the future. The technologies we have cultivated through these efforts are incorporated into our environmentally friendly products, and are recognized in the European market, which has extremely strict environmental regulations.

### R32 refrigerant with reduced global warming potential

- Zero Ozone Depletion Potential (ODP<sup>\*1</sup>)
- High environmental properties
- High performance
- Economically efficient

<sup>\*1</sup> ODP (Ozone Depleting Potential): a relative value that indicates the impact per unit weight of ozone-depleting substances released into the atmosphere when CFC-11 (trichlorofluoromethane, CFC11) is fixed at 1.0.  
<sup>\*2</sup> GWP (Global Warming Potential): a measurement that indicates how much other greenhouse gases are capable of warming the Earth based on carbon dioxide. This is the integrated value of radiant energy given to the Earth (i.e., the estimated impact on global warming) expressed as a ratio to CO<sub>2</sub>.



### Our pioneering efforts to create a green future

Fujitsu General follows the EU Climate Action Plan 2020/20 by 2020.

#### 20% Less primary energy use

Fujitsu General's energy-efficient air conditioners are designed to consume less electricity, thus reducing primary energy usage.

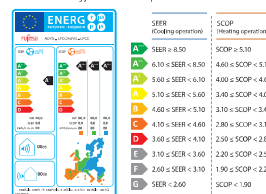
#### 20% Less CO<sub>2</sub> emissions

Fujitsu General products closely follow the F-Gas regulation 517/2014/EU.

#### 20% Coming from renewable energy

Fujitsu General is promoting air sourced heat pumps as renewable energy source heating systems.

New energy labelling requirement 626/2011/EU  
Our air conditioners have reached the "Class A++" ranking, the highest energy efficiency level that is now shown on energy labels in Europe.

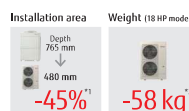


## Less is more

### Less Space

#### Improved installation flexibility

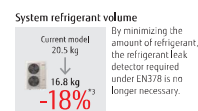
Our class-leading compact outdoor units range from 8 to 18 HP, and their flexibility in installation does not detract from the appearance of the building.



### Less Refrigerant

#### Refrigerant saving design

The compact indoor unit, piping design, and optimization of heat exchanger volume significantly reduce the system refrigerant volume.



### Less Noise

#### Class-leading low operating sound

The outdoor units in this series are designed to operate extremely quietly. They are an ideal choice for installation in densely populated areas.



<sup>\*1</sup> J-VL Series is compared with V-Series 14/16/18 HP models. <sup>\*2</sup> J-VL Series 18 HP model is compared with J-VL Series 18 HP models. <sup>\*3</sup> E.g. when 38 indoor units are connected to 1 system (Outdoor unit: 12 HP, Indoor unit: 1.1 kW × 38; Total pipe length: 277.5 m). <sup>\*4</sup> J-VL Series 8 HP model is compared with V-Series 8 HP.





## History

Yao Shoten Ltd. established in 1936

### Overseas air conditioning business since 1971

Starts air conditioning business in Japan in 1960

1971 Air conditioner exports to the Middle East.

1977 "Super Power, Super Quiet" Series released

1982 Window type 3 Super Series released  
**AL/AX Series**



1985 Large wall-mounted type and multi-split air conditioner released.

**WORLD'S FIRST** 1991 World's first air conditioner equipped with lambda heat exchanger

1994 World's first air conditioner with power diffuser

2001 AIRSTAGE™ Series released VRF air conditioners for large buildings



**WORLD'S FIRST** 2002 Air conditioner with the world's first automatic self-cleaning filter system



2004 Standalone Compact VRF AIRSTAGE™ J Series released



2006 VRF Heat Pump type Maximum 42 HP AIRSTAGE™ V Series released



2009 VRF Heat Pump Modular type Maximum 48 HP AIRSTAGE™ V-II Series released



2009 Air to water system released



1950 ~

1970 ~

2000 ~

2010 ~

2022 What's New

### Manufacturing Company Establishment

1955 Head Office established in Kawasaki

1964 Electronic components factory in Ichinoseki



1977 Air conditioner manufacturing company in Hamamatsu (now Hamamatsu business office)

1991 Air conditioner manufacturing company in Thailand

1994 Air conditioner manufacturing company in Shanghai, China

1998 Air conditioner motor manufacturing company in Thailand

2006 VRF air conditioner manufacturing, sale, and service company in China

2007 Air Conditioner Technology Building becomes operational on the premises of the Kawasaki Headquarters. Air conditioner R&D Center in Kawasaki

2009 Compressor Factory begins operation in Thailand

2012 Joint venture in Thailand to manufacture compressors

2016 Commercial use air conditioner R&D Center in Thailand



2019 New building constructed at Kawasaki Head Office to strengthen development capabilities:

Base for creating new value by combining internal and external knowledge



2020 Building IoT-based manufacturing

Implementing a real-time IoT system to instantly visualize and analyze various information



Fujitsu General (UK) Co., Ltd. (UK)



Fujitsu General (EURO) GmbH

### Sales & service maintenance company established

1976 North America sales company

1977 Europe sales company (UK)

1978 Australia sales company and Europe sales company (Germany)

1980 Brazil sales company

1997 Asia sales company (Singapore)

1998 Middle East sales company (UAE) and New Zealand sales company

2000 Air conditioner manufacturing and sale technical partnership in India

2002 Taiwan sales company

2006 China sales company

2016 "THE AIRSTAGE™" of Broadway in New York



\*1: Announced 1991. In room air conditioner for the home (Our company's investigation) \*2: Announced 1994. In the category of room air conditioners for the home (Our company's investigation).  
\*3: Announced 2002. In the category of room air conditioners for the home (Our company's investigation).

\*4: Announced 2018. In room air conditioner for the home (Our company's investigation) \*5: Announced 2012. In room air conditioner for the home (Our company's investigation)



## Worldwide locations

Under a system of five bases in Europe, the Middle East, Asia and Oceania, North and South America, and Japan, the company promotes Globalization from a worldwide perspective while emphasizing the actual conditions in each region.



JAPAN Head Office



Technology research building (Japan)

• Air conditioner solution center "THE AIRSTAGE" in Manhattan, New York

• Fujitsu General America, Inc.

• Fujitsu General Do Brasil Ltda.

• Fujitsu General Air Conditioning (UK) Ltd.

• Fujitsu General (Euro) GmbH

• Fujitsu General Commercial Air Conditioning Italia S.p.A.

• Fujitsu General Electronics (Suzhou) Co., Ltd.

• Fujitsu General Sales & Trading (Shanghai) Co., Ltd.

• Fujitsu General Limited

• Fujitsu General (Taiwan) Co., Ltd.

• Fujitsu General (Aust.) Pty Limited

• Precise Air Group (Holding) Pty Ltd.

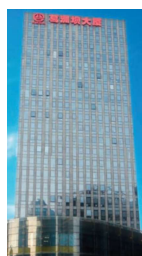
• Fujitsu General New Zealand Ltd.

• Fujitsu General (India) Private Ltd.

• Fujitsu General (Middle East) FZE

• Fujitsu General (Asia) Pte. Ltd.

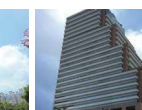
18 Overseas Sales Companies



Fujitsu General Sales & Trading (Shanghai) Co., Ltd.



Fujitsu General (Taiwan) Co., Ltd. (Taiwan)



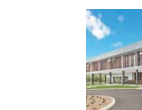
Fujitsu General (Thailand) Co., Ltd. Bangkok Office (Thailand)



Fujitsu General (Asia) PTE. Ltd. (Singapore)



Fujitsu General Commercial Air Conditioning Italia S.p.A. (Italy)



Fujitsu General (India) Private Ltd. (India)



Fujitsu General (Middle East) FZE



Fujitsu General (Aust.) Pty Ltd. (Australia)



Precise Air Group (Holding) Pty Ltd. (Australia)



Fujitsu General New Zealand Ltd. (New Zealand)



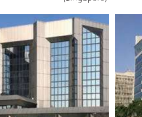
Fujitsu General (Middle East) FZE (U.A.E.)



Fujitsu General (EURO) GmbH (Germany)



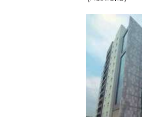
Fujitsu General Air Conditioning (UK) Ltd. (U.K.)



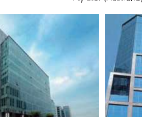
Fujitsu General Do Brasil Ltda. (Brazil)



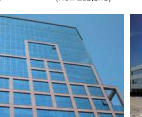
Fujitsu General America, Inc. (U.S.A.)



FUJITSU GENERAL SOLUTION CENTER "THE AIRSTAGE" (U.S.A.)



Fujitsu General (India) Private Ltd. (India)



Fujitsu General (Aust.) Pty Ltd. (Australia)



Fujitsu General (Middle East) FZE (U.A.E.)



Fujitsu General (Asia) Pte. Ltd. (Singapore)



Fujitsu General (Taiwan) Co., Ltd. (Taiwan)



## Global business activities

We have been recognized for our activities in advertising, human resource development and customer service, as well as for our community-based social contribution activities in each region, winning numerous awards and achieving a high level of customer satisfaction.

### North and South Americas



AHR Expo



HVAC trade shows in Brazil



Distributor meeting



Call center

### Middle East



Exhibition



Dealer Convention in Kuwait



Technical seminar



New product seminar

### Europe



HVAC trade show in European countries



Presentation &amp; training



HVAC trade show in European countries



The ACR Show



Service &amp; Maintenance

### Oceania



HVAC trade show in Australia



Volunteer in Australia



Service &amp; Maintenance

### Asia



New product presentation meeting



Dealer convention in Thailand



Training



Call center

### International authoritative design awards



The NISD Dealer Design Awards



Gold Award (Category: HVAC &amp; PLUMBING) in Reader's Choice Awards



TOP OF MIND 2016 First prize in 'MARKETING EQUIPMENT' DEPARTMENT category of 'CLIMATE' division



Superbrands is the world's largest independent arbiter of branding



The iF Product Design Award is given annually by iF International Forum Design GmbH for industrial products from around the world



The PEX Award is the world's largest innovation award for technology, sports and lifestyle



reddot winner 2020

A product design competition that has been held since 1955. Products that win the award are given the "Red Dot" seal, a sign of international recognition of quality.



Voted by Australians as the Most Trusted Brand - Air Conditioning Category 4 Years Running



China State Construction Engineering Luban Prize



GOOD DESIGN

The Good Design Award is an award sponsored by the Japan Institute of Design Promotion, and is given once a year to items of outstanding design



## Project references

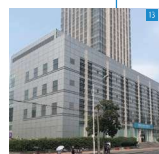
### Introduced in over 50 countries worldwide

Highly popular for their excellent quality, energy efficiency, and ease of installation, Fujitsu General's products are installed in a wide range of buildings around the world, including high-rise office buildings, stores, hotels, public facilities, schools, hospitals, and residences.



#### For Light commercial use

- Shop in Europe
- Factory in Europe
- School in Asia
- Hospital in Asia
- Office in Asia
- Shop in Oceania
- Office in Oceania
- School in the Middle East
- Public facility in the United States



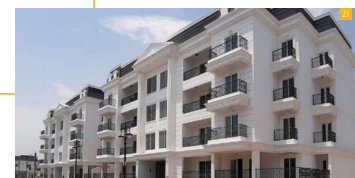
#### For Commercial use

- Public Square in Asia
- Office in Asia
- Hotel in Asia
- Public facility in Asia
- Apartment in Oceania
- Hotel in the Middle East
- Hotel in the Middle East



#### For Residential use

- Villa in the Africa
- Residence in Oceania
- Residence in the United States
- Villa in the Middle East







## Global development & Production bases

We have established R&D bases in five countries from Japan, Europe, Asia, China, and North America to pursue environmental properties and comfort according to the needs of each region.

- Head office
- R&D center
- Manufacturing companies

### R&D center & Technology Research Building



Technology research building in Japan Head office

**Constructing IoT-based manufacturing**  
We are implementing a real-time IoT-enabled system to immediately visualize and analyze various information such as facility operating status, assembly line production progress, and parts inventory and transportation status. This will further enhance the accuracy of production and shipping forecasts in the Head Office and factory management departments. The system will also help improve activities by employees at production sites, with the aim of improving the efficiency of the production process, the efficiency of parts distribution operations, and the utilization rates of the facilities.

- Fujitsu General Central Air-conditioner (Wuxi) Co., Ltd.
- F.G.L.S Electric Co., Ltd.

- Fujitsu General Electronics Ltd.
- Fujitsu General Limited
- R&D center

- Fujitsu General (Shanghai) Co., Ltd.
- R&D center

- Fujitsu General Air Conditioning R&D (Thailand) Co., Ltd.
- R&D center
- Fujitsu General (Thailand) Co., Ltd.
- Fujitsu General (Thailand) Co., Ltd. Factory-2
- FGA (Thailand) Co., Ltd.
- TFCG Compressor (Thailand) Co., Ltd.

### Overseas manufacturing companies



## High-quality development & Production facilities

### Advanced Research Facilities and Equipment

#### Performance tests



**Airflow measurement room**  
Measure the airflow of air conditioners, from compact room air conditioner models to variable refrigerant flow (VRF) systems.

**Calorimeter**  
Measure the temperature, humidity, and airflow at the inlet and outlet of the air conditioner to evaluate its cooling and heating capacity.

**Silent room**  
Measure the operating sounds of air conditioners on walls and ceilings with reduced sound reflection.

#### Reliability tests



**Constant temperature room**  
Verify product performance in cooling and heating operations under various temperature and humidity conditions.

**Practical test room**  
Check whether the performance of the air conditioner can be sustained under the conditions of the actual housing environment.

**Shower test room**  
Check if the electrical box of the outdoor unit is protected from strong wind and rain, such as during a typhoon.

#### Transportation and Handling Tests



Compressibility test

Vibration test

Technology research building in Japan Head office

### Testing laboratory

Fujitsu General EMC Laboratory Limited



#### 60-m Height Difference testing tower

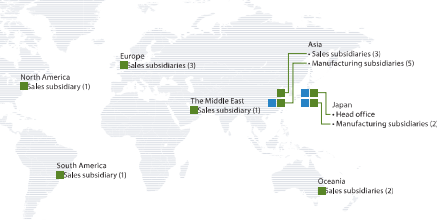
Tests air circulation in a compressor for reliability.



### Certification of ISO 9001 and ISO 14001

- ISO 9001
- ISO 14001
- 11 factories of companies

The Group's 5 overseas production subsidiaries are individually certified with ISO 9001 and ISO 14001. The Group's 11 overseas sales subsidiaries have been certified with ISO 14001 since 2012.



### Product Quality Assurance

All Fujitsu General plants are ISO 9001 certified and operate under a unified quality control system. We deliver to customers all over the world high-quality products that have passed stringent quality inspections.

#### Receiving inspection

We require all our parts suppliers to submit test reports to ensure that all parts we receive from them meet our quality standards. Our in-house test department inspects incoming parts to ensure their compliance with RoHS as required by the EU. We also conduct 100% inspection of main parts to prevent defective parts from making it to assembly lines.

#### Quality inspection of products

We carry out stringent quality inspections in all production processes performed in our plants. To keep the quality of our products high, inspectors check their quality from start to finish on production lines.

