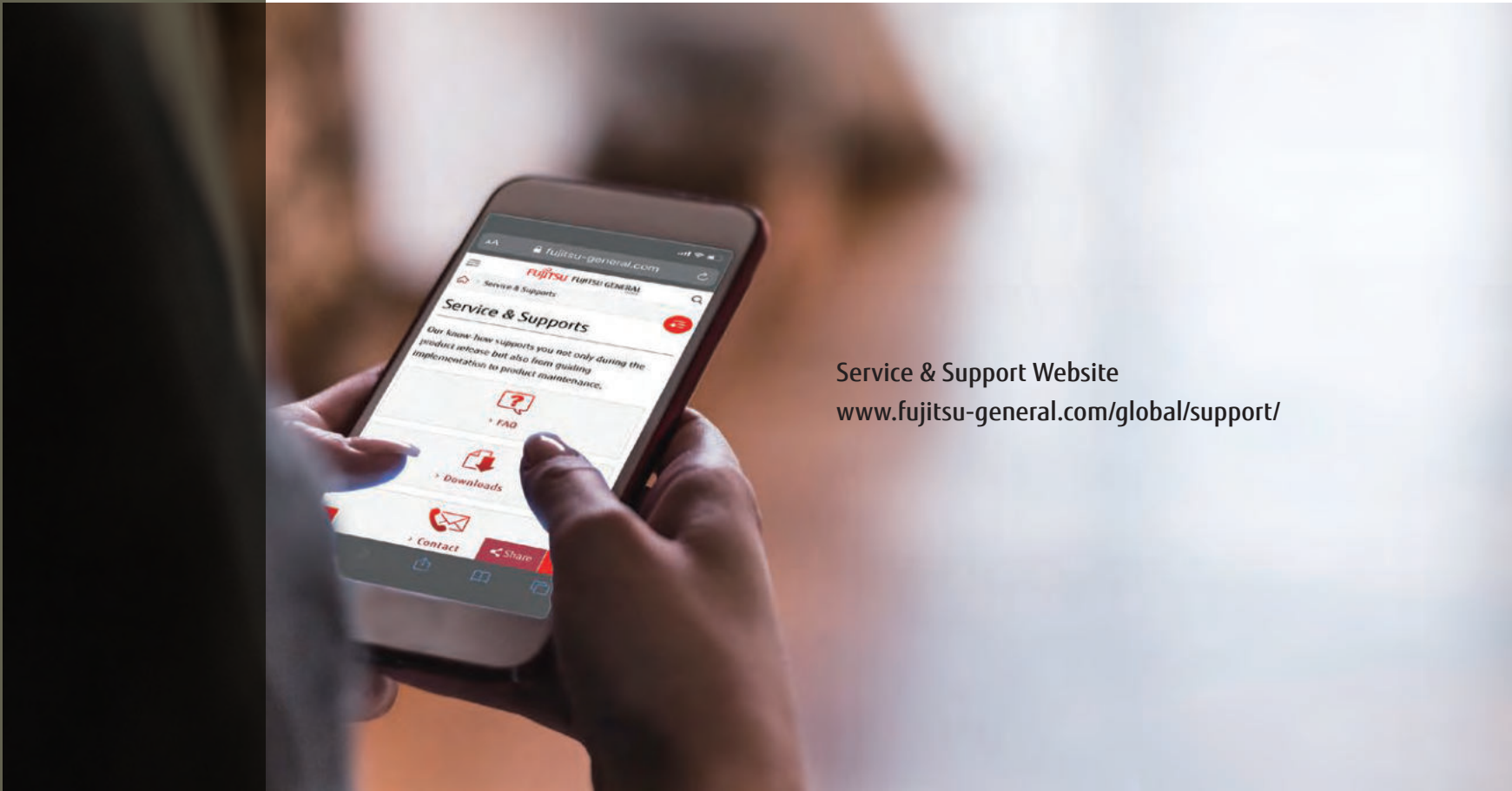


# SUPPORT

- Sp-002 AIRSTAGE Support
- Sp-004 HVAC system design Support Tool
- Sp-006 WATERSTAGE Support Tool
- Sp-008 Quick Service & Maintenance
- Sp-010 Service Tool
- Sp-011 Web Monitoring Tool



Service & Support Website  
[www.fujitsu-general.com/global/support/](http://www.fujitsu-general.com/global/support/)

Our knowledgeable sales and service representatives assist you, from product selection to installation and maintenance.

Category	Information material										Tool			
	Product sales training material	Product technical training material	Product news	Brochures	Promotional movies	Operation manuals	Design & Technical manuals	Certification data	2D CAD data	3D CAD (Revit) data	Installation manuals	Service manual	WATERSTAGE Package label creator	Design simulator (Room air conditioner, Packaged air conditioner, and VRF)
Product training	●	●												
Product information seeking			●	●	●	●	●							
Technical information seeking							●	●				●		
Model selection							●						●	●
Design							●		●	●				
Verification														●
Installation							●				●			
After-sales service												●		●



# AIRSTAGE Support

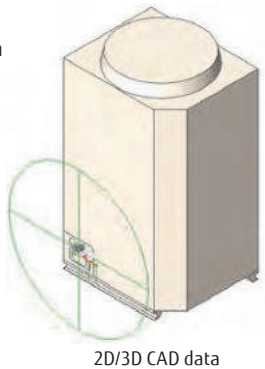
Fujitsu General provides engineers and consultants with a wide range of product and technical information. In addition, we conduct research on new products and support design activities. We provide a wide range of support services from design to installation to maintain high quality.

## Technical information

We provide equipment selection software that facilitates the design of air conditioning systems by providing performance data for the units and estimation for model selection.

**Features**

- Design & Technical manuals
- Model selection & estimation
- Certification data
- 2D/3D CAD data

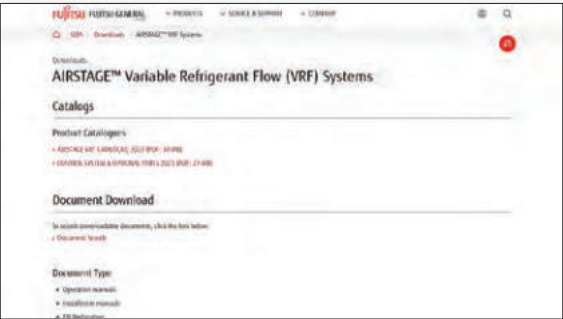


## Product information

Information on new models is provided in the form of documents and movies in a timely manner for release, readily downloadable from the private section of our website. Contact your Fujitsu General representative for access information.

**Features**

- Product news
- Brochures & manuals
- Promotional movies



<https://www.fujitsu-general.com/eu/support/downloads/vrf/>

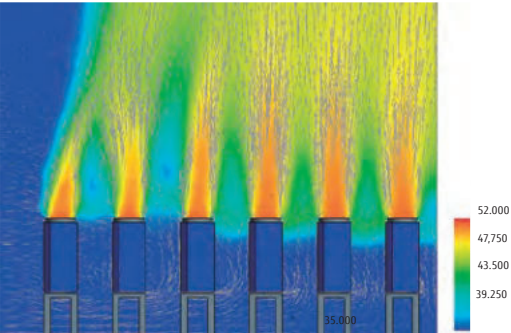


## Technical support

Technical support is offered at every stage, from design through to installation, to assist in optimizing air conditioning solutions.

**Features**

- CFD simulation
- Guidelines
- Commissioning support



Commissioning support



Fujitsu General regularly provides professional product, technical and service training at its training facilities worldwide. These research facilities also support the development of human resources with advanced technical skills.

**Features**

- Designing VRF systems
- On-site training for control systems

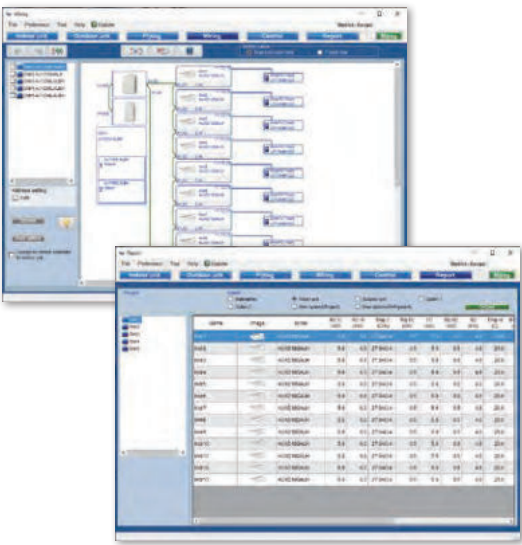
- 1 Head office training center in Japan
- 2 Training center in China
- 3 Asia training center in Singapore
- 4 Europe training center in the United Kingdom
- 5 Europe training center in Germany
- 6 America training center in the United States
- 7 Middle East training center in the UAE
- 8 Oceania training center in Australia



# HVAC system design Support tool

Put the charts and pens away and design your projects on a computer using the Design simulator. Everything from selecting indoor and outdoor units, allocating controls and optional parts through to designing the piping and wiring systems is made easier using the program's built-in features. Once the project design is complete, the Export function makes it easy to generate material lists, product specifications, and refrigerant calculations, and more. You can also export in Word, Excel, and Acrobat formats, as well as group CAD data related to your project.

## Design simulator



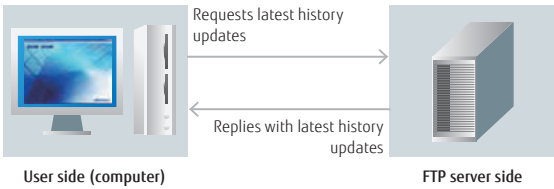
### Outputs in the format that matches the application

You can export your project information in a number of industry standard file formats.

- Word format (rtf) (doc)
- Excel format (csv)
- Acrobat format (pdf)
- 2D CAD data (DXF)

### Automatically create model selection information

- The required performance, type, and temperature conditions for each indoor unit are entered and then dragged and dropped onto the outdoor unit to automatically set each unit.
- Creates piping and wiring diagrams automatically to facilitate branching, grouping, and option settings.
- The additional refrigerant charging is automatically calculated when the pipe length is entered.
- Easy configuration of remote controller groups, central controller, and converters.
- The equipment list including the equipment information is created automatically.



### Update your Design simulator

The database can be updated easily online with the AutoUpdate function using FTP.



## BIM Building information modeling



### BIM files of Fujitsu General's products are available on BIMobject®


Fujitsu General is releasing BIM files of our products on the BIMobject® website BIMobject.com.

**Outline of BIMobject®**  
BIMobject® is a game changer for the construction industry, offering development, maintenance, and syndication of objects on the world's largest BIM platform.

### About BIM files


- BIM files can be viewed in Autodesk Revit® 2018 version or later.
- In each BIM file, the location of the connectors for the refrigerant and drain pipe is different.
- Each BIM file includes several family types.
- A catalog and specification sheet is available in Revit file format for each product.






### RFA (Revit data)

A data format available for BIM-designed projects



### DWG

a standard data format used for Autodesk products




### DXF


Intermediate data commonly available in CAD products

#### Data content

- Shape (Size)
- Drain direction
- Pipe direction
- Power supply location
- It contains information about the above specifications.





Type catalog with product specifications



#### Data content

- Shape (Size)

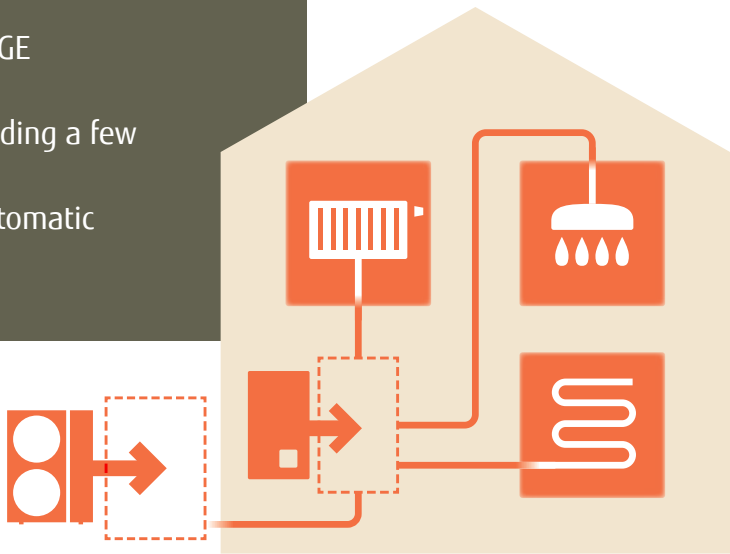


\*To learn more about how to use BIM files, refer to the instructional video on each product page. [youtu.be/wfL-hwFQ7dM](https://youtu.be/wfL-hwFQ7dM)



# WATERSTAGE Support tool

Fujitsu General's software for WATERSTAGE automatically creates a combination of WATERSTAGE equipment by simply providing a few parameters. Supports multiple languages with an automatic update function.



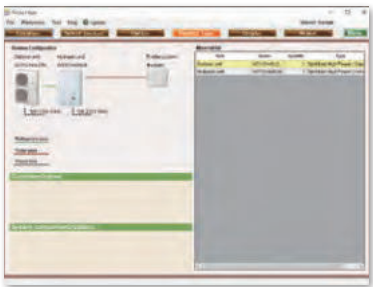
## WATERSTAGE proposer

### Selecting models with detailed technical information

- Simply enter the region where the equipment will be installed, the required heating capacity, the method of heating and other factors, and the software will select the appropriate equipment automatically.



The images of the optional items will help you configure your system correctly. If more than one WATERSTAGE equipment is required, all relevant option items will be selected automatically.



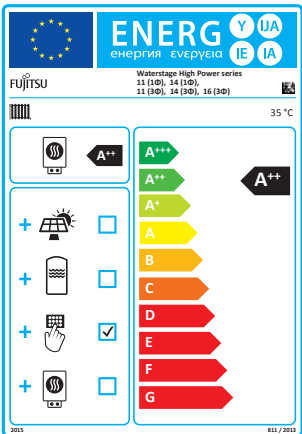
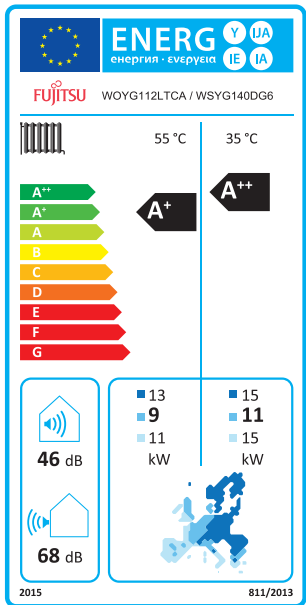
The selected unit can be modified after reviewing the overall system configuration. The images and the list of devices are displayed at the same time, helping to avoid mistakes in device selection.

## WATERSTAGE Package label creator

### Download Energy labels and Fiches from our website

ErP documents such as Energy labels, Product fiches, Package labels, Package lists, Information sheets, and EC Declarations can be searched for and downloaded from our website.

We will also provide an online service in the future so that installers can easily create various package labels and package fiches for different models.





# Quick service & maintenance

In the unlikely event that a problem should occur with the unit or system, a wide variety of support tools are available to assist with prompt service and maintenance anytime, anywhere, including error code displays on the product, service tools to check the detailed status of the entire system, and remote monitoring tools using the internet.

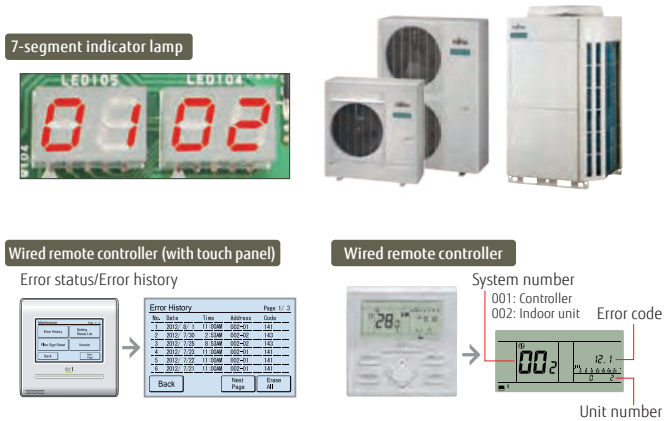


## Easy maintenance & monitoring

### Designed for easy maintenance

The operating status of the air conditioner and detailed trouble conditions are displayed on the 7-segment indicator lamp on the outdoor unit printed circuit board (PCB) and on the screen of the remote controller. Check the status of the unit quickly for a prompt response.

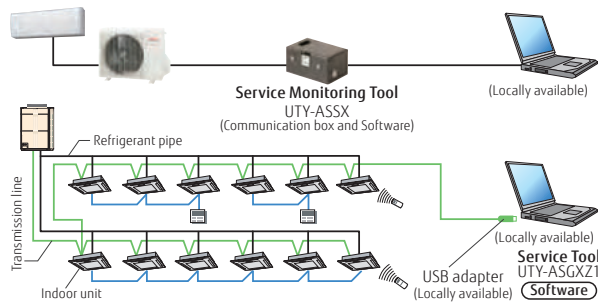
- Display the operation mode at the time.
- Discharge temperature and pressure
- Compressor operation status
- "Address/Type/Number" of the outdoor unit
- Error code



### Error diagnosis by Service tool

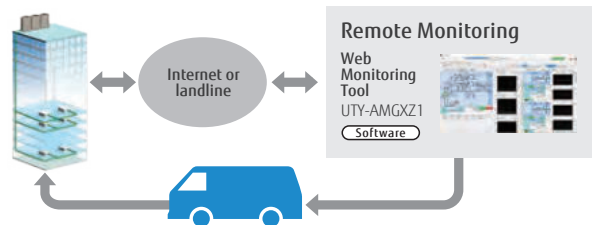
Connect Service tool to check the status details of units, from single split to VRF, on a computer screen. Check the errors quickly for prompt countermeasures.

- Operating status/control
- Monitoring operating conditions
- Monitoring sensor data
- Indicating trend graphs
- Error history
- Indicating refrigerant circuit diagrams (for VRF)



### Remote monitoring

VRF system operating status and trouble status details can be monitored remotely at any time via the internet. Prompt coordination is available with service personnel.



## Mobile troubleshooting App for iOS and Android™ devices

We will release an App for troubleshooting tools for iPhone, iPod touch and other Apple devices, and Android products for Fujitsu General air conditioners (Room air conditioner/ Packaged air conditioners VRF and ATW, "AIRSTAGE Mobile", and R32 calculation of allowable refrigerant capacity)

Use Error Code Check, Troubleshooting, and Sensor Check to understand the status of your air conditioner.



## Service monitoring tool for Single split, Multi-split & Air to water



- A quick overview of the temperature sensor readings and the electronic expansion valves (EEVs), fans, compressors and other control components
- It is not always easy to read the temperature sensor and know the status of the control components. So let the Service monitoring tool judge them.
- Visualizes protected operations
- Troubleshoots intermittent problems effectively
- Provides proof of normal operation to customers during periodical maintenance



	UTY-ASSX
Dimensions (H × W × D) (mm)	60 × 160 × 160
Weight (g)	500

# Service tool

UTY-ASGXZ1

## Extensive monitoring and analysis functions that make installation and maintenance easier


- The operation status of the system can be monitored and analyzed to detect any malfunctions.
- Data on the operation status of the system can be stored on a computer to allow for remote access.
- Up to 400 indoor units in a single VRF network system can be controlled and monitored for a large building or hotel.
- This software can be connected to any point of transmission line with a USB adapter (locally available).


\* Saved data can be displayed offline. Note that the data saved by the following software applications cannot be displayed.

- UTR-YSTB/UTR-YSTC (Service tool)
- UTR-YMSA (Web monitoring tool)

## Automatic operation check for refrigeration cycles

Once installed, the Service tool automatically checks for refrigeration cycles. The self-diagnosis function determines whether each sensor value is normal, which reduces the need for manual checks. The result of a diagnosis can be provided in a report.






Use the result of a self-diagnosis only as a guide and use your own judgment to make a final decision.

**These sensor values are checked automatically:**

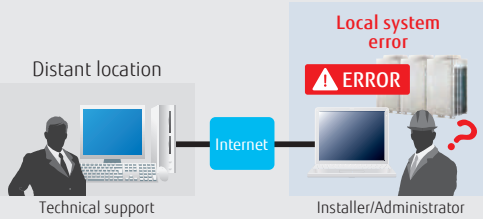
- ✓ the discharge temperature is normal, "OK"
- ✓ the super heat volume is normal, "OK"
- ✓ the high pressure pipe value is normal, "OK"
- ✓ the low pressure pipe value is normal, "OK"

And the values for other items will also be diagnosed.



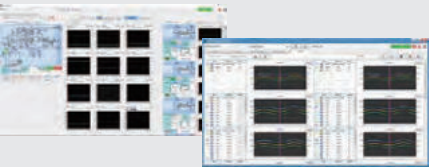
## Remote technical support and maintenance

On-site check screen can be shared between on-site staff and a service technician in a remote location. When a service technician visits the site for troubleshooting, the system's operation status can be shared in real time with a remote service center for assistance. On-site staff can have an online chat with a remote service center to get further assistance.



## Trend charts

Previous-generation application could display only 3 sets of data from sensors. However, the current generation of the service tool displays multiple charts simultaneously so that refrigeration cycles can be monitored and checked in greater detail.



### Computer requirements

	UTY-ASGXZ1
Operating system	• Microsoft® Windows® 7 Professional (32-bit or 64-bit) SP1 • Microsoft® Windows® 8.1 Pro (32-bit or 64-bit) • Microsoft® Windows® 10 Pro (32-bit or 64-bit)
CPU	1 GHz or higher
Memory	• 1 GB or more (for Windows® 7 [32-bit], Windows® 8.1 [32-bit], and Windows® 10 [32-bit]) • 2 GB or more (for Windows® 7 [64-bit], Windows® 8.1 [64-bit], and Windows® 10 [64-bit])
HDD	40 GB or more of free space
Screen resolution	1366 × 768 pixels or higher
Interface	• USB port for U10 USB Network interface and software protection key
Software	Internet Explorer® 11 or Microsoft Edge

### Packing list

Name	Quantity	Application
White-USB-key (Software protection key)	1	Software protection key to be connected to a USB port on a Service tool-installed computer. This software runs only on a computer with WibuKey.

- Computer requirements
- Echelon® U10 USB Network Interface – TP/FT-10 Channel (Model namer: 75010R) (Required for each VRF Network)

# Web monitoring tool

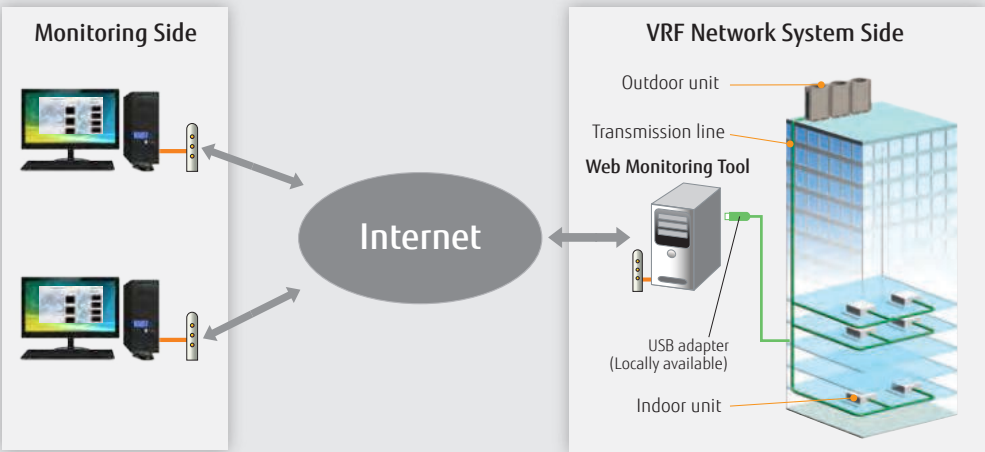
UTY-AMGXZ1

## Features

- Troubleshooting is performed by monitoring each air conditioning unit remotely during a periodical system check.
- An error notification is automatically transmitted to several locations via the internet\*1.
- Requires either a dedicated internet connection or landline to operate.
- The occurrence of an error can be confirmed through an error alert and equipment status information obtained from a remote location.
- Monitoring data can be downloaded in a remote location. These data can be accessed and displayed even when the service tool is in offline mode.
- Can be viewed on the monitoring computer's Web browser without installing any special software.

\*1: Internet e-mail access required.

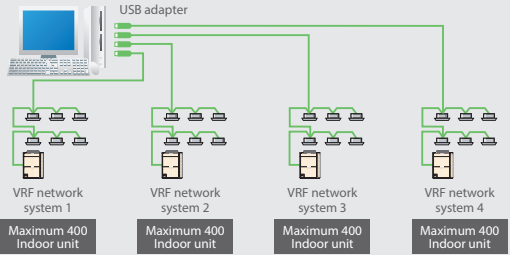
## Web Monitoring System



## Supporting up to 4 VRF network systems

Up to 4 USB adapters can be connected to a computer, enabling the monitoring of up to 1,600 indoor units.

Suitable for use in a large building or hotel.



### Computer requirements

	UTY-AMGXZ1
Operating system	• Microsoft® Windows® 7 Professional (32-bit or 64-bit) SP1 • Microsoft® Windows® 8.1 Pro (32-bit or 64-bit) • Microsoft® Windows® 10 Pro (32-bit or 64-bit)
CPU	1 GHz or higher
Memory	• 1 GB or more (for Windows® 7 [32-bit], Windows® 8.1 [32-bit], and Windows® 10 [32-bit]) • 2 GB or more (for Windows® 7 [64-bit], Windows® 8.1 [64-bit], and Windows® 10 [64-bit])
HDD	40 GB or more of free space
Screen resolution	1366 × 768 pixels or higher
Interface	• USB ports (one for U10 USB Network interface and up to 4 ports for software protection keys) • Interface for remote connection: - Landline: Modem is required. - Internet using LAN: Ethernet port is required.
Software	Internet Explorer® 11 or Microsoft Edge

### Packing list

Name	Quantity	Application
White-USB-key (Software protection key)	1	Software protection key to be connected to a USB port on a Service tool-installed computer. This software runs only on a computer with WibuKey.

- Computer requirements
- Echelon® U10 USB Network Interface – TP/FT-10 Channel (Model name: 75010R) (Required for each VRF Network)