

# WARRANTY



This warranty applies to Mitsubishi Heavy Industries, Ltd. air conditioners imported into and distributed in New Zealand by Temperzone Limited



Thank you for choosing a Mitsubishi Heavy Industries air conditioner. We are sure that, with a little care and routine maintenance, you will experience many years of air conditioned comfort. When you purchased this equipment, we trust the supplier assisted you to select the model most suited to your specific application and expectations. Please take a few minutes to familiarise yourself with the operation procedures outlined in the User's Manual and to read this Warranty Document.

## Warranty period

Installation Type	Series	Years Warranty		
		Parts	Labour	Compressor
Residential	WR, SR, SCM and FD	5	5	5
Commercial  (Maintenance Record <b>must</b> be complete and be sighted by Service Agent)	WR, SR, SCM and FD	5	5	5
	DR and DP	1	1	1
	KX	3	3	3

Mitsubishi Heavy Industries, Australia Pty. Ltd. and Temperzone Limited (MHI Aust/Temperzone NZ) warrant the air conditioning unit specified in the Installation Details overleaf, subject to Temperzone Limited conditions of sale, against defects in manufacturing or faulty workmanship. Defective components or assemblies will be repaired or replaced free of charge from the date of commissioning for the period shown above.

## Warranty conditions.

- The equipment must be safely accessible with a three metre ladder. If the unit is not deemed to be safely accessible by the service agent, you may be required to arrange safe working conditions.
- In order to allow design air flow and to provide access for service, manufacturer's specified clearances must be maintained.
- Service will be performed during the hours 8.00 am and 5.00 pm Monday to Friday (excluding public holidays).
- This warranty is available to the original purchaser only – it may not be sold or transferred.
- The installation and operation manuals supplied with the equipment are deemed to form part of the warranty.
- This Warranty Document must be fully completed and presented on request to the service agent prior to the commencement of any work.
- All equipment must be installed in accordance with all applicable Australian/New Zealand Trade Standards.
- All equipment must be installed by a suitably licensed and qualified person.
- MHI Aust/Temperzone NZ service department reserves the right to repair or replace equipment.
- In order to avoid incurring a service charge, you must check with your installer to establish that the installation is correct and that the fault is a warranty problem.

***No person has authority to change or add to these obligation and liabilities.***

## Exclusions

### MHI Aust/Temperzone NZ warranty does not cover the following:

- The installation or components supplied by others used in the installation
- Faults incurred through lack of maintenance (filters and drains)
- Incorrect application / engineering of equipment
- Any modifications or alterations to equipment
- Operation error
- Vandalism, accident, flood, fire, lightning strike, vermin attack, act of God
- Corrosion in toxic or excessive environments
- Transport or installation damage
- Incorrect power supply voltage causing starter failure

### Before making a warranty claim please consider the following

- Reset power supply?
- Ensure filters and drains are clear?
- Contact your installer and confirm the installation is correct.

**Note:** Unless components are found to be defective and exchanged or repaired, it is deemed by MHI Aust/Temperzone NZ not to be covered by warranty and there will be a charge to the owner for non-warranty calls.

### How to make a warranty claim

- Ensure all details on this warranty card have been completed by both yourself/owner and the installer.
- Telephone your installing contractor or air conditioning serviceman.  
A service agent will contact you separately to arrange a convenient time to carry out the repairs.

## INSTALLATION DETAILS

OUTDOOR UNIT MODEL No. ....	SERIAL No. ....
INDOOR UNIT MODEL No. ....	SERIAL No. ....
Purchased from .....	
Installing Contractor/Company .....	Phone. ....
Commissioned by .....	Date .....
Owner's name .....	
Address .....	
Telephone (H) .....	(W) ..... (Mob) ..... Postcode .....

## MAINTENANCE RECORD

	1	2	3	4	5
Date of Service:					
Name of Service Agent:					
Report Reference:					
Serviceman's Signature:					