

WARRANTY



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



Thank you for choosing a Mitsubishi Heavy Industry (MHI) air conditioner. We are sure that, with a little care and routine maintenance, you will experience many years of air conditioned comfort. When you purchase 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 operational procedures outlined in the User's manual and to read this Warranty Document.

Warranty Period

Residential Application	Years Warranty		
Series	Parts	Labour	Compressor
S Series	5	5	5
FD Series	5	5	5
KX Series	1 (5)	1 (5)	1 (5)
SL Controllers & Accessories	1	-	-

Commercial Application	Years Warranty		
Series	Parts	Labour	Compressor
S Series	3	1	3
FD Series	3	1	3
KX Series	1 (3)	1	1 (3)
SL Controllers & Accessories	1	-	-

() Effective when temperzone is in receipt of commissioning data using MHI Mente PC software

Mitsubishi Heavy Industries Air-Conditioners Australia Pty Ltd (MHIAA) and temperzone Ltd warrant the air conditioning unit specified in the Installation & Assessment details overleaf, subject to temperzone Ltd 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

- Equipment must be installed in accordance with the manufacturer's instructions and specifications
- Equipment must be safely accessible with a three metre ladder. If unit is not deemed safely accessible by the service agent, you may be required to arrange safe working conditions
- In order to allow designed air flow and provide access for service, manufactures specified clearances must be maintained
- Service to be performed during the hours of 8.00am and 5.00pm Monday to Friday (excluding public holidays)
- This warranty is available to the original purchaser only – it may not be sold or transferred.
- This warranty is available to the original installation site only
- Operation and installation manuals supplied with equipment are deemed to form part of the warranty
- This warranty document must be fully completed and presented to the service agent prior to any work commencing.
- All equipment must be installed and maintained by a suitably licensed and qualified person
- All equipment must be installed in accordance with all applicable New Zealand Trade Standards

PLEASE NOTE: A Warranty Claim Number registers your claim. It does not represent automatic liability by temperzone Ltd. Fault finding and diagnosis by temperzone is a GUIDE ONLY as fault detail provided may be incomplete. Responsibility for diagnosis remains with the Service Company.

Exclusions

What is not covered by this MHIAA/temperzone Warranty

- Installation and/or components supplied by others in the installation
- Faults caused through lack of maintenance (eg Drains, Filters)
- Incorrect application or engineering of equipment
- Any modifications or alterations to the equipment
- Incorrect operation of equipment as per the User's manual instructions
- Equipment damage caused by ingress of any foreign matter or person, animal or plant or part thereof, vandalism, accident, flood, fire, lightning strike, Acts of God, war, negligence or any other external source
- Transport or installation damage
- Damage or performance related problems due to incorrect power supply, external wiring, voltage surges and fluctuations, or external electrical or electromagnetic interference (eg generators)
- Corrosion in toxic or excessive environments
- Costs associated with gaining safe access to equipment (eg high installation, safety induction course etc)

Before making a warranty claim please read the following

- Please familiarise yourself with the operation's manual as common problems and solutions are listed
- Are filters and drains clear? It is the owner's responsibility to ensure equipment is maintained
- Are batteries in the remote controller OK? It is the owner's responsibility to replace batteries
- Has the power supply been reset to the equipment?
- Are both the indoor and outdoor units free of any obstructions? Is the airflow clear?
- Have you contacted your installer or service company regarding the problem?
- If the owner requests service under this warranty and components are found not to be defective and repaired or exchanged it is deemed by MHIAA and temperzone Ltd not to be covered by this warranty. The owner will be charged for costs incurred by MHIAA and temperzone Ltd associated with non-warranty calls.**

How to make a warranty claim

- Ensure all details below have been completed – **you will need to provide them when making a claim**
- Contact your installing contractor or air conditioning service person to arrange a convenient time

FORM FILLING DATE:

CLAIM REF:

INSTALLATION & ASSESSMENT DETAILS	
OUTDOOR UNIT MODEL No:	SERIAL No:
INDOOR UNIT MODEL No:	SERIAL No:
PURCHASED From:	
INSTALLER Contractor/Company:	Phone no:
COMMISSIONED By:	Date:
OWNER's Name: Address:	
Telephone: (H)..... (W) (Mob)	
SERVICE company:	Phone No:
FAULT DETAILS:	
PARTS Required:	

This form is used to set up a warranty claim number. All terms & conditions of this warranty are contained in this MHI/temperzone Ltd warranty form.