MITSUBISHI HEAVY INDUSTRIES
AIR-CONDITIONERS AUSTRALIA

ABN 92 133 980 275
NZ GST 105 673 620

Block E, 391 Park Road Regents Park, NSW 2143. P O BOX 3167 Regents Park, NSW 2143. Tel: 1300 138 007 Fax: 1800 644 329
698A Great South Road, Penrose, Auckland, New Zealand 1061. Tel: 0800 138 007 Fax: 09 5799 665

Warranty

This warranty applies to air conditioners (equipment) and accessories imported and distributed by Mitsubishi Heavy Industries Air-Conditioners Australia, Pty. Ltd. (herein after referred to as MHIAA) and installed in Australia or New Zealand in accordance with all relevant National, State, Territory and local codes, standards, and regulations. This warranty supersedes and replaces all previous warranty documents issued by MHIAA for products supplied or sold from the 1st of April 2019.

Thank you for choosing a Mitsubishi Heavy Industries Thermal Systems Ltd. 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 with the selection of 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.

This is the only warranty given by Mitsubishi Heavy Industries Air-Conditioners Australia, Pty. Ltd. and is in addition to the owner's statutory rights relating to the following locations:-

In Australia - the Competition and Consumer Act 2010 and other similar State and Territory Laws. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

In New Zealand - the Consumer Guarantees Act 1993. Nothing in this warranty shall be construed as affecting any statutory rights the owner may have under any legislation which provides consumer rights in either country which cannot be modified or excluded by agreement. No person has the authority to change, add or remove these obligations and liabilities.

Warranty Periods

* Residential Application	Years Warranty		
Series	Parts	Labour	Compressor
SR & DX	5	5	5
FD	5	5	5
KX 1:1 and KX Multi 90/112/140/155	5	5	5
KX Multi - other	1(5)	1(5)	1(5)
SC Controllers & Accessories	1	-	-

* Commercial Application	Years Warranty		
Series	Parts	Labour	Compressor
SR & DX	5	5	5
FD	5	5	5
KX 1:1	5	5	5
KX Multi 90/112/140/155	3	1	3
KX Multi - other	1(3)	1	1(3)
SC Controllers & Accessories	1	-	-

Non-Human Comfort Application	Years Warranty		
Series	Parts	Labour	Compressor
SR & DX	1	1	1
FD	1	1	1
KX 1:1 and KX Multi 90/112/140/155	1	1	1
KX Multi - other	1	1	1
SC Controllers & Accessories	1	-	-

* Warranty periods are for Air Conditioners installed and operated only for human comfort use. Non-Human Comfort Applications are typically computer or data rooms, beverage storage, telephone transmission huts etc.

( ) Effective when MHIAA is in receipt of the supervised commissioning data using MHI MENTE PC software from a MHIAA Technical Service Engineer or an approved agent and where the manufacturer's product installation instructions have been confirmed.

Mitsubishi Heavy Industries Air-Conditioners Australia, Pty. Ltd. warrants the air conditioning equipment specified in the installation details overleaf against defects in manufacturing, materials, and workmanship. Defective components or assemblies will be repaired or replaced at the discretion of MHIAA without cost to the owner, except as detailed below for safe access, from the Date of Purchase / (Practical Completion) indicated on page three of this document for the period shown above. All related work will be carried out during business hours of MHIAA, or the service agent nominated by MHIAA to carry out the work.

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Warranty Conditions

Important Information about this MHIAA Warranty

1. The equipment must be installed and operated in accordance with the manufacturer's instructions and specifications.
2. It is the owner's responsibility for the application of additional corrosion protection if the product is installed in a corrosive environment (e.g.: coastal sea air, industrial pollution)
3. It is the owner's responsibility to provide safe access to the equipment and work area, at the owners cost. If the equipment is not deemed to be safely accessible by the service agent, the owner shall be required to arrange safe working conditions prior to any work commencing. The equipment must be safely accessible with a 1.7 meter ladder. Any additional access equipment shall be provided by the owner.
4. This warranty is only available to the original manufacturer's equipment, components and to the original installation site.
5. The manufacturer's installation, operation manuals, controls and accessories supplied with the equipment are deemed to form part of this warranty.
6. All equipment must be installed and maintained by a suitably licensed and qualified person.
7. All equipment must be installed in accordance with all applicable Australian and or New Zealand Standards, laws, and codes.

Exclusions

What is not covered by this MHIAA Warranty

1. The installation and/or any accessory, component or equipment not supplied by MHIAA.
2. Faults incurred through lack of maintenance. (E.g. Drains, Filters, Heat Exchangers etc.)
3. Faults, problems, or substandard performance caused by poor installation or incorrect application of the equipment.
4. Any modifications or alterations to the equipment.
5. Incorrect operation of the equipment as per the User's Manual instructions.
6. Any damage to the equipment caused by negligence, misuse, ingress of any foreign matter or person, animal or plant or part thereof, vandalism, accident, earthquake, war, storm, flood, fire, lightning strike, or force majeure.
7. Damage or problems caused by the use of an accessory, component and or equipment not supplied by MHIAA.
8. Transport or installation damage.
9. Damage or performance related problems due to incorrect power supply, incorrect external wiring, voltage surges and fluctuations, or external electrical or electromagnetic interference. (E.g., Generators, Solar Battery, Solar Hybrid System)
10. Travel costs outside metropolitan areas.
11. Costs associated with gaining safe access to equipment. (E.g., High installation, Safety Induction Courses etc.)
12. Any fault with equipment installed in mobile locations. (E.g., Boat, Bus, Caravan etc.)
13. Damage or performance related problems due to corrosive environments. (E.g., Coastal, Mining, Sulphur areas, Swimming pools etc.)

Before making a Warranty claim please read the following

1. Please familiarise yourself with the operation manual, common problems and solutions are listed.
2. Are the filters and drains clear? It is the owner's responsibility to maintain the equipment.
3. Are the batteries in the remote controller ok? It is the owner's responsibility to replace batteries.
4. Have you reset the power supply to the equipment?
5. Are both the indoor and outdoor units free of any obstructions? Is the airflow clear?
6. Have you contacted your installer or Service Company regarding the problem?
7. If the owner requests service under this warranty or owners' statutory rights and components are deemed not to be defective or the defect claim has been caused by human error, misuse, or circumstances other than defective materials or labour in the manufacture of the equipment, the particular claim will not be covered by the terms of this warranty and the owner will be liable for all costs incurred by MHIAA for any service, repairs, or exchange of components.

How to make a Warranty Claim

1. Ensure all details below have been completed – you will need to provide them when making a claim.
2. You may request service:

(a) By internet	mhiaa.com.au	mhiheatpumps.co.nz
(b) By fax	Australia 1300 139 128	NZ 09 5799 665
(c) By telephone	Australia 1300 139 197	NZ 0800 138 007
(d) In person	At one of our listed offices	
(e) By mail	Pre-paid, to our postal address	

A service agent will contact you directly and arrange a date and time to carry out the repair.

Product Purchase and Installation Summary

Please ask the installer to complete the below equipment and installation details

Date of Purchase			
Purchased From			
Date of Installation			
Installation Contractor - Business/Company Name			
Electrical License Number			
Date of Commissioning ( )			
Date of Practical Completion ( )			
Commissioned By			
Certificate of Compliance Number		Certificate Date	
Refrigerant Handling License Number			
Owners Full Name			
Address of Premises			
Telephone Number			
Mobile Phone Number			
Other			
Email Address			

Outdoor Unit	Model Number		Serial Number	
Indoor Unit(s)	Model Number		Serial Number	
	Model Number		Serial Number	
	Model Number		Serial Number	
	Model Number		Serial Number	
	Model Number		Serial Number	
	Model Number		Serial Number	

The above information is a summary of the purchase and installation for your records and does not substitute as a legitimate proof or purchase document. A legitimate proof of purchase document is required to make a warranty claim under the terms and conditions of this MHIAA warranty.