



# MITSUBISHI HEAVY INDUSTRIES AIR-CONDITIONERS AUSTRALIA, PTY. LTD.

ABN 92 133 980 275

## Warranty

This warranty applies to air conditioners imported and distributed by Mitsubishi Heavy Industries Air-Conditioners Australia, Pty. Ltd. (after referred to as MHIAA) and installed in Australia and New Zealand in accordance with all relevant National, State, Territory and local Standards and requirements.

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 Trade Practices Act 1974 and other similar State and Territory Laws. Nothing in this warranty shall be construed as affecting any statutory rights the owner may have under any State or Commonwealth legislation which provides rights which cannot be modified or excluded by agreement. No person has the authority to change or add to these obligations and liabilities.

Thank you for choosing a Mitsubishi Heavy Industries, 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.

### Warranty Period

Residential Application	Years Warranty		
	Parts	Labour	Compressor
Series			
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		
	Parts	Labour	Compressor
Series			
S series	5	5	5
FD Series	5	5	5
KX series	1(3)	1	1(3)
SL Controllers & Accessories	1	-	-

( ) Effective when MHIAA is in receipt of commissioning data using MHI MENTE PC software

Mitsubishi Heavy Industries Air-Conditioners Australia, Pty. Ltd. (MHIAA) warrants the air conditioning equipment specified in the installation details overleaf, subject to MHIAA conditions of sale, against defects in manufacturing or faulty workmanship. Defective components or assemblies will be repaired or replaced at the discretion of MHIAA without cost to the owner from the date of commissioning for the period shown above. All related work will be carried out during the normal business hours for MHIAA or the service agent nominated by MHIAA to carry out the work.

### Warranty Conditions

#### Important Information about this MHIAA Warranty

1. The equipment must be installed in accordance with the manufacturer's instructions and specifications.
2. It is the owner's responsibility to provide safe access to, and work area adjacent to the equipment. If the equipment is not deemed to be safely accessible by the service agent, you will be required to arrange safe working conditions. The equipment must be safely accessible with a 1.7 metre ladder.
3. This warranty is available to the original installation site only.
4. The installation and operation manuals supplied with the equipment are deemed to form part of this warranty.
5. All equipment must be installed and maintained by a suitably licensed and qualified person.
6. All equipment must be installed in accordance with all applicable Australian/New Zealand Standards.

# Exclusions

## What is not covered by this MHIAA Warranty

1. The installation and/or any components supplied by others in the installation.
2. Faults incurred through lack of maintenance. (Eg. Drains, Filters, etc.)
3. Incorrect application or engineering 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 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.
7. Transport or installation damage.
8. Damage or performance related problems due to incorrect power supply, external wiring, voltage surges and fluctuations, or external electrical or electromagnetic interference. (Eg Generators)
9. Transport and freight costs to remote areas. (Eg. Ferry or barge fees, accommodation etc.)
10. Travel costs outside metropolitan areas
11. Costs associated with gaining safe access to equipment. (Eg. High installation, Safety Induction Courses etc.)
12. Any fault with equipment installed in mobile locations. (Eg. Boat, Bus, Caravan etc.)
13. Damage or performance related problems due to corrosive environments. (Eg. Coastal, Mining, Sulfur areas 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 and components are found not to be defective and repaired or exchanged it is deemed by MHIAA not to be covered by this warranty. The owner will be charged for costs incurred by MHIAA associated with non-warranty calls.**

## 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. To request service: (a) by internet. [www.mhial.com.au](http://www.mhial.com.au)  
(b) By fax. Australia 1300 139 128  
(c) By telephone Australia 1300 139 197 between 9am & 5pm AEST

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

### Details of Owner and Air Conditioner

**Outdoor Unit.** Model No. .... Serial No. ....

**Indoor Unit.** Model No..... Serial No. ....

Model No..... Serial No. ....

Model No..... Serial No. ....

Model No..... Serial No. ....

Purchased from: .....

Installing Contractor / Company: ..... Lic. No. ....

Commissioned by: ..... Date: .....

Owner's Full Name: .....

Address of Premises: .....

Telephone Home: ..... Mob or Work: .....