



Your Mitsubishi Electric Product Guarantee Explained

A Simple Guide
for Homeowners



WELCOME TO PEACE OF MIND WITH MITSUBISHI ELECTRIC

As a homeowner, you want to feel confident that your investment in a Mitsubishi Electric system will be protected. That's why we offer an industry leading product guarantee on all Mitsubishi Electric products that we supply and install, giving you long-term assurance and support. Please note: As a manufacturer, Mitsubishi Electric supplies the products but does not carry out installation services. Instead, we work closely with trusted, qualified installers who can set up your system according to our specifications.

This guide will explain, in clear and simple terms, how our product guarantee works, what it covers, and what you need to do if you ever need help. Our aim is to help you understand everything about your guarantee — so you always know you're in good hands.

WHAT DOES THE INDUSTRY LEADING GUARANTEE COVER?

When you choose Mitsubishi Electric, you receive an industry leading guarantee on all products we supply, starting from the date your system is commissioned (set up and made ready to use) and officially registered with Mitsubishi Electric. This means if something goes wrong with your system because of a manufacturing defect within the guarantee period, you're protected.

Important: Some exclusions apply. Not everything is covered, and you should always check the full warranty terms provided when your system is commissioned and registered. These terms will outline exactly what is included and what is not. Your system must be registered by the installer upon commissioning.

Important: Some exclusions apply. Not everything is covered, and you should always check the full warranty terms provided when your system is commissioned and registered. Units must be registered on the INSTALL ME app by your installer, and to maintain your guarantee, the system must be serviced annually using the app. These terms will outline exactly what is included and what is not.

WHAT IS A MANUFACTURING DEFECT?

A manufacturing defect is a problem with your Mitsubishi Electric product that came from the factory. It means there was a slip-up during the making of the unit, and it was not caused by how the system was installed, used, or maintained. If a part fails because of a manufacturing defect, the guarantee applies.

WHAT'S NOT COVERED?

While our guarantee is generous, there are some situations that are not covered, such as:

- Damage caused by incorrect installation (not following Mitsubishi Electric guidelines)
- Problems caused by misuse, neglect, or lack of regular maintenance
- Normal wear and tear (for example, filters that need regular cleaning or replacement)
- Damage due to external events (like lightning, flooding, or power surges)
- Any work carried out by non-approved engineers or using non-genuine parts
- Always refer to the detailed warranty terms for the full list of exclusions.

HOW TO USE YOUR GUARANTEE

If you ever notice your Mitsubishi Electric system is not working as it should, here's the simple process to follow:

01

STEP 1: SUBMIT A BREAKDOWN ASSIST REQUEST

Go to our website and fill in the Breakdown Assist Request form. You'll need to provide your details and information about your system.

02

STEP 2: PAY THE CALL-OUT FEE

When you submit your request, you will be asked to pay a call-out fee. The amount of this fee is clearly shown on our website at the time of your request.

03

STEP 3: WE ARRANGE A SITE VISIT

Once your request and payment are received, an engineer will contact you to arrange a convenient time to visit your property and inspect your Mitsubishi Electric system.

04

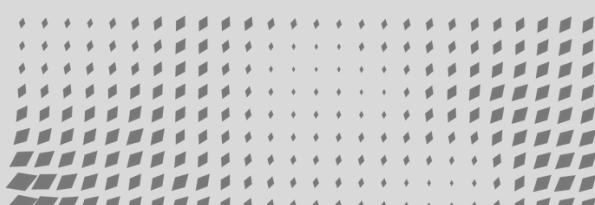
STEP 4: DIAGNOSIS AND REPAIR

During the site visit, our qualified engineer will investigate the problem.

- If the fault is found to be a manufacturing defect covered by the guarantee, we will repair or replace the faulty part at no extra cost to you.
- Your call-out fee will also be refunded in full after we confirm the fault is covered under the guarantee.
- If the issue is not covered (for example, if it's due to user error, lack of maintenance, or an excluded reason), we'll let you know and discuss next steps with you. In this case, the call-out fee is not refundable.

WHY DO WE CHARGE A CALL-OUT FEE?

The call-out fee is there to help cover the cost of sending an engineer to your property. If your problem is found to be a covered manufacturing defect, you don't need to worry — this fee will be returned to you after the repair or replacement. If the problem is not covered, the fee helps cover our costs for the inspection and advice provided.



HOW TO REGISTER YOUR PRODUCT GUARANTEE

To benefit from the industry leading guarantee, your Mitsubishi Electric system must be:

- Commissioned by an approved installer
- Registered with Mitsubishi Electric at the time of commissioning

Your installer will usually take care of the registration, but it's a good idea to confirm this step is done. You should receive a copy of your warranty terms for your records.

TIPS FOR HOMEOWNERS

Here are some easy ways to ensure your guarantee remains valid and your Mitsubishi Electric system keeps running smoothly:

- Have your system installed by an authorised professional
- Register your system promptly when it's commissioned
- Keep up with regular maintenance as recommended in your user manual
- Keep copies of your purchase documents and warranty terms
- Contact us as soon as you notice any issues — don't delay repairs

FREQUENTLY ASKED QUESTIONS

Q: HOW LONG DOES THE GUARANTEE LAST?

The guarantee is detailed on your guarantee T&C's which are supplied by your installer when the system is commissioned and registered

Q: WHAT DO I DO IF MY SYSTEM ISN'T WORKING?

Go to our website and complete the Breakdown Assist Request form. Pay the call-out fee, and we'll arrange for an engineer to visit.



Q: WHAT HAPPENS IF THE REPAIR IS COVERED BY THE GUARANTEE?

If the problem is due to a manufacturing defect, we'll repair or replace the faulty part, and your call-out fee will be refunded.

Q: ARE THERE THINGS THE GUARANTEE DOESN'T COVER?

Yes, for example, issues caused by improper installation, lack of maintenance, or external damage are not covered. Please check your warranty terms for full details.

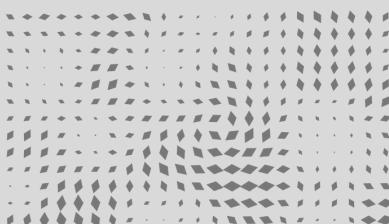
Q: WHO SHOULD I CONTACT IF I HAVE MORE QUESTIONS?

You can visit our website for more information or get in touch with our customer service team.

SUMMARY

Our industry leading product guarantee is designed to give you peace of mind. If you ever have an issue, help is just a few clicks away. Remember: proper installation, registration, and regular maintenance are key to keeping your guarantee valid. And if a covered fault happens, we'll be there to put things right — quickly and professionally.

If you have any questions, don't hesitate to reach out. We're here to support you, every step of the way, so you can enjoy comfort and confidence with your Mitsubishi Electric system for years to come.



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Note: Mitsubishi Electric's air conditioning equipment and heat pump systems contain a fluorinated greenhouse gas, R32 (GWP:675) *These GWP values are based on Regulation (EU) No 517/2014 from IPCC 4th edition. In case of Regulation (EU) No.626/2011 from IPCC 3rd edition, these are as follows. R32 (GWP:550).

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