

MITSUBISHI ELECTRIC HOMEOWNER 3 YEAR GUARANTEE

This guarantee applies only to Ecodan Air Source Heat Pumps, cylinders and other Mitsubishi Electric interfacing equipment, purchased from Mitsubishi Electric Europe B.V. Irish branch ("Mitsubishi Electric"), these products must be installed and commissioned using the "Install ME" App by Mitsubishi Electric ("Install ME").

This guarantee does not apply to a consumer who self-installs or independently commissions these products. This guarantee does not apply to products which have not been commissioned using "Install ME".

Mitsubishi Electric guarantees to the homeowner ("you" or "your") for the period of the guarantee, commencing on the date of commissioning of the Mitsubishi Electric Ecodan Air Source Heat Pump and any cylinder and associated Mitsubishi Electric interface equipment supplied by Mitsubishi Electric (collectively the "Product") and subject to the terms of this guarantee, that the Product will conform to Mitsubishi Electric's specifications for the Product and be free from defects in design, materials and workmanship.

IMPORTANT:

This guarantee is **CONDITIONAL** upon and subject to satisfaction of the terms and conditions set out under "GUARANTEE CONDITIONS" on pages 2 and 3 hereof.

Please note that for a valid guarantee registration, the period of Mitsubishi Electric's guarantee is dependent upon your installer's status with Mitsubishi Electric.

Guarantee exclusions include the following:

All pipework and connections and any non-Mitsubishi Electric ancillary equipment connected to the Product (for example, any third party control interface); any fault due to the incorrect application of the Product by your installer or your system designer (for example, failure to specify a correctly sized heat pump or cylinder to meet your requirements); and any Product not installed in accordance with Mitsubishi Electric's installation instructions.

This guarantee means that Mitsubishi Electric will, subject to the Guarantee Conditions, take responsibility for the costs of servicing and/or repairing the Product so that the Product conforms to Mitsubishi Electric's specifications.

Mitsubishi Electric reserves the right, at its discretion, to replace a Product or any part thereof where Mitsubishi Electric considers it advisable.

GUARANTEE CLAIMS

In the event of a breakdown during the guarantee period, please contact your installer.

Your installer may contact Mitsubishi Electric to verify the Product registration status and to confirm that the Product is within the guarantee period before attending your home.

If the installer is unable to rectify a Product fault then the installer will contact Mitsubishi Electric and we will then respond directly to your installer.

If the installer of the Product is unknown or is not contactable then please contact our After Sales Technical Support Team directly:

Tel: 01 4602622 or email: ecodan.aftersales@meir.mee.com, providing details of the Product and the breakdown.

Our team will arrange for the necessary service and/or repair of your Product in accordance with the terms of this guarantee and the specifications for the Product.

If your installer was not, or is no longer a Mitsubishi Electric Approved Installer, Mitsubishi Electric will respond to any valid guarantee claim directly to you.

When contacted, Mitsubishi Electric will verify Product registration status to confirm that the Product is within the guarantee period and meets the Guarantee Conditions set out below.

GUARANTEE “CALL OUT” VISITS

Date and time for guarantee “call out” visit to your home will be agreed with you in advance.

Mitsubishi Electric does not accept any liability for your time waiting for a service engineer's arrival and/or remaining present at your home while the service and/or repair is being carried out.

Mitsubishi Electric does not accept any liability for any costs of alternative heating systems as may be used by you or cost of any alternative accommodation taken by you pending the completion of any guarantee “call out” visit.

Guarantee “call out” service is free of charge to you for any parts and labour, subject to all the Guarantee Conditions having been met. Your installer is not authorised to invoice you for any Mitsubishi Electric guarantee services.

Please read the Guarantee Conditions before seeking any guarantee “call out” visit or support from your installer or Mitsubishi Electric.

GUARANTEE CONDITIONS - IMPORTANT

Mitsubishi Electric's guarantee is subject to the following terms and conditions:

1. The Product must be registered using “Install ME” with Mitsubishi Electric within 1 month of commissioning to confirm:

- a) Product installation details;
- b) Installer details; and
- c) Providing other registration data as set out on Install ME.

Note: if your Product is not registered within 1 month from date of commissioning using Install ME then Mitsubishi Electric’s guarantee is limited to twelve months from the date of commissioning.

2. The Product must be installed and commissioned by a Mitsubishi Electric Approved Installer.

3. Any guarantee claim must be raised within the guarantee period.

4. The Product must be maintained directly by Mitsubishi Electric or a suitably qualified competent maintenance service provider within 12 months from commissioning and thereafter at 12 monthly intervals (each service must be registered on Install ME). Mitsubishi Electric reserves the right to require evidence of this maintenance, to Mitsubishi Electric’s reasonable satisfaction, before approving any guarantee “call out” visit . Mitsubishi Electric will take ownership of any exchanged and/or replaced Product.

5. The water quality must meet the following conditions:

The water in primary and sanitary circuit should be clean and free from any contamination and with the following pH values:

Primary circuit: pH 6.5-10.0

Sanitary circuit: pH 6.5-8.0

The following are maximum allowable values;

Calcium: 100 mg/L Ca hardness: 250 mg/L

Chloride: 100 mg/L Copper: 0.3 mg/L

Other constituents should be to European Directive 98/83 EC standards.

In known hard water areas, to prevent/minimise scaling you should restrict the routine stored water temperature (DHW max. temp.) to 55°C.

Any cylinder supplied by Mitsubishi Electric must be fed only from the public mains water supply and used only for storage of potable (i.e. drinkable) water and must not have been subject to frost damage at any time.

6. Mitsubishi Electric will not be liable for any fault or costs of repair resulting from the following: incorrect installation; incorrect application; inadequate commissioning or failure to commission; lack of regular maintenance (as set out in point 4 above); neglect; accidental damage; malicious damage; misuse; any alteration or tampering with the Product; any inappropriate previous repair by a person not approved by Mitsubishi Electric; damage caused during maintenance servicing by any third party; or any failure to use the Product for normal domestic purposes.

7. Mitsubishi Electric will not be liable for any faults or any associated costs arising from lack of power supply, incorrect power supply, damage cause by frost due to inadequate protection, water contamination, scale formation or air pollution.

8. Mitsubishi Electric reserves the right to inspect the Product at your home before proceeding with any guarantee repair or replacement.

9. Any valid guarantee claim or guarantee “call out” visit by Mitsubishi Electric does not extend the original period of this guarantee.

10. This guarantee applies only to the original installation address and is valid only for a Product installed in a home in Ireland (i.e. Republic

of Ireland and Northern Ireland).

11. Mitsubishi Electric shall, in its discretion, make a final determination as to the validity of any guarantee claim.

12. Where there is “No Fault Found” in your Product or your guarantee claim is rejected in accordance with the above Guarantee Conditions, Mitsubishi Electric shall be entitled to charge you all reasonable costs incurred by your installer or Mitsubishi Electric in attending your home.

13. Mitsubishi Electric (and any Mitsubishi Electric Approved Installer or other Mitsubishi Electric service contractor supporting guarantee “call out” Visits) shall not be liable under this guarantee for any consequential loss, and any loss of profits, revenues or receipts howsoever arising from any non-conformity or defect affecting the Product or from any delay in repair or replacement of the Product; or for any loss or damage caused by delay in providing the services or supplying parts required to rectify the non-conformity or defect (provided, Mitsubishi Electric will use all reasonable efforts to ensure services are performed on a timely basis); or for delay caused by any matter beyond Mitsubishi Electric’s reasonable control; or for repair or replacement of any Product consumables.

Mitsubishi Electric recommends that you enter into a maintenance service agreement with Mitsubishi Electric or a suitably qualified competent maintenance services provider.

Mitsubishi Electric is not responsible for the costs of any maintenance servicing, any service attendance by any third party service provider and/or any unauthorised repair or replacement. Mitsubishi Electric shall not be liable under this guarantee for any charges levied by an installer or any third party for any other services provided by that installer or third party. Mitsubishi Electric will not reimburse you for any such charges.

You may transfer this guarantee only to the new owner of the home in which it was installed.

Data protection:

Apart from this necessary usage, your personal data will not be disclosed to third parties by Mitsubishi Electric. Please see Mitsubishi Electric's Privacy Policy available on its website and as referenced in this guarantee.

THIS GUARANTEE DOES NOT AFFECT YOUR STATUTORY RIGHTS NOR AFFECT ANY LEGAL RIGHTS YOU MAY HAVE AS A CONSUMER UNDER APPLICABLE NATIONAL LEGISLATION GOVERNING YOUR PURCHASE OF THE PRODUCT.