

# Ecodan Installer Warranty Terms & Conditions

**mitsubishi electric europe b.v.**  
**living environmental systems division**  
**mitsubishi electric residential heating products warranty**

This warranty applies to heating Ecodan products for domestic applications, including cylinders and interfacing equipment supplied by Mitsubishi Electric.

This is the standard form of warranty for an Ecodan Installer, as referred to in Clause 8 of the Terms and Conditions of Sale of Mitsubishi Electric Europe B.V. (“Mitsubishi Electric”), for the above products. Nothing in this warranty shall be deemed to vary such Terms and Conditions of Sale, which shall have priority over this warranty.

1.1 Mitsubishi Electric warrants its products as referred to in **Table A** from the date of delivery of the products to the Ecodan Installer. The products shall:

1.1.1 conform to Mitsubishi Electric’s specification

1.1.2 be free from defects in design, workmanship and materials

Important: This is in place of the Mitsubishi Electric “standard” one-year warranty. The enhanced warranty period for the Accredited Ecodan Installer and Heating Business Solutions Partner is dependent upon the retentions of status as such throughout the entire 5 or 7 year warranty period. If at any time the status is lost for any reason, this extended warranty shall revert forthwith to Mitsubishi Electric’s warranty in line with the “Standard Account Holder” status.

1.1.3 Mitsubishi Electric’s obligations for this warranty shall be conditional upon the following:

- a) All Ecodan installations undertaken shall be in accordance with Mitsubishi Electric’s manufacturer’s installation and servicing manual for the corresponding product.
- b) For Accredited Ecodan Installers & Heating Business Solutions Partners, all installations and commissioning works undertaken shall comply strictly with the Installation and Commissioning Standards as set out in the then applicable version of Mitsubishi Electric’s MELSmart Technical Services “Installation Commissioning & Aftercare Standards”.
- c) All operatives and contractors engaged in any installation/commissioning of Mitsubishi Electric Products shall hold a certified industry qualification relevant to their specific task in the installation/commissioning process.

These qualifications are to be held by at least one person within the Installer’s business.

Or in each case shall hold alternative recognised industry qualifications or other relevant industry experience satisfactory to Mitsubishi Electric.

For an Installer to benefit from the enhanced warranty (over and above Standard Account Holder Status), all such operatives and contractors shall have been certified to Mitsubishi Electric by the Heating Accredited

Installer as qualified to install. Further, all such operatives and contractors shall have been previously notified to Mitsubishi Electric as part of the Heating Accredited Installer schedule of certification for “Engineer Details” in accordance with the terms of the Mitsubishi Electric Heating Partner Programme and the Heating Accredited Installer itself (not any individual operative and contractor).

- c) Any product which is installed and commissioned at one site must remain at that site to qualify for this warranty.
- d) The Homeowner Guarantee card must be returned to Mitsubishi Electric within 30 days of commissioning or occupation if new builds.

A ‘Homeowner Guarantee Card’ will be provided with every Ecodan unit. Please use this card to register the homeowner within 30 days of commissioning (or occupation if new build) to ensure the homeowner benefits from Mitsubishi Electric’s homeowner Guarantee for the Ecodan air source heat pump and any cylinder or other Ecodan heating system equipment supplied by Mitsubishi Electric.

The Guarantee Card is also available electronically via the Mitsubishi Electric website and this submission will also be classed as a valid document.

The length of the Homeowner Guarantee shall mirror the warranty duration provided to the installer due to their status as either a Standard Account Holder, Accredited Ecodan Installer or Heating Business Solutions Partner (see TABLE A).

This Guarantee Card needs to be completed by both the installer and the current homeowner (or signature of developer if new build). The registration card is free post and should be returned to Mitsubishi Electric. In the unlikely event of failure of the Ecodan, the return of this card will ensure that the homeowner’s warranty claim is hassle-free.

**Please Note –**

If the homeowner does not complete and return a Mitsubishi Electric Homeowner Guarantee Registration Card, the product will only be covered under warranty to you for 12 months. A guarantee card must be completed for each Ecodan unit.

**Should any of the above conditions (a) - (d) inclusive not be complied with, this warranty shall not apply. In such case, the products shall be subject to the Mitsubishi Electric “standard” one-year warranty only, based upon date of delivery to the Installer.**

- 1.2 Mitsubishi Electric’s obligation under this warranty shall not apply to any product, or part thereof which has been modified by the Installer or any third party without Mitsubishi Electric’s prior written approval, or has been improperly applied, stored, used, maintained or repaired so as to materially affect the product or parts.

This warranty excludes defects or failures caused by accident, mis-application, mis-use, alteration, neglect, loss of use of the equipment or consequential loss of any nature. Expendable parts, such as fuses, contactors that are regularly replaced due to normal use are excluded from this warranty. Mitsubishi Electric’s obligation excludes any normal wear and tear to the product.

Mitsubishi Electric shall make final determination of warranty eligibility. Mitsubishi Electric reserves the right to conduct inspections at site during and/or after installation to ensure compliance to the then applicable version of Mitsubishi Electric's MELSmart Technical Services "Installation Commissioning & Aftercare Standards" and to assess any trends in product failures. Mitsubishi Electric may carry out monthly reviews of warranty claims by the Accredited Installer and any persistent or repetitive defects or failures may be investigated by Mitsubishi Electric.

Conditions apply to Ecodan branded packaged cylinders supplied by Mitsubishi Electric for Ecodan applications -

- The unit has been correctly installed as per the Installation Instructions and all the relevant standards, regulations and codes of practice in force at the time.
  - The unit has not been modified in any way. It has not been misused, tampered with or subjected to neglect.
  - The system is fed from the public mains water supply. It has only been used for the storage of potable water. The cylinder unit has not been subject to frost damage and the unit has been serviced annually. Please note that maintenance checklists for servicing may be requested to prove that the unit has been serviced annually and that the benchmark log book has been filled in after each annual service.
- 1.3 In the event of a product warranty claim being rejected or is invalid for any reason, a fixed fee of 300.00 GBP excluding Value Added Tax will be charged to cover Mitsubishi Electric's costs of inspection, handling and shipping the returned item.
- 1.4 This warranty covers all non-expendable parts and a set allowance as a contribution to labour costs (see Schedule A) associated with our products only.
- 1.5 Any replacement or repair within the warranty period will not extend the original period on that item.
- 1.6 The provisions of this Warranty shall survive the expiration or termination of any supply agreement between Mitsubishi Electric and the Heating Accredited Installer.
- 1.7 Mitsubishi Electric will replace items covered by this warranty at the current standard charge which will be subsequently credited subject to validation of the warranty claim.
- 1.8 Mitsubishi Electric reserve the right to collect the faulty product from site. The product must not be disposed of unless directed to by Mitsubishi Electric and, in the event of collection, the product must be suitable packaged and left in an easily accessible location.
- 1.9 Defective compressors returned to Mitsubishi Electric will not be accepted for repair or replacement under this warranty unless all pipes have been closed and sealed. All costs associated with a detailed inspection of a returned compressor will be borne by Mitsubishi Electric, unless it is established by Mitsubishi Electric the failure is not due to faulty components but due to adverse conditions that are outside Mitsubishi Electric's control, in which case costs will be passed onto the Installer.
- 1.10 Where the installer conducts the repair, or replacement of items covered by this warranty, replacement parts will only be supplied through the following processes
- a) The installer has contacted the technical helpdesk and, having confirmed the required parts, has been issued with a warranty claim reference number

- b) The installer has a credit or cash with order account with Mitsubishi Electric or a recognised Mitsubishi Electric Wholesaler, Merchant or VAR
- c) The installer has Heating Business Solutions Partner Status and correctly completes and complies with the Fast Track warranty

### **Standard Warranty Claim Procedure**

SEE APPENDIX A

### **Heating Business Solutions Partner – FAST TRACK WARRANTY**

Fast Track Warranty Process - APPENDIX B

Fast Track Warranty Form – APPENDIX C

Mitsubishi Electric recognises the additional investment in training of engineers by a Heating Business Solutions Partner. As a result, the warranty claim process for this tier of customer can now be “fast tracked” through the process by going through the diagnosis process without the need to contact our residential technical helpdesk.

**Note – Mitsubishi Electric reserve the right to remove the ability of any installer to access the fast track warranty process should we deem any company to be incorrectly using the process or spirit of the process.**

#### **“Dead on Commissioning”**

Where the Heating Accredited Installer claims a product is faulty on initial start-up, referred to as “dead on commissioning”, Mitsubishi Electric’s Residential technical helpdesk must be contacted. Once they have verified the diagnosis, they will issue authorisation before any repair or replacement is made. Failure to follow this procedure will invalidate a “Warranty Claim” for products faulty on initial start-up.

1.11 The warranty is applicable within the EU/EEA.

## **Exclusions to Warranty Claims**

1. Equipment Hire (e.g. Crane Hire, Portable AC & Heating Hire, etc.)
2. Out of Hours Work
3. Any costs incurred due to travelling to site. (i.e. mileage, travelling time, parking etc.)
4. Installation of Equipment in in-accessible places which generates labour intensive replacement.
5. Failures due to poor installation
6. Failures due to interruptions in electrical supply, mains distribution boards, circuit breakers and incorrect connection of the electrical supply
7. Future changes in design which may have adverse operational effects on the installed systems
8. Failures as a result of lack of adequate maintenance or no maintenance

### **\*Important Note**

- a) Claims made after seven days of failure will be null and void
- b) Any replacement of complete units must have prior approval from Mitsubishi Electric
- c) Any new refrigerant used due to leakage or contamination providing the contamination is caused due to our product failure can be charged at trade prices over and above the labour allowance, (supported by receipts).

**Conditions apply to Mitsubishi Electric Packaged / Pre-plumbed Cylinders supplied by MEU for Ecodan applications (please refer to section 1.2 of the Warranty Terms and Conditions for Mitsubishi Electric Domestic Heating product for full details)**

## **Wholesaler, Merchant and Value Added Reseller Sales**

The Mitsubishi Electric Europe B.V warranty remains the same should our product be purchased through an authorised Wholesaler or Value Added Reseller.

## TABLE A

<b>Product Type</b>	<b>Standard Account Holder<sup>1</sup></b>	<b>Accredited Ecodan Installer<sup>2</sup></b>	<b>Heating Business Solutions Partner<sup>3</sup></b>
<b>&lt;20kW ECODAN</b>	<b>3 Years</b>	<b>5 Years</b>	<b>7 Years</b>
<b>&lt;20kW ECODAN CASCADE SYSTEMS</b>	<b>3 Years</b>	<b>5 Years</b>	<b>7 Years</b>
<b>Ecodan DHW Cylinders</b>	<b>3 Years</b>	<b>3 Years</b>	<b>3 Years</b>
<b>Ecodan Ancillaries</b>	<b>3 Years</b>	<b>3 Years</b>	<b>3 Years</b>

Notes –

1. An installer who purchases Mitsubishi Electric Ecodan products either directly or through Mitsubishi Electric VAR, wholesale or merchant partners. They have not achieved accredited installer or business solutions partner status.
2. An installer who is currently active within our partner programme and has met the criteria to qualify for Accredited Ecodan Installer status
3. An installer who is currently active within our partner programme and has met the criteria to qualify for Heating Business Solutions Partner status.

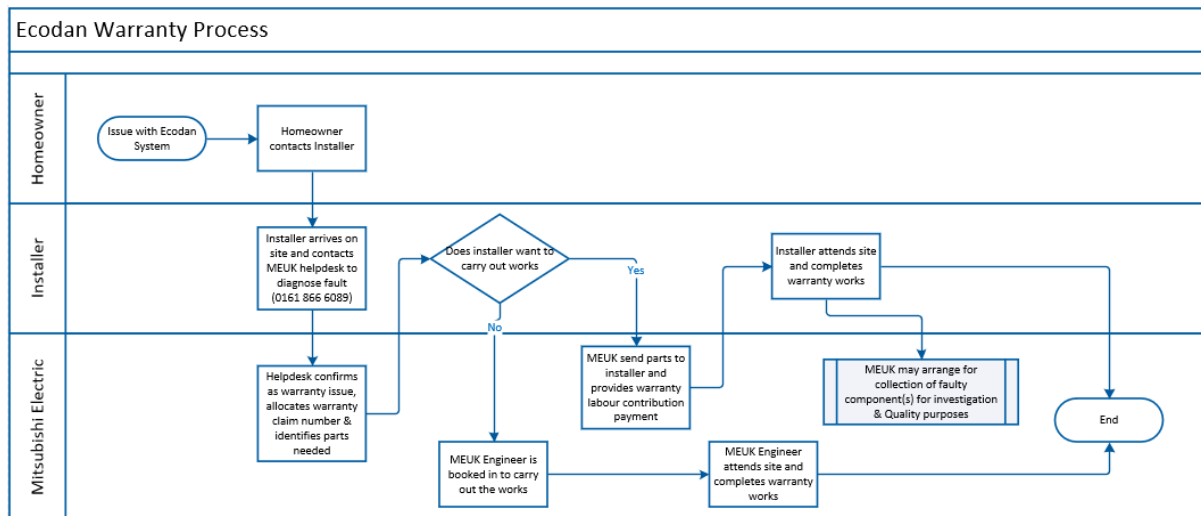
## Schedule A

### WARRANTY LABOUR ALLOWANCES - ECODAN / ECODAN CASCADE SYSTEMS

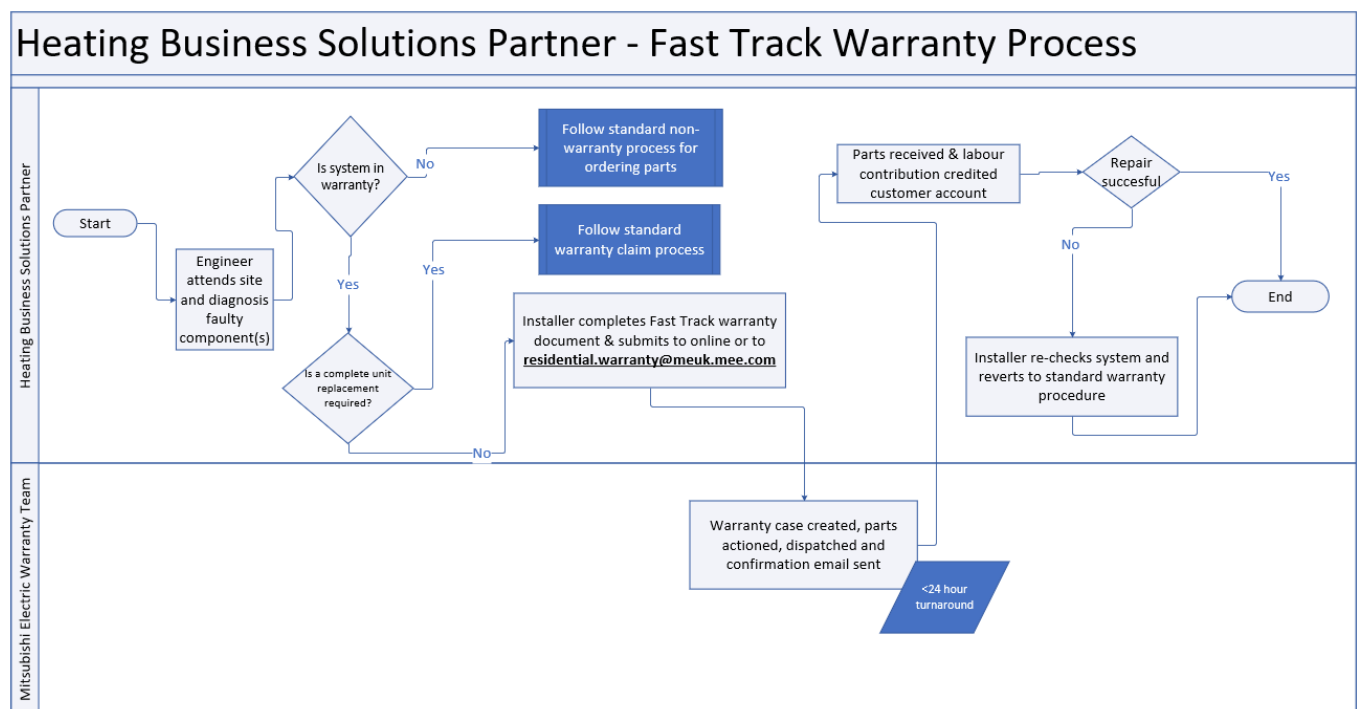
Ex-VAT rates as at 1st April 2023 are set out below in GBP. Mitsubishi Electric reserves the right to vary these rates from time to time.

	Ecodan Heat Pump	Ecodan Cylinder / Indoor components
Compressor Replacement	400	
Repair Leak	310	
Heat Exchanger	310	
4-Way Valve	310	
Other Refrigeration Circuit Parts	310	
Replace LEV	130	
Full Unit Replacement	250	600
PCB	170	130
Fan Motor	120	
Fan Blade	100	
Solenoid Coil	70	
Thermistor	70	70
Remote Controller		70
Panels		70
Pressure Relief Valve		130
Zone Valve Head		70
Full Zone Valve		130
Immersion Heater		70
Circulating Pump		80
Pressure Reducing Valve		130
TF1 Filter		130
Flow Sensor		130
Expansion Vessel		100
Plate Heat Exchanger		130
Other	POA	POA

## APPENDIX A



## APPENDIX B



## APPENDIX B

Please visit [www.les.mitsubishielectric.co.uk](http://www.les.mitsubishielectric.co.uk) and select the ecodan installer warranty page for the online Heating Business Solutions Partner - Fast Track Warranty form