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Warranty

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 the air-conditioners, accessories, goods and other equipment, we trust that 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 this warranty document.

For Equipment purchased in Australia

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 for 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.

For Equipment purchased in New Zealand

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.

In addition to other rights and remedies of consumers under the relevant consumer protection legislation in Australia and New Zealand (**Consumer Statutory Guarantee**), Mitsubishi Heavy Industries Air-Conditioners Australia, Pty. Ltd. (**MHIAA**) warrants the Equipment against defects in manufacturing, materials, and workmanship for the Warranty Period as set out below (**Manufacturer Warranty**).

This Manufacturer Warranty applies to the Equipment supplied by MHIAA and installed in Australia or New Zealand in accordance with all relevant National, State, Territory and local codes, standards, and regulations.

This Manufacturer Warranty applies to all Equipment supplied after 1 January 2025 and supersedes and replaces all previous warranty documents issued by MHIAA in respect of the Equipment.

MHIAA will, at its discretion, repair or place the defective Equipment or part of the Equipment or wholly or partly recompensate you. All related work will be carried out during business hours of MHIAA, or the service agent nominated by MHIAA to carry out the work.

Register your product purchase online

While we hope you will not need to use it, registering your product ensures that we can provide you with the best possible support should the need arise. By registering, we will have quick access to your product details, making any warranty claims or future assistance hassle-free. It's a simple step that helps us take care of you faster and more efficiently. Please use the QR code to access the online product registration page.

Australia



New Zealand



Warranty Periods

The periods in which you are entitled to claim this Manufacturer Warranty (Warranty Period) differ depending on the Equipment Series and the particular use-case of the Equipment. The Warranty Period commence from the date of purchase as noted on a tax invoice or receipt issued by your supplier.

*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	-	-

*** In this section, capitalised terms have the following meaning:**

- Residential Application means solely for human comfort use in personal, domestic or household applications.
- Commercial Application means solely for human comfort use in the carrying out of a business or enterprise or in trade or commerce (e.g., retail store applications, hotels).
- Non-Human Comfort Application means any application which is not solely for human comfort use, including for computer or data rooms, beverage storage, telephone transmission huts, or any other similar applications.

** Warranty periods marked in parentheses () become 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.

Warranty Conditions

This Manufacturer Warranty is subject to the following conditions:

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 Equipment 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 owner's 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 to the Equipment shall be provided by the owner;
4. this Manufacturer Warranty is only available to the Equipment installed at the original installation site;
5. the manufactures installation manuals, operation manuals, controls and accessories supplied with the Equipment are deemed to form part of this Manufacturer Warranty;
6. all Equipment must be installed and maintained by a suitably licensed and qualified person; and
7. all Equipment must be installed in accordance with all applicable Australian and or New Zealand Standards, laws, and codes (as applicable).

What is not covered by this Manufacturer Warranty

1. Faults, problems, or substandard performance caused by poor or incorrect installation or application of the Equipment.
2. Any Equipment or part of the Equipment not supplied by MHIAA.
3. Faults, problems or substandard performance incurred through lack of maintenance (e.g. Drains, Filters, Heat Exchangers etc.).
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 the Equipment (e.g., High installation, Safety Induction Courses etc.).
12. Any fault with the 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 User's Manual, and the 'Troubleshooting' and 'Notice' sections as listed in the User's Manual.
2. Are the filters and drains clear? It is your responsibility to maintain the Equipment.
3. Are the batteries in the remote controller, ok? It is your 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 you request service under this Manufacturer Warranty and the Equipment or part of the Equipment is deemed not to be defective or the defect claim has been caused by human error, misuse, or circumstances other than defects in manufacturing, materials or workmanship, the particular service request or claim will not be covered by the terms of this Manufacturer Warranty and you will be liable for all costs incurred by MHIAA for any service, repairs or exchange of the Equipment or part of the Equipment.

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 from Mitsubishi Heavy Industries Air-Conditioners Australia, Pty. Ltd.:

(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 MHIAA offices listed on our web site https://www.mhiaa.com.au/contact-us/	

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

Easily raise a Warranty Claim online

Warranty claims can easily be raised online. Please use the QR codes below to access this function.

Australia:



New Zealand:



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 LICENCE NUMBER:			
DATE OF COMMISSIONING:			
COMMISSIONED BY:			
CERTIFICATE OF COMPLIANCE NUMBER:		CERTIFICATE DATE:	
REFRIGERANT HANDLING LICENCE 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	