



mitsubishi
heavy industries

AIR CONDITIONING
& WATER HEATING

MHI WARRANTY

TERMS & CONDITIONS



February 2023

MHI WARRANTY TERMS & CONDITIONS



At Beijer Ref UK & Ireland, our aim is to ensure that our customers have the best possible support to ensure customer satisfaction at all times. All of the products sold by Beijer Ref UK & Ireland are subject to our standard Terms and Conditions of the sale.

Warranty on MHI Air Conditioning product groups will be as follows:

STANDARD 5 YEAR WARRANTY (PARTS ONLY)

This applies to all finished products contained within the Mitsubishi Heavy Industries range. The five year period commences on the date of invoice and covers the replacement of faulty components provided they are returned within 21 days.

Should a replacement part be deemed as unobtainable within a reasonable period, a commercial decision will be made as to how to resolve the issue to a satisfactory standard.

EXTENDED WARRANTIES

Beijer Ref UK & Ireland offer extended warranty provision to Dealers (up to 7 years**) and Partners (up to 10 years) as part of the MHI 3 Diamond Loyalty Scheme.

For 10 years warranty all jobs will need to be registered and commissioning documents upload via the members area on our website.

GENERAL CONDITIONS

Warranty is held with the F-Gas registered purchasing contractor and is subject to installation & commissioning by a suitably qualified and certificated engineer in accordance with the manufactures instructions.

All products must be under a comprehensive service management agreement for the entire warranty period with the purchasing contractor. The warranty provision is non-transferable.

WARRANTY CLAIMS

All Warranty claims must follow the procedure detailed in our Terms and Conditions of sale. Before making a claim, in the first instance discuss any problem with the MHI Technical Support Team on 0330 123 5598.

SPECIFIC EXCLUSIONS TO WARRANTY CLAIMS

The following are specifically excluded from any warranty claim:

- Labour*, travel and accommodation expenses.
- Installation and service materials. Crane Hire.
- Portable or replacement equipment hire.
- Failures deemed to be the result of poor installation.
- Failures on a product that is not covered by a comprehensive service maintenance agreement.
- Failures as a result of any interruption in mains power electrical supply, incorrect mains power supply, circuit breaker selection or distribution board installation.

* A fixed labour contribution is available for 3 Diamond Partners (Splits & VRF products).

** VRF 10 Year Warranty subject to invitation and approval.

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HOW TO MAKE A WARRANTY CLAIM

1. If an item is confirmed by the MHI Technical Support Team to be defective within the warranty period, order a replacement from your usual MHI Air Conditioning distribution channel.
2. State that the order is for warranty replacement advising the name of the diagnosing party.
3. Provide a delivery address and contact details.
4. A replacement item will be dispatched within the advised time period with an invoice and a warranty claim form.
5. The claim form with the defective item should be returned within 21 business days.
6. The warranty invoice should be paid according to your normal business terms.
7. If the warranty claim is accepted a credit note will be issued.

For more information contact MHI Technical: support@MHitechnical.co.uk

The warranty period on replaced items (excluding finished items) is twelve months from invoice date.



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