

City Multi Warranty

This warranty applies to Mitsubishi Electric City Multi Products, Accessories and Peripherals sold by Black Diamond Technologies Limited (BDT) in New Zealand.

Warranty Conditions:

Mitsubishi Electric City Multi Variable Refrigerant Flow (VRF) equipment is warranted by BDT against defects in materials and workmanship for the warranty term and includes full parts and labour.

Product	Warranty Term
City Multi (VRF)	1 Year Full Parts and Labour
Hybrid City Multi (HVRF)	3 Year Full Parts and Labour* if maintenance conditions are met
EP Range (High Efficiency)	3 Year Full Parts and Labour* if maintenance conditions are met
S Series - PUMY (Mini VRF)	5 Year Full Parts and Labour*

The warranty term commences from the date the equipment is commissioned and is applicable to the original purchaser. Equipment defects covered by this warranty will be repaired or replaced at the discretion of BDT without cost to the owner for parts or direct repair labour. A BDT authorised repair company shall carry out the repair or replacement during normal business hours.

Any Mitsubishi Electric parts or equipment replaced will be in accordance with the provisions of this warranty for the remainder of the original period or 12 months from the completion of the repair, whichever is the greater.

Except where inconsistent with the owner's statutory rights and the rights given by this warranty, all other warranties and all liability of BDT for any loss or damage direct and consequential is expressly excluded.

Maintenance Conditions to comply with Extended Warranty:

1. BDT's City Multi quarterly maintenance check sheets must be completed.
2. All BDT's City Multi quarterly maintenance check sheets must be available to BDT on request.

*Applies to new orders placed from 15th August 2018 onwards.

Special Exclusions:

1. Any product imported by an individual or distributor other than BDT, is not covered under this warranty.
2. Any labour costs inflated by difficult access to either the indoor or the outdoor unit, and any extra costs due to difficult access to equipment. Any costs or additional labour associated with gaining acceptable service access to equipment installed in restricted or unsafe locations. Includes crane, lift platform, building work to gain appropriate access to equipment, hiab costs where access necessitates the use of this equipment.
3. Please be aware that all City Multi products installed in corrosive environments (e.g. sea air, industrial contamination or geothermal sulphur contamination environments) should be treated with additional corrosion protection prior to installation. BS treatment is a factory option that is available on City Multi outdoor units and is suitable for coastal sea air environments. Although additional aftermarket protection may still be required in other environments where there is a risk of industrial contamination or geothermal sulphur contamination or similar. In cases where additional aftermarket protection is applied, BDT does not have control of protection type or the application practices used and therefore cannot guarantee that premature corrosion or rust will not occur in these harsh environments; consequently BDT cannot cover corrosion related damage even if additional protection has been applied.
4. Equipment that has been re-installed at a location other than the original location.
5. Freight charges (including insurance) or travelling costs for repairs performed outside the area normally serviced by BDT or an authorised repair company (maximum of 100km round trip).
6. Equipment installed in a transportable or mobile application (e.g. caravan, truck, trailer or marine application).
7. Any consumable item (e.g. batteries, filters, v-belts) supplied with the equipment.
8. Any failure within the refrigeration system where the system lubricant contamination is exceeding the maximum allowable water levels of 100 ppm or TAN levels exceeding 0.1 mgKOH/g.

In addition, this warranty excludes damage, problems or unsatisfactory performance caused to the equipment by:

- a. faulty or incorrect electrical wiring, incorrect power supply, voltage fluctuations, over voltage transient spikes or electromagnetic interference not originating within the equipment.
- b. the use of an accessory, component or equipment not supplied by BDT.
- c. incorrect or poor installation or application.
- d. flood, fire, storm, vandalism, misuse, negligence, acts of God, war, earthquake, vermin or foreign matter (dirt, moisture) entering the equipment, or any outside agency.
- e. in an environment where the climate comfort of humans is not the primary function of the equipment (e.g. high sensible server rooms).
- f. operation at conditions outside the operating conditions specified in the Mitsubishi Electric technical or sales data applicable to that equipment.

Owner's Responsibility:

The owner is responsible for the correct operation and regular maintenance of the equipment listed on this warranty card. The correction of any non-product fault or problem is not covered by the warranty. Responsibilities include, but are not limited exclusively to:

1. Regular cleaning of the air filter(s) and replacement where necessary.
2. Operation and maintenance of the equipment in accordance with the operating instructions.
3. Ensuring the condensate drain is kept clean.
4. Ensuring the air inlet and outlet on the outdoor unit is kept clear of any obstructions (dirt, leaves, plants).
5. Replacement of exhausted batteries.
6. The application of additional corrosive protection if the product is installed in a corrosive environment (e.g. sea air, industrial environment, geothermal sulphur contamination).
7. Regular cleaning of the outdoor unit.
8. Correction and corrosion treatment to damaged surface.

BDT Technical Services are able to provide an Extended Warranty and Health Check Service on City Multi products. This is considered a very high level service which is completed by BDT's own technicians and is specifically designed to prolong the life and efficiency of the product and provide users with the confidence that the best factory trained technicians are over seeing their investment. If you would like to find out more information about this service please contact BDT Technical Services for more details and pricing.

Owner's Statutory Rights:

In respect to any goods supplied under the contract which are not of a kind ordinarily acquired for personal domestic or household use or consumption, unless the owner establishes the following limitation of liability would not be fair or reasonable, the liability of BDT for any defect of design, materials or workmanship will be limited to any of the following as determined by BDT:

1. Replacing the equipment or supplying the equivalent equipment of equal or similar condition and quality.
2. Repairing the equipment.
3. Paying the cost of replacing the equipment or acquiring equivalent equipment.
4. Paying the cost of having the equipment repaired.

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