

City Multi Health Check Service



A City Multi Health Check is a high-level maintenance service that is essential for preserving system performance, extending product lifespan, and upholding the product warranty. This service is designed to help ensure that your Mitsubishi Electric City Multi system continues to operate reliably while maintaining compliance with warranty requirements.

All Health Check services are carried out by technicians who have attended specialised product training and are the most equipped, qualified, and experienced in New Zealand to be maintaining Mitsubishi Electric City Multi products. Each Health Check visit has been structured in conjunction with recommendations set by the manufacturer to mitigate wear and tear, reduce environmental impacts such as corrosion and airborne pollutants, and protect your long-term capital investment.

This service requires specialised tools and product knowledge, primarily focusing on the functionality and integrity of the City Multi unit.

The Benefits

- Comprehensive outdoor unit and system operational checks
- Eligibility for optional extended warranty for up to 5 years
- Reassurance that the best and most experienced factory-trained technicians are protecting City Multi investments
- Thermal Imaging scans of cables and electronic components
- Installation of the latest firmware and software to ensure long-term reliability, bug fixes, improved efficiency, and enhanced performance
- Proactive corrosion prevention using specialised treatments
- Comprehensive system interrogation using specialised diagnostic tools
- Detailed reporting provided after each Health Check visit

City Multi Health Check Service

Further Warranty and Health Check Options

Warranty Extensions and On-Going Support with Health Checks

Extend the protection of your equipment beyond the standard warranty with our flexible service options.

Warranty Extensions

Stay covered with our extended warranty plans. For full details and associated costs, please contact the MAC Team. To avoid any lapse in coverage, we recommend reaching out before your current warranty expires.

Health Check Services

We also provide non-warranty Health Check solutions for added peace of mind. Whether you need a one-off Health Check or a scheduled recurring service, our team is here to support your equipment's performance – during and beyond the warranty period.

Service Scope and Exclusions

To remain eligible for full parts and labour warranty coverage, all Health Checks visits must be conducted within the specified timeframes, where applicable. Missing a scheduled service may result in warranty being void.

This service applies exclusively to BDT-supplied City Multi Products. Indoor units and any other equipment or ancillary products not supplied by BDT will require separate maintenance by the relevant third parties, in accordance with their own maintenance expectations and standards.

City Multi Warranty Terms and Maintenance Requirements

Health Checks are mandatory to uphold the standard product warranty for selected items within our City Multi range. Please refer to the table below to identify which products require these checks.

Failure to complete the required services within the prescribed intervals may result in the warranty being void.

Product	Health Check Requirements	Warranty Term
City Multi (VRF)	Optional	1 Year Full Parts and Labour
Hybrid City Multi (HVRF)	Mandatory	3 Year Full Parts and Labour*
EP Range (High Efficiency)	Optional	1 Year Full Parts and Labour*
S Series – PUMY (Mini VRF)	Optional	5 Year Full Parts and Labour

*If Maintenance conditions have been met.

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Visits Required Per Warranty Term

1 Year Warranty	3 Health Checks
2 Year Warranty	5 Health Checks
3 Year Warranty	7 Health Checks
4 Year Warranty	9 Health Checks
5 Year Warranty	11 Health Checks

Frequency of Checks

1 st Health Check	3 Months following Commissioning
2 nd Health Check	3 Months following 1st Health Check
Remaining Health Checks	6 Monthly from previous Health Check

Important:

To remain eligible for full parts and labour warranty coverage, all Health Check visits must be conducted within the specified timeframes. Missing a scheduled service may result in the warranty being void.

For more information please contact

BDT Maintenance and Commissioning Team – mac@bdt.co.nz | 0800 784 382

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