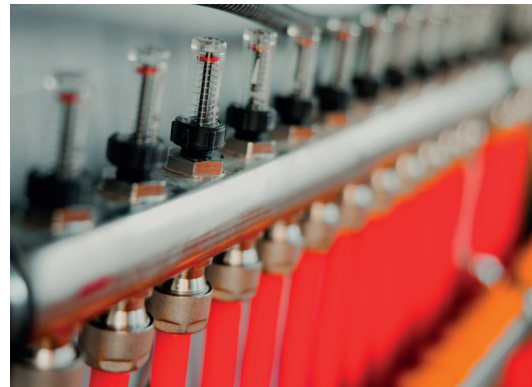


Hydronic Heat Pumps and Chillers Maintenance Service



A Hydronic Heat Pumps and Chillers Maintenance Service is a high-level maintenance check that is essential for preserving system performance, extending product lifespan, and upholding the product warranty. This service is designed to ensure that your Mitsubishi Electric Hydronic Heat Pump and Chiller System operates to specification while maintaining compliance with warranty requirements.

All maintenance 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 Hydronic Heat Pump and Chiller products. Each maintenance 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 hydronic heat pumps and chillers units.

The Benefits

- Comprehensive maintenance on hydronic heat pumps and chiller unit and system
- Eligibility for optional extended warranty for up to 5 years
- Reassurance that the best and most experienced factory-trained technicians are protecting hydronic heat pumps and chiller investments
- Thermal Imaging scans of cables and electronic components
- Proactive corrosion prevention using specialised treatments
- Comprehensive system interrogation using specialised diagnostic tools
- Detailed reporting provided after each maintenance visit
- Installation of the latest firmware and software to ensure long-term reliability, bugfixes, improved efficiency, and enhanced performance

A Hydronic Heat Pumps and Chillers Maintenance Service

Further Warranty and Maintenance Options

Warranty Extensions and Maintenance Support

Extend the protection of your equipment beyond the standard one-year 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.

Maintenance Services

We also provide non-warranty maintenance solutions for added peace of mind.

Whether you need a one-off service or scheduled recurring maintenance, our team is here to support your equipment's performance – during, and beyond the warranty period.

Hydronic Heat Pumps and Chillers Warranty Terms and Maintenance Requirements

Maintenance is mandatory to uphold the standard product warranty for all items in the Mitsubishi Electric Commercial Hydronic Heat Pumps and Chiller range. Failure to complete the required services within the prescribed intervals may result in the warranty being void.

Product	Requirement	Warranty Term
e-Series (EACV and EAHV)	Mandatory	1 Year Full Parts and Labour*
QAHV	Mandatory	1 Year Full Parts and Labour*
CAHV	Mandatory	1 Year Full Parts and Labour*
MECH / MEHP	Mandatory	1 Year Full Parts and Labour*
Mitsubishi Electric Hydronics & IT Cooling Systems	Mandatory	1 Year Full Parts and Labour*

*If Maintenance conditions have been met.

A Hydronic Heat Pumps and Chillers Maintenance Service

Visits Required Per Warranty Term

1 Year Warranty	4 Maintenances
2 Year Warranty	8 Maintenances
3 Year Warranty	12 Maintenances
4 Year Warranty	16 Maintenances
5 Year Warranty	20 Maintenances

Frequency of Checks

1st Maintenance	3 Months following Commissioning
2nd Maintenance	6 Months following Commissioning
3rd Maintenance	9 Months following Commissioning
4th Maintenance	12 Months following Commissioning

Service Scope and Exclusions:

To remain eligible for full parts and labour warranty coverage, all maintenance visits must be conducted within the specified timeframes. Missing a scheduled service may result in the warranty being void. This service applies exclusively to BDT-supplied hydronic heat pumps and chillers. 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.

For more information please contact

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

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