

LIMITED PARTS WARRANTY

Mitsubishi Electric Split-ductless Air-conditioner and Heat Pump Systems

The HVAC Division of MITSUBISHI ELECTRIC & ELECTRONICS USA, INC. (“MEUS”) warrants as follows to the original owner of this S-Series system (PUMY model outdoor unit, CITY MULTI indoor units, and CITY MULTI controllers) in a residential installation only:

A. If purchased from and installed in a residence by an *authorized MEUS Contractor* within the continental United States, Alaska and Hawaii, should it prove defective by reason of defects arising from improper workmanship and/or material:

i. One Year on Parts. The parts (except for the compressor) are warranted for a period of one (1) year after the date of the original installation by an authorized MEUS Contractor at the owner’s residence. We will provide a replacement for any defective part without charge for the part. Parts used for replacement may be replaced with those of like kind and quality and may be new or remanufactured. Parts used for replacement are warranted for the remainder of the original warranty period. Defective parts must be made available to MEUS in exchange for the replacement part and become the property of MEUS.

ii. Six Years on Compressor. The compressor is warranted for a period of six (6) years after the date of the original installation by an authorized MEUS Contractor or *authorized Mitsubishi Diamond DealerTM* at the owner’s residence. We will provide a replacement compressor which shall be warranted for the remainder of the original warranty period.

B. If purchased from and installed in a residence by an *authorized Mitsubishi Diamond Dealer* within the continental United States, Alaska and Hawaii, should it prove defective by reason of defects arising from improper workmanship and/or material, the preceding Parts Warranty shall be extended for one additional year, for a total of **Two Years on Parts**. The compressor warranty remains at six years as in A[ii] preceding.

C. No Labor. THIS LIMITED WARRANTY DOES NOT INCLUDE LABOR or other costs incurred for service, repair, removal, installation, shipping or handling of defective or replacement S-Series product or parts. [Some or all of such costs may be covered under a separate and independent warranty provided by your authorized MEUS Contractor or authorized Mitsubishi Diamond Dealer.] For certain items that are designed to be replaced by the owner, you are solely responsible for any replacement labor. Air filter cleaning for each indoor unit is normal consumer-required maintenance and this procedure is not covered under warranty. Please refer to the associated indoor unit’s Operation Manual for air filter cleaning procedures.

D. Proper Installation. This Limited Warranty applies only to S-Series systems (PUMY model outdoor unit, CITY MULTI indoor units, and CITY MULTI Controllers) that are installed in a residence by *authorized MEUS Contractors or authorized Mitsubishi Diamond Dealers* in accordance with (i) all applicable building codes and permits, (ii) MEUS’s installation and operation instructions and (iii) good trade practices.

E. Timely Notice. To obtain warranty service and parts replacement, you must notify an authorized MEUS Contractor, Diamond Dealer or Distributor of any defect within the applicable warranty time period.

BEFORE REQUESTING SERVICE, please review the Installation, Technical Service, and Operation Manuals to insure proper installation and correct customer control adjustment for the S-Series System. If the problem persists please arrange for warranty service.

1. TO OBTAIN WARRANTY PARTS SERVICE:

a. Contact the authorized MEUS Contractor or authorized Mitsubishi Diamond Dealer who installed the S-Series system (PUMY model outdoor unit, CITY MULTI indoor units, and CITY MULTI Controllers) or your nearest authorized MEUS Contractor, Dealer or Distributor, whose name and address may be obtained by referencing our website at www.mehvac.com.

b. Proof of installation date is required when requesting warranty service. Present your sales receipt or other document which establishes proof and date of installation. Without this, the effective warranty date shall be considered sixty (60) days after the date of manufacture stamped on the S-Series (PUMY model outdoor unit)

product. THE RETURN OF THE OWNER REGISTRATION CARD IS NOT A CONDITION OF COVERAGE UNDER THIS LIMITED WARRANTY. However, please return the Owner Registration Card so that we can contact you should a question of safety arise which could affect you.

c. This Limited Warranty applies only while the S-Series system (PUMY model outdoor unit, CITY MULTI indoor units, and CITY MULTI Controllers) remains at the site of the original residential installation (except for mobile homes) and only to locations within the continental United States, Alaska and Hawaii.

2. EXCLUSIONS.

a. THIS LIMITED WARRANTY DOES NOT COVER property damages, malfunction or personal injury caused by or resulting from: [a] accident, abuse, negligence or misuse; [b] operating the S-Series system in a corrosive or wet environment containing chlorine, fluorine or any other chemical hazardous to the S-Series system; [c] installation, alteration, repair or service by anyone other than an authorized MEUS Contractor or Mitsubishi Diamond Dealer or other than pursuant to the manufacturer's instructions; [d] improper matching of components of the S-Series system; [e] improper or deferred maintenance contrary to the manufacturer's instructions; [f] physical abuse to or misuse of the product; [g] failure to carry out any maintenance as described in the associated Installation, Technical Service, and Operation Manuals, including air filter cleaning; [h] excessive physical or electrical stress [i] products that have had a serial number or any part thereof altered, defaced or removed; [j] product use in any manner contrary to the Operating Instruction Manual; [k] freight damage; or [l] damage caused by force majeure or other factors beyond the reasonable control of MEUS, such as power surges, lightning, fluctuations in or interruptions of electrical power and flood. This Limited Warranty also excludes service calls where no defect in the S-Series system covered under this warranty is found.

b. Internet purchases, installation by non-authorized contractors or dealers, installations outside of the continental United States, Alaska and Hawaii, and all non-residential installations are excluded from this warranty.

c. Costs, expenses or any other damages caused by the process of installation or set-ups, any adjustments of user controls are excluded from this warranty. Please consult the Installation, Technical Service, and Operation Manuals for information regarding user controls.

3. YOUR ONLY REMEDIES ARE PROVIDED IN THIS LIMITED WARRANTY. ANY EXPRESS WARRANTY NOT PROVIDED HEREIN, AND ANY REMEDY WHICH, BUT FOR THIS PROVISION, MIGHT ARISE BY IMPLICATION OR OPERATION OF LAW, IS HEREBY EXCLUDED AND DISCLAIMED. THE IMPLIED WARRANTIES OF MERCHANTABILITY AND OF FITNESS FOR ANY PARTICULAR PURPOSE ARE EXPRESSLY LIMITED TO A TERM OF ONE YEAR FROM THE ORIGINAL INSTALLATION DATE.

4. UNDER NO CIRCUMSTANCES SHALL MEUS BE LIABLE TO PURCHASER OR ANY OTHER PERSON FOR ANY INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, WHETHER ARISING OUT OF BREACH OF WARRANTY, BREACH OF CONTRACT, OR OTHERWISE.

5. Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental, special, or consequential damages, so the above limitations or exclusions may not apply to you.

6. This Limited Warranty gives you specific legal rights, and you may also have other rights which vary from state to state.