



Heat Pump/Air Conditioning Warranty



This warranty applies to Mitsubishi Electric Heat Pump/Air Conditioning Products, Accessories and Peripherals sold by Black Diamond Technologies Limited in New Zealand.

Warranty Conditions:

The Mitsubishi Electric Heat Pump/Air Conditioning equipment is warranted by Black Diamond Technologies Limited against defects in materials and workmanship as follows:

Product	Warranty Term	
Air Conditioning (M & S-Series) Split System Type	5 Year Parts and Labour	
Air Conditioning (MXZ & PUMY) Multi-Split System	5 Year Parts and Labour	
Air Conditioning (P-Series)	Domestic Install	5 Year Parts and Labour
	Commercial Install* ¹	5 Year Parts and Labour
Lossnay, Energy Recovery Ventilation (VL & LGH-Series)	5 Year Parts and Labour	
Air Curtains	1 Year Parts and Labour	
Jet Towels	3 Year Parts and Labour	
Ventilation Fans	1 Year Parts and Labour	
Accessories and Peripherals	1 Year Parts and Labour	
BlueDiamond Condensate Pump	Installed with new system* ²	5 Year Parts and Labour
	Retrofitted	3 Year Parts and Labour

*¹ 5 year warranty only applicable on P-Series units purchased from 2nd October 2017.

*² Only extended to 5 years if installed with new Mitsubishi Electric Heat Pump.

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

Any Mitsubishi Electric parts or equipment replaced under the warranty will be warranted in accordance with the provisions of this warranty for the remainder of the original warranty 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 Black Diamond Technologies Limited for any loss or damage direct and consequential is expressly excluded.

Visit www.mitsubishi-electric.co.nz/warranty to register your heat pump.

Special Exclusions:

1. Any product imported by an individual or distributor other than Black Diamond Technologies Limited, 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, hiab costs where access necessitates the use of this equipment.
3. Please be aware that all Air Conditioners/Heat Pumps installed in a corrosive environment (e.g. sea air, industrial or geothermal sulphur contamination environments) should be treated with additional corrosion protection prior to installation. Although additional protection may increase the product's life, Black Diamond Technologies Limited 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 Black Diamond Technologies Limited 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 Black Diamond Technologies Limited 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.
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 Black Diamond Technologies Limited.
 - 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 applications).
 - f. operation at conditions outside the operating conditions specified in the Mitsubishi Electric technical or sales data applicable to that equipment.
8. Warranty on P-Series units will not be excluded when installed into high sensible heat load applications (computer rooms, etc.) with exception to the following exclusions and conditions which are in addition to the normal special exclusions and owner's responsibilities already identified in this document:
 - a. Black Diamond Technologies Limited will not cover any costs relating to loss, damage or down time of third party equipment or processes that have failed due to a problem associated to equipment supplied by Black Diamond Technologies Limited (when temperature control is critical, 100% redundancy/backup is strongly recommended).
 - b. Systems must be correctly sized to the sensible heat load for the area in which it is being installed.
 - c. Systems installed must be standalone plant (i.e. not connected to a multi-head or City Multi system).
 - d. Duty/standby is required in applications that have redundancy/backup systems.
 - e. Regular documented maintenance schedules must be available on request.

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.

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 Black Diamond Technologies Limited for any defect of design, materials or workmanship will be limited to any of the following as determined by Black Diamond Technologies Limited:

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.

Updated: January 2022