

Hot Water Heat Pump Warranty

This warranty applies to Mitsubishi Electric Hot Water Heat Pumps, accessories and peripherals sold by Black Diamond Technologies Limited (hereafter referred to as BDT) in New Zealand.

Warranty Conditions:

Mitsubishi Electric Hot Water Heat Pumps are warranted by BDT against defects in materials and workmanship as follows:

Product		Warranty Term
Mitsubishi Electric Ecodan	Domestic Install ^{*1}	5 Year Parts and Labour
	Commercial Install	1 Year Parts and Labour
Mitsubishi Electric MEHP-iB	Domestic Install ^{*1}	5 Year Parts and Labour
	Commercial Install	1 Year Parts and Labour
Mitsubishi Electric Buffer Tanks		1 Year Parts and Labour
Domestic Hot Water Cylinders ^{*2}		Refer to OEM Warranty
Accessories		1 Year Parts and Labour

^{*1} 5 Year Warranty only applicable when unit is commissioned by BDT or a BDT trained installer. The installer must fill out and return the Commissioning Form to BDT.

^{*2} Warranty allows for full replacement or repair of the OEM Cylinder including for the first 12 months of service if a fault is found. Electric element and thermostat are covered by the OEM 12 month warranty. After 12 months and up to 5 years (7 years for mains pressure cylinder) the warranty is limited to repair or replacement of the cylinder only (excluding element, thermostat and valves if supplied and excluding labour). Anode should be replaced if nearly depleted to validate the warranty.

Refer to full warranty information provided by OEM.

Warranty commences from the date the system is purchased and is applicable to the original purchaser. Installers must have completed the applicable BDT Hot Water Heat Pump training course and must complete and return any BDT commissioning forms at the time of install for full warranty period to be approved. 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 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 BDT for any loss or damage direct and consequential is expressly excluded.

Special Exclusions:

- Any product imported by an individual or distributor other than BDT, is not covered under this warranty.
- 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 which includes but is not limited to overtime rates for after hours access. 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, unless by prior arrangement with BDT.
- Please be aware that any Mitsubishi Electric product 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, 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.
- Equipment that has been re-installed at a location other than the original location.

Continued overleaf.

Hot Water Heat Pump Warranty

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. filters, seals, SD card) 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. operation at conditions outside the operating conditions specified in Mitsubishi Electric technical or sales data.
8. Water leaks or damages caused by the incorrect installation of the system.
9. Leaks or water damage caused by components not supplied from BDT with Mitsubishi Electric product.
10. Damages to Mitsubishi Electric product caused by excess water pressure above system installation guidelines. Systems must be protected by a pressure release system such as the tanks cold water expansion and TPR valves or open vented in the case of low pressure systems. The valves should be checked regularly as per the manufacturer instructions.
11. Operation of the system not connected to a water supply.
12. Pressure damage caused by running the system with isolation valves turned off.
13. Any costs associated with loss in performance, or efficiency less than expected at time of sale.

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. Operation and maintenance of the equipment in accordance with the operating and service instructions.
2. Regular servicing as per the service and maintenance schedule laid out in the service manual.
3. Ensuring any condensate and pressure relief drains are kept clean.
4. Ensuring the air inlet and outlet on the outdoor unit is kept clear of any obstructions (dirt, leaves, plants).
5. The application of additional corrosive protection if the product is installed in a corrosive environment (e.g. sea air, industrial environment, geothermal sulphur contamination). This must be applied before installation of the unit.
6. If any adverse effects occur in the system (e.g. air in the system) due to water supply being turned off for maintenance work either in the street or in the owner premises, the owner must follow the guide in the installation/operation manual or contact their installer for instruction.

Owner's Statutory Rights:

In respect to any goods supplied by BDT 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.



Scan QR code to
register your product

For more information please visit our website
or call our Customer Service Team.

www.mitsubishi-electric.co.nz | 0800 784 382

PUBLISHED MAY 2025

 PLEASE LOOK AFTER THE ENVIRONMENT AND RECYCLE



Black Diamond
Technologies Limited



Exclusive New Zealand
Partner Since 1981

