

NEW WARRANTY PROGRAM

Questions & Answers

Q: Will the warranty registration process change?

A: The registration process will not change. Mitsubishi Electric equipment can be registered in one of the following ways:

1. Through our MitsubishiComfort.com website.
2. Through the **Extranet (Diamond Contractors only)**.
3. S-Series (PUMY) and CITY MULTI will continue to be registered through the Extended Warranty Process report.
4. Registration cards shipped with the equipment can be completed by the owner or installing contractor and mailed back to Mitsubishi Electric.

Q: Do we mail the end user a certificate of warranty?

A: Currently we do not. However, there has been a growing demand for a registered warranty document and we are investigating offering that option.

Q: What warranty will apply to multi-family?

A: Single family owner-occupied residences will be considered residential applications. These would include condominiums, for example. Multi-tenant apartments, nursing homes, and other multi-family properties will be considered commercial applications.

Q: Will we have warranty parts available for 12 years?

A: Yes, Mitsubishi Electric's factories will support the changes in warranty with inventory for the entire warranty period.

Q: When is the installation date for residential new construction?

A: The installation date will be the purchase date of the home.

Q: What happens if the installation date cannot be verified?

A: If the installation date cannot be verified, the installation date will be 120 days after the date of manufacture.

Q: What is the multi-family residential application or commercial application warranty for M-Series?

A: When system is installed in a multi-family application where the original equipment owner does not reside in the home, or commercial application, the M-Series product warranty is five years for parts and seven years for the compressor.