Heat Pump / Air Conditioning Warranty

Issued by Black Diamond Technologies Limited (BDT), New Zealand.

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

Warranty Coverage:

The following equipment as supplied by BDT is covered against defects in materials and factory workmanship as follows:

Product		Warranty Term
M, S and P Series Split System		5 Year Parts and Labour
MXZ and PUMY Multi-Split System (including indoor units)		5 Year Parts and Labour
BDT Supplied Controllers, Accessories, Peripherals, and Ducted Kits		1 Year Parts and Labour
BlueDiamond Condensate Pump	Installed with new system*	5 Year Parts and Labour*
	Retrofitted	3 Year Parts and Labour

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

Warranty covers the equipment supplied only, it does not cover installation/third party components nor does it cover design or heat load calculations which are the responsibility of the third party contractor.

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.

Important Installer Responsibilities

BDT places high importance on correct installation and long-term serviceability. Therefore:

- Installers are responsible for ensuring safe, compliant and adequate access to both indoor and outdoor units.
- Poor access impacting maintenance, service or repair is not considered a manufacturer fault and will not be covered under this warranty.
- BDT will not cover labour, materials, or equipment costs (such as scaffolding, cranes, elevated work platforms, building costs etc.) resulting from inaccessible, unsafe or non-compliant installations.

Excluded from Manufacturer Warranty Coverage:

- Pipework (refrigerant or condensate)
- Electrical cabling or control wiring
- Drainage systems
- Ducting
- External control devices or accessories not manufactured by Mitsubishi Electric

Responsibility for the performance, specification, and installation of these components rests solely with the installer, or end user where both parties have reached an agreement prior to the installation.

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. Incorrectly sized or installed systems, and/or remedial work (including system replacement) where systems have been incorrectly sized or installed.
4. All equipment components, including both indoor and outdoor units, installed in corrosive or potentially corrosive environments (including but not limited to; coastal, geothermal, industrial or chemically contaminated environments, or where insufficiently filtered outside air is introduced indoors) must be assessed along with microclimatic factors and provided with corrosion protection appropriate to the environment prior to installation. Failure of indoor or outdoor components (and/or subsequent resultant damage or faults) due to corrosion or rust is not a manufacturing defect where corrosion protection has not been correctly specified, applied, or maintained. Black Diamond Technologies Limited does not control site conditions, aftermarket protection methods, or ongoing maintenance practices and therefore cannot accept warranty claims for corrosion-related damage, even where additional protection has been applied.
5. Discolouration, warping or deformity of the indoor unit and associated fixtures due to direct and/or prolonged exposure to UV/sunlight.
6. Equipment that has been re-installed at a location other than the original location.
7. 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).

Continued overleaf.

8. Equipment installed in a transportable or mobile application (e.g. caravan, truck, trailer or marine application).
9. 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.
    g. Poorly made flares or brazed refrigerant pipe connections or leaking Schrader cores, resulting in a refrigerant leak.
10. 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.
11. Incorrectly sized or installed condensate pumps (sold by BDT).
12. Remedial work (including system replacement) where systems have been incorrectly sized or installed.
13. Equipment decommissioned for home renovation or other temporary shutdown purposes must be conducted by an industry qualified and competent service person and must be reinstalled and commissioned by an industry qualified and competent service person appropriately.
14. Issues arising from outdoor units installed close to neighbouring boundaries or other noise sensitive locations.
15. Refrigerant loss and/or failure of indoor or outdoor components (and/or subsequent resultant damage or faults) due to Schraeder valve leaks.

BDT-Applied Corrosion Protection

Where additional corrosion protection is supplied and professionally applied by Black Diamond Technologies Limited (BDT) as part of BDT's approved Nyalic corrosion protection service, (including Nyalic-coated indoor units and Nyalic-coated indoor units installed in server rooms) corrosion-related damage to the protected components will be covered under warranty, subject to normal warranty terms and ongoing maintenance requirements.

Where corrosion protection is applied by third parties, or where alternative products or application methods are used, Black Diamond Technologies Limited does not have control over the protection type, surface preparation, application quality, or maintenance practices. In these cases, corrosion-related damage cannot be covered under warranty, even if additional protection has been applied.

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 indoor and 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 factory 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.

Scan QR code to register your product

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

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