

The Renewable Solutions Provider
Making a World of Difference



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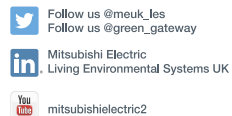
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All Service and Maintenance plans are provided subject to the company's Melsmart Maintenance Terms and Conditions for Consumers, a copy of which is available on request.

Smart device control refers to our 'MELCloud' Cloud based solution for mobile monitoring and control of your system and is subject to our MELCloud Terms and Conditions of Use, a copy of which is available on request.

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Service & Maintenance Plans for Homeowners



Thank you for choosing an Ecodan renewable air source heat pump, one of the most reliable and future-proof forms of heating available today.

Ecodan is designed to deliver all the heating and hot water you need for years to come.

In order to ensure you get the maximum performance from your Ecodan throughout its working life, you need to arrange for the system to be regularly serviced and maintained.

This is important not only to comply with our warranty conditions, but also to meet the demands of the Renewable Heat Incentive (RHI) scheme, with the minimum requirement of an annual service.

Mitsubishi Electric has developed a range of service and maintenance plans to support Ecodan heating systems and give our customers affordable peace of mind.

Three levels of cover are available to provide you with the absolute confidence that your heating system will be professionally maintained and, in the unlikely event of a fault, quickly repaired by our highly skilled engineers.



	3 Diamond Cover	Annual System Service	Annual Heat Pump Service
Heat Pump Service	✓	✓	✓
Cylinder Service	✓	✓	X
All Parts & Labour	✓	X	X
Rapid Response	✓	X	X
Smart Device Control	✓	X	X

The need for a planned programme

By embracing renewable heat pump technology you have tapped into the heating system of the future.

Not only do heat pumps offer a superb renewable alternative to traditional, carbon intensive heating, they can also help address rising fuel prices, especially in off-gas areas.

It has always been necessary to demonstrate appropriate service levels in order to maintain the warranty on your Ecodan heat pump. New Government incentive programmes also mean the need for a planned programme of service and maintenance is paramount.

Benefits of our Service & Maintenance Plans

- Premium service levels
- Complements and maintains Mitsubishi Electric's equipment warranty
- Prolongs the life of your Ecodan
- Ensures that the Ecodan is operating at maximum efficiency
- Offers complete reassurance
- Ensures your system complies with RHI requirements
- Offers remote control and monitoring

Your next step to complete reassurance

Once you have decided which level of cover is right for you, telephone the hotline number below, or email the dedicated address indicated.

Call: **0161 866 6064**

Email: ecodan.service@meuk.mee.com

Initial pricing

Prices shown are for the maintenance of individual Ecodan systems.

All prices include VAT

	Without Wi-Fi Adaptor		With Wi-Fi Adaptor	
	Monthly Direct Debit	Annual Payment	Monthly Direct Debit	Annual Payment
Annual Heat Pump Service	N/A	£162.00	N/A	N/A
Annual System Service	N/A	£243.00	N/A	N/A
3 Diamond Cover	£40.00	£432.00	£36.00	£388.80

Plan details

Annual Heat Pump Service

What's included:

- Clean evaporator coil, check anti-freeze, clean magnetic filters/strainers, remove trapped air, check primary pressure, check flow rate and adjust where possible/necessary, check controller settings and suitability, record all findings.

Annual System Service

What's included:

As per Annual Heat Pump Service plus the following

- Immersion heater function check, function of unvented safety equipment, charge expansion vessel, test heat up performance in heating and hot water mode, check and repair outdoor insulation.



3 Diamond Maintenance Cover

Our most comprehensive level also includes full breakdown cover to offer complete peace of mind.

Before we can include a system on our 3 Diamond Cover we require to carry out a pre-inspection to ensure that equipment is in good working order. This pre-inspection visit will include a full service.

No charge is made for the pre-inspection but an initial payment of £243 is payable in advance for the service which will take place.

If the pre-inspection proves the system to be in a satisfactory condition then it will be accepted for 3 Diamond Cover once the remaining balance has been paid.

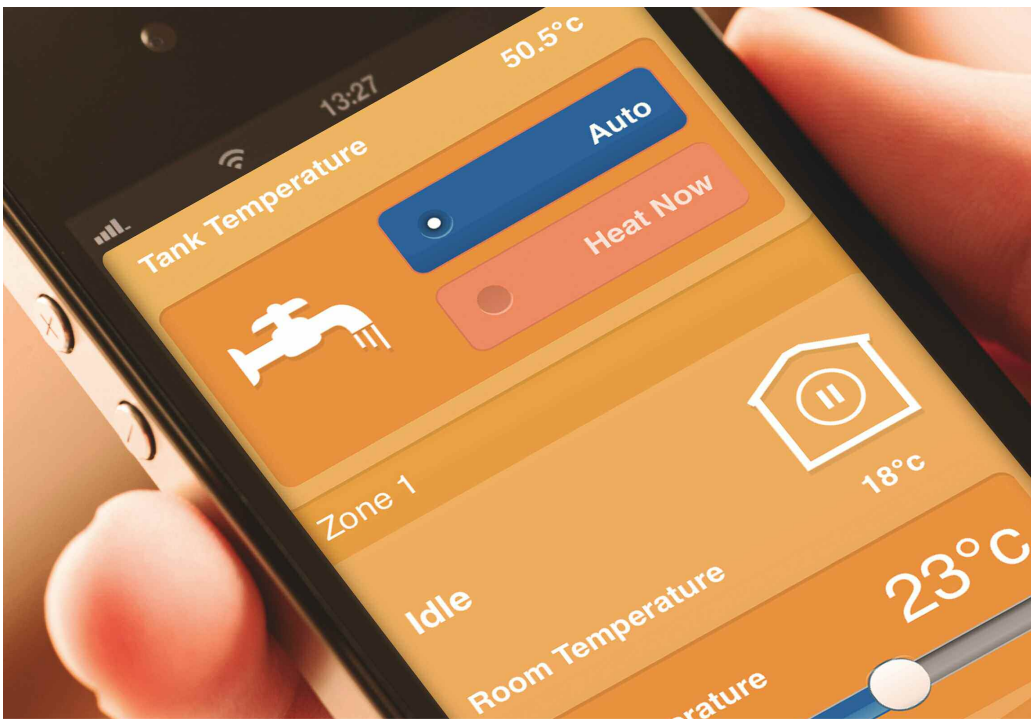
Should any defect on the system be identified we will provide a quote to rectify the defect to make it eligible for 3 Diamond Cover.

Any call out is charged at £50 payable in advance but beyond that all labour charges and spare parts are provided within the cost of the premium paid. We will endeavour to respond to all call outs within 24 hours. Should a call out prove to be a user error we reserve the right to charge the appropriate labour rate for the time incurred.

What's included:

As per Annual System Service plus the following

- Comprehensive maintenance cover
- **24-Hour** response
- **FREE** Wi-Fi Adaptor and installation allowing PC or Smart device control



Smart device control



For Ecodan models that have our FTC4 controller or above, if you choose our 3 Diamond Cover we will supply and fit free of charge, a Wi-Fi adaptor which will enable the system to be monitored and controlled from anywhere in the world from a PC or Tablet.

Compatibility of the homeowner's network is a requirement for this Wi-Fi service.* A 10% discount is applied for all Wi-Fi installations.

The installation of the Wi-Fi Adaptor is carried out during the first visit.

The Smart device control can in some instances allow us to remotely diagnose and fix problems immediately and could prevent the need for a home visit.

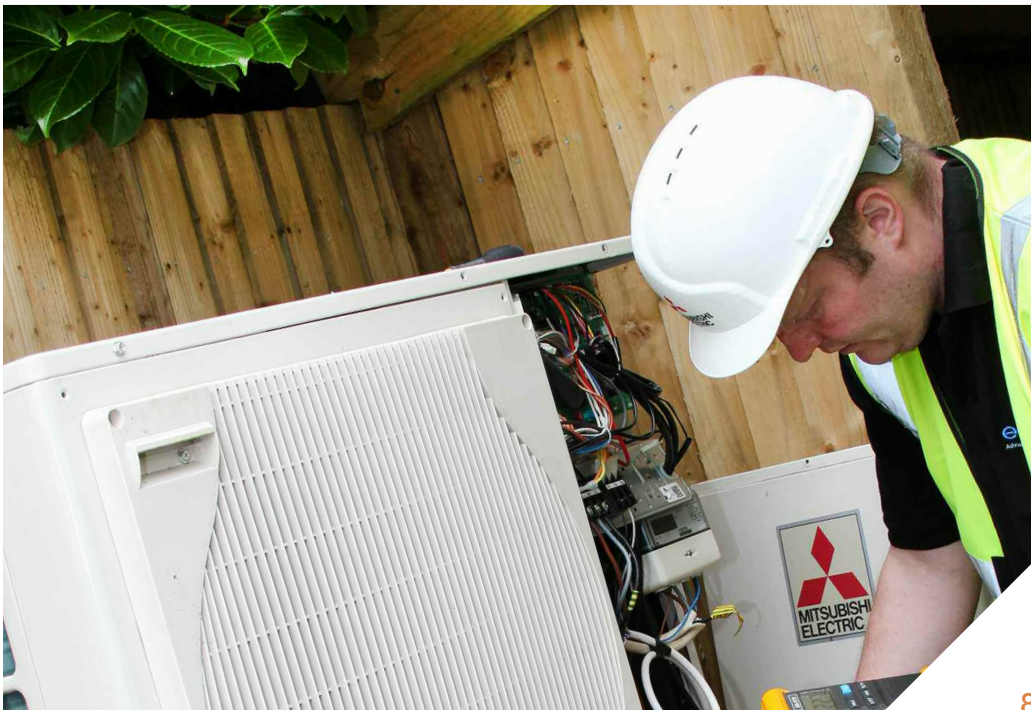
Annual inspection

For all our maintenance plans your agreement will ensure annual servicing will be arranged at a mutually agreeable time and we will contact you when the service is becoming due.

There is nothing more you need to do unless you wish to cancel the policy prior to the service. In such instances please phone our homeowner helpline and you will be advised on our cancellation procedure.

What happens if I need support in the interim?

In the unlikely event of a fault, please contact the **Homeowner Helpline on 0161 866 6064** and talk to our support team.



The name Mitsubishi is synonymous with excellence

Founded in 1921, Mitsubishi Electric is now a global, market leading environmental technologies manufacturer.

We provide proven solutions that heat, cool, ventilate and control our buildings in some of the most energy efficient ways possible.

Increasing energy bills, the need to reduce carbon emissions and the raft of challenging legislation are driving the demand for alternative forms of heating to improve energy efficiency.

Mitsubishi Electric has specifically designed the Ecodan range for UK homes. Ecodan air source heat pumps use renewable energy to rival traditional methods, to heat homes effectively and efficiently.

Our knowledge and expertise makes Mitsubishi Electric the obvious choice to provide the level of professional service and maintenance that our customers deserve.



At Mitsubishi Electric we have evolved and today we offer advanced heating systems that really can **make a world of difference**

