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6 May, 2020

Owen Walsh
R.G.D. Construction
Unit 3 / 10 Lake Kawana Boulevard
Bokarina QLD 4575

Mr Walsh,

Regarding the installation of the air conditioning systems in the apartments for the Virtuoso building.

In light of the letter from Mitsubishi Electric Australia (MEA) stating that the warranty conditions remain unaffected. Should there be an equipment fault and the cause of this fault be determined to be due to the orientation of the condensing unit within the service room, we, MARC Air Conditioning Services will cover the cost of repair of the air conditioning system, for the particular fault, for the same warranty period offered by MEA.

This warranty cover will be provided subject to the following;

- Breakdown and faults must be reported to and attended by MARC Air Conditioning Services.
- Warranty repairs must be undertaken by MARC Air Conditioning Services.
- Air conditioning unit maintenance remains the responsibility of the equipment owner.

We trust this meets with your requirements. However, should we be of further assistance, please do not hesitate to contact the undersigned.

Yours faithfully,

A handwritten signature in black ink, appearing to be "Wayne Smith", written over a light blue horizontal line.

Wayne Smith
Director

A handwritten signature in black ink, appearing to be "Lawrence Stephens", written over a light blue horizontal line.

Lawrence Stephens.
Project Management