

Hi Lawrence,

As per our recent visit to Virtuoso Apartment complex and telephone conversation, the current layout of the Air Conditioning Condenser units at the above site, do not match our recommended installation locations. As a result of this we are unable to advise of any performance or operational characteristics relating to these systems.

Please note our standard warranty for residential City Multi projects is 5 years on parts and labour. This applies for projects where the residential property owner owns a City Multi (VRF) System, which is not shared with any other Apartment.

Our Express Warranty terms and conditions will apply to the installed systems, unless failure is directly attributed to the location of the outdoor units which do not meet our minimum installation requirements. As with any system failure that occurs, it needs to be ascertained as to what the failure is and why it has occurred. If the failure is found to be a Genuine Manufacturing defect, Mitsubishi Electric Australia will repair it as per the terms of our express manufacturer's warranty.

The products of Mitsubishi Electric Australia come with guarantees, additional to this Warranty that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Kind Regards,



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