

Every precaution has been taken during the design and manufacture of Midea equipment to ensure the products conform to the highest standards. The confidence in the products reliability is evident by offering the industry's first 10 year warranty* to Mi Pro installation partners who correctly maintain our products.

In the unlikely event of a warranty fault, the following sets out the current Midea warranty policy:

1.0 Warranty provides:

- a. Replacement parts from the recorded date of equipment delivery for up to 10 years*.
- b.
 - i) Matched pairs only split systems (RAC wall mounted units up to 10 years*).
 - ii) Multi-split systems, standard combinations only (up to 10 years*).
 - iii) VRF (all types, standard combinations only).
 - iv) Commercial split (standard combinations only).
 - v) All types of air source heat pumps

2.0 Warranty includes:

Guarantee against manufacturing faults and materials within the 10 year warranty period*. The replacement parts will be supplied free of charge. A fixed labour allowance will be provided by Midea UK & Ireland for up to 5 years dependent on Mi Pro installer status and product warranty registration.

3.0 Full term warranty policy will be void if system failure is caused by:

- i) Non-Midea parts fitted.
- ii) Incorrect installation, incorrect application, inadequate or incorrectly executed commissioning.
- iii) Neglect, accidental and/or deliberate misuse, normal wear and tear.
- iv) Failure to periodically register equipment maintenance with Midea UK & Ireland.
- v) Any unauthorised alterations to original products or installation without approval from Midea UK & Ireland.
- vi) Equipment working outside of stated operating limits.
- vii) Maintenance carried out by anyone other than the original installer (unless agreed to do so with Midea UK).

4.0 Warranty will only be given on products supplied under the official distribution licence of Midea UK & Ireland.

5.0 Procedure:

- i) Any faulty parts must be diagnosed from site whilst liaising with a member of the Midea UK technical support team or one of our approved distributors. Faulty parts must be retained by the client and if requested returned to Midea UK & Ireland.
- ii) Midea UK & Ireland receives the requested documentation regarding replacement parts.
- iii) If approved, replacement parts are shipped to the client's required address on an agreed date.
- iv) Any claim made on equipment that does not have proof of periodic maintenance WILL NOT be considered. Under these circumstances, a separate parts purchase order will be required.**
- v) Fixed labour allowances will only be paid to Mi Pro Partners and only on confirmation that system operation was achieved within 72 hours of replacement part delivery. Labour allowances must be claimed for separately.
- vi) Midea UK & Ireland may require evidence of checks being carried out and the resulting data.
- vii) Failure to pay for equipment invalidates all warranty.
- viii) Midea UK & Ireland reserves the right to update/modify this warranty and its T&Cs at any time.

* Warranty terms dependent on Mi Pro installer status and annual qualification.

** Failure to register an installation warranty card per condensing unit and then at least one of your maintenance visits each consecutive year will result in all warranties and Mi Care credit being void.

*** One product warranty registration pack is supplied per condensing unit and is affixed to the unit packaging. If the warranty registration pack is missing, please report this immediately and we will send a next day replacement free of charge.

If you take care of our products and something goes wrong then we want you to remember this unlikely event for how quickly we made it right. Our aim is to provide the simplest, fastest and most economical means of repair in the industry