

## MITSUBISHI ELECTRIC ROOM AIR-CONDITIONING ONLINE WARRANTY REGISTRATION PROCEDURE

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**Date:** 06-SEPTEMBER-2016

**To:** ALL DEALERS, INSTALLERS & PARTNERS

**From:** MITSUBISHI ELECTRIC ASIA PTE LTD (“Mitsubishi Electric”)

**Purpose:** FOR INFORMATION & ACTION

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1. With effect from **01-October-2016**, Mitsubishi Electric will no longer provide physical Warranty Cards for our Room Air- Conditioning products (M-series).
2. End-users are required to register their product Warranty at our online Warranty Portal (<https://gua-reg.mitsubishielectric.com.sg/>) within 14 days from date of purchase. To do this, they will need the information on the Model & Serial Number Tags attached to the packaging of our products and the A5 Mitsubishi Electric Envelope (Picture 2).
3. The A5 Envelopes will be given to you. Therefore, please ensure your customers and installation teams have these Envelopes ready with them before installation.
4. Please familiarized yourself with these procedures and then inform your customers and also train your installation teams to follow the 3 Steps below to ensure end-users register their Warranty online.
5. Lastly, always ensure your receipts/invoices issued to your customers clearly identify your dealer’s stamp, point of purchase, date of purchase, product model and serial numbers. Mitsubishi Electric reserves the right to reject your receipts/invoices as proof of purchase if any of the said information is missing or misrepresented.
6. Should you need any assistance or clarification, please call our Customer Service Hotline at **6473 0308**.

## INSTRUCTIONS TO YOUR CUSTOMERS AND INSTALLERS

### DO STEPS 1 to 3 BEFORE INSTALLATION

#### STEP 1

Locate the Model & Serial Number Tags (Picture 1) on the outside of the packaging of the product – both indoor and outdoor units.

#### STEP 2

Remove the perforated portion of the Tags from all the packaging and place them into the A5 Envelope (Picture 2).

#### STEP 3

Hand the A5 Envelope to the end-users.

### PICTURE 1 MODEL & SERIAL TAGS



## PICTURE 2 A5 ENVELOPE

FRONT

BACK



**MITSUBISHI  
ELECTRIC**  
*Changes for the Better*

for a greener tomorrow 

**IMPORTANT**

Dear Customer

Thank you for selecting and purchasing a Mitsubishi Electric product.

Please retain the original Model/Serial Number Tags and original proof of purchase to register your product Warranty at our online Warranty Portal (<https://qua-reg.mitsubishielectric.com.sg/>) within **14 (fourteen)** days from date of purchase.

Other applicable terms and conditions of the Warranty are set out in the Warranty Portal.

Please note that failure to register your Warranty within the stipulated time may result in the delay of service and support.

Thank you for your support and we look forward to serving you better.

**The Warranty is only valid in Singapore**

**TAKE NOTE:**

1. Please check to ensure the Model and Serial Numbers on the tags tally with the ones displayed on your product.
2. Please keep your original Model/Serial Number Tags and original proof of purchase as we may require proof of date of purchase before carrying out services during the Warranty period.
3. Once your product Warranty is registered, you will receive an email acknowledgment from us. If you do not receive an email acknowledgment from us within 2 (two) weeks after your online registration, please contact our Customer Service Officers at 64730308 for assistance and/or verification.

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