

Precautionary measure to protect consumers

Ratingen, Germany, 18.08.2010 – As a precautionary measure to protect consumers, Mitsubishi Electric is notifying its customers of a safety campaign and product recall affecting air-to-water heat pumps types **PUHZ-HRP71VHA2, PUHZ-HRP100VHA2, PUHZ-HRP100YHA2, PUHZ-HRP125YHA2** and **PUHZ-HRP 200YKA**.

An incident occurred with a PUHZ W85VHA-BS unit in the UK, where a major defect in the outdoor unit caused its refrigerant receiver to burst.

Investigation has traced the origin of the malfunction to the outdoor unit refrigerant receiver which a sub-supplier had delivered to our production plant. Even though it is highly unlikely that the incident will re-occur, we have decided to eliminate any risk and recall the production model concerned as well as all related production models as a precautionary measure.

The relevant authorities were informed of the situation in advance on Monday, August 16.

Although this was an isolated case in the UK, Mitsubishi Electric has also decided to replace products in Germany and other European countries. Since Mitsubishi Electric has the highest of standards regarding safety and quality, this customer-focused course of action and related, all-inclusive services are a natural step for the company to take.

All customers who purchased the products involved and all companies which installed them are currently being traced and informed of the situation in writing or in person. Partners in the air conditioner installation and HVAC trade are being asked to put any systems they have installed out of operation. They may replace the component concerned at the same time or at a later stage and will be paid at a flat rate to do so.

‘We will not only fully reimburse the costs of replacing the component, but will also pay for electric hot water supplies while users wait for a replacement. Little paperwork is involved,’ says Holger Thiesen, Division Manager for Living Environment Systems at Mitsubishi Electric. ‘We will also re-start the warranty period from the time when the part is replaced. We are thus giving a clear signal that we have absolute trust in our products. This is the first time Mitsubishi Electric has ever had to recall products in Europe and we will do our utmost to ensure that our customers may continue to trust in the optimum quality which our solutions provide. We have learnt lessons from current events and have yet again extended our quality assurance systems worldwide, especially with regard to product components from sub-suppliers.’

Mitsubishi Electric has set up a free hotline for any queries. The company’s specialists are available on 08 00 - 7 87 52 82 between 8 a.m. and 6 p.m. You can obtain further information from Mitsubishi Electric, Gothaer Strasse 8, 40880 Ratingen, Germany, tel.: +49 (0) 21 02 - 4 86 – 1658; email: les@meg.mee.com; www.mitsubishi-les.de

About Mitsubishi Electric

Mitsubishi Electric supplies products for a wide range of industrial applications and everyday uses. We seek to handle resources responsibly, improve living conditions and commit ourselves to social projects at our company locations. We have set up sales offices, research and development centres and production facilities in 34 countries. Since 1978, Mitsubishi Electric has been represented in Germany by a wholly-owned subsidiary. Our comprehensive portfolio of optimum quality air conditioning and ventilation systems enables us to create a comfortable ambient climate wherever people live or work. Mitsubishi Electric has been continually setting new standards in climate control technology for over 85 years and has established itself as one of the leading air conditioner manufacturers on the German market.

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