DOA Procedure

The purpose of this document is to outline the process for replacing a piece of Mitsubishi Equipment.

The primary reasons for replacing equipment are Dead On Arrival (DOA), Major Component failure within specified time frame or long lead time for replacement components.

HVAC equipment is not an item that is easily picked up at a big box retailer and dropped off at the return counter when defective. It is a permanent part of the building where it is installed. It should only be installed and serviced by a professional.

DOA

DOA applies to a piece of equipment that experiences a major component failure at startup. The first step is to determine the exact cause of failure and document it. The majority of Mitsubishi DOA systems are No Fault Found (NFF). This means there is nothing wrong with the system and the problem is with the installation.

If the unit is believed to be DOA, a call must be made to the Famous Supply DSG while you are on the jobsite. A detailed diagnostic will be made over the phone. If it is still believed to be DOA, The Famous Supply DSG will need to come out to inspect the job and additional diagnostics may be performed. From there a job site case number will be assigned. This case number is then sent to Mitsubishi corporate for review. If the unit is truly DOA then the factory may authorize a change out. If a unit change out is authorized, it is done as an equipment only change. No labor will be given.

Indoor coils should be checked for visible damage. Keep in mind, high wall mounted units (MSZ, MSY and PKA units) do not come with a holding charge of nitrogen. If there is any damage to either the indoor unit or outdoor unit, please report it immediately to your Famous Supply branch. A new unit can then be arranged. This must be done before installation. Once the equipment is installed the process for repair/replacement is different.

Leaking coil

In the event you have a leaking coil, DSG presence may not be needed, however a video of the leak being found with a detector or soap bubbles will be required to send to Mitsubishi. Coil replacements are done as a coil replacement only. A new indoor unit will not be given due to a warranty coil replacement.

Labor Allowances

Labor Allowances: Mitsubishi warranties are a parts only warranty. There is no labor allowance on repairs or replacement.

Major Component Failure Within One Year of Installation

Replacing a unit within the first year (not considered DOA) is handled on a case by case basis. Generally, equipment with a major component failure within the first year is to be repaired, not replaced. Sometimes exceptions to the rule can be made. The Famous Supply DSG must be involved at the start of this. Documentation of everything done to the system must be provided. This includes but is not limited to a start up form, service invoices, and a Diamond System Builder build sheet. Once this is received, a case number will be filed and all documentation will be sent to Mitsubishi for approval. If replacement is approved, a new start up sheet must be filled out along with a current DSB build sheet. This must be sent to the DSG so it can be filed under the case number. This must be done in order to receive credit from Mitsubishi.

Major Component Failure After One Year

If there is a major component failure after one year, the unit must be repaired. The part number can be looked up on [www.mylinkdrive.com](http://www.mylinkdrive.com) and a call to the factory can be placed. If the part is still under warranty but the part is not available, please contact the DSG to get involved. Sometimes other parts can be sourced or the part may be able to be expedited. If there is no way to replace the parts and a unit must be installed (indoor or outdoor) it must be a model number match. This ensures that it is an AHRI matched system.

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