

Service and Training

- ▶ Mitsubishi Electric operates seven state-of-the-art training centers (Atlanta, GA.; Boston, MA; Chicago, IL; Dallas, TX; Hebron, KY; Cypress, CA.; Houston, TX; and Orlando, FL.) dedicated to training HVAC professionals.
- ▶ A variety of instructor-led, hands-on classes are offered including M- and P-Series and VRF service, applications, sales, and CITY MULTI® Controls Network training.
- ▶ Service support has dedicated personnel around the country to assist with training, installations, start-ups and service. Service managers trained more than 8,000 people in 2015.
- ▶ The technical support center has 10 technical service advisors to answer questions from 8:00 a.m. to 7:00 p.m. (EST).

Accomplishments

Mitsubishi Electric, with its high quality HVAC technologies and exceptional services, has been honored with several impressive awards in the recent past including:

2015

- ▶ Diamond Controls won the 2015 Money-Saving Products Award from BUILDINGS in the Software Support Category.
- ▶ Diamond Controls won Architectural Products' 2015 Product Innovation Award.
- ▶ The H2i MSZ-FH06 won the 2016 AHR Expo Innovation Award Honorable Mention in the Heating Category.
- ▶ Diamond Controls solutions won the Silver Award in the ACH&R News 2015 Dealer Design Awards competition.
- ▶ H2i MSZ-FH won appliance DESIGN's 2015 Excellence in Design Silver Award.
- ▶ The Hyper-Heating INVERTER Product won an Innovation Award in the Heating Category of the 2015 AHR Expo Innovation Awards.

2014

- ▶ Hyper-Heating INVERTER (H2i) R2-Series Variable Refrigerant Flow Zoning System won the Silver award in Plant Engineering's Product of the Year awards program.
- ▶ The Hotel Wilshire commercial print ad won Building Operating Management magazine's Branded Award, which recognizes excellence in print advertising.
- ▶ CITY MULTI R2-Series VRF zoning system won USGBC's 2014 Best of Building Award in the HVAC/Indoor Air Quality/Building Controls category.
- ▶ The CITY MULTI H2i™ R2-Series VRF zoning system won the Silver Award in Consulting-Specifying Engineer's 2014 Product of the Year program in the HVAC/R category.
- ▶ The CITY MULTI H2i R2-Series VRF zoning system won the Gold Award in the HVAC Commercial Equipment category of the 2014 Dealer Design Awards in ACH&R News.
- ▶ Building Operating Management named Y-Series VRF zoning system as 2014 Top Product.

Diamond Alliance™



Membership in the Diamond Contractor program shows consumers that contractors have achieved an exceptional level of training, expertise, and customer satisfaction.

Diamond Contractors are committed to conducting business in a professional manner, using their best efforts in resolving all customer complaints and are diligent and professional in handling all field service related issues. They're identified as masters of Mitsubishi Electric's wide range of products and services.

Diamond Designers

Diamond designers represent engineering firms or design/build contractors with in-house engineering staff that have received training on the design of Mitsubishi Electric's VRF systems. The Diamond Designer program is a recognition program for those who have achieved the highest level of training in order to better serve their clients.

Diamond Designers receive

- ▶ Priority listing on the Mitsubishi Electric website.
- ▶ A certificate for office display.
- ▶ Design support.
- ▶ Advanced design training in all aspects of Mitsubishi Electric's products.
- ▶ Onsite support and start-up if needed. If qualified, Diamond Designers also receive extended warranty protection (10-year parts, 10-year compressor).



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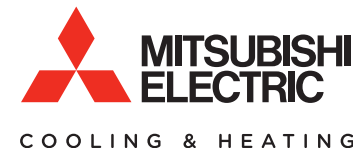
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The Mitsubishi Electric Difference



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Company Overview

For more than 30 years, Mitsubishi Electric Cooling & Heating (Mitsubishi Electric) has enhanced people's lives by improving comfort, conserving energy, and promoting unique building design. Mitsubishi Electric is a leading marketer of variable refrigerant flow (VRF) and ductless air-conditioning systems for commercial, light commercial, and residential applications.

VRF systems, which are highly efficient and can dramatically reduce energy costs, are one of the fastest growing segments of the U.S. HVAC market. Residential ductless systems offer the most energy efficient heat pumps in the industry. Based in Suwanee, Georgia, Mitsubishi Electric provides sales support, marketing, training and product support to architects, contractors, engineers, and distributors throughout the United States. The training programs are certified by the International Association for Continuing Education and Training (IACET) and conform to the guidelines of the American Institute of Architects (AIA).

Product Line

According to multiple independent studies, M- and P-Series split ductless systems are the number one selling brand of ductless HVAC systems in the United States. They are quiet, yet powerful, solutions to solve cooling and heating challenges. Systems are available as one-to-one and multi-zone, and at a minimum include an indoor unit, outdoor unit, and remote controller.



CITY MULTI® Variable Refrigerant Flow (VRF) systems feature innovative technologies to provide commercial and industrial building comfort solutions. VRF provides zoning advantages for all building sizes to ensure personalized comfort and efficient operation in each zone.

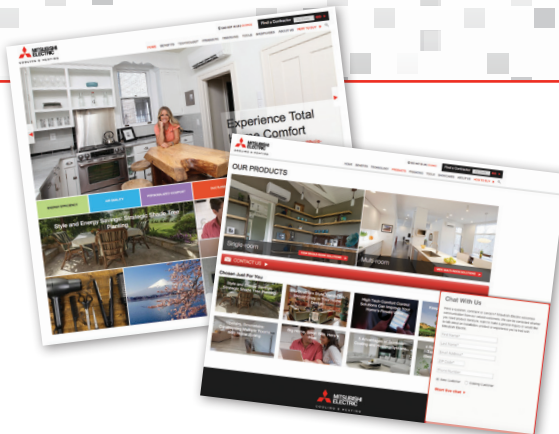
Other products include: Lossnay® Energy Recovery Ventilators (ERV) that provide conditioned outdoor air and ventilation solutions for indoor environmental quality and a full line of accessories including Line-Hide™ lineset covers and Diamondback™ linesets.

Sales and Marketing

- ▶ Almost 10 years of national television advertising has helped build Mitsubishi Electric brand awareness resulting in more contractor referrals than ever before.
- ▶ Mitsubishi Electric US, Inc. has official marketing partnership with the PGA TOUR, becoming an official sponsor of the PGA TOUR and Champions Tour. In 2009, Mitsubishi Electric US, Inc. became the official sponsor of the Mitsubishi Electric Championship at Hualalai and in 2016 became the official sponsor of the Mitsubishi Electric Classic. In addition to sponsoring two events, Mitsubishi Electric is the official video board and HVAC products provider of the PGA Tour and Champions Tour.
- ▶ Trade advertising is run in key industry publications to increase brand awareness among the specifier community.
- ▶ Sales, marketing and technical information is provided in company newsletters, bulletins and news alerts.
- ▶ A Customer Care department is staffed with well-trained personnel to answer questions, provide sales support, referrals and customer service.



Official Sponsor
of the PGA TOUR



Website

Mitsubishi Electric's website (www.mehvac.com) is a source of product and other key information such as:

- ▶ Consumer information including videos and product benefits.
- ▶ Distributor, contractor and engineer look-up.
- ▶ Product literature and technical documents.
- ▶ Training class schedules and registration.
- ▶ Warranty registration.
- ▶ Case studies, press releases, and FAQs.

Operations and Logistics

The experienced, well-trained and dedicated staff strives to meet customer service, inventory, and operational needs.

- ▶ Tools are available to check order status, pricing and availability via the Mitsubishi Electric Member Zone Extranet.
- ▶ Our distribution center in Suwanee, Georgia accommodates all Mitsubishi Electric products, including M- and P-Series, CITY MULTI® VRF systems, accessories and parts.
- ▶ Container programs are available to help distributors maintain stocking levels throughout the year.
- ▶ Dedicated logistic and supply-chain partners ensure efficient, timely and damage-free delivery of equipment and parts.

