

Service News

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CONTENT

New

Introduction of new
Warranty Agreement for
Industrial and Marine
Engines.

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Warranty agreement

Mitsubishi Turbocharger and Engine Europe B.V. (MTEE) introduces new warranty agreement for both industrial and marine applications.

Background

The existing warranty agreement currently covers both marine and industrial products. However, following adjustments to warranty periods, for both marine and, since April 1, for industrial engines, the current agreement no longer meets requirements.

To improve clarity and compliance, the existing agreement will be replaced by one dedicated

warranty agreement for both marine and industrial products.

Key Changes

- Article 1.1 – Purpose

A clear definition of service parts is added.

- Article 2.4 – New Product Start-Up Inspection

The Factory & Site Acceptance Manual has been added in addition to the start-up form. The submission timeframe for completed start-up forms has been extended. Different submission methods are defined for MEeS users and non-MEeS users.

- Article 3 – Warranty Period

Updated warranty periods have been introduced. For industrial products, the warranty will now also expire upon reaching the top-overhaul maintenance interval, whichever occurs first.

- Article 4 – Warranty Certificate

The registration process has been revised. Failure to register a product, or late registration, may void the warranty.

Availability

The new warranty agreements are available via the official website (<https://engine-genset.mhi.com/terms-conditions>), your Sales Account Manager, or the Service Department – Engine Division.

Product Registration Requirements

With the implementation of the new agreements, MTEE will enforce strict compliance with timely product registration.

Benefits of Timely Registration

1. Warranty and Contract Management:

Clear linkage between product, customer, and contract, enabling faster and more accurate claim processing.

2. Compliance and Regulations:

Supports certifications and audits, strengthens internal control processes, and ensures full product traceability.

Important Notice

Timely product registration is mandatory to obtain warranty coverage. Failure to register the product will result in the warranty being invalidated.