

Doc No : MTEEDSE2026-0075

Date : June 16th, 2026

African Dealer Meeting 2026

T. Slotboom

mitsubishi turbocharger and engine europe

- **MTEE Offices**
- **MTEE-NL Service Department**
- **MTEE Service**
- **MTEE Technical information**
- **Warranty claim**
- **Request**



MTEE-N
Service for
Marine application &
offshore wind



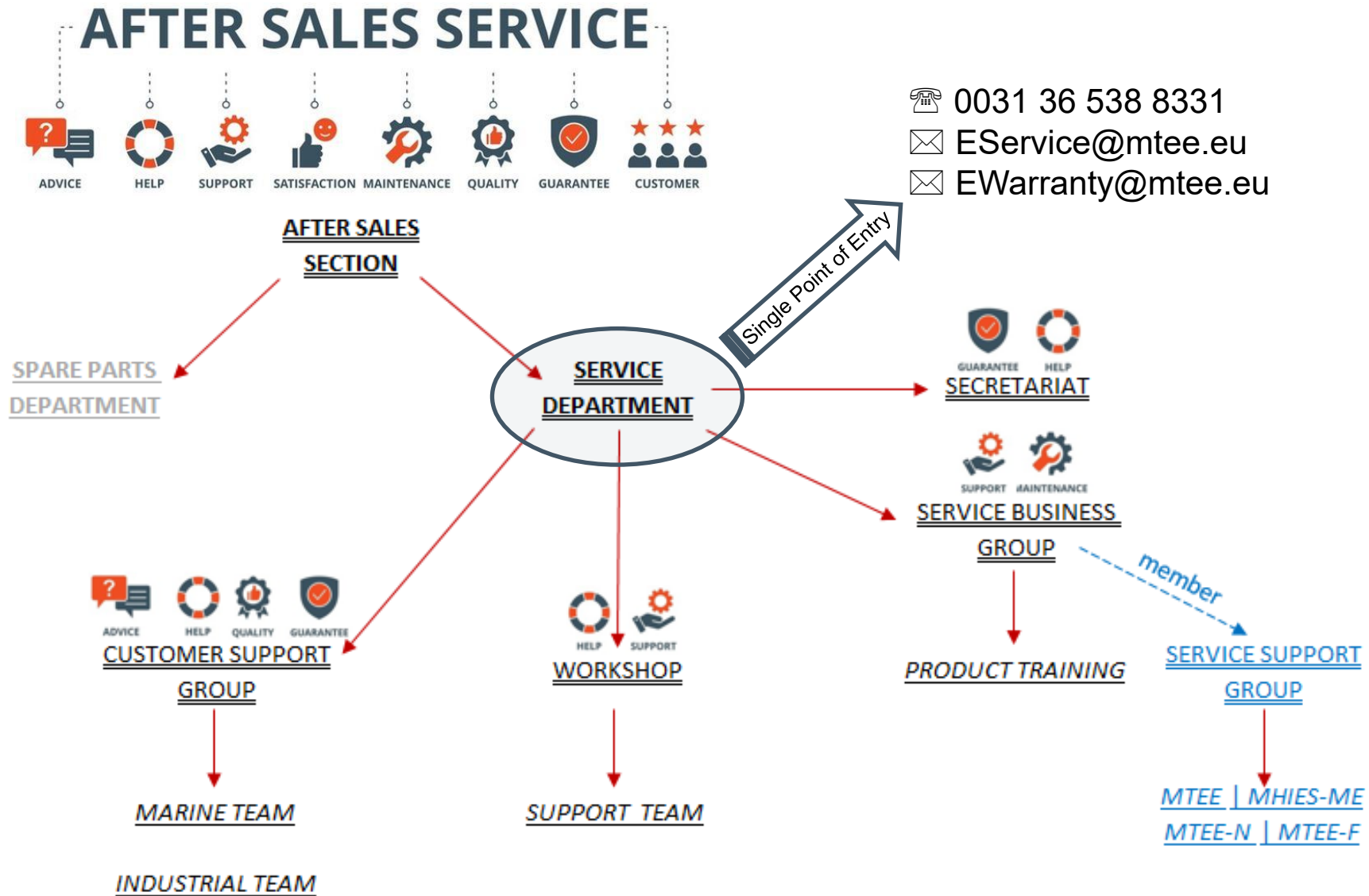
MTEE-NL
Service for
Marine & Industrial



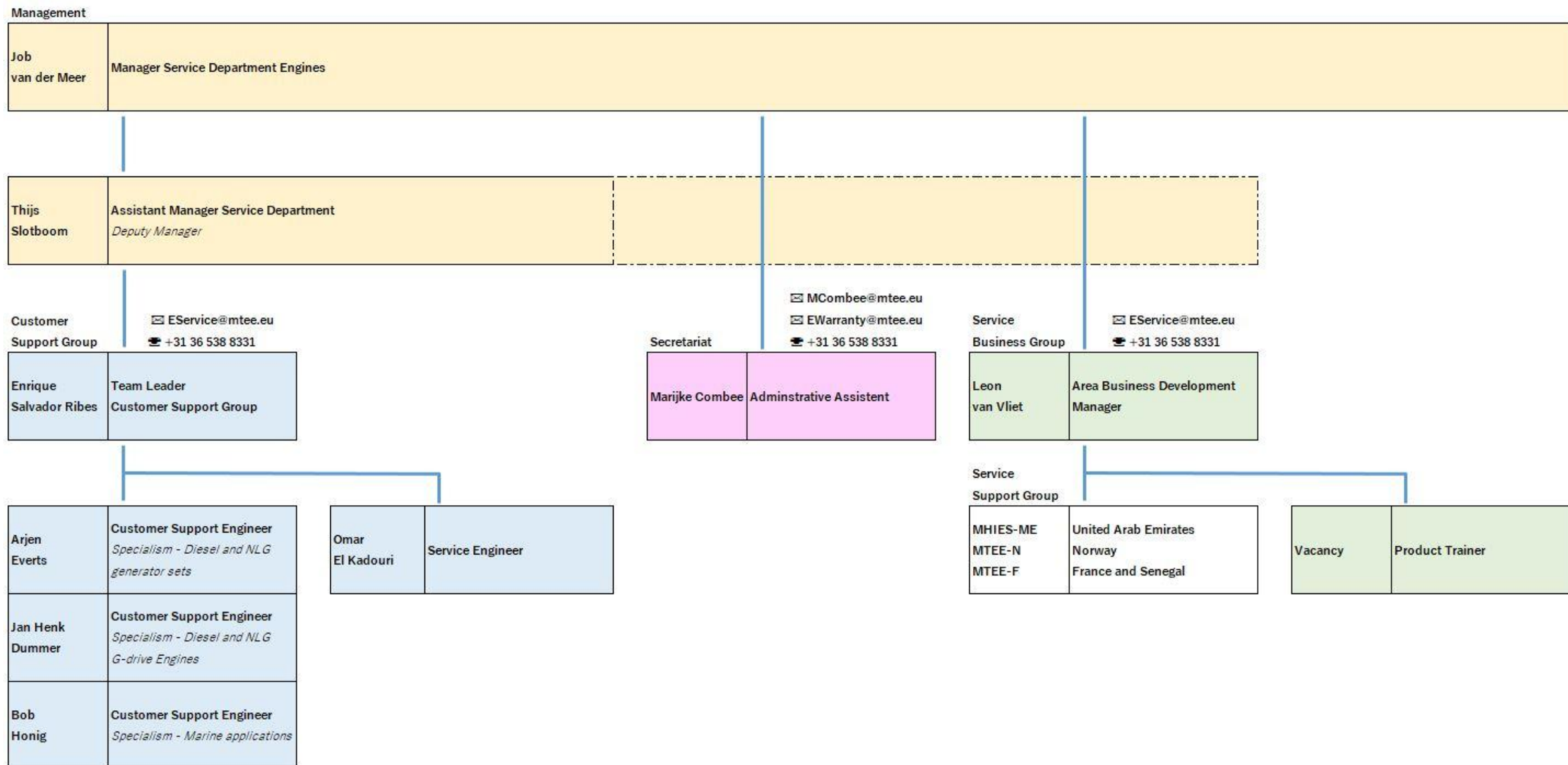
MTEE-F
Service for
Industrial generator sets
(MGS-EU)



MHIES-ME
Service for
Marine & Industrial
(MGS)



MTEE-NL Service Department



- **Customer Support Group**
 - **Basic support available from all members**
 - **Each Support Engineer have their own specialism**

- **Service Business Group**
 - **Focused on Industrial Customers by using the support of Marine Dealers**
 - **Commissioning support for Marine available on request**

- **MEeS system**
 - **Technical Documents (installation & service manual, service bulletins)**
 - **Parts lookup**
 - **Warranty application**
- **Distance (e-mail, telephone) support for operational & technical questions**
- **Training of customers technicians. (E-Learning & Hands-On)**
- **Field service support, both for commissioning & service repair**

- **Technical support request or complaint**
 - **MTEE will need to collect sufficient data to form an image/judgement**
 - **MTEE will study available data and issue an initial action/containment advice based on this**
 - **If the analysis(es) indicate that recurrence might be possible due to a possible design or production error, MTEE will inform the manufacturer or design owner and request an investigation, and if necessary, containment and/or corrective actions to be initiated.**

➤ **Warranty claim**

- **A warranty claim consists of 2 parts:**
 - 1) Technical. Always and only a technical discussion.**
 - 2) Financial. Always and only a financial discussion.**

Following the completion of the technical discussion and if the outcome of the technical discussion shows that compensation is appropriate, the financial discussion and compensation will follow based on agreements/contracts made.

- **For warranty applications the sales route is leading.**

➤ **MTEE Request**

➤ **Proactive:**

- **Registration of newly commissioned products (MEES, E-karte – warranty certificate)**
- **Registration of installation/commissioning reports (MEES, E-karte – startup form)**

➤ **Reactive:**

- **From the first report*, provide information that is as complete/detailed as possible.**
- **Timely feedback if MTEE requests additional information.**
- **Feedback on effectiveness after corrective actions.**

*** Field Failure Information, MTEEDSE2024-0077**

➤ **New / Updated Manuals**

➤ **Factory and Site Acceptance Manual**

MTEEDSE2026-0037_FACTORY & SITE ACCEPTANCE MANUAL-v.4.1

➤ **Standard Installation and Start-up Report Prime Mover**

MTEEDSE2026-0038_STANDARD INSTALLATION & START-UP REPORT_PRIME MOVER

➤ **Standard Installation and Start-up Report Generator Set**

MTEEDSE2026-0042_STANDARD INSTALLATION & START-UP REPORT_GENERATOR SET

➤ **Updated Warranty Agreement**

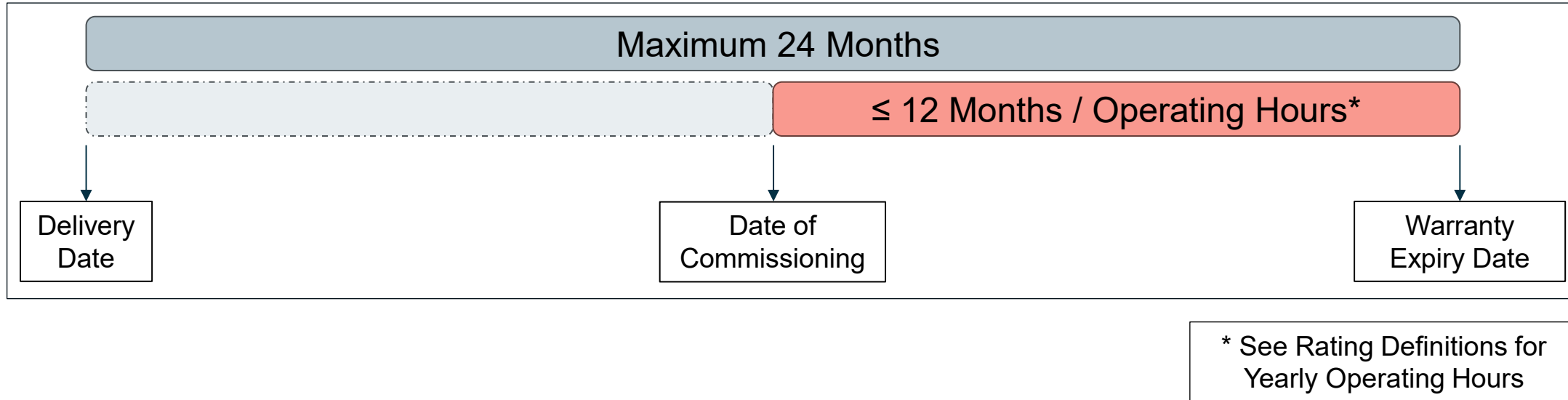
➤ **Periods**

➤ **Rating Definitions**

➤ **Registration Mandatory**

English language only

Warranty Period



Warranty Period

