

After Sales Support from Mitsubishi Electric...



We understand that our clients are busy and it is imperative that any site problems are resolved as swiftly and efficiently as possible as any serious downtime costs time and money.

As part of our after sales service, Mitsubishi Electric have a dedicated team providing technical, warranty and spares support. This 15 strong team is based in Manchester and is run by an experienced call centre manager.

Our service desk, which is open from 8:30am to 5:30pm Monday to Friday is committed to continually improving the department and offering the best possible advice, service and support.

To help your maintenance teams get your equipment up and running if there is a problem, our service desk aims to keep call waiting times to an absolute minimum:

- Call waiting remains at less than two minutes
- All callbacks and voicemails are responded to within 30 minutes
- All emails are dealt with within 60 minutes
- Any complaints are acknowledged within 48 hours.

All members of our Partner Programme (Business Solution Partners and Accredited Installers) have the added option to use our priority call handling service, enabling their query to be dealt with even quicker, leaving you with the least disruption possible.

Last year the priority call lines swiftly handled 11,810 issues and the average call wait time was just 23 seconds!

Our spares department also offers priority access to our Partners. We offer free next day delivery provided the part is ordered before 2pm. We also have access to stock across Europe and our wholesaler Dean and Wood carry a selection of spares via their national trade counters.

If we don't have the specific part required, then we will give an estimated delivery date and inform customers throughout the process if this date can be improved upon.

Our warranty team aims to have all valid and properly documented claims settled within 30 days. The team also has full access to extended warranty arrangements and details of any transferred warranty to alternative maintenance teams post installation. Any invalid or incomplete claims will be advised within 2 working days.

We are currently carrying out a number of surveys on behalf of corporate clients to check that your nominated contractors are 100% happy with the service we offer. If you would like some feedback about your teams satisfaction levels, please feel free to contact us. For more information regarding the after sales service we offer, please call the corporate team on **0870 3000 070**.



We are committed to ensuring the very best service levels for you throughout your equipment lifetime. This is one of the many value added benefits of partnering with Mitsubishi Electric.



We thank you for your continued business and always welcome your comments to further improve our offering to you.