

CUSTOMER CARE

IS GIVING OUR VALUED
DISTRIBUTORS
THE INSIDE TRACK!



We are coming into our busy season and we know that you are busy too! We value your time and want to provide you with the resources to make the most of it. Visit the [Distributor Resources](#) link below to find support that can be readily drawn upon when needed.

[Distributor Resources](#)



COOLING & HEATING

DISTRIBUTOR RESOURCES

LinkDrive

mylinkdrive.com

LinkDrive provides information on both M- and P-Series and CITY MULTI equipment for professionals who sell, install and service Mitsubishi Electric Cooling & Heating equipment. Simply pull up the website and enter the model number of the unit for which you are seeking information on the home page's search engine located at the top right of the home page. In the event that you do not have a specific model number simply select the flag that represents the country in which you do business and choose from the many product options listed to locate the information needed. LinkDrive is also accessible on iPhone and iPad.

LinkDrive provides access to:

- Installation & service manuals
- Wiring diagrams
- M- and P-Series Troubleshooter
- Commissioning Reports*
- Remote and system controls
- Parts lists
- Submittals
- Maintenance Tool/Software*
- Engineering Manuals*

Mitsubishi Pro

mitsubishipro.com

Mitsubishi Pro provides professionals with access to the following resources just to name a few:

- Information on Mitsubishi Electric Cooling & Heating training locations and courses as well as access to online registration.
- Commercial and residential applications
- Controller Apps

Mitsubishi Comfort

mitsubishicomfort.com

Mitsubishi Comfort provides homeowners with access to the following resources just to name a few:

- Document Library**
- Warranty Statement & Warranty** Registration**
- Rebates and Tax Credits**
- Listing of preferred local contractors (located under how to buy)

Extranet

mzcms.mehvac.com

If you do not already have a user name and password, and would like to obtain one, please e-mail your request to passwordhelp@hvac.mea.com. Please provide your company contact information for verification.

Extranet provides professionals with access to the following resources just to name a few:

- The ability to order literature, training materials, displays, truck wraps, etc.
- Product – locate part numbers, price and availability
- Purchase Order/Part Number search – check order status, tracking information
- Inventory Exchange – locate other dealers that may have stock on product that has been discontinued or may be on back order

Customer Care Center

The Customer Care Center is available to provide you with assistance
Monday – Friday 8 AM – 4 PM EST

Phone: 800-433-4822

Phone: 678-376-2940

Email: customercare@hvac.mea.com

* CITY MULTI equipment only ** Located under Consumer Resources tab located top right