

CITY MULTI – R2 & Y – Series

Extended Warranty Process*

***It is recommended to use the CITY MULTI Startup Process document in combination with this document.**

I. Purpose

The CITY MULTI Extended Warranty Process is a guide to completing the procedure for extended 10 year parts warranty.

Items that must be submitted to apply for extended warranty are:

- Diamond System Builder file (as built)

- System Information

This will allow us to understand how the system is configured at start up.

At least one hour of Maintenance tool (M-Tool) runtime in a specific operational pattern, as shown in section IV of this document, for each system being submitted.

II. Diamond System Builder (DSB)

DSB has fields that will allow input of items such as serial numbers, installing contractors, design engineer and more.

Each field with a red asterisk (*) beside it is a required field and will need appropriate information before being submitted.

The DSB file must be complete and truly represent how the system is installed including correct piping lengths and port assignments (as built). Remember the M-Tool file you submit shows the indoor model and addresses connected. To ensure your application is not rejected, check that the M-Tool record and DSB are in fact reflecting the same information.

When any system component is selected there are areas to enter refrigerant piping length, unit height, unit address, connected refrigerant port (R2 systems only), and unit serial number.

There is a tab in the Project Properties Box marked “Extended Warranty”, all of the fields in this box marked with the red asterisk (*) must be completed.

M-Tool run time and system information files are to be attached to the DSB in the Project Properties Box under the “Extended Warranty” tab.

III. System Information

For Y – Series systems, once all addresses are correct, the information can be saved.

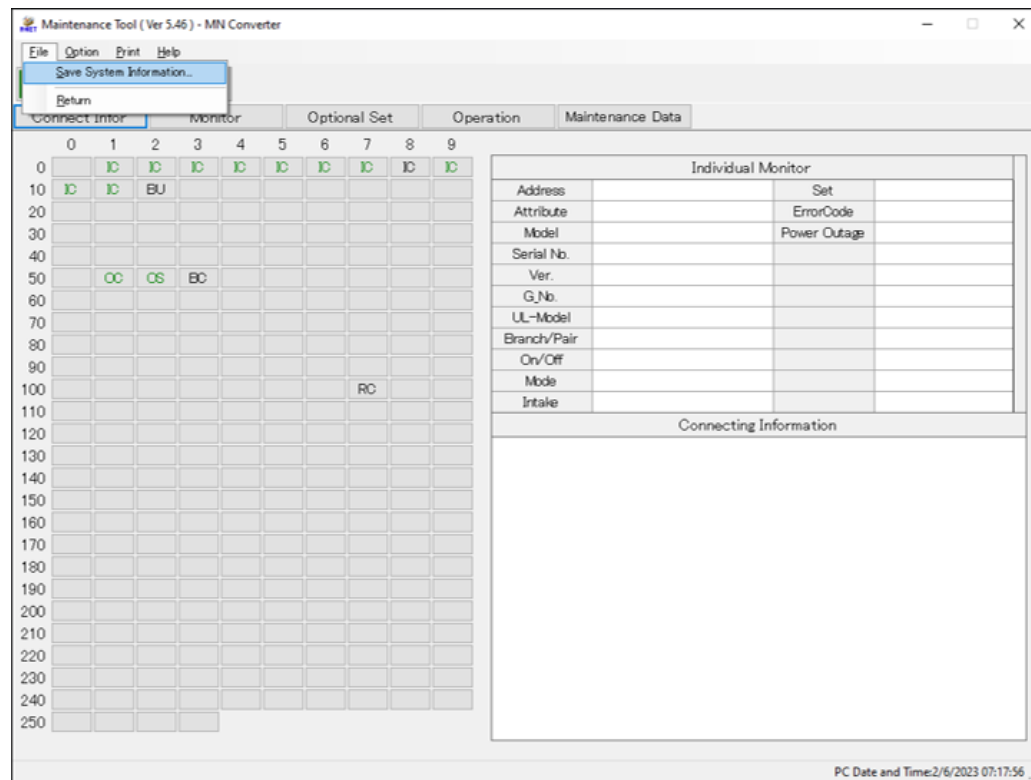
For R2 – Series systems, verify all port assignments before saving system information.

System information must be saved and submitted. Be sure all information is correct.

M-Tool may take several minutes to finish its system mapping process before data can be saved.

Once all addresses are correct the information can be saved.

Select **File** at the top left of the grid screen. Then click **Save System Information**.



The information will save and store in the **Offline Analyze** section of Maintenance Tool.

Offline Analyze will be one of the options when you first open M-Tool on the Select Monitor Mode Screen.

The steps for retrieving the information will be covered in section V.

IV. One Hour Monitor Record

Record all indoor units in **Test Run**. (Refer to City Multi Startup Process Document)

System must be in either **H.Only** or **C.Only** (all indoor units in the same mode) for a minimum of one hour.

System must be in **Ordinary Ctrl Mode** (not Initial).

All indoor and outdoor units must stay operational (thermal on) during this Test Run. Note that all controls should be “locked out” to prevent scheduled or occupant changes that can alter the system operation during this time. When using the thermostat interface (**PAC-US444CN-1**) or (**PAC-US445CN-1**) it will not be possible to force test mode, so setting the thermostat connected to either of these interfaces needs to be set to its lowest set point for Cool or highest set point for Heat is recommended. If you cannot keep all units in thermal on for the recording period, please contact your technical Mitsubishi support representative

Operation Status Monitor (Trend)

Return Time-Searching Print View Option Drive Operation Window Help

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Operation data Spreadsheet Refrigerant Circuit Diagram

OC PU1RY-(F)P120 Adres:051 Ver5.31/1.04

Ctrl Mode	Ope Mode	F	Foc	FAN	QjC	QjH	Vdc	Idc	Iu	Iw	FAN (rpm)	FAN2(rpm)	LEV5a	LEV5b	FAN -Free	FAN2-Free	FAN2
Ordinary	C.Only	36	75	69	142	0	626.0	0.0	13.5	13.4	470	0	41	200	Normal	Normal	0

TH4 TH5 TH6 TH7 FAN-Ver Save(%) Ope Status Attribute M-NET Supply Unit Start-up unit FAN2-Ver AF

295.8	91.0	91.2	152.2	38.1	109.6	48.0	3.01	100			OC	OC	OC			3.01	0
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Tc Te THHS 21S4a 21S4b SV1a SV4a SV4b SV4c SV4d SV5b SV9

94.8	27.0	86.2	0	0	0	0	1	0	0	0	1	0					
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DEMAND DEMAND2 NIGHT NIGHT2 SNOW Rotation Timer IH

OFF	OFF	OFF	OFF	OFF	4.12	0											
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Discharge SH Total suction SH Heating OA/Te Delta Discharge SH TMU/TGM TH15 SH for 1500

57.4	11.1	21.0															
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OC PU1RY-305003411.6 Adres:052 Ver5.31/1.04

Ctrl Mode	Ope Mode	os	FAN	QjC	QjH	Vdc	Idc	Iu	Iw	FAN (rpm)	LEV5a	FAN -Free
Ordinary	C.Only	31	28	142	0	635.0	0.0	12.8	12.9	180	41	Normal

TH3 TH4 TH5 TH6 TH7 FAN-Ver Save(%) Ope Status Attribute AF

288.7	89.6	94.6	154.8	39.9	81.5	51.3	3.01	100		H. Press. Drop	OS1	0
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Tc Te THHS 21S4a SV1a SV4a SV4b SV4c SV4d SV5b SV9

93.6	27.0	144.1	0	0	1	1	0	1	0			
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DEMAND DEMAND2 NIGHT NIGHT2 SNOW IH

OFF	OFF	OFF	OFF	OFF	0							
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Discharge SH Total suction SH Heating OA/Te Delta Discharge SH TMU/TGM TH15 SH for 1500

61.2	12.9	24.3										
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BC(main) Adres:053 Ver1.07

BC Sig	OC Sig	SC1	SH2	SC6	SVM	SVM2	SVM1b	SVM2b	L1	L2	L3	1	2	3	4	5	6	7	8	9	A	B	C	D	E	F	0
COON	C.Only	10.3	4.3	26.6	1	0	1	0	2000	2000	328	a	1	1	1	1	1	1	1	1	1	1	0	0	0	0	0
PS1	PS3	dPHM	PT1	PT3	T1	T2	T5	T6				b	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
285.9	281.6	4.3	92.8	91.8	83.3	49.4	44.1	65.3				c	1	1	1	1	1	1	1	1	1	0	0	0	0	0	

IC

Model	G_No	B_No	TH1	TH2	TH3	TH4	SH/SC	Li	TO	Save	O/F	Mode	State	IC S	Fan	Indoor SH
001	36	1	1	57.7	41.9	44.8		1.4	179	73.0	100	Test	Cooling	ON	Cool ON	1.4
002	30	2	2	61.2	41.2	45.5		4.3	141	72.0	100	Test	Cooling	ON	Cool ON	4.3
003	24	3	3	64.2	39.7	39.7		0.0	266	74.0	100	Test	Cooling	ON	Cool ON	0.0
004	24	4	4	64.0	37.4	39.7		2.2	199	73.0	100	Test	Cooling	ON	Cool ON	2.2
005	15	5	5	66.7	40.5	49.1		9.4	251	74.0	100	Test	Cooling	ON	Cool ON	9.4

PC Date and Time:2/13/2023 08:50:02

When exiting the **Monitor** screen, you will be prompted to **Confirm Data Save**

You are also given the option to modify the **Data Name**, **Area**, **Customer**, **System**, and add **Comments**.

When submitting data for the Extended Warranty Process ensure all files submitted for a single system reflect the same name. This will avoid confusion when information is received from large sites with multiple systems.

The saved data will store in the **Offline Analyze** section of M-Tool.

Operation Status Monitor (Trend)

Return Time-Searching Print View Option Drive Operation Window Help

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Operation data Spreadsheet Refrigerant Circuit Diagram

OS PURY-P96YKMU Adres:052 Ver5.31/1.04

Ctrl Mode	Ope Mode	Fos	FAN	QjC	QjH	Vdc	Idc	Iu	Iw	FAN (rpm)	LEV5a	FAN -Free
Ordinary	COnly	61	28	142	0	632.0	0.0	12.9	13.0	200	41	Normal

69HS1 69LS TH3 TH4 TH5 TH6 TH7 FAN-Ver Save(%) Ope Status Attribute AF

291.6 96.7 95.0 152.0 12.5 70.0 10.0 9.0 100 0.0 0.0 0.0

Confirm Data Save

Are you sure you want to save?

Data Name : OM20230206 092114

Area :

Customer :

System :

Comment :

☐ Monitor the Pre-error data

☐ Monitor the malfunc log

Save Not Save

BC(main) Adres:053 Ver5.31/1.04

BC Sig	OC Sig	SC1
CO.ON	COnly	0.4

PS1 PS3 dPHM PT

281.6 277.4 8.5 9.0

IC

Model	G_No	B
001	36	1
002	30	2
003	24	3
004	24	4
005	15	5
006	15	6
007	36	7
008	15	8
009	48	9
010	9	10

PC Date and Time:2/6/2023 08:18:26

V. Retrieving Saved Maintenance Tool Data

Saved data will store in the **Offline Analyze** section of M-Tool.

Exporting this data instructions are in the **City Multi Equipment Start Up Process** under section 10

VI. Submitting Extended Warranty Files

Attach System Information and Runtime files in the Project Properties / Extended Warranty Tab. Use the Browse button to locate the files for attachment.

Once files have been attached to the As Built DSB file select “**Submit**” to send the project in for review.

If there is any missing information the DSB program will give a notification of errors to correct before the file can be properly submitted.

For additional information on the DSB submission process please view our **Extended Warranty DSB** Tech Tip on www.mylinkdrive.com under the Tech Tips section.

The following data must be submitted

1. Diamond System Builder file (As Built)
2. Maintenance Tool System Information
3. Maintenance Tool Run Time Data (Minimum 60 Minutes for each system)

The data **MUST** be submitted within **45 Days** of **Startup**.

The Extended Warranty will **NOT** take effect until a warranty authorization number has been issued.

If you have any questions regarding collection of data and submission you can contact your distributor DSG or METUS area service manager.