

October 3, 2025

Statement Regarding the Availability of Spare Parts, Repair Services, and Maintenance Information under Québec's Bill 29

As President and CEO of Mitsubishi Electric Sales Canada Inc. ("MESCA"), a wholly-owned Canadian subsidiary of the Mitsubishi Electric Corporation of Japan and the exclusive importer and re-seller of Mitsubishi Electric heating, ventilation, and air conditioning (HVAC) equipment in Canada, I wish to inform our customers in Québec of MESCA's commitment to compliance with Bill 29 – the Act to protect consumers against planned obsolescence and to promote the durability, repairability and maintenance of goods – and its associated decree.

Availability of Spare Parts, Repair Services, and Information

MESCA guarantees, for a reasonable period of time after purchase, the availability of genuine spare parts, professional repair services, and the information necessary to maintain or repair Mitsubishi Electric HVAC products sold in Québec.

Spare Parts: Genuine spare parts for Mitsubishi Electric HVAC equipment are available through our exclusive Québec distributor, Enertrak Inc., and its network of authorized Mitsubishi Electric Quality ("MEQ") dealers.

Repair Services: Repair and maintenance services for Mitsubishi Electric HVAC products are available exclusively through our MEQ dealer network, staffed by trained and qualified professionals.

Maintenance and Repair Information: Technical information required for maintenance and repair is made available to MEQ dealers and service professionals, in accordance with applicable regulations, through our online MESCA Technical Information Center (<https://www.mitsubishielectric.ca/en/hvac/Technical-Information-Center>).

Where information, spare parts, or repair services are required, we recommend that all installation, maintenance, and repairs be carried out exclusively by trained and certified professionals, in accordance with all applicable safety regulations, mechanical, plumbing and electrical codes, best trade practices and manufacturer instructions, to ensure your safety and the continued reliable operation of Mitsubishi Electric HVAC equipment.



MITSUBISHI ELECTRIC SALES CANADA INC.

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Commitment to Consumers

This disclosure is provided in accordance with the requirements of Bill 29 and the related decree (notably, Regulation 79.18). MESCA remains committed to supporting the durability, repairability, and longevity of its products in Québec, and to providing transparent, accessible, and accurate information to our consumers.

For further details, including the specific availability period of replacement parts and maintenance information, or to access technical resources, please visit the MESCA Technical Information Center. This information is presented in an easily printable format.

Should you require additional assistance, or have product-specific inquiries, please contact Enertrak or your authorized local MEQ dealer.

Sincerely,

MITSUBISHI ELECTRIC SALES CANADA INC.

Per:  _____

Mr. Hitoshi Namba

President & CEO