

WHAT HOMEOWNERS NEED TO KNOW ABOUT THE REFRIGERANT TRANSITION

BACKGROUND

In an effort to help reduce harmful greenhouse gas emissions, Canada has joined more than 163 countries including the United States in aligning with the Kigali Amendment to the Montreal Protocol by phasing out hydrofluorocarbon (HFC) refrigerants with high global warming potential (GWP).

Mitsubishi Electric Sales Canada is committed to doing our part to help reduce the impact of our industry on climate change. Starting in 2025, Mitsubishi Electric will introduce a new HVAC product line equipped with A2L refrigerants, which have lower GWP compared to traditional HFCs like R-410A, making them an environmentally friendly alternative.

With over 45 years in Canada, we have built a solid reputation as an HVAC industry leader by delivering exceptional quality equipment featuring the latest in technology advancement and energy efficiency. As we transition to A2L refrigerants, homeowners and our network of MEQ dealers can be confident knowing that we support and stand behind our products every step of the way.

To understand how this change may impact you, please review the list of Frequently Asked Questions (FAQs) below.

QUESTIONS

Q1. I'm looking to purchase a new heat pump, when will Mitsubishi Electric's new line up of A2L equipped products be available?

A: Our new product line of R-454B residential heat pumps will be available starting in July 2025. In the meantime, homeowners can contact their local Mitsubishi Electric dealer to discuss their HVAC needs and determine which heat pump is best for them. [Click here](#) to find a dealer near you.

Q2. Can I still purchase last year's models equipped with 410A refrigerant?

A: Yes. Our line-up of 410A heat pumps is available while supplies last. All Mitsubishi Electric heat pumps deliver exceptional quality, offer the latest in advanced technology and product innovation, and if purchased from a MEQ dealer, are backed by a 10 or 12-year warranty so homeowners have peace of mind knowing whichever product they choose; we will stand behind it.

Q3. Will Mitsubishi Electric continue to support existing systems using older refrigerants with parts and service?

A: Yes. All Mitsubishi Electric heat pumps offered by MEQ dealers, including those equipped with 410A refrigerant, are backed by our 10-year warranty (12-year warranty for the FS single split model). This includes our ongoing commitment to providing parts and service so homeowners have peace-of-mind knowing whichever product they choose; we will stand behind it.

QUESTIONS

Q4. I currently own a Mitsubishi Electric heat pump with the 410A refrigerant. Do I need to upgrade it?

A: No. If your heat pump continues to perform there is no reason to replace and upgrade it. However, if, for example, your heat pump requires service for a leak or other significant issue it may make sense to replace it with a newer A2L compatible unit. Your local Mitsubishi Electric dealer can help you assess your options.

Q5. What are the cost differences between the current and new product lines?

A: Mitsubishi Electric's line up of new heat pumps will feature the latest product innovations and energy efficiency capabilities. As a result, homeowners can expect to pay more for the latest models vs. current models. Homeowners should review and discuss their options with their local Mitsubishi Electric [dealer](#) to make an informed decision on which product is best for them.

Q6. Does Mitsubishi Electric's new and existing product line of heat pumps qualify for government rebates and if so, where can I find detailed information?

A: There are a number of government rebates available to help offset the cost of a new heat pump. For example, Ontario's new Home Renovation Savings Program will offer rebates of up to 30 % for home energy efficiency renovations and improvements, including heat pumps. To view a list of rebates go to: www.heatpumprebate.ca or click [here](#).

Q7. I've heard the new A2L refrigerants are more flammable than current refrigerants. Should I be concerned?

A: No. While the new A2L refrigerants are classified as mildly flammable, they are no riskier than common household products. In fact, these refrigerants are already used in many newer cars, portable air conditioners, and heat pumps. In addition, Mitsubishi Electric heat pumps deliver exceptional quality while offering the latest in advanced technology and product innovation including safety features such as leak sensors, audible alarms and updated fan circulation.

Q8. What are some of the technical advantages of the new product lines?

A: Mitsubishi Electric's new line up of heat pumps will deliver exceptional quality while offering the latest in advanced technology and product innovation. A key benefit of the new R-454B refrigerant is that it's much more efficient than previous refrigerants and produces more heat using less electricity. In addition, Mitsubishi Electric heat pumps are designed to operate efficiently in Canada's diverse climate, maintaining performance even in sub-zero temperatures. In fact, some of our latest models can now operate in conditions as low as -37°C*. Plus, with Wi-Fi connectivity, homeowners can control and adjust their system from anywhere in the world through our smartphone app.

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Q9: Can my existing system be modified to accept the new A2L refrigerant?

A: No. Unfortunately, existing HVAC systems cannot be retrofitted to use A2L refrigerants because those systems were not designed and built to operate with the new refrigerants.

Q10: My existing system needs repair. Am I better off replacing it with a new system?

A: To determine whether to repair or replace your existing system, homeowners should review their options with their local Mitsubishi Electric dealer. Your existing system may need a minor adjustment or part replacement that may be covered under your warranty. If the repair falls outside of your warranty and requires significant costs, you may be better off replacing it with a newer system.