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- Japan-

Outrageous incompetence when integrating air source heat pump "Mitsubishi Outdoor Unit Zubadan, Type: PUHZ-SHW 230 YKA-A" by company Berndt Kältetechnik from D-53501 Gelsdorf

Dear Sirs,

An air source heat pump of the type mentioned above was integrated into our house in January/February 2014.

Furthermore, a multifunctional storage unit MTL-KWP 500 and the respective control were installed there, purchased by company Berndt Kältetechnik from company Zeeh in D-08324 Bockau (offer of company Berndt Kältetechnik dated 20.11.2013 enclosed).

Right from day one, the system in our house malfunctioned, the heat pump went into fault condition constantly and it consumed vast amounts of electricity until eventually the compressor became defective as early as barely one month later.

Staff of your branch in Ratingen came here for inspection in September 2014 and detected a serious fault, namely that an incorrect three-way valve had been mounted to the multifunctional storage unit, which was finally replaced by company Berndt one month later. The trouble, however, continued and in the meantime the heat pump has stopped working altogether since 09.05.2015 and we are now suing company Berndt Kältetechnik for reconversion and damages. The Court has appointed a relevant expert.

My extensive and time-consuming searches revealed that the combination installed in our house had been doomed to FAILURE from day one.

The problem with your branch in Ratingen, known for some time, is that the various parts are not compatible with each other.

I have contacted your branch three times already, requesting it to let me know of other such cases of malfunctioning combinations. Your branch, however, did not even deem necessary to reply to me, which is why I am now turning to you for a response.

The latest development is that only a few days ago I detected another very serious fault, namely that the multifunctional storage unit installed in our house is designed for heat pumps up to 10 kW only. What is installed in our house is, however, a heat pump of 23.5 kW.

Now I am wondering why there are so many incompetent people involved in this matter?

Your staff detected that an incorrect three-way valve had been connected to our multifunctional storage unit. But your staff did not notice that the boiler was obviously designed for up to 10 kW only.

How come there is such accumulation of incompetence?

I published this instance on the Internet in May 2015 already and have constantly added more and more details since then.

I am expecting from you, a manufacturer of heat pumps, a sensible response as to why such sloppiness has been possible at all.

The fault for all this failure lies, of course, with company Berndt Kältetechnik whose director apparently felt

completely overburdened when having to set up a decent planning. The worst about this good man, an absolute fanatic, is that to this day he has NOT acknowledged that in this instance he has failed spectacularly.

On this occasion, I guess some cooperation could be expected on the part of a manufacturer of heat pumps, or would Mitsubishi willingly accept customers to purchase expensive heat-pump systems which then turn out to be absolutely malfunctioning only because some technician “gone wild” simply has installed elements that are incompatible with each other and who obviously does not have a clue.

I enclose the last three letters sent to your branch in Ratingen, although written in German, and look forward to finally receiving a decent response to my letters.

Yours faithfully

Enclosures:

Offer of company Berndt Kältetechnik dated 20.11.2013

Letter to Mitsubishi Electric Europe B.V. dated 16.11.2015

Letter to Mitsubishi Electric Europe B.V. dated 18.12.2015

Letter to Mitsubishi Electric Europe B.V. dated 05.01.2016