



2024 Diamond Contractor® Code of Conduct

As a Diamond Contractor, I hereby agree to uphold the highest level of professionalism and to adhere to the following standards and procedures as outlined below:

Professionalism

- Diamond Contractors conduct themselves with the highest level of professional behavior when interacting with their customers, fellow contractors, employees, suppliers, and the public at large.
- Diamond Contractors continually strive to uphold the highest level of technical knowledge through continued training and interaction with professionals in the HVAC field.
- Diamond Contractors meet local codes and adhere to all laws, regulations and ordinances pertaining to general HVAC business practices and the selling, servicing and installation of Mitsubishi Electric Cooling & Heating products.
- Diamond Contractors respect the investment made by Mitsubishi Electric Trane HVAC US (METUS) in generating leads by following up on each lead with the purpose and intent to sell Mitsubishi Electric products.

Customer Service

Diamond Contractors treat their customers with integrity, competence and objectivity. They respond to customer service issues in a timely manner and are committed to resolving any customer complaints and/or concerns. They work together with the customer to ensure any problems are addressed and corrective actions, if any, are taken in a timely manner.

Field Service

- Diamond Contractors must have at least one METUS trained person at all times.
- Diamond Contractors conduct field service work in a timely, systematic, and well-documented manner always striving to exceed the expectations of the customer.
- Diamond Contractors document service work accurately and professionally so a comprehensive history of the system is maintained.
- Diamond Contractors make no statements or promises concerning Mitsubishi Electric equipment not authorized or supported by documentation from METUS.
- Diamond Contractors must register M- and P-Series products within 90-days of installation.
- METUS reserves the right to change or modify the program at any time without notice.
- METUS may remove or suspend a Diamond Contractor's status for any violations of the above requirements, perceived or otherwise.

Print Name: _____

Date: _____

Signature: _____

Company Name: _____

Witness: _____