



# 2022 Diamond Commercial Contractor™ Code of Conduct

As a Diamond Commercial 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 Commercial Contractors will conduct themselves with the highest level of professional behavior when interacting with their customers, fellow contractors, employees, suppliers, and the public at large.

Diamond Commercial Contractors will continually strive to uphold the highest level of technical knowledge through continued education, training, and interaction with professionals in the HVAC field.

Diamond Commercial Contractors will 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 and Heating products.

## Customer Service

Diamond Commercial Contractors will always treat their customers with integrity, competence and objectivity. They are committed to responding to customer service issues in a timely manner.

Diamond Commercial Contractors are committed to resolving all customer complaints and concerns. They will work together with the customer to see that all problems have been addressed and corrective actions have been taken in a timely manner.

## Field Service

Diamond Commercial Contractors must have on staff at least 1 Mitsubishi Electric Cooling & Heating CITY MULTI trained person at all times

Diamond Commercial Contractors will conduct field service work in a timely, systematic and well-documented manner always striving to exceed the expectations of the customer.

Diamond Commercial Contractors will document the service work accurately and professionally so a comprehensive history of the system is maintained.

Diamond Commercial Contractors will make no statements or promises concerning Mitsubishi Electric equipment that is not authorized or supported by documentation from Mitsubishi Electric.

All Diamond Commercial Contractors must purchase and register 100% of their installations.

Mitsubishi Electric reserves the right to change or modify program at any time without notice. Mitsubishi Electric may remove or suspend a Diamond Commercial Contractor's status for any violations of the above requirements, perceived or otherwise.

## Principal/Owner

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Company Name: \_\_\_\_\_