

LG Authorised Dealer – ○

LG Electronics Solar warranty process

LG Electronics prides itself on producing solar panels of the highest quality. Within our factory in Gumi, South Korea we have a Sigma Six certified quality control program in place with over 500 quality control steps to ensure that all solar panels produced and sold are to the highest industry standards. This quality 1st approach is supported by one of the strongest warranties in the industry.

The manufacturer's warranty of our panels is for 5, 10 or 12 years from the date of installation, depending on the model and the timing of the install.

Year of manufacture	Model number – as per label on the rear (xxx is the Power Class)	Power Class	Period of manufacturer's warranty – from date of install
2009 - 2011	LGxxxP1C, LGxxxP1C, LGxxxP1C, LGxxxR1C*	215, 220, 225, 230, 235, 240	5 years
2011 to late 2015	LGxxR1C, LGxxxS1C-G2, LGxxxS1C-G3, LGxxxS1C-A3, LGxxxS1C-B3, LGxxxS1K-G2, LGxxxS1K-G3, LGxxxS1K-A3, LGxxxS1K-B3, LGxxxN1C-G3, LGxxxN1C-A3, LGxxxN1C-B3,	240, 245, 250, 255, 260, 265, 270, 275, 280, 285, 290, 300, 305	10 years
Late 2015 onward	LGxxxS1C-L4, LGxxxN1K-G4, LGxxxN1C-G4	285, 290, 295, 300, 305, 310, 315, 320	12 years

*Depending on date of install - 5 or 10 years

Warranty claim process:

1. If a customer has contact you about a potentially failed LG solar panel please investigate the matter. Please explain to the customer if there is a system issue, your normal fees and charges apply. If you with your professional opinion believe there is a genuine panel failure, which warrants a claim, please notify the LG solar unit responsible for solar in Australia and New Zealand preferably via email solar.sales@lge.com.au. Please use the subject heading: Warranty Claim and describe the overall issue in the email. If you need to speak to a member of the solar unit call Australia 02/8500 4000.
2. As the solar installer, please explain to the customer that LG solar will have to vet the issue before a warranty decision can be made. Should the panel in question be of a model that is now not available anymore, please note LG solar holds some warranty stock in its head office warehouse in Sydney and additional stock in Korea.
3. After we were informed of an issue, LG solar will forward to you within 2 working days via return email a LG Solar RMA/ Warranty Claim Form and a sample form (completed) to assist you/the customer in completing the claim form.
4. Please have the customer or assist the customer to complete the form thoroughly in all requested areas preferably within 2 weeks of getting the form supplied and attach close up and wide shot photos of the damage/issue. Please also attach copy of purchase receipt. Please give feedback on the full system installation, installer, date of install together with a clear description of the overall issue. It is most important that the serial number of the warranty claim panel is recorded in the claim form. The serial number is located on the top of the panel as well as the rear label of the panel.

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Warranty claim process (cont.):

5. Email the fully completed warranty form with all photos and supporting documents eg purchase receipt to the LG Solar unit at solar.sales@lge.com.au . If the RMA form is not fully completed, then this can delay the warranty claim, as we need to have the key information available to properly assess the claim.
6. LG Solar will then review all the details and determine what action is appropriate. We will inform you/the customer of the (provisional) claim determination usually within 7 working days of receiving the claim.
7. If in LG's opinion, the module in question needs repair/replacement because of a manufacturing or materials defect appearing within then the (provisional) claim will be accepted and LG solar will as per warranty conditions authorise a free of charge repair or replacement (at LG's discretion) of the module. Please note the warranty is only applicable to modules under normal applications, proper installation in line with the install manual, use and service conditions.
8. If the issue is not easy to determine via the RMA form alone, then LG might also require the return of the faulty panel in question. If LG solar wishes to investigate the issue at hand, and to determine if there is a valid warranty claim, LG will arrange for collection of the panel from the customer's or the installer's premises after it has been replaced in the solar power system.
9. In these instances the panel will be inspected and tested by LG to make a final determination on the fault with the panel and the warranty claim. If it is determined that this is not a warranty issue, but for example a failure due to poor installation or other cause, then the cost of the new panel and the repair / replacement labour may be charged to the installer/ customer.
10. In case of a valid warranty claim LG also offers compensation for labour required to replace/ service faulty panels in an installation to the installer. LG will supply the panel and pay the labor component of \$150 plus GST for first panel replacement and \$90 for each additional panel in the claim. We will also pay an allowance of up to \$100 for travel to and from the site. Additional travel costs will need to be recovered from the customer and this fact is outlined in the warranty conditions as follows: "The Limited 12 year Manufacturer's Warranty covers the transportation cost for reshipment of any repaired or replaced module(s) to the Customer site. Repairs or replacements of modules within metropolitan areas and areas immediately surrounding metropolitan areas (the "Service Area") will be conducted at the customer's premises free of charge. If customers reside outside the Service Areas, LG or its Authorised Service Centre may charge a travel fee to attend the premises."
11. The LG dealer needs to invoice LG for the work and this will be paid by EFT to your nominated bank account or via credit to your LG account, as per your preference.

Contact details

HEAD OFFICE

2 Wonderland Drive, Eastern Creek, NSW 2766

CONTACT

Email: solar.sales@lge.com.au Enquiries: +61 2 8805 4038

NEW ZEALAND

60 Highbrook Drive, Highbrook Business Park, East Tamaki, AKL 2013