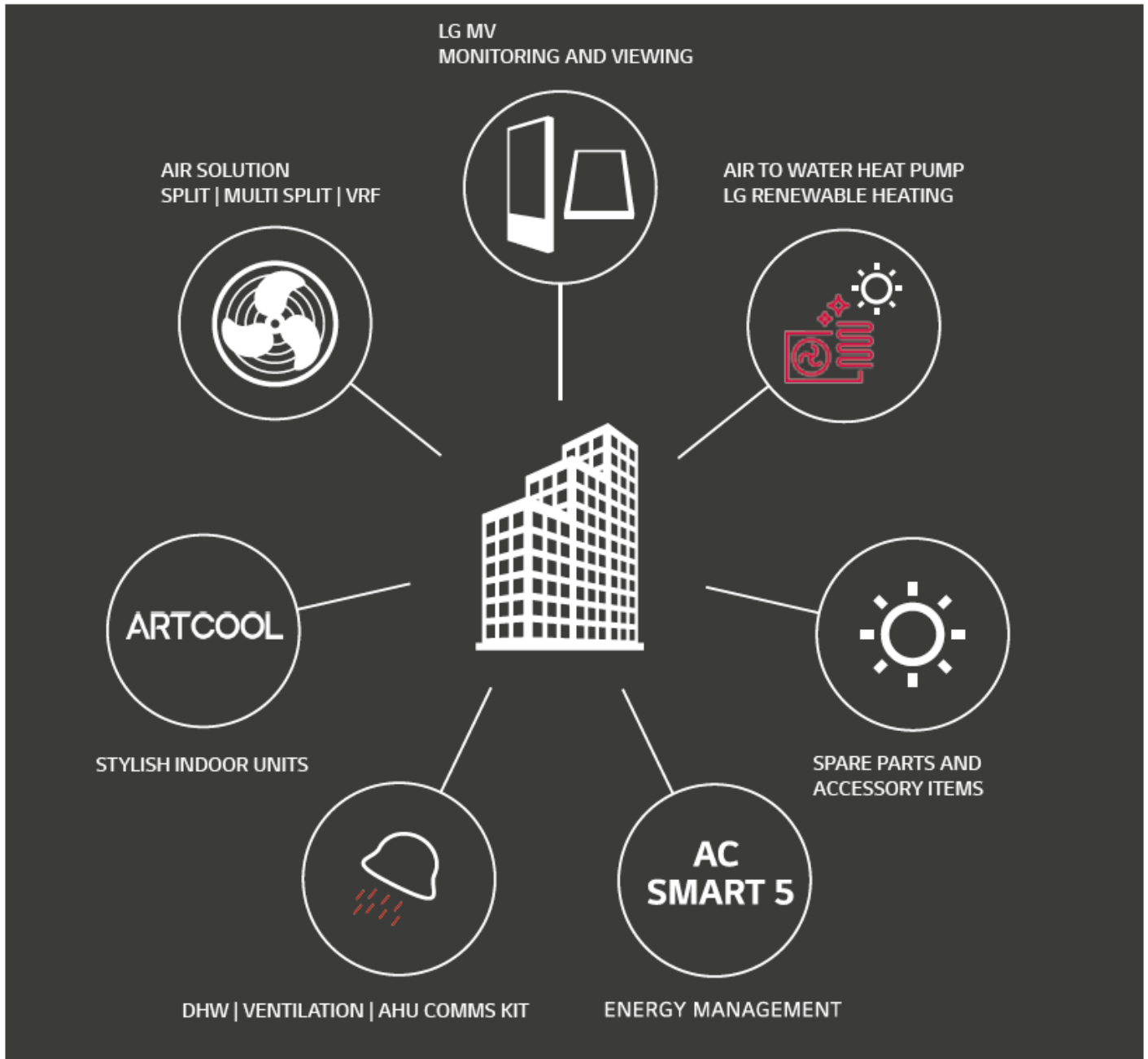


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PERFECT TEMPERATURE



LG ELECTRONICS UK LIMITED
AIR CONDITIONING AND ENERGY SOLUTIONS
WARRANTY POLICY

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Visit LG Electronics Business Solutions partner.lge.com/uk to download product literature, such as maintenance, service and installation manuals and forms for training booking, spare parts and warranty. Keep up to date with LG product development.

LG Air Conditioning and Energy Solutions Technical Service Department Contact

SMS 24/7 ⁽¹⁾	Text the 1, 2 or 3 digit number of your fault code to 07624 818 794 An automated text message containing fault diagnosis instructions will be sent be return. (for further instructions on how to use this service, just text HELP to the same number).
Email ⁽²⁾	Send your technical queries by e-mail to uk.aircon@lge.com Spare part(s) quotes, orders, returns and queries email: aircon.spares@lge.com Technical product training or seminar queries, bookings and details, email: aircon.training@lge.com Site visit request, technical assistance and/or commissioning email: aircon.commissioning@lge.com Dead on Arrival (DOA Forms ref: LGUNDOAv1_02_19) to be emailed to: returns.uk@lge.com and aircon.warranty@lge.com
Telephone ⁽²⁾	Speak to one of our fully trained engineers in the Technical Service Department by dialling 08448 471 402 select 'option 4'

⁽¹⁾ This service is available everyday all day.

⁽²⁾ This service is available Monday to Friday between 09:00 and 17:00, excludes public holidays and Christmas period.

TIP! The help desk team need - your name, company name, model reference and serial number before they can provide you with advice.

LGE reserves the right to reasonably amend these warranty conditions at any time upon reasonable notice.

Registered No: 2143888 | VAT No: 468 3136 32 | Registered Office: LG House, Velocity 2, Brooklands Drive, Weybridge, KT13 0SL

Introduction

The Air Conditioning and Energy Solutions Technical Services Department at LG Electronics U.K. Ltd ("LGE") endeavours to provide world class assistance to help keep your LGE air conditioning and heat pump systems operating in all situations throughout the year. At LGE, we want to make the process as easy as possible for installations, commissioning, troubleshooting and warranty claims.

This document, LGE warranty policy reference: LGUNWPv3_03_19, is related to the purchase of LGE air conditioning and heat pump products. This policy only applies when manufacturing faults arise in the product.

The Standard Product Warranty for LGE air conditioning systems covers the provision of parts and a labour contribution for the duration of 3 years for both air conditioning and heat pump systems. If no information is received about the Therma V heat pump installations then the statutory 1 years manufacture warranty will apply.

- 3 year warranty for all parts and a contribution towards labour.
- Option to increase warranty up to a total of 5 years **parts only** for air conditioning.
- Option to increase warranty up to a total of 7 years **parts and labour contribution** for Therma V heat pump.

Products not covered by the warranty policy

Claims resulting from incorrect installation, poor maintenance or misuse are outside the scope of product warranty.

Products that have been delivered incorrectly or damaged in transit are dealt with by the Sales department and you should notify them immediately, as they are subject to a separate procedure, the sales department can be contacted on: aircon.sales@lge.com

For ordering spare parts outside of the warranty period contact the Technical Service Department or email aircon.spares@lge.com.

TIP! If your unit has been damaged in transit, email: aircon.sales@lge.com to report and re-order. This is not a warranty issue.

This document and the procedures within are designed to avoid any misunderstandings and protect the interest of both the customer and LGE. LGE will not accept Warranty Claims where these procedures have not been followed.

Air Conditioning Products Policy

LGE offers the opportunity to extend the standard 3 year warranty to 5 years for all LGE trained installers who meet the following criteria (excluding Therma V products). LGE advise that best working practices should be adopted at all times for all installations.

- 3 Years Parts and labour contribution ([Appendix B](#))
- 5 Years (3 Years Parts and labour contribution plus a further 2 years parts only).

	5 Years
Attend LGE technical product training course, includes installation and commissioning on the relevant product (Split systems VRF systems) <i>a unique training certificate number will be supplied.</i>	●
Submit pre-commissioning check list (Multi V VRF only) ⁽¹⁾ (LGUNPCCLv1-04-19)	●
Submit commissioning documentation (Multi V VRF only) ⁽¹⁾ (LGUNMVCEDv1_04_19)	●
LATS HVAC report ⁽²⁾	●
A structured planned preventative maintenance program for the 5 year period (Appendix A)	●
Commissioning to be carried out by a certified LGE product engineer or be commissioned by a LGE Technical member of staff	●

⁽¹⁾Submission of a pre-commissioning form, official LGE commissioning documentation and the LATS HVAC report to be emailed to LGE aircon.commissioning@lge.com within 30 days of the commissioning date.

Multi V Products only - LGE commissioning Multi V Commissioning Excel Document for Multi V product must include the commissioning engineers LGE Training Certificate (along with the unique number if applicable) to be accepted.

⁽²⁾ **NOTE:** If it has been arranged for a LGE engineer to commission the Multi V system, then the LATS HVAC report **must** be issued to LGE prior to the on-site commissioning date and emailed to: aircon.commissioning@lge.com
A copy of LG LATS HVAC software can be obtained from an LG Distributor.

LGE will offer a 1 day *free of charge* commissioning assistance to customers with less LG product experience, following attendance on a technical LG product training course, to assess capability before extended warranty can be offered (Multi V VRF only).

Have in place a structured planned preventative maintenance program for the 5 year period and at the recommended minimum intervals suggested by LGE ([Appendix A](#)).

F-Gas legislation and LGE instruction, (as provided on Multi V commissioning training course) must be adhered to, in order to ensure best practice.

If any of the above criteria is not met, LGE will revert to the standard 3 year warranty.

The warranty does not cover faults resulting from incorrect installation, maintenance, misuse of equipment, or operation outside the design parameters.

Air Conditioning Health Check

In the event that a customer makes multiple warranty claims within the warranty period (across all LGE products) LGE may request to attend site with the contractor to carry out functionality, technical and operational tests in line with LGE documentations.

We may request:

- Copies and schedules of your planned preventative maintenance ([Appendix A](#)).
- Quantity of reactive maintenance calls on the equipment installed.
- Operational training certificates or similar.

Our attendance may be chargeable at a rate of **£450.00** per day, if we discover the warranty claims are due to poor installation issues.

Therma V Products Policy

LGE offers two levels of warranty on parts and labour contribution, designed to ensure the products reliability, and to enhance the reputation of the installer and the product. LGE advise that best working practices should be adopted at all times for all installations.

- 3 Years Parts and labour contribution.
- 7 Years Parts and labour contribution.

The matrix for achieving over the standard manufacture statutory warranty can be found below;

	3 Years	7 Years
LGE Therma V Commissioning Sheet (<i>Split LT/HT or R32 Monobloc</i>)	●	●
Hydraulic and Wiring Schematic as Installed (a sketch is acceptable)	●	●
MCS Submittal Document (where applicable)	○	●
LATS Therma V Report - R410A operating units only ⁽³⁾	○	●
Hydraulic Separation	○	●
LGE Approved Training Certification Number	○	●
Magnetic Filter	Highly Recommended	
Flow Indicator		

● - Required ○ - Optional

Should the installation not meet the above criteria then a statutory 1 year warranty will be applied to the product.

Minimum water content and flow rate for the hydraulic system must be respected in all installations, the criteria is detailed below;

For 7 years warranty a minimum water volume cannot include secondary wet central heating circuit(s) - UK only	System Minimum Water Volume (available at all times)	Minimum System Flow Rate
5-9 kW Capacity	25 Litres	15 l/m
12-16 kW Capacity	50 Litres	20 l/m

⁽³⁾ A copy of LG LATS Therma V software can be obtained from an LG Distributor.

All documents must be emailed within 30 days of the system being commissioned, email to: aircon.commissioning@lge.com

On receipt of all documents, LGE will send the end-user out a customer pack containing a letter and an asset label with a unique reference number for each unit. The end-user will be directed to place the label(s) onto the unit(s).

LGE will be able to track the unit(s) from this asset number, helping to verify any potential warranty claims quickly.

The asset number must be used when submitting a warranty claim for that particular unit. If the equipment has not been supplied with an asset number it will only be covered by the statutory 1 year warranty.

To add peace of mind for end-users; LGE will carry out periodic Quality Assurance Checks on installations (*free of charge*) to inspect installations and operation. The inspections can happen at any time within a year of installation.

If LGE discover inappropriate installation practices or substandard workmanship, this may invalidate any extended warranty and revert back to the statutory 1 year warranty.

If there are multiple warranty claims within the warranty period then LGE may feel necessary to, or be requested to, attend site. LGE attendance will be chargeable if it is discovered that the warranty claims are directly related to poor installation chargeable at a rate of £450.00 per day.

The warranty does not cover faults resulting from incorrect installation, maintenance, misuse of equipment, or operation outside the design parameters.

Warranty Process - Unit Dead on Arrival – All Products

The warranty process applies to the purchase of LGE air conditioning and heat pump products. This policy applies only when manufacturing faults arise in the product.

Claims relating to products damaged in transit, incomplete and/or inaccurate deliveries must be addressed to the sales department immediately on receipt of the goods. In this case contact: aircon.sales@lge.com

Dead on Arrival (DOA)

If a product has a manufacturing fault on initial start-up; the customer should contact the Technical Service Department immediately (see page 2 for contact information) to discuss the fault and decide on the most appropriate solution. If a unit needs to be returned a DOA Claim Form (LGUNDOAv1-02-19) will need to be completed and emailed to returns.uk@lge.com and aircon.warranty@lge.com

LGE may attend site to verify the claim.

- The unit will only be replaced at the discretion of LGE.
- The unit must not have any visible physical damage to the packaging or model itself.
- Once your request has been authorised a RMA (return merchandise authorisation) approval slip will be emailed to you. Print and display the label clearly on the packaging of the unit before collection.
- Ensure units are ready for immediate collection.
- Failure to supply the information requested will result in rejection.
- **NOTE:** A new model will not be dispatched automatically. This will need to be ordered separately through aircon.sales@lge.com
- Installation labour costs will be applied and credited up to a maximum of the fixed amount detailed (Appendix B).
- LGE shall only be liable for any defects in any DOA products solely attributable to the manufacturing fault excluding any defects caused by mishandling or installation.
- LGE shall not accept any other invoices or claims associated with the DOA unless agreed in writing prior to the replacement unit being supplied.

TIP! If your unit has been damaged in transit, email: aircon.sales@lge.com to report and re-order. This is not a warranty issue.

Warranty Process - Parts and Labour Claims – All Products

LGE agrees to credit back replacement parts during the warranty period and agrees to pay the customer a labour allowance up to the maximum of the fixed amounts (Appendix B). The customer must keep the faulty part(s) for up to 30 days after the claim has been logged as LGE may request the part back for inspection. Failure to return the part(s) following written request from LGE, infers that the customer will purchase the part(s) at the purchase order value. Claims resulting from incorrect installation, poor maintenance or misuse are outside the scope of product warranty.

1. The customer shall contact LGE Technical Services Department Help Desk to discuss the product/system failure and decide on the most appropriate solution (agree the part(s) that require replacement)
NOTE: It is the responsibility of the customer to give LGE Technical Services Department the correct diagnosis of a failure. Part(s) replaced as a result of incorrect or inaccurate diagnosis or information given to LGE by the customer shall not be covered by the warranty. If this occurs, the customer will be invoiced for part(s) supplied at the full purchase order value.
2. The spare part(s) can be ordered on line using the Service Portal known as GSFS⁽¹⁾ or the customer shall send through a Purchase Order for the value of the part(s) required by email to: aircon.spares@lge.com
 - a) The PO must include, LG Account holder details, name and address, contact number, spare part(s) description and part(s) number.
3. The part(s) must be checked on delivery to ensure they have not been damaged in transit. All damaged part(s) must be reported within 2 days of receipt along with photos of the part(s) and packaging by emailed to: aircon.spares@lge.com
4. Part(s) should be fitted within 7 days of delivery. Once fitted the Warranty Claim Form (LGUNWCV1_02_19) can be completed and emailed to: aircon.warranty@lge.com within 25 days of the warranty repair successfully taking place.
 - a) LGE Account holder details, Equipment details (including model reference and serial number), Site details and error code/description of fault and the engineer's report detailing the diagnosis and works carried out in resolution will need to be attached. If more than one part(s) was ordered only part(s) resolving the issue can be claimed.
5. If the claim is validated, LGE shall offer a credit note for the part(s) and fixed labour allowance (Appendix B).
6. LGE will then process the claim and notify the customer once the claim has been submitted.
7. LGE may refuse payment if part(s) returned as faulty are then found to be in working order. LGE shall invoice the customer and the customer shall make payment to LGE:
 - a) If the returned part(s) is found to be in working order;
 - b) If it was replaced as a result of incorrect and/or inaccurate information supplied by the installer;
 - c) If it failed as a result of an installation fault; or
 - d) If the customer has not returned the faulty part(s) after being requested to do so.
 - e) There is a **30% restocking charge** applied to all returns that are not the fault of LG Electronics.

NOTE: LGE does not offer any contribution for refrigerant and/or materials to complete the repair.

Return of Failed Warranty Parts

Faulty items are to be kept by the Customer for 30 days after the claim has been logged. If LGE has not requested the return or inspection of the parts within the 30 days, then the customer may dispose of them. LGE may refuse payment if parts returned as faulty are then found to be in working order.

Spares Return

Customers shall be entitled to a credit if a defective spare part(s) is received or LGE fails to deliver the original part due to its own fault or the spare part has been damaged in transit. Should this be the case a Spares Return Form (LGUNSRFV1_02_19) must be correctly filled out and emailed to: aircon.spares@lge.com with pictures of the damaged part and its original packaging.

- You must report your returns within 2 days of receiving the part.
- Ensure the part(s) is packaged correctly and in a box in a re-saleable condition. The part(s) will be rejected if there is any damage due to insufficient repackaging.
- Once your request has been authorised you will be emailed an RMA (return merchandise authorisation) approval slip. This needs to be printed and clearly displayed on the packaging of the unit before collection.
- If the part is over 10kg, please ensure it is on a pallet for collection.
- There is a **30% restocking charge** applied to all returns that are not the fault of LG Electronics, with the maximum charge being **£500.00**

⁽¹⁾Access and training for GSFS system can be arranged. Please contact your sales representative for details.

Appendix A

The below table is a minimum planned preventative maintenance frequency, LGE recommends safety and good practice should always be applied.

Category	Item	Intermediate check-up	Full check-up
Indoor Unit	Fan noise status	•	•
	Clean filters	•	•
	Clean air return grille	•	•
	Pollution status of Indoor panel	•	•
	Bacteria cleaning fascia	•	•
	Check remote / wired controller functions	•	•
	Wash clean H/E indoor	•	-
	Check Discharge temperature	•	•
	Clean drain pump/ float	•	•
	Clean fan blades / scrolls	•	•
	Drain pan disassembled and clean	•	•
	Piping status check	-	•
	Clean external pumps	-	•
	PCB indoor inspection	•	•
Deep clean heat exchanger	-	•	
Outdoor Unit	Clean drain pans if applicable	-	
	Wash clean H/E outdoor	•	•
	Check compressor noise / voltages	•	•
	Check fan noise	•	•
	Cleaning fan blades	•	•
AWHP	Performance check (water temperatures etc.)	-	•
	Check flow rate	-	•
	Water strainer / filter	-	•
	Condition and position of water valve	-	•
	Check anti-freeze level	-	•
	Wash clean outdoor heat exchanger coils	-	•

Type	Frequency of tasks to be carried out per year.
Intermediate	Every six months.
Full	Annually.

NOTE: All service, maintenance and decommissioning activity of systems containing Fluorinated Greenhouse gases must be carried out in accordance with the F Gas regulations.

Systems with over 3kg HFC must be leak tested, the frequency for leak testing existing systems is based on the charge size in tonnes of CO₂ equivalent.

Appendix B

Labour contributions

Electrical parts

Outdoor units	Price
Sensors (each)	£33.75
PCB's	£47.25
Cabinet panels	£47.25
Fan blade	£54.00
Fan motor	£60.75
Relays, capacitors or contractors	£60.75
Other electrical/ electronic items	£81.00
Water pumps (AWHP)	£91.00
Indoor units	
Sensors (each)	£27.00
Controllers	£33.75
Casing, fascias, louvers motor etc	£54.00
Fan blade	£54.00
Contractor or capacitor	£60.75
Internal lift pumps and float switches	£60.75
Water pumps (AWHP)	£71.00
Other electrical and electronic items	£74.25
Indoor PCB's	£74.25
Fan motor	£81.00
Fan scroll	£94.50
Refrigeration parts	
Expansion, solenoid, capillary and 4 way valve – Coils	£54.00
LP/ HP switches	£60.75
Other refrigeration items	£74.25
Expansion tank (AWHP)	£105.00
Replacement of parts requiring breaking into the refrigeration circuit, including leak repairs.	£108.00
Heat exchange coils (Condenser or Evaporator)	£114.75
Expansion, solenoid, capillary and 4 way valves	£135.00
Compressor up to 18,000 Btu/h	£135.00
Compressor 24,000 Btu/h or larger units	£162.00
Replacement of HR box	£POA
Indoor or outdoor unit replacement	£POA

Technical Service Department Overview

The LG Air Conditioning and Energy Solutions Technical Service Department provides various methods of technical support. There are several ways to obtain information, covering, but not limited to, the following areas.

- Help desk support (email or phone)
- Field base support (on-site technical or commissioning)
- SMS 24/7 fault code description
- Error code diagnosis
- Technical fault diagnosis
- Commissioning Advice
- Free Pre-Commissioning Inspections (when agreed as project commissioning package)
- Approved Installation commissioning scheme
- Troubleshooting
- Identification and ordering of spare parts
- Spare parts ordering and warranty claims
- Equipment identification
- Warranty queries and claims
- System controls and Integration
- Design criteria
- Wiring schematics
- Free Product and Technical Training at LGE Academy (Weybridge).

NOTE: that LGE does not offer a diagnosis but advice based on the information provided by the engineer working on the equipment.

On-Site Support

LGE can provide on-site technical or commissioning support in a consultative capacity. All necessary materials such as, specialist tools associated with the refrigeration system (including reclaim units, gauges, vacuum pumps etc), working at heights or lifting equipment are provided by the customer. LGE will provide LG MV software equipment to enable laptop/smart phone diagnosis.

Two main types of field based support;

1. **Technical Assistance**
 - System Validation or Health Check
 - Controls Integration or operation validation
 - Fault finding/diagnosis assistance
2. **Commissioning Assistance**
 - Multi V system or whole project commissioning assistance
 - Central Controls or BMS integration
 - AHU Applications

Technical Assistance

The following information should be emailed to: aircon.commissioning@lge.com

1. A fully completed Site Request Form ([LGUNSRFv1-04-19](#)).
2. A copy of the engineers report from the initial site visit.
3. Completed purchase order for the days required at the rate of **£450.00** per day.

Commissioning Assistance

The following information should be emailed to: aircon.commissioning@lge.com

1. Fully completed Site Request Form ([LGUNSRFv1-04-19](#)).
2. Pre-Commissioning Check List ([LGUNPCCLv1-04-19](#)).
3. LATS HVAC file or report.
4. Completed purchase order for the days required for the value of **£450.00** per day.

NOTE: The purchase order covers, travel, hotels, parking and any other expenses (excluding Channel Islands, Scottish Highlands and Islands) before attendance can be formally scheduled. The customer should determine with LGE in advance the time required to carry out the work at the rate of **£450.00** per day. If insufficient time is booked a further purchase order will be required for a return visit to be arranged. The purchase order must be submitted by an LGE account holder and supplied a minimum of 3 working days before any verbally agreed attendance date; otherwise our attendance may be cancelled.

LGE will provide data sheets following the commissioning attendance, issued around 2 weeks after attendance.

Technical Product Training at LG's Academy

LGE prides itself on the quality of its technical and product training courses which are aimed at Installers, Commissioning Engineers, Consultants and Distributors. LGE has a well-equipped, fully operational training Academy located in the South of England, offering customers the chance to develop practical and theoretical knowledge of the complete range of equipment.

After successfully completing the course, attendees will be issued with a certificate of attendance or a pass certificate with an individual unique reference number. This reference will be requested if a warranty claim is required.

If you would like to book a training course, either call: 08448 471 402 select 'option 4' or email aircon.training@lge.com and our team will be able to assist you.

Privacy Policy

LG Electronics U.K. Ltd. ("LGE") is committed to protecting your privacy. Under Data Protection Law*, and as part of our commitment to privacy, we issue a privacy policy, which sets out the basis on which any personal information we collect from you, or that you provide to us, will be processed by us. The full policy can be read online <https://www.lg.com/uk/business/privacy>

For Businesses

- Where you are acting in the course of your business, we may process your data as reasonably expected to maintain our business relationship, fulfil a service to you and/or to send you marketing content about our products/services. This will be for a legitimate interest, contractual necessity, in the public interest or to comply with a legal obligation.
- Additionally, where any business or any individual acting under the course of a business (whether alone or on behalf of another) shares data with us, we request that you only provide personal information where it is necessary and justifiable under a processing ground, such as contractual necessity, legitimate interest or to comply with a legal obligation. You must also ensure the data subject is aware that you will be sharing their personal information for such purposes and that your collection/processing of their personal information is in accordance with the provisions of Data Protection Law.
- Where possible, you will minimise the amount of personal information you share with us, so we both comply with the data minimisation principle. Should you share personal information excessive to the purposes required, it should be in a pseudonymised or anonymised format. All personal information should be transmitted to us in a secure manner.
- Should you have any queries on this policy or on your privacy with LGEUK generally, please either write to our address above directing any communication to the privacy manager, or alternatively email: cic.uk@lge.com.
- If you would like further information, please visit the website of the Information Commissioners Office (the UK data protection authority) on <https://ico.org.uk> or the Irish Data Protection Commission (as applicable) on <https://dataprotection.ie/docs/Home/4.htm> or alternatively contact us.

* any data protection law in force in the UK (including but not limited to: the Data Protection Act 2018 and the General Data Protection Regulation (EU) 2016/679)

Form References

1. Air Conditioning System Pre-commissioning Check List 2019: [LGUNPCCLv1-04-19](#).
2. Multi V Commissioning Excel Document: [LGUNMVCEdV1_04_19](#).
3. R32 Monobloc Therma V Commissioning Form: [LHUNTHVCFV1_02_19](#).
- 3a R410a Therma V Commissioning Form: [LGUNTHV410v2_04_19](#)
4. DOA Claim Form: [LGUNDOAv1_02_19](#).
5. Spares Return Form: [LGUNSRFv1_02_19](#).
6. Warranty Claim Form (for fixed labour allowance): [LGUNWCV1_02_19](#).
7. Site Request Form: [LGUNSRFv1-04-19](#).



LG Electronics

Email: uk.aircon@lge.com

Web: www.lg.com/uk/business | partner.lge.com/uk

Information on the complete range of LG Air Conditioning and Energy Solutions is available on our website.

Whilst every care has been taken in the preparation of this document, some changes may have occurred since publication. LG Electronics cannot accept responsibility for errors and omissions. LG Electronics also reserve the right to reasonably amend these conditions at any time upon reasonable notice.

LG Electronics UN Limited have been working closely with their suppliers to reduce their environmental impact on the world.

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