

**\*\*\*\*THIS NEW WARRANTY CARD INCLUDES INFORMATION ABOUT YOUR RIGHTS\*\*\*\***  
**UNDER AUSTRALIAN CONSUMER LAW**

***For warranty service, please keep this warranty certificate and your receipt to validate proof of purchase.***

**Air Conditioners**  
**MANUFACTURER'S WARRANTY**

<b>Product Type</b>	<b>Residential Application</b>	<b>Commercial Application</b>
Window Unitary	Two (2) Years	Two (2) Years
Portable	Two (2) Years	Two (2) Years
Wall Split	Five (5) Years	Two (2) Years
Cassette Split	Five (5) Years	Two (2) Years
Ducted Split	Five (5) Years	Two (2) Years
Multi F&FDX Split	Five (5) Years	Two (2) Years
Multi V VRF	Two (2) Years	Two (2) Years

**Residential Application:** House, apartment, townhouse, villa or flat (excluding serviced apartments or holiday letting).

**Commercial Application:** Office, retail, wholesale, entertainment, recreation, health, aged care, school, college, universities or industrial. Hotel, motel, serviced apartment or holiday letting meaning short term transient accommodation.

Subject to the terms below, LG Electronics Australia Pty Ltd (LG) will, for above mentioned period from date of purchase, authorize a free of charge repair of your LG Air Conditioner if, in LG's opinion, it needs repair because of a manufacturing or materials defect appearing within, and notified to LG in accordance with this warranty, within such period.

This LG manufacturer's warranty only applies to service within Australia and New Zealand to units purchased within Australia and New Zealand. This warranty is not transferable and applies to the original installation only. No LG employee, product retailer or Authorised Service Centre has authority to vary the terms of this warranty. Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

**PLACE OF SERVICE**

Repairs to units located within metropolitan areas or within LG's normal service area will be conducted at your premises free of charge. If you live outside of metropolitan areas under the terms of this warranty, LG or its Authorised Service Centre may charge a travel fee to attend your premises. Service calls will be made during normal business hours, Monday to Friday. LG's Authorised Service Centre may charge a fee for calls made outside these hours.

**SERVICES FOR WHICH YOU WILL BE ASKED TO PAY**

This LG Manufacturer's warranty does not cover:

1. Maintenance, repair or replacement of parts or consumables due to normal wear and tear.
2. Repair of cosmetic or physical damage.
3. Any problems or performance issues arising out of faulty or incorrect installation.
4. Any costs or additional labour associated with gaining access to a unit installed in restricted or unsafe locations (over 2.4 metres).
5. Damage/ problems caused by storm, fire, flood, vandalism, misuse, negligence, Acts of God, earthquake, war, vermin or foreign matter entering the equipment (i.e. dirt).
6. Damage or deterioration caused to external surfaces or refrigeration coils caused by normal weathering or corrosive atmospheric conditions.
7. Repairs to units where the product is operated outside published maximum ratings.

8. Repairs to units where the product is used for a purpose other than “human comfort conditioning”.
9. Repairs to units where the rating plate has been removed damaged or rendered illegible.
10. Repairs to units where the serial number has been removed or made illegible.
11. Repairs necessitated due to accident, neglect, improper storage or misuse.
12. Normal maintenance recommended by the owner’s manual.
13. Unauthorised modifications, electricity surges or other defects in electricity supply, or external interference.
14. Repairs made to the unit by someone other than an LG Authorised Service Centre;
15. Use of non-LG approved accessories, components or equipment.
16. Product’s installed in transportable or mobile applications (i.e. caravan or boat).

#### **OWNER’S RESPONSIBILITY**

Normal maintenance recommended by the owner’s manual is not covered by this express warranty and LG recommends that owners take the time to familiarize themselves with the operating and maintenance requirements, which include:

1. Cleaning of the air filters and replacement where necessary;
2. Operating and maintaining the product in accordance with instructions;
3. Ensuring that the air inlet and outlet on the outdoor unit is kept clear;
4. Replacing of batteries.

#### **OTHER RIGHTS**

The benefits given by this LG manufacturer’s warranty are additional to other rights and remedies that you may have under law.

*Australian customers:* Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

#### **HOW TO CLAIM**

To make a claim against this manufacturer’s warranty, you must contact LG within the applicable warranty period specified.

<p><b>By telephone</b></p> <p>Australia 1300 LG CARE (1300 542 273) 7 Days, 7am-7pm</p> <p>New Zealand 0800 LG CARE (0800 542 273) 7 Days, 9am-9pm</p>	<p><b>By post (Australia Only):</b></p> <p>Warranty Claims LG Electronics Australia PO Box 212 Horsley Park NSW 2175</p>
--	--

When contacting LG for assistance please provide your name and address, model number, serial number, date of purchase, and a complete description of the problem. This information will help LG provide fast assistance.

LG Electronics Australia Pty Ltd (ABN 98 064 531 264)  
2 Wonderland Drive, Eastern Creek NSW 2766  
Australia