



Manufacturer's Warranty



LG MonoX[®] Plus **LG NeON[™] 2** **LG NeON[™] 2Black** **LG NeON[®] R**

LG Solar - The Difference is in the Detail

We recommend you register your solar system warranty for Australia and NZ on the LG energy website. (See below).

By supplying your panels installation address and the serial numbers of your LG solar panels you will ensure your details are registered with LG for many years. In years to come your paperwork might be misplaced and by having registered we have your product details ready to retrieve. Please click on the warranty registration icon on the front page of the website. Even if you do not register your warranty is covered by LG.

Your LG solar team.

New LG Solar Product Warranty increased to 15 years (5 years more than the Industry Standard 10 years)

LG Electronics Inc announced today the commencement of one of the strongest and lengthy product warranties in the solar industry worldwide. From 1st of January 2018 LG solar panel installations in Australia and New Zealand will now be covered with a 15 year Product Warranty.

LG's National Sales Manager of solar in Australia Markus Lambert said: "LG Mono X Plus and NeON 2 solar panels already enjoy one of the stronger warranties in the industry currently with a 12 year product warranty period. It is a sign of the complete confidence LG Electronics have in the excellent built quality of our panels, that we will offer an additional three years product warranty starting on January 1, 2018, for any **fifth generation** (Mono X Plus and NeON 2 with **A5 suffix** code) panels installed after that date. This brings the new Product Warranty to 15 Years.



While a majority of competitor panels offer a 10 year warranty, purchasers of LG solar panels will now gain an additional 5 years peace of mind manufacturer's warranty, from one of the biggest companies in the solar industry.

The output warranty for the LG Mono X plus and NeON2 2, covering the panels through periods of wide temperature fluctuations, wind, rain and other extreme weather events will now increase from 84.8% guaranteed output after 25 years to 86% output, a significant step above standard industry panels, which guarantee only 80.2 percent after 25 years. (2 % in 1st year and 0.5% every year thereafter)

This means LG panels deliver more electricity year on year than many of its competitors and consequently more savings over time.

The Mono X plus and NeON2 panels will now come closer to the top of the line LG NeON R series panels, which already enjoy an industry leading 25 year product warranty and an excellent 87% output warranty after 25 years.

"We are proud of the high quality of our product, the very low warranty returns and the outstanding generation capabilities of our panels", said Lambert. "LG is very proud of its achievements in solar from multiple Inter Solar Awards to the latest improved warranty conditions. We stand behind our product and the solar customers of Australia value what we have to offer, which is witnessed by our close to 70% growth in sales over the past 12 months", he concluded.

Kind regards

Markus Lambert

National Manager, Solar Sales

LG Electronics Australia Pty Ltd | ABN 98 064 531 264

2 Wonderland Drive, Eastern Creek NSW 2766 Australia

P: 02 8805 4038 | **M:** 0449 552190 | **F:** 02 8805 4248

Website: <http://lgenergy.com.au> | **Email:** markus.lambert@lge.com

Dear LG solar system buyer,
You have made an excellent choice in purchasing high quality solar panels.

"If a single defect is found among a hundred units, then the remaining 99 units will be considered defective by our customers. Selling large quantities for the sake of sales is not the best solution. Every product we assemble must be of excellent quality. Building customer trust by providing superior product is our key aim." In Hwoi Koo, founder of LG.

This quote defines the philosophy of LG that is still the driving force behind the business today. LG modules have been manufactured with great care and have undergone extensive testing to stand the test of time. Our input materials and manufacturing processes undergo strict quality control and our product testing laboratory has been certified by all four of the world's leading testing facilities, TÜV Rheinland of Germany Underwriters Laboratories, USA, VDE and Intertek, a first in the solar industry.



The warranty for LG Solar panels in Australia and NZ is held by LG Electronics Australia Pty Ltd, based in Western Sydney and LG New Zealand based in East Tamaki, Auckland. LG Electronics has been manufacturing electronic equipment since 1958 and has been in Australia as an entity since May 1997 and in NZ since June 2007.

The LG Solar manufacturer's warranty applies in addition to your rights under the Australian Consumer Law, and provides for the replacement or repair of your LG panel, including both parts and labour. Should your LG panel fail, LG will cover parts, transport, removal and installation costs (although, and subject to your rights under the Australian Consumer Law, some travel costs may apply in remote areas).

For your 'peace of mind' the warranty claim, should there ever be one, is handled by LG directly. The decisions and solutions therefore can be implemented speedily.



How does a warranty claim work:



Should your solar system not work, please contact the company that installed the solar system or one of our other local authorised LG solar dealers.

Please check LGenergy.com.au or LGenergy.co.nz to locate the closest LG authorised solar dealer.

The local authorised LG solar dealer will inspect the system to identify the reason for the fault. If it is a panel related issue and the manufacturer warranty or Australian Consumer Law applies, the dealer will contact LG to arrange for the issue to be addressed.

If it is an inverter related or other issue then the LG authorised dealer will communicate with you what needs to happen to get your solar system working again.

Please note that if the system's failure is not due to a manufacturing defect with the panel then LG's involvement in fixing the issue will cease. Also, in this case the dealer might charge a fee for visiting your home and analysing the issue.



40 kW LG NeON system, carwash, Bathurst

LG's Manufacturer's Warranty



1a. 12 Year Product Warranty for Mono X Plus and NeON 2 Module(s)

Subject to the terms in this document, LG will for a period of twelve (12) years from date of original purchase authorise a free of charge repair or replacement (at LG's discretion) of the module, if in LG's opinion, it needs repair or replacement because of a manufacturing or materials defect appearing within, and notified to LG in accordance with this warranty. This warranty is only applicable to modules under normal applications, installations, use and service conditions.

1b. 25 Year Product Warranty for NeON R Module(s)

Subject to the terms in this document, LG will for a period of twenty five (25) years from date of original purchase authorise a free of charge repair or replacement (at LG's discretion) of the module, if in LG's opinion, it needs repair or replacement because of a manufacturing or materials defect appearing within, and notified to LG in accordance with this warranty. This warranty is only applicable to modules under normal applications, installations, use and service conditions.

2a. 25 Years Limited Warranty for Power Output (Mono X Plus, NeON 2 and NeON BiFacial models only)

LG guarantees that for a period of one (1) year from date of original purchase the actual power output of the module, as measured under LG's standard test conditions (LG's STC),* will be no less than 98% of the nameplate power output. From the second year, the actual power output will decline by no more than 0.55 percentage points per year for each of the remaining 24 years of this limited warranty, so that by the end of the 25th year, the module will produce an actual output of at least 84.8% of its nameplate power output.

2b. 25 Years Limited Warranty for Power Output (NeON R models only)

LG guarantees that for a period of five (5) years from date of original purchase the actual power output of the module, as measured under LG's standard test conditions (LG's STC),* will be no less than 95% of the nameplate power output. From the end of the fifth year, the actual power output will decline by no more than 0.4 percentage points per year for each of the remaining 20 years of this limited warranty, so that by the end of the 25th year, the module will produce an actual output of at least 87% of its nameplate power output.

Please note that the availability of this limited output warranty past the period of the product warranty described in the preceding clause 2a and 2b, is subject to the module being in working order. If the module does not produce at least the warranted power output when measured by LG or a previously agreed independent measuring institute under LG's STC (IEC61215) taking into account a $\pm 3\%$ tolerance range for the measuring equipment, LG will, at its sole and absolute discretion, either (i) repair the module(s); (ii) supplement the power deficiency by either: (a) providing additional module(s) to the Customer; or (b) replacing the module; or (iii) refund the difference between the Warranted Power Output and the Actual Power Output (measured under LG's STC and expressed as percentages of the module's nameplate power output) multiplied by the market price of the module or a comparable model at the time of the Customer's claim.



3. Warranty Transfer

The Warranties provided in this Manufacturer's Warranty are transferable when the module remains installed in its original location. This means, when a customer sells their home with LG modules installed, the new owners of the property will continue to enjoy the LG solar module warranty protection. The warranty period runs from the original date of purchase.

4. General

This LG Manufacturer's Warranty only applies within Australia and New Zealand to units purchased within Australia and New Zealand. No LG employee or authorised distributor has the authority to vary the terms of this warranty.

5. How this Limited Warranty applies

Modules presented for repair or replacement may be replaced by new or refurbished modules of the same type rather than being repaired. Refurbished parts may be used to repair the modules. The replaced module(s) or parts will become LG property should LG wishes to retain these modules. In the event the module(s) is no longer available, LG reserves the right, at its sole option, to deliver new or remanufactured module(s) that may differ in size, colour, shape, model number, and/or power level. Any repaired or replaced modules will be technically compatible with the existing solar system.

6. Place of Service

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. Service calls will be made during normal business hours, Monday to Friday. LG's Authorised solar installation services may charge a fee for service calls made outside these hours or if the system failure is not related to a panel failure. If a module(s) returned to LG is found not to be defective or this Limited Warranty has expired, the Customer is responsible to pay for call out fees and repairs.

7. This LG Manufacturers Warranty does not cover:

- a) Modules sold and/or installed outside Australia and New Zealand;
- b) Fair wear and tear;
- c) Modules where the serial number has been removed or made illegible;
- d) Modules which have been subject to misuse, abuse, neglect or accident;
- e) Alterations, improper installation or reinstallation;
- f) Damage and/or failure caused by improper wiring;
- g) Damage and or failure caused by other parts of the solar system;
- h) Modules which have been installed on mobile units such as caravans and motor homes;
- i) Modules installed in extreme corrosive environments e.g. boats (Please note: Panels installed in residential or industrial areas near the coast are covered);
- j) Incorrect system configuration and damaging installation environments, e.g. installation of mutually incompatible modules, inadequate system design, permanent installations under constantly moving harsh shadows eg palm tree leaves;
- k) Modules which have been installed by someone other than a qualified or licensed technician in the solar or electrical business field e.g. Clean Energy Council accredited installer;
- l) Non-observance of LG's installation and maintenance instructions as outlined in the LG installation manual;
- m) Repair or modifications to the module not approved by LG or undertaken by someone other than a qualified solar installer approved by LG;
- n) Power failure, surges, lightning, flood, fire, accidental breakage, acid rain, vandalism, acts of war, natural disasters like tornados or other events outside LG's control;
- o) In addition, the warranties do not apply in relation to any cosmetic change of the module in appearance over time, if and to the extent such change does not result in an impairment of the functioning of the product;
- p) External marking on the modules such as mould and lichen e.g. transferring from nearby roof tiles, and which occur after delivery to the customer shall not qualify as a defect hereunder.

*LG's standard test conditions are: (a) light spectrum of AM 1.5; (b) irradiation of 1000 W per m², and; (c) cell temperature of 25 degrees centigrade at right angle irradiation.

LG's Manufacturer's Warranty Exclusions

8. Other Rights

The benefits given by this LG Manufacturer's warranty are additional to other rights and remedies that you may have under law. For Australian Consumers, 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 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.

9. How to Claim

To make a claim against this warranty, you must contact LG or an LG Authorised dealer within 30 days of noticing the alleged defect within the applicable warranty period. LG Authorised dealers are listed on our website lgenergy.com.au in Australia and lgenergy.co.nz in New Zealand. LG can also be contacted via these websites, through the contact tab. Any claims must be accompanied by a copy of the original sales receipt as the proof of purchase and time of purchase of LG Module(s). The customer will need to also be able to show the original purchase receipt, should LG request such a document.

10. Batch Defect Process

If any manufacturing defect is detected in any batch of LG Solar modules, the following process will apply.

1. The batch numbers will be identified via LG's pallet and serial number records.
2. LG will notify all channel partners / customers that have been supplied with product from the identified batch.
3. Depending on the nature of the defect, the required action (such as repair or replacement of the panel/s) will be arranged.
4. LG will co-operate with any lawful directions of any consumer authorities and the Clean Energy Corporation in undertaking any such actions.

11. Warranty claim complaints handling process

Customers or installers not satisfied with any determination of any warranty claim by LG Electronics may write to LG Electronics Australia, Solar Unit, 2 Wonderland Drive, Eastern Creek NSW 2766 or email: solar.sales@lge.com.au, stating:

- details of the relevant warranty claim and panels (including serial numbers);
- detailed reasons why they are not satisfied with the determination, and
- provide any supporting documentation they consider relevant.

Within a reasonable time of receiving any such complaints, LG Electronics will review the original decision and advise the complainant in writing of the outcome of that review.



Warranty contact details:



AUSTRALIA
By Telephone:
(02) 8805 4000

By Post:
LG Warranty Claims, Solar Unit
PO Box 212, HORSLEY PARK NSW
2175

By Email:
solar.sales@lge.com.au

NEW ZEALAND

By Telephone:
0800 LG CARE (0800 542 273)

By Email:
solar.sales@lge.com.au

12. Validity

This warranty applies to modules in Australia and New Zealand as per type and power class outlined in the table below. The table below contains all current types of module to which this Limited Warranty applies. Please note: XXX in the left column represents the relevant power classes. The power classes are listed in the right hand column. Module types not contained in this table are not subject to this Manufacturer's Warranty.

TYPE OF MODULE	POWER CLASSES (XXX)
LGXXS1C-G4, LGXXS1C-L4, LGS1K-L4, LGXXS1C-A5, LGXXS1W-A5	280, 285, 290, 295, 300, 305, 310, 315
LGXXN1C-G4, LGXXN1K-G4, LGXXN1C-A5, LGXXN1K-A5, LGXXN1W-A5	300, 305, 310, 315, 320, 325, 330, 335
LGXXN1T-A4, LGXXN1T-A5	290, 295, 300, 305, 310, 315, 320, 325
LGXXN2W-G4, LGXXN2W-A5	360, 365, 370, 375, 380, 385, 390, 395, 400, 405, 410
LGXXQ1C-A5, LGXXQ1K-A5	340, 345, 350, 355, 360, 365, 370, 375
LGXXS2W-A5, LGXXS2C-A5	345, 350, 355, 360, 365, 370, 375
LGXXN2T-A5	365, 370, 375, 380, 385, 390, 395

LG holds the right to amend the provisions, clauses or applications of this Limited Warranty from time to time without notice.



The Solar Industry and our Dealer Network ○

The Australian solar industry is still relatively new and since 2011 over 90 manufacturers worldwide and over 500 Australian solar installation companies have gone insolvent or left the industry for other reasons.

LG has appointed well qualified solar dealers right across Australia to install LG solar panels with quality inverter solutions. Should one of our dealers decide to retire, LG will make all efforts to appoint other qualified persons for your area, so that your system will have long term LG support available.

Buying LG solar panels will give you a peace of mind solution, with quality solar solutions in Australia and NZ.



The LG advantages ○

- LG offers one of the most efficient panels with our high efficient NeON range;
- We give you a 12 year manufacturer's warranty and a 25 year output warranty;
- LG's precise production standards & quality control ensure an excellent built panel;
- LG is a diversified company and does not rely only on solar for our income stream, so the ups and downs of the solar industry are less likely to affect our annual balance sheet;
- We provide local warranty support with LG Electronics Australia and LG Electronics NZ. You or your installer will be able to contact the local LG Electronics solar unit directly;
- The LG Solar manufacturer's warranty provides for the replacement or repair of your LG panel, including parts, labour, and transport costs (although, and subject to your rights under the Australian Consumer Law, some travel costs may apply in remote areas);
- The LG Manufacturers Warranty is a transferable warranty. When you sell your premises, the original warranty continues for the new owners;
- At the date of publication, 1 March 2017 only 2 out of more than 370,000 LG panels distributed in Australia and NZ had been returned through a warranty claim.