LG announces 25 year product warranty for their best selling NeON 2 solar module range

SYDNEY, 11 May 2018

LG Electronics Australia (LG) has today announced a 25-year product warranty on all NeON 2 solar panels manufactured from 1st of October 2017.

The new warranty period is one of the longest solar panel product warranties available in Australia, and represents a 10-year increase on LG's existing warranty term.

"LG NeON 2 and NeON R panels now offer a 15 year longer warranty period, than the industry standard 10 years, we see this as a Game Changer," said Markus Lambert, General Manager Solar & Energy.

This increase in product warranty affords customers and installers further peace of mind, and represents the confidence LG has in the exceptional build quality of its solar panels.

"From design, production to delivery and installation via our 70 strong dealer network, we follow stringent protocols to ensure the integrity of our solar panels," said Lambert. "This increase in warranty reflects our confidence that our products can go the distance."

LG increased the warranty term in response to receiving very low warranty returns on its solar panel range. The NeON 2 now joins the firm's top-of-the-line NeON R which in the past enjoyed one of Australia's longest product warranty at 25 years.

The Performance Warranty for the NeON 2 stays at 98% in 1st year & Annual Degradation 0.5%.

Lambert said "For a period of time we have been concerned how the 25 year Output Warranty has been misused by Cheap Quality Solar Companies to mislead the customer in believing they have a proper, valuable 25 Product Warranty. In LG's case now the choice is clear – there is one strong warranty – 25 Years Product Warranty. "

Kind regards

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