



# Manufacturer's Warranty for LG Partners



LG NeON<sup>®</sup>R



LG NeON<sup>®</sup>2

## LG Solar - The Difference is in the Detail

Did you know you can register your warranty on the LG Energy website?

By supplying the installation address of your modules and one serial number of your LG solar modules 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 tab on the front page of the [lgenergy.com.au](http://lgenergy.com.au) or [lgenergy.co.nz](http://lgenergy.co.nz) website. Naturally, even if you do not register your warranty is covered by LG.

Your LG solar team.



Dear LG solar system buyer,

You have made an excellent choice in purchasing high quality LG solar modules.

The warranty for LG Solar modules in Australia and NZ is held by LG Electronics Australia Pty Ltd, based in Western Sydney and LG New Zealand based in Ellerslie, 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 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.

For warranty matters please contact us on our direct phone line:

1300 152 179 (Australia)

0800 443 120 (New Zealand)



# How a warranty claim works

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## If you bought your system from an LG Energy Specialist

Please contact the LG Energy Specialist that installed your system. The local authorised LG Energy Specialist will inspect the system to identify the reason for the fault. If it is a module related issue and the manufacturer warranty, Australian Consumer Law or Consumer Guarantees Act applies, the LG Energy Specialist will contact LG to arrange for the issue to be addressed.

If it is an inverter related or other issue then the LG Energy Specialist will communicate with you what needs to happen to get your solar system working again. Please note that the system's failure may be due to a number of factors and the LG Energy Specialist might charge a fee for visiting your home and analysing the issue if it is not related to the LG module.

## If you bought your system from another installer

Please contact the installer that installed your solar system. In case it is a module related issue the manufacturer warranty, Australian Consumer Law or Consumer Guarantees Act applies, the installer will contact LG to arrange for the issue to be addressed. In case the installer is unable to identify the issue, please check the "Find an LG Energy Specialist" section on [lgenergy.com.au](http://lgenergy.com.au) to locate the closest LG authorised Energy Specialist. In that case the LG Energy Specialist might charge a fee to inspect your system if the issue is not related to the LG module.

# LG Manufacturer's Warranty

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## 1. Product Warranty for the NeON 2 and NeON R Modules (25 years)

Subject to the terms in this document, LG will for a period of twenty five (25) years from date that the system was originally installed authorise a free of charge replacement of the module, if in LG's opinion it needs 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.



40 kW LG NeON system, carwash, Bathurst

### **2a. 25 Years Limited Warranty for Power Output (NeON 2 V5 & N5 models only)**

LG guarantees that for a period of one (1) year from date of original install 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 0.33 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 90.08% of its nameplate power output.

### **2b. 25 Years Limited Warranty for Power Output (NeON 2 V5 Bifacial models only)**

LG guarantees that for a period of one (1) year from date of original install 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 0.35 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 89.6% of its nameplate power output.

### **2c. 25 Years Limited Warranty for Power Output (NeON R V5 models only)**

LG guarantees that for a period of one (1) year from date of original install 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 0.3 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 90.8% of its nameplate power output.

\*LG's standard test conditions are: (a) light spectrum of AM 1.5; (b) irradiation of 1000 W per m<sup>2</sup>, and; (c) cell temperature of 25 degrees centigrade at right angle irradiation.

Please note that the availability of this limited output warranty past the period of the product warranty described in the preceding clause 2a, 2b and 2c, is subject to the module being in working order. A fully failed module for warranty consideration will be considered under the Product Warranty and not the Power Output Warranty. 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) supplement the power deficiency by either: (a) providing additional module(s) to the Customer; or (b) replacing the module; or (ii) 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 install.



#### 4. General

This LG Manufacturer's Warranty only applies within Australia and New Zealand to modules 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

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 refurbished module(s) that may differ in size, colour, shape, model number, and/or power level. Any replacement modules will be technically compatible with the existing solar system. Replacement modules provided under this LG Manufacturer's Warranty will be covered by the balance of the original warranty i.e. the period remaining from the date the system was originally installed.

#### 6. Place of Service

The Limited Manufacturer's Warranty covers the transportation cost for reshipment of any replaced module(s) to the Customer site. 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 installers 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 not covered by the LG Manufacturers Warranty or the customer is not entitled to a remedy under the consumer guarantees (see section 7 below), the Customer is responsible to pay for call out fees and the replacement module(s).

#### 7. 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.



## LG Manufacturer's Warranty Exclusions

LG has deliberately created an extensive list of examples - as per below - when the warranty does not apply. In many instances outlined below the circumstances of any potential panel failure are not lined to the manufacturing quality of the panel, but the installation circumstances / installation location.

Some of our competitors have now unfairly tried to highlight the extensive list below as a weakness in our warranty. We disagree. Rather than hiding by simple clauses such as: "Not installed in line with manufacturer instructions" which leaves so much room for interpretation in future years, LG Solar has deliberately spelled out all the exclusions to give the customer the most consumer friendly and comprehensive information. LG, as at March 2020, has over the past 10 years has not had a single warranty claim (and they are very low) which did not conclude with an excellent outcome and a satisfied customer.

#### 8. This LG Manufacturers Warranty does not cover:

- a. Modules sold and/or installed outside Australia and New Zealand;
- b.. Damage and/or failure caused by module(s) installed in a location that exceeds operating conditions, e.g. next to furnace;

- c. Improper installation or reinstallation and poor solar system design. (Examples of improper installations and very poor system design are modules installed in conditions which put long term stress on the bypass diodes in the modules, and also reduce the system output for the owner - for example prolonged significant strong shadowing of the modules e.g. via trees, walls, gables, overhangs, valleys, chimneys, satellite dishes etc (In such situations a professional solar design will typically include a micro-inverter or optimiser solution and with such a proper solar system design solution the module warranty is fully applicable). Another example would be modules which are not installed appropriately levelled and aligned and therefore being twisted or modules in two rows above each other without any appropriate expansion gap between the two rows or non observance of clamping zones.)
- d. Damage and/or failure caused by installations not in conformance with the module(s) specifications, installation manuals, operation manuals, maintenance instructions, good solar design or labels attached to the module(s);
- e. Incorrect system configuration and damaging installation environments, e.g. installation of mutually incompatible modules or inadequate system design;
- f. Modules which have been subject to alterations, misuse, abuse, neglect and accident;
- g. Damage and/or failure caused by external impact such as flying objects or external twisting stress;
- h. Fair wear and tear;
- i. Damage and/or failure caused by use on a mobile unit including, but not limited to, vehicles, vessels etc.;
- j. Damage and/or failure caused by non-compliance with national and local electric codes;
- 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. Damage and/or failure caused by improper wiring or handling;
- m. Modules where the serial number has been removed or made illegible and where the factory supplied MC4 plugs have been cut off and replaced;
- n. Damage and/or failure caused by devices and/or parts other than the module(s) or by mounting methods of such devices and/or parts;
- o. Damage and/or failure caused by improper or incorrectly performed maintenance, operation or modification;
- p. Damage and/or failure caused by removal from the original place of instalment;
- q. Damage and or failure caused by other parts of the solar system;
- r. Damage and/or failure caused by repairs not in accordance with LG's instructions;
- s. Damage and/or failure caused by inappropriate handling during storage, packaging or transportation. Inappropriate handling during transport or installation can lead to micro-cracks in module cells, which can show up as snail trails years later. (Please note LG modules are checked twice during the manufacturing for micro-cracked cells, once before lamination and once post lamination via EL imaging. The LG modules therefore are guaranteed micro-crack free when leaving the factory)
- t. Damage and/or failure caused by direct contact with environmental pollution such as soot, acid rain or industrial chemicals including ammonia, e.g. sea water washing over panels;
- u. Damage and/or failure caused by direct contact with salt water and modules installed in extreme corrosive environments e.g. boats (Please note: Modules installed in residential or industrial areas near the coast are covered);
- v. Damage and/or failure caused by sound, vibration, rust, scratching, or discolorations that are the result of normal wear and tear, aging or continuous use;
- w. Damage from extreme weather events such as hail. (Note: Hail damage to modules is often covered by home building insurance. Check with your insurer.)
- x. Damage and/or failure caused by natural forces (earthquakes, tornados, floods, lightning, hurricanes, heavy snow, etc.) and fire, power failures, power surges or other unforeseen circumstances that are beyond LG control;
- y. Damage and/or failure caused by terrorist acts, riots, war or other man-made disasters;
- z. Damage and/or failure caused by external stains or scratches or 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;
- aa. 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.

## 9. How to Claim

To make a claim against this warranty, you must contact LG or an LG Energy Specialist within 30 days of noticing the alleged defect within the applicable warranty period. LG Energy Specialists are listed on our website [lgenergy.com.au](http://lgenergy.com.au) in Australia and [lgenergy.co.nz](http://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. If the system has been registered with LG via the website at time of purchase, then such registration can be used in lieu of the original purchase receipt.

#### **10. Batch Defect Process**

If any manufacturing defect is detected in any batch of LG Solar modules, the following process may 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 module/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](mailto:solar.sales@lge.com.au), stating:

- details of the relevant warranty claim and modules (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:  
1300 152 179  
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 443 120

KOREA  
LG Electronics Inc, Solar Business Division  
LG Twin Towers, 128 Yeoui-daero,  
Yeongdeungpo-gu, Seoul, 07336, Korea

## 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)
LGXXXN1C-V5, LGXXXN1K-V5, LGXXXN1T-V5, LGXXXN1C-N5	320, 325, 330, 335, 340, 345, 350, 355, 360
LGXXXN2W-V5	390, 395, 400, 405, 410, 415, 420, 425
LGXXXQ1C-V5, LGXXXQ1K-V5	330, 350, 355, 360, 365, 370, 375, 380
LGXXXN2T-J5	380, 385, 390, 395, 400, 405, 410



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

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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 and battery specialists right across Australia to install LG solar modules with quality inverter battery solutions. Should one of our LG Energy Specialists 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 modules will give you a peace of mind solution with quality solar solutions in Australia and NZ.



## LG Advantages

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- LG offers one of the most efficient modules with our high efficient NeON range;
- LG's precise production standards & quality control ensure an excellently built module;
- 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 of your LG module, 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;

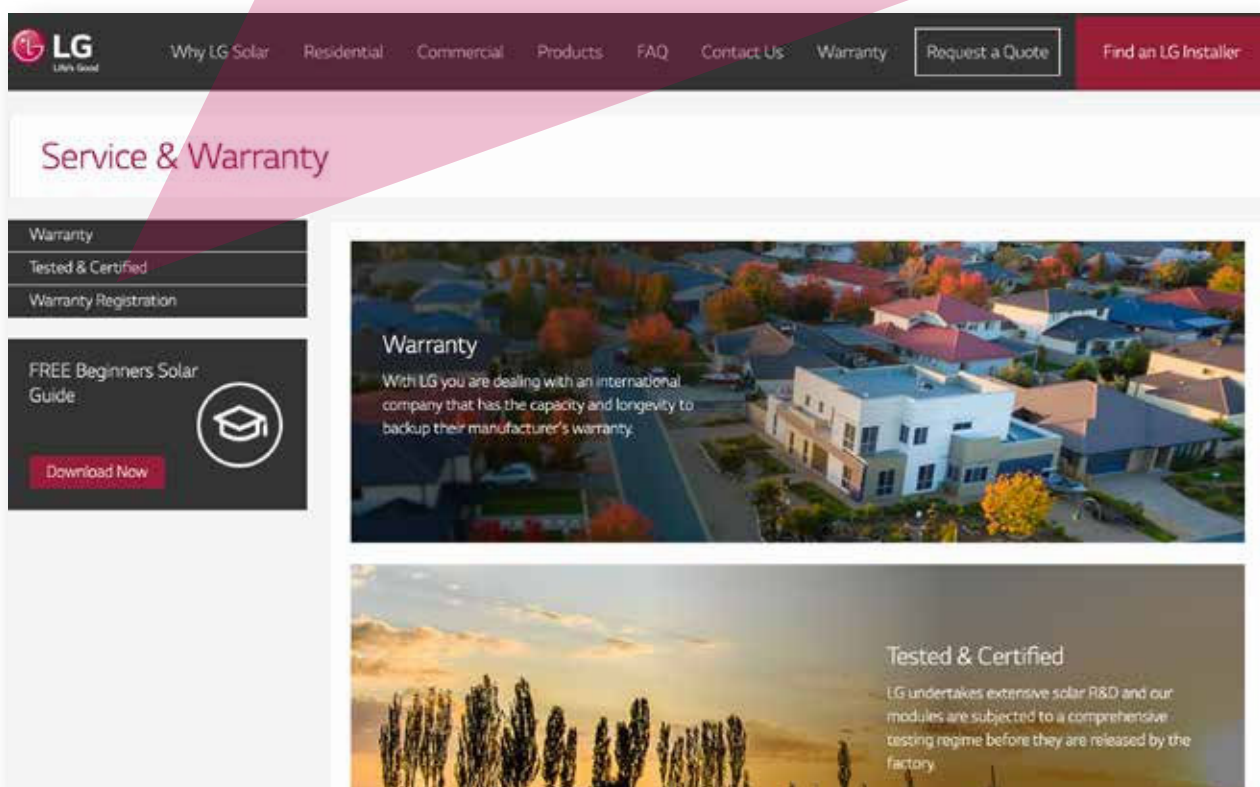
# Warranty Registration Guide

Dear LG solar panel buyer,

Please note that for modules manufactured after 1st of October 2017, LG solar offers a 25 year parts and labour warranty for the NeON 2 and the NeON R range. This makes it one of the strongest Manufacturer Warranties in the industry. It is 15 years longer than the industry standard manufacturer's warranty. Your LG panel warranty also covers supply and install costs. This is in contrast to some standard panel warranties that state you to pay for the removal of a failed panel and to pay again for having the replacement panel shipped and installed.

LG also makes the warranty registration process simple and secure via through our website, ***lgenergy.com.au*** or ***lgenergy.co.nz***. In case you ever misplace your installation details, registering your panels online will ensure we have your details for any future communication.

On the website (***www.lgenergy.com.au/service-warranty***) the warranty registration is located here



Click on **WARRANTY** and select **WARRANTY REGISTRATION** from the menu on the left side to go to the registration form. You will see text on LG's warranty registration with an option to download our latest warranty followed by the form as shown below to be filled in. Please fill in all details as instructed on this guide. Please note phone number cannot have spaces.

### Warranty Registration

Thank you for purchasing LG solar panels and registering your LG solar panels with LG Electronics NZ & Australia. This registration confirms your

- Twelve (12) years Manufacturers Warranty (parts and labour) for the LG panels manufactured between 2013 and 2017 as well as the "Bifacial NeON 2" model.
- Fifteen (15) years Manufacturers Warranty (parts and labour) for the "LG Mono X Plus and NeON2" models of the A5 range, and
- Twenty Five (25) years Manufacturers Warranty (parts and labour) for the "LG NeON R" models.

Your Manufacturer Warranty starts from the date of install. Should there be an issue with your panels, please keep the information on this sheet for reference. With your permission we also keep this information for future reference in case you need to access this information one day.

For any warranty enquiry please email: [solar.sales@lge.com.au](mailto:solar.sales@lge.com.au)

[Download the latest warranty form](#)

FREE Beginners Solar Guide

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Try Now

Why are LG Solar Panels better?

Learn More

Have a product you'd like to register? Do it here

First name\*

Last name\*

Email\*

Contact Number

Address\*

Suburb\*

State\*

Sales Person Information

Name\*

Sales Email

Email

Phone Number\*

Serial number\*

Registration number

\*A single serial number is sufficient for warranty registration to verify the panels in your system are authentic LG panels. Serial numbers are permanently displayed under the glass in the top right hand corner of the panel and on the label on the back.

I agree to the terms and conditions of the LG Solar Panels Warranty. [View Terms & Conditions](#)

Submit

Please wait for three to five seconds after clicking on Submit to ensure your request has been put through our website successfully. If all details are entered correctly you will be shown a message – ***“Thank you for purchasing LG Solar Panels”***

If there is any incorrect entry on the form **an error message will be shown near the Submit button. Please fix the form as per the message shown on your screen.** The registration slip will be sent to your nominated email address at the end of the registration process.

Please note that you can contact us on [solar.sales@lge.com.au](mailto:solar.sales@lge.com.au) if you have any issue in the registration process.



For any enquiries please email: [solar.sales@lge.com.au](mailto:solar.sales@lge.com.au)  
For more information on our products and warranty visit [LGenergy.com.au](http://LGenergy.com.au)

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