



# LG Electronics S.A. (Pty) Ltd

LG House, 181 Barbara Road, Elandsfontein, Johannesburg, South Africa

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Web Site: [www.lge.co.za](http://www.lge.co.za)

Reg.No.: 1944/018267/07

Sales: Fax: 27-11 822-5751 Marketing: Fax: 27-11 822-5749 Financing & Credit Control: Fax: 27-11 822-5758

Distribution & Goods Received: Fax: 27-11 822-5944 Spares Parts: Fax: 27-11 822-5757 Repair & Service: Fax: 27-11 822-5939

## **STANDARD AND EXTENDED WARRANTY**

In respect of finished goods

### **CONDITIONS & PROCEDURE**

1. All LG units to be installed according to SABS code of practice, by a competent and fully trained air-conditioning technician.
2. The **Unit** carries a standard one year warranty, inclusive of the following: Chassis, electronics, cosmetics, refrigeration components, mechanical and electrical parts.
3. The **Warranty Excludes** the following: labour, refrigerant, travelling, acts of God, malicious damage and rodents.
4. The Compressor carries a standard two year warranty.
5. A **five year Warranty** on the compressor will be subject to the authorised dealer having a valid maintenance plan with the client.
6. In the event of spares not being available they may be purchased from an approved outside supplier under the normal warranty claim procedure, this must however be authorised by the spares manager.
7. **LG Warranty claim** form to be completed in full for all required parts.
8. All **Warranty claim** forms must include the following information:
  - Copy of original invoice
  - Model number
  - Serial number
  - Signed job card
  - Copy of services contract
9. All faulty parts and compressors to be kept by the dealer for three months to allow for parts to be inspected by a LG technician.

#### **Note:**

**Failure to comply with the above conditions and procedure may result in the claim being rejected by the spares division.**

### **RETURNS**

1. Returns will only be authorized for technical problems on the recommendation of the Technical Supervisor once the unit has been fully inspected on site and all possible solutions have been exhausted to rectify the unit
2. A dealer report along with the Technical Supervisors report will be done on the returned unit for future reference and factory evaluation. Due to the products high quality and extensive factory testing of our equipment, we believe that it is highly unlikely that a LG unit will be dead on arrival. Therefore no dead on arrival units will be accepted as returns until the technical Supervisor has carried out a thorough investigation.
3. No unit will be allowed to be dropped off at the warehouse without the correct arrangements being made in advance with the Technical Supervisor and accompanied with the correct paperwork.
4. **NO SALES PERSON** will return a unit without the proper investigation and authorization of the technical Supervisor.
5. The only returned units that will be accepted without the knowledge of the technical supervisor will be cancelled orders which are authorised by the National Sales Manager.

**THE ABOVE WARRANTY PROCEDURE IS EFFECTIVE FROM: 1<sup>st</sup> February 2004.**

**Thanking You  
LG Electronics**