

Business Warranty

Information about the LG Commercial Manufacturer's Warranty

General Warranty



Your LG Display will be repaired or replaced in accordance with the terms of this warranty, at LGE’s option, if it proves to be defective in material or workmanship under normal use, during the warranty period (Warranty Period) listed below, effective from the date (Date of Purchase) of original consumer purchase of the unit. This warranty is good only to the original purchaser of the product and effective only when used in the United States, excluding U.S. Territories.



※ Please note the below is intended as a guide only, and T&Cs may vary depending on your model and product use.

Guidance for Warranty Period

Home Electronics

Product Name	Labor Warranty	Parts Warranty
Commercial/Hotel TV	2 Year	2 Year
Signage	3 Year	3 Year
Commercial Desktop Monitor Models Only	3 Year	3 Year

PTAC

Product Name	Labor Warranty	Parts Warranty	Sealed System Warranty
LG PTAC	1 Year	5 Year	5 Year (Labor + Parts)

Other products

Product Name	Labor Warranty	Parts Warranty	Remarks
SAC	1 Year	9 Year	Maximum 10 year

Product Name	Labor Warranty	Parts Warranty	Remarks
Solar	10 ~ 12Year	13 ~ 15 Year	Maximum 25 year
ESS	7 Year	3 Year	Maximum 10 year
Lighting	3 Year	-	-

Service Process

LG Electronics recommends B2B customer and/or SI company to make a purchase of buffer stock to keep the business running normally minimizing downtime. The basic service process for B2B customer/SI company is as follows,
Prior to Call for Service, Please Check the Following Steps:

1. The SI Company shall verify compatibility prior to installation, then install their hardware and software along with LG products.
2. Contact LG Sales Engineer for any questions regarding installation or other technical information.
3. Check with SI for any recent firmware update.

Please Have The Below Information Ready When Calling for Service:

When calling for service, Please have your unit’s model number, serial number, and the date of purchase, problem description, and the date of original installation available.

Parts and service in accordance with the LG warranty are LG’s responsibility and will be provided without charge. Other service requirements will be at the owner’s expense.

Unit should be dismantled and made available for repair at the time of service.

If a replacement unit is required, under some circumstances you may be asked to provide credit card information for a non-warranty service fee, as a deposit for advanced shipment, or cost of unreturned loaner unit.

If a replacement unit is received, please use the carton and packaging from that replacement unit in returning the defective unit to an LG authorized service center.

In an event the defective unit is not returned to LG Authorized Service Center, a charge will be incurred for the cost of the unit.

To assure proper credit and avoid unnecessary charges, you must obtain an LG Return Authorization before returning any unit to the LG Service Center. Contact the LG Commercial Display Help Desk for details.

CUSTOMER INTERACTIVE CENTER NUMBERS:

To obtain Customer Assistance, Product Information, or Dealer or Authorized Service Center location:
Please call 888-865-3026 (Hours of Operation: Mon-Fri 8am - 6pm, Central Time) for instructions on getting the defective unit repaired. For additional support, visit our website at: lg.com/us/support/business.
Email Address: commdisplay@lgsupport.com

TO CONTACT THE LGE CUSTOMER SERVICE CENTER BY MAIL:

LG Customer Interactive Center
P.O. Box 240007
201 James Record Road
Huntsville, Alabama 35824