

# LG ROOM AIR CONDITIONER LIMITED WARRANTY - USA

## WHAT THIS WARRANTY COVERS:

LG Electronics U.S.A., Inc. ("LG") warrants your LG Room Air Conditioner ("product") against defect in materials or workmanship under normal household use, during the warranty period set forth below, LG will, at its option, repair or replace the product. This limited warranty is valid only to the original retail purchaser of the product, is not assignable or transferrable to any subsequent purchaser or user, and applies only when the product is purchased through an LG authorized dealer or distributor and used within the United States ("U.S.") including U.S. Territories.

**Note:** Replacement products and repair parts may be new or factory-remanufactured and are warranted for the remaining portion of the original unit's warranty period or ninety (90) days, whichever is longer. Please retain dated receipt or delivery ticket as evidence of the Date of Purchase for proof of warranty (you may be required to submit a copy to LG or authorized representative).

## WARRANTY PERIOD:

**1 year** from the Date of Purchase: **Any internal/ functional Parts and Labor.**

## HOW SERVICE IS HANDLED: In-Home Service

In-home service will be provided during the warranty period subject to availability within the United States. In-home service may not be available in all areas. To receive in-home service, the product must be unobstructed and accessible to service personnel. If during in-home service repair cannot be completed, it may be necessary to remove, repair and return the product. If in-home service is unavailable, LG may elect, at our option, to provide for transportation of our choice to and from a LG authorized service center.

## THIS LIMITED WARRANTY DOES NOT COVER:

1. Service trips to deliver, pick up, or install the product or for instruction on product use.
2. Replacing house fuses or resetting of circuit breakers, correction of house wiring or plumbing, or correction of product installation.
3. Damage or failure caused by leaky/ broken/ frozen water pipes, restricted drain lines, inadequate or interrupted water supply or inadequate supply of air.
4. Damage or failure caused by accidents, pests and vermin, lightning, wind, fire, floods or acts of God.
5. Damage or failure resulting from misuse, abuse, improper installation, repair or maintenance. Improper repair includes use of parts not approved or specified by LG.
6. Damage or failure caused by unauthorized modification or alteration to the product.
7. Damage or failure caused by incorrect electrical current, voltage, or plumbing codes.
8. Cosmetic damage, including scratches, dents, chips or other damage to the finish of the product, unless such damage results from defects in materials or workmanship and is reported to LG within seven (7) calendar days from the date of delivery.
9. Damage or missing items to any display, open box, discounted, or refurbished product.
10. Product where the original factory serial numbers have been removed, defaced or changed in any way.
11. Repairs when product is used in other than normal and usual household use (e.g. rental, commercial use, offices, or recreational facilities) or contrary to the instructions outlined in the owner's manual.
12. The removal and reinstallation of the Product if it is installed in an inaccessible location.

**THIS WARRANTY IS IN LIEU OF ANY OTHER WARRANTY, EXPRESS OR IMPLIED, INCLUDING AND WITHOUT LIMITATION TO, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TO THE EXTENT ANY IMPLIED WARRANTY IS REQUIRED BY LAW, THIS WARRANTY IS LIMITED IN DURATION TO THE TERM PERIOD EXPRESSED ABOVE. REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS THE EXCLUSIVE REMEDY FOR THE CUSTOMER. NEITHER THE MANUFACTURER NOR ITS U.S. DISTRIBUTOR SHALL BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES OF ANY NATURE, INCLUDING AND WITHOUT LIMITATION TO, LOST REVENUES OR PROFITS, OR ANY OTHER DAMAGE, WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE.**

**SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE.**

## HOW TO OBTAIN WARRANTY SERVICE & ADDITIONAL INFORMATION:

Call 1-800-243-0000 or visit our website at [www.lg.com](http://www.lg.com).

**Mail to:** LG Customer Information Center (ATTN: CIC)  
201 James Record Road, Huntsville, AL 35824



LG Electronics IMPORTANT! Please fill out and return within the next 10 days.

Register online at: www.prodregister.com/lg

URL 01 LG Electronics Appliance

- 1. 1. Mr. 2. Mrs. 3. Ms. 4. Miss

\*First name Initial \*Last name

\*Street Apt.

\*City \*State/Province \*Zip/Postal code

\*E-mail Address

2. Your date of birth: Month / Year

3. Marital status: 1. Married 2. Single

4. \*Telephone number:

5. \*Date of purchase: Month / Day / Year

6. \*Model number:

7. \*Serial number:

8. Name of store where purchased:

9. How did you first learn about this product? 01. TV advertisement 02. Radio advertisement 03. Newspaper advertisement 04. Magazine advertisement 05. Store display 06. Retailer website 07. Search engine website 08. Online product review 09. LG website 10. Salesperson's recommendation 11. Friend/Relative's recommendation 12. Other

10. What factors most influenced your purchase? 1. Received as a gift 2. LG brand 3. Product features 4. Warranty 5. Quality/Durability 6. Value for price 7. Other

11. Who was the primary decision maker? 1. Male head of household 2. Female head of household 3. Joint decision 4. Other

12. Which of the following do you own or plan to purchase within the next 12 months?

Surround sound stereo w/4+ speakers ... 01. Own 02. Plan to Purchase ... DVR (Digital Video Recorder: TiVo, etc.) ... 03. DVD player ... 04. DVD recorder ... 05. High-Definition TV ... 06. Plasma TV ... 07. LCD TV ... 08. Portable MP3 player ... 09. Navigation system (car/handheld device) ... 10. Computer ... 11. Microwave ... 12. Washing machine ... 13. Clothes dryer ... 14. Refrigerator ... 15. Air conditioner ... 16. Electric/Gas range ... 17. Dishwasher

14. Was this product: 1. A first time LG purchase? 2. Replacement of LG brand? 3. Replacement of another brand? 4. Additional purchase?

15. If replacement/addition, why? 1. Old product broken 2. Moved 3. Remodeled

16. What other brands did you consider before purchasing this product? 01. Frigidaire 02. GE 03. KitchenAid 04. Maytag 05. Kenmore 06. Whirlpool 07. Jenn-Air 08. Samsung 09. Thermador 10. Bosch 11. Fisher-Paykel

17. Not including yourself, what is the GENDER and AGE (in years) of children and other adults living in your household?

1. No one else in household 2. Child under 1 year Male Female Age Male Female Age

18. Occupation/Employment Status: You Spouse Professional/Technical Upper management/Executive Middle management Sales/Marketing Clerical/Service worker Tradesman/Machine operator/Laborer Teacher/Educator Healthcare - Physician/Nurse/Other Homemaker Military Retired Self employed/Business owner Work from home office

19. Which group describes your annual family income? 01. Under \$15,000 02. \$15,000-\$19,999 03. \$20,000-\$29,999 04. \$30,000-\$39,999 05. \$40,000-\$49,999 06. \$50,000-\$59,999 07. \$60,000-\$74,999 08. \$75,000-\$99,999 09. \$100,000-\$124,999 10. \$125,000-\$149,999 11. \$150,000-\$174,999 12. \$175,000-\$199,999 13. \$200,000-\$249,999 14. \$250,000 & over

20. Level of education: (check highest level completed) 1. Completed high school 2. Completed college 3. Completed graduate school

21. For your primary residence, do you: 1. Own? 2. Rent?

22. When new products that have the latest technologies appear on the market, do you or someone in your household: 1. Tend to buy such items as soon as they are available? 2. Tend to wait until the item has been around for a while before buying?

13. To help us understand our customers' lifestyles, please indicate the interests and activities in which you or your spouse enjoy participating on a regular basis.

Home Life 01. Grandchildren 02. Home improvement/Do-it-yourself 03. Gardening 04. Own a dog 05. Own a cat Leisure 06. Cultural/Art events 07. Avid book reading 08. Bible/Devotional reading 09. Gourmet cooking/Fine foods 10. Wines 11. Art/Antique collecting 12. Stamp/Coin collecting 13. Crafts 14. Sewing/Needlework/Knitting Travel 15. Airline club/Frequent flyer 16. Travel in USA 17. Foreign travel 18. Cruise ship vacations 19. RV vacations 20. Casino gambling Investing and Money 21. Shopping by catalog/mail order 22. Shopping by internet 23. Use credit cards regularly 24. Donate to charitable causes 25. Investments/Money making opportunities 26. Contests/Sweepstakes Great Outdoors 27. Hunting/Shooting 28. Fishing 29. Camping/Hiking 30. Wildlife/Environmental issues 31. Boating/Sailing Sports, Fitness & Health 32. Physical fitness/Exercise 33. Walking for health 34. Health/Natural foods 35. Dieting/Weight control 36. Self-improvement 37. Golf 38. Biking 39. Snowboarding/Snow skiing 40. NASCAR

\*Required field Thanks for taking the time to fill out this questionnaire. Your answers will be used for market research studies and reports. They will also allow you to receive important mailings and special offers from a number of fine companies whose products and services relate directly to the specific interests, hobbies, and other information indicated above. Failure to return this card will not diminish your warranty rights. Copyright © 2009 All Rights Reserved



# PROTECT YOUR INVESTMENT Don't forget to register!

## Benefits of Registration

- ❖ **Product Protection**  
With this information you provide we can confirm the date of purchase of your product. This confirmation is of benefit to you, especially if your original proof of purchase is lost.
- ❖ **Proof of Ownership**  
Your model number, serial number, and other information will be kept in our files for up to five years.

[www.prodregister.com/lg](http://www.prodregister.com/lg)

Please direct all service-related questions or comments to [www.LGusa.com](http://www.LGusa.com) or call 1-800-243-0000.



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**IMPORTANT -  
Mail Today or  
Register Online!**

**LG Electronics**  
PO BOX 174355  
DENVER CO 80217-4355



## PRODUCT REGISTRATION

### *Protect Your Investment*

Register your product for:

- Recall Notifications**  
We contact our customers in case of recall.
- Owner Verification**  
Registration can serve as verification of your ownership in the event of product theft or loss.
- Efficient Service**  
Completing this card will help you obtain more efficient warranty service in case there is a problem with your product.



### *Don't forget*

We know you are busy, but registering is important, quick and easy!

**Save a stamp! Register online at [www.prodregister.com/lg](http://www.prodregister.com/lg)**