

# LG Customers —○—

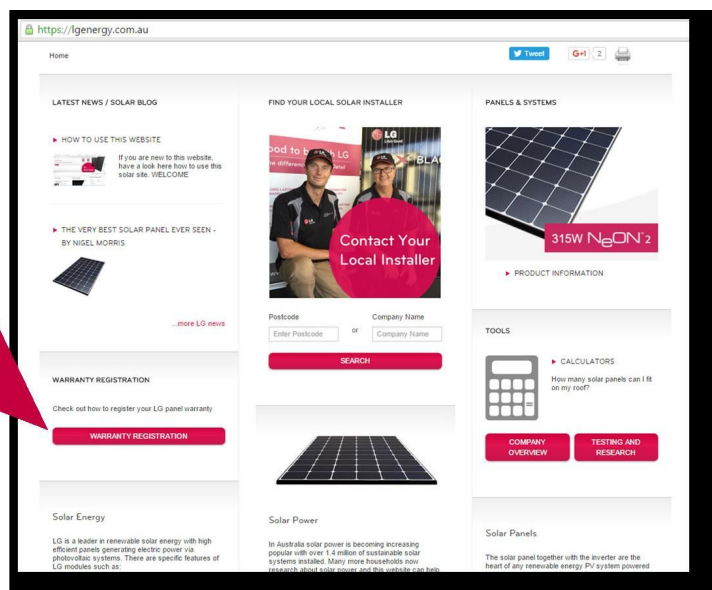
## Warranty Registration Guide

Dear LG solar panel buyer,

Please note that LG solar offers a 12 year parts and labour warranty. This makes it one of the strongest Manufacturer Warranty in the industry. It is two years longer than the industry standard manufacturer's warranty. Your LG panel warranty also covers supply and install costs\*. This is in contrast to standard panel warranties that require you to pay for the removal of a failed panel and to pay again for having the replacement panel shipped and installed again. A 25 year linear performance warranty also applies to the LG panels (to 83.6% at 25 years) which is subject to the 12 years parts and labour warranty.

LG also makes the warranty registration process simple and secure via our website, [lgenergy.com.au](https://lgenergy.com.au). In case you ever misplace your installation details, registering your panels online will ensure we have your details for any future communication.

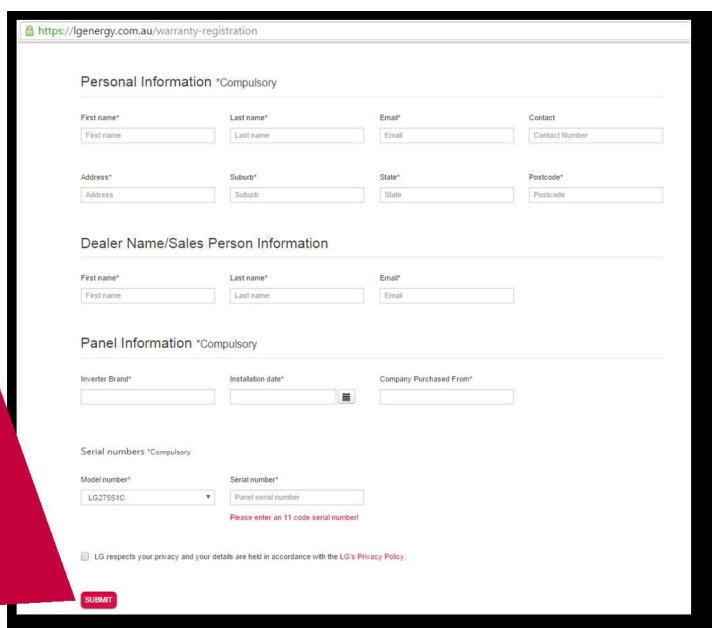
On the front page of the website ([lgenergy.com.au](https://lgenergy.com.au)) the warranty registration is located here



Click on the red bar called **WARRANTY REGISTRATION** to go to the Warranty 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.

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 are stuck at any point in the registration process.**

\*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).