



LG Electronics Australia
ABN: 98 064 531 264
2 Wonderland Drive
Eastern Creek NSW 2766
T: 02-8805 4038

Total Electrics & Air Conditioning
7/33 Corporate Blvd,
Bayswater VIC 3153, Australia
Att: Reece Kennedy

4th of January 2018

Dear Reece,

LG Solar has been working with you for a prolonged period and has observed your excellent work ethics. Please note that LG Solar, the solar division of LG Electronics is delighted to confirm Total Electrics & Air Conditioning status as a LG AUTHORISED ENERGY SPECIALIST for 2018.

LG has only chosen a selected number of companies across Australia to join our Energy Specialist solar installation network. Total Electrics & Air Conditioning has been selected as the preferred LG Electronics solar installation company because of your high level of customer service and installation quality.

Specifically LG Electronics have selected Total Electrics & Air Conditioning based on the following criteria:

- Quality Assurance processes are delivered well;
- Current solar training is up to date and future training standards met;
- Excellent customer feedback on installation quality and customer service;
- Demonstrated high expertise and experience within this market segment;

This appointment also confirms your direct purchase power with LG Solar, therefore allowing you to offer quality solar systems with LG panels at very competitive pricing.

LG Electronics will support Total Electrics & Air Conditioning through:

- Priority stock allocation to ensure excellent customer supply service;
- Ongoing compulsory training on new technologies on LG's Solar products;
- Quality assurance in delivery and correct installation of all LG solar products.

LG would like to confirm that the warranties provided for the LG solar panels are local warranties, with the responsibility held by LG Electronics Australia – ABN 98 064 531 264, not through any importer/dealer.

Congratulations on being an Authorised LG Energy Specialist for 2018.

Kind regards

Markus Lambert
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