



# Manufacturer's Warranty

for **LG NeON<sup>®</sup>** and **LG Mono X<sup>®</sup> Plus**

**LG Solar** - The Difference is in the Detail

Check out: [LGenergy.com.au](http://LGenergy.com.au) or NZ: [LGenergy.co.nz](http://LGenergy.co.nz) or call LG Solar direct on **1300 152 179**

These warranty conditions apply from 1 October 2020



**Dear LG solar system buyer,**

You have made an excellent choice in purchasing high quality LG solar panels.

The warranty for LG Solar panels in Australia and NZ is held by LG Electronics Australia Pty Ltd, based in Western Sydney and LG New Zealand based in Ellerslie, Auckland. LG Electronics has been manufacturing electronic equipment since 1958.

The LG manufacturer's warranty applies in addition to your rights under the Australian Consumer Law, and provides for the replacement or repair of your LG panel, including both parts and labour. 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 and shipping costs may apply in remote areas).

For your 'peace of mind' the warranty claim, should there ever be one, is handled by LG directly. Therefore the decisions and solutions can be implemented speedily.

**Did you know you can register your warranty on the LG Energy website?**

Registering your product on the LG Energy website will ensure we have your details for any further communication.

**For warranty matters please contact us on our direct phone line:**

**1300 152 179** (Australia) **0800 443 120** (New Zealand)



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# How a warranty claim works

## If you bought your system from an LG Solar Partner

Please contact the LG Solar Partner that installed your system. The local authorised LG Solar Partner will inspect the system to identify the reason for the fault. If it is a panel related issue and the manufacturer warranty, Australian Consumer Law or Consumer Guarantees Act applies, the LG Solar Partner will contact LG to arrange for the issue to be addressed.

If it is an inverter related or other issue then the LG Solar Partner will communicate with you what needs to happen to get your solar system working again. Please note that the system's failure may be due to a number of factors and the LG Solar Partner might charge a fee for visiting your home and analysing the issue if it is not LG panel related.

## If you bought your system from another installer

Please contact the installer that installed your solar system. In the case it is a panel related issue the manufacturer warranty, Australian Consumer Law or Consumer Guarantees Act applies, the installer will contact LG to arrange for the issue to be addressed. In the case the installer is unable to identify issue, please check the "Find an LG Solar Partner" section on the lgenergy website to locate the closest LG authorised Solar Partner. In that case the LG Solar Partner might charge a fee to inspect your system to work out the issue - if the fault is not related to a manufacturing fault or issues with the LG solar panel.



## LG Manufacturer's Warranty

From 1st of October 2020, the Product Warranty for the LG NeON® range is 25 years and for the Mono X® Plus panel models it is 15 years.

### Product Warranty

Clause	NeON® 2 and NeON® H Panels	NeON® R and NeON® R Prime Panels	Mono X® U6 Panels
1	25 Years Product Warranty	25 Years Product Warranty	15 Years Product Warranty
Subject to the terms in this document, LG will for a period of twenty five (25) years for the NeON® range of panels and fifteen years (15) for the Mono X® Plus range of panels authorise a free of charge replacement of all the NeON® and Mono X® models, if in LG's opinion it needs replacement because of a manufacturing or materials defect appearing within and notified to LG in accordance with this warranty. This warranty is only applicable to panels under normal applications, installations, use and service conditions. The warranty period starts from date that the system was originally installed.			

## Output Warranty

Clause	NeON® 2 and NeON® H Panels	NeON® R and NeON® R Prime Panels	Mono X® U6 Panels
	25 Years Output Warranty	25 Years Output Warranty	25 Years Output Warranty
2	<p><b>NeON® 2, NeON® H, NeON® Black, NeON® Bifacial V5 &amp; N5 models</b></p> <p>LG guarantees that for a period of one (1) year from date of original install the actual power output of the panel, as measured under LG's standard test conditions (LG's STC*), will be no less than 98% of the nameplate power output (98.5% for NeON H). From the second year, the actual power output will decline by no more than 0.33% percent per year for each of the remaining 24 years of this limited warranty, so that by the end of the 25th year the panel will produce an actual output of at least 90.08% of its nameplate power output (90.6% for NeON H).</p>	<p><b>NeON® R, NeON® R Prime</b></p> <p>LG guarantees that for a period of one (1) year from date of original install the actual power output of the panel, as measured under LG's standard test conditions (LG's STC*), will be no less than 98.5% of the nameplate power output. From the second year, the actual power output will decline by no more than 0.25% percent per year for each of the remaining 24 years of this limited warranty, so that by the end of the 25th year the panel will produce an actual output of at least 92.5% of its nameplate power output.</p>	<p><b>Mono X® Plus models</b></p> <p>LG guarantees that for a period of one (1) year from date of original install the actual power output of the panel, as measured under LG's standard test conditions (LG's STC*), will be no less than 97.5% of the nameplate power output. From the second year, the actual power output will decline by no more than 0.4% percent points per year for each of the remaining 24 years of this limited warranty, so that by the end of the 25th year the panel will produce an actual output of at least 87.9% of its nameplate power output.</p>
2.1	<p>*LG's standard test conditions are: (a) light spectrum of AM 1.5; (b) irradiation of 1000 W per m<sup>2</sup>, and; (c) cell temperature of 25 degrees centigrade at right angle irradiation.</p> <p>Please note that availability of this output warranty past the period of product warranty described in the preceding clause 2 is subject to the panel being in working order. A fully failed panel for warranty consideration will be considered under the Product Warranty and not the Power Output Warranty.</p> <p>If the panel does not produce at least the warranted power output when measured by LG or a previously agreed independent measuring institute under LG's STC (IEC61215) taking into account a +3% tolerance range for the measuring equipment, LG will, at its sole and absolute discretion, either (i) supplement the power deficiency by either : (a) providing additional panel(s) to the Customer, or (b) replacing the panel; or (ii) refund the difference between the Warranted Power Output and the Actual Power Output (measured under LG's STC and expressed as percentages of the panel's nameplate power output) multiplied by the market price of the panel or a comparable model at the time of the Customer's claim.</p>		

### 3 Warranty Transfer

The Warranties provided in this Manufacturer's Warranty are transferable when the panel remains installed in its original location. This means, when a customer sells their home with LG panels installed, the new owners of the property will continue to enjoy the LG solar panel warranty protection. The warranty period runs from the original date of install.

### 4 Scope of Warranty

This LG Manufacturer's Warranty only applies within Australia and New Zealand to panels purchased within Australia and New Zealand. No LG employee or authorised distributor has the authority to vary the terms of this warranty

### 5 Replacement Panels

The replaced panel(s) or parts will become LG property should LG wish to retain these panels. In the event the panel(s) is no longer available, LG reserves the right, at its sole option, to deliver new or refurbished panel(s) that may differ in size, colour, shape, model number, and/or power level. Any replacement panels will be technically compatible with the existing solar system. Replacement panels provided under this LG

Manufacturer's Warranty will be covered by the balance of the original warranty i.e. the period remaining from the date the system was originally installed.

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### Place of Service

The Manufacturer's Warranty covers the transportation cost for reshipment of any replaced panel(s) to the Customer site. Replacements of panels within metropolitan areas and areas immediately surrounding metropolitan areas (the "Service Area") will be conducted at the customer's premises free of charge. If customers reside outside the Service Areas, LG or its Authorised Solar Partner may charge a travel fee to attend the premises. Service calls will be made during normal business hours, Monday to Friday.

LG's Authorised solar installers may charge a fee for service calls made outside these hours or if the system failure is not related to a panel failure. If a panel(s) returned to LG is not covered by the LG Manufacturers Warranty or the customer is not entitled to a remedy under the consumer guarantees (see section 7 below), the Customer is responsible to pay for call out fees and the replacement panel(s).

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### Other Rights

The benefits given by this LG Manufacturer's warranty are additional to other rights and remedies that you may have under law.

For Australian Consumers, our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.



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# LG Manufacturer's Warranty Exclusions

LG has deliberately created an extensive list of examples - as per below - when the warranty does not apply to assist consumers in understanding the scope of the LG Manufacturer's warranty.

In many instances outlined below the circumstances of any potential panel failure is not related to a manufacturing fault of the panel, but installation circumstances or installation location. For this reason it is important for consumers to choose a suitably qualified installer - such as a LG Solar Installation Partner.

Some of our competitors have unfairly tried to highlight the extensive list below as a weakness in our warranty. We disagree. Rather than hiding by simple clauses such as: "Not installed in line with manufacturer instructions", LG Solar has spelled out the exclusions for transparency.

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This LG Manufacturer's Warranty does not cover:

- a. Panels sold and/or installed outside Australia and New Zealand;
- b. Damage and/or failure caused by panel(s) installed in a location that exceeds operating conditions, e.g. next to furnace or a concrete factory with fine concrete dust settling on the panels;
- c. Improper installation or reinstallation and poor solar system design. (Examples of improper installations and very poor system design are panels installed in conditions which put long term stress on the bypass diodes in the panels, and also reduce the system output for the owner - for example prolonged significant strong shadowing of the panels e.g. via gum trees, palm trees, walls, gables, overhangs, valleys, chimneys, satellite dishes etc (In such situations a professional solar design is required to avoid long term stress on the bypass diode).
- d. Another example where the warranty is void would be for panels which are not installed appropriately levelled and aligned and therefore being twisted and causing glass breakage or panels in two rows above each other without any appropriate expansion gap between the two rows or non-observance of clamping zones;
- e. Damage and/or failure caused by installations not in conformance with the panel(s) specifications, installation manuals, operation manuals, maintenance instructions, good solar design or labels attached to the panel(s) or by improper wiring or handling or incorrectly performed maintenance, operation or modification;
- f. Incorrect system configuration and damaging installation environments, e.g. installation of mutually incompatible panels or inadequate system design or non-compliance with national and local electric codes;
- g. Panels which have been subject to alterations, misuse, abuse, neglect and accident and damage and/or failure caused by external impact by flying objects such as rocks or bird strike, causing the glass to shatter;
- h. Fair wear and tear;
- i. The panels are designed for property installations and the warranty does not apply to panels installed on mobile units including, but not limited to, vehicles, boats, vessels etc
- j. Panels which have been installed by someone other than a qualified or licensed technician in the solar or electrical business field e.g. Clean Energy Council accredited installer;
- k. Panels where the serial number has been removed or made illegible and where the factory supplied MC4 plugs have been cut off and replaced and where other structures have been screwed into the panel frame;
- l. The panels are only warranted for the initial place of installation and are not covered for damage and/or failure caused by removal from the original place of installment;
- m. Damage and or failure caused by other parts of the solar system;
- n. Damage and/or failure caused by inappropriate handling during storage, packaging or transportation. Inappropriate handling during transport or installation can lead to micro-cracks in panel cells, which can show up as snail trails years later. (Please note LG panels are checked twice during the manufacturing

for micro-cracked cells, once before lamination and once post lamination via EL imaging. Damage and/or failure caused by direct contact with environmental pollution such as soot, acid rain or industrial chemicals including ammonia, e.g. sea water washing over panels;

- o.** Damage and/or failure caused by direct contact with environmental pollution such as soot, acid rain or industrial chemicals including ammonia, e.g. sea water washing over panels;
- p.** Damage and/or failure caused by direct contact with salt water and panels installed in extreme corrosive environments e.g. boats (Please note: Panels installed in residential or industrial areas near the coast are covered);
- q.** Damage and/or failure caused by sound, vibration, rust, scratching, or discolorations that are the result of normal wear and tear, aging or continuous use;
- r.** Damage from extreme weather events such as hail. (Note: Hail damage to panels is often covered by home building insurance. Check with your insurer.)
- s.** Damage and/or failure caused by natural forces (earthquakes, tornadoes, floods, lightning strike, hurricanes, heavy snow, etc.) and fire, power failures, power surges or other unforeseen circumstances that are beyond LG control;
- t.** Damage and/or failure caused by terrorist acts, riots, war or other man-made disasters;
- u.** Damage and/or failure caused by external stains or scratches or cosmetic change of the panel in appearance over time, if and to the extent such change does not result in an impairment of the functioning of the product;
- v.** External marking on the panels such as lichen e.g. transferring from nearby roof tiles, and which occur after delivery to the customer shall not qualify as a defect hereunder





## 9 How to Claim

To make a claim against this warranty, you must contact LG or an LG Solar Partner within 30 days of noticing the alleged defect within the applicable warranty period. LG Solar Partners are listed on our website [LGenergy.com.au](http://LGenergy.com.au) in Australia and [LGenergy.co.nz](http://LGenergy.co.nz) in New Zealand. LG can also be contacted via these websites, and has a direct number displayed on these websites.

Any claims must be accompanied by a copy of the original sales receipt as the proof of purchase and time of purchase of LG Panel(s). The customer will need to also be able to show the original purchase receipt, should LG request such a document. If the system has been registered with LG via the website at time of purchase, then such registration documents can be used in lieu of the original purchase receipt.

## 10 Batch Defect Process

If any manufacturing defect is detected in any batch of LG Solar panels, the following process may apply:

- a. The batch numbers will be identified via LG's pallet and serial number records.
- b. LG will notify all channel partners / customers that have been supplied with product from the identified batch.
- c. Depending on the nature of the defect, the required action (such as repair or replacement of the panel/s) will be arranged.
- d. LG will co-operate with any lawful directions of any consumer authorities and the Clean Energy Corporation in undertaking any such actions.

## 11 Warranty claim complaints handling process

Customers or installers not satisfied with any determination of any warranty claim by LG Electronics may write to [LG Electronics Australia, Solar Unit, 2 Wonderland Drive, Eastern Creek NSW 2766](mailto:solar.sales@lge.com.au) or email: [solar.sales@lge.com.au](mailto:solar.sales@lge.com.au), stating:

- a. Details of the relevant warranty claim and panels (including serial numbers);
- b. The detailed reasons why they are not satisfied with the determination, an
- c. Provide any supporting documentation they consider relevant.

Within a reasonable time of receiving any such complaints, LG Electronics will review the original decision and advise the complainant in writing of the outcome of that review.

# Warranty Contact Details

## AUSTRALIA

**Telephone:** 1300 152 179

**Post:** LG Warranty Claims, Solar Unit, PO Box 212, Horsley Park, NSW 2175

**Email:** solar.sales@lge.com.au

## NEW ZEALAND

**Telephone:** 0800 443 120

**Email:** solar.sales@lge.com.au

## KOREA

LG Electronics Inc, Solar Business Division LG Twin Towers, 128 Yeoui-daero, Yeongdeungpo-gu, Seoul, 07336, Korea

### 12 Validity

This warranty applies to panels in Australia and New Zealand as per type and power class outlined in the table below. The table below contains all current types of panel to which this Limited Warranty applies. Please note: XXX in the left column represents the relevant power classes. The power classes are listed in the right hand column. Panel types not contained in this table are not subject to this Manufacturer's Warranty.

TYPE OF PANELS - NeON® RANGE	POWER CLASS (XXX)
LGXXXN1C-E6, LGXXXN1K-E6, LGXXXN1T-E6, LGXXXN1C-V5, LGXXXN1K-V5, LGXXXN1T-V5, LGXXXN1C-N5, LGXXXN1K-N5	320, 325, 330, 335, 340, 345, 350, 355, 360, 365, 370, 375, 380, 385, 390
LGXXXN2W-E6, LGXXXN2W-V5, LGXXXN2W-L5	390, 395, 400, 405, 410, 415, 420, 425, 445, 450, 455
LGXXXQAC-A6, LGXXXQAK-A6, LGXXXQ1C-V5, LGXXXQ1K-V5	350, 355, 360, 365, 370, 375, 380, 410, 415, 420, 425, 430, 435, 440, 445
LGXXXN2T-E6, LGXXXN2T-J5, LGXXXN2T-L5	380, 385, 390, 395, 400, 405, 410, 415, 430, 435, 440
TYPE OF PANELS - Mono X® Plus RANGE	POWER CLASS (XXX)
LGXXXS1C-U6	365,370,375
LGXXXS2W-U6	445, 450



LG holds the right to amend the provisions, clauses or applications of this Limited Warranty from time to time without notice.

# Warranty Registration Guide

Dear LG solar panel buyer,

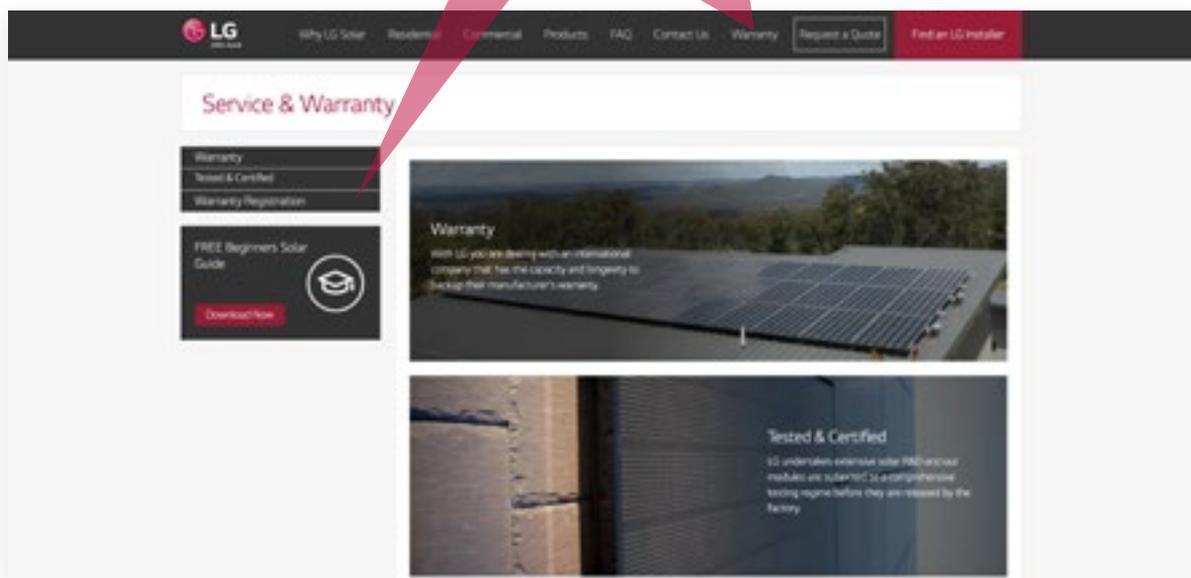
Did you know you can register your warranty on the LG Energy website?

The benefits given by the LG manufacturer's warranty are additional to other rights and remedies that you may have under law. The warranty registration process simple and secure via through our website, [LGenergy.com.au](http://LGenergy.com.au) or [LGenergy.co.nz](http://LGenergy.co.nz). In case you ever misplace your installation details, registering your panels online will ensure we have your details for any future communication.

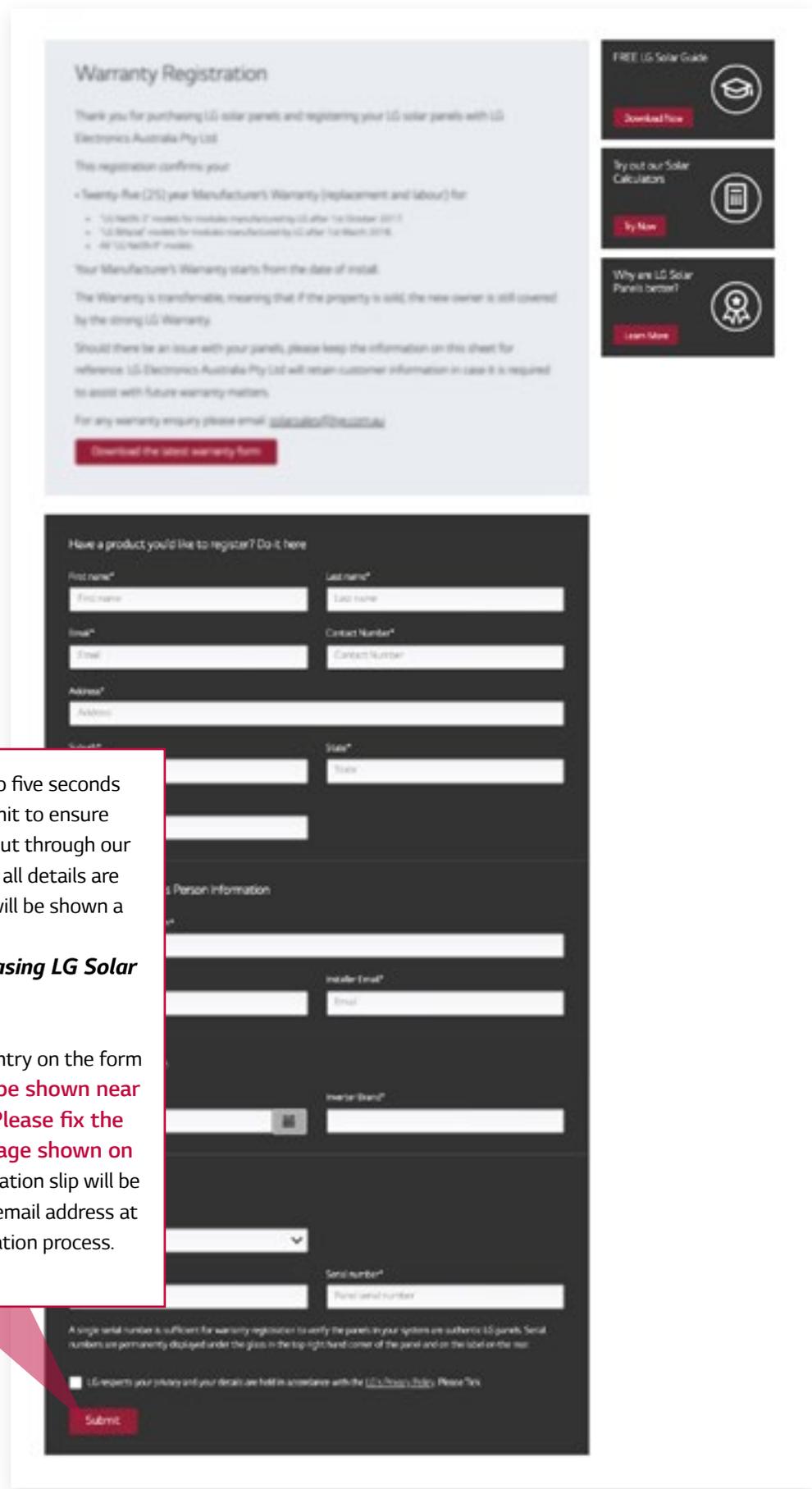
For panels manufactured after 1st of October 2017, LG solar offers a 25 year parts and labour warranty for the NeON® 2 and the NeON® R range. Given LG Electronics has a strong and long established presence in the Australian and NZ market, this makes it one of the strongest Manufacturer Warranties in the industry. It is much longer than the industry standard manufacturer's warranty. Please note for the Mono X® Plus range we offer a 15 year Product Warranty. Your LG panel warranty also covers supply and installation costs. This is in contrast to some standard panel warranties that state you to pay for the removal of a failed panel and to pay again for having the replacement panel shipped and installed.

Please click on the warranty registration tab on the front page of the [LGenergy.com.au](http://LGenergy.com.au) or [LGenergy.co.nz](http://LGenergy.co.nz) website. Naturally, even if you do not register your warranty is covered by LG.

On the website [LGenergy.com.au](http://LGenergy.com.au)  
the warranty registration located here



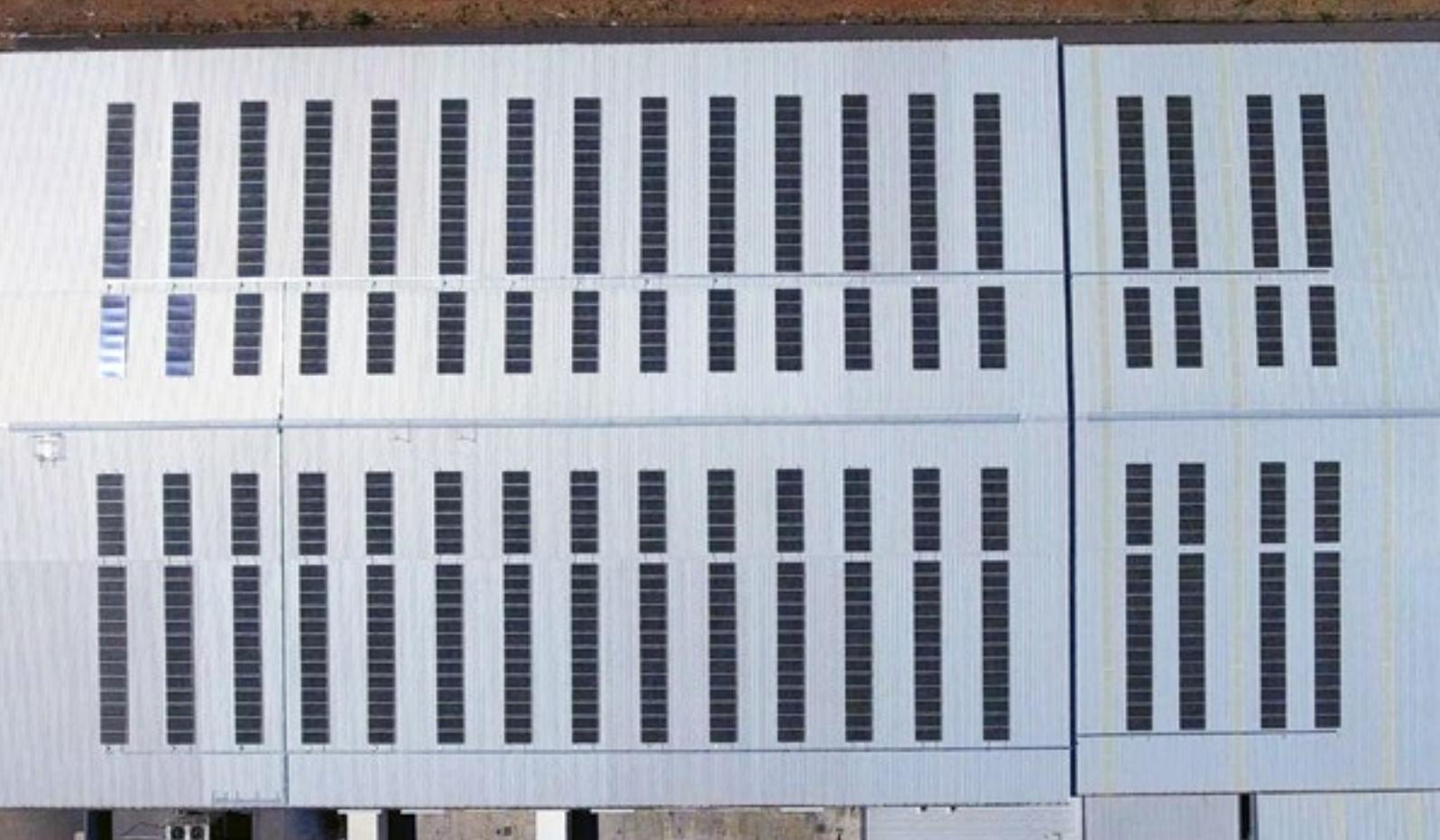
Click on **WARRANTY** and select **WARRANTY REGISTRATION** from the menu on the left side to go to the registration form. You will see text on LG's warranty registration with an option to download our latest warranty followed by the form as shown below to be filled in. Please fill in all details as instructed on this guide. Please note you cannot have spaces when entering the phone number.



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 have any issue in the registration process.



**HEAD OFFICE**  
**New South Wales**  
2 Wonderland Drive,  
Eastern Creek, NSW 2766

**CONTACT**  
**Email:** [solar.sales@lge.com.au](mailto:solar.sales@lge.com.au)  
**Enquiries:**  
1300 152 179 (Australia)  
0800 54 2273 (New Zealand)

[www.lgenergy.com.au](http://www.lgenergy.com.au)  
[www.lgenergy.co.nz](http://www.lgenergy.co.nz)

**STATE OFFICES**  
**Queensland**  
Unit 4/105 Freight Street,  
Lytton, QLD, 4178

**South Australia**  
162 Richmond Road, Marleston,  
SA 5033

**New Zealand**  
Millennium Centre,  
Ground Floor, Phase II,  
Building A  
600 Great South Road,  
Ellerslie, Auckland 1051  
New Zealand

**Victoria**  
Unit 4, 36 Fennell Street,  
Port Melbourne, VIC 3207

**Western Australia**  
Unit 15/3 King Edward Road,  
Osborne Park, WA 6017

For any enquiries please email: [solar.sales@lge.com.au](mailto:solar.sales@lge.com.au)  
For more information on our products and warranty visit [LGenergy.com.au](http://LGenergy.com.au)

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