



# **B2B Customer Service Guide**

**March 2020**  
**LG Electronics Inc.**

This information letter describes the warranty policy for LGE Commercial Display. The objective of this information letter is to inform Customers on the way of working in case of a defective Commercial Display.

## Warranty Policy

### ❑ Base Warranty Period(Nordic)

- Monitor Signage: 3 years Swap + De/Re-installation
- Signage Lite: 3 years Swap + De-/Re-installation
- Commercial / Hospitality TV : 3 years Repair & Return (2 years for models bought before 2019)
- Media Player: 1 year Repair & Return
- Desktop Monitor: 2 years Repair & Return
- Medical Monitor 3 years SWAP
- LED Signage: 2 years Repair & Return + 2% swap stock

### ❑ Base Warranty OLED (Nordic)

- OLED Commercial / Hospitality TV : 3 years Repair & Return
- OLED Open Frame: 3 years Swap (No De-/re-installation)
- OLED Monitor Signage 3 years Swap + De-/Re-installation

### ❑ Warranty Condition Repair “Within Warranty” Period

- ✓ Warranty period – Proof of purchase or installation date.
- ✓ Valid for product purchased from LG Electronics Nordic or Authorized Distributor.
- ✓ Within warranty period, defective products will be repaired/replaced free of charge.
- ✓ Free telephone support.
- ✓ Pick-up and delivery service where on-site repair is unavailable.
- ✓ Product sent for service inspection shall be sent with complete contents (accessories etc), complete box contents and pictures of defective unit.
- ✓ Customer is responsible for proper information of the defective unit.
- ✓ The target lead time of swap + de-/re-installation is 2 working days.
- ✓ The target lead time for Repair & Return is 3-5 days (at workshop).
- ✓ The target lead time for LED Repair & Return is 31 days. See page 5 for details.
- ✓ If the defective unit is not repairable by LG, the unit will be replaced for same unit or substitute model which has a same quality & measurement as defective unit.

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## Warranty Policy

Product group	Warranty (years)	Nordics	Pan-EU	World Wide Multicountry Warranty ONLY
Commercial Lite	3	Repair & Return	Repair & Return	Repair on-site 3-5 Days*
Hospitality TV	3	Repair & Return	Repair & Return	Repair on-site 3-5 Days*
Signage Lite	3	SWAP + De/Re-install	Repair & Return	Repair on-site 3-5 Days*
OLED Signage	3	SWAP + De/Re-install	Repair on-site 3-5 Days	Repair on-site 3-5 Days*
OLED Open Frame	3	SWAP	Repair on-site 3-5 Days	Part SWAP 3-5 Days*
Monitor Signage	3	SWAP + De/Re-install	Repair on-site 3-5 Days	Repair on-site 3-5 Days*
Desktop Monitor	3	Repair & Return	Repair on-site 3-5 Days	Repair on-site 3-5 Days*
OLED Open Frame	3	SWAP	Repair on-site 3-5 Days	Part SWAP 3-5 Days*
LED	2	Part Swap	Part Swap	Part Swap

# DOA / Hidden Damage / Extended Warranty

## ❑ DOA Policy

- DOA Period 14 days starting from Purchase date or date of installation (work order need to be provided as base for the claim)
- In case of physical damage, the defect product has to be returned to LGE for inspection/verification before a new product can be provided to the customer.
- If the defect product has impact/pressure damage or has been used for longer period of time, the claim will not be accepted.
- No de/reinstallation will be provided in case of physical damage.
- LG Electronics Nordic reserves the right to reject improper DOA cases.

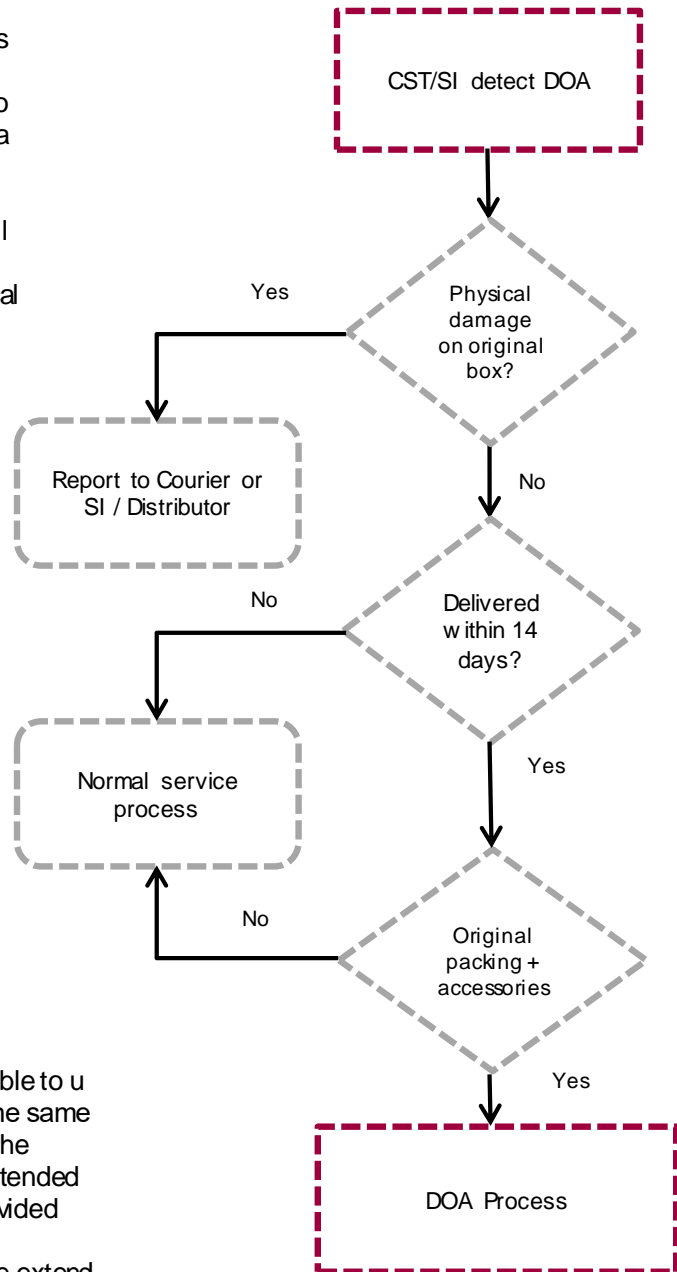
## ❑ Hidden Damage Policy

In case of physical damage to product, unit with all contents will be investigated at Authorized Service Center.

- ✓ Product is purchased from LG Electronics Nordic or Authorized Distributor.
- ✓ Verification of correlated damage between product, box and content.
- ✓ During Hidden damage report scenario SLA may not be fulfilled..
- ✓ LG Electronics Nordic reserves the right to reject improper Hidden Damage cases.

## ❑ Extended Warranty

- ✓ In case of “Extended Warranty” claims, customer is able to use the same process like for “Within Warranty” with the same conditions as “In Warranty” repair. When registering the product information to the service offering system, extended Warranty is validated based on the serial number provided via the Site Installation report.
- ✓ Signage / Desktop Monitor Extended Warranty can be extended up to 5 years but may not be purchased 6 months prior to original warranty expiration.
- ✓ Commercial / Hospitality TV Extended Warranty can be extended to 5 years but may not be purchased 6 months prior to original warranty expiration.



- Pictures of product damage (in case physical damage)
- Pictures of original box & styrofoam to confirm no internal damage
- Invoice
- Proof of delivery or work order (if invoice is older than 14 days)

### Warranty Limitation

- ✓ Products not purchased from LG Electronics Nordic or an LG Electronics Nordic authorized LGE distributor or dealer/partner.
- ✓ Damage caused in shipping or transit, moving or changing installation location.
- ✓ Product damage due to improper customer installation or installation inconsistent with the guide in owner's manual and other LG's instruction (eg. product installed in a place with excessive dust, abundant oil mist, chemical substances are used, operating in very high or low temperature, high humidity).
- ✓ Product issues due to repair or replacement of parts by other than LG authorized service center.
- ✓ Failures which have their cause in an intervention, manipulation and / repairs by unauthorized service technician.
- ✓ Any product on which the serial number has been defaced, modified or removed.
- ✓ Damage, deterioration, or malfunction resulting from:
  - A. Accident, abuse, misuse, neglect, improper ventilation, fire, water, disaster, lightning, saltiness, or other acts of nature, smoke exposure (cigarette or otherwise), unauthorized product modification (including use of an unauthorized mount), or failure to follow instructions supplied with the product.
  - B. Causes external to the product, such as **\*electric power fluctuations** or failure.
  - C. Product issues caused by use of parts, peripherals or software not recommended by LG.
  - D. Normal wear and tear.
  - E. Customer caused defects, including but not limited to: cracked LCD, scratched LCD, or scratched/defaced/altered plastics.
  - F. Image Sticking or Image Retention caused by displaying fixed image or same pattern for a long time.
  - G. Any other cause, which does not relate to a product defect in material or workmanship.
  - H. Operating the display outside the suggested normal usage conditions stated in the User Guide.
  - I. Failures caused by physical, such as housings, plastics, paints, enamels, glass, trim and similar break.
  - J. By the use of unsuitable accessories in the apparatus
- ✓ Any costs for on-site removal, installation, set-up, or other labor services.
- ✓ Any component or accessory inside or outside the apparatus, which is not specified and included in this warranty certificate.

**\* guaranteed voltage: 100V ~ 240V**

## Service Levels

### Repair & return

- ✓ Pick up at customer site with prepaid freight bill and delivered to Service center.
- ✓ Service center repair and send back unit to customer. Repair time 3-5 days (at workshop).

### SWAP

- ✓ Replacement unit is sent to customer site when service is claimed
- ✓ Installation is made by SI/End User, defective unit is packed up and sent to service center with prepaid freight solution.
- ✓ In case of Out-of-Warranty cases, Out-of-Warranty cost will be handled after End User is solved by swap.

### On-site repair

- ✓ LG Service technician visit customer site and repair onsite.
- ✓ Defective unit must be accessible, i.e. De-installed and Re-installed by SI/Customer.

### SWAP with De/Re-Installation within Nordic

- ✓ Authorized service technician visit customer and arrange de-install of defective product within agreed SLA (basic SLA 2 days).
- ✓ Exchange defective unit with SWAP and Re-install or repairs unit on-site.

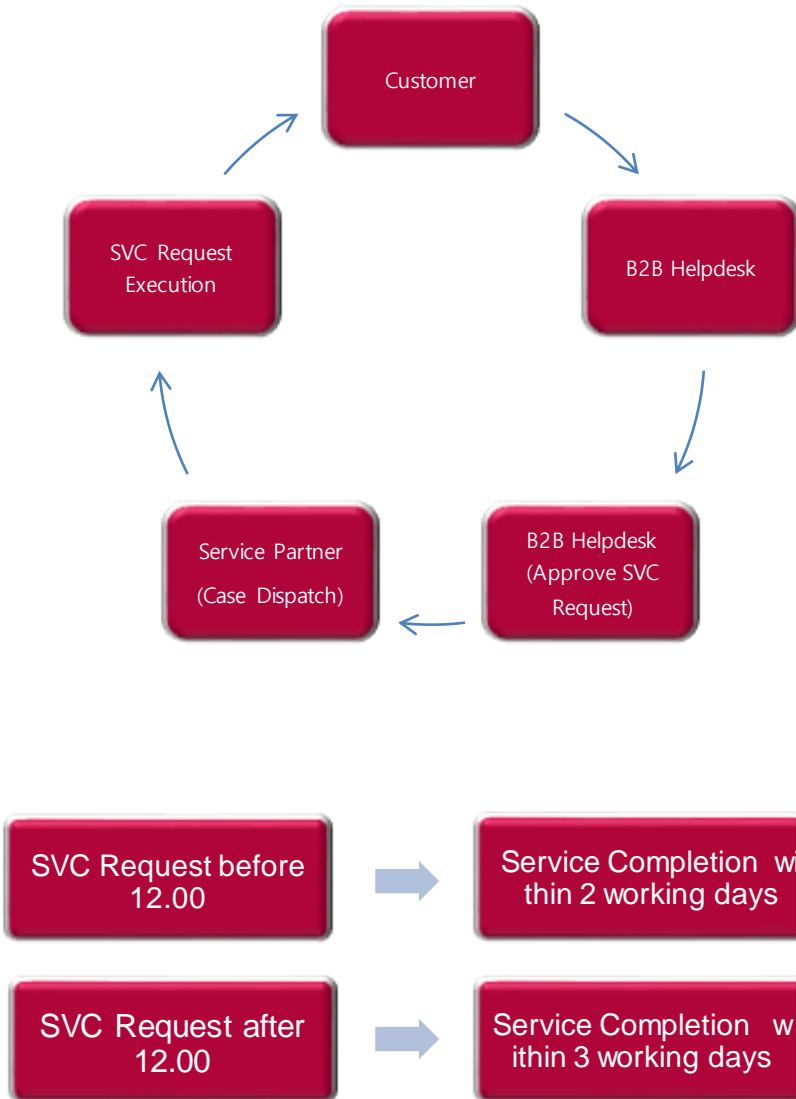
### LED Signage Repair & Return +2% swap stock:

- ✓ 2% FOC parts will be supplied together with the LED Display product.
- ✓ Onsite service should be handled by SI.
- ✓ After SI has replaced defect part, LG will book pickup → Repair the defect part and return it to customer in 31 days.
- ✓ Optional 3rd Year extension and 1% swap stock increase is available

### **Service limitations:**

- Third party S/W solutions is not supported.
- Enclosures in installation requires SI to either make defective available prior to visit or assist in accessing faulty unit during visit.
- Above 3 meters from floor level will require lift or platform and is not covered by service level. Actual cost for hiring lift etc. will be invoiced to SI/End User & agreed SLA may not be fulfilled.
- Far outside urban areas = SWAP only
- Ensure sufficient access and space for two people to safely work on the product and that no special lifting or climbing equipment is needed
- Ensure that there is no entry restrictions to the location which have not been previously cleared. (i.e Airports, Cruiser ships)
- For Display in a Video Wall the display must be mounted on a “push-out” bracket

## Service Scenario & Process Time



### LG B2B Service & Helpdesk

Sweden: 0771 54 54 50

Denmark: 80250940

Finland: 0145471032

Norway: 800 101 34

Email (All countries English) [b2bservice@lge.com](mailto:b2bservice@lge.com)



In order to avoid unnecessary inconvenience, we advise you to follow below steps before contacting LG B2B Helpdesk & Service Representatives:

- Read the operating instructions carefully (www.lgecommercial.com)
- Consult the user manual support section
- Consult your System Integrator or your Dealer

**If service a repair is to be booked the following information is required by LG CIC to complete the booking and fulfill the SLA time frame.**

Installation information:

- Address
- Contact person
- Phone
- Model + Serial number
- Detailed fault description
- Installation date / purchase date

Hidden Damage:

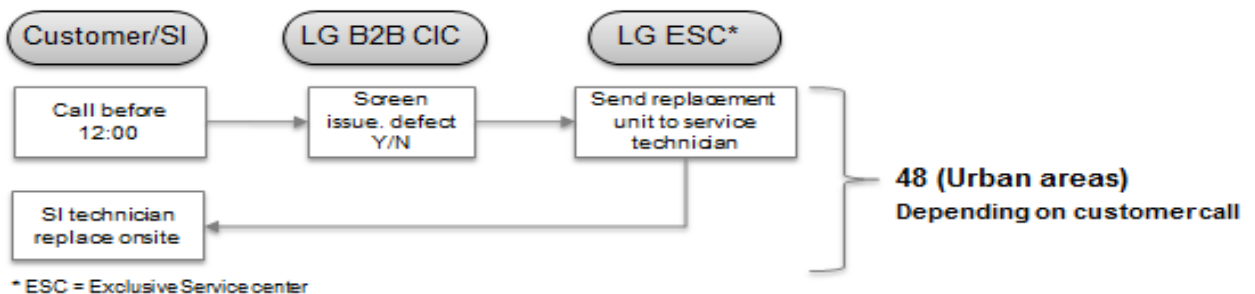
- Pictures of product damage (in case physical damage)
- Pictures of original box & styrofoam to confirm no internal damage
- Invoice
- Proof of delivery or work order (if invoice is older than 14 days)

Responsible party (SI or End user) of defective unit in case of OOW:

- Address
- Contact person
- Phone
- Invoice address
- E-mail

**DOA needs to be reported to LG HelpDesk within 14 days, starting from delivery date**

**Example swap case (For full description please see LG Service routines)**





### Site Installation Information

- To be able to purchase extended warranty or upgraded service levels (such as swap outside Nordic) site information must be shared during purchase to LG Service Team.
- Site installation report is always shared via mail to [b2bservice@lge.com](mailto:b2bservice@lge.com) during installation as a mandatory requirement from LG.
- This is a requirement so that service network & SWAP stock can be examined and give the possibility to make adjustments if needed to make sure service level agreements are fulfilled. Data is stored in LG's internal system so it is easy to track warranties via serial numbers if Proof of Purchase are lost.
- If no installation information is shared, warranty will not be valid even if enhanced service level is purchased.
- Within EU we offer local service conditions, Repair on site 3-5 working days. SVC condition in each installation country outside Nordic can be shared and configured prior to sales if requested and handled on project basis.
- SI needs to submit site installation check guide and always contact LG if there are any questions during installation.



**Installation Guide  
v3.2**

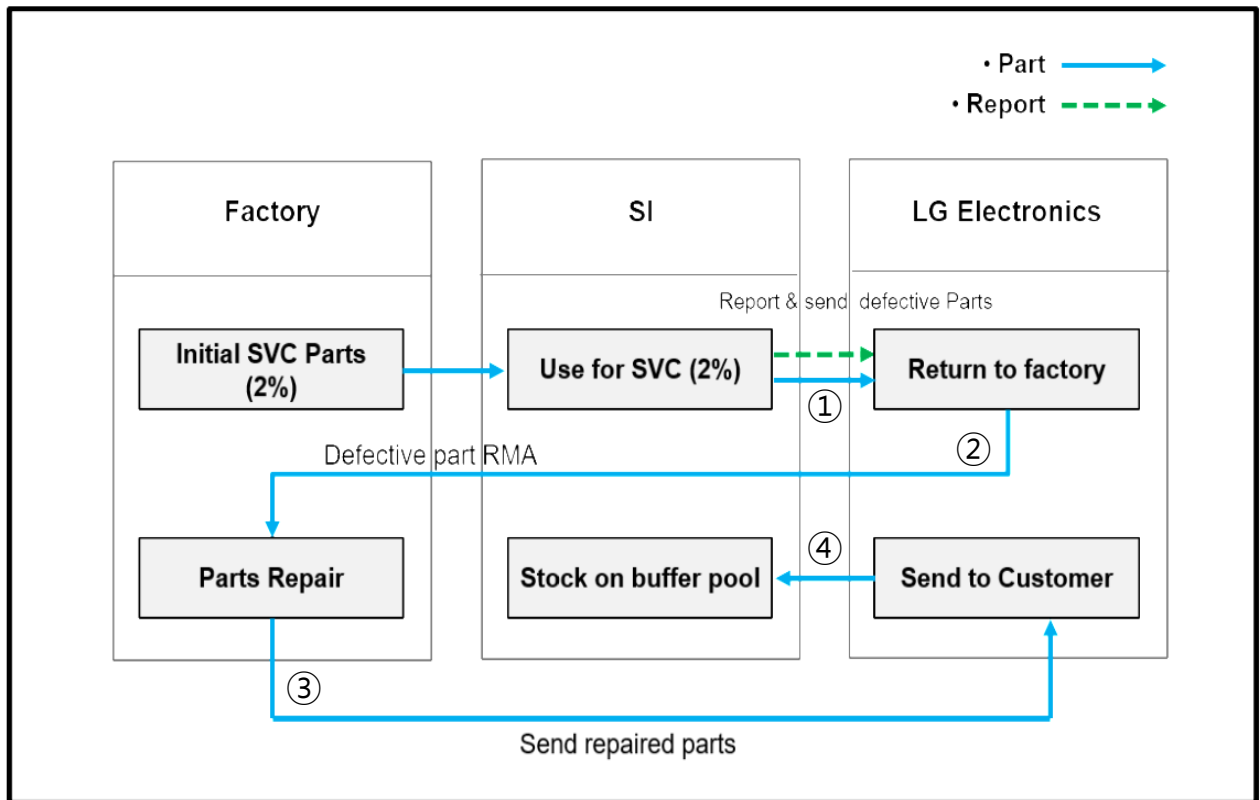


**Site Installation  
Report**



**Installation Guide** (Double click to open) **Site Installation information report** (Double click to open)

## Service Scenario & Process Time



Lead times for repair of modules/parts should be expected to 31 days

[ Shipping Cost ]

- ① : SI (Truck)
- ② : LG Electronics (Air)
- ③ : Factory (Air)
- ④ : LG Electronics (Truck)

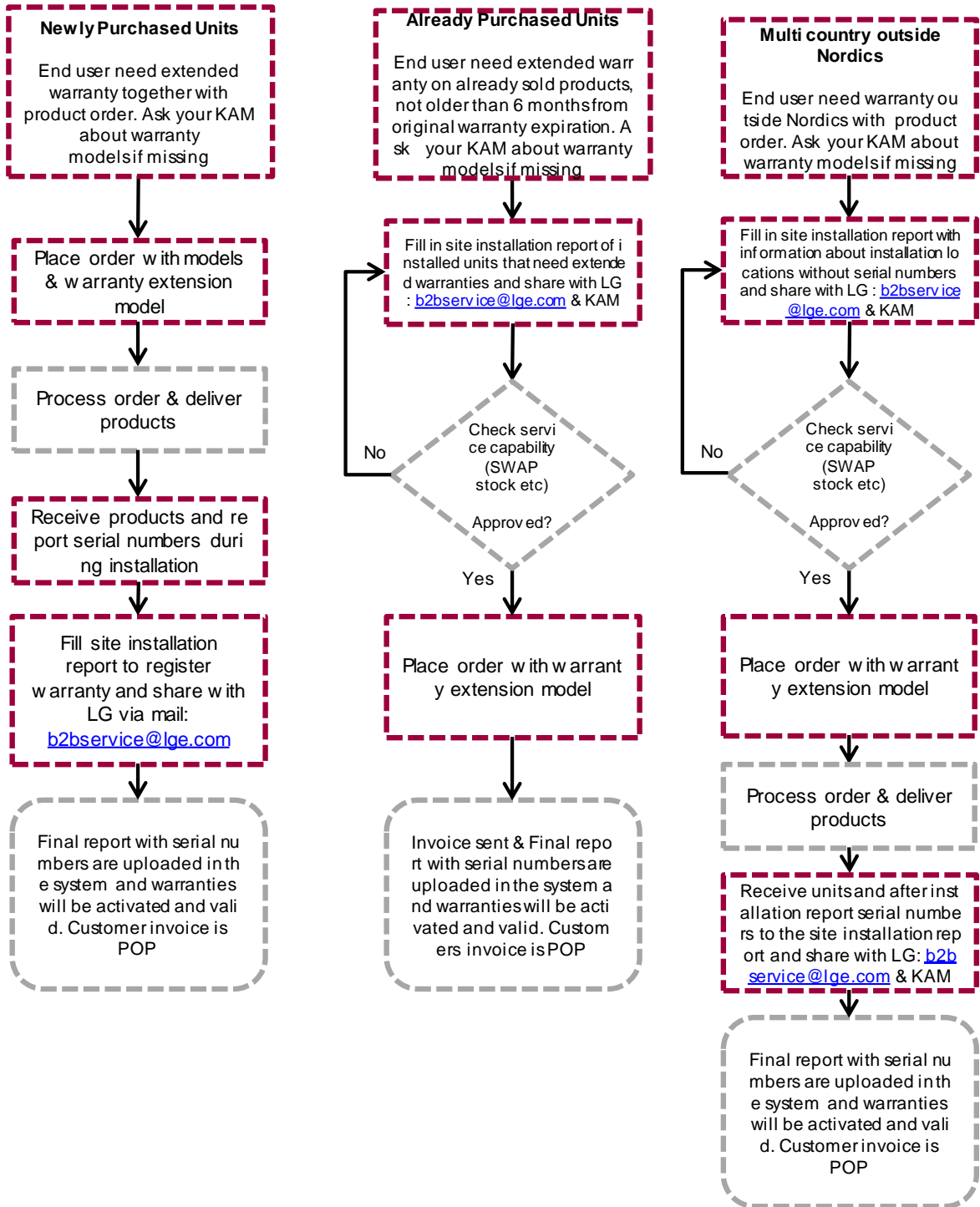
### LG B2B Service & Helpdesk

Sweden: 0771 54 54 50      Denmark: 80250940  
 Finland: 0145471032      Norway: 800 101 34  
 Email (All countries English) [b2bservice@lge.com](mailto:b2bservice@lge.com)



# 7. LGESW B2B Extended Warranty Process

When purchasing extended warranty or multi country warranty it is mandatory that units are registered in a “**Site Installation report**” and shared with LG Electronics. This information is mandatory so that the warranty is registered to the product serial number and saved in the service database.



## Responsibilities

SI / Dist / End user

LGESW