

# 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 years** 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

# GARANTÍA LIMITADA DEL AIRE ACONDICIONADO LG - EE.UU.

## COBERTURA DE LA GARANTÍA:

LG Electronics Inc. ("LG") garantiza que reparará o sustituirá, gratuitamente, su producto si resulta defectuoso en materiales o mano de obra bajo condiciones normales de uso durante el periodo de garantía mencionado más abajo, efectivo a partir de la fecha de compra del producto original por parte del consumidor. Esta garantía limitada sólo es válida para el comprador original del producto y no es asignable ni transferible a ningún otro comprador o usuario final subsecuentes, y efectiva únicamente cuando el producto se compra a través de un distribuidor autorizado de LG y se utiliza en los Estados Unidos ("EE UU") o en cualquiera de sus territorios.

**Nota:** Los recambios y piezas de repuesto pueden ser nuevos o estar reconstruidos de fábrica y están garantizados durante el tiempo restante del periodo de garantía de la unidad original o noventa días (90), el periodo de los dos que sea más largo. Por favor, guarde el recibo de compra o la nota de entrega como prueba de la fecha de compra como comprobante de garantía (se le puede pedir que presente una copia a LG o a su representante autorizado).

## PERIODO DE GARANTÍA:

**1 años** desde la fecha de compra: **Cualquier repuesto interno/funcional y mano de obra**

## PROCESO DE SERVICIO: Servicio a domicilio

Los servicios a domicilio se prestarán durante el periodo de garantía sujeto a disponibilidad en los Estados Unidos. El servicio a domicilio puede no estar disponible en todas las áreas. Para recibir asistencia técnica a domicilio, el producto debe estar en un entorno despejado y accesible al personal técnico. Si durante el servicio a domicilio la reparación no se puede llevar a cabo, es posible que sea necesario desplazarlo a nuestras instalaciones, repararlo y devolverlo a su hogar. Si este fuera el caso, LG puede optar, a petición nuestra, a utilizar el transporte de nuestra elección para desplazar la unidad al y del centro de servicio autorizado de LG.

## ESTA GARANTÍA LIMITADA NO SE APLICA A:

1. Las visitas de Asistencia a domicilio para entregar, recoger y/o instalar el producto, instruir o sustituir fusibles.
2. Sustitución de fusibles de la casa o reajuste de interruptores de circuito, la corrección del cableado de la casa o de la tubería, o la corrección de la instalación del producto.
3. Los daños o averías causados por fugas / roturas/ congelación de tuberías de agua, líneas de drenaje restringido, suministro insuficiente de agua o interrumpido, o suministro insuficiente de aire.
4. Los daños o averías causados por accidentes, plagas e insectos, rayos, viento, fuego, inundaciones o actos de Dios.
5. Los daños o fallos ocasionados por el mal uso, abuso, instalación inadecuada, reparación o mantenimiento. Se considera reparación inadecuada aquella en que se hayan utilizado piezas no aprobadas o especificadas por LG.
6. Los daños o averías causados por modificaciones no autorizadas o alteraciones del producto.
7. Los daños o averías causados por la utilización de una corriente eléctrica, tensión o código de plomería incorrectos.
8. Daños estéticos, incluyendo arañazos, abolladuras, desportilladuras u otros daños en el acabado del producto, a menos que dichos daños sean el resultado de defectos en los materiales o mano de obra y se informe a LG en el plazo de siete días naturales (7) a partir de la fecha de entrega.
9. Los daños o la pérdida de componentes de cualquier producto cuya caja haya sido abierta, haya sido objeto de un descuento o se haya restaurado.
10. Los productos cuyos números de serie de fábrica originales hayan sido quitados, borrados o cambiados de ninguna manera.
11. Las reparaciones cuando el producto se utiliza para cualquier cosa fuera de lo normal y del uso doméstico habitual (por ejemplo su alquiler, uso comercial, en oficinas o en instalaciones de ocio) o en contra de la instrucciones que se indican en el manual del propietario.
12. La extracción y reinstalación del producto si está instalado en un lugar inaccesible.

**ESTA GARANTÍA SE OTORGA EN SUSTITUCIÓN O EXCLUSIÓN DE TODA OTRA GARANTÍA, EXPRESA O IMPLÍCITA, INCLUYENDO SIN LIMITAR CUALQUIER GARANTÍA DE CALIDAD O IDONEIDAD CON UN PROPÓSITO CONCRETO. EN LA MEDIDA EN QUE CUALQUIER GARANTÍA IMPLÍCITA ES OBLIGADA POR LA LEY, ESTÁ LIMITADA EN DURACIÓN AL PERIODO DE GARANTÍA YA MENCIONADO. LA REPARACIÓN O REEMPLAZO DE PIEZAS, SEGÚN LO ESTABLECIDO EN ESTA GARANTÍA, ES EL ÚNICO QUE PUEDE RECLAMAR EL CLIENTE. NI EL FABRICANTE NI SU DISTRIBUIDOR EN LOS EE.UU. SE HACE RESPONSABLE DE CUALQUIER DAÑO (DERIVADO, INDIRECTO, ESPECIAL O PENAL) DE CUALQUIER NATURALEZA, INCLUYENDO, SIN LIMITACION, LA PÉRDIDA DE INGRESOS O BENEFICIOS O CUALQUIER OTRO TIPO DE DAÑO, AÚN BASADO EN UN CONTRATO, SEA UN AGRAVIO O DE CUALQUIER OTRA MANERA.**

**ALGUNOS ESTADOS NO PERMITEN LA EXCLUSIÓN O LIMITACIÓN DE DAÑOS IMPREVISTOS O RESULTANTES, O LIMITACIONES A LA DURACIÓN DE LAS GARANTÍAS IMPLÍCITAS, POR LO QUE LA EXCLUSIÓN O LIMITACIÓN MENCIONADA ANTERIORMENTE NO SERÁ APLICABLE AL USUARIO. ESTA GARANTÍA LE OTORGA DERECHOS LEGALES ESPECÍFICOS Y TAMBIÉN PUEDE TENER OTROS QUE VARIARÁN DE UN ESTADO A OTRO.**

## COMO OBTENER EL SERVICIO DE ESTA GARANTÍA E INFORMACIÓN ADICIONAL:

Llame al 1-800-243-0000 o visite nuestra página web: [www.lg.com](http://www.lg.com).

**Dirección de correo ordinario:** 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 08. Online product review
02. Radio advertisement (epinions, Consumer Reports, etc.)
03. Newspaper advertisement 09. LG website
04. Magazine advertisement 10. Salesperson's recommendation
05. Store display 11. Friend/Relative's recommendation
06. Retailer website 12. Other
07. Search engine website

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

- 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?

Table with 2 columns: Item, Own, Plan to Purchase. Items include Surround sound stereo, DVR, DVD player, etc.

- 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

- 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 07. Jenn-Air
02. GE 08. Samsung
03. KitchenAid 09. Thermador
04. Maytag 10. Bosch
05. Kenmore 11. Fisher-Paykel
06. Whirlpool

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

Table with 6 columns: Male, Female, Age, Male, Female, Age. Rows for children and other adults.

- 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 08. \$75,000-\$99,999
02. \$15,000-\$19,999 09. \$100,000-\$124,999
03. \$20,000-\$29,999 10. \$125,000-\$149,999
04. \$30,000-\$39,999 11. \$150,000-\$174,999
05. \$40,000-\$49,999 12. \$175,000-\$199,999
06. \$50,000-\$59,999 13. \$200,000-\$249,999
07. \$60,000-\$74,999 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?

\*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.

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Please seal with tape. Do not staple.

P/NO:MBM61970401



# 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.



First-Class Postage Required  
Post Office will not deliver without proper postage.

U R L 0 1

**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)**