

# 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 year** 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



**LG Electronics** **IMPORTANT!** Please fill out and return within the next 10 days.

**Register online at: [www.prodregister.com/lg](http://www.prodregister.com/lg)**

**URL 01**  
**LG Electronics**  
**Appliance**

1.  Mr.    2.  Mrs.    3.  Ms.    4.  Miss

\*First name Initial \*Last name  

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\*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. <input type="checkbox"/> TV advertisement        | 08. <input type="checkbox"/> Online product review (epinions, Consumer Reports, etc.) |
| 02. <input type="checkbox"/> Radio advertisement     | 09. <input type="checkbox"/> LG website   |
| 03. <input type="checkbox"/> Newspaper advertisement | 10. <input type="checkbox"/> Salesperson's recommendation                             |
| 04. <input type="checkbox"/> Magazine advertisement  | 11. <input type="checkbox"/> Friend/Relative's recommendation                         |
| 05. <input type="checkbox"/> Store display           | 12. <input type="checkbox"/> Other  |
| 06. <input type="checkbox"/> Retailer website        |   |
| 07. <input type="checkbox"/> Search engine website   |   |

10. What factors most influenced your purchase?
- |  |  |
|--|--|
| 1. <input type="checkbox"/> Received as a gift | 5. <input type="checkbox"/> Quality/Durability |
| 2. <input type="checkbox"/> LG brand           | 6. <input type="checkbox"/> Value for price    |
| 3. <input type="checkbox"/> Product features   | 7. <input type="checkbox"/> Other              |
| 4. <input type="checkbox"/> 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?

	Own	Plan to Purchase
Surround sound stereo w/4+ speakers ....	<input type="checkbox"/>	<input type="checkbox"/>
DVR (Digital Video Recorder: TiVo, etc.) ..	<input type="checkbox"/>	<input type="checkbox"/>
DVD player .....	<input type="checkbox"/>	<input type="checkbox"/>
DVD recorder .....	<input type="checkbox"/>	<input type="checkbox"/>
High-Definition TV .....	<input type="checkbox"/>	<input type="checkbox"/>
Plasma TV .....	<input type="checkbox"/>	<input type="checkbox"/>
LCD TV .....	<input type="checkbox"/>	<input type="checkbox"/>
Portable MP3 player .....	<input type="checkbox"/>	<input type="checkbox"/>
Navigation system (car/handheld device) ..	<input type="checkbox"/>	<input type="checkbox"/>
Computer .....	<input type="checkbox"/>	<input type="checkbox"/>
Microwave .....	<input type="checkbox"/>	<input type="checkbox"/>
Washing machine .....	<input type="checkbox"/>	<input type="checkbox"/>
Clothes dryer .....	<input type="checkbox"/>	<input type="checkbox"/>
Refrigerator .....	<input type="checkbox"/>	<input type="checkbox"/>
Air conditioner .....	<input type="checkbox"/>	<input type="checkbox"/>
Electric/Gas range .....	<input type="checkbox"/>	<input type="checkbox"/>
Dishwasher .....	<input type="checkbox"/>	<input type="checkbox"/>

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.

<p><b>Home Life</b></p> <ol style="list-style-type: none"> <li>01. <input type="checkbox"/> Grandchildren</li> <li>02. <input type="checkbox"/> Home improvement/Do-it-yourself</li> <li>03. <input type="checkbox"/> Gardening</li> <li>04. <input type="checkbox"/> Own a dog</li> <li>05. <input type="checkbox"/> Own a cat</li> </ol> <p><b>Leisure</b></p> <ol style="list-style-type: none"> <li>06. <input type="checkbox"/> Cultural/Art events</li> <li>07. <input type="checkbox"/> Avid book reading</li> <li>08. <input type="checkbox"/> Bible/Devotional reading</li> <li>09. <input type="checkbox"/> Gourmet cooking/Fine foods</li> <li>10. <input type="checkbox"/> Wines</li> <li>11. <input type="checkbox"/> Art/Antique collecting</li> <li>12. <input type="checkbox"/> Stamp/Coin collecting</li> <li>13. <input type="checkbox"/> Crafts</li> <li>14. <input type="checkbox"/> Sewing/Needlework/Knitting</li> </ol>	<p><b>Travel</b></p> <ol style="list-style-type: none"> <li>15. <input type="checkbox"/> Airline club/Frequent flyer</li> <li>16. <input type="checkbox"/> Travel in USA</li> <li>17. <input type="checkbox"/> Foreign travel</li> <li>18. <input type="checkbox"/> Cruise ship vacations</li> <li>19. <input type="checkbox"/> RV vacations</li> <li>20. <input type="checkbox"/> Casino gambling</li> </ol> <p><b>Investing and Money</b></p> <ol style="list-style-type: none"> <li>21. <input type="checkbox"/> Shopping by catalog/mail order</li> <li>22. <input type="checkbox"/> Shopping by internet</li> <li>23. <input type="checkbox"/> Use credit cards regularly</li> <li>24. <input type="checkbox"/> Donate to charitable causes</li> <li>25. <input type="checkbox"/> Investments/Money making opportunities</li> <li>26. <input type="checkbox"/> Contests/Sweepstakes</li> </ol>	<p><b>Great Outdoors</b></p> <ol style="list-style-type: none"> <li>27. <input type="checkbox"/> Hunting/Shooting</li> <li>28. <input type="checkbox"/> Fishing</li> <li>29. <input type="checkbox"/> Camping/Hiking</li> <li>30. <input type="checkbox"/> Wildlife/Environmental issues</li> <li>31. <input type="checkbox"/> Boating/Sailing</li> </ol> <p><b>Sports, Fitness &amp; Health</b></p> <ol style="list-style-type: none"> <li>32. <input type="checkbox"/> Physical fitness/Exercise</li> <li>33. <input type="checkbox"/> Walking for health</li> <li>34. <input type="checkbox"/> Health/Natural foods</li> <li>35. <input type="checkbox"/> Dieting/Weight control</li> <li>36. <input type="checkbox"/> Self-improvement</li> <li>37. <input type="checkbox"/> Golf</li> <li>38. <input type="checkbox"/> Biking</li> <li>39. <input type="checkbox"/> Snowboarding/Snow skiing</li> <li>40. <input type="checkbox"/> NASCAR</li> </ol>
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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. <input type="checkbox"/> Frigidaire | 07. <input type="checkbox"/> Jenn-Air      |
| 02. <input type="checkbox"/> GE         | 08. <input type="checkbox"/> Samsung       |
| 03. <input type="checkbox"/> KitchenAid | 09. <input type="checkbox"/> Thermador     |
| 04. <input type="checkbox"/> Maytag     | 10. <input type="checkbox"/> Bosch         |
| 05. <input type="checkbox"/> Kenmore    | 11. <input type="checkbox"/> Fisher-Paykel |
| 06. <input type="checkbox"/> Whirlpool  |  |

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

1.  No one else in household    2.  Child under 1 year

Male	Female	Age	Male	Female	Age
1. <input type="checkbox"/>	2. <input type="checkbox"/>	<table border="1" style="width: 40px; height: 20px;"></table> yrs.	1. <input type="checkbox"/>	2. <input type="checkbox"/>	<table border="1" style="width: 40px; height: 20px;"></table> yrs.
1. <input type="checkbox"/>	2. <input type="checkbox"/>	<table border="1" style="width: 40px; height: 20px;"></table> yrs.	1. <input type="checkbox"/>	2. <input type="checkbox"/>	<table border="1" style="width: 40px; height: 20px;"></table> yrs.

18. Occupation/Employment Status:

	You	Spouse
Professional/Technical .....	<input type="checkbox"/>	<input type="checkbox"/>
Upper management/Executive .....	<input type="checkbox"/>	<input type="checkbox"/>
Middle management .....	<input type="checkbox"/>	<input type="checkbox"/>
Sales/Marketing .....	<input type="checkbox"/>	<input type="checkbox"/>
Clerical/Service worker .....	<input type="checkbox"/>	<input type="checkbox"/>
Tradesman/Machine operator/Laborer ...	<input type="checkbox"/>	<input type="checkbox"/>
Teacher/Educator .....	<input type="checkbox"/>	<input type="checkbox"/>
Healthcare - Physician/Nurse/Other .....	<input type="checkbox"/>	<input type="checkbox"/>
Homemaker .....	<input type="checkbox"/>	<input type="checkbox"/>
Military .....	<input type="checkbox"/>	<input type="checkbox"/>
Retired .....	<input type="checkbox"/>	<input type="checkbox"/>
Self employed/Business owner .....	<input type="checkbox"/>	<input type="checkbox"/>
Work from home office .....	<input type="checkbox"/>	<input type="checkbox"/>

19. Which group describes your annual family income?

- |  |  |
|--|--|
| 01. <input type="checkbox"/> Under \$15,000    | 08. <input type="checkbox"/> \$75,000-\$99,999   |
| 02. <input type="checkbox"/> \$15,000-\$19,999 | 09. <input type="checkbox"/> \$100,000-\$124,999 |
| 03. <input type="checkbox"/> \$20,000-\$29,999 | 10. <input type="checkbox"/> \$125,000-\$149,999 |
| 04. <input type="checkbox"/> \$30,000-\$39,999 | 11. <input type="checkbox"/> \$150,000-\$174,999 |
| 05. <input type="checkbox"/> \$40,000-\$49,999 | 12. <input type="checkbox"/> \$175,000-\$199,999 |
| 06. <input type="checkbox"/> \$50,000-\$59,999 | 13. <input type="checkbox"/> \$200,000-\$249,999 |
| 07. <input type="checkbox"/> \$60,000-\$74,999 | 14. <input type="checkbox"/> \$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. Through this selective program, you will be able to obtain more information about activities in which you are involved and less about those in which you are not. Please check here if, for some reason, you would prefer *not* to participate in this opportunity.

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.



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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)**