

Each LG product has a different set of warranty conditions, so please ensure you select the correct product from within the product categories below.

## Mobile Phone

Warranty information for LG Mobile Phones and Accessories.

- [Phones](#)

For warranty service, please keep your warranty certificate and your receipt to validate proof of purchase.

## Manufacturer's Warranty

Subject to the terms below, LG Electronics Australia Pty Ltd (LG) will provide warranty on mobile phones and battery packs and accessories from the date of purchase in accordance with the details in the following table.\*

Model Name	Model Number	Phone Warranty Period	Battery and accessories warranty
LG G4	LG H815	24 Months	1 year
LG Spirit	LG H440	24 Months	1 year
LG Leon	LG H340	24 Months	1 year
LG G3	LG D855	24 Months	1 year
LG G3 Beat	LG H815	24 Months	1 year
LG D722	LG H815	24 Months	1 year
LG L70	LG D320	24 Months	6 months
LG F70	LG D315	24 Months	6 months
LG L Fino	LG D295	12 Months	6 months
LG L20	LG D105	12 Months	6 months
LG L40	LG D160	12 Months	6 months
LG L80	LG D380	12 Months	6 months
All other models		12 Months	6 months

LG may at its discretion authorise a free of charge repair, if in LG's opinion, the phone, battery or accessories needs repair because of a manufacturing or materials defect, appearing and notified to LG in accordance with this warranty, within such period.

This LG manufacturer's warranty only applies to service within Australia (for mobile phones purchased within Australia only) and New Zealand (for mobile phones purchased within New Zealand only). This warranty is not transferable and applies to the original purchaser only. No LG employee, product retailer or Authorised Service Centre has authority to vary the terms of this warranty. Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

This LG manufacturer's warranty is limited to the LG product and excludes third party components used in conjunction with the LG product.

Before you deliver your product for warranty service it is your responsibility to keep a separate backup copy of the contents, because the data may be lost during repair of the product. You are responsible for reinstalling all content including software programs, data and passwords. Recovery and reinstallation of software programs and user data are not covered under the terms of this manufacturer's warranty.

\* Warranty period will differ depending upon mobile phone purchased. Please check the printed warranty card provided with actual product to confirm applicable warranty period.

## Place of service (If Applicable)

Repairs under the terms of this warranty will be conducted at an LG Authorised Service Centre. Transportation costs to and from the Service Centre are not covered by this Warranty. Service Centers are open during normal business hours, Monday to Friday. LG's Authorised Service Centre may charge an additional fee for service outside these hours.

## Services for which you will be asked to pay

This LG Manufacturer's warranty does not cover:

- Products where the serial number has been removed or made illegible;
- Maintenance, repair or replacement of parts or consumables due to normal wear and tear.
- Repair of cosmetic or physical damage;

- Breakage or damage to antennas unless cause by defect in material or workmanship;
- If the battery short circuits or the seals of the battery are broken or show evidence of tampering or the battery was used in equipment in a manner other than that which has been specified;
- Defects or damage resulting from breakage or tampering with the LCD screen
- Accident, neglect, misuse or Act of God.
- Alterations or repairs made by someone other than an LG Authorised Service Centre.
- Unauthorized modifications or other acts, including spills of food or liquid, or external interference which is not a manufacturing or material fault.
- Use of the product beyond its intended purpose;
- Damage or defects caused by use of or in connection with accessories, software and/or services not manufactured, supplied or authorized by LG.

## Other rights

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

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 for 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.

## How to claim

To make a claim against this manufacturer's warranty, you must contact LG within the warranty period (as stated in the table above) from the date of purchase for LG mobile phones and battery packs and accessories.

- Accessories

## Manufacturer's Warranty

Subject to the terms below, LG Electronics Australia Pty Ltd (LG) will for one (1) year from the date of purchase, authorize a free of charge repair or replacement (at LG's

discretion) of your LG mobile phone accessory, if in LG's opinion, it needs repair because of a manufacturing or materials defect appearing and notified to LG in accordance with this warranty, within such period.

This LG manufacturer's warranty only applies to service within Australia and New Zealand to units purchased within Australia and New Zealand. This warranty is not transferable and applies to the original purchaser only. No LG employee, product retailer or Authorised Service Centre has authority to vary the terms of this warranty. Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

## Place of service (If Applicable)

Repairs under the terms of this warranty will be conducted at an LG Authorised Service Centre. Transportation costs to and from the Service Centre are not covered by this Warranty. Service Centers are open during normal business hours, Monday to Friday. LG's Authorised Service Centre may charge an additional fee for service outside these hours.

## Services for which you will be asked to pay

This LG Manufacturer's warranty does not cover:

- Products where the serial number has been removed or made illegible.
- Where the unit has been used for anything other than a normal application.
- Maintenance, repair or replacement of parts due to normal wear and tear
- Accident, neglect, improper storage, misuse, exposure to moisture and dampness or Act of God.
- Improper installation, unauthorised modifications, or other acts, including spills of food or liquid, blown fuses, or external interference which is not the fault of LG.
- Alterations or repairs made to the unit by someone other than an LG Authorised Service Centre.
- Damage resulting from use of non-LG approved accessories.
- Damage or scratches to plastic surfaces and other externally exposed parts from normal use of the unit.

## Other rights

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

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 for 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.

## How to claim

To make a claim against this manufacturer's warranty, you must contact LG within one (1) year of purchase, using the contact details below.

## TV / Audio / Video

Warranty information for LG Television, Audio and Video Products and Accessories.

- [TV & Accessories](#)

For warranty service, please keep your warranty certificate and your receipt to validate proof of purchase.

## Manufacturer's Warranty

Product:	Warranty Period:
LCD Televisions	One (1) year parts and labour
PDP Televisions	One (1) year parts and labour
Television Accessories	One (1) year parts and labour

Subject to the terms below, LG Electronics Australia Pty Ltd (LG) will, from the date of purchase and for the periods mentioned above, authorize a repair of your LG product, if, in LG's opinion, it needs repair because of a manufacturing or materials defect appearing within, and notified to LG in accordance with this warranty.

This LG manufacturer's warranty only applies to service within Australia to units purchased within Australia. This warranty is not transferable and applies to the original purchaser only. No LG employee, product retailer or Authorised Service Centre has authority to vary the terms of this warranty. Goods presented for repair maybe replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

## Place of service (If Applicable)

Repairs on units with a specified screen size of 84cm (33 inch) or less will be conducted at a LG Authorised Service Centre. Transport costs to and from the service centre are not covered by this warranty. Repairs on units with a specified screen size larger than 84cm (33 inch) will be conducted at your home if you live within LG's normal service area. You will not be charged for travel. If you live outside this area, LG or its Authorised Service Centre may charge a travel fee to attend your home. Alternatively, you may transfer the unit to and from an LG Authorised Service Centre at your risk and expense. Service calls will be made during normal business hours, Monday to Friday. LG's Authorised Service Centre may charge an additional fee for calls made outside these hours.

## Services for which you will be asked to pay

This LG Manufacturer's warranty does not cover:

- Maintenance, repair or replacement of parts or consumables due to normal wear and tear.
- Repair of scratches to the outside of the unit and other externally exposed parts caused by normal use of the unit.
- The product is operated outside published maximum ratings.
- The serial number has been removed or made illegible.
- The unit has been used for anything other than a normal domestic application.
- Battery seals have been broken or tampered with.
- Accident, neglect, improper storage, misuse, exposure to moisture and dampness or act of god.
- Improper installation, unauthorized modifications, liquid entering the unit, electricity surges or other defects in electricity supply, inadequate antenna systems or external interference.
- Tampering with or the breaking of the screen.
- Improper use or intentional short circuiting of batteries.
- Use of non-LG approved accessories.

## Other rights

The benefits given by this LG manufacturer's warranty do not limit or restrict any other rights and remedies that you may have under law.

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 for 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.

## How to claim

To make a claim against this manufacturer's warranty, you must contact LG within the applicable warranty period, using the contact details below.

- [AV Products](#)

For warranty service, please keep your warranty certificate and your receipt to validate proof of purchase.

## Manufacturer's Warranty

Subject to the terms below, LG Electronics Australia Pty Ltd (LG) will, for one (1) year from date of purchase, authorise a free of charge repair of your product, if, in LG's opinion, it needs repair because of a manufacturing or materials defect appearing and notified to LG in accordance with this warranty, within such period.

This LG manufacturer's warranty only applies to service within Australia and New Zealand to products purchased within Australia and New Zealand. This warranty is not transferable and applies to the original purchaser only. No LG employee, product retailer or Authorised Service Centre has authority to vary the terms of this warranty. Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

## Place of service (If Applicable)

If a repair is deemed necessary it will be conducted at an LG Authorised Service Centre. Transportation costs to and from the Service Centre are not covered by this Warranty. Service Centers are open during normal business hours, Monday to Friday. LG's Authorised Service Centre may charge an additional fee for service outside these hours.

## Services for which you will be asked to pay

This LG Manufacturer's warranty does not cover:

- Repairs where the serial number has been removed or made illegible.

- Repairs where the unit has been used for anything other than a normal domestic application.
- Maintenance, repair or replacement of parts due to normal wear and tear.
- Accident, neglect, improper storage, misuse, exposure to moisture and dampness or Act of God.
- Improper installation or use other than in accordance with operating instructions.
- Unauthorized modifications or other acts, including spills of food or liquid, blown fuses, mains supply defects or external interference which is not a manufacturing or material fault.
- Alterations or repairs made to the unit by someone other than an LG Authorised Service Centre.
- Damage resulting from use of non-LG approved accessories.
- Damage or scratches to plastic surfaces and other externally exposed parts from normal use of the unit.
- Consumables (such as fuses).
- Any loss, damage or alteration to third party hardware or software;
- Any loss, damage or alteration to programs, data or information stored on any media or any part of the product.

## Other rights

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

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 for 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.

## How to claim

To make a claim against this manufacturer's warranty, you must contact LG within the applicable warranty period, using the contact details below.

## Home Appliances

Warranty information for LG Home Appliances including Refrigerators, Washing Machines, Dishwashers, Floorcare Products, Microwaves, Ovens and related products.

- Refrigerators

For warranty service, please keep your warranty certificate and your receipt to validate proof of purchase.

## Manufacturer's Warranty

Product:	Warranty Period:	Special Warranty Conditions:
Non-Linear compressor models	Two (2) years parts and labour	<p><b>Sealed System Warranty:</b>                      LG will repair the sealed refrigeration system (compressor, condenser, evaporator, dryer and tubing) which in LG's opinion needs repair because of a manufacturing or materials defect for a FURTHER THREE (3) YEARS from expiration of the Original Warranty. The Sealed System Warranty covers the supply of parts only. You must pay the costs of the Authorised Service Centre.</p>
Linear compressor models	Two (2) years parts and labour	<p><b>Sealed System Warranty:</b>                      LG will repair the sealed refrigeration system (compressor, condenser, evaporator, dryer and tubing) which in LG's opinion needs repair because of a manufacturing or materials defect for a FURTHER THREE (3) YEARS from expiration of the Original Warranty.</p> <p><b>Linear Compressor Warranty:</b>                      LG will repair the linear compressor which in LG's opinion needs repair because of a manufacturing or materials defect for a FURTHER FIVE (5) YEARS from expiration of the Sealed System Warranty.</p> <p>The Sealed System &amp; Linear Compressor Warranties cover the supply of parts only. You must pay the costs of the Authorised Service Centre.</p>

Subject to the terms below, LG Electronics Australia Pty Ltd (LG) will, from the date of purchase and for the periods mentioned above, authorize a repair of your LG product, if, in LG's opinion, it needs repair because of a manufacturing or materials defect appearing within, and notified to LG in accordance with this warranty.

This LG manufacturer's warranty only applies to service within Australia to units purchased within Australia. This warranty is not transferable and applies to the original purchaser only. No LG employee, product retailer or Authorised Service Centre has authority to vary the terms of this warranty. Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

## Place of service (If Applicable)

Repairs to units located within metropolitan areas or within LG's normal service area will be conducted at your premises free of charge. If you live outside of metropolitan areas under the terms of this warranty, LG or its Authorised Service Centre may charge a travel fee to attend your premises. Service calls will be made during normal business hours, Monday to Friday. LG's Authorised Service Centre may charge a fee for calls made outside these hours.

## Services for which you will be asked to pay

This LG Manufacturer's warranty does not cover:

- Units where the electricity rating plate or serial number plate has been removed, damaged or rendered illegible.
- Units that have been connected to any voltage other than that shown on the rating plate.
- Units that have been used outside the recommended operating conditions (such as temperature and airflow) or contrary to the instructions contained in the owner's manual.
- Units that have been used for anything other than a normal domestic application.
- Maintenance, repair or replacement of parts due to normal wear and tear.
- Accident, neglect, customer misuse or abuse, or Act of God.
- Alterations or repairs made to the unit by someone other than an LG Authorised Service Centre.
- Faults caused by damage by cockroaches, mice, rats or other insects or rodents.
- Noise or vibration that is considered normal.
- Replacement of consumable items such as light bulbs and filters
- Repairs to household electrics or plumbing.
- Installation or instructions on how to use the unit.
- Damage caused by transportation and handling including scratches, dents, chips and/or other damage to the finish of your product.

## Other rights

The benefits given by this LG manufacturer's warranty are in addition to and do not limit or restrict any other rights and remedies that you may have under law.

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 for 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.

## How to claim

To make a claim against this manufacturer's warranty, you must contact LG within the applicable warranty period, using the contact details below.

- Washing Machines & Dishwashers

For warranty service, please keep your warranty certificate and your receipt to validate proof of purchase.

## Manufacturer's Warranty

Product:	Warranty Period:	Special Warranty Conditions:
Non-direct drive models	Two (2) years parts and labour	N/A
Direct Drive Models	Two (2) years parts and labour	<b>Direct Drive Motor Warranty:</b> LG will repair the Direct Drive Motor which in LG's opinion needs repair because of a manufacturing or materials defect appearing and notified to LG within a further EIGHT (8) YEARS from expiration of the Original Warranty. The Direct Drive Motor Warranty covers supply of parts only. You must pay the costs of the Authorised Service Centre

Subject to the terms below, LG Electronics Australia Pty Ltd (LG) will, from the date of purchase and for the periods mentioned above, authorize a repair of your LG product, if, in LG's opinion, it needs repair because of a manufacturing or materials defect appearing within, and notified to LG in accordance with this warranty.

This LG manufacturer's warranty only applies to service within Australia to units purchased within Australia. This warranty is not transferable and applies to the original purchaser only. No LG employee, product retailer or Authorised Service Centre has authority to vary the terms of this warranty. Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

## Place of service (If Applicable)

Repairs on units will be conducted at your home if you live within LG's normal service area and you will not be charged for travel. If you live outside this area, LG or its Authorised Service Centre may charge a travel fee to attend your home. Alternatively, you may transfer the unit to and from an LG Authorised Service Centre at your risk and expense. Service calls will be made during normal business hours, Monday to Friday. LG's Authorised Service Centre may charge an additional fee for calls made outside these hours.

## Services for which you will be asked to pay

This LG Manufacturer's warranty does not cover:

- Products where the serial number or rating plate has been removed or made illegible.
- If the product is connected to any voltage other than that shown on the rating plate.
- Maintenance, repair or replacement of parts due to normal wear and tear.
- Accident, neglect, improper storage, misuse, or Act of God.
- Improper installation or use other than in accordance with operating instructions and specifications such as inlet water pressures.
- Unauthorized modifications or other acts, including blown fuses, mains supply defects or external interference which is not a manufacturing or material fault.
- Consumables (such as fuses)
- Alterations or repairs made to the unit by someone other than an LG Authorised Service Centre.
- Damage or scratches to plastic surfaces and other externally exposed parts from normal use of the unit.
- Faults caused by damage by cockroaches, mice, rats or other insects or rodents.
- Noise or vibration that is considered normal (e.g., noise of motor, draining water or warning beeps).
- Removal of foreign objects or substances from the unit, including the pump and inlet hose filter (e.g., dirt, grit, nails, grease, buttons, etc).
- Repairs to household electrics or plumbing.
- Installation, or instructions on how to use the machine
- Normal maintenance recommended in the owner's manual.

- Products used in commercial applications.

## Other rights

The benefits given by this LG manufacturer's warranty do not limit or restrict any other rights and remedies that you may have under law.

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 for 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

## How to claim

To make a claim against this manufacturer's warranty, you must contact LG within the applicable warranty period, using the contact details below.

- **Floorcare**

For warranty service, please keep your warranty certificate and your receipt to validate proof of purchase.

## Manufacturer's Warranty

Product:	Warranty Period:	Special Warranty Conditions:
Non-Kompressor Models	2 years parts and labour	N/A
Kompressor Models	2 years parts and labour	<p><b>Blade Motor Warranty:</b>            LG will repair the Kompressor Dust Blade Motor which in LG's opinion needs repair because of a manufacturing or materials defect appearing and notified to LG within a further EIGHT (8) YEARS from expiration of the Original Warranty. The Blade Motor Warranty cover supply of parts only. You must pay the costs of the Authorised Service Centre.</p>
Roboking	2 years parts and labour (excluding Vacuum Battery)	<p><b>Vacuum Battery:</b>            one year from date of purchase</p>

Subject to the terms below, LG Electronics Australia Pty Ltd (LG) will, from the date of purchase and for the periods mentioned above, authorize a repair of your LG Vacuum Cleaner if, in LG's opinion, it needs repair because of a manufacturing or materials defect appearing within, and notified to LG in accordance with this warranty.

This LG manufacturer's warranty only applies to service within Australia to units purchased within Australia. This warranty is not transferable and applies to the original purchaser only. No LG employee, product retailer or Authorised Service Centre has authority to vary the terms of this warranty. Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

## Place of service (If Applicable)

Repairs will be conducted at an LG Authorised Service Centre. Transportation costs to and from the Service Centre are not covered by this Warranty. Service Centers are open during normal business hours, Monday to Friday. LG's Authorised Service Centre may charge an additional fee for service outside these hours.

## Services for which you will be asked to pay

This LG Manufacturer's warranty does not cover:

- Products where the serial number has been removed or made illegible.
- The unit has been used for anything other than a normal domestic application.
- Maintenance, repair or replacement of parts due to normal wear and tear.
- Accident, neglect, improper storage, misuse, exposure to moisture and dampness or Act of God.
- Improper installation or use other than in accordance with operating instructions.
- Unauthorized modifications or other acts, including spills of food or liquid, blown fuses, mains supply defects or external interference which is not a manufacturing or material fault.
- Consumables (such as fuses)
- Alterations or repairs made to the unit by someone other than an LG Authorised Service Centre.
- Damage resulting from use of non-LG approved accessories.
- Damage or scratches to plastic surfaces and other externally exposed parts from normal use of the unit.

## Other rights

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

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 for 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.

## How to claim

To make a claim against this manufacturer's warranty, you must contact LG within the applicable warranty period, using the contact details below.

- Microwave & Lightwave Ovens

For warranty service, please keep your warranty certificate and your receipt to validate proof of purchase.

## Manufacturer's Warranty

Product:	Warranty Period:	Special Warranty Conditions:
Lightwave Ovens	2 years parts and labour	<b>Magnetron:</b> LG will pay for the costs of parts to repair the magnetron for a further EIGHT (8) YEARS which in LG's opinion needs repair because of a manufacturing or materials defect from expiration of the Original Warranty. Please note you must pay the costs of labour.
Microwaves	2 years parts and labour	N/A

Subject to the terms below, LG Electronics Australia Pty Ltd (LG) will, from the date of purchase and for the periods mentioned above, authorize a repair of your LG product, if, in LG's opinion, it needs repair because of a manufacturing or materials defect appearing within, and notified to LG in accordance with this warranty.

This LG manufacturer's warranty only applies to service within Australia to units purchased within Australia. This warranty is not transferable and applies to the original purchaser only. No LG employee, product retailer or Authorised Service Centre has authority to vary the terms of this warranty. Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

## Place of service (If Applicable)

Repairs to products which LG have designed to be in built-in and which are located within LG's normal service area will be conducted at your premises free of charge. If you live outside of this area under the terms of this warranty, LG or its Authorised Service Centre may charge a travel fee to attend your premises. Service calls will be made during normal business hours, Monday to Friday. LG's Authorised Service Centre may charge a fee for calls made outside these hours. Repairs to products which are not designed to be built in will be conducted at an LG Authorised Service Centre.

Transportation costs to and from the Service Centre are not covered by this Warranty. Service Centers are open during normal business hours, Monday to Friday. LG's Authorised Service Centre may charge an additional fee for service outside these hours.

## Services for which you will be asked to pay

This LG Manufacturer's warranty does not cover:

- Repairs to products where the electricity rating plate has been removed, damaged or rendered illegible.
- Repairs required because the unit has been connected to any voltage other than that shown on the rating plate.
- Where the unit has been used for anything other than a normal domestic application.
- Maintenance, repair or replacement of parts due to normal wear and tear or normal maintenance recommended by the owner's manual.
- Accident, neglect, misuse or Act of God.
- Alterations or repairs made to the unit by someone other than an LG Authorised Service Centre.
- Unauthorized modifications or other acts, including spills of food or liquid, blown fuses, mains supply defects or external interference which is not a manufacturing or material fault.
- Faults caused by damage by cockroaches, mice, rats or other insects or rodents.
- Noise or vibration that is considered normal (e.g. noise of motor or warning beeps).
- Use of the product beyond its intended purpose.
- Removal of foreign objects or substances from the unit.
- Repairs to household electrics.
- Installation or instructions on how to use the unit.

- If the customer does not notify LG of the alleged defect of the product during the applicable Warranty Period.
- Units where the electricity rating plate or serial number plate has been removed, damaged or rendered illegible.

## Other rights

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

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 for 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.

## How to claim

To make a claim against this manufacturer's warranty, you must contact LG within the applicable warranty period, using the contact details below.

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- Ovens, Cooktops & Ranges

For warranty service, please keep your warranty certificate and your receipt to validate proof of purchase.

## Manufacturer's Warranty

Product:	Warranty Period:	Special Warranty Conditions:
Gas Cooktops	2 years parts and labour	N/A
Electric Built In Ovens	2 years parts and labour	<b>Sheath Heater:</b> LG will pay for the costs of parts to repair the sheath heater for a further EIGHT (8) YEARS which in LG's opinion needs repair because of a manufacturing or materials defect from expiration of the Original Warranty. Please note you must pay the costs of labour
Induction Cooktops	2 years parts and labour	<b>Induction Coil:</b> LG will pay for the costs of parts to repair the induction coil for a further EIGHT (8) YEARS which in LG's opinion needs repair because of a manufacturing or materials defect from expiration of the Original Warranty. Please note you must pay the costs of labour.
Non-electric and induction ovens and cooktops	2 years parts and labour	N/A
Ranges	2 years parts and labour	N/A

Subject to the terms below, LG Electronics Australia Pty Ltd (LG) will, from the date of purchase and for the periods mentioned above, authorize a repair of your LG product, if, in LG's opinion, it needs repair because of a manufacturing or materials defect appearing within, and notified to LG in accordance with this warranty.

This LG manufacturer's warranty only applies to service to products purchased within Australia. This warranty is not transferable and applies to the original purchaser only. No LG employee, product retailer or Authorised Service Centre has authority to vary the terms of this warranty. Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

## Place of service (If Applicable)

Repairs on units will be conducted at your home if you live within LG's normal service area and you will not be charged for travel. If you live outside this area, LG or its Authorised Service Centre may charge a travel fee to attend your home. Alternatively, you may transfer the unit to and from an LG Authorised Service Centre at your risk and expense. Service calls will be made during normal business hours, Monday to Friday. LG's Authorised Service Centre may charge an additional fee for calls made outside these hours.

## Services for which you will be asked to pay

This LG Manufacturer's warranty does not cover:

- Units where the electricity rating plate has been removed, damaged or rendered illegible.
- Power surges, electrical storm damage or incorrect power or gas supply;
- Incomplete or improper installation;
- Units that have been connected to any voltage other than that shown on the rating plate.
- Units that have been used for anything other than a normal domestic application.
- Fair wear and tear;
- Accident, neglect, misuse, abuse or Act of God.
- Alterations or repairs made to the unit by someone other than an LG Authorised Service Centre.
- Faults caused by damage by cockroaches, mice, rats or other insects or rodents.
- Noise or vibration that is considered normal.
- Normal maintenance recommended by the owner's manual.
- Removal of foreign objects or substances from the unit, (e.g., grease).
- Repairs to household electrics or gas fittings.
- Installation or instructions on how to use the unit.

## Other rights

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

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 for 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.

## How to claim

To make a claim against this manufacturer's warranty, you must contact LG within the applicable warranty period, using the contact details below.

## IT Products & Business Solutions

Warranty information for LG IT Products and Business Solutions including, Data Storage and Monitors.

- [Mouse Scanner](#)

## Manufacturer's Warranty

Subject to the terms below, LG Electronics Australia Pty Ltd (LG) will, for one (1) year from date of purchase, authorise a free of charge replacement of your LG mouse scanner, if, in LG's opinion, it needs replacement because of a manufacturing or materials defect appearing and notified to LG in accordance with this warranty, within such period.

This LG manufacturer's warranty only applies to service within Australia and New Zealand to products purchased within Australia and New Zealand. This warranty is not transferable and applies to the original purchaser only. No LG employee, product retailer or Authorised Service Centre has authority to vary the terms of this warranty. Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

## Place of service (If Applicable)

If a repair is deemed necessary it will be conducted at an LG Authorised Service Centre. Transportation costs to and from the Service Centre are not covered by this Warranty. Service Centers are open during normal business hours, Monday to Friday. LG's Authorised Service Centre may charge an additional fee for service outside these hours.

## Services for which you will be asked to pay

This LG Manufacturer's warranty does not cover:

- Maintenance, repair or replacement of parts or consumables due to normal wear and tear.
- Repair of cosmetic or physical damage.
- Accident, neglect, misuse or Act of God such as flood, earthquake, storm, lighting.
- Damage due to use of improper power supply or defective peripherals.
- Damages and/or functional defects due to dropping or applying excessive shock or force to the product.
- Alterations or repairs made by someone other than an LG Authorised Service Centre.
- Unauthorized modifications or other acts, including spills of food or liquid or water (liquid ingress), or external interference which is not a manufacturing or material fault.
- Use of the product beyond its intended purpose;
- Damage or defects caused by use of or in connection with accessories, software and/or services not manufactured, supplied or authorized by LG.

## Other rights

The benefits given by this LG manufacturer's warranty do not limit or restrict any other rights and remedies that you may have under law.

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 for 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.

## How to claim

To make a claim against this manufacturer's warranty, you must contact LG within one (1) year of purchase, using the contact details below.

- [Data Storage](#)

## Manufacturer's Warranty

Subject to the terms below, LG Electronics Australia Pty Ltd (LG) will, for two (2) years from date of purchase, authorise a free of charge repair or replacement (at LG's

discretion) of your product, if, in LG's opinion, it needs repair because of a manufacturing or materials defect appearing and notified to LG in accordance with this warranty, within such period.

This LG manufacturer's warranty only applies to service within Australia and New Zealand to products purchased within Australia and New Zealand. This warranty is not transferable and applies to the original purchaser only. No LG employee, product retailer or Authorised Service Centre has authority to vary the terms of this warranty. Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

## Place of service (If Applicable)

If a repair is deemed necessary it will be conducted at an LG Authorised Service Centre. Transportation costs to and from the Service Centre are not covered by this Warranty. Service Centers are open during normal business hours, Monday to Friday. LG's Authorised Service Centre may charge an additional fee for service outside these hours.

## Services for which you will be asked to pay

This LG Manufacturer's warranty does not cover:

- Repairs where the serial number has been removed or made illegible.
- Repairs where the product has been used for anything other than a normal domestic application.
- Maintenance, repair or replacement of parts due to normal wear and tear.
- Accident, neglect, improper storage, misuse, exposure to moisture and dampness or Act of God.
- Improper installation or use other than in accordance with operating instructions.
- Unauthorized modifications or other acts, including spills of food or liquid, blown fuses, mains supply defects or external interference which is not a manufacturing or material fault.
- Alterations or repairs made to the unit by someone other than an LG Authorised Service Centre.
- Damage resulting from use of non-LG approved accessories.
- Damage or scratches to plastic surfaces and other externally exposed parts from normal use of the unit.
- Consumables (such as fuses).

- Any loss, damage or alteration to third party hardware or software;
- Any loss, damage or alteration to programs, data or information stored on any media or any part of the product.

## Other rights

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

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 for 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.

## How to claim

To make a claim against this manufacturer's warranty, you must contact LG within two (2) years of purchase, using the contact details below.

- LCD Colour Monitor

## Manufacturer's Warranty

Subject to the terms below, LG Electronics Australia Pty Ltd (LG) will, for thirty six (36) months from date of purchase\*, authorise a free of charge repair of your Monitor or its included accessories if, in LG's opinion, it needs repair because of a manufacturing or materials defect appearing within, and notified to LG in accordance with this warranty, within such period.

This LG manufacturer's warranty only applies to service within Australia and New Zealand to units purchased within Australia and New Zealand. This warranty is not transferable and applies to the original purchaser only. No LG employee, product reseller or Authorised Service Centre has authority to vary the terms of this warranty. Goods presented for repair maybe replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

## Place of service (If Applicable)

Repairs on units with a specified screen size of 106cm or less will be conducted at a LG Authorised Service Centre. Transport costs to and from the service centre are not covered by this warranty. Repairs on units with a specified screen size larger than 106cm will be conducted at your premises if it is located within LG's normal service area. You will not be charged for travel. If you live outside this area, LG or its

Authorised Service Centre may charge a travel fee to attend your premises. Alternatively, you may transfer the unit to and from an LG Authorised Service Centre at your risk and expense. Service calls will be made during normal business hours, Monday to Friday. LG's Authorised Service Centre may charge an additional fee for calls made outside these hours.

## Services for which you will be asked to pay

This LG Manufacturer's warranty does not cover:

- The product is operated outside published maximum ratings.
- The serial number has been removed or made illegible.
- The battery has short circuited or the seals of the battery are broken or show evidence of tampering.

This LG manufacturer's warranty does not cover repairs necessitated by:

- Accident, neglect, improper storage, misuse, exposure to moisture and dampness or act of god.
- Improper installation, unauthorized modifications, liquid entering the unit, electricity surges or other defects in electricity supply, or external interference.
- Repairs made to the unit by someone other than an LG Authorised Service Centre.
- Tampering with or the breaking of the LCD screen.
- Use of non-LG approved accessories.

## Other rights

The benefits given by this LG manufacturer's warranty are additional to other rights and remedies that you may have under a law, in relation to the goods to which this warranty relates.

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 for 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.

## How to claim

To make a claim against this manufacturer's warranty, you must contact LG within three (3) years of purchase, using the contact details below.

## Air Conditioners

Warranty information for LG Air Conditioners.

- [Air Conditioners](#)

For warranty service, please keep your warranty certificate and your receipt to validate proof of purchase.

## Manufacturer's Warranty

Product:	Residential Application:	Commercial Application:	Additional Warranty on Compressor
Window Unitary	Two (2) Years Parts and Labour	Two (2) Years Parts and Labour	
Portable	Two (2) Years Parts and Labour	Two (2) Years Parts and Labour	
High Wall Split	Five (5) Years Parts and Labour	Five (5) Years Parts and Labour *	Plus an additional five (5) years limited warranty on the Compressor. This warranty is for parts cover only and does not include cost of labour, refrigerant or other consumables #
Cassette Split	Five (5) Years Parts and Labour	Five (5) Years Parts and Labour ;/td>	
Ducted Split	Five (5) Years Parts and Labour	Five (5) Years Parts and Labour ;/td>	
Multi F&FDX Split	Five (5) Years Parts and Labour	Five (5) Years Parts and Labour ;/td>	
Multi V VRF	Two (2) Years Parts and Labour	Two (2) Years Parts and Labour	

**\* Applies to purchases 1st November 2012 onwards**

**iG Applies to purchases 1st June 2015 onwards**

**# Applies to purchases 1st September 2015 onwards**

**Residential Application:** House, apartment, townhouse, villa or flat (excluding serviced apartments or holiday letting).

**Commercial Application:** Office, retail, wholesale, entertainment, recreation, health, aged care, school, college, universities or industrial. Hotel, motel, serviced apartment or holiday letting meaning short term transient accommodation.

Subject to the terms below, LG Electronics Australia Pty Ltd (LG) will, from the date of purchase and for the periods mentioned above, authorize a repair of your LG product, if, in LG's opinion, it needs repair because of a manufacturing or materials defect appearing within, and notified to LG in accordance with this warranty.

This LG manufacturer's warranty only applies to service within Australia to units purchased within Australia. This warranty is not transferable and applies to the original purchaser only. No LG employee, product retailer or Authorised Service Centre has authority to vary the terms of this warranty. Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

## Place of service (If Applicable)

Repairs to units located within metropolitan areas or within LG's normal service area will be conducted at your premises free of charge. If you live outside of metropolitan areas under the terms of this warranty, LG or its Authorised Service Centre may charge a travel fee to attend your premises. Service calls will be made during normal business hours, Monday to Friday. LG's Authorised Service Centre may charge a fee for calls made outside these hours.

## Services for which you will be asked to pay

This LG Manufacturer's warranty does not cover:

- Maintenance, repair or replacement of parts or consumables due to normal wear and tear.
- Repair of cosmetic or physical damage.
- Any problems or performance issues arising out of faulty or incorrect installation.
- Any costs or additional labour associated with gaining access to a unit installed in restricted or unsafe locations (over 2.4 metres).
- Damage/problems caused by storm, fire, flood, vandalism, misuse, negligence, Acts of God, earthquake, war, vermin or foreign matter entering the equipment (i.e. dirt).

- Damage or deterioration caused to external surfaces or refrigeration coils caused by normal weathering or corrosive atmospheric conditions.
- Repairs to units where the product is operated outside published maximum ratings.
- Repairs to units where the product is used for a purpose other than "human comfort conditioning".
- Repairs to units where the rating plate has been removed damaged or rendered illegible.
- Repairs to units where the serial number has been removed or made illegible.
- Repairs necessitated due to accident, neglect, improper storage or misuse.
- Normal maintenance recommended by the owner's manual.
- Unauthorised modifications, electricity surges or other defects in electricity supply, or external interference.
- Repairs made to the unit by someone other than an LG Authorised Service Centre;
- Use of non-LG approved accessories, components or equipment.

## Owner's Responsibility

Normal maintenance recommended by the owner's manual is not covered by this express warranty and LG recommends that owners take the time to familiarize themselves with the operating and maintenance requirements, which include:

- Cleaning of the air filters and replacement where necessary;
- Operating and maintaining the product in accordance with instructions;
- Ensuring that the air inlet and outlet on the outdoor unit is kept clear;
- Replacing of batteries.

## Other rights

The benefits given by this LG manufacturer's warranty are in addition to and do not limit or restrict any other rights and remedies that you may have under law.

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 for 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.

## How to claim

To make a claim against this manufacturer's warranty, you must contact LG within the applicable warranty period, using the contact details below.

## Contact

### BY TELEPHONE

Australia - 7 Days, 7am-7pm  
**1300 542 273**

### BY POST (AUSTRALIA ONLY)

Warranty Claims  
LG Electronics Australia  
PO Box 212  
Horsley Park NSW 2175

When contacting LG for assistance please provide your name and address, model number, serial number, date of purchase, and a complete description of the problem. This information will help LG provide fast assistance.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.