

❑ LIMITED WARRANTY POLICY

- Warranty period begins either on the installation date or 6 months from the manufacturing date, whichever comes first.
- LGC guarantees at least sixty percent (60%) of its Nominal Energy either (i) expiration of the 10-year warranty term period or (ii) the Energy Throughput reaches 22.4MWhs, whichever comes first.
- The warranty period for the repaired or replaced parts shall be the remainder of the warranty period for the original parts.
- Limited Warranty does not apply to any defect or performance failure resulting from any of the following: (please refer to full warranty document)
 - Product or parts used not manufactured by LG Chem
 - Product not installed by a certified technician
 - Transported, stored, installed or wired improperly and in violation of the official installation manual
 - Product is disassembled or dismantled without prior consent of LG Chem
 - When a third-party's product or part is assembled or used in combination with LG Chem's product
 - Unusual physical or electrical stresses such as inrush current, lightning, flood, fire, incidental damage, etc.
 - Repairs or troubleshooting by an uncertified technician
 - Product failures due to willful misconduct or negligence of the end-user
 - Defects due to the misuse, faulty use, or negligent use of the product
 - Product is used for facilities such as radiation control areas, nuclear reactors, facilities related to nuclear safety, facilities that use nuclear power, and other related facilities as well as the facilities that potentially may have direct patient contact
 - Use of an incompatible inverter
 - When the product is stored or used in the conditions not conforming to the standard conditions of use (refer to the warranty document for details)
 - Claim raised for the product after the warranty period has expired
 - Increased severity of defects due to not immediately notifying LG Chem
 - Force majeure events, such as war, riot, civil war, natural disasters, etc.
 - Product not purchased from an Authorized RESU Distributor
 - Lack of proof of purchase

❑ RMA REQUIREMENTS

- LGC RMA must be issued before product is serviced, repaired or replaced
- Service must be performed by a certified RESU technician
- Once RMA is issued, original faulty product must be returned to LGC within 30 days.
- Failure to return within 30 days may result in forfeiture of deposits and will be invoiced for shipping, labor and associated costs

❑ DEFINITION OF CERTIFIED RESU TECHNICIAN

Person who meets the qualification and requirements imposed by the local Authority Having Jurisdiction (AHJ) to perform solar, construction, residential, etc. system installations and also certified by LG Chem to install the specific product type.

❑ BECOMING CERTIFIED BY LG CHEM

- Step 1: attend online or in-person RESU Installation training. Webinars are provided on Thursdays 12-1pm PST. Please see [RESU Resource Page^{1\)}](#) for webinar details.
- Step 2: achieve 100% on online Installation Certification Test. A certificate email will be sent for your records.

PLEASE READ:

Warranty claims are valid only for Certified RESU Installers. Authorized RESU Distributors are to confirm certification prior to selling the product.

Notes:

1) https://mailchi.mp/830aaacb3c75/lgchem_ess_northamerica

❑ RESU RMA PROCESS

1. First, exhaust all compatible inverter troubleshooting
2. Call LGC Authorized Service Center (ASC) for remote troubleshooting
3. Complete issue report at,
https://form.jotform.com/RESU_registrations/RESU_issue_report
4. LGC ASC issues RMA number and the RMA input form
5. RMA input form to be completed and returned back to LGC ASC
6. Place a \$1,000 deposit via wiring to secure a replacement unit
7. Contact LGC ASC to arrange shipment for the replacement unit
8. LGC ASC sends a replacement unit
9. Contact LGC ASC to arrange for pick-up of the faulty RMA unit
10. Once RMA is received and diagnosed as a warranty claim, deposits and other fees are reimbursed. Please refer to "Reimbursement Rates" for details.
11. If diagnosis is not covered under warranty, please refer to "Out-of-Warranty Cost" for details.

❑ LGC Authorized Service Center (ASC):

888-375-8044 / help@etssi.com

❑ REIMBURSEMENT RATES

- RMA Deposit
 - Required to receive a replacement before the RMA diagnosis. Deposit is refunded when RMA is determined to be covered under warranty.
 - Each replacement requires a separate \$1,000 deposit
- Labor and Associated Costs
 - Reimbursed by LGC ASC when LGC ASC confirms warranty case
 - USD \$250 per one RMA number
- Logistics Fees
 - Must use shipping service from ASC for warranty claim reimbursements.
- * All prices are quoted in USD \$, excluding tax
- * If no failure/defect is found, the costs related to inspection and transportation may be charged.
- * Reimbursement invoices for labor and associated costs must be submitted via the RMA report issued by LGC ASC, within **30days of receiving RMA diagnosis**. LGC ASC will authorize payment against the submitted reimbursement invoice every 1st and 15th of the month.

❑ OUT-OF-WARRANTY COSTS

Fees for out-of-warranty repairs will be quoted by the LGC ASC. Costs are for ASC replacement parts and labor.

It is strictly prohibited to send the RESU without LGC ASC approval. RESUs sent to LGC ASC without approval can create a charge of \$250 in addition to parts and transportation costs.

If the RESU is out-of-warranty, all costs and expenses related to the replacement unit, parts, and labor will be your responsibility. Deposits may be reduced and further invoiced if insufficient to cover such costs.