

# LG WASHING MACHINE LIMITED WARRANTY (USA)

**WARRANTY:**

LG Electronics U.S.A., Inc. (“LG”) warrants your LG Washing Machine (“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 transferable 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:**

Period	One (1) year from date of original retail purchase:	Ten (10) years from date of original retail purchase:	Lifetime from date of original retail purchase:
Scope of Warranty	Any internal /functional Parts & Labor	Drum Motor (Stator, Rotor, and Hall Sensor)	Stainless Steel Drum
Remark	LG will provide parts & labor to repair or replace defective parts.	Parts only. Customer will be responsible for any labor or in-home service to replace defective parts.	

**HOW SERVICE IS HANDLED: In-Home Service**

In-home service will be provided, as available, during the warranty period subject to servicer availability within the U.S. To receive in-home service, the product must be unobstructed and accessible to service personnel. If the 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 its option, to provide for transportation of the product to and from an 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:**

Write your warranty information below:

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

Product Registration Information:  
 Model:  
 Serial Number:  
 Date of Purchase:

# LG WASHING MACHINE LIMITED WARRANTY (CANADA)

## WARRANTY:

Should your LG Washer ("Product") fail due to a defect in material or workmanship under normal home use during the warranty period set forth below, LG Canada will at its option repair or the Product upon receipt of proof of original retail purchase. This warranty is valid only to the original retail purchaser of the product and applies only to a Product distributed in Canada by LG Canada or an authorized Canadian distributor thereof. The warranty only applies to Products located and used within Canada.

Period	One (1) year from the date of original retail purchase	Ten (10) years from the date of original retail purchase	Five (5) years from the date of original retail purchase
Scope of Warranty	Parts and Labor (internal/functional parts only)	DD Motor (Stator, Rotor, Hall Sensor)	Stainless Steel Drum
Remark	Washer	Extended Component Warranty (Parts Only) (Consumer will be charged for Labor after one (1) year from the date of purchase)	

- ▶ Replacement products and parts are warranted for the remaining portion of the original warranty period or ninety (90) days, whichever is greater.
- ▶ Replacement products and parts may be new or remanufactured.
- ▶ LG Authorized Service Center warranties their repair work for thirty (30) days.

LG Canada's sole liability is limited to the warranty set out above. Except as expressly provided above, LG Canada makes no and hereby disclaims all other warranties and conditions respecting the product, whether express or implied, including, but not limited to, any implied warranty or condition of merchantability or fitness for a particular purpose, and no representations shall be binding on LG Canada. LG Canada does not authorize any person to create or assume for it any other warranty obligation or liability in connection with the product. To the extent that any warranty or condition is implied by law, it is limited to the express warranty period above. LG Canada, the manufacturer or distributor shall not be liable for any incidental, consequential, special, direct or indirect damages, loss of goodwill, lost profits, punitive or exemplary damages or any other damage, whether arising directly or indirectly from any contractual breach, fundamental or otherwise, or from any acts or omissions, tort, or otherwise. This warranty gives you specific legal rights. You may have other rights which may vary from province to province depending on applicable provincial laws.

Any term of this warranty that negates or varies any implied condition or warranty under provincial law is severable where it conflicts with provincial law without affecting the remainder of this warranty's terms.

### This limited warranty does not cover:

1. Service trips to deliver, pick up, or install the product; instructing a customer on operation of the product; repair or replacement of fuses or correction of wiring, or correction of unauthorized repairs/installation.
2. Failure of the product to perform during power failures and interruptions or inadequate electrical service.
3. Damage caused by leaky or broken water pipes, frozen water pipes, restricted drain lines, inadequate or interrupted water supply or inadequate supply of air.
4. Damage resulting from operating the Product in a corrosive atmosphere or contrary to the instructions outlined in the Product owner's manual.
5. Damage to the Product caused by accidents, pests and vermin, lightning, wind, fire, floods, or acts of God.
6. Damage resulting from the misuse, abuse, improper installation, repair, or maintenance of the Product. Improper repair includes use of parts not approved or specified by LG Canada.
7. Damage or product failure caused by unauthorized modification or alteration, or use for other than its intended purpose, or resulting from any water leakage due to improper installation.
8. Damage or Product failure caused by incorrect electrical current, voltage, commercial or industrial use, or use of accessories, components, or cleaning products that are not approved by LG Canada.
9. Damage caused by transportation and handling, including scratches, dents, chips, and/or other damage to the finish of your product, unless such damage results from defects in materials or workmanship and is reported within one (1) week of delivery.
10. Damage or missing items to any display, open box, discounted, or refurbished Product.
11. Products with original serial numbers that have been removed, altered, or cannot be readily determined. Model and Serial numbers, along with original retail sales receipt, are required for warranty validation.
12. Increases in utility costs and additional utility expenses.
13. Replacement of light bulbs, filters, or any consumable parts.
14. Repairs when your Product is used in other than normal and usual household use (including, without limitation, commercial use, in offices or recreational facilities) or contrary to the instructions outlined in the Product owner's manual.
15. Costs associated with removal of the Product from your home for repairs.
16. The removal and reinstallation of the Product if it is installed in an inaccessible location or is not installed in accordance with published installation instructions, including the Product owner's and installation manuals.
17. Accessories to the Product such as door bins, handles, shelves, etc. Also excluded are parts besides those that were originally included with the Product.

All costs associated with the above excluded circumstances shall be borne by the consumer.

For complete warranty details and customer assistance, please call or visit our website:


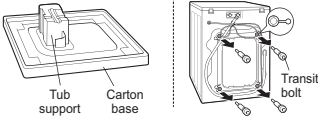

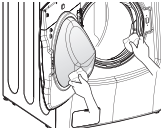

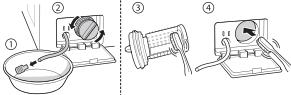

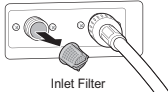

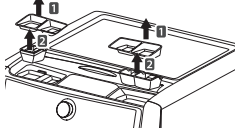

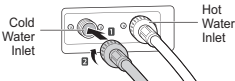

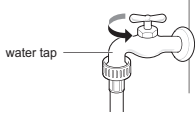

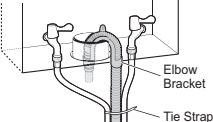



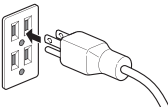
Write your warranty information below:


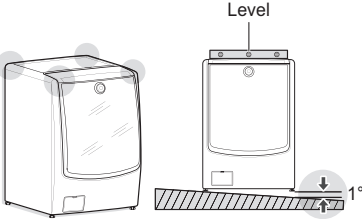

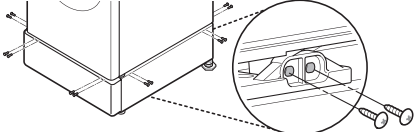

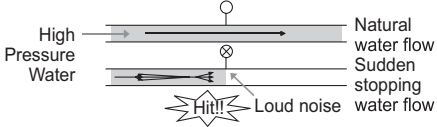
Call 1-888-542-2623 (24 hours a day, 365 days a year) and select Product Registration Information: the appropriate option from the menu, or visit our website at <http://www.lg.com>

Model:  
Serial Number:  
Date of Purchase:

# THIS LIMITED WARRANTY DOES NOT COVER IN THE FOLLOWING CASES

With regard to damages or failures resulting from misuse, improper installation, maintenance, natural disaster or repair (unauthorized technician or parts, as specified by LG), Customer will be charged for the repair.

<p>Strange vibration or noise caused by not removing transit bolts or tub support.</p>			<p>Remove the transit bolts &amp; tub support.</p>
<p>Leakage caused by dirt (hair, lint) on gasket and door glass.</p>			<p>Clean the gasket &amp; door glass.</p>
<p>Not draining caused by clogging of pump filter.</p>			<p>Clean the pump filter.</p>
<p>Water is not coming because water inlet valve filters are clogged or water inlet hoses are kinked.</p>			<p>Clean the inlet valve filter or reinstall the water inlet hoses.</p>
<p>Water is not coming because too much detergent use.</p>			<p>Clean the detergent dispenser.</p>
<p>Laundry is hot or warm after finished washing because the inlet hoses are installed in reverse.</p>			<p>Reinstall the inlet hoses.</p>
<p>Water is not supplied because the water tap is not turned on.</p>			<p>Turn on the water tap.</p>
<p>Leakage caused by improper installation of drain hose or clogged drain hose.</p>			<p>Reinstall the drain hose.</p>
<p>Leakage caused by improper installation of water inlet hose or using other brand inlet hoses.</p>			<p>Reinstall the inlet hose.</p>
<p>No power problem caused by loose connection of power cord or electrical outlet problem.</p>			<p>Reconnect the power cord or change the electrical outlet.</p>

<p>Service trips to deliver, pick up, install the product or for instruction on product use. The removal and reinstallation of the Product.</p>			<p>The warranty covers manufacturing defects only. Service resulting from improper Installation is not covered.</p>
<p>If all screws are not installed properly, it may cause excessive vibration (Pedestal model only).</p>			<p>Install 4 screws at each corner (Total 16EA).</p>
<p>Water hammering (banging) noise when washing machine is filling with water.</p>			<p>Adjust the water pressure by turning down the water valve or water tap in the home.</p>