

For more information and customer assistance, please call or visit our website.

**Mailing Address**  
ATTN: B2B Air and Energy  
201 James Record Road  
Huntsville, Alabama 35824



LG Electronics, Inc.  
[www.lghvac.com](http://www.lghvac.com)



## WARRANTY CARD LG PACKAGED TERMINAL AIR CONDITIONER (PTAC) SYSTEMS

**Applicable PTAC Systems:**

LP\*\*\*HDUC  
LP\*\*\*CDUC  
LP\*\*\*CD2B  
LP\*\*\*HD2B  
LP\*\*\*CD3B  
LP\*\*\* HD3B

LP\*\*\*CD2B  
LP\*\*\*HD2B  
LP\*\*\*CD3B  
LP\*\*\* HD3B

**Applicable PTAC Accessories:**

Electrical Cords and Plugs (AYUH\*\*\*)

**This limited warranty is valid in the United States and applies only in the country the product was purchased and installed, only if the product was acquired from an authorized LG distributor, and only in the country in which the distributor was authorized to sell the product.**

**FOR A COPY OF THIS WARRANTY,  
VISIT [WWW.LGHVAC.COM](http://WWW.LGHVAC.COM)**

# LG PACKAGED TERMINAL AIR CONDITIONER LIMITED WARRANTY

## WARRANTY TERMS

LG Electronics, Inc. ("LG") warrants your LG Packaged Terminal Air Conditioner ("Product") against defect in materials or workmanship under normal use, and during the warranty period set forth below, LG will, at its option, repair or replace the product. Replacement part(s) will meet intended fit and function of the original part(s). Replacement parts or leak repairs are warranted for the unexpired portion of the original warranty period. LG will also provide a labor allowance per the table below. This limited warranty is valid only to the original retail purchaser of the product while the system remains at the original installation site, and is not assignable or transferable to any subsequent purchaser or user. The warranty period commences from the date of purchase.

## WARRANTY PERIOD

FOR THE PERIOD OF	LG WILL REPLACE
<b>One Year</b> From the Date of the Original Purchase	Any part of LGE Packaged Terminal Air-Conditioner that fails because of a defect in materials or workmanship. During this full one-year warranty, LGE will also provide, free of charge, all labor and on-site service to replace the defective part.
<b>Five Years</b> From the Date of the Original Purchase	Any part of the sealed refrigerating system (the compressor, condenser, evaporator, and all connecting tubing) that fails because of a defect in materials or workmanship. During this full five-year sealed refrigerating system warranty, LGE will also provide, free of charge, all labor and on-site service to replace the defective part.
<b>Five Years</b> From the Date of the Original Purchase	For the second through the fifth year from the date of original purchase, LGE will replace certain parts that fail due to a defect in materials or workmanship. Parts covered are fan motors, switches, thermostats, heater, heater protectors, compressor overload, solenoids, circuit boards, auxiliary controls, thermistors, frost controls, ICR pump, capacitors, varistors, and indoor blower bearing. During this limited five-year parts warranty, you will be responsible for any labor or on-site service costs.

## LIMITED WARRANTY EXCLUSIONS AND LIMITATIONS

1. Service trips to deliver, pick up, install, instruct, replace fuses; connect wiring or plumbing; or correct unauthorized repairs.
2. Transportation charges incurred in connection with warranty service.
3. Failure of product to perform during power failures and interruptions, or incorrect / inadequate electrical service.
4. Installation, set up, or adjustments of user controls.
5. Products that have had a serial number or any part thereof altered, defaced, or removed.
6. Property damages, malfunction or failure of the product, or personal injury caused by or resulting from:
  - (a) Accident, misuse, abuse, or negligence by the consumer;
  - (b) From improper installation, repair, maintenance, storage, or alteration;
  - (c) Product used in any manner contrary to permissible applications and instructions outlined in the Product Operation Manual including physical abuse to or misuse of the Product;
  - (d) Improper or deferred maintenance as described in the Operation Manual such as failure to clean coils, change / clean air filters, etc., or any Product damaged by excessive physical or electrical stress;
  - (e) Operating the Product in a corrosive coastal environment, or in an environment containing corrosive chemical agents or other hazardous chemicals;
  - (f) Installation, alteration, repair or service contrary to permissible applications and instructions outlined in the Product Operation Manual;
  - (g) Improper matching of Product components;
  - (h) Improper sizing or design of the Product;
  - (i) Inadequate air supply;
  - (j) Improper repair using parts not approved or specified by the manufacturer;
  - (k) Use of accessories or components that are not compatible with the Product;
  - (l) Leaky, broken, or frozen water pipes, or restricted drain lines;
  - (m) Modification of or incorporation into other products;

- (n) Freight or handling damage, damage caused by force majeure, or other factors such as power surge damage caused by lightning and fluctuations in or interruptions of electrical power;
  - (o) Unpacking and / or removal of protective shipping;
  - (p) Increases in utility costs and additional utility expenses.
- No other warranty is applicable to this product.

THIS WARRANTY IS IN LIEU OF ANY OTHER WARRANTY, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TO THE EXTENT ANY IMPLIED WARRANTY IS REQUIRED BY LAW, IT IS LIMITED IN DURATION TO THE EXPRESS WARRANTY PERIOD ABOVE. NEITHER THE MANUFACTURER NOR ITS DISTRIBUTOR SHALL BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES OF ANY NATURE, INCLUDING WITHOUT LIMITATION, LOST REVENUES OR PROFITS, OR ANY OTHER DAMAGE WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE.

Some states and / or territories do not allow the exclusion or limitation of incidental / 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, the original purchaser, specific legal rights; you may also have other rights that vary from state to state or territory to territory.

## OBTAINING COVERED WARRANTY PARTS

Proof of the installation date by a licensed contractor is required when requesting warranty parts or service. Present the sales receipt, building permit, or other documentation that establishes proof and date of installation. If proof of purchase cannot be rendered, this Limited Warranty shall be deemed to begin from the date of manufacture.

For warranty labor credit, all service must be provided by an authorized LG PTAC service provider. The product must be installed and fully accessible. Rated electrical power must be available at the unit location. If during on-site service the repair cannot be completed, it may be necessary to remove, repair and return the unit. If on-site service is not available, LG may at its option arrange transportation to and from an LG authorized service center. LG is not responsible for unit removal, replacement or relocation of the unit if unaccessible or cannot be repaired on-site. Defective Parts must be made available to LG in exchange for the replacement Part(s) and become the property of LG.

