



LIMITED WARRANTY CARD LG INVERTER HEAT PUMP WATER HEATER

Applicable Inverter Heat Pump Water Heaters:

R5TT20F-SA0	APHWC501D
APHWC501M	APHWC801D
APHWC801M	APHWC501L
	APHWC801L

THIS LIMITED WARRANTY SHALL APPLY AND IS THE ONLY WARRANTY FOR THE INVERTER HEAT PUMP WATER HEATERS SOLD BY LG ELECTRONICS U.S.A., INC. IN THE CONTINENTAL UNITED STATES, ALASKA, AND HAWAII AND ONLY EXTENDS TO THE ORIGINAL END USER PURCHASER OF THE PRODUCT AT THE SAME LOCATION THE PRODUCT WAS ORIGINALLY INSTALLED.

THIS LIMITED WARRANTY IS NOT TRANSFERABLE.

FOR A COPY OF THIS LIMITED WARRANTY, VISIT WWW.LGHVAC.COM.

LG INVERTER HEAT PUMP WATER HEATER LIMITED WARRANTY

LG INVERTER HEAT PUMP WATER HEATER LIMITED WARRANTY TERMS

LG Electronics U.S.A., Inc. ("LG") warrants your LG Inverter Heat Pump Water Heater (each, a "Product") and its component parts against defects in materials and workmanship under normal household use, application, installation, service and maintenance conditions during the Limited Warranty Period. LG will, at its option, repair or replace the Product or any defective component part(s) in accordance with the terms of this Limited Warranty, if it fails due to defect in normal use and service in the Limited Warranty Period. Replacement Product or part(s) will be warranted for the unexpired portion of the original Limited Warranty Period, if the Product or replacement part(s) is (are) an LG authorized Product or component part(s). NOTE: This limited warranty applies to parts only and does not cover labor.

LIMITED WARRANTY PERIOD

The Part(s) of the Product, including the water tank and compressor, are warranted for a period ending on the earlier to occur of one (1) year after the date of original installation, or eighteen (18) months from the date of manufacture of the Product. The water tank and compressor only are warranted for an additional nine (9) years. LG is not responsible for any labor or on-site service costs.

SCOPE OF LIMITED WARRANTY

LIMITATION OF LIABILITY - THIS LIMITED WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY, NON-INFRINGEMENT OF THIRD-PARTY RIGHTS AND FITNESS FOR A PARTICULAR PURPOSE.

ANY CLAIMS FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES ARE EXPRESSLY EXCLUDED. UNDER NO CIRCUMSTANCES SHALL LG BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES INCLUDING, WITHOUT LIMITATION, LOST GOODWILL, LOST REVENUE OR PROFITS, WORK STOPPAGE, SYSTEM FAILURE, IMPAIRMENT OF OR DAMAGE TO OTHER EQUIPMENT OR GOODS, COST OF REMOVAL AND RE-INSTALLATION OF THE SYSTEM, LOSS OF USE, INJURY TO PERSONS OR PROPERTY ARISING OUT OF OR RELATED TO THE SYSTEM. LG'S TOTAL LIABILITY, IF ANY, UNDER THIS LIMITED WARRANTY SHALL NOT EXCEED THE INVOICE VALUE PAID BY THE CUSTOMER FOR THE WATER HEATER THAT IS THE SUBJECT OF A CLAIM OR DISPUTE.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, OR ALLOW DISCLAIMERS OF IMPLIED WARRANTIES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO THE CUSTOMER. THIS LIMITED WARRANTY GIVES THE CUSTOMER SPECIFIC LEGAL RIGHTS. CUSTOMERS MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE.

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If any clause of the Limited Warranty is determined to be illegal or unenforceable, that clause will be severed from this Limited Warranty and the remainder of the Limited Warranty will be given full force and effect.

WARRANTY EXCLUSIONS

This Limited Warranty does not cover:

1. Any labor expenses for service, repairs, reinstallation, permits, or removal and disposal of the failed water heater, or defective component part(s). All such expenses are your responsibility.
2. Service trips to deliver, pick up, install, instruct, replace fuses; connect wiring or plumbing; or correct unauthorized repairs.
3. Transportation charges incurred during limited warranty service.
4. Failure of Product to perform due to power failures, surges and interruptions, or incorrect / inadequate voltage or electrical service.
5. Installation, set up, or adjustments of user controls.
6. Products where the Product has had a serial number or any part thereof altered, defaced, or removed.
7. Products where the Product is used in applications other than normal and usual household use (e.g., rental, commercial use, offices, or recreational facilities).
8. Increases in utility costs and additional utility expenses.
9. Property damage, malfunction or failure of the Product, or personal injury caused by or resulting from:
 - (a) Accident, misuse, abuse, or negligence by the Customer;
 - (b) Improper installation, repair, maintenance, storage, or alteration contrary to permissible applications and instructions outlined in the Product Operation Manual, including improperly attaching accessories to the Products;
 - (c) Failure to install the product in accordance with the applicable local plumbing and / or building code(s) and / or regulations, and / or National Electric Code;
 - (d) Subjecting the water tank to pressure greater than those shown on the Product's rating label;
 - (e) Operating the Product in a corrosive or wet environment, or a corrosive or contaminated environment;
 - (f) Installation, alteration, repair, maintenance or service contrary to permissible applications and instructions outlined in the Product Operation Manual;
 - (g) Improper pairing or combination of Product components;
 - (h) Improper sizing or design of the Product or electric service voltage, wiring or fusing;
 - (i) Inadequate air supply;
 - (j) Use or parts not approved or specified by the manufacturer;
 - (k) Using accessories or components that are not compatible with the Product and / or any attachment not authorized by LG;
 - (l) Leaky, broken, or frozen water pipes, or restricted drain lines;
 - (m) Modification of the Product or incorporation of the Product into other products;

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- (n) Freight or handling damage, damage caused by floods, fires, winds, lightning, accidents, or acts of God, or conditions beyond LG's control;
- (o) Unpacking and / or removing protective shipping materials;
- (p) Operating the Product with an anode rod removed;
- (q) Operating the Product with an empty or partially empty water tank;
- (r) Operating the Product at water temperature exceeding Product's temperature limit; and
- (s) Inadequate water supply (If Product is not continuously supplied with potable water).

No other limited warranty is applicable to this product.

OBTAINING WARRANTY PARTS AND OTHER ADDITIONAL INFORMATION

Contact the licensed contractor that installed the system, or the nearest authorized reseller / distributor of the Product (visit www.lghvac.com for contact information) to report any defect within the applicable limited warranty period.

Proof of the installation date by a licensed contractor is required when requesting warranty parts. Present the sales receipt, building permit, or other documentation that establishes proof and date of installation. If proof of purchase cannot be provided, this Limited Warranty shall be deemed to begin six (6) months from the date of manufacture of the Product.

DISPUTE LIMITATION AND CHOICE OF LAW

Customer may not bring any action, regardless of form, arising out of or in any way connected with this Limited Warranty more than one (1) year after the cause of action has occurred. The laws of the State of New York govern this Limited Warranty and all of its terms and conditions, without giving effect to any conflicts of laws principles.

ARBITRATION

All actions at law or in equity arising out of or relating to these terms and conditions shall be submitted to confidential arbitration in New York, New York. Arbitration under this Limited Warranty shall be conducted under the rules then prevailing of the American Arbitration Association. The arbitrator's award shall be binding and may be entered as a judgment in any court of competent jurisdiction. To the fullest extent permitted by applicable law, no arbitration under this Limited Warranty shall be joined to any legal proceeding or arbitration involving any other party, whether through class arbitration proceedings or otherwise.

WD_LG_HP_WaterHeater_LTD_06_2024
Supersedes: WD_LG_HP_WaterHeater_LTD_04_2024
WD_LG_HP_WaterHeater_LTD_04_2023