



## LIMITED WARRANTY CARD LG AIR CONDITIONER CONTROLS

### Applicable Controls:

ACP (PQCP\*, PACP\*)  
ACP BACnet Gateway (PQNF\*)  
AC Smart (PQCS\*, PACS\*)  
AC Smart BACnet Gateway (PBAC\*)  
Auxiliary Heater Relay Kit (PRAR\*)  
Button Sensor (ZRTBS\*)  
Cloud Gateway (PWFMDDB200)  
CO<sub>2</sub> Sensor for ERV Units (PESC\*)  
Cool / Heat Selector (PRDS\*)  
Deluxe Wired Remote Programmable Controller (PREMTA20\*)  
Dry Contact (PDRY\*, PQDS\*)  
Input / Output (I / O) Module (PEXP\*)  
LonWorks Gateway (PLNW\*)  
MultiSITE™ Ceiling-Mounted Sensor (ZVRCZCOC1)  
MultiSITE CM / VM3 Wall Adapter (ZHWPWADTR)  
MultiSITE Communications Manager (PBACNBTR0)  
MultiSITE CRC\*\* Controllers (PREMTBVCO/1/2/3/4)  
MultiSITE Door and Window Contact (ZVRCZDWC1)  
MultiSITE Door and Window Switch (ZVRCZDWS1)  
MultiSITE E10 Controllers (PBASE10)  
MultiSITE LON Module (ZHWLONWK0)  
MultiSITE Motion, Temperature, and Humidity sensor (ZVRCZMTH1)  
MultiSITE Network Controller (PBASNC8000)  
MultiSITE Room Controllers (VUCQMS8\*\*\*)  
MultiSITE Room Controller CO<sub>2</sub> Sensor Module (VCM8001V504)  
MultiSITE VM3 BMS (PBACNBTR1\*)  
MultiSITE VM3 LON Module (ZHWLONWK0)  
MultiSITE VM3 Remote Input / Output Modules (ZHWREMIO\*\*)  
MultiSITE Wall-Mounted ZigBee Room Sensor (CO<sub>2</sub>-TRH) (SEDCO2G5045)  
MultiSITE Wall Sensors (ZVRCZWOC1)  
MultiSITE Water Leak Sensor (ZVRCZWLS1)  
MultiSITE Wi-Fi Module (VCM8002V504)  
MultiSITE Wireless Temperature and Relative Humidity Sensor (ZVRCZTRH1)  
MultiSITE ZigBee Pro Wireless Card (ZVRCZPWC\*)  
PI-485 (PMNF\*, PSNF\*)  
Power Distribution Indicators (PQNU\*)  
Premium Controller (PREMTA000)  
Programmable Remote Controller w/Two Setpoints (PREMTB10U)  
Remote Temperature Sensor (PQRS\*)  
Seven-Day Programmable Controller (PQRCVSLO/QW)  
Simple Controller (PQRCVSLOQ, PQRCVLOQ/W)  
Simple Wired Remote Controller, Dual Setpoint (PREMTC00U)  
Simple Wired Remote Controller, PTAC (PQRCHCSA)  
Simple Wired Remote Controller, Single Setpoint (PQRCFCSOC, PQRCHCAOQ, PQRCHCA0QW, PQRCVCLO)  
Standard III Wired Remote Programmable Controller (PREMTB10\* / PREMTBB1\*)  
Wired Remote Controller w/Mode (PQRCUCSOC, PQRCUSA1)  
Wireless Remote Controllers (PQWR\*, PWLS\*)  
(Controllers model numbers PREMTBVD\* will NOT be covered under this LG Warranty)

**THIS LIMITED WARRANTY IS VALID IN THE UNITED STATES AND APPLIES ONLY TO THE ORIGINAL END USE PURCHASER OF THE PRODUCT AT THE SAME LOCATION AT WHICH THE PRODUCT WAS ORIGINALLY INSTALLED.**

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

## LIMITED WARRANTY TERMS

LG Electronics U.S.A., Inc. ("LG") warrants your LG air conditioner controls ("Product") against failure due to defect in materials or factory workmanship under normal use and maintenance during the warranty period and subject to the conditions and exclusions set forth below. If the Product or any functional part of the Product ("Part") fails due to defect during the applicable warranty period, LG or its authorized representative will provide a new or re-manufactured Product or Part, at LG's option, to replace the failed defective Product or Part. Alternatively, and at its option, LG will provide a credit toward the purchase of a new Product or Part in the amount of the then current factory selling price for a new equivalent Product or Part. Except as otherwise stated herein, those are LG's exclusive obligations under this warranty for a Product or Part failure. This limited warranty is subject to all provisions, conditions, limitation and exclusion listed below and on the reverse (if any) of this limited warranty card.

Any replacement Product or Part will meet the intended fit and function of the original Product or Part and is warranted for the unexpired portion of the original warranty period or ninety (90) days after installation of the replacement Product or Part, whichever is longer.

## LIMITED WARRANTY PERIOD

PRODUCT CATEGORY	LG WILL COVER
V-net Controls, BMS Gateways, and LG SIMS	Replacement of malfunctioning Product and Parts for one (1) year from the date of original installation.

## LEGAL REMEDIES

The owner must contact the licensed contractor who installed the Product, or the nearest licensed contractor, dealer, applied representative or distributor (visit [www.lghvac.com](http://www.lghvac.com) for contact information) to report and provide details of any defect and specifically request a warranty replacement of the defective Product or Part at least thirty (30) days before pursuing any legal rights or remedies.

Proof of the installation date by a licensed contractor is required when requesting warranty parts. Present the sales receipt, building permit, and / or other documentation that establishes proof, and date of installation. If proof of purchase cannot be provided to evidence that the Product is within the applicable warranty period, this limited warranty shall be deemed to begin sixty (60) days from the Product's manufacture date.

## LIMITED WARRANTY CONDITIONS

1. Where Product is installed in a newly constructed home, the date of installation is the date the homeowner purchased the home from the builder.
2. If the date of original installation cannot be verified, then the warranty period begins sixty (60) days from the date of Product manufacture (as indicated by the model and serial number). Proof of purchase must be shown at time of service.
3. The limited warranty only applies to Products and Parts remaining in their original installation location.
4. The Product or Part must be installed properly and by a licensed HVAC or controls technician.
5. Installation, use, care, and maintenance must be normal and in accordance with instructions contained in the installation instructions, owner's manual and LG's service information.
6. Defective parts must be returned to the applied representative or distributor through the installing contractor for credit.

## THE LIMITED WARRANTY DOES NOT COVER

1. Labor or other costs incurred for diagnosing, repairing, removing, installing, shipping, servicing or handling of either defective Products or Parts or replacement Products or Parts.
2. Where the product is installed as part of a VRF system, the installation date is the date that the equipment is commissioned and commissioning results are entered in LG's B2B GERP commissioning system.
3. Any Product or Part not installed pursuant to applicable regional efficiency standards issued by the Department of Energy.
4. Any Product or Part purchased over the Internet through a non-authorized source.
5. Normal maintenance as outlined in the LG installation and Owner's Manual.
6. Accident, misuse, abuse or negligence by the end user.
7. Improper matching of Product components or use of parts not supplied or designated by LG.
8. Use of accessories or components that are not compatible with the Product.
9. Failure, defects or damage or repairs due to voltage conditions, blown fuses, open circuit breakers, the inadequacy, unavailability or interruption of electrical, Internet or mobile device carrier services or your home/building network.
10. Failure, damage or repairs including, but not limited to, any loss of data or property caused by
  - (a) any third party product, service, or system connected or used in conjunction with the Product or Part;
  - (b) any use that is not designed or intended for the Product or Part;
  - (c) modification, alteration, abuse, misuse, negligence, or accident;
  - (d) improper storage, installation, maintenance, repair or operation including, but not limited to, operation of electrical equipment at voltages other than the range specified on the Product nameplate or in the Owner's Manual;
  - (e) any use in violation of written instructions or specifications provided by LG;
  - (f) any acts of God including, but not limited to, fire, water, storms, lightning, or earthquakes; or any theft or riots; or,
  - (g) a corrosive atmosphere or contact with water or corrosive materials such as, but not limited to, chlorine, fluorine, salt, sulfur, urine, fertilizers, rust, or other damaging substances or chemicals.
11. Increased utility costs and additional utility expenses.
12. Any cost to replace, refill or dispose of refrigerant, including the cost of refrigerant.
13. Damage or failure caused in shipping, transit or removal.
14. Products or Parts that have had a serial number or any part thereof altered, defaced, or removed.
15. Products and Parts installed outside or removed from the United States.
- 16. ANY PERSONAL INJURY, PROPERTY OR COMMERCIAL DAMAGE OF ANY NATURE WHATSOEVER.**

## LIMITATION OF WARRANTY SCOPE

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, THIS WARRANTY IS LIMITED IN DURATION TO THE TERM PERIOD EXPRESSED ABOVE. UNDER NO CIRCUMSTANCES SHALL LG NOR ITS DISTRIBUTORS BE LIABLE FOR ANY INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES INCLUDING, WITHOUT LIMITATION, LOST GOODWILL, LOST REVENUES OR PROFITS, WORK STOPPAGE, PRODUCT FAILURE, LOST OR CORRUPTED PROGRAMMING OR DATA, IMPAIRMENT OF OTHER GOODS, COSTS OF REMOVAL AND RE-INSTALLATION OF THE PRODUCT, LOSS OF USE, INJURY TO PERSONS OR PROPERTY ARISING OUT OF OR RELATED TO THE PRODUCT.

LG'S TOTAL LIABILITY, IN DAMAGES OR OTHERWISE, SHALL NOT EXCEED THE INVOICE VALUE PAID BY PURCHASER FOR THE PRODUCT FURNISHED WHICH IS THE SUBJECT OF A CLAIM OR DISPUTE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, OR ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO PURCHASER. THE LIMITED WARRANTY GIVES PURCHASER SPECIFIC LEGAL RIGHTS; PURCHASER MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE.

Supersedes: WD\_MV\_Controls\_Warranty\_01\_2024A  
WD\_MV\_Controls\_Warranty\_01\_2024