

LG ELECTRONICS AUSTRALIA PTY LTD (HEREAFTER CALLED LG) MANUFACTURER'S WARRANTY

The LG Manufacturer's Warranty applies if the product is used for domestic or household purposes.

Under the LG Manufacturer's Warranty LG will repair or replace (in its sole discretion) if the product which in LG's opinion needs repair or replacement because of a manufacturing defect appearing and notified to LG within the relevant warranty period specified in the table below.

WARRANTY PERIOD

PRODUCT TYPE		Standard Product Warranty	Optional Additional Product Warranty (Eligibility criteria applies**)	Battery Performance Warranty
LG ESS Home 8	D008KE1N211 (PCS)*	5 years	5 years ¹	N/A
LG ESS Home 10	D010KE1N211 (PCS)*			N/A
LG HBP 10H	BLGRESU10HP (Battery)	5 years	5 years ²	Retention Capacity of 70% of Nominal Energy ³ at 10 years
LG HBP 16H	BLGRESU16HP (Battery)			Retention Capacity of 70% of Nominal Energy ³ at 10 years

*(PCS): Power Conditioning System

****Eligibility Criteria for Additional Warranty**

1. Additional five (5) year warranty is only available to customers who register and connect their PCSs in LGE EnerVu Website (<https://au.enervu.lg-ess.com>) within 6 months of the date of purchase and maintain the connection for the duration of the product's life. Refer to commissioning guide for more information.
2. Additional five (5) year warranty is only available to customers who register and connect their Battery in LGES RESU Monitor website (<http://resumonitor.lgensol.com>) within 6 months of the date of purchase and maintain the connection and agree to remote firmware updates for the duration of the product's life.
3. "Nominal Energy" means the initially rated capacity of the Products as printed on the label of the Products.

The LG Manufacturer's Warranty begins either on the date of the installation or twelve (12) months from the date of manufacture, whichever occurs earlier.

This LG Manufacturer's Warranty only applies to service within the country in which the unit was first purchased being Australia. This warranty is transferable and attaches to the Product. The LG manufacturers' warranty is subject to exclusions as outlined below. No LG employee, Retailer or Authorized Service Centre has authority to vary the terms of this warranty. Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

OPTIONAL ADDITIONAL PRODUCT WARRANTY FOR HBP 10H, HBP 16H BATTERY ONLY (BLGRESU10HP, BLGRESU16HP)

In order to provide the 'Optional Additional Product Warranty' as set out in the table above, titled "Warranty Period", the 'Batteries' must be connected to the Internet in order to enable LG to perform remote firmware updates and registered in the RESU Monitor website. These remote firmware updates may interrupt the operation of the 'Batteries' for a short period. When you connect the 'Batteries' to the Internet, you consent to LG performing the remote updates, without further notice to you.

BATTERY PERFORMANCE WARRANTY CONDITIONS

LG warrants and represents that the Battery retains at least 70% of Nominal Energy for 10 years after the date of the initial installation provided that the Energy Throughput as per the table below is not exceeded when the battery system is operated under a normal use and following the specification and the manual provided by LG.

The term "Nominal Energy" herein means the initially rated capacity of the Products as printed on the label of the Products.

The following Battery conditions must be followed for the 10 years Battery Performance Warranty to be valid:

- (i) The ambient temperature during the operation of the Batteries shall not fall below -10 °C or exceed 45°C
- (ii) The energy throughput for 10 years is less than values in table below:

Battery Name	Energy Throughput
LG HBP 10H	32MWh
LG HBP 16H	54MWh

Battery Performance measurement conditions:

- Ambient temperature: 25~30°C
- Initial battery temperature from BMS: 25~30°C Charging/discharging method :
 - o Charge: 0.3CP/CV, Cut-off current 0.05C at:
 - HBP 10H : 174.3V(BPI*) HBP16H : 290.5V(BPI*)
 - o Discharge: 0.3CP, Cut off voltage at:
 - HBP10H: 126V(BPI*) HBP16H : 210V(BPI*) or cut-off min. cell voltage 3V

- Current and voltage measurements taken at battery side (BPI*)

* BPI: Battery Power Interface

PLACE OF SERVICE

Repairing of large products will be conducted at your premises if the product is located within metropolitan areas or is in LG's normal service area. If your product is located outside of LG's service area, you may need to pay the additional travel costs incurred in making a claim on this LG Manufacturers' Warranty.

WHAT THIS WARRANTY DOES NOT COVER

This LG Manufacturer's warranty does not cover:

1. Units where the electricity rating plate or serial number plate has been removed, damaged or rendered illegible.
2. Units that have been connected to any voltage other than that shown on the rating plate.
3. Units that have been used outside the recommended operating conditions (such as temperature and airflow) or contrary to the instructions contained in the owner's manual.
4. Units that have been used for anything other than its normal purpose or contrary to manufacturer's instructions.
5. Maintenance, repair or replacement of parts due to normal wear and tear.
6. Accident, neglect, customer misuse or abuse, or Act of God.
7. Alterations or repairs made to the unit by someone other than an LG Authorized Service Centre.
8. Faults caused by damage by cockroaches, mice, rats or other insects or rodents.
9. Noise or vibration that is considered normal.
10. Normal maintenance recommended by the owner's manual.
11. Replacement of consumable items such as light bulbs and filters.
12. Repairs to household electrics.
13. Installation or instructions on how to use the unit.
14. Damage caused by transportation and handling including scratches, dents, chips and/or other damage to the finish of your product.
15. Improper wiring, installation, incorrect electrical current, voltage, components or handling.
16. Inappropriate handling during storage, packaging or transportation.
17. Environmental pollution such as soot, salt damage, or acid rain.
18. Natural forces (earthquakes, tornados, floods, lightning, hurricanes, heavy snow, etc.) and fire, power failures, power surges or other unforeseen circumstances that are beyond LG's control.
19. Product(s) installed in a location that exceeds operating conditions.
20. Installations not in conformance with the Product(s) specifications, Installation manuals, operation manuals, or labels attached to the Product(s) or using other product parts or components;
21. Cosmetic defects that do not affect output or operation of the Product.
22. If Products used to power medical devices or life-support equipment.

23. If Products are installed in a location where vibrations may occur. For example, aircraft, ship (vessel, boat, yacht), car or train or caravans.

24. If Products used other than residential stationary storage applications.

OTHER RIGHTS

The benefits given by this LG manufacturer's warranty do not limit or restrict any other rights and remedies that you may have under law.

Australian customers: Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

ALTERNATE REMEDIES

To the extent permitted by law, where the Products are not available in the market anymore, LG will:

- replace with a product of equivalent performances and functions; or
- compensate the price after the product is depreciated for 5 years (and if eligible + 5 years) warranty period.
- Compensation Scheme (For the Battery Performance Warranty)
 - Residual value in AUD =
purchasing price in AUD / 120 x (120 - Operation time after installation in month)
 - No warranty of performance will be provided from the 121st month

Note 1. If two batteries are connected to one PCS and one of the two should be replaced, the State of Health (SOH) of the replacement battery should not be higher than the SOH of the already installed battery. The end of the warranty period for the replacement battery is the same as for the originally installed battery.

Note 2. The battery should be installed within one year of the date of purchase. If Distributor or installer has an uninstalled battery for more than one year, the battery has to be recharged (such costs to be borne by the distributor or installer).

HOW TO CLAIM

To make a claim against the LG Manufacturer's Warranty, you must contact LG within the applicable warranty period:

By telephone:

Australia
1300 131 005
Mon-Fri, 8:30am-17:30pm (excluding public holidays)

By e-mail:

esstechsupport@lge.com

When contacting LG for assistance please provide your name and address, contact details, model number, serial number, date of purchase, and a complete description of the problem. This information will help LG provide fast assistance.