

Procedure for Damaged or Faulty for LG Hotel TVs

The following information will be required:

Name of contact on-site:	_____
Phone no:	_____ Mobile no: _____
Address:	_____
Email address (if available):	_____
Product model code:	_____ Serial Number: _____
Fault:	_____
Any Troubleshooting completed:	_____

LG
B2B Support - Ph: 1800 638 080
Email: b2bsupport@lge.com.au
LG Hotel TVs have a warranty of three years from time of purchase on 16 hour daily use.

Serial Numbers:

To obtain the serial number if the LG TV is hung on a wall, please be advised of the following:
It is based on TV with ProCentrc middle ware /or WebOS Platform(such as LX765H)

1. Press "setting " /or the Icon for "setting" on the remote controller;
2. Select "All setting", it is normally at the bottom of dropdown list ;
3. Scroll down to "General" , but do not choose anything;
4. Press dig"1" for multiple time(at least 7 times);
5. Then you should be able to see the new TV system windows.

IMAGES MUST BE INCLUDED IN ORDER TO PROCEED WITH THE REPAIR / RETURN / REPLACEMENT OF DAMAGED OR FAULTY TVS

1. **Concealed Damage** is where the Box for the TV has 'no sign of damage' but physical damage is found when the TV is unpacked. If the TV has concealed damage **all five** of the below images will need to be supplied.
2. **Damaged TV** is where there is visible damage to the outside of the box and also physical damage when the TV is unpacked. If the TV has damage, **all five** of the below images will need to be supplied
3. If the TV is currently being used in the property and develops a **fault** only **two images** are required, those being of the serial number and the fault that the TV is displaying (e.g. lines through the screen, blurred picture etc).

