



LG Solar –
the difference
is in the
details

The LG Solar Authorised Dealer Network

A peace of mind solution



**AUTHORISED LG
SOLAR DEALER**

The LG solar authorised dealer network, working for you

LG has appointed more than 60 dealers across Australia to deal in high quality LG panels directly. We picked some of the best installers in Australia to sell our Mono X and NeON range panels. With a world famous quality brand, LG needs to make sure solar specialists selling and installing our product do so ethically and with the appropriate knowledge. These authorised LG solar dealers are committed to installing our panels only with quality inverter and racking solutions to create a top class solar power system.

LG approved dealers have agreed to comply with all relevant installation standards and will provide you with the information you need to make the right choices. For example they can help you determine your system requirements by preparing a load analysis, as well as demonstrate how to get maximum return on your investment.

They can also tell you why you shouldn't buy the cheapest panels but should choose a quality system, designed, tested and built to last so you get the best return on investment.

Should one of our local dealers decide to retire, we will work hard to appoint another quality business to service your area, meaning you will have ongoing support for your solar power system.

LG educates its dealers via regular solar training to provide industry best practice in solar ensuring solid quality of workmanship. It's the use of premium components by our authorised dealers such as the LG panels and inverter solutions that makes a big difference when you look to things like longevity and performance.

As per Clean Energy Council regulations all solar businesses have to be fully accountable for the actions of their system designers and installers. They need to have the relevant licenses and Clean Energy Council accreditation, which is a requirement to claim the Federal Government's financial solar support (rebate).

Any statements, quotations, promotions etc. must comply with all relevant consumer legislation and the dealer must follow ethical sales practices during all steps of the process.



HCB Solar - NSW

LG has also developed a dealer code of conduct, which our dealers have to comply with. It is spelled out on page 4 of this brochure. If our dealers do not follow this ethical code of conduct, then LG will sever the relationship.

The LG dealer should provide you with a written sales contract and can advise you on information you may need to obtain, prior to entering the contract e.g. possible metering changes, or changes in electricity tariffs. Your LG dealer will also give you site specific information if required, such as expected efficiency loss due to shading.

You will be advised about the requirements for approval to connect a system to the electricity grid, and the dealer can prepare and submit the relevant documentation needed on your behalf prior to installation at your request. A “cooling off period” does apply after signing the contract and any variations to the system design should be documented and signed off prior to installation.

At the system handover our authorised LG dealers should inform you how to check your system performance and can arrange for future checks and maintenance to be carried out. LG approved dealers provide their own workmanship warranty in addition to LG’s 10 year manufacturer’s warranty and 25 year output warranty. Please ask how long the workmanship warranty will be and ask for the details in writing.

You can contact LG Solar directly at a national level if there is a problem or complaint regarding the dealer’s behaviour via solar.sales@lge.com.au.

We also recommend you check out lots of consumer friendly solar information on lgenergy.com.au



Electrical Sensations - Queensland



Solar Hub - ACT

LG Authorised Dealer, Code of Conduct

LG authorised solar installers will:

1. Solicit work, advertise and promote their services and LG products with dignity and truth, avoiding any potentially misleading statements or omissions;
2. Ensure you provide the relevant LG solar product documentation during the quoting process to the customer in a timely manner;
3. Provide a comprehensive written contract and advise your clients regarding metering changes and possible changes to tariffs prior to entering the contract. Ensure all contracts meet current Australian Consumer Law and any other associated legislation;
4. Supply panels and inverter solutions in line with the product you and the customer previously agreed. If the product has to change prior to installation, due to supply issues or other, a clear written information about the change is to be supplied to and agreed to by the client;
5. Install solar systems that conform to all relevant Australian standards, laws, ordinances, regulations and codes of practice;
6. Undertake a detailed face to face system hand over to the client, showing the client how the system can be monitored, where isolation switches are located and operating and safety procedures, also provide all relevant warranty, product manuals and documentation. The handover should also provide information regarding system maintenance and measuring system performance;
7. Inform LG Solar or your clients if any circumstances arise, in which your judgement or the independence of your service may be compromised by reasons of business connections, personal relationships, interests of affiliations;
8. Protect the privacy of your clients and treat business and technical affairs of your clients professional and in confidence;
9. Ensure that all key staff in the business are appropriately trained in solar design and installation and be accountable for the actions of all system designers and installers contracted by your business;
10. Attend LG product training from time to time with LG Solar Australia annually and liaise with LG Solar when further resources or product information are required.

LG Electronics
HEAD OFFICE:
2 Wonderland Drive, Eastern Creek, NSW 2766
STATE OFFICES:
Queensland: 23 Terrace Place, Murarrie, QLD 4172
South Australia: 162 Richmond Rd, Marleston, SA 5033
Victoria: 3 John Derre Court, Derrimut, VIC 3030
Western Australia: 18 Baile Road, Canning Vale, WA 6155

Contact:
Solar:sales@lge.com.au
Solar Unit Enquiries: (02) 8805 4000
Website: LGenergy.com.au