

LG Chem Ltd

RESU Installation Checklist prior to contacting LG Chem technical support

Please tick the box after checking the battery condition by following the directions in the installation manual

| | (YES) | (NO) |
|--|-------|-------|
| 1. Is the internal circuit breaker able to be turned ON & OFF? | _____ | _____ |
| 2. Do the battery LED lights illuminate? | _____ | _____ |
| 3. Is the warning or Fault LED light on? | _____ | _____ |
| 4. For RESU LV, what is the DC voltage with breaker ON at terminals? | _____ | V |
| For RESU HV, what is the DC voltage of the battery at Fuse location? | _____ | V |
| (Note for HV the top cover must be removed to measure voltage) | | |
| 5. Does the inverter recognize the battery BMS? | _____ | _____ |
| 6. Is there any fault code indication on the inverter screen? | _____ | _____ |
| 7. What is the fault code? | _____ | _____ |
| 8. Has the inverter ever charged or discharge the battery? | _____ | _____ |
| 9. Is AC grid and meter/CT installed correctly for the inverter? | _____ | _____ |

Important – If system is not working you must turn off internal battery breaker (also the AUX power switch RESU7H and RESU10H-SEG models) to ensure no self-discharge occurs whilst unit is not in use.

Other items to double check before contacting LG Chem

RESU LV

1. Ensure data cable is in the correct port (near dipswitches)
2. Ensure that the dipswitch locations are in the correct positions (see manual)
3. Ensure correct inverter firmware is loaded on inverter

RESU HV

1. Ensure data cable has been wired correctly between inverter and battery
2. Ensure that the AUX power is turned ON during testing (SEG model)
3. Ensure correct inverter firmware is loaded on inverter

 LG Chem Service & Support Team

P. 1300 178 064

E. essserviceau@lgchem.com

W. <http://www.lgesspartner.com>



LG Chem
 ESS Battery Division



LG Chem Ltd RMA Warranty Process

Effective from 1st August 2017

1. An installer calls LG Chem technical support team whilst onsite (**1300 178 064**).
 - *Please ensure that the installer has loaded the approved inverter firmware and read the battery installation manual before calling.*
2. The installer should have a copy of a blank LG Chem **RMA form** to be filled out onsite.
3. LG Chem will then fault find and assess the system condition over the phone with the installer.
4. If a product issue under warranty conditions is found, the installer is to complete the RMA form, provide any additional information that the technician may require like photos and inverter log data and email through the details to essserviceau@lgchem.com
 - *Blown battery fuses are not classed as a product failure under warranty and a charged service can be provided to potentially resolve these issues, issues with Battery Protection Units (BPU's) are also not generally a product fault and need to be assessed by our technicians in our lab before any replacement batteries under warranty are sent.*
5. Under warranty conditions once the approved RMA form is received, LG Chem will send the replacement battery to the nominated address on the RMA form at LG Chem's cost.
6. The installer will visit the site with the replacement battery to swap it over, put the suspect battery in the new box and take back to their nominated office address.
7. LG Chem will arrange pickup of the suspect battery from the nominated office address at LG Chem's cost.
 - *Please ensure the battery is **carefully packaged** in the **replacement battery box** and a copy of the completed RMA form from LG Chem is attached on the outside the box.*
8. Once the suspect battery has been received by LG Chem the installer may raise an invoice. LG Chem may reimburse reinstallation costs as per the following schedule for approved battery faults under warranty conditions.
9. RMA process is complete.

Terms & Conditions

In the event a LG Chem technician carries out an inspection on a returned unit and the product is operating to the manufacturer specifications and no fault is found, the customer may be liable for an evaluation fee plus any additional costs incurred to evaluate and transport the unit.

Additional information

- LG Chem strongly recommends that all battery systems be connected to the internet and registered through the lgesspartner.com website.
- For further information on registration, installation instructions and technical notes please visit the LG Chem partner website via the installers link below -
 - <http://www.lgesspartner.com/au/front/product/productInfo.dev>

LG Chem Ltd**RMA Replacement Reimbursement Rate***Effective from 1st August 2017*

If an LG Chem RESU battery, RESU PLUS combiner box or Standalone battery module has failed and deemed to be faulty under warranty by LG Chem we may choose to replace the product and the below replacement service reimbursement fee will be paid to the company carrying out the replacement.

| Country | Product | RMA Rate |
|-------------|--------------------|------------------|
| Australia | LG Chem RESU range | \$200 AUD ex GST |
| New Zealand | | \$200 NZD ex GST |

Please note - LG Chem must be informed via email prior to any replacement if there is concerns that there will be additional costs involved with the replacement and additional costs will not be paid unless agreed by LG Chem via email prior to the replacement. LG Chem reserve the right to arrange other means of replacement if the above rates are not acceptable for the company carrying out the replacement.

LG Chem will cover costs involved with shipping the new product to the designated location and to pick up the faulty product from the company that has replaced the product.

All other costs incurred for re-installation, travel, removal/repacking the faulty product and logistics co-ordination is agreed to be covered in the approved RMA rate.

To make a claim for reimbursement please email an invoice to LG Chem which must have the RMA number referenced to essserviceau@lgchem.com

Payments can take up to 20 business days to process.

More information can be found at the LG Chem ESS partner website or call our service & tech support team on 1300 178 064.

LG Chem Service & Support Team

P. 1300 178 064

E. essserviceau@lgchem.com

W. <http://www.lgesspartner.com>

LG Chem RMA Application Form

FORM TO BE FILLED OUT AFTER A CALL TO LG CHEM TECH SUPPORT AT AN ONSITE EVALUATION, THEN EMAILED TO essserviceau@lgchem.com

END USERS DETAILS

| | | | |
|---------------|-------|---------|-----------------------|
| FIRST NAME | _____ | ADDRESS | _____ |
| LAST NAME | _____ | | _____ |
| PHONE NUMBER | _____ | | _____ |
| MOBILE NUMBER | _____ | SUBURB | _____ |
| EMAIL ADDRESS | _____ | STATE | _____ POST CODE _____ |

INSTALLERS DETAILS

| | | | |
|-------------------|-------|-----------------|-----------------------|
| BUSINESS NAME | _____ | EMAIL ADDRESS | _____ |
| CONTACT NAME | _____ | REPLACEMENT / | _____ |
| PHONE NUMBER | _____ | RETURN SHIPPING | _____ |
| MOBILE NUMBER | _____ | ADDRESS | _____ |
| INSTALLERS NAME | _____ | SUBURB | _____ |
| INSTALLERS MOBILE | _____ | STATE | _____ POST CODE _____ |

BATTERY & SYSTEM DETAILS

| | | | |
|--------------------|-------|---------------------------|-------|
| BATTERY MODEL | _____ | INVERTER MAKE | _____ |
| BATTERY SERIAL # | _____ | INVERTER MODEL | _____ |
| BATTERY DC VOLTAGE | _____ | INVERTER FIRMWARE VERSION | _____ |
| INSTALLATION DATE | _____ | ORIGINAL SUPPLIER | _____ |

FAULT DESCRIPTION & COMMENTS ON SYSTEM

RMA APPLICATION LODGEMENT DETAILS

| | | | |
|----------------|-------|------------------|---------------|
| NAME OF PERSON | _____ | SIGNATURE / DATE | _____ / _____ |
| MAKING CLAIM | _____ | | |

** By signing the above you agree that information above is correct and if/when you receive a replacement battery you will assist LGC to get the faulty battery back to our facility for assessment.*

REPLACEMENT BATTERY DETAILS (internal use only)

| | | | |
|--------------|-------|----------------------------------|-------|
| RMA NUMBER | _____ | DATE RMA CREATED | _____ |
| NEW MODEL # | _____ | DATE REPLACEMENT SENT | _____ |
| NEW SERIAL # | _____ | DATE FAULTY UNIT RECEIVED BY LGC | _____ |