

LG INVERTER HEAT PUMP WATER HEATER LIMITED WARRANTY



**LIMITED WARRANTY CARD
LG INVERTER HEAT PUMP
WATER HEATER**

Applicable Inverter Heat Pump Water Heaters:

R5TT20F-SAO	APHWC501D
APHWC501M	APHWC801D
APHWC801M	APHWC501L
	APHWC801L

**THIS LIMITED WARRANTY SHALL APPLY AND IS THE ONLY WARRANTY FOR THE INVERTER
HEAT PUMP WATER HEATERS SOLD BY LG ELECTRONICS U.S.A., INC. IN THE
CONTINENTAL UNITED STATES, ALASKA, AND HAWAII AND ONLY EXTENDS TO THE
ORIGINAL END USER PURCHASER OF THE PRODUCT AT THE SAME LOCATION THE
PRODUCT WAS ORIGINALLY INSTALLED.
THIS LIMITED WARRANTY IS NOT TRANSFERABLE.**

RESIDENTIAL APPLICATIONS ONLY.

FOR A COPY OF THIS LIMITED WARRANTY, VISIT WWW.LGHVAC.COM.

LG INVERTER HEAT PUMP WATER HEATER LIMITED WARRANTY

LG INVERTER HEAT PUMP WATER HEATER LIMITED WARRANTY TERMS

LG Electronics U.S.A., Inc. ("LG") warrants that the LG Inverter Heat Pump Water Heater (each, a "Product") and its component parts ("Part(s)") will be free from defects in materials or manufacturing under normal residential use and conditions, for the duration of the Limited Warranty Period, subject to the terms and conditions set forth below.

This Limited Warranty applies only to LG Product and Parts. LG does not design, install, or maintain the Product or any system in which it is incorporated, and expressly disclaims any responsibility for such activities.

The warranty is only valid if:

- (a) The Product and Parts are installed and properly maintained by a licensed contractor;
- (b) Installation, maintenance, and use comply with all applicable federal, state, and local laws, building codes, and regulations;
- (c) The Product and Parts remain in their original place of installation;
- (d) The Product and Parts are genuine LG authorized components.

If a covered defect in materials or manufacturing is reported to LG during the warranty period, and all conditions of this warranty are met, LG will, at its option, repair or replace the affected Product or Part. Any replacement will be warranted only for the unexpired portion of the original warranty period.

NOTE: THIS LIMITED WARRANTY APPLIES TO PRODUCT AND PARTS ONLY AND DOES NOT COVER LABOR.

LIMITED WARRANTY PERIOD

The Part(s) of the Heat Pump Water Heater are warranted for a period ending on the earlier to occur of one (1) year after the date of original installation, or eighteen (18) months from the date of manufacture of the Product. The water tank and compressor are warranted for a period of ten (10) years from the date of original installation or eighteen (18) months from the date of manufacture, where proof of install or delivery is not available. **This limited warranty does not cover labor costs or any other costs.**

***California Residents:** Failure to complete the Product registration does not diminish any rights under the Limited Warranty.

***Florida Residents:** For certain Product installations in Florida, failure to complete the Product registration does not diminish any rights under this Limited Warranty. See registration form for more information.

OPTIONAL EXTENDED LIMITED WARRANTY WITH REGISTRATION

If the Product has been installed pursuant to LG's published instructions in a residential dwelling unit by licensed contractor and the heat pump water heater is registered (where allowed by law*) within sixty(60) days of installation at: www.lghvac.com, the LIMITED WARRANTY for parts will be extended to a total of 10 years and in addition, a one (1) year labor warranty will be provided from the date of installation (the "Additional Limited Warranty Period").

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SCOPE OF LIMITED WARRANTY

EXCEPT AS PROVIDED IN THIS LIMITED WARRANTY, LG MAKES NO OTHER REPRESENTATIONS OR WARRANTIES OF ANY KIND, WHETHER EXPRESS, IMPLIED, OR STATUTORY. TO THE MAXIMUM EXTENT PERMITTED BY LAW, ALL OTHER WARRANTIES ARE EXPRESSLY DISCLAIMED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, OR ANY WARRANTIES ARISING FROM COURSE OF DEALING, USAGE OF TRADE, OR PERFORMANCE.

No person, entity, including any dealer or representative, contractor, installer, or distributor, is authorized to make any representation, warranty, or promise on behalf of LG that is inconsistent with or in addition to this limited warranty.

LIMITATIONS OF LIABILITY

ANY CLAIMS FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES ARE EXPRESSLY EXCLUDED. UNDER NO CIRCUMSTANCES SHALL LG BE LIABLE FOR ANY INDIRECT, INCIDENTAL, EXEMPLARY, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES INCLUDING, WITHOUT LIMITATION, LOST GOODWILL, LOST REVENUE OR PROFITS, WORK STOPPAGE, SYSTEM FAILURE, LOSS OF BUSINESS OPPORTUNITY, IMPAIRMENT OF OR DAMAGE TO OTHER EQUIPMENT OR GOODS, COST OF REMOVAL AND RE-INSTALLATION OF THE PRODUCT AND/OR PART(S), LOSS OF USE, INJURY TO PERSONS OR PROPERTY ARISING OUT OF OR RELATED TO THE PRODUCT, PART(S), OR THIS WARRANTY, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. LG'S TOTAL LIABILITY, IF ANY, UNDER THIS LIMITED WARRANTY AND ADDITIONAL LIMITED WARRANTY PERIOD SHALL NOT EXCEED THE INVOICE VALUE PAID BY THE CUSTOMER FOR THE PRODUCT AND/OR PART(S) THAT IS/ ARE THE SUBJECT OF A CLAIM OR DISPUTE.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, OR ALLOW DISCLAIMERS OF IMPLIED WARRANTIES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO THE CUSTOMER. THIS LIMITED WARRANTY GIVES THE CUSTOMER SPECIFIC LEGAL RIGHTS. CUSTOMERS MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE.

WARRANTY EXCLUSIONS

This Limited Warranty does not cover:

1. Any labor expenses for diagnosis, installation, maintenance, inspection, service, repairs, reinstallation, permits, or removal and disposal of the Product or defective component Part(s). All such expenses are your responsibility.
2. Service trips to deliver, pick up, install, instruct, replace fuses, connect wiring or plumbing, or repairs.
3. Transportation, shipping, and/or delivery charges incurred during limited warranty service.

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4. Failure of Product to perform due to power failures, surges and interruptions, or incorrect/inadequate voltage or electrical service.
5. Installation, set up, or adjustments of user controls.
6. Property damage, malfunction or failure of the Product, or personal injury caused by or resulting from:
 - (a) Accident, misuse, abuse, or negligence by the Customer;
 - (b) Improper installation, system design, repair, maintenance, storage, modification, or alteration contrary to permissible applications and instructions outlined in the Product Operation Manual, including improperly attaching accessories to the Products;
 - (c) Failure to install the Product in accordance with the applicable local plumbing and/or building code(s) and/or regulations, and/or National Electric Code;
 - (d) Failure to comply with applicable codes, standards, permits, or inspection requirements;
 - (e) Use in commercial or non-residential applications;
 - (f) Subjecting the water tank to pressure greater than those shown on the Product's rating label;
 - (g) Operating the Product in a corrosive, contaminated, or wet environment;
 - (h) Improper sizing or design of the Product or electric service voltage, wiring or fusing;
 - (i) Inadequate air supply and/or ventilation;
 - (j) Use of Part(s) not approved or specified by the manufacturer;
 - (k) Use of accessories, attachments, or components that are not compatible with the Product and/or not authorized by LG;
 - (l) Leaky, broken, or frozen water pipes, or restricted drain lines;
 - (m) Modification of the Product or incorporation of the Product into other products;
 - (n) Freight or handling damage, power surges, corrosion, environmental conditions, damage caused by use during construction, introduction of harmful chemicals or fluids, flooding, fires, winds, lightning, accidents, or acts of God, or conditions beyond LG's control;
 - (o) Unpacking and/or removing protective shipping materials;
 - (p) Operating the Product with an anode rod removed;
 - (q) Operating the Product with an empty or partially empty water tank;
 - (r) Operating the Product at water temperature exceeding Product's temperature limit; and/or
 - (s) Inadequate water supply (If Product is not continuously supplied with potable water).
7. Products where the Product has had a serial number or any part thereof altered, defaced, or removed.
8. Scratches, discoloration, or other blemishes on the surface of the Product.
9. Products where the Product is used in applications other than normal household use, e.g., one heat pump is installed per dwelling unit.
10. The workmanship of any persons involved in the installation, maintenance, or servicing of the Product.
11. Increases in fuel and/or utility costs and any additional fuel and/or utility expenses.

NO OTHER WARRANTY IS APPLICABLE TO THIS PRODUCT.

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OBTAINING WARRANTY PARTS AND OTHER ADDITIONAL INFORMATION

Contact the licensed contractor that installed the Product and/or Part(s), or the nearest authorized reseller/distributor of the Product and/or Part(s) (visit www.lghvac.com for contact information) to report any defect within the applicable Limited Warranty period.

Proof of the installation date by a licensed contractor is required when requesting warranty Parts. Present the sales receipt, building permit, or other documentation that establishes proof and date of installation. If proof of purchase cannot be provided, this Limited Warranty shall be deemed to begin six (6) months from the date of manufacture of the Product.

DISPUTE LIMITATION AND CHOICE OF LAW

Customer may not bring any action, regardless of form, arising out of or in any way connected with this Limited Warranty more than one (1) year after the cause of action has occurred.. The laws of the State of New York govern this Limited Warranty and all of its terms and conditions, without giving effect to any conflicts of laws principles.

ARBITRATION

All actions at law or in equity arising out of or relating to these terms and conditions shall be submitted to confidential arbitration in New York, New York. Arbitration under this Limited Warranty shall be conducted under the rules then prevailing of the American Arbitration Association. The arbitrator's award shall be binding and may be entered as a judgment in any court of competent jurisdiction. To the fullest extent permitted by applicable law, no arbitration under this Limited Warranty shall be joined to any legal proceeding or arbitration involving any other party, whether through class arbitration proceedings or otherwise.

If any provision of this limited warranty is found to be invalid, illegal, or unenforceable by a court of competent jurisdiction, that provision shall be deemed modified to the minimum extent necessary to render it enforceable, or severed if modification is not possible. The remaining provisions shall remain in full force and effect.

WD_LG_HP_WaterHeater_LTD_12_2025

Supersedes: WD_LG_HP_WaterHeater_LTD_09_2025

WD_LG_HP_WaterHeater_LTD_06_2024

WD_LG_HP_WaterHeater_LTD_04_2024

WD_LG_HP_WaterHeater_LTD_04_2023