

LG Electronics Deutschland GmbH
Alfred-Herrhausen-Allee 3-5
D-65760 Eschborn
www.lg.com

LG Electronics Deutschland GmbH · Alfred-Herrhausen-Allee 3-5, D-65760 Eschborn

Eschborn, March 9th 2022

Subject: Warranty and service statement

Dear LG Solar customers,

LG Electronics decided to cease its solar module production end of Q2 2022. However LG Electronics will fully honor all warranties and guarantees in accordance with applicable regulations and contractual obligations. The withdrawal of LG Electronics from its Solar business will not have an impact on those commitments for products delivered in the past or until end of 2022.

By continuing to provide after-sales service after closing down our business, we will strive to minimize consumer inconvenience and negative impacts on our business partners.

LG will continue to operate a solar service organization to enable RMA claim and negotiations according to the existing process. The local contact point is:

solarservice@lge.com

and the email reception method remains the same.

Additionally the Air Solution department will continue to operate in EU region.

Sincerely Yours,

Hank Choi

Executive Vice President
B2B Europe Business solution

This letter is valid without signature.