

PRIME 3rd ANNIVERSARY – VOUCHER Q&A

1. Who is the promotion aimed at?

To all installers interested in purchasing LG PRIME.

2. What did LG Energy Solution customers receive?

Our registered installers have received 3 emails.

- i) An email explaining the procedure for obtaining a voucher
- ii) An email with a voucher for the LG 10H PRIME
- iii) An email with a voucher for the LG 16H PRIME

3. How much are the vouchers worth?

- i) €300 for LG 10H PRIME
- ii) €500 for LG 16H PRIME

4. Can the vouchers be combined?

No, each voucher is valid for the purchase of only one battery.

5. Is there a maximum limit of vouchers that can be requested from LG?

No, there is no maximum limit on the number of vouchers that can be requested.

Additional vouchers can be applied [here](#).

6. The distributor can send the communication to my installers, even those who are not LG customers?

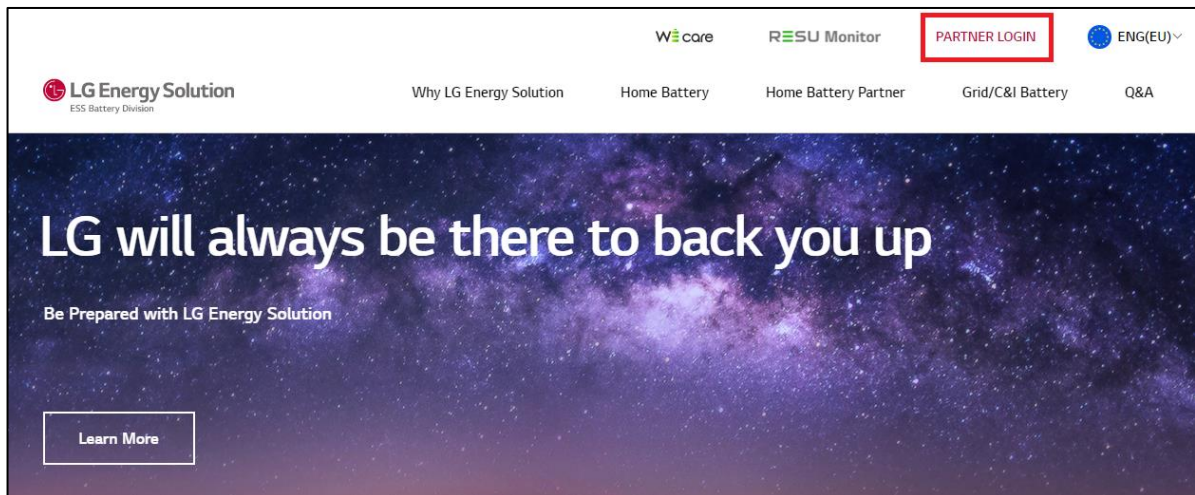
Yes. The promotion can be sent to all customers. All interested installers must register on this site <https://www.lgessbattery.com/eu/membership/join.lg>, in order to get the vouchers issued.

7. How long does the voucher last?

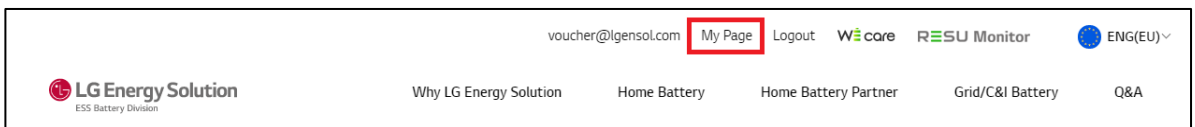
The voucher is valid until 31/12/2023.

8. How can the installer find the Voucher that has been issued to him/her?

i) Log in to <https://www.lgessbattery.com/eu/main/main.lg> by pressing 'PARTNER LOGIN'.



ii) Click 'My Page' on the top of the page, after logging in.



iii) Scroll down, and click 'Get voucher reissued'.

voucher@lgensol.com | My Page | Logout | **W**care | **R**ESU Monitor | ENG(EU)▼

LG Energy Solution ESS Battery Division | Why LG Energy Solution | Home Battery | Home Battery Partner | Grid/C&I Battery | Q&A

Home > My Page

My Page

Membership | My Installed Batteries | Point Details | Register for Your Points | My Test/Certificate | My Inquiries | Change Personal Information

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Use Your Points

Remaining points **0.0**

50 EURO Discount Voucher - available only in EMEA region

Deducted points: 50 P >

160 EURO Discount Voucher - available only in EMEA region

Deducted points: 150 P >

330 EURO Discount Voucher - available only in EMEA region

Deducted points: 300 P >

You can reissue your voucher from the Point Details Menu.

[Get voucher reissued](#) ↗

iv) You will be able to find the vouchers in your voucher list. Click 'View'

voucher@lgensol.com | My Page | Logout | **W**care | **R**ESU Monitor | ENG(EU)▼

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My Page

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Accumulated points in the past 1 year | Total accumulated points | Total used points

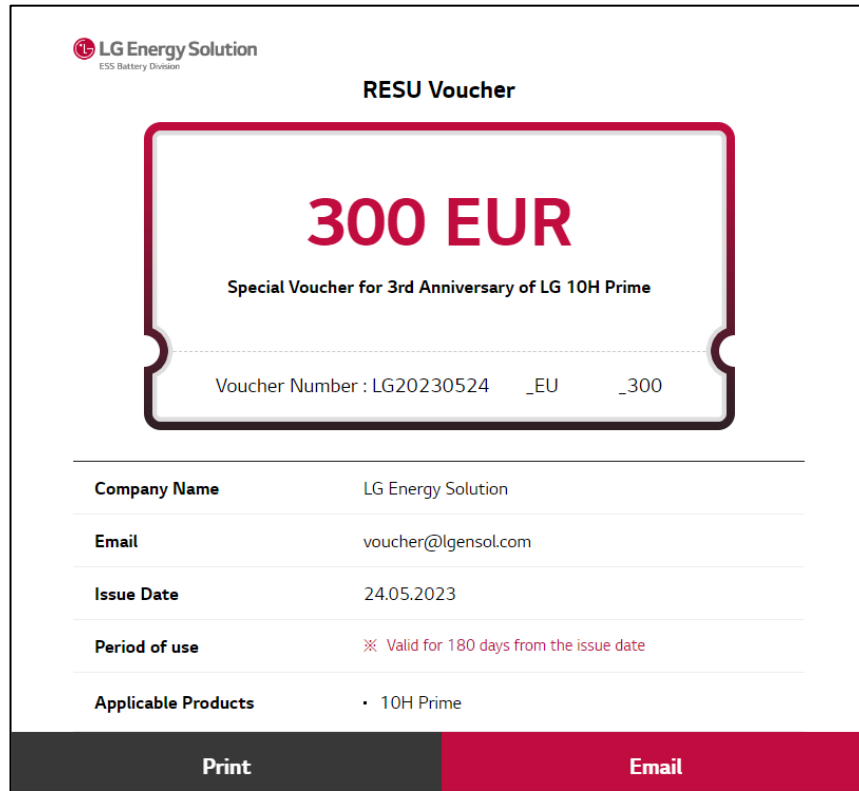
Points : 0 P
 Period : 17.02.2023 ~ 25.05.2023

How do points get accumulated? **?**

Use by date	Use by	Deducted points	Voucher
24.05.2023	Special Voucher for 3rd Anniversary of LG 16H Prime	0P	View
24.05.2023	Special Voucher for 3rd Anniversary of LG 10H Prime	0P	View

v) You are now able to print, or email the voucher again.

The real voucher will include the list of Distributors that you can use the voucher to. If you could not find your voucher, please contact lukaslambert@lgensol.com.



9. When the distributor receives the coupon, what should they do?

When the distributor receives the vouchers from the installer, they will have to send it to LG.

If valid, LG will confirm the voucher and the distributor will be able to proceed with the discount to the installer.