



QUICK REFERENCE WARRANTY GUIDE

Product Type	Repair and Return ²	Swap ³	On-Site Repair
TVs Greater Than 22" class sizes			•
TVs 22" class sizes or Less	•		
Digital Signage TVs			•
Digital Signage Monitors ⁴		•	•
Desktop Monitors Greater Than 29" class sizes			•
Desktop Monitors 29" class sizes or Less		•	
Media Players	•		
Projectors	•		

CONTACT US

Help Desk : 888.865.3026

ESCALATION

Supervisor: David Hood 256.542.2783

Sr. Manager: Jennifer McKee 256.772.6176

TECH SUPPORT

Telephone: 888.865.3026 option 1, then option 2

¹ LG reserves the right to request on-site inspection prior to approving a return request.

² All replacement parts or units may be refurbished.

³ 48 hour SWAP only applies to up to 49" class sizes with exception of video wall and outdoor units.

⁴ Customer preference swap or on-site repair up to 49" class sizes with an exception of video walls and outdoor units larger than 49" class sizes will be on-site repair.



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To Help
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COMMERCIAL DISPLAY SUPPORT

- In-Warranty or Out-of-Warranty Service
- Troubleshooting and Triage
- Advanced Technical Support
- Service Status Inquiries
- Product Information
- Swap Request (If applicable per warranty statement)
- DOA Request (within 30 days)
- **5 Star Service** LG Technician is available for scheduled visits (selected areas only)

web LG.com/us/commercial/display-support

email comm.display@lge.com

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COMMERCIAL DISPLAY SUPPORT

RETURN REQUEST¹

Please have the following information available when you call for support:

- Model Number (with SVC Code)
- Serial Number
- Location of unit
- Purchase Date
- Return Request Reason
- Contact Name, Telephone no. & Email
- If damage, you will be required to send a form and pictures for consideration. Request a DOA form at comm.display@lge.com

TO OBTAIN SERVICE

Please have the following information available when you call for support:

- Product Information: Model Number (with SVC Code), Serial No.
- Date of purchase, Location of unit
- System Integrator or Content Provider w/contact information
- Problem/Description
- Contact Name, Telephone no. & Email
- Property Code (If Applicable)

SERVICE PROCESS

1. CASE NUMBER ASSIGNED
Your property telephone number will serve as your case number throughout the service process.
2. UNIT PREPARATION
All "mounted" units must be taken down prior to service.
3. REPAIR AREA
To expedite service, the following will be beneficial to the service technician:

- ✓ Access to Power Outlet & Signal feed
- ✓ Clean, Lighted work space
- ✓ Indicate symptom on unit
- ✓ Have accessories that came with the display nearby

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