

# US Warranty RMA Guidelines

## PRODUCT DEFINITION

- The following “US Warranty RMA Guidelines” is provided for the “products” below
- RESU 10H (“Gen2”), RESU 10H Prime (“Gen3”), and RESU 16H Prime (“Gen3”)

## LIMITED WARRANTY POLICY

- Refer to full warranty product-specific documentation for full terms and conditions located here: <https://www.lgessbattery.com/us/home-battery/product-info.lg>
- [Warranty information below does not supersede the terms outlined in warranty documentation found on LGES website above.](#)
- Product Warranty shall begin either (i) on the date of the Reseller’s installation or (ii) twelve (12) months from the date of manufacture, whichever occurs first, and such ‘Warranty’ shall be valid for a period of ten (10) years.
- LG Energy Solution (“LGES”) guarantees sixty percent (60%) for Gen2 and seventy percent (70%) for Gen3 of their energy capacity at the end of warranty term. LGES’s warranty of the product’s performance shall begin to take effect either (i) on the date of installation or (ii) twelve (12) months from the date of manufacture, whichever occurs first.
- The warranty period for the repaired or replaced parts shall be the remainder of the warranty period for the original parts.
- Limited Warranty does not apply to any defect or performance failure resulting from any of the following:
  - Product or parts used not manufactured by LGES
  - Product not installed by a LG Certified Technician (see section DEFINITION OF LG CERTIFIED TECHNICIAN)
  - Transported, stored, installed or wired improperly and in violation of the official installation manual
  - Product is disassembled or dismantled without prior consent of LGES
  - Unusual physical or electrical stresses such as inrush current, lightning, flood, fire, incidental damage, etc.
  - Repairs or troubleshooting by an uncertified technician
  - Product failures due to willful misconduct or negligence of the end-user
  - Defects due to the misuse, faulty use, or negligent use of the product
  - Product is used for facilities such as radiation control areas, nuclear reactors, facilities related to nuclear safety, facilities that use nuclear power, and other related facilities as well as the facilities that potentially may have direct patient contact
  - Use of an incompatible inverter
  - When the product is stored or used in the conditions not conforming to the standard conditions of use

- Claim raised for the product after the warranty period has expired
- Increased severity of defects due to not immediately notifying LGES
- Force majeure events, such as war, riot, civil war, natural disasters, etc.
- Product not purchased from an Authorized RESU Distributor
- Lack of proof of purchase
- In case of Gen3, product is used to power medical devices or life-support equipment
- In case of Gen3, product is installed in a location with vibration such as aircraft, ship (vessel, boat, yacht), car, or train
- In case of Gen3, product is not used for residential stationary storage application

## DEFINITION OF LG CERTIFIED TECHNICIAN

Person who meets the qualification and requirements imposed by the local Authority Having Jurisdiction (AHJ) to perform solar, construction, residential, etc. system installations and is also certified by LGES to install the specific product type.

Warranty claims (return merchandise authorization “RMA”) are valid only for LG Certified Technicians. Authorized RESU Distributors are to confirm certification prior to selling the product.

Note that the LG certificate number starting with “MI2...” is for Gen2, “MI3...” is for Gen3.

## BECOMING CERTIFIED BY LG ENERGY SOLUTION

Go to website <https://www.lgessbattery.com/us/main/main.lg> and click on Partner LogIn.

If a new account is needed, click on Join Us, otherwise sign in.

The Certified Installer Test link can be found by hovering over Home Battery Partner on main page. Fill out the fields and then select the appropriate product for certification.

The test must be passed with 100% for certification. Save the certification and the certificate number for your records.

Training material for the test:

Manuals can be found at the Product Info page: <https://www.lgessbattery.com/us/home-battery/product-info.lg>

Gen2 video: <https://www.bigmarker.com/LGEnergySolution/Installer-Certification-Training>

Gen3 video: <https://www.bigmarker.com/lgenenergysolution>

## RESU RMA PROCESS

If, during the limited warranty period, a defect is discovered, on-site troubleshooting by a LG Certified Technician is required.

- 1) First, LG Certified Technician should exhaust all compatible inverter troubleshooting as soon as possible after the issue arises. LGES may deny RMA submissions that show the Issue Date beginning more than 90 days prior to submission.
- 2) Call LGES Call Center at 888-375-8044 between 9am and 5pm PST Monday through Friday for troubleshooting while on site.
- 3) When directed, submit RMA via app-based GECP
  - a) Download the mobile app and complete RMA submission
    - i) [Android] <https://play.google.com/store/apps/details?id=com.lges.gcp>
    - ii) [iOS] <https://apps.apple.com/app/id1659980640>
- 4) GECP submission is reviewed by LGES for eligibility.
  - a) Legible photo of the product serial number is required for RMA approval.
    - i) LGES advises to scan/photograph the serial number on underside of the Gen2. LGES advises that all 3 components (battery control unit “BCU” and 2 battery modules) on the Gen3 will need to scanned/photographed.
  - b) Proof of error code is required for RMA approval. Error code logs can be obtained from the inverter manufacturer. Generic error codes, i.e., “3x6b” are unacceptable. Acceptable error codes are 1 or 2 digits long.
    - i) Acceptable forms of error code proof include photos of “fault” code from inverter LED, screenshot of error logs compiled from inverter manufacturer or LG’s RMD in case of Gen3, or communication from SolarEdge. In the case of physical problems lacking an error code, photo proof is required.
      - (1) Noise claim requires a screenshot of decibel proof.
      - (2) Deep discharge claim requires photo of circuit breaker “on” and all battery LED lights off.
  - c) Circuit breaker and battery LED photo may be required.
- 5) If LGES receives required information in submission and agrees that submission establishes the existence of a defect covered by the limited warranty, approval of RMA will result in an email indicating RMA number within five (5) working days.
  - a) Declined RMAs will receive further instructions within five (5) days of submission.
  - b) If correspondence on the RMA has not been received within five (5) days of submission, contact the Call Center at 888-375-8044 to inquire about status.
  - c) It is strictly prohibited to return a unit without a RMA number and may be returned to the sender at the sender’s cost.

- d) It is strictly prohibited to replace a unit without an approved RMA number and can result in denied RMAs and/or additional fees.
- 6) A replacement unit will be sent to the address indicated on the GECF submission as indicated by the LG Certified Technician. If additional material is needed, such as a DDR (damaged, defective, recalled) box for a recalled unit, it shall be sent with the battery. If there is a lack of DDR boxes in stock, the entire shipment will be waitlisted to ship at the same time.
- a) Swollen units are defined as having been swollen more than 0.5 inch outside of the normal dimensions and will not fit into the cardboard box. If swelling is less than 0.5 inch, the unit shall fit into the cardboard box/DDR box. Units that are swollen and will not fit in a regular cardboard box will need a XL DDR which will require an email to be sent to our logistical team at [resushipping@lgespartner.com](mailto:resushipping@lgespartner.com) indicating serial number and RMA number.
  - b) LGES, at its discretion, will
    - i) Ship new or refurbished parts/batteries with performance that are deemed to be equivalent in function and performance and of like-compatibility as the original part under warranty.
    - ii) In the event that the product is no longer commercially available, LGES, may elect to provide a pro-rated refund that is defined in the warranty documentation for each product found here: <https://www.lgessbattery.com/us/home-battery/product-info.lg>
    - iii) Not provide refunds for used equipment while replacement product is available
- 7) Follow shipping instructions and respond to RMA email string to arrange the retrieval of the unit. Our logistical team can be reached via [resushipping@lgespartner.com](mailto:resushipping@lgespartner.com).
- a) LGES will bear the cost of retrieval and shipping of RMA within the warranty geographical coverage zone unless it is retroactively deemed out-of-warranty upon inspection; see OUT-OF-WARRANTY COSTS section.
    - i) For the US LGES warranty geographical zone, this is limited to the countries of United States and Canada.
    - ii) To enact RMA for other geographical areas, visit <https://www.lgessbattery.com/us/main/main.lg> to search for other LGES territories.
    - iii) If a unit is installed outside of the covered geographical area, see OUT-OF-WARRANTY COSTS section.
    - iv) LGES logistical team must be involved in the shipping. LGES will not reimburse for use of another shipment method. If unauthorized shipping methods are found with delivery, the shipment will be returned to the sender, at the sender's cost. LGES is not responsible for the loss or damage to rejected battery.
  - b) Per LGES Unreturned Product Policy, the RMA submitter must return the defective battery to the LGES Authorized Service Center (ASC) within thirty (30) days of receipt of the replacement battery. It is advised that return shipping information is carefully logged (date, shipping tracking numbers, serial numbers, etc). The serial number of the battery that has been returned must

match the serial number of the battery that has been given a RMA. If the RMA battery has not been returned to the LGES ASC as stipulated, LGES may, under the Unreturned Product Policy:

i) Issue an invoice to charge the RMA submitter for the full list price of the unreturned battery  
And/or

ii) Reduce or deny services until the batteries are returned or payment for non-return is made.

8) Once RMA battery is confirmed as received in LGES ASC, the RMA submitter may apply for labor reimbursement. Please refer to LABOR REIMBURSEMENT RATES for details.

## UNRETURNED PRODUCT POLICY

By enacting a RMA and accepting the shipment, the LG Certified Technician and the company the technician is providing services for (RMA submitter) accept the terms of LGES Unreturned Product Policy.

Per LGES Unreturned Product Policy, the LG Certified Technician must return the defective battery to the LGES ASC within thirty (30) days of receipt of the replacement battery. It is advised that return shipping information is carefully logged (date, shipping tracking numbers, RMA, serial numbers, etc). The serial number of the battery that has been returned must match the serial number of the battery that has been given a RMA. If the RMA battery has not been returned to the LGES ASC as stipulated, LGES may, under the Unreturned Product Policy:

i) Issue an invoice to charge the RMA submitter for the full list price of the unreturned battery;  
and/or

ii) Reduce or deny services until the batteries are returned or payment for non-return is made.

The full amount of the invoice LGES issues will be due within 30 days of invoice issuance. LGES reserves all proprietary rights and all other legal rights to the replacement unit if the RMA submitter fails to perform the warranty services to the end-user after LGES has sent the replacement unit or if the unit has not been retrieved within 30 days of RMA submitter receiving the replacement unit.

## LABOR REIMBURSEMENT PROCESS

LGES requires that the unit be returned to the ASC within thirty (30) days of receipt of replacement to be eligible for labor reimbursement. LGES will not process labor reimbursement invoices that do not align with requirements.

Please submit after the RMA unit has been confirmed as received by LG. LG will decline an invoice if the warehouse has not yet checked it in.

LG will email the correct labor reimbursement template with all RMA confirmations.

1) Fill out the appropriate template and leave it in excel form (do not create a PDF).

- a. The rate for non-recall RMA swap is \$500 and the template is titled “RMA Labor Reimbursement Invoice Template”
  - b. The rate for recalled swaps is \$550 and the template is titled “RECALL Labor Reimbursement Invoice Template”
  - c. If a template is needed, call 888-375-8044 or email [resuinvoices@lgensol.com](mailto:resuinvoices@lgensol.com) to request one.
- 2) Include the full alphanumeric battery serial number (SN), the full RMA number (RMA), and the full replacement serial number (New SN) on the appropriate lines. Discrepancies will result in delays or declines.
  - 3) Bank ACH wiring information should be double-checked for accuracy.
  - 4) Please use an apostrophe in front of any preceding zeros in the routing or account numbers.
  - 5) Send the completed invoice to [resuinvoices@lgensol.com](mailto:resuinvoices@lgensol.com) for processing.
  - 6) Submit one invoice per RMA number.
  - 7) Errors on the form will delay the processing.
  - 8) Please provide 15 business days for LGES to receive and process the invoice before requesting an update on progress.

## OUT-OF-WARRANTY COSTS

If a unit is deemed out-of-warranty after inspection, LGES reserves the right to back-charge the company employing the LG Certified Technician for the list price of the unit and for the shipping costs.

If the battery is installed outside of the geographical region covered by the US warranty (US, US territories, and Canada), LGES reserves the right to evaluate the case and to enact or deny the warranty claim request. A quote may be obtained from LGES to arrange shipment to and from the ASC by emailing [resushipping@lgspartner.com](mailto:resushipping@lgspartner.com).

## RECALL OF CERTAIN GEN2 UNITS

Certain Gen2 units have been identified at risk of overheating and potentially having a thermal event. Contact the Recall Hotline at [resuservice@lgensol.com](mailto:resuservice@lgensol.com) or 888-375-8044 option 2 with the full 23 digit alphanumeric serial number beginning with “R155...” to determine recall status.

Recalled units do not need to be processed through an GECP for RMA. Contact the Recall Hotline at [resuservice@lgensol.com](mailto:resuservice@lgensol.com) or 888-375-8044 option 2 for RMA number and additional instructions.

All recalled batteries are required by DOT to be transported in DDR boxes. A reduced state of charge (SOC) to 30% is not necessary when using a DDR box.

LGES attempted to mitigate units tethered to SolarEdge inverters by capping the SOC to 75% via a firmware update. To remove the SOC cap at time of swap, contact SolarEdge to adjust settings or, if the SolarEdge inverter has a LCD screen, contact SolarEdge at 510-498-3200 to request firmware to download to a SD card. Install according to the instructions, see RECALL SWAP FIRMWARE INSTRUCTIONS section.

The 10 year warranty will re-set at time of swap of the recalled unit. No documentation is provided or necessary for the warranty extension. See section CONFIRMING THE SWAP WITH LGES.

All recalled units will be replaced with a Gen2 unit.

Downtime Compensation for recalled units is defined as “\$50/month per recalled unit that has failed and is non-operational for more than one month.” Hibernated units, non-communicating, and/or mitigated units (reduced SOC) do not meet the criteria for Downtime Compensation. Downtime Compensation, if eligible, is triggered after the report of the replacement unit, see CONFIRMING THE SWAP WITH LGES section. Checks are sent to the end-user’s address on file approximately 6-8 weeks following the swap reporting.

## CONFIRMING THE SWAP WITH LGES

It is requested that the integrity of LGES’s records are maintained following the swap of the RMA battery. Beginning July 2023, LGES will conduct “Happy Calls” to guide installer on GECP finalization and to coordinate the return of the unit. Calls will be directed to the LG Certified Technician that submitted the RMA and will be expected in approximately 10 days of shipment.

Alternatively, installers may confirm the new serial number of the replacement with LGES following the swap by sending this template to [resu.cs@lgensol.com](mailto:resu.cs@lgensol.com).

Old serial number:

New serial number:

SolarEdge inverter serial number or site ID:

Date of removal:

Date of replacement installation:

H/o name:

H/o address:

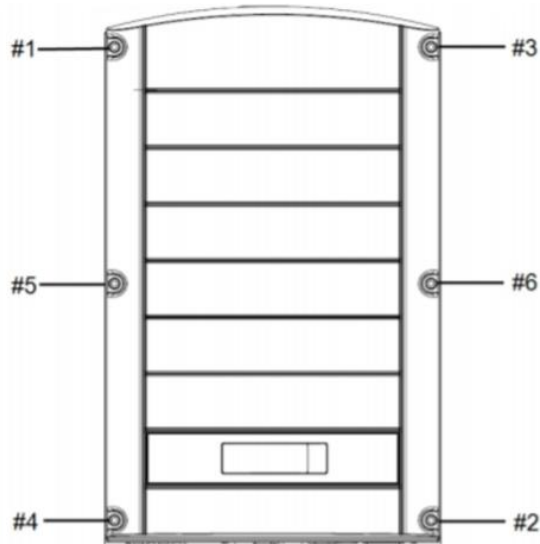
## RECALL SWAP FIRMWARE INSTRUCTIONS FOR SOLAREEDGE-TETHERED UNITS

LGES will send a SolarEdge firmware attachment as a courtesy, however, LGES defers to SolarEdge for the latest versions and instructions. Contact SolarEdge at 510-498-3200 to request the latest firmware to lift the SOC cap from 75% and allow the battery to charge to 100%. This firmware will only contain the parameter to set the MaxSOE to 100%. Please note that the terms “SOC” (state of charge) and “SOE” (state of energy) are used interchangeably. This Bsu file is only for inverters with a LCD screen.

Download it to a SD card to be inserted into the SolarEdge inverter following the swap of a recalled to a non-recalled unit.

Instructions to open Venus 2 inverters:

Close the inverter cover by tightening the screws with a torque of 9.0 N\*m/ 6.6 lb\*ft. For proper sealing, first tighten the corner screws and then the two central screws. The following figure illustrates recommended order:



**Figure 25: Tightening order of the screws**

Instructions to open HD Wave inverters:







Additional instructions for firmware updates may be found here:

[https://www.solaredge.com/sites/default/files/upgrading\\_an\\_inverter\\_using\\_micro\\_sd\\_card.pdf](https://www.solaredge.com/sites/default/files/upgrading_an_inverter_using_micro_sd_card.pdf)