FREQUENTLY ASKED QUESTIONS

EQUIPMENT

- How do I place an LG Equipment Order? Please email orders to your Target Sales representative, Danielle Whisenhunt, danielle@targetsales.com or Reanie Hill, Reanie@targetsales.com so we can review them for processing.
- What information needs to be on my Purchase Order? PO#, Customer Name, Vendor (LG), Ship to address, Bill to address, Terms, Ship Via, Item #(Indoor & Outdoor Units listed individually), Description of Item, Quantity and Cost.
- How long will it take to get my order? Allow 7–10 business days for in stock items.
- How can I know if a model is in stock? Most items are in stock in the Georgia warehouse. Call or email your Target Sales representative to confirm.
- What if I need my order expedited? Equipment can be sent next day air at your expense. Cut off time is 2:00 PM EST.
- Has my order shipped? What was the freight cost? Check online at the LG Sales Portal website or call or email your Target Sales representative.
- What is required for prepaid freight? $17,500.00 for a combination of DFS, PTAC, Multi Mini & TTW. 20 units and above for PTAC & TTW each. $5000 for Room Air Conditioners.
- Can I purchase equipment with a credit card? Yes. Attach the Credit Card Authorization Form (See Next Page) and Sales Tax Exemption form if applicable.
- Can I mix and match models? Yes. See Section 2, LG DFS & PTAC Selection Guides.

PARTS

- How do I place a part order? The preferred method to enter and submit parts orders is online at the GSFS website. You may call direct to LGEAI@ 888-865-3026, prompt 5. You will need your account #.
- How long will it take to get my parts order? If part is in stock and PO is sent in before 3:00 PM, the PO will ship that day 2nd Day Air. If PO is sent in after 3:00 PM, the PO will ship the following day 2nd Day Air.
- How much is shipping for parts? **FREE IF SHIPPED 2ND DAY AIR. NEXT DAY AIR ($25.00).** This cost is subject to change without notice.
- Where can I get fuses? Fuses can be purchased through Grainger or any other electrical wholesaler. From Grainger, the 3.15 Amp fuse is part #1CJ39 and the 2.5 Amp fuse is #6F102.
- What is the warranty on parts? 90 days.

CREDIT CARD AUTHORIZATION FORM

Please complete the following (please print)

Company Name: _____

LG Account Number: _____

Cardholder's Name: _____
(As it appears on credit card)

Billing Address: _____

_____

Cardholder's Drivers License #: _____
(optional)

**** Payments for $ 30,000.00 or more require a copy of the card holder's driver's license ****

Work Phone #: _____ **Home Phone #:** _____

Type of card: **MasterCard** **VISA** **AMEX**

(Please circle one)

Credit Card #: _____ **Expiration Date:** _____

Security Code: _____**(Located on back of credit card / 3 or 4 digits)**

The undersigned authorizes LG Electronics to charge the above described credit card for all costs associated with:

For purchase of P.O. or Invoice # _____

Amount authorized to charge: _____

_____ _____
Cardholder's Signature **Date**

DELIVERY ADDRESS WITH CONTACT PERSON AND PHONE #:

EQUIPMENT ORDER STATUS

- Go to us.lgsalesportal.com/login.jsp.
- You will be asked for User ID and Password.
- If you haven't already registered, click on "New External User? Register Now".
- Enter all the information in fields marked with a *. You will need your dealer account # (starts with US0).
- Click submit.
- In a few days, you will be notified that your user name and password have been accepted.
- You will be able to log in to the LG Sales Portal now by entering your Username and Password.
- Go to the yellow box on the left side of the page and click "Order Tracking".
- Check to make sure the date range is applicable and click on "Search". This will list all the PO's for your company in that date range.
- Once you find the correct PO, move your mouse to the column labeled P/O status and click "Click for detail".
- This page will list the items on the PO, quantity, ship date, invoice number and if the PO has shipped, there will also be a PRO number and link to the shipper's tracking site.
- You can see a copy of the invoice by clicking on the actual invoice number. This is a convenient way to find out what the freight charge was.

Always click "logout" when you are finished. Not doing so may lock you out of the system.

LGEAI Support

Parts, Warranty, and Account Management

Your LGEAI Support Team

Technical Support

✓ Technical Advice

✓ Difficult Repair Assistance

**NOTE* Always obtain and retain your case number*

888-865-3026, option 2

Parts

✓Pricing*
✓ Availability*

✓ Parts Ordering*
✓ Parts Order Status*

✓ Part # Lookup*
✓ Return New Parts*

Phone: 888-865-3026, option 5

Commercial Account Specialist

Contact your Commercial Account Specialist for

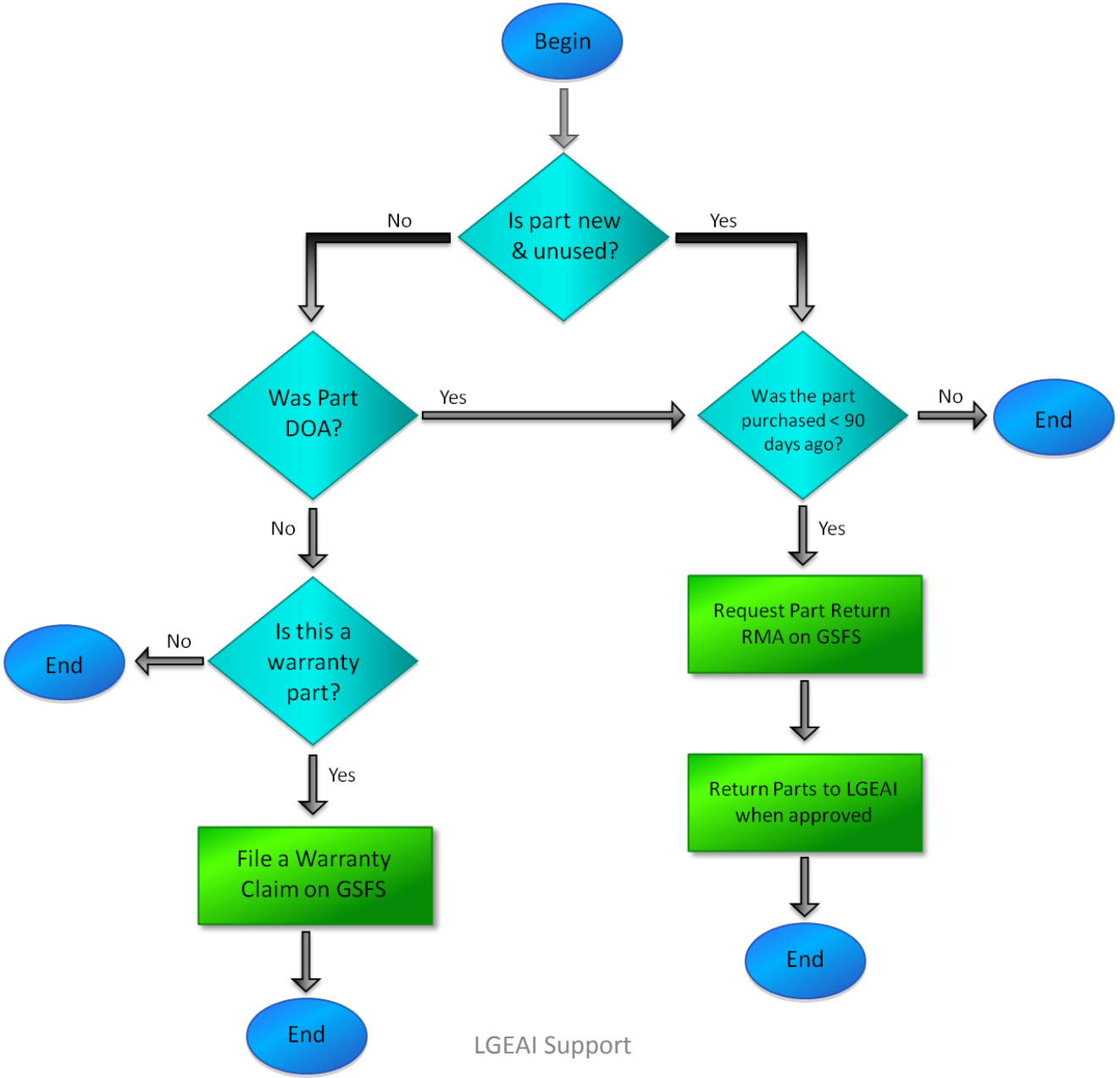
✓ Escalated Parts Inquiries
✓ Warranty Claim Entry Issues
✓ Warranty Claim Status
✓ Account Management (AR/AP)

(Accounts A – H) Jessica Seals
E-mail: jessica.seals@lge.com
Phone: (256) 542-2794
Fax: (256)542-2564

(Accounts I – Z) Emily Owens
E-mail: emily.owens@lge.com
Phone: (256) 774-4197
Fax: (256) 542-2597

** Function available on GSFS*

Return Parts Process

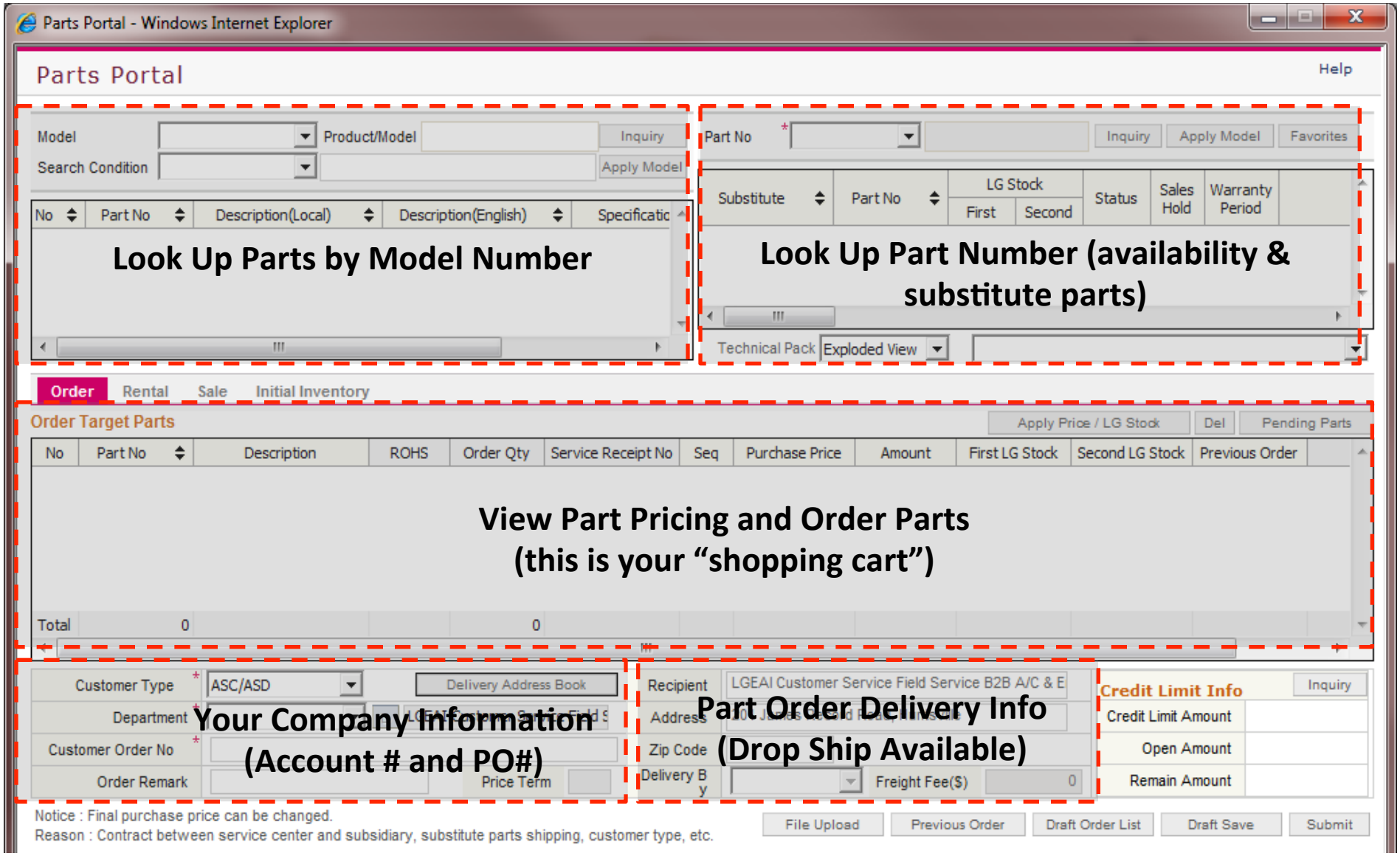


Login to GSFS – Global Service Front System

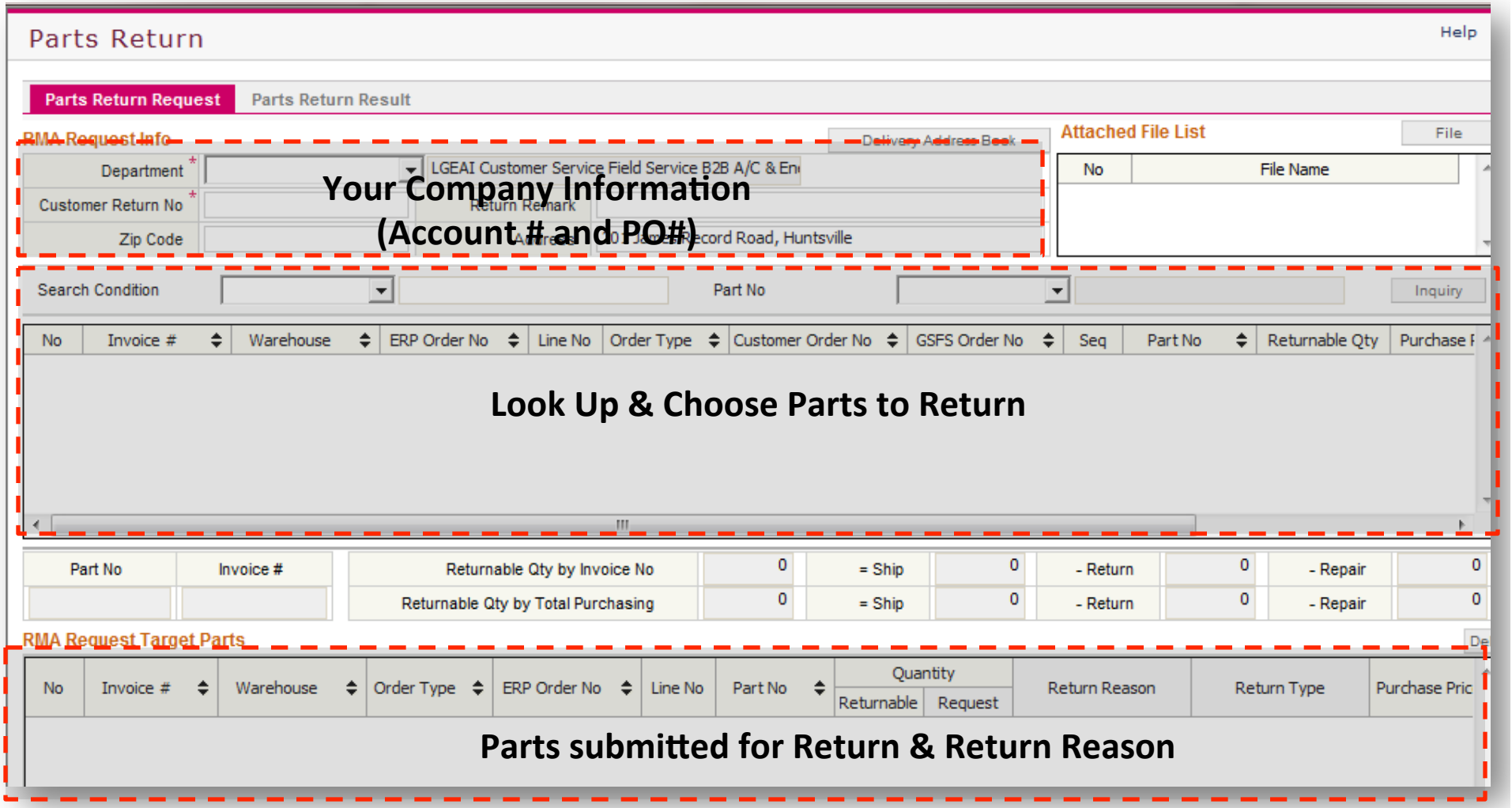
GSFS Website Address: http://gsfs-america.lge.com

- ✓ User ID must be entered in lowercase
- ✓ Click "USER FORGOT PASSWORD" if you need to have your password reset
- ✓ Need Assistance Logging in? Call 800-847-7597 option 6

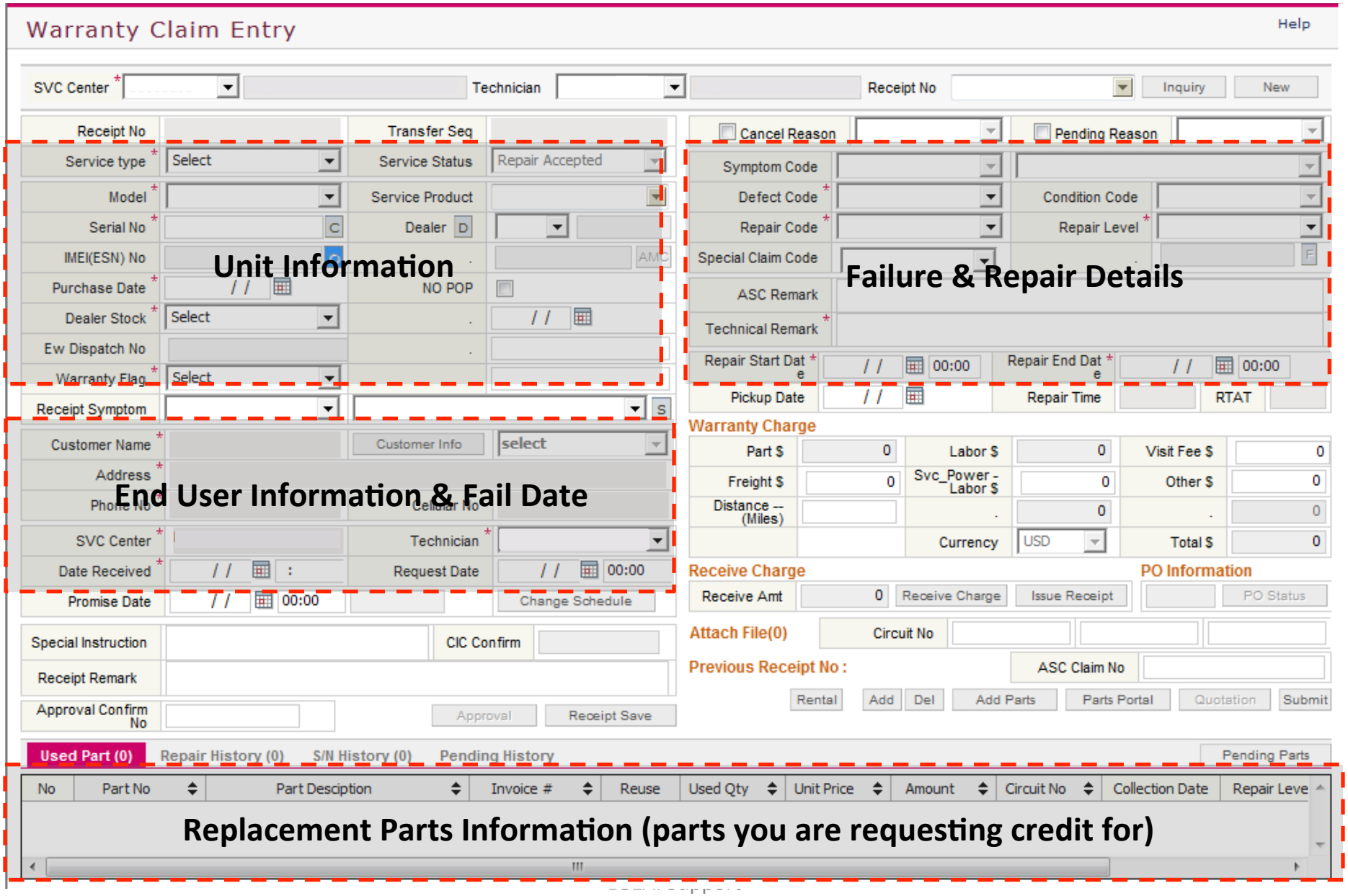
Navigating GSFS – Parts (Parts → Parts Portal)



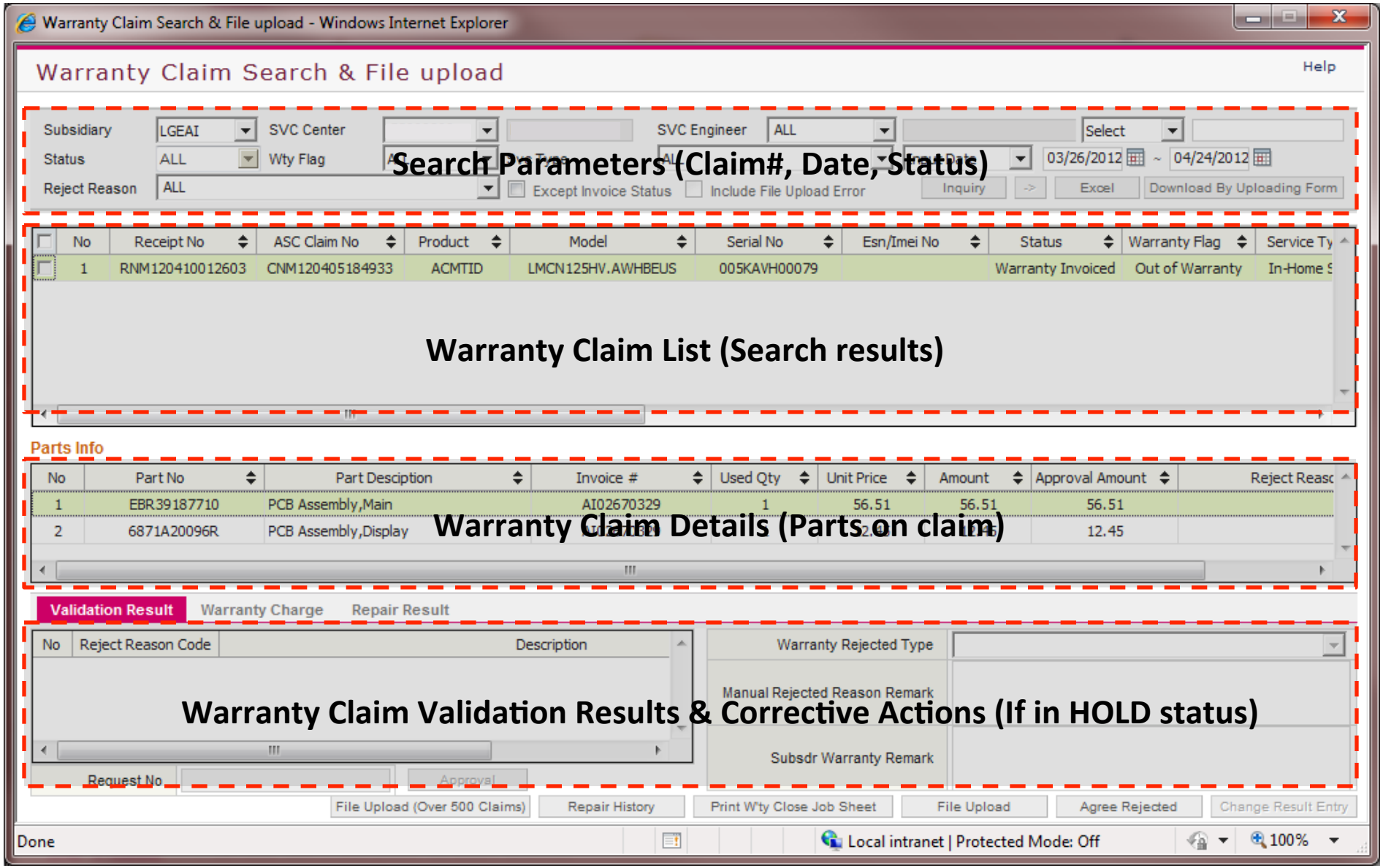
Navigating GSFS – Parts (Parts → Parts Return)



Navigating GSFS – Warranty Claim Entry (Field Service → Warranty Claim Entry)

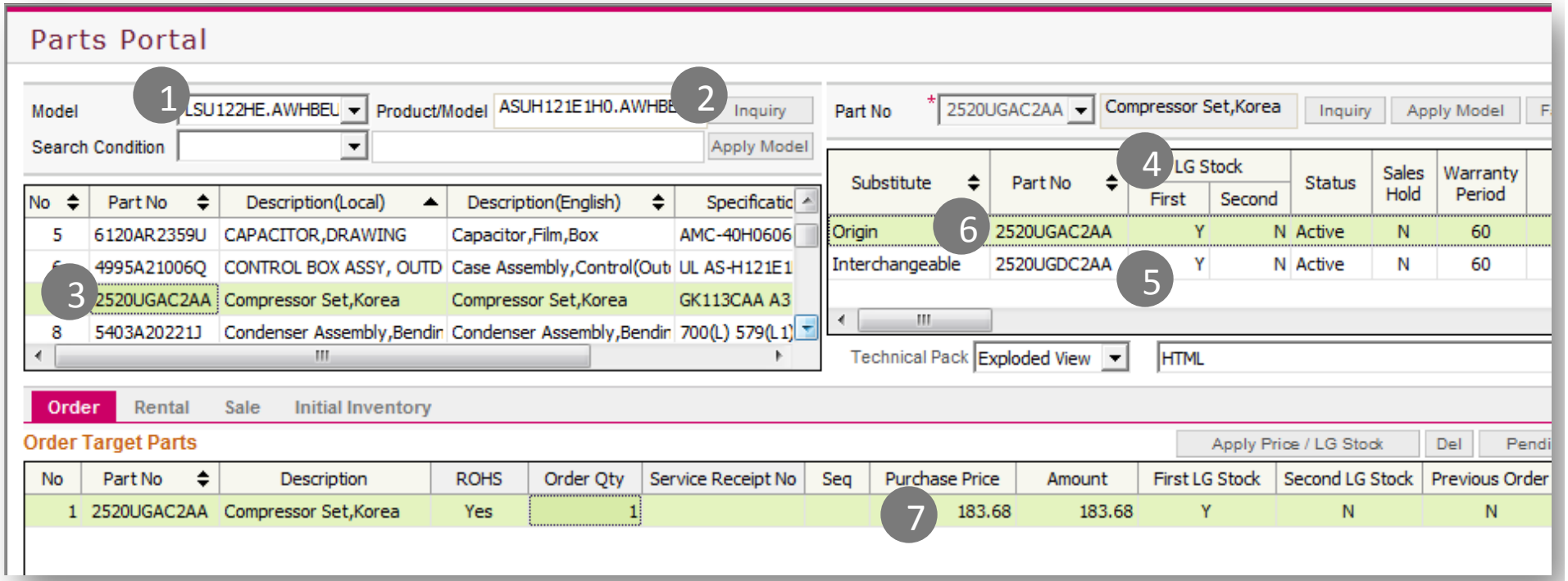


Navigating GSFS – Warranty Search (Field Service → Warranty Claim Search & File Upload)



Navigating GSFS – Find Parts using Model Number

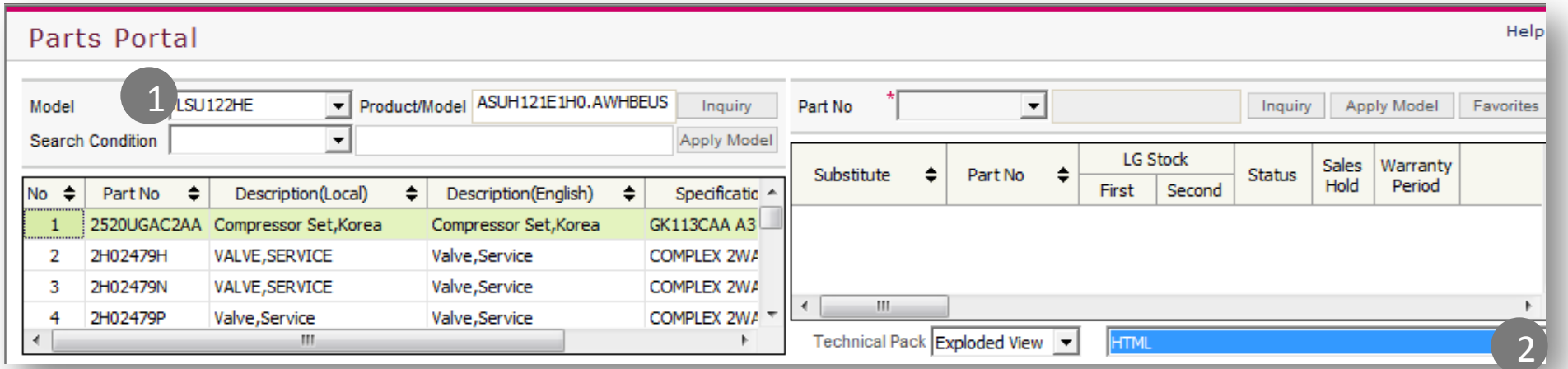
Task: Find the part#, availability, and pricing for compressor in LSU122HE



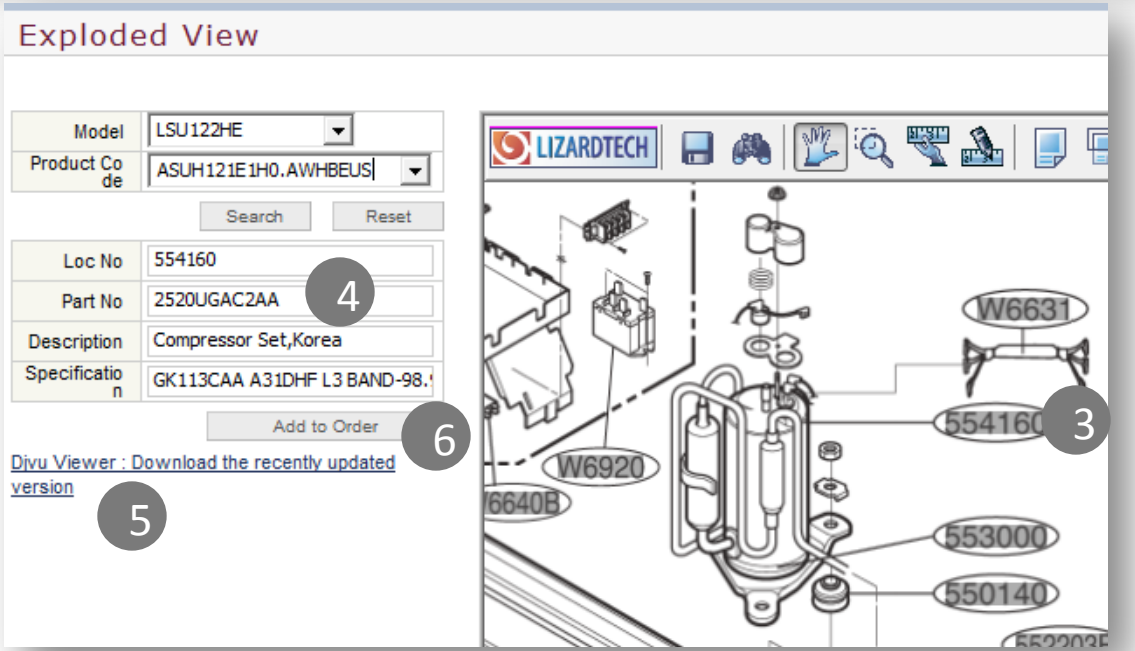
1) Type in the model number and press "ENTER" on your keyboard. The factory models will be displayed. Choose one by clicking on it with your mouse.
2) Click "Inquiry" to display the parts list for your chosen model number
3) Find "compressor" in the part description and double-click on the part number. It will auto-populate to your right.
4) First LG Stock shows availability in our main warehouse (AL). Second LG Stock is in our secondary warehouse (CA)
5) Any part listed below the original part is an exact substitute and may be used in lieu of the original part.
6) Double-click on the part you wish to purchase/check pricing and it will drop into the below "Order Target Parts"
7) Shows your cost for the selected part number

Navigating GSFS – Search for Parts using Exploded View

Task: Find the part# for compressor using Exploded View in LSU122HE

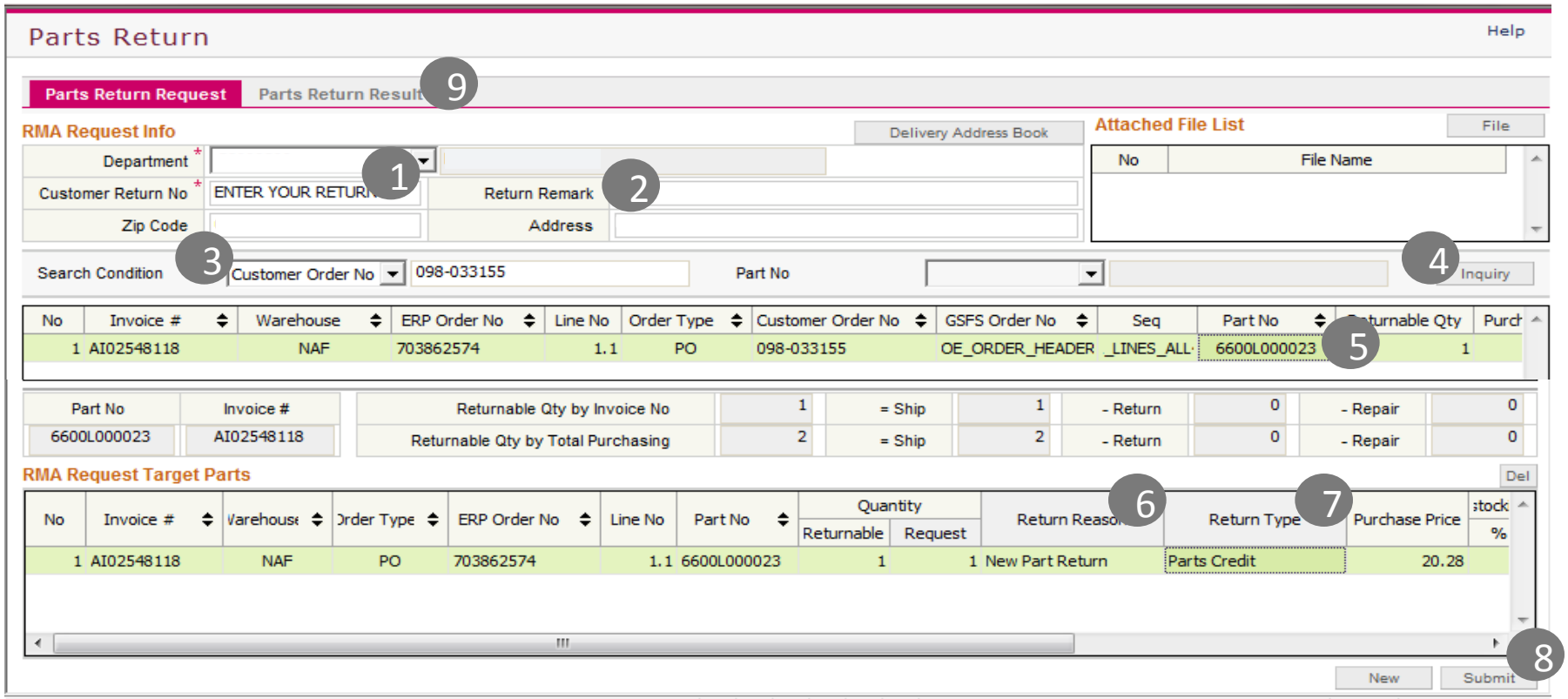


1) Repeat Steps 1 & 2 from previous
2) Click on the dropdown box next to "Exploded View". A new window will open with the exploded view
3) Click on the Part Location
4) Part Number will be displayed
5) If you can't see the Exploded View, you may need to download *Divu Viewer*
6) Click "Add to Order" to see pricing or buy this part



Navigating GSFS – Return Parts using your PO#

Task: Return part# 6600L000023 on your PO# 098-033155



1) Enter your Return Number (i.e. your PO#)
2) Enter your e-mail address in the "Return Remark" field if your part is due to DAMAGE or DOA
3) Choose "Customer Order No" as your Search Condition" and enter your PO# in the blank field to the right
4) Click "Inquiry"
5) Double click the part you want to return
6) Choose your Return Reason
7) Choose your Return Type
8) Click "Submit"

9) To check status of your RMA Request, click on "Parts Return Request"