

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.



LG

Life's Good

LGEAI Support

Parts, Warranty, and Account Management



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

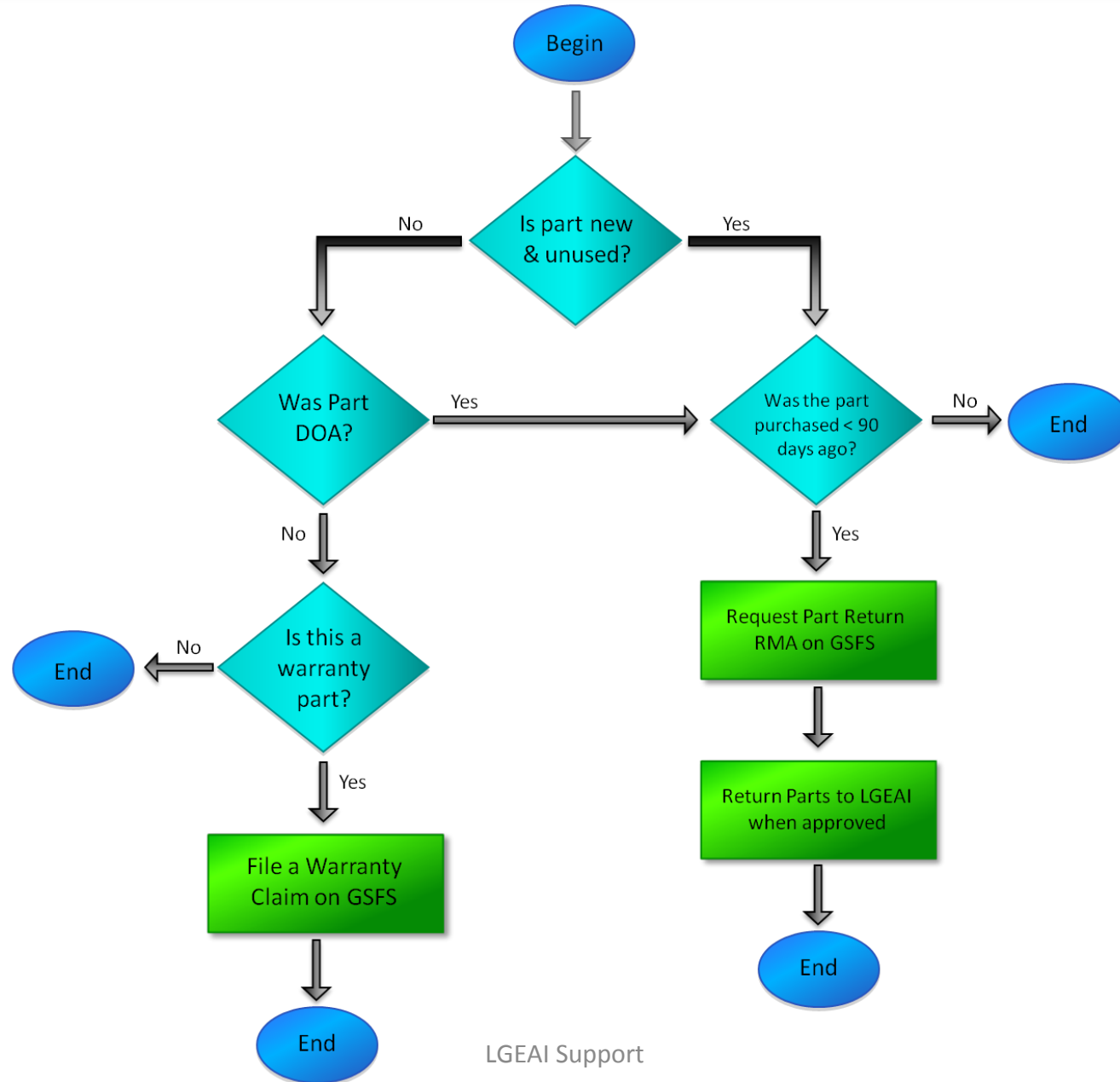
(Accounts I – Z) Emily Owens

E-mail: emily.owens@lge.com

Phone: (256) 774-4197

Fax: (256) 542-2597

Return Parts Process



Login to GSFS – Global Service Front System



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

A screenshot of the GSFS login page. The page features a large banner image of a globe with a city skyline and a tree. The text 'Welcome to Global Service Front System' is displayed in the top right of the banner. Below the banner, there are two input fields for 'USER ID' and 'PASSWORD', a blue 'ENTER' button, and a 'REMEMBER MY ID ON THE COMPUTER' checkbox. On the right side, there are four links: 'INSTALL & LOGIN GUIDE GO', 'USER REGISTRATION GO', 'USER FORGOT PASSWORD GO', and 'CONTACT ADMIN GO'. At the bottom right, there is a note: 'PLEASE UPGRADE TO THE LATEST VERSION OF IE6.0 OR LATER'.

- ✓ 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)



Parts Portal - Windows Internet Explorer

Parts Portal

Model Product/Model Inquiry
Search Condition Apply Model

Part No Inquiry Apply Model Favorites

Substitute	Part No	LG Stock		Status	Sales Hold	Warranty Period
		First	Second			

Look Up Parts by Model Number

Look Up Part Number (availability & substitute parts)

Technical Pack Exploded View

Order Rental Sale Initial Inventory

Order Target Parts

Apply Price / LG Stock Del Pending Parts

No	Part No	Description	ROHS	Order Qty	Service Receipt No	Seq	Purchase Price	Amount	First LG Stock	Second LG Stock	Previous Order
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View Part Pricing and Order Parts (this is your "shopping cart")

Total 0 0

Customer Type ASC/ASD Delivery Address Book
Department LGE Parts Service Fields
Customer Order No
Order Remark Price Term

Recipient LGEAI Customer Service Field Service B2B A/C & E
Address
Zip Code
Delivery B y Freight Fee(\$) 0

Your Company Information (Account # and PO#)

Part Order Delivery Info (Drop Ship Available)

Credit Limit Info Inquiry

Credit Limit Amount	
Open Amount	
Remain Amount	

Notice : Final purchase price can be changed.
Reason : Contract between service center and subsidiary, substitute parts shipping, customer type, etc.

File Upload Previous Order Draft Order List Draft Save Submit

Navigating GSFS – Parts (Parts → Parts Return)



Parts Return
Help

Parts Return Request
Parts Return Result

RMA Request Info

Department *	LGEAI Customer Service Field Service B2B A/C & En	<small>Delivery Address Book</small>
Customer Return No *	<small>Return Remark</small>	
Zip Code	<small>Address: 101 South Record Road, Huntsville</small>	

Your Company Information
(Account # and PO#)

Attached File List File

No	File Name

Search Condition Part No Inquiry

No	Invoice #	Warehouse	ERP Order No	Line No	Order Type	Customer Order No	GSFS Order No	Seq	Part No	Returnable Qty	Purchase f
Look Up & Choose Parts to Return											

Part No	Invoice #	Returnable Qty by Invoice No	0	= Ship	0	- Return	0	- Repair	0
		Returnable Qty by Total Purchasing	0	= Ship	0	- Return	0	- Repair	0

RMA Request Target Parts De

No	Invoice #	Warehouse	Order Type	ERP Order No	Line No	Part No	Quantity		Return Reason	Return Type	Purchase Pric
							Returnable	Request			
Parts submitted for Return & Return Reason											

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



Warranty Claim Entry
Help

SVC Center *
Technician
Receipt No

Receipt No	Transfer Seq
Service type * <input type="text"/>	Service Status <input type="text"/>
Model <input type="text"/>	Service Product <input type="text"/>
Serial No * <input type="text"/>	Dealer <input type="text"/>
IMEI(ESN) No <input type="text"/>	NO POP <input type="checkbox"/>
Purchase Date <input type="text"/>	Dealer Stock * <input type="text"/>
Ew Dispatch No <input type="text"/>	Warranty Flag * <input type="text"/>

Unit Information

<input type="checkbox"/> Cancel Reason <input type="text"/>	<input type="checkbox"/> Pending Reason <input type="text"/>
Symptom Code <input type="text"/>	Condition Code <input type="text"/>
Defect Code * <input type="text"/>	Repair Level * <input type="text"/>
Repair Code * <input type="text"/>	Special Claim Code <input type="text"/>
ASC Remark <input type="text"/>	Technical Remark * <input type="text"/>
Repair Start Date * <input type="text"/>	Repair End Date * <input type="text"/>
Pickup Date <input type="text"/>	Repair Time <input type="text"/>
RTAT <input type="text"/>	

Failure & Repair Details

Customer Name * <input type="text"/>	Customer Info <input type="text"/>
Address * <input type="text"/>	Phone No <input type="text"/>
SVC Center * <input type="text"/>	Technician * <input type="text"/>
Date Received * <input type="text"/>	Request Date <input type="text"/>
Promise Date <input type="text"/>	Change Schedule <input type="button"/>

End User Information & Fail Date

Part \$ <input type="text"/>	Labor \$ <input type="text"/>	Visit Fee \$ <input type="text"/>
Freight \$ <input type="text"/>	Svc_Power - Labor \$ <input type="text"/>	Other \$ <input type="text"/>
Distance -- (Miles) <input type="text"/>	Currency <input type="text"/>	Total \$ <input type="text"/>

Warranty Charge

Receive Amt <input type="text"/>	Receive Charge <input type="text"/>	Issue Receipt <input type="button"/>	PO Status <input type="text"/>
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Receive Charge

Attach File(0) <input type="text"/>	Circuit No <input type="text"/>
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Attach File(0)

Previous Receipt No : <input type="text"/>	ASC Claim No <input type="text"/>
--	-----------------------------------

Previous Receipt No :

<input type="button" value="Rental"/>	<input type="button" value="Add"/>	<input type="button" value="Del"/>	<input type="button" value="Add Parts"/>	<input type="button" value="Parts Portal"/>	<input type="button" value="Quotation"/>	<input type="button" value="Submit"/>
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Used Part (0)	Repair History (0)	S/N History (0)	Pending History	Pending Parts
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No	Part No	Part Description	Invoice #	Reuse	Used Qty	Unit Price	Amount	Circuit No	Collection Date	Repair Level
Replacement Parts Information (parts you are requesting credit for)										

Warranty Claim Search & File upload - Windows Internet Explorer

Warranty Claim Search & File upload Help

Subsidiary: LGEAI | SVC Center: | SVC Engineer: ALL | Status: ALL | Wty Flag: | Search Parameters (Claim#, Date, Status) | 03/26/2012 ~ 04/24/2012 | Reject Reason: ALL | Except Invoice Status | Include File Upload Error | Inquiry | Excel | Download By Uploading Form

No	Receipt No	ASC Claim No	Product	Model	Serial No	Esn/Imei No	Status	Warranty Flag	Service Ty
1	RNM120410012603	CNM120405184933	ACMTID	LMCN125HV.AWHBEUS	005KAVH00079		Warranty Invoiced	Out of Warranty	In-Home S

Warranty Claim List (Search results)

Parts Info

No	Part No	Part Description	Invoice #	Used Qty	Unit Price	Amount	Approval Amount	Reject Reasc
1	EBR39187710	PCB Assembly,Main	A102670329	1	56.51	56.51	56.51	
2	6871A20096R	PCB Assembly,Display					12.45	

Warranty Claim Details (Parts on claim)

Validation Result | Warranty Charge | Repair Result

No	Reject Reason Code	Description	Warranty Rejected Type

Manual Rejected Reason Remark

Subsdr Warranty Remark

Request No: | Approval: | File Upload (Over 500 Claims) | Repair History | Print Wty Close Job Sheet | File Upload | Agree Rejected | Change Result Entry

Done | Local intranet | Protected Mode: Off | 100%

Navigating GSFS – Find Parts using Model Number

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

Parts Portal

Model Product/Model

Part No * Compressor Set,Korea

No	Part No	Description(Local)	Description(English)	Specificatio	Substitute	Part No	LG Stock		Status	Sales Hold	Warranty Period
							First	Second			
5	6120AR.2359U	CAPACITOR,DRAWING	Capacitor,Film,Box	AMC-40H0606							
6	4995A21006Q	CONTROL BOX ASSY, OUTD	Case Assembly,Control(Out	UL AS-H121E1							
7	2520UGAC2AA	Compressor Set,Korea	Compressor Set,Korea	GK113CAA A3			Y	N	Active	N	60
8	5403A20221J	Condenser Assembly,Bendir	Condenser Assembly,Bendir	700(L) 579(L1)			Y	N	Active	N	60

Technical Pack

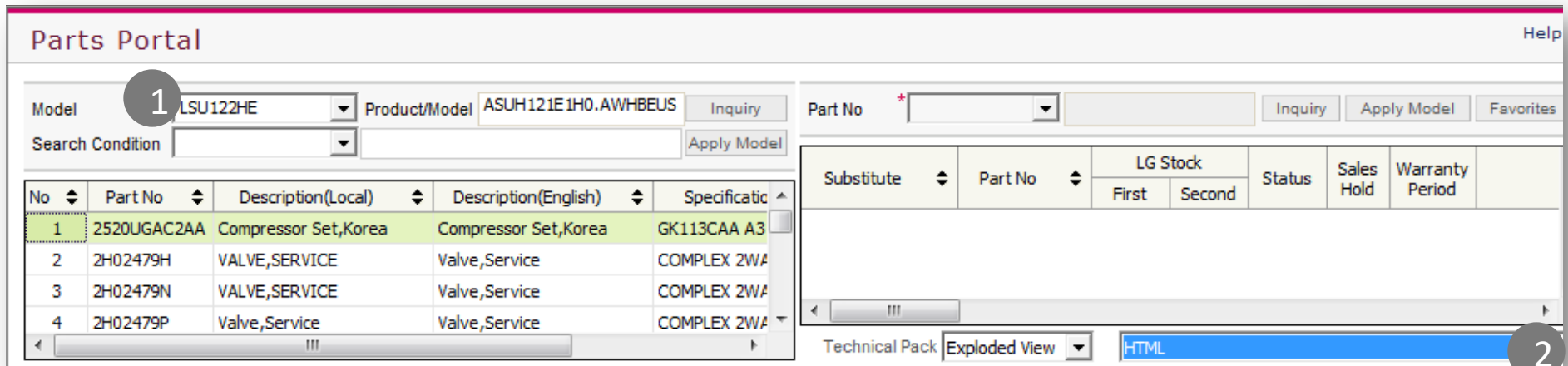
Order Target Parts

No	Part No	Description	ROHS	Order Qty	Service Receipt No	Seq	Purchase Price	Amount	First LG Stock	Second LG Stock	Previous Order
1	2520UGAC2AA	Compressor Set,Korea	Yes	1			183.68	183.68	Y	N	N

- 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 ExplodedView in LSU122HE



Parts Portal Help

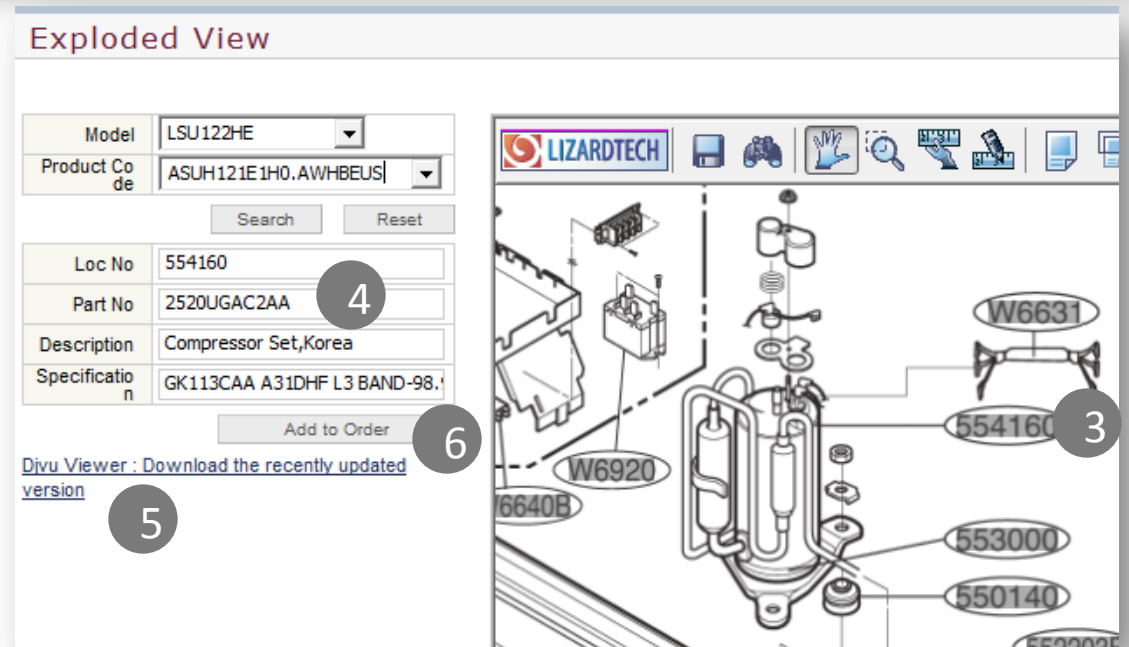
Model: **1** LSU122HE Product/Model: ASUH121E1H0.AWHBEUS Inquiry Apply Model

Search Condition: [] Apply Model

No	Part No	Description(Local)	Description(English)	Specificatic	Substitute	Part No	LG Stock		Status	Sales Hold	Warranty Period
							First	Second			
1	2520UGAC2AA	Compressor Set,Korea	Compressor Set,Korea	GK113CAA A3							
2	2H02479H	VALVE,SERVICE	Valve,Service	COMPLEX 2WA							
3	2H02479N	VALVE,SERVICE	Valve,Service	COMPLEX 2WA							
4	2H02479P	Valve,Service	Valve,Service	COMPLEX 2WA							

Technical Pack: Exploded View **2** HTML

- 1) Repeat Steps 1 & 2 from previous
- 2) Click on the dropdown box next to “ExplodedView”. 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



Exploded View

Model: LSU122HE Product Code: ASUH121E1H0.AWHBEUS Search Reset

Loc No: 554160 Part No: **4** 2520UGAC2AA Description: Compressor Set,Korea Specification: GK113CAA A31DHF L3 BAND-98.1

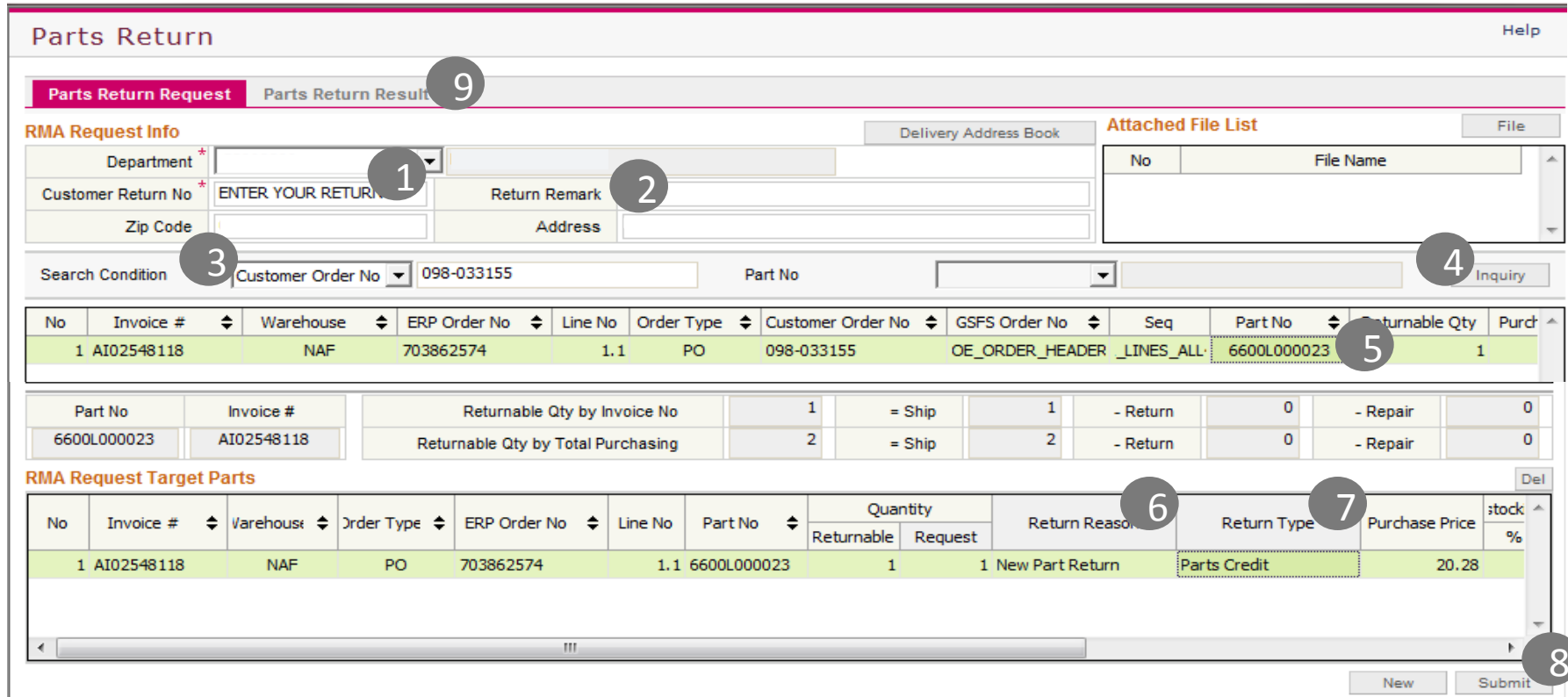
Add to Order **6**

[Divu Viewer : Download the recently updated version](#) **5**

The exploded view diagram shows various components labeled with part numbers: W6631, 554160, W6920, 6640B, 553000, 550140, and 552202E. **3**

Navigating GSFS – Return Parts using your PO#

Task: Return part# 6600L00023 on your PO# 098-033155



The screenshot shows the 'Parts Return' application interface. At the top, there are two tabs: 'Parts Return Request' (selected) and 'Parts Return Result'. Below the tabs is the 'RMA Request Info' section with fields for Department, Customer Return No (with a dropdown menu), Zip Code, Return Remark, and Address. To the right is an 'Attached File List' table with columns 'No' and 'File Name'. Below this is a search section with 'Search Condition' (dropdown), 'Customer Order No' (text input), 'Part No' (dropdown), and an 'Inquiry' button. The main area contains a table of RMA Request Target Parts with columns: No, Invoice #, Warehouse, Order Type, ERP Order No, Line No, Part No, Quantity (Returnable, Request), Return Reason, Return Type, Purchase Price, and stock %. A summary table below shows 'Returnable Qty by Invoice No' and 'Returnable Qty by Total Purchasing'. At the bottom right are 'New' and 'Submit' buttons.

- 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 Result”