



LG Electronics Australia Pty Ltd
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Harrisons Energy Solutions
Att: Phil Harrison
Via email

3rd of April 2017

LG Electronics Australia is confirming that Harrisons Energy Solutions are the key distributor and installation arm of LG panels in NZ. They have been an authorized LG partner since 2014. LG in Australia and NZ has only chosen a selected number of solar installation companies to join our solar installation network.

Harrisons Energy Solutions have been selected as the preferred and only LG Electronics solar distribution partner for NZ in the residential solar space because of their high level of customer service and installation quality.

LG panels in NZ are currently only available via the Harrisons Distribution network and one other commercial partner. The warranty of the LG panels relies on the proper installation of the panels to be valid and for 2017 we have not certified and certified any other solar company in NZ to be qualified in installing the LG solar panels in the residential space.

If other solar companies than Harrisons Energy Solutions claim to have a relationship with LG in NZ in the residential solar space, then this assertion is incorrect.

Finally our distributors in Australia have only gained distribution rights for the panels in Australia and not NZ. Therefore Australian panels imported into NZ are not following the recommended path by LG to ensure that they are installed correctly. Correct installation is a must to get appropriate warranty support from LG. Currently all warranty support is available via the installation network from Harrisons Energy Solutions.

Kind regards

A handwritten signature in black ink, appearing to read 'M. Lambert', written in a cursive style.

Markus Lambert
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