LG Air- Conditioning (Eco Solution) Academy
Training Catalogue

Jan ~Dec 2026
LGEEF
Nairobi, Kenya

Academy's Vision

- Global No. 1 Engineering Education/Training center, Producing Professional HVAC Engineers qualified with the Highest Performer in SAC Business
- Sales Center as a CRM cites with customers

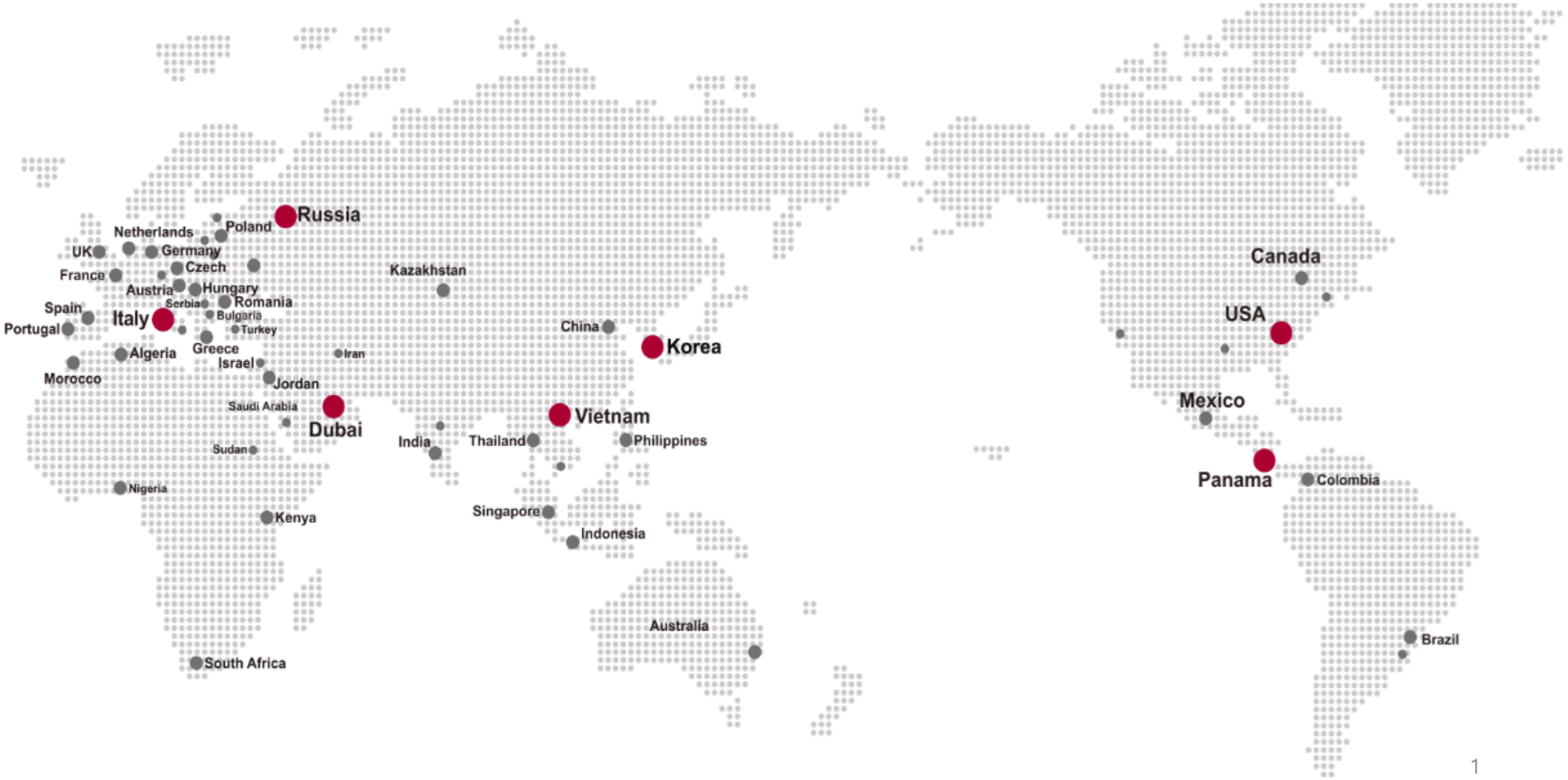


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Welcoming message

Thank you for interest in LG air- conditioning systems. Our comprehensive training program, through classroom lectures and a hands-on academy, teaches you how to provide quality LG Product installations and service.

Our full-time training managers are highly knowledgeable, with many years of experience installing and troubleshooting an array of air-conditioning systems. They are available to answer any technical questions you may have before, during, and after class.

We look forward to seeing you!

Cordially



LG Air-Conditioning Academy
Nairobi -Kenya

LGEEF Academy Introduction

LG Academy covers topics from Product introduction to Installation/Service/Troubleshooting for the full range of LG Air Conditioners.
Contact to the trainer to know LG Air Conditioner more detail.

Academy Facility

Address Hanover Block. 3rd Floor , 14 Riverside, Off Riverside Drive
P.O.Box 505-00606 Nairobi , Kenya









Trainer / Contents

Academy Trainer Mr. Raja Durai (Part Leader) Mr. Jackson, Mr. Stefan



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Stefan.ombisa@lge.com

Training Contents

* Please contact to Academy trainer for detail training schedule.

Product Introduction

- Offering comprehensive and in-depth training regarding LG Air Conditioners

Proposal Design

- Learning how to design the most suitable LG Air conditioning systems for various building / user's needs

Installation

- Trainees can learn the proper installation guidelines for each products, and installing the piping & wiring between indoor and outdoor units.

SVC & Troubleshooting

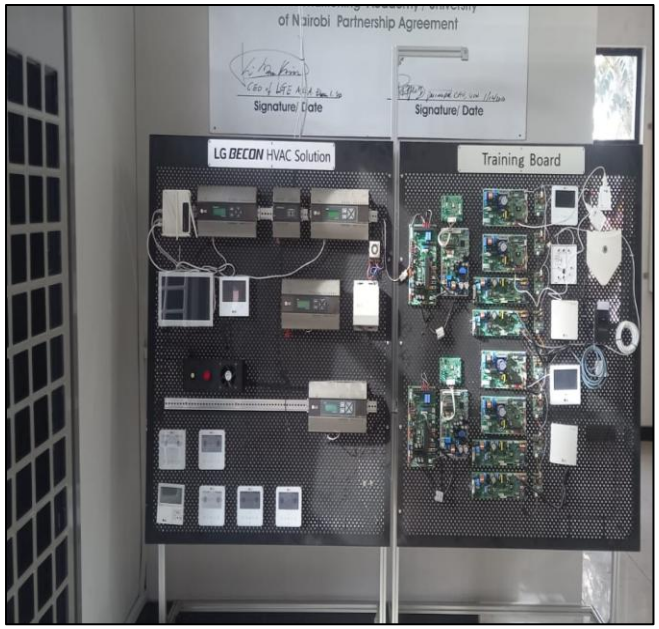
- Physical access to the major functional components, and become familiar in various kinds of SVC cases with practical troubleshooting guidance.

Facility Layout & Pictures













Registration

To attend a course listed in this training catalogue, please complete the Registration form (on page 12) and

E-Mail to : Sales Responsible & Raja Durai (Raja.kannaiyan@lge.com)

Office:+254 202327363/65

Course Schedule

Classes begin at 09:00AM until 4:00PM

Refreshment

Lunch, Tea/Coffee will be provided on full day courses only

Training Material & Certificate

Students attending our classes will be provided with training materials with electronic files and shall be given a certificate if found competent.

Covid-19 Regulations

Students attending our classes must wear facemask and have their identification document with them at all times.
Students will have to sanitize their hands at lease once every 4 hours.
During Covid -19 regulations, a maximum of 15 students can be accommodated per training course.

Payment fee

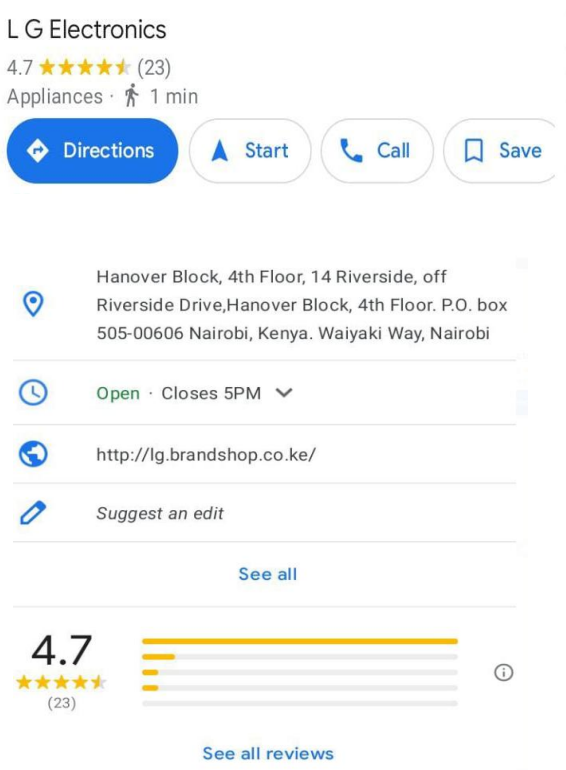
Free of charge for all Training

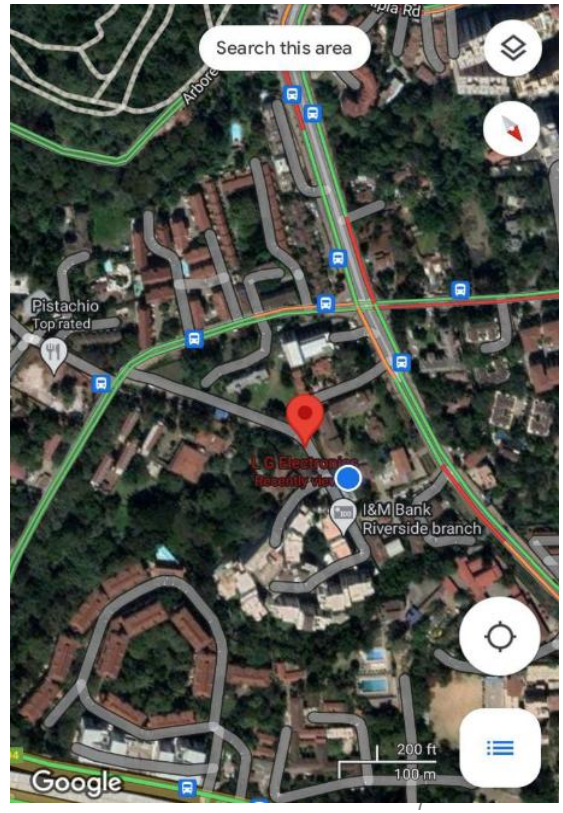
Cancellation Policy

Academy reserve the right to make changes/cancellation to the course schedule; **in case the number of students are less than 5**. Attendees will be notified by phone and e-mail.

Training Location







Complete Service Provided

through systematic operation



Sufficient Service Parts

LG Electronics - distributors has enough service parts in the Kenya. Service parts can be supplied at any time.



Professional technician always on standby

LG's specialized technicians are always on standby to support systematic services.



Friendly and professional call center

With thorough expertise in the product, the call center staff provides customized services to clients.

RAC Installation & Troubleshooting with LG SIMs Kit

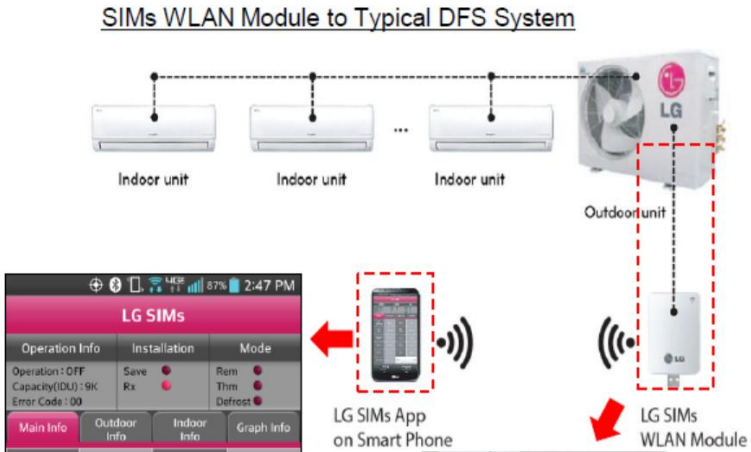
Course objectives

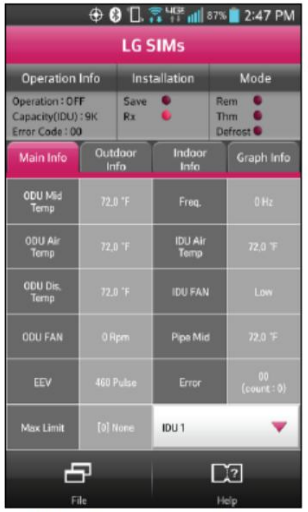
Create understanding about Installation Parameters of LG Inverter RAC Systems

- **Target Audience**: Installer & SVC
- **Location/Duration**: Academy/1Day
- **Course Features:**

- Get to know the LG recommended Requirements for installation of RAC product
- Practice the usage of recommended tools
-Understanding the additional refrigerant calculation method
-Identification of service-related issues & solution with SIMs Kit

- **Class Prerequisites**: one device of smart phone/Table PC & LGMV Kit for mobile.





SIMs View on Smart phone


Connect to Jig in ODU

Training Set-up Course Details

Single CAC Troubleshooting with LGMV Tool

Course objectives

Create understanding about common errors & troubleshooting of LG SCAC Systems.

- **Target Audience**: Service & Maintenance
- **Location/Duration**: Academy/1Day
- **Course Features:**

- Understand LG Inverter technology
-Understand the functioning of all the major Electrical, power & Cycle components.
-Able to identify the errors using the LGMV jig & Mobile LGMV Tool to resolve the common errors.

- **Class Prerequisites**: one device of smart phone/Table PC /Laptop PC & LGMV Kit for PC &mobile.



SCAC Product



Mobile LGMV Kit (Smartphone, Table PC)



Multi V Introduction

Course objectives

Create understanding about basic Installation parameters of LG Multi V systems

- **Target Audience**: Installer
- **Location/Duration**: Academy/1Day
- **Course Features:**

-Get to know the LG recommended requirements for installation of multi V systems.
-Understanding the installation process and check list.
-Review of Real time installation cases.

- **Class Prerequisites**: VRF installation experience.



Training Set-up Course Details

Multi V Troubleshooting & LGMV Tool

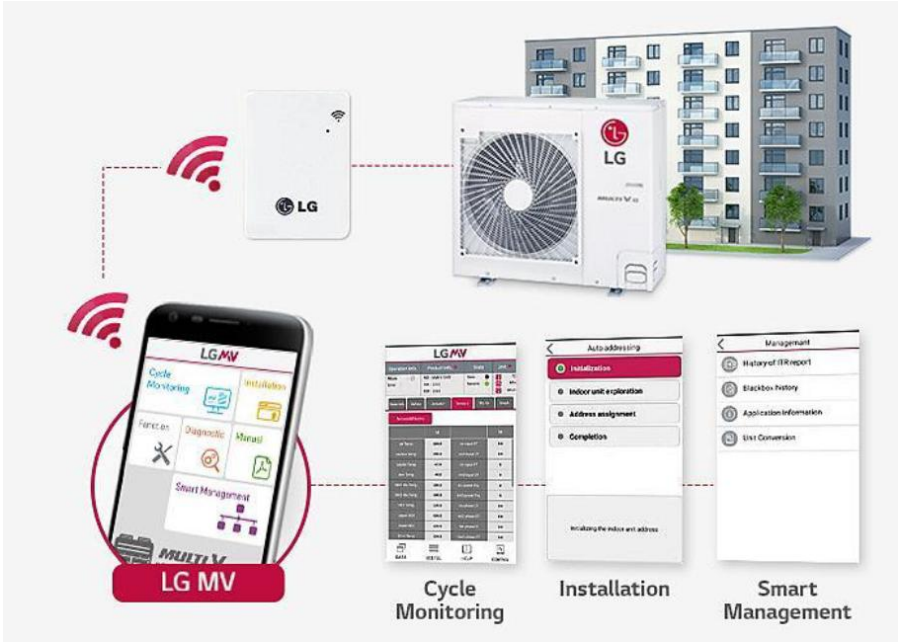
Course objectives

Create understanding on Multi –V Error & on- site Troubleshooting using LGMV jig

- **Target Audience**: Service & Maintenance
- **Location/Duration**: Academy / 3 Day
- **Course Features:**

-Basic evaluation through LGMV jig
-Hands-on practice for important practices involved during installation, commissioning & start-up of the product
-Understanding of Error codes

- **Class Prerequisites**: one device of smart phone/Table PC/Laptop PC & LGMV Kit for PC & Mobile.



BECON(Building Energy Control) Installation & Troubleshooting

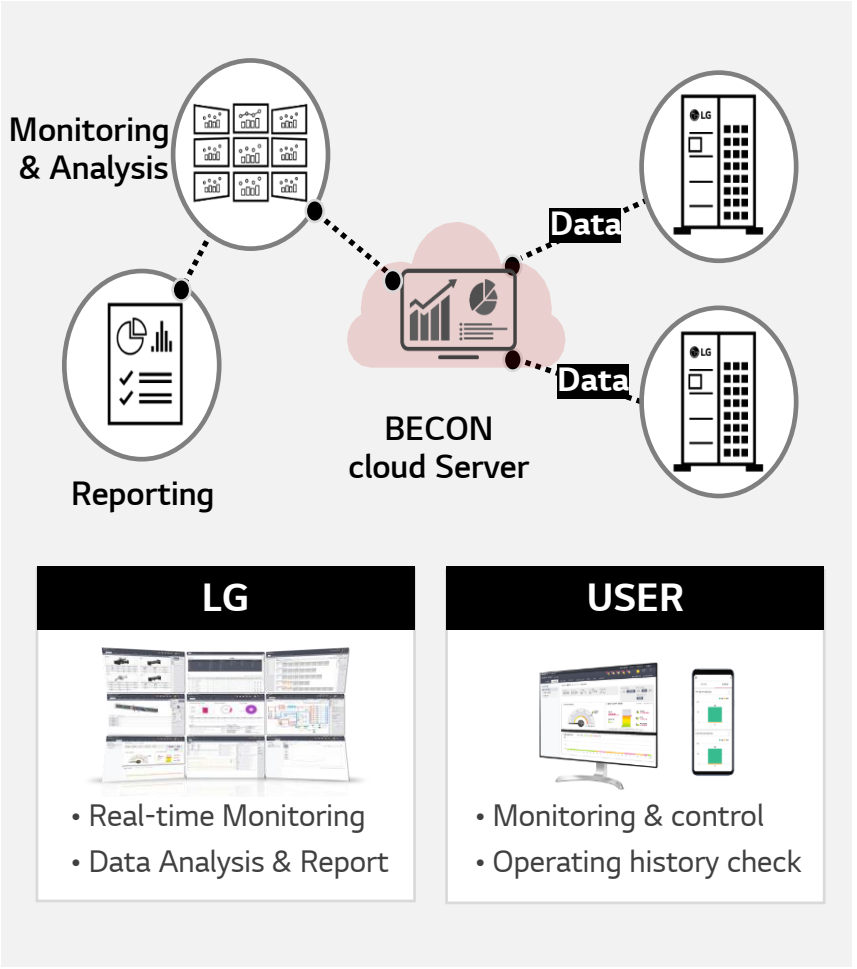
Course objectives

Create understanding about Installation parameters & common errors & T/shooting of LG ACS

- **Target Audience**: Installer & SVC
- **Location/Duration**: Academy / 1 Day
- **Course Features:**

-Get to Know about application with LG ACS
-Understanding the Installation process and check list
-Review of real time installation cases
-Get to know how to check system & Upgrade S/W

- **Class Prerequisites**: Laptop PC.



Monitoring by BECON cloud (TMS)

As a cloud-based service management system, it is possible to monitor all devices/equipment
Connected by network in real time and minimize processing time in case of failure.

Rapid Processing and Response

Real time monitoring the operation status including site temperature, equipment's temperature and pressure etc.

● Abnormal symptoms

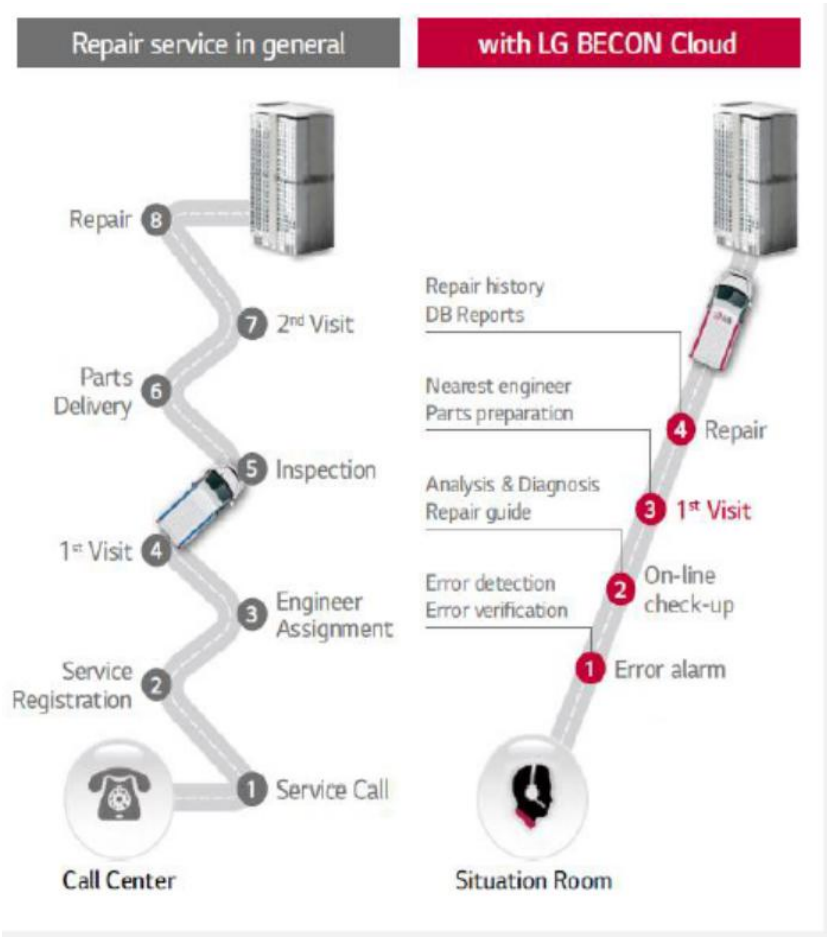
Inform abnormal symptoms for checking the operation status to prevent failures in the futures.

● Error Detection and verification

Analyzing error message and history is key for quick service delivery in emergency case.



Response process Comparison

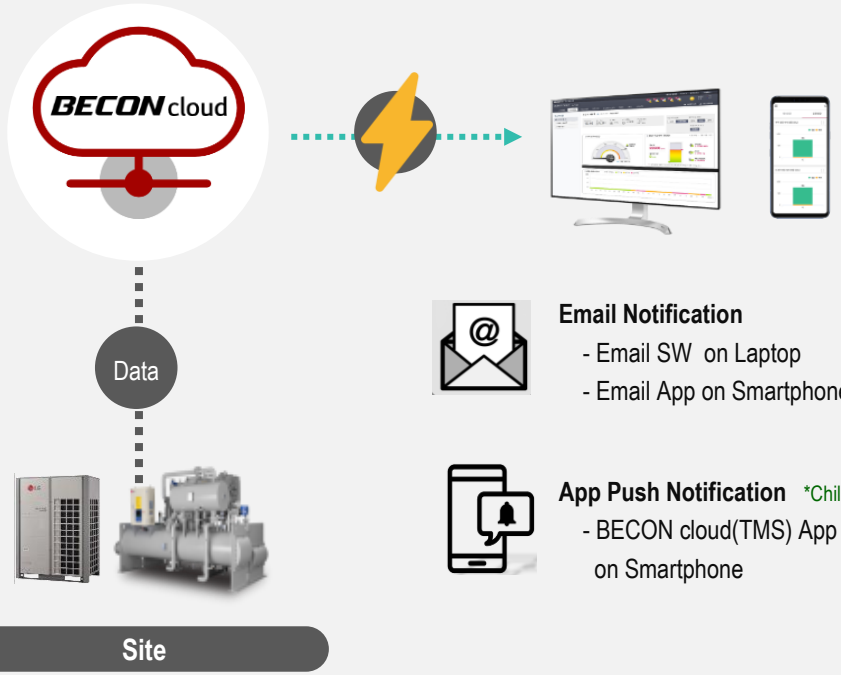


BECON Cloud (TMS)

BECON cloud(TMS) notifies registered engineers of error information when an error occurs. Therefore, the engineer can immediately take the necessary action according to the error information. There are two types: email notifications and app push notifications.

BECON Cloud notification

Cloud-based comprehensive maintenance system



Email Notification
- Email SW on Laptop
- Email App on Smartphone

App Push Notification *Chiller Only
- BECON cloud(TMS) App on Smartphone

Notification content

Error Information

- Error Code and description * ODU error Lv. 1, 2 / IDU error / Gateway disconnected
- Error Occurrence time
- Product / Site information

Email

LG BECON cloud Error Alarm

1) Error Alarm ID : 20220415061927Eu
2) Error Code : CH 242 - Problem in data receving at Central Controller
3) Time of error occurrence : 15, Apr, 2022 08:11:00
4) Device info.
- ID : 00
- Name : MB ODU LGEBN
- Serial Number : data
- Install Date : 04, Feb, 2022

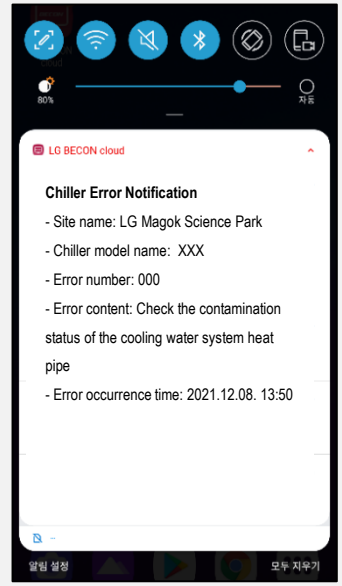
5) Location info.
- as academy (ID : 0010013972)

6) Center info.
- HeatingNL

Please do not reply to this email as mail sent to this address cannot be answered. If you have questions please contact to your LG manager. This document follows LG Electronics maintenance management regulations and complies with the security rules.

LG Electronics

App push



Training Registration Form

Registration Form



Training Course ……

Required Dates ……

Company Name ……

Mailing Address ……

Person in Charge …… E-mail……

Mobile No …….. Job Title……..

Attendees List

No	Name	Job Title	Length of Experience	E-mail