



# LG Five-Star Service

Partnering with LG is Good for Business

LG's Five-Star Service is a free, specialized customer care program that ensures maximum uptime for LG commercial-grade hospitality TVs and digital signage displays. The program provides hotels with a dedicated LG BSP (Business Solutions Partner) service technician as a contact, along with preventive maintenance, timely repairs and other support.



### Direct contact with dedicated LG BSP

The BSP technician serves as the hotel's single point of contact, ensuring calls will be handled properly and with prompt familiarity. LG is the only manufacturer that has factory-authorized/certified commercial technicians out in the field and able to perform this service.



### Preventive maintenance program

The BSP technician will make complimentary routine visits to the hotel to greet staff, answer questions, check product performance and do any required maintenance.



### Free to Guest (FTG) software support

Should you encounter difficulty in using LG's FTG Cloud Configuration Tool or Legacy LG FTG software and compatible devices, your BSP technician will provide software support in configuring LG hospitality TVs/STBs for FTG.



### New TV setup support

In a hotel, it's ideal to identically configure the TVs in every guest room, either by cloning the settings from one TV to the others via USB flash drive, or a more efficient centralized LG Pro:Centric® server in the head end. The BSP technician will provide new TV setup support if needed.



### Engineer visits for quality assurance

An LG quality assurance engineer will visit the property, inspect and test the installation and ensure all components are functioning properly. In the case of commercial in-room TVs, for example, mounting, individual display performance, connectivity and unified color and brightness calibration across all displays can be assured.



### Timely repairs

Often the BSP technician will be able to troubleshoot and perform certain repairs onsite. But if the job calls for a warranty replacement, LG's repair turnaround time (RTAT) continues to average an under three days turnaround. LG also supports out-of-warranty service at a flat rate for most model series and repairs (exclusion for panel replacement).



### Specially trained technicians to perform services in hotel environments

The last thing a hotel needs is a guest room with a malfunctioning TV. LG technicians understand the hospitality environment and are specially trained to perform their services without disrupting guests or hotel operations.

LG's Five-Star Service program covers major metropolitan areas. As a backup, LG offers a 1-800 service number in the event the BSP technician is completely booked or the hotel is out of the Five-Star Service area. In that case the local or regional authorized LG service center will dispatch a technician for expedited service, coordinated with LG's warranty division.

## Enhanced Service Plan (ESP)

Available for purchase, LG's ESP protects your investment by adding extended service coverage (provided by LG) for LG commercial displays and hospitality TVs. The ESP offers various levels of service options to meet your needs.

### Features include:

- Competitive ESP pricing
- Up to an extended 3 years of parts and labor protection available
- 24- or 48-hour Quick Swap (Advanced Exchange)
- No limitation on number of repairs and swaps
- LG authorized service technicians
- Hassle-free shipping and handling
- White-glove service with un/re-installation
- Service contract is fully transferrable within the United States