



LG PuriCare™ CARESHIP



What is LG CARESHIP?

This is a routine maintenance service to ensure your LG PuriCare™ Water and Air Purifiers are performing at its finest.



Why product maintenance is IMPORTANT?

Just like batteries that need to be replaced once it is consumed, filters need to be replaced as well to ensure clean water & air.

SELF-SERVICE Filter delivery to doorstep once every: **6 months** **OR** **REGULAR VISIT** Technician visit once every: **3 months**

6 months

Water Purifier

- To ensure consistent pure & hygienic drinking water.
- Filters are consumable & periodic replacement is required.
- Skill is required to perform filter replacement & product sanitation.

Air Purifier

- To ensure consistent clean & fresh air.
- Filters are consumable & periodic replacement is required.
- Skill is required to perform filter replacement & product sanitation.

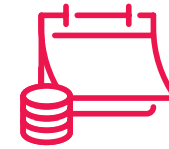
Why choose LG CARESHIP?

1 Plan 0 Worries

1 Plan 0 Worries to ensure your LG PuriCare™ product is working in tip-top condition all year round.



Economical Rates



Save More with Extended LG CareShip Subscriptions



Easy Cashless Transactions Available



LG Genuine Filters and Parts



Free Reinstallation*



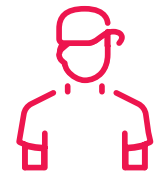
No Additional Charges for Expired Filter Replacements**



Complimentary Yearly Internal Pipe Change***



Routine Product Maintenance with Good Review



Professionally Trained CareShip Personnel

* In case of product relocation, product need to be carried by customer to the new location and LG PuriCare™ will provide the product reinstallation (applicable for water purifier only). Product reinstallation is provided once a year only.
 ** Additional charges related to filter replacement may be incurred in case of heavy usage.
 *** Yearly change internal pipe entitled for selected models only.

LG CareShip PLAN (Regular Visit)

For the best care and to ensure your LG PuriCare™ Water Purifier is functioning in good order, we have designed the Total Care Service. All to guarantee your device is working at its best.

Water Purifiers

WD518AN, WD516AN, WD216AN, WD517AN, WD217AN, WD515AN, WD512AN, WD210AN, WS410GN, WS510SN, WD112AN, WD210MN

4 Visits / Year (Every 3 Months)

1st Visit

- Product Sanitation
- Product Features & Functions Inspection

2nd Visit

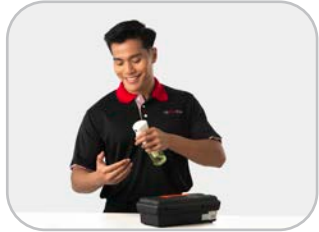
- Product Sanitation
- Product Features & Functions Inspection
- Change Filter (Follow Schedule)

3rd Visit

- Product Sanitation
- Product Features & Functions Inspection

4th Visit

- Product Sanitation
- Product Features & Functions Inspection
- Change Filter (Follow Schedule)
- Change Internal Pipe



- Washing hand & wearing glove.
- Clean the surroundings for water purifier maintenance.



- Open the Filter Cover.
- Remove the filter by turning to anti-clockwise.



- Clean the filter head with brush.



- Assemble the new filter by turning to clockwise.
- Push the filter back to position.



- Ensure arrow mark on the filter joints is aligned.
- Close the filter cover.
- Press & hold "cold" button 3-5 sec for filter reset.



- Guide customer the cleaning step of nozzle and brief on product function.
- Fill up service card.
- Inform customer the next maintenance service schedule.

*Yearly change internal pipe entitled for selected models only.

LG CareShip PLAN (Self-Service)

A quick and easy step-by-step filter change guide. So simple, anyone can do it!

Water Purifiers

WD518AN, WD516AN, WD216AN, WD210MN

Filter delivery / Year (Every 6 Months)



Step 1

Open the filter cover.



Step 2

Remove the filter by turning to anti-clockwise.



Step 3

Clean the filter head with brush.



Step 4

Assemble the new filter by turning clockwise.



Step 5

Push the filter back to position.



Step 6

Ensure the arrow mark on the filter joint is aligned.



Step 7

Close the filter cover.



Step 8

Press and hold "cold" button 3-5 seconds for filter reset.

LG PuriCare™ 360° Air Purifiers

LG CareShip PLAN (Regular Visits)

We have established a specific and specialised periodic service plan that is made to ensure your LG PuriCare™ 360° Air Purifier is functioning without any complications.

360° Air Purifiers

AS10GDWB0, AS65GDWB0, AS10GDPB0, AS65GDPB0, AS60GHWG0, AS60GHCG0, AS10GDBY0, AS65GDBY0, AS20GPHK0, AS20GPBK0, AS20GPKK0

2 Visits / Year (Every 6 months)

1st Visit

- Cleaning
- Checking
- Change Pre-Filter

2nd Visit

- Cleaning
- Checking
- Change Pre-Filter & HEPA Filter



- Washing hand & wearing glove.
- Prepare cleaning kit and tools.



- Turn off power, unplugged power cord, ready drain sheet and start cleaning.
- Remove top cover and screws at the sides then open up the grille.



- Clean the fan blade, top & bottom grille.
- Set cover disassembly: clean up body, surface and remove HEPA filter.



- Replace the required filter(s) & cleaning PM1.0 Sensor (Air Pollution Sensor).
- Clean front and rear cover then assemble all cover after cleaning.



- Turn on the unit and check all functions to ensure it works well.
- Fill up service card.



- Explain the service process to customer and get their signature on service sheet.
- Inform customer the next maintenance service schedule.

LG PuriCare™ 360° Air Purifiers

LG CareShip PLAN (Self-Service)

A quick and easy step-by-step maintenance guide. So simple, anyone can do it!

360° Air Purifiers

AS10GDWB0, AS65GDWB0, AS10GDPB0, AS65GDPB0, AS60GHWG0, AS60GHCG0, AS10GDBY0, AS65GDBY0, AS20GPHK0, AS20GPBK0, AS20GPKK0

Filter delivery / Year (Every 6 Months)



Step 1

Turn off power, lay plastic sheets on the ground.



Step 2

Remove the air purifier cover, take out the used filters & clean the unit.



Step 3

Use a cotton bud & gently clean the lens of the PM 1.0 Sensor.



Step 4

Replace new Ultra-Fine Filter. (Once every 6th months)



Step 5

Replace new HEPA Filter. (Annually)



Step 6

Put the air purifier cover back on after installing the new filters & turn on power.



Step 7

Press and hold the SPEED & INDICATOR buttons simultaneously for 3 seconds or more.



Step 8

Press and hold the INDICATOR & SLEEP TIMER buttons simultaneously for 3 seconds or more.



Step 9

Self Service maintenance is done.

LG CareShip PACKAGE

Value Rates, Excellent Service. Select from a variety of pricing plans that suit your needs.



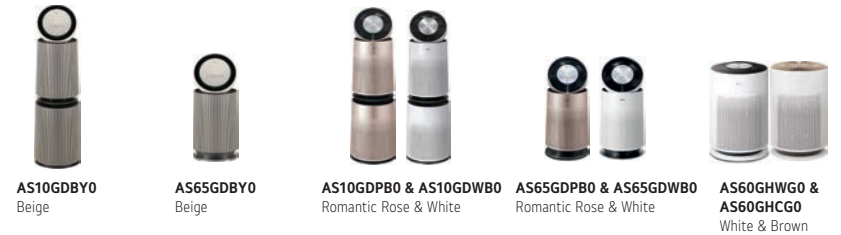
	Years	Regular Visit	Regular Visit	Regular Visit
LG CareShip Charges (RM)	1	RM450	RM500	RM500
	2	RM850	RM900	RM900
	3	RM1,250	RM1,300	RM1,300
Visiting Care	Every 3 Months			
Filter Change Period	<ul style="list-style-type: none"> Pre-Carbon Block Plus Filter (6 Months) UF Membrane + Post Carbon Filter (12 Months) 		<ul style="list-style-type: none"> Sediment Filter (6 Months) Pre-Carbon Block Plus Filter (12 Months) UF Membrane Filter (12 Months) Post Carbon Filter (18 Months) 	



	Years	Regular Visit	Regular Visit	Regular Visit	Self-Service	Regular Visit	Self-Service
LG CareShip Charges (RM)	1	RM360	RM400	RM360	RM280	RM400	RM320
	2	RM670	RM750	RM670	RM520	RM750	RM600
	3	RM980	RM1,090	RM980	RM760	RM1,090	RM870
Visiting Care	Every 3 Months		Every 3 Months	2 times filter delivery per year	Every 3 Months	2 times filter delivery per year	
Filter Change Period	<ul style="list-style-type: none"> Pre-Carbon Block Plus Filter + (9 Heavy Metals Removal) (6 Months) UF Membrane + Post Carbon Filter (12 Months) 						



	Years	Regular Visit	Self-Service	Regular Visit	Self-Service	Self-Service	Regular Visit	Self-Service
LG CareShip Charges (RM)	1	RM360	RM280	RM400	RM320	RM760	RM550	RM450
	2	RM670	RM520	RM750	RM600		RM950	RM840
	3	RM980	RM760	RM1,090	RM870			
Visiting Care		Every 3 Months	2 times filter delivery per year	Every 3 Months	2 times filter delivery per year	2 times filter accessories delivery per year	Every 6 Months	2 times filter delivery per year
Filter Change Period		<ul style="list-style-type: none"> Pre-Carbon Block Plus Filter + (9 Heavy Metals Removal) (6 Months) UF Membrane + Post Carbon Filter (12 Months) 				<ul style="list-style-type: none"> Aroma Sheet (6 Months) Water Supply Tank & Water Drain Tank (24 Months) 	<ul style="list-style-type: none"> Pre-Filter (6 Months) HEPA Filter(12 Months) 	



	Years	Regular Visit	Self-Service	Regular Visit	Self-Service	Regular Visit	Self-Service	Regular Visit	Self-Service
LG CareShip Charges (RM)	1	RM800	RM650	RM550	RM450	RM800	RM650	RM550	RM450
	2	RM1,500	RM1,220	RM950	RM840	RM1,500	RM1,220	RM950	RM840
Visiting Care		Every 6 Months	2 times filter delivery per year	Every 6 Months	2 times filter delivery per year	Every 6 Months	2 times filter delivery per year	Every 6 Months	2 times filter delivery per year
Filter Change Period		<ul style="list-style-type: none"> Pre-Filter (6 Months) HEPA Filter(12 Months) 							

LG CareShip CONDITION

To ensure your product maintenance runs smoothly, we have prepared a clear and effortless plan.

#1

Subscribe LG CareShip on last visit date (On Time)

- a. New LG CareShip contract starts from the month the existing contract ends.
- b. Customer to get maintenance service 4 visits per year every 3 months (water purifier) or 2 visits per year every 6 months (air purifier) from the last visit date.

#2

Subscribe LG CareShip within 3 months since last visit date

- a. New LG CareShip contract starts on the date the customer signs up.
- b. Customer to get maintenance service 4 visits per year every 3 months (water purifier) or 2 visits per year every 6 months (air purifier) from the last visit date.

#3

Subscribe LG CareShip after 3 months since last visit date

- a. New LG CareShip contract starts on the date the customer signs up.
- b. 1st visit to be scheduled in the month of contract start date, services include filter replacement OR whole replacement service*.

#4

New LG CareShip Customers (without filter replacement / history)

- a. New LG CareShip contract starts on the date the customer signs up.
- b. Visits will be scheduled based on the date of purchase of the product

*Filter replacement cycle may exceed 6 months and cause issues if service is received after 3 months from the contract start date.