

To our trusted CI Dealer and Distributor Partners

The following information has been updated for you in the event you have an LG product service issue or CI technical issue. Going forward, please use the following information. Please distribute to your respective sales teams.

LG Product Service-Related Issues i.e.: power, image, remote and general service issues

Email LG Customer Service at: support@lgdealersupport.zendesk.com

Or call: 800-220-0215, Monday-Friday, 7am-7pm CST.

CI Dealers, when sending a service request by email, be sure to include the following:

- Copy of client's invoice attached to email.

The following information must also be placed into the body of the email:

- Client's name / address with zip code / phone.
- Person and phone to contact to arrange service call, client, or dealer.
- TV model #
- TV Serial #
- Nature of the service issue with brief description / pictures if applicable.

LG CI Integration Issues i.e., control and connectivity issues

Call CI Technical Support: 833-288-8397, Monday-Friday, 9am-5pm EST.

Or contact us at custominstall@lge.com.