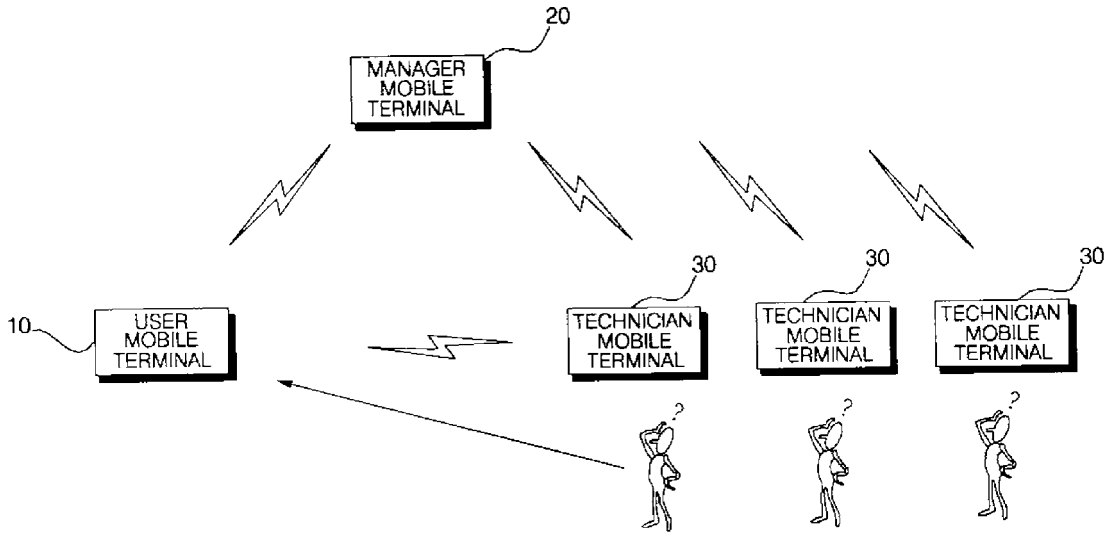
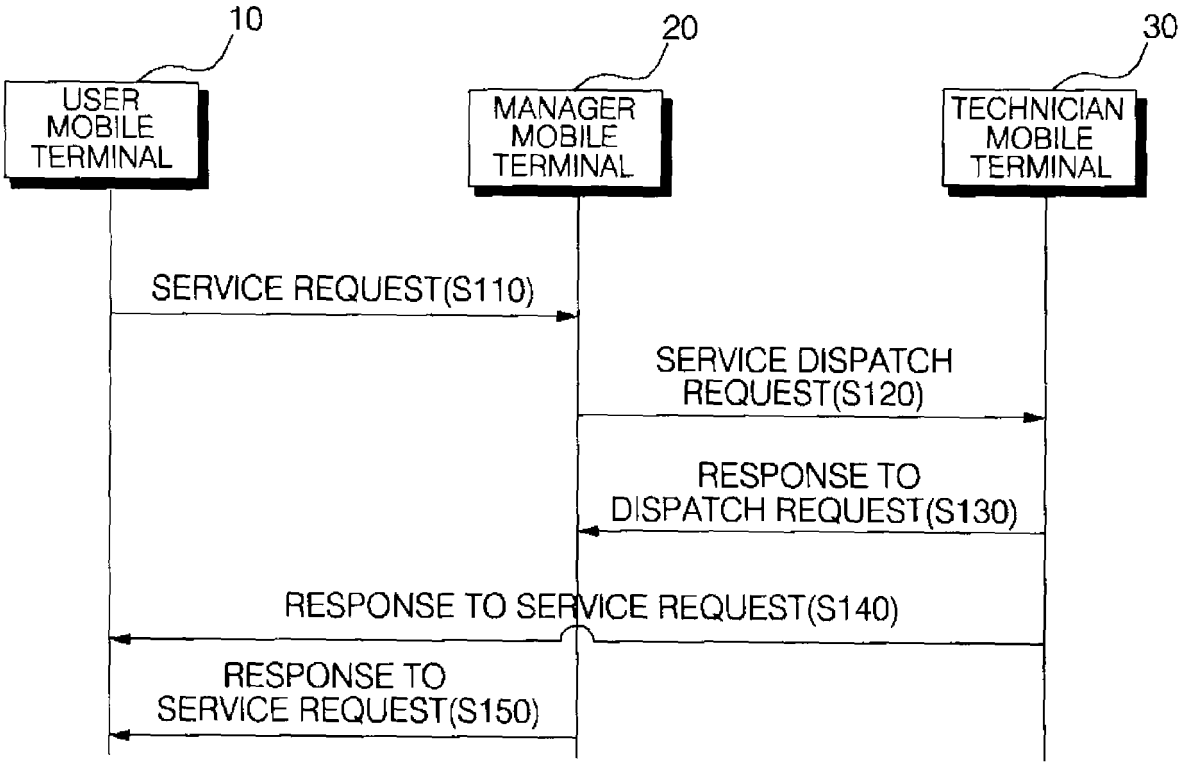
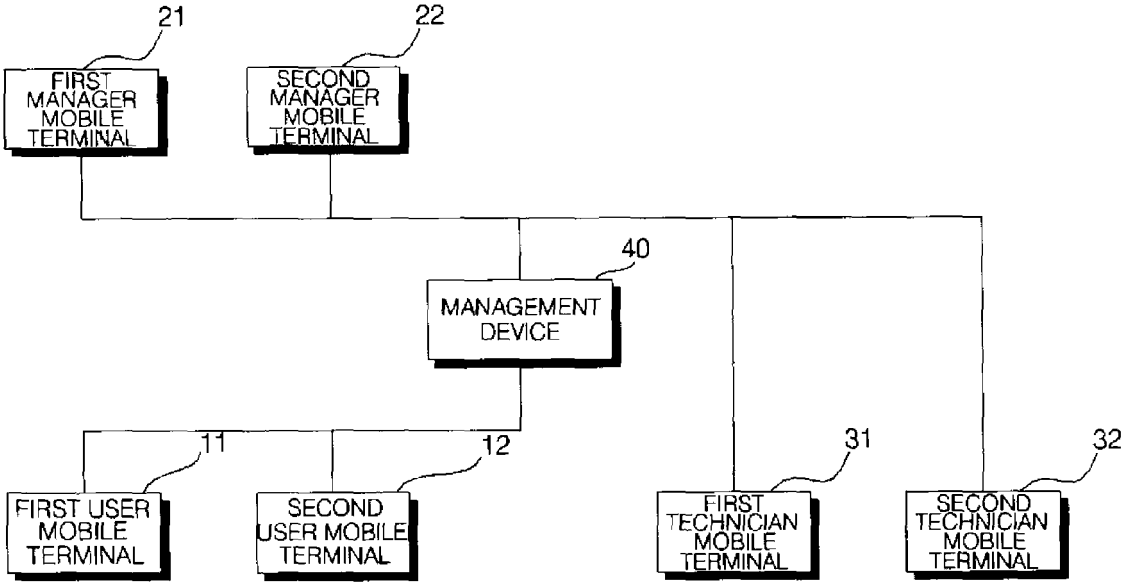
[Fig. 1]


20
MANAGER MOBILE TERMINAL
30
30
30
10
USER MOBILE TERMINAL
TECHNICIAN MOBILE TERMINAL
TECHNICIAN MOBILE TERMINAL
TECHNICIAN MOBILE TERMINAL

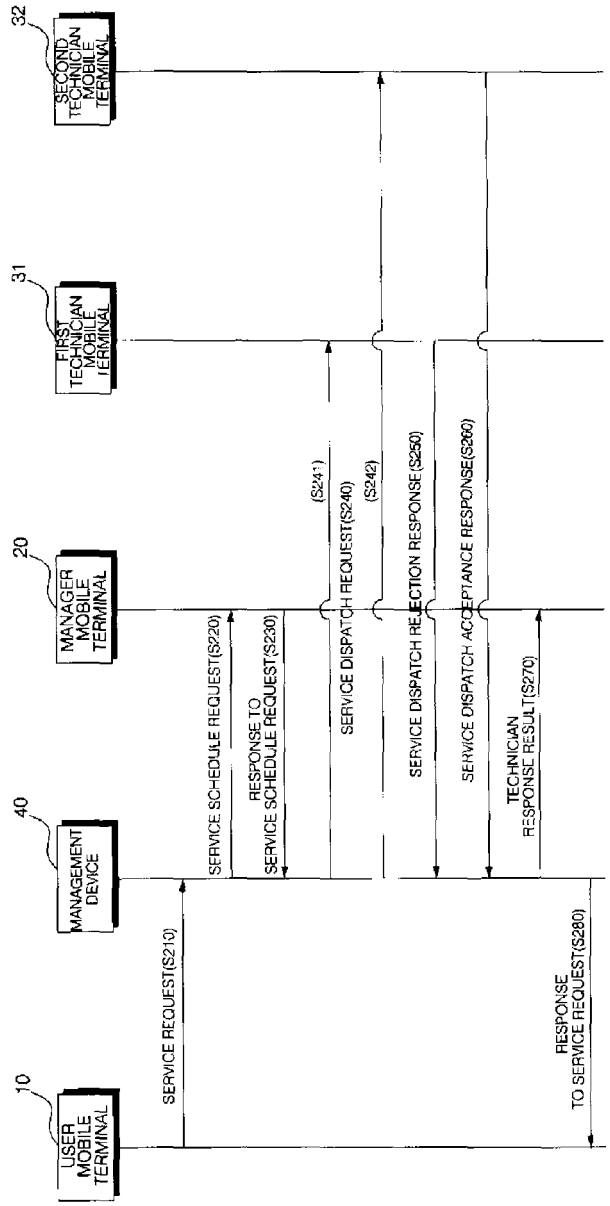
[Fig. 2]


10
20
30
USER MOBILE TERMINAL
MANAGER MOBILE TERMINAL
TECHNICIAN MOBILE TERMINAL
SERVICE REQUEST(S110)
SERVICE DISPATCH REQUEST(S120)
RESPONSE TO DISPATCH REQUEST(S130)
RESPONSE TO SERVICE REQUEST(S140)
RESPONSE TO SERVICE REQUEST(S150)

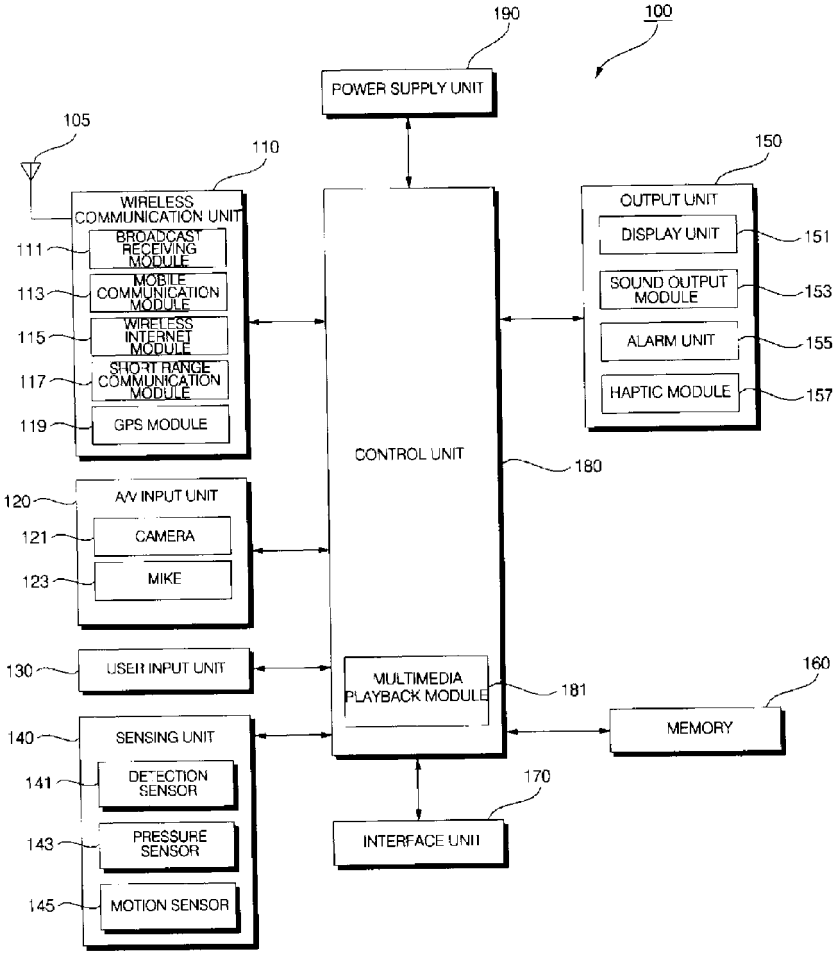
[Fig. 3]


21
22
FIRST MANAGER MOBILE TERMINAL
SECOND MANAGER MOBILE TERMINAL
40
MANAGEMENT DEVICE
11
12
31
32
FIRST USER MOBILE TERMINAL
SECOND USER MOBILE TERMINAL
FIRST TECHNICIAN MOBILE TERMINAL
SECOND TECHNICIAN MOBILE TERMINAL

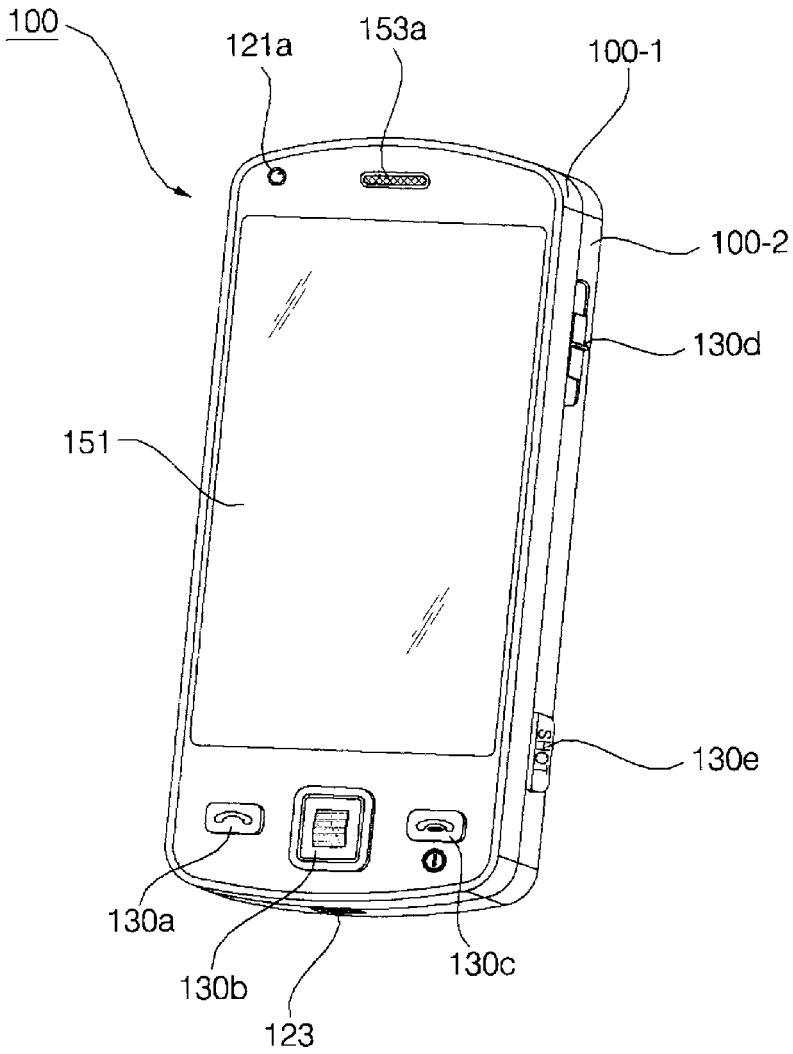
[Fig. 4]


10
USER MOBILE TERMINAL
40
MANAGEMENT DEVICE
20
MANAGER MOBILE TERMINAL
31
FIRST TECHNICIAN MOBILE TERMINAL
32
SECOND TECHNICIAN MOBILE TERMINAL
SERVICE REQUEST(S210)
SERVICE SCHEDULE REQUEST(S220)
RESPONSE TO SERVICE SCHEDULE REQUEST(S230)
(S241)
SERVICE DISPATCH REQUEST(S240)
(S242)
SERVICE DISPATCH REJECTION RESPONSE(S250)
SERVICE DISPATCH ACCEPTANCE RESPONSE(S260)
TECHNICIAN RESPONSE RESULT(S270)
RESPONSE TO SERVICE REQUEST(S280)

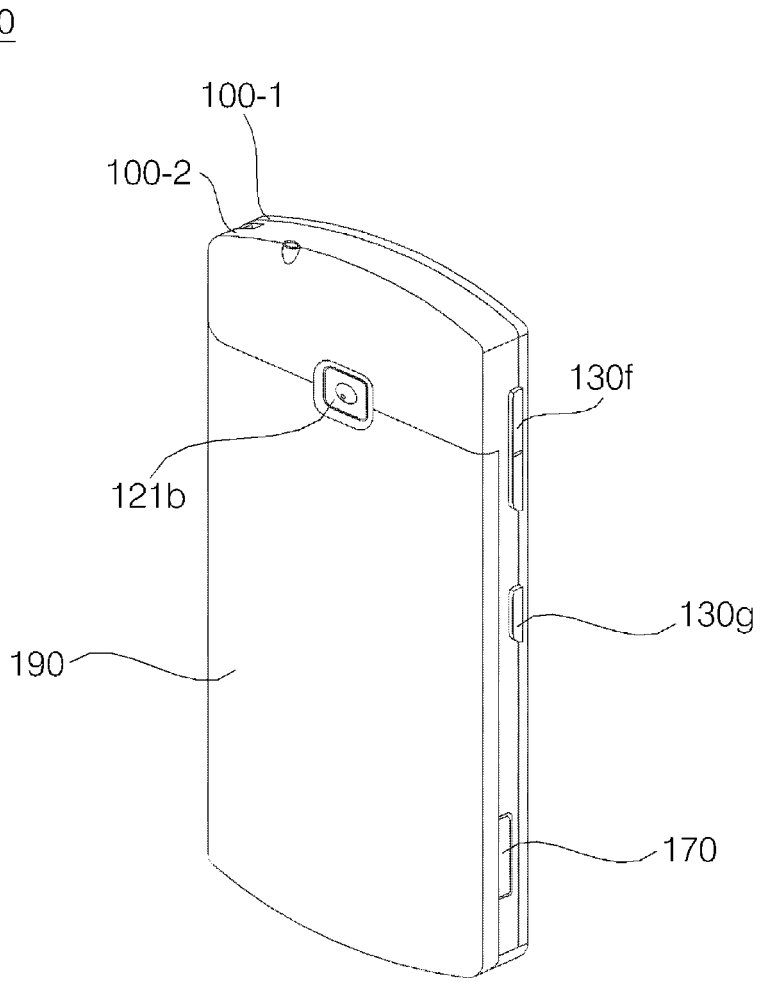
[Fig. 5]


190
100
POWER SUPPLY UNIT
105
110
WIRELESS COMMUNICATION UNIT
111
BROADCAST RECEIVING MODULE
113
MOBILE COMMUNICATION MODULE
115
WIRELESS INTERNET MODULE
117
SHORT RANGE COMMUNICATION MODULE
119
GPS MODULE
150
OUTPUT UNIT
DISPLAY UNIT
151
SOUND OUTPUT MODULE
153
ALARM UNIT
155
HAPTIC MODULE
157
CONTROL UNIT
180
120
A/V INPUT UNIT
121
CAMERA
123
MIKE
130
USER INPUT UNIT
MULTIMEDIA PLAYBACK MODULE
181
160
MEMORY
140
SENSING UNIT
141
DETECTION SENSOR
143
PRESSURE SENSOR
145
MOTION SENSOR
170
INTERFACE UNIT

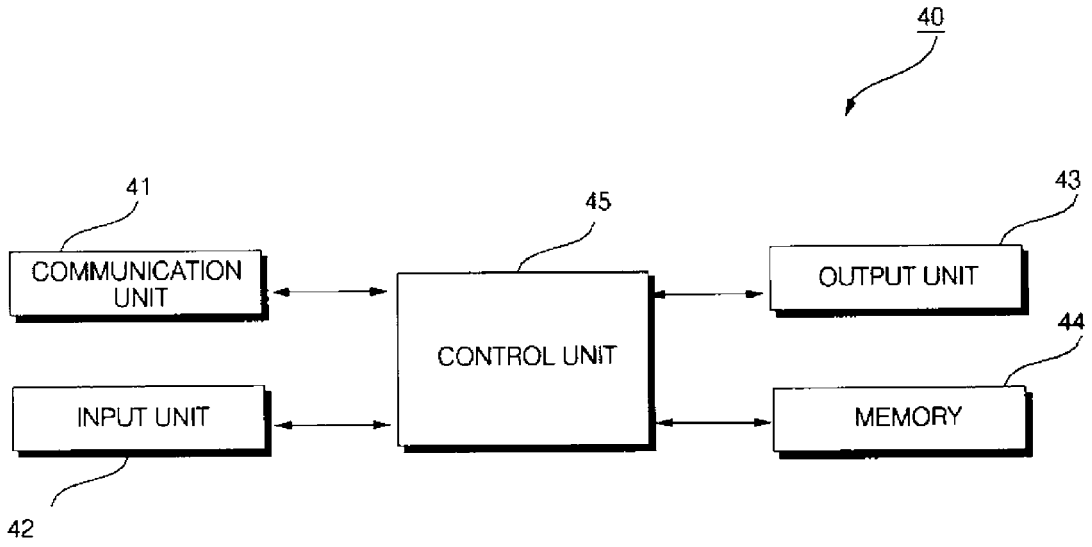
[Fig. 6]



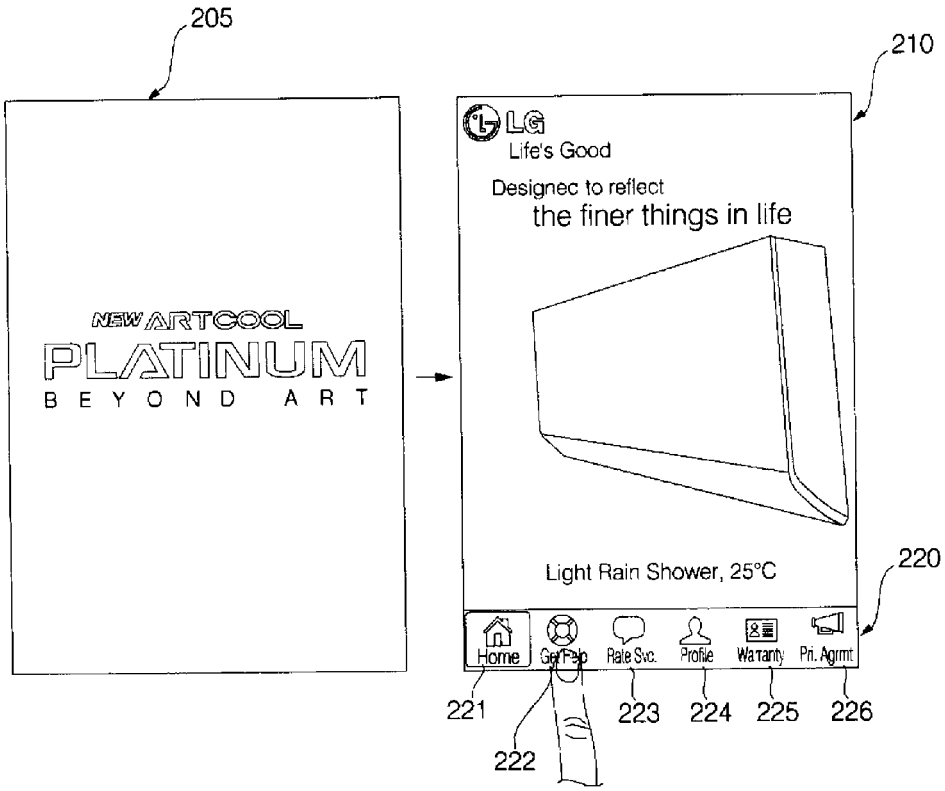
[Fig. 7]


100
100-1
100-2
130f
121b
130g
190
170

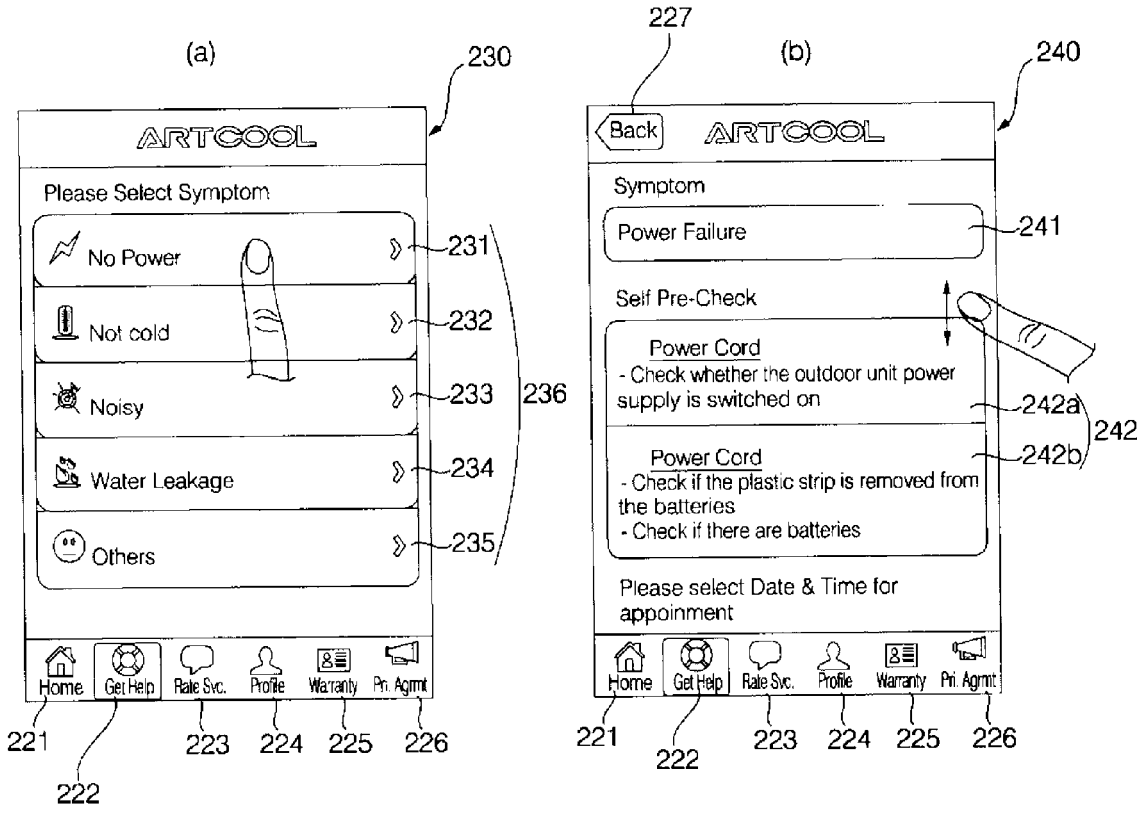
[Fig. 8]


40
41
COMMUNICATION UNIT
45
CONTROL UNIT
43
OUTPUT UNIT
44
INPUT UNIT
MEMORY
42

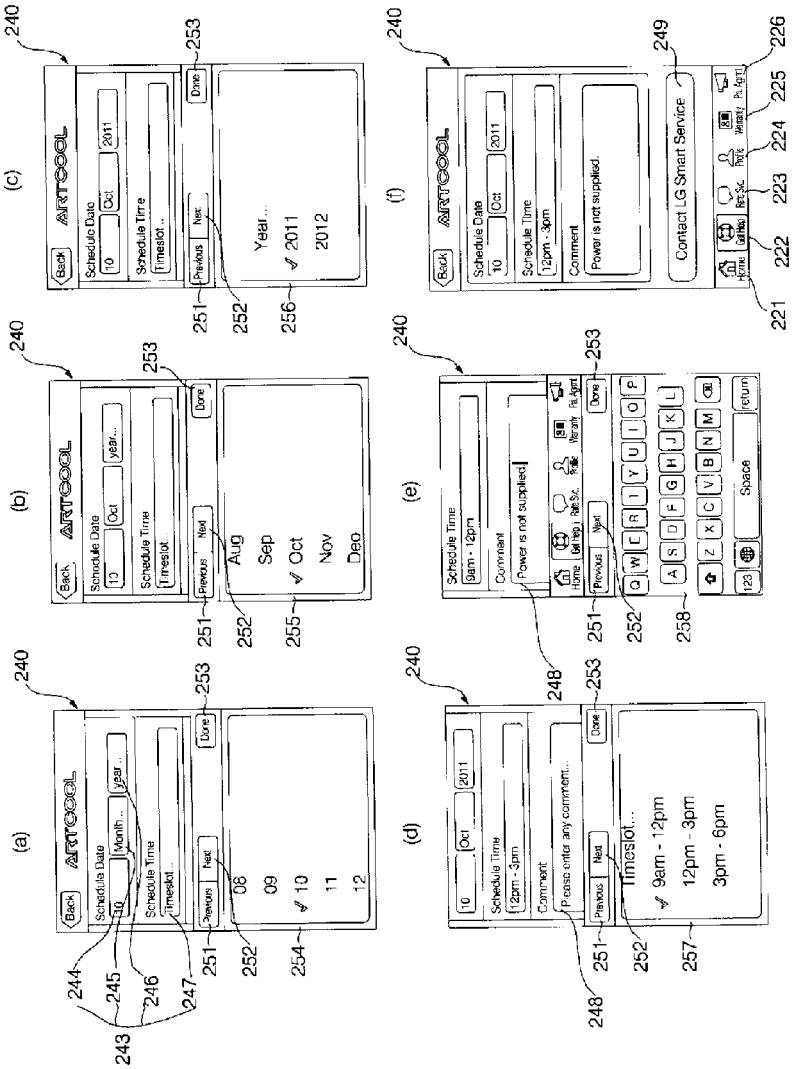
[Fig. 9]


205
NEW ARTCOOL
PLATINUM
BEYOND ART
210
LG
Life's Good
Designec to reflect
the finer things in life
Light Rain Shower, 25°C
220
Home
Get Help
Rate Svc.
Profile
Warranty
Pri. Agrmt
221
222
223
224
225
226

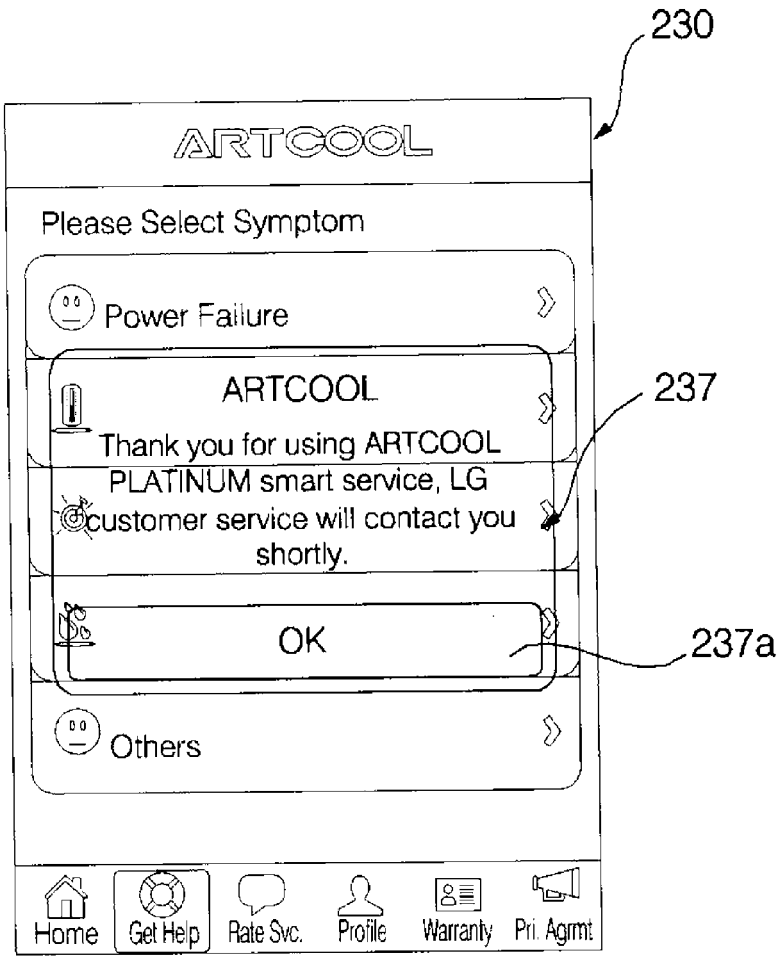
[Fig. 10]


(a)
230
ARTCOOL
Please Select Symptom
No Power
231
Not cold
232
Noisy
233
236
Water Leakage
234
Others
235
Home
Get Help
Rate Svc.
Profile
Warranty
Pri. Agrmt
221
222
223
224
225
226
227
(b)
240
Back
ARTCOOL
Symptom
Power Failure
241
Self Pre-Check
Power Cord
- Check whether the outdoor unit power supply is switched on
242a
242
Power Cord
- Check if the plastic strip is removed from the batteries
- Check if there are batteries
242b
Please select Date & Time for appoinment
Home
Get Help
Rate Svc.
Profile
Warranty
Pri. Agrmt
221
222
223
224
225
226

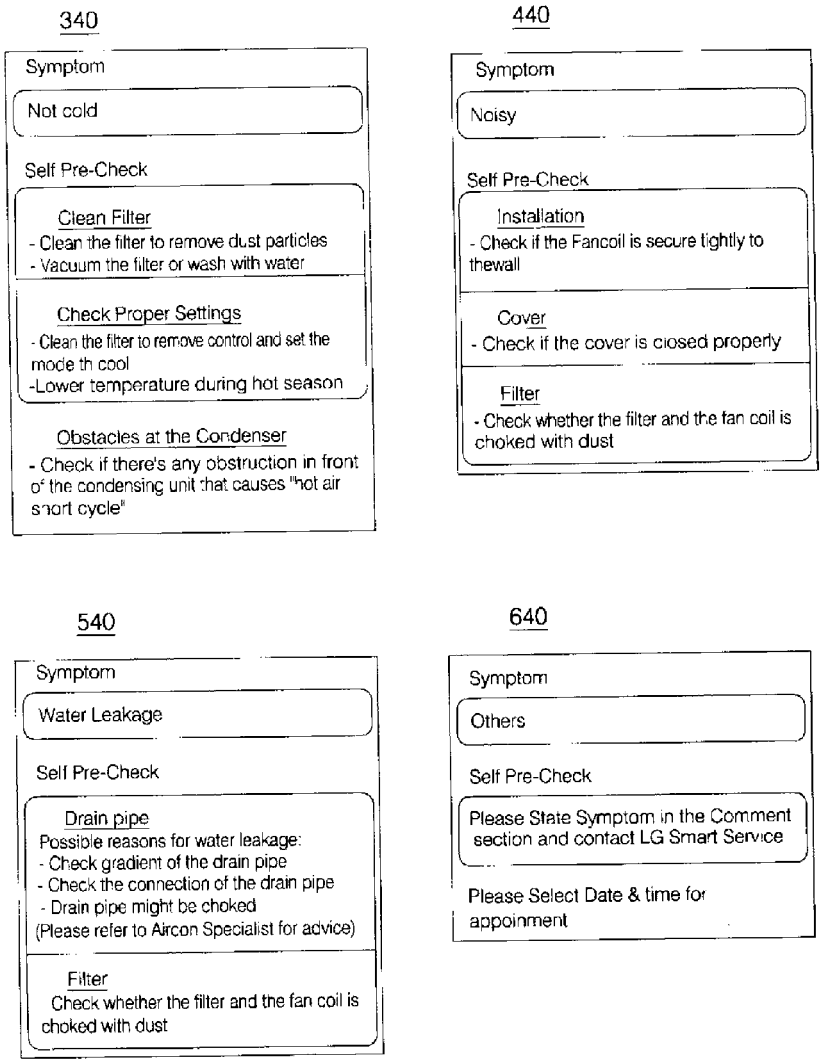
[Fig. 11]


(a)
(b)
(c)
(d)
(e)
(f)
240
243
244
245
246
247
248
249
251
252
253
254
255
256
257
258
Back
Schedule Date
Schedule Time
Timeslot
Previous
Next
Done
Comment
Please enter any comment...
Power is not supplied.
Contact LG Smart Service
Timeslot...
9am - 12pm
12pm - 3pm
3pm - 6pm
Year...
2011
2012
Aug
Sep
Oct
Nov
Dec

[Fig. 12]

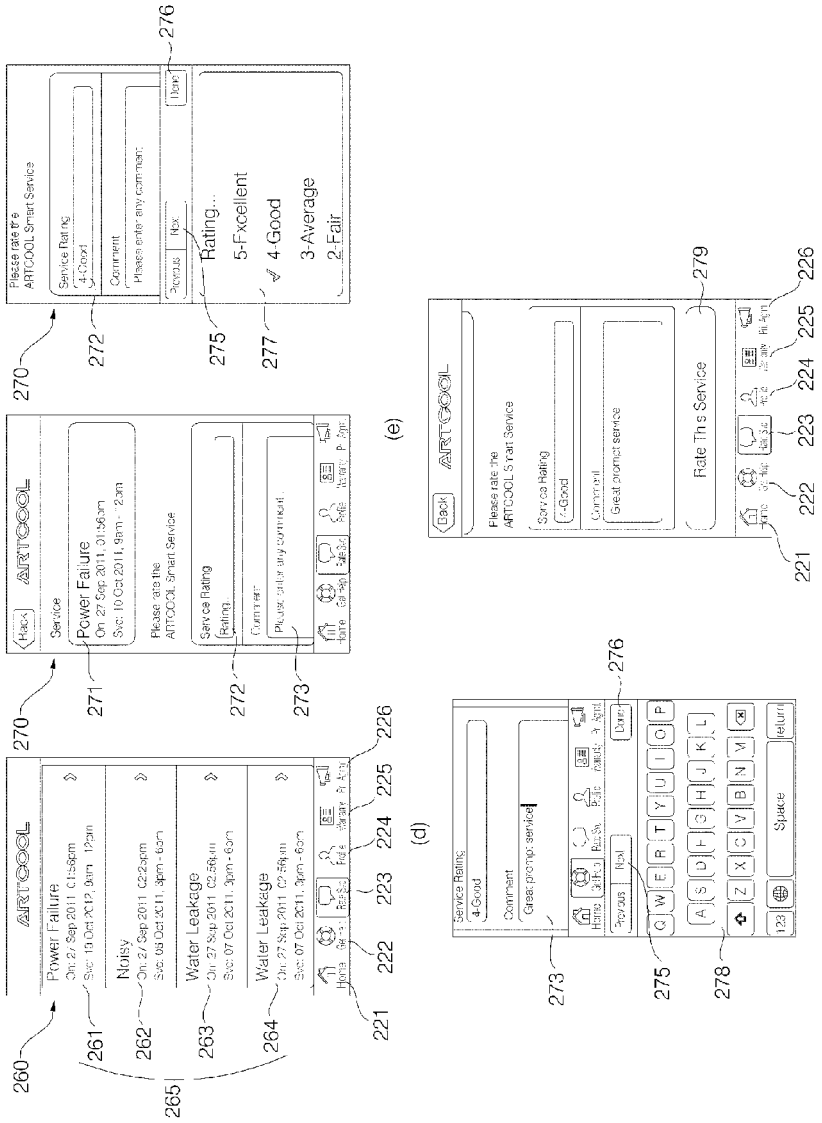

230
ARTCOOL
Please Select Symptom
Power Failure
ARTCOOL
Thank you for using ARTCOOL PLATINUM smart service, LG customer service will contact you shortly.
237
OK
237a
Others
Home
Get Help
Rate Svc.
Profile
Warranty
Pri. Agrmt

[Fig. 13]

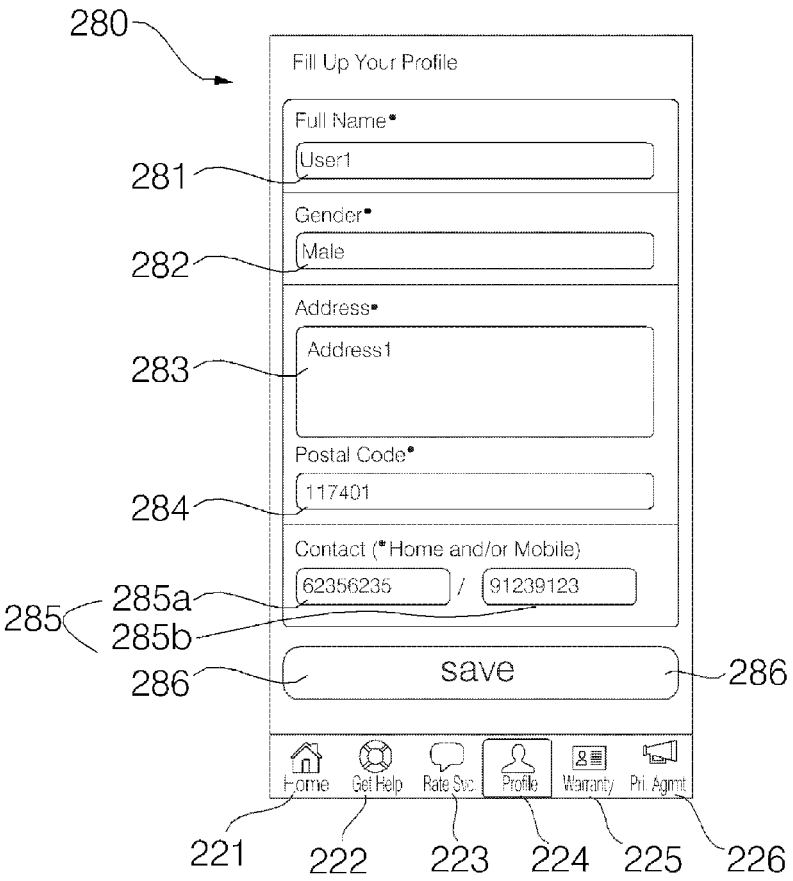

340
Symptom
Not cold
Self Pre-Check
Clean Filter
- Clean the filter to remove dust particles
- Vacuum the filter or wash with water
Check Proper Settings
- Clean the filter to remove control and set the mode th cool
-Lower temperature during hot season
Obstacles at the Condenser
- Check if there's any obstruction in front of the condensing unit that causes "hot air short cycle"
440
Symptom
Noisy
Self Pre-Check
Installation
- Check if the Fancoil is secure tightly to thewall
Cover
- Check if the cover is closed properly
Filter
- Check whether the filter and the fan coil is choked with dust
540
Symptom
Water Leakage
Self Pre-Check
Drain pipe
Possible reasons for water leakage:
- Check gradient of the drain pipe
- Check the connection of the drain pipe
- Drain pipe might be choked
(Please refer to Aircon Specialist for advice)
Filter
Check whether the filter and the fan coil is choked with dust
640
Symptom
Others
Self Pre-Check
Please State Symptom in the Comment section and contact LG Smart Service
Please Select Date & time for appoinment

[Fig. 14]

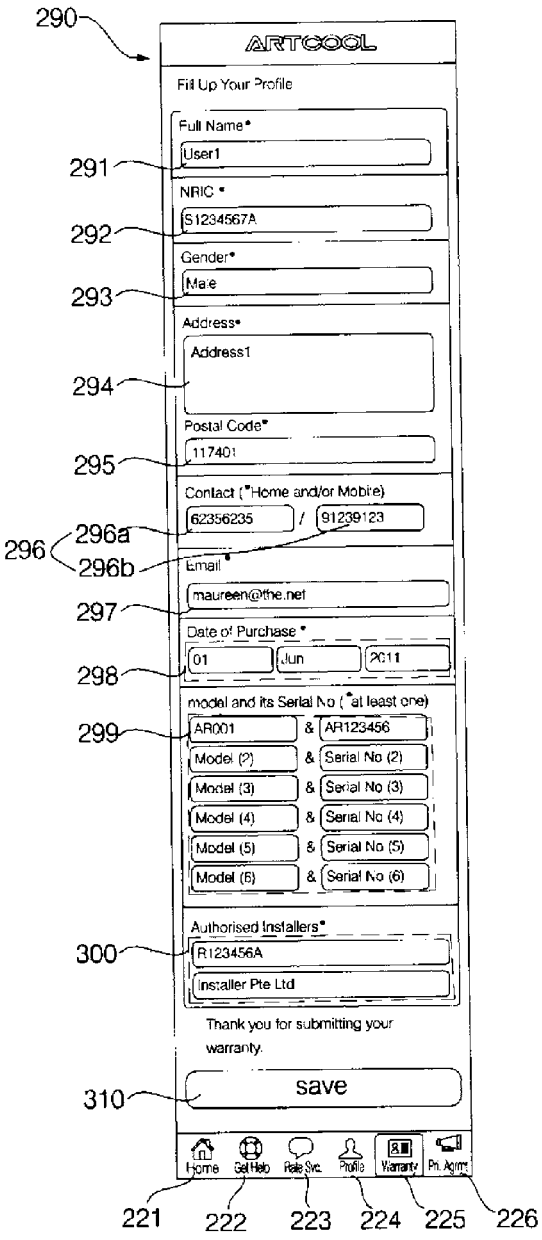
FIG. 14


(a)
(b)
(c)
(d)
(e)
ARTCOOL
Power Failure
Noisy
Water Leakage
Water Leakage
Service
Service Rating
Comment
Please enter any comment.
Previous
Next
Done
Rating...
5-Excellent
4-Good
3-Average
2-Fair
Please rate the ARTCOOL Smart Service
Rate This Service
Great prompt service
Home
Refresh
Back
Space
Return
260
261
262
263
264
265
270
271
272
273
275
276
277
278
279
221
222
223
224
225
226

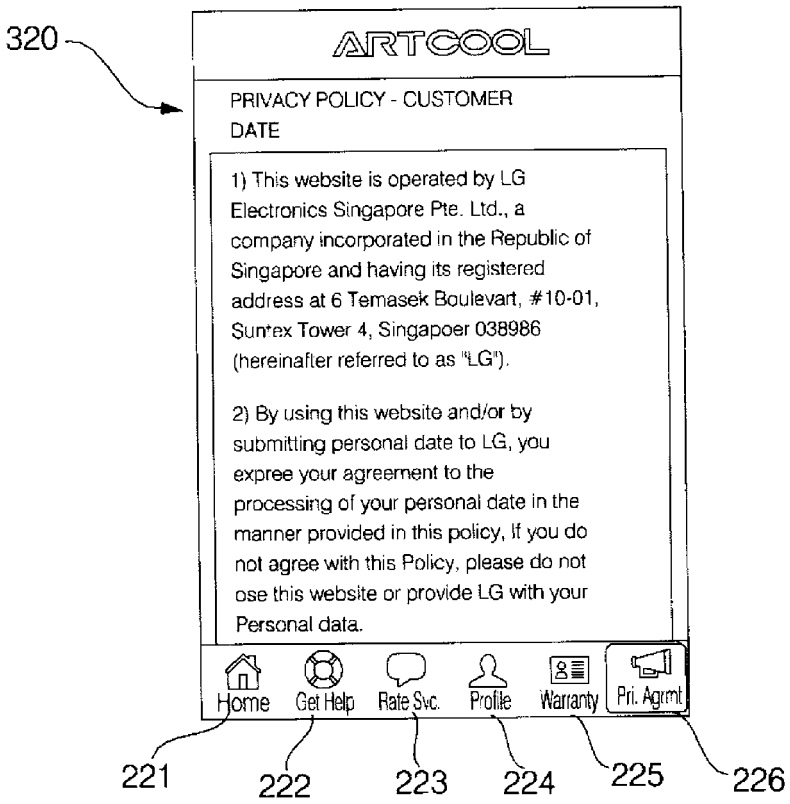
[Fig. 15]


280
Fill Up Your Profile
Full Name*
User1
281
Gender*
Male
282
Address*
Address1
283
Postal Code*
117401
284
Contact (*Home and/or Mobile)
62356235
/
91239123
285
285a
285b
save
286
286
Home
Get Help
Rate Svc
Profile
Warranty
Pri Agmt
221
222
223
224
225
226

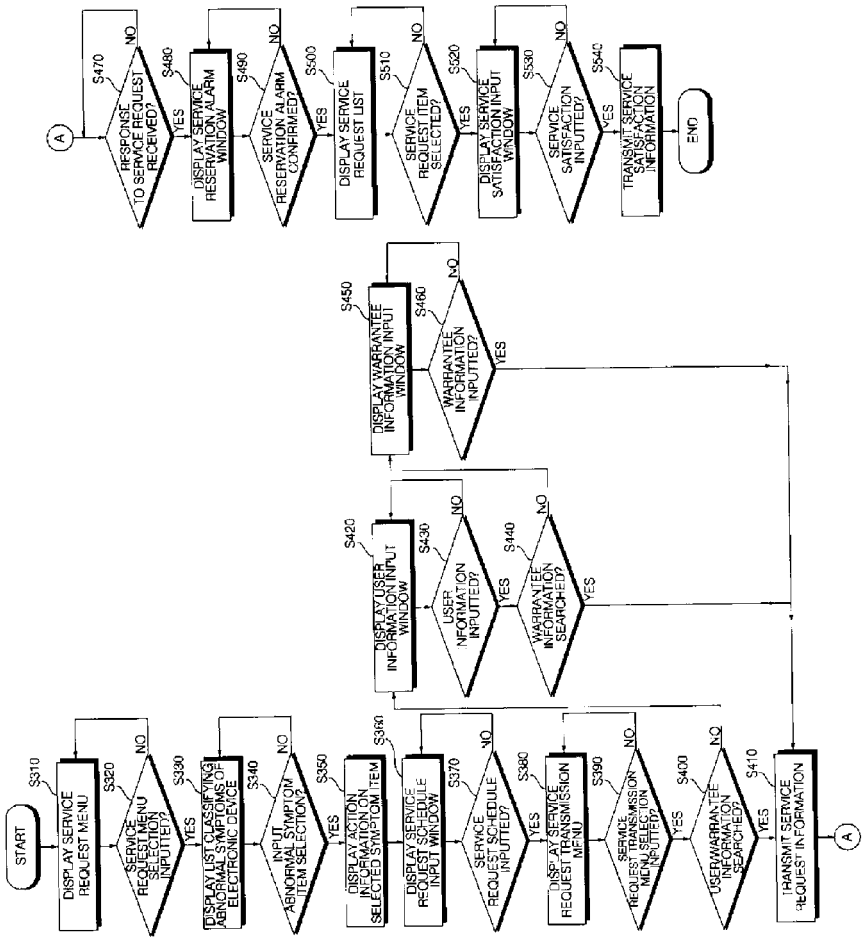
[Fig. 16]


290
ARTCOOL
Fill Up Your Profile
Full Name*
User1
291
NRIC *
S1234567A
292
Gender*
Male
293
Address*
Address1
294
Postal Code*
117401
295
Contact (*Home and/or Mobile)
62356235
/
91239123
296
296a
296b
Email *
maureen@the.net
297
Date of Purchase *
01
Jun
2011
298
model and its Serial No (*at least one)
AR001
&
AR123456
299
Model (2)
&
Serial No (2)
Model (3)
&
Serial No (3)
Model (4)
&
Serial No (4)
Model (5)
&
Serial No (5)
Model (6)
&
Serial No (6)
Authorised Installers*
R123456A
300
Installer Pte Ltd
Thank you for submitting your warranty.
save
310
Home
Get Help
Rate Svc.
Profile
Warranty
Pn. Agmt
221
222
223
224
225
226

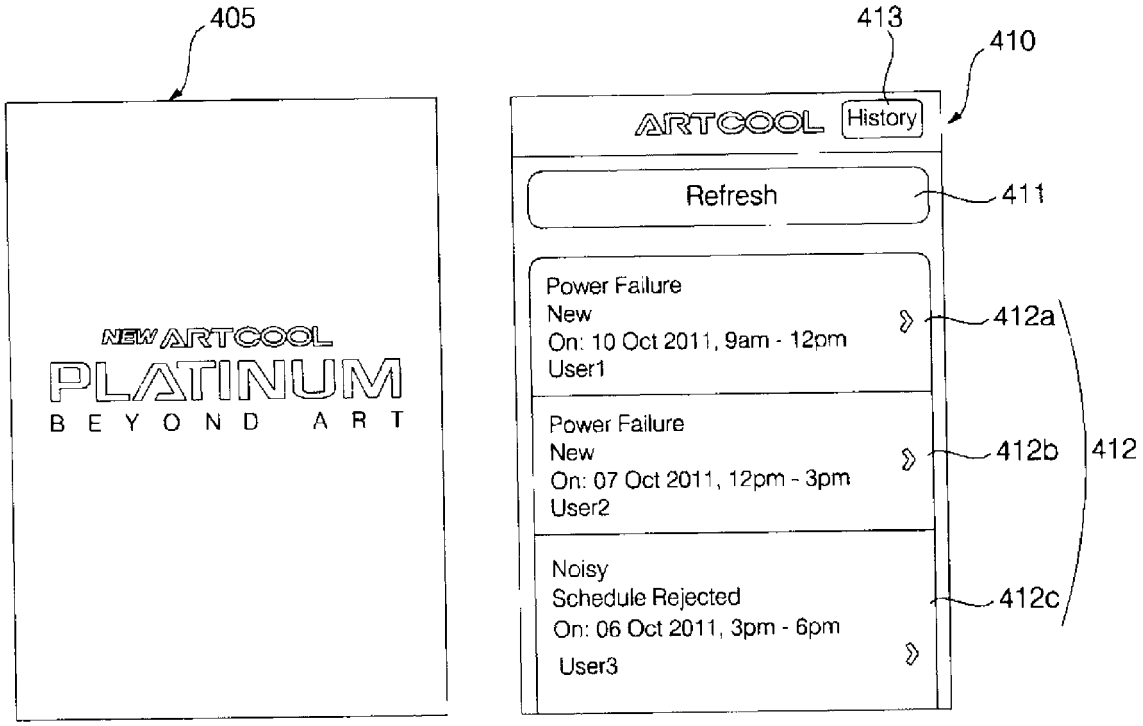
[Fig. 17]


320
ARTCOOL
PRIVACY POLICY - CUSTOMER
DATE
1) This website is operated by LG Electronics Singapore Pte. Ltd., a company incorporated in the Republic of Singapore and having its registered address at 6 Temasek Boulevart, #10-01, Sun*ex Tower 4, Singapoer 038986 (hereinafter referred to as "LG").
2) By using this website and/or by submitting personal date to LG, you expree your agreement to the processing of your personal date in the manner provided in this policy, If you do not agree with this Policy, please do not ose this website or provide LG with your Personal data.
Home
Get Help
Rate Svc.
Profile
Warranty
Pri. Agrmt
221
222
223
224
225
226

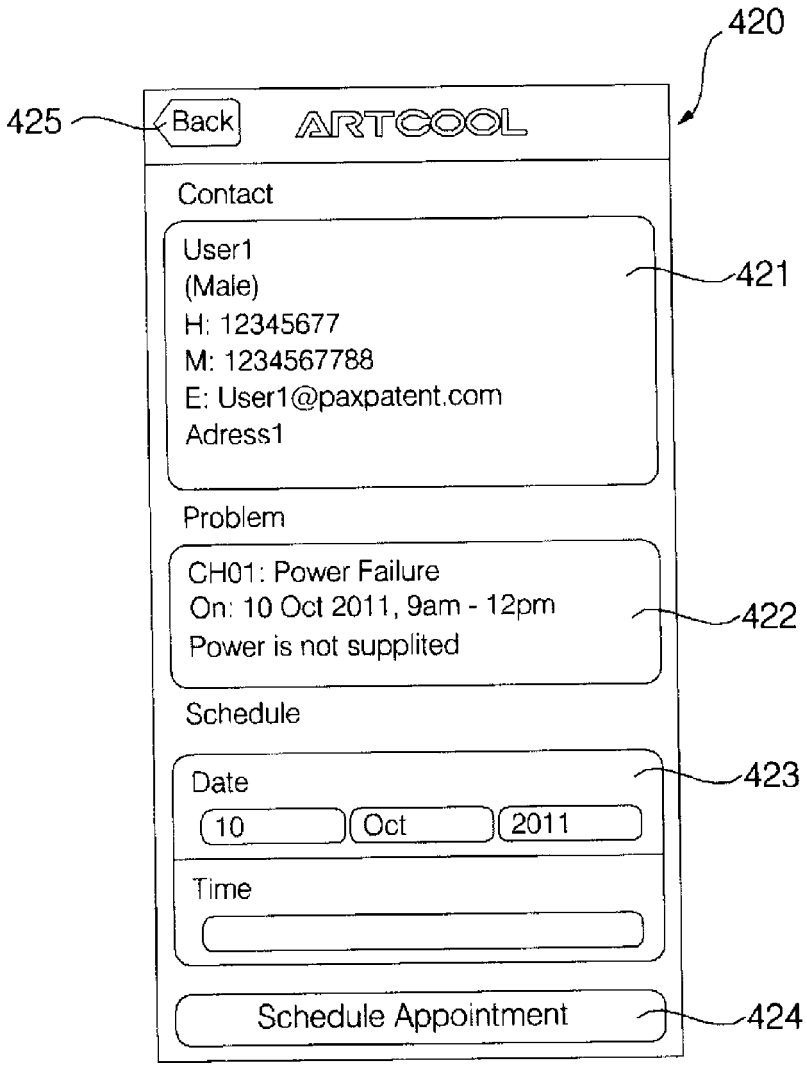
[Fig. 18]


START
DISPLAY SERVICE REQUEST MENU
SERVICE REQUEST MENU SELECTION INPUTTED?
DISPLAY LIST CLASSIFYING ABNORMAL SYMPTOMS OF ELECTRONIC DEVICE
INPUT ABNORMAL SYMPTOM ITEM SELECTION?
DISPLAY ACTION INFORMATION ON SELECTED SYMPTOM ITEM
DISPLAY SERVICE REQUEST SCHEDULE INPUT WINDOW
SERVICE REQUEST SCHEDULE INPUTTED?
DISPLAY SERVICE REQUEST TRANSMISSION MENU
SERVICE REQUEST TRANSMISSION MENU INPUTTED?
USER/WARRANTEE INFORMATION SEARCHED?
TRANSMIT SERVICE REQUEST INFORMATION
DISPLAY USER INFORMATION INPUT WINDOW
USER INFORMATION INPUTTED?
WARRANTEE INFORMATION SEARCHED?
DISPLAY WARRANTEE INFORMATION INPUT WINDOW
WARRANTEE INFORMATION INPUTTED?
RESPONSE TO SERVICE REQUEST RECEIVED?
DISPLAY SERVICE RESERVATION ALARM WINDOW
SERVICE RESERVATION ALARM CONFIRMED?
DISPLAY SERVICE REQUEST LIST
SERVICE REQUEST ITEM SELECTED?
DISPLAY SERVICE SATISFACTION INPUT WINDOW
SERVICE SATISFACTION INPUTTED?
TRANSMIT SERVICE SATISFACTION INFORMATION
END
A
S310
S320
S330
S340
S350
S360
S370
S380
S390
S400
S410
S420
S430
S440
S450
S460
S470
S480
S490
S500
S510
S520
S530
S540
YES
NO

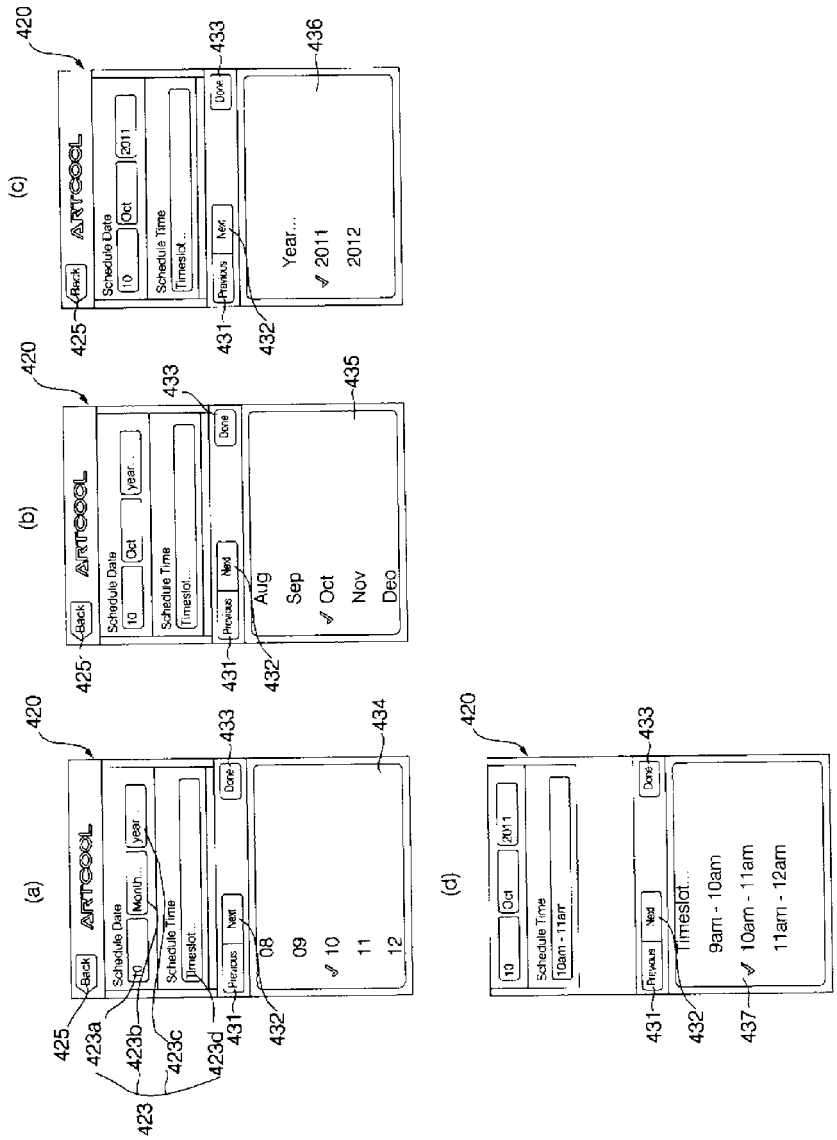
[Fig. 19]


405
NEW ARTCOOL
PLATINUM
BEYOND ART
413
410
ARTCOOL
History
Refresh
411
Power Failure
New
On: 10 Oct 2011, 9am - 12pm
User1
412a
Power Failure
New
On: 07 Oct 2011, 12pm - 3pm
User2
412b
412
Noisy
Schedule Rejected
On: 06 Oct 2011, 3pm - 6pm
User3
412c

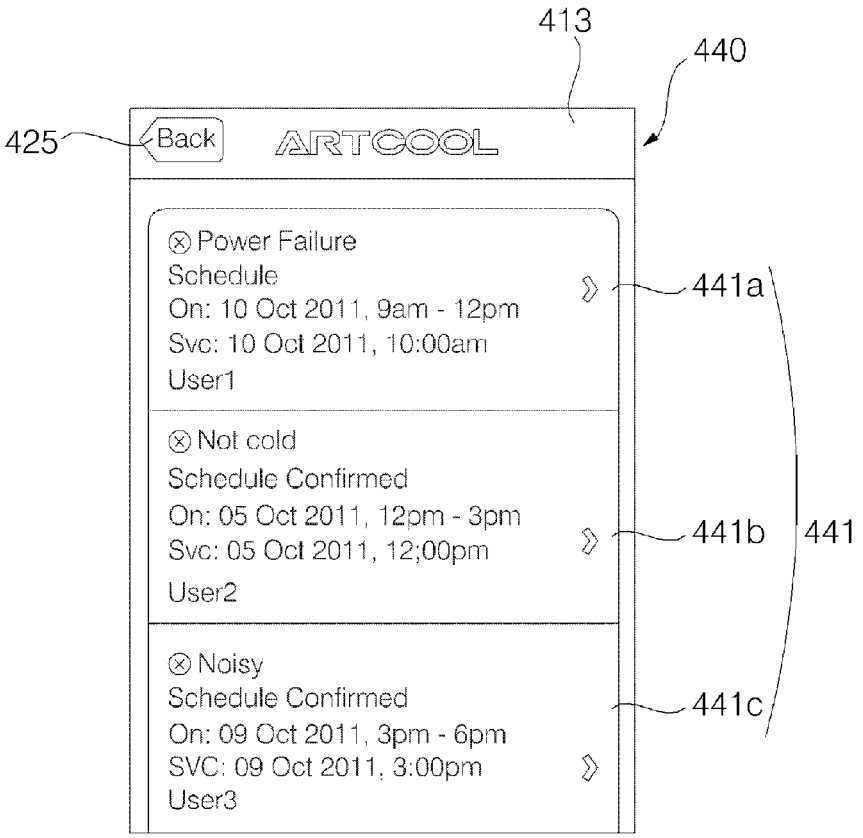
[Fig. 20]


420
425
Back
ARTCOOL
Contact
User1
(Male)
H: 12345677
M: 1234567788
E: User1@paxpatent.com
Adress1
421
Problem
CH01: Power Failure
On: 10 Oct 2011, 9am - 12pm
Power is not supplited
422
Schedule
Date
10
Oct
2011
423
Time
Schedule Appointment
424

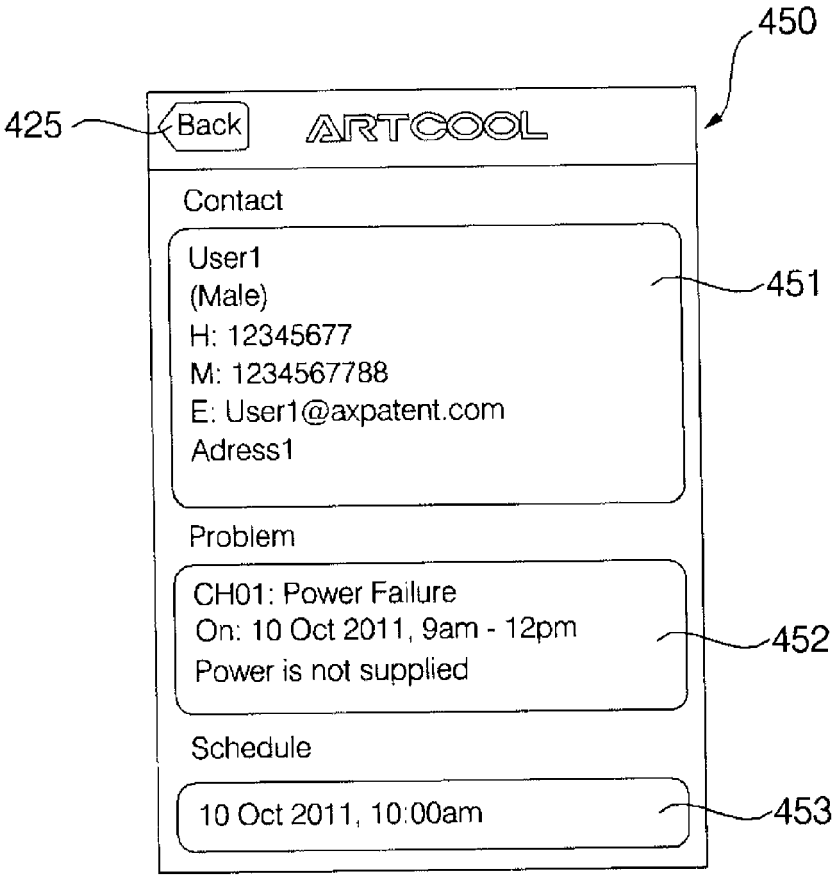
[Fig. 21]


(a)
(b)
(c)
(d)
420
ARTGOGIL
Back
Schedule Date
Month...
year
Schedule Time
Timeslot...
Previous
Next
Done
08
09
10
11
12
Aug
Sep
Oct
Nov
Dec
Year...
2011
2012
9am - 10am
10am - 11am
11am - 12am
423
423a
423b
423c
423d
425
431
432
433
434
435
436
437

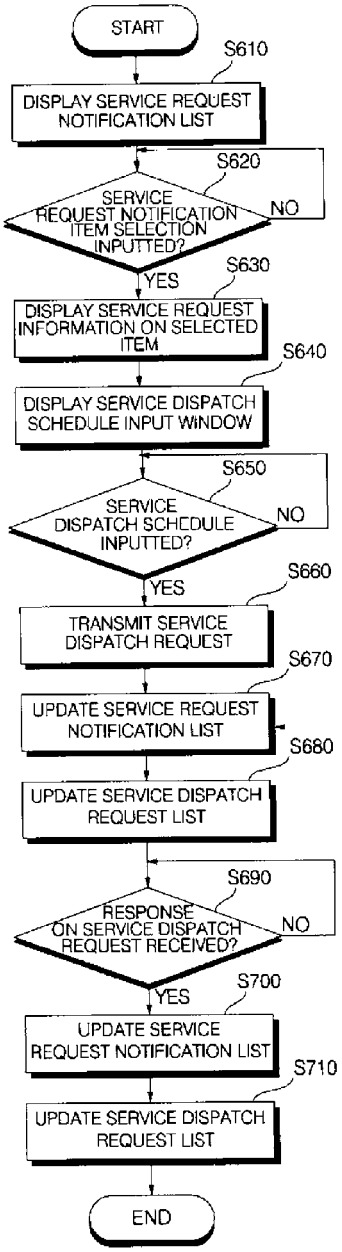
[Fig. 22]


413
440
425
Back
ARTCOOL
⊗ Power Failure
Schedule
On: 10 Oct 2011, 9am - 12pm
Svc: 10 Oct 2011, 10:00am
User1
441a
⊗ Not cold
Schedule Confirmed
On: 05 Oct 2011, 12pm - 3pm
Svc: 05 Oct 2011, 12;00pm
User2
441b
441
⊗ Noisy
Schedule Confirmed
On: 09 Oct 2011, 3pm - 6pm
SVC: 09 Oct 2011, 3:00pm
User3
441c

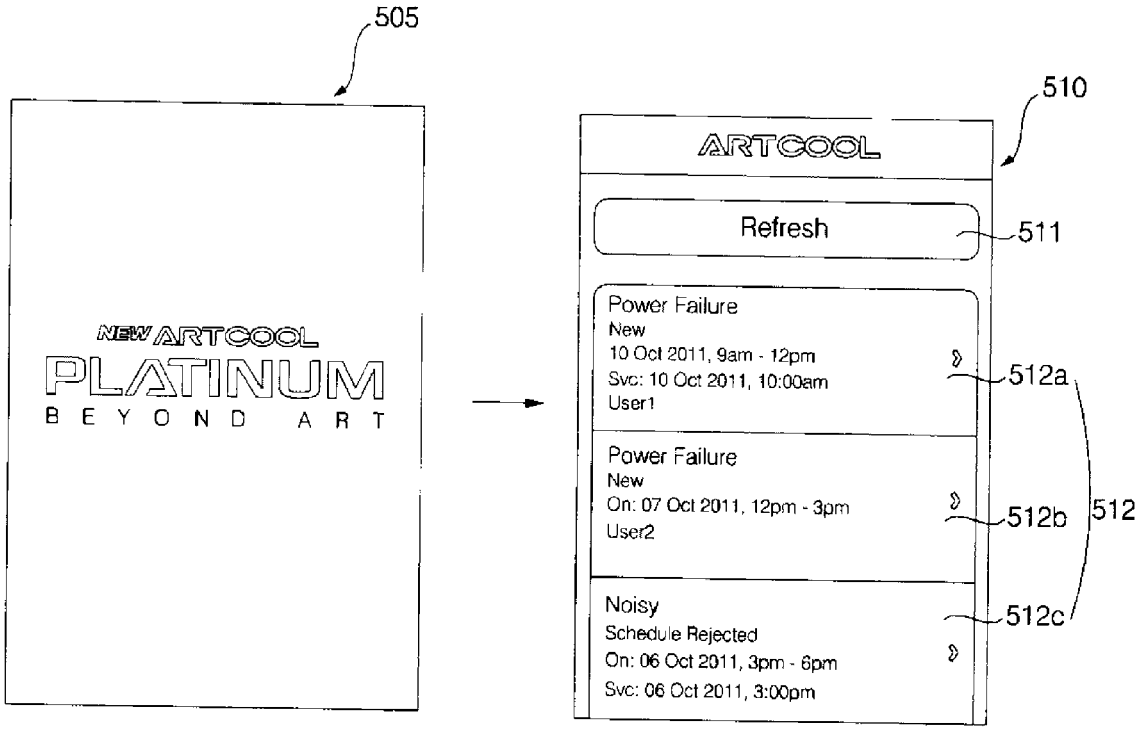
[Fig. 23]


450
425
Back
ARTCOOL
Contact
User1
(Male)
H: 12345677
M: 1234567788
E: User1@axpatent.com
Adress1
451
Problem
CH01: Power Failure
On: 10 Oct 2011, 9am - 12pm
Power is not supplied
452
Schedule
10 Oct 2011, 10:00am
453

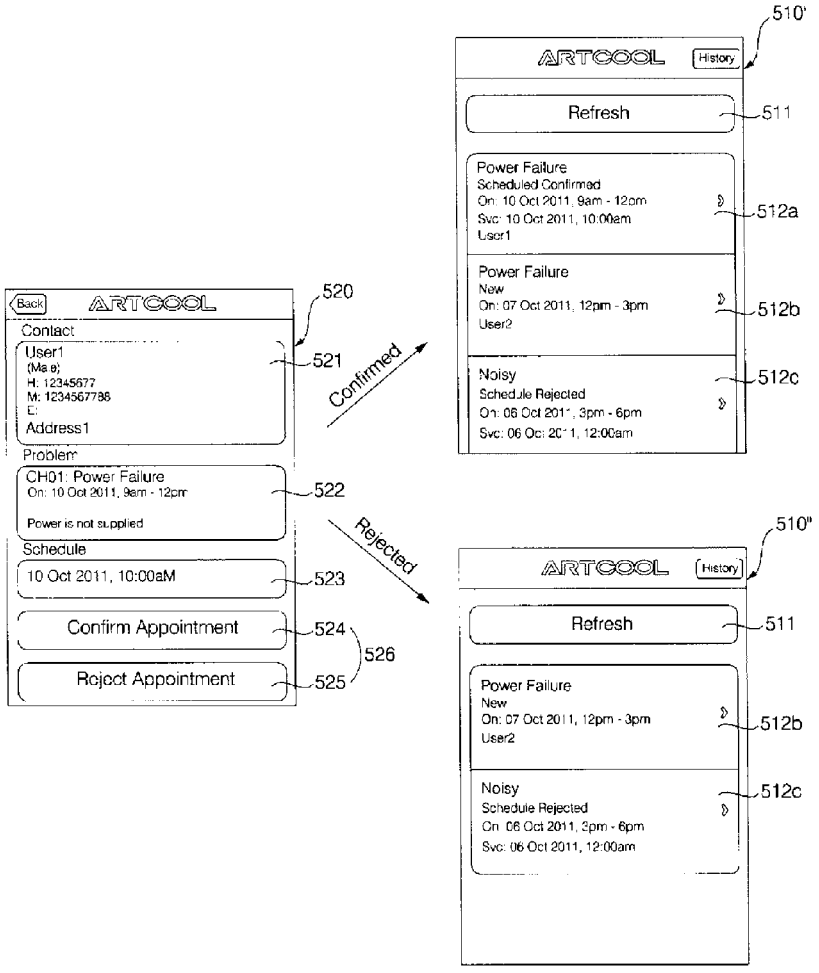
[Fig. 24]


START
S610
DISPLAY SERVICE REQUEST NOTIFICATION LIST
S620
SERVICE REQUEST NOTIFICATION ITEM SELECTION INPUTTED?
NO
YES
S630
DISPLAY SERVICE REQUEST INFORMATION ON SELECTED ITEM
S640
DISPLAY SERVICE DISPATCH SCHEDULE INPUT WINDOW
S650
SERVICE DISPATCH SCHEDULE INPUTTED?
NO
YES
S660
TRANSMIT SERVICE DISPATCH REQUEST
S670
UPDATE SERVICE REQUEST NOTIFICATION LIST
S680
UPDATE SERVICE DISPATCH REQUEST LIST
S690
RESPONSE ON SERVICE DISPATCH REQUEST RECEIVED?
NO
YES
S700
UPDATE SERVICE REQUEST NOTIFICATION LIST
S710
UPDATE SERVICE DISPATCH REQUEST LIST
END

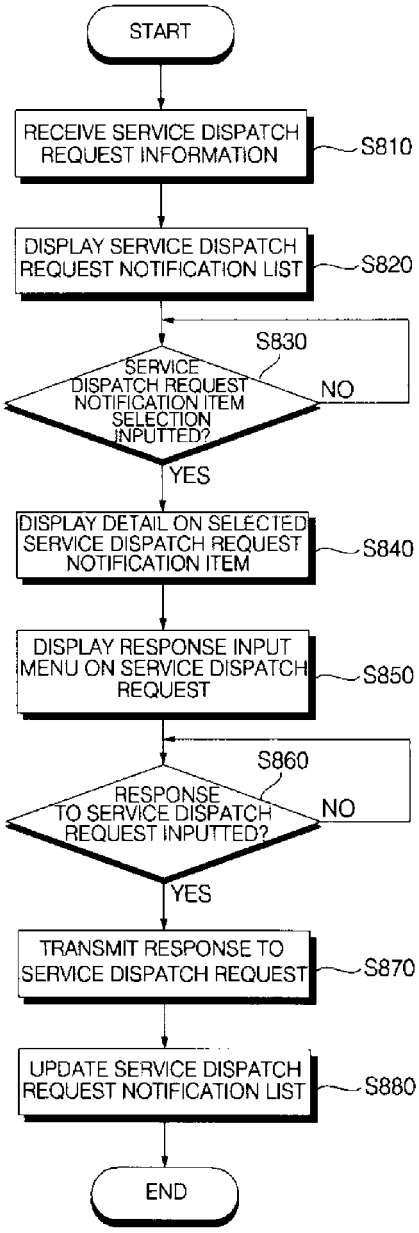
[Fig. 25]


505
NEW ARTCOOL
PLATINUM
BEYOND ART
510
ARTCOOL
Refresh
511
Power Failure
New
10 Oct 2011, 9am - 12pm
Svc: 10 Oct 2011, 10:00am
User1
512a
Power Failure
New
On: 07 Oct 2011, 12pm - 3pm
User2
512b
512
Noisy
Schedule Rejected
On: 06 Oct 2011, 3pm - 6pm
Svc: 06 Oct 2011, 3:00pm
512c

[Fig. 26]


510'
ARTCOOL
History
Refresh
511
Power Failure
Scheduled Confirmed
On: 10 Oct 2011, 9am - 12pm
Svc: 10 Oct 2011, 10:00am
User1
512a
Power Failure
New
On: 07 Oct 2011, 12pm - 3pm
User2
512b
Noisy
Schedule Rejected
On: 06 Oct 2011, 3pm - 6pm
Svc: 06 Oct 2011, 12:00am
512c
Confirmed
Rejected
Back
ARTCOOL
520
Contact
User1
(Male)
H: 12345677
M: 1234567788
E:
Address1
521
Problem
CH01: Power Failure
On: 10 Oct 2011, 9am - 12pm
Power is not supplied
522
Schedule
10 Oct 2011, 10:00aM
523
Confirm Appointment
524
Reject Appointment
525
526
510"
ARTCOOL
History
Refresh
511
Power Failure
New
On: 07 Oct 2011, 12pm - 3pm
User2
512b
Noisy
Schedule Rejected
On: 06 Oct 2011, 3pm - 6pm
Svc: 06 Oct 2011, 12:00am
512c

[Fig. 27]


START
RECEIVE SERVICE DISPATCH REQUEST INFORMATION
S810
DISPLAY SERVICE DISPATCH REQUEST NOTIFICATION LIST
S820
S830
SERVICE DISPATCH REQUEST NOTIFICATION ITEM SELECTION INPUTTED?
NO
YES
DISPLAY DETAIL ON SELECTED SERVICE DISPATCH REQUEST NOTIFICATION ITEM
S840
DISPLAY RESPONSE INPUT MENU ON SERVICE DISPATCH REQUEST
S850
S860
RESPONSE TO SERVICE DISPATCH REQUEST INPUTTED?
NO
YES
TRANSMIT RESPONSE TO SERVICE DISPATCH REQUEST
S870
UPDATE SERVICE DISPATCH REQUEST NOTIFICATION LIST
S880
END