

OWNER'S MANUAL

AIR PURIFIER

Read this owner's manual thoroughly before operating the appliance and keep it handy for reference at all times.

AS55GD Series

EN ENGLISH

TH ภาษาไทย



MFL70445420
Rev.01_012020

www.lg.com

Copyright © 2019 - 2020 LG Electronics Inc. All Rights Reserved


TABLE OF CONTENTS

This manual may contain images or content different from the model you purchased. This manual is subject to revision by the manufacturer.

SAFETY INSTRUCTIONS	3
IMPORTANT SAFETY INSTRUCTIONS	3
INSTALLATION.....	8
Parts and Specifications.....	8
Unpacking the Appliance.....	10
Installation Place Requirements.....	11
Transporting Requirements.....	11
OPERATION	12
Control Panel	12
Getting Started	14
Adjusting the Fan Speed.....	14
Using the Extra Functions	15
Knowing the Air Quality	16
SMART FUNCTIONS.....	19
LG ThinQ Application	19
Smart Diagnosis.....	20
MAINTENANCE	21
Maintaining the Appliance	21
Cleaning the Appliance	22
Maintaining the Filter.....	23
TROUBLESHOOTING	24
Before Calling for Service	24

The following safety guidelines are intended to prevent unforeseen risks or damage from unsafe or incorrect operation of the appliance.

The guidelines are separated into 'WARNING' and 'CAUTION' as described below.

 This symbol is displayed to indicate matters and operations that can cause risk. Read the part with this symbol carefully and follow the instructions in order to avoid risk.

WARNING

This indicates that the failure to follow the instructions can cause serious injury or death.

CAUTION

This indicates that the failure to follow the instructions can cause the minor injury or damage to the product.

IMPORTANT SAFETY INSTRUCTIONS

WARNING

To reduce the risk of explosion, fire, death, electric shock, injury or scalding to persons when using this product, follow basic precautions, including the following:

Children in the Household

- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the appliance.

Installation

- Do not install the appliance on an uneven or inclined surface.
- Do not install the appliance in an area exposed to direct sunlight or near heat-generating equipment.
- Do not install the product in a place where combustible gas may leak or industrial oil or metallic particulates are present.
- Be careful not to let the power plug pressed by the back of the appliance.
- Do not touch the power plug with wet hands.
- When unplugging the power cord, always pull it by the plug.
- Unplug the appliance during thunder or lightning or when not in use for a long time.
- Do not bend the power cable excessively or place a heavy object on top of it.
- Do not extend the length of the power cable or alter it.
- Do not use several devices on a multi-socket extension outlet.
- Make the connection securely so that screw in terminals may not be loosed when pulling cable.
- Take care to ensure that power cable could not be pulled out or damaged during operation.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified person in order to avoid a hazard.

Operation

- If the appliance is immersed in water, stop using it and contact the LG Electronics service centre.
- If there is a gas leakage (isobutane, propane, LNG, etc.), do not touch the product or power plug and ventilate the area immediately.
- Do not clean the appliance with brushes, cloths or sponges with rough surfaces or which are made of metallic material.
- If you detect any abnormal noise, odour or smoke, unplug the product immediately and contact an LG Electronics service centre.

- Only an authorized repair person from LG Electronics service centre should disassemble, repair, or modify the appliance.
- Do not use or store fire, combustibles (ether, benzene, alcohol, drugs, propane, butane, combustible spray, insecticide, air freshener, cosmetics, etc.) or flammable materials (candles, lamps, etc.) near the product.
- Do not place the power cord under rugs, carpeting or mats.
- Do not allow animals or pets to chew on the power cord.
- Do not move the appliance when it is in operation.
- Do not impact the appliance.
- Do not insert hands or metal objects into the air inlet or outlet.
- Do not install and use broken parts.
- Do not put flammables into the appliance.
- Do not move or operate the appliance while its cover is open.
- Do not allow children to climb on or play with the appliance.
- Do not place anything (coffee, flower vase or drinks, etc.) on top of the appliance.
- The fan is not a toy. It should not be played with or placed where young children can reach it.

Maintenance

- Dispose of the packing materials (vinyl, styrofoam, etc.) to keep them out of reach of children.
- Be careful not to allow any part of your body to be pinched when you detach and reattach parts of the appliance.
- You must stop operating the product and unplug the appliance before you clean the appliance and replace the filter.

**CAUTION**

To reduce the risk of minor injury to persons, malfunction, or damage to the product or property when using this product, follow basic precautions, including the following:

Installation

- Do not tilt the appliance to pull or push it when transporting.
- Do not install the appliance in transportation equipment (vehicle/ vessel etc.).
- Do not place the appliance near a TV or a stereo equipment.
- Do not place the appliance under bright light.
- The appliance shall be installed in accordance with national wiring regulations.
- When moving or storing the appliance, wrap the power cord around the base of the appliance to prevent personal injury, damage to the cord or damage to floors.
- Do not place the appliance near curtains.

Operation

- Do not use the product for removal of toxic gas such as carbon monoxide.
- Do not use the product for ventilation purposes.
- Do not use the appliance for a long time in a region with unstable voltage.
- Do not place obstacles around the air inlet or outlet.
- For safe use of the appliance, children or others with reduced mental capabilities need to be closely monitored by a person who is responsible for their safety.
- Do not use the product for special purposes such as preserving plants, precision instrument, artworks, etc.
- Do not operate the appliance with wet hands.

- Do not let the moisture from the humidifier directly touch the appliance.
- Do not use the appliance while it is not in upright position.
- Do not use the appliance near objects vulnerable to heat.
- Do not use detergents, cosmetics, chemicals, air fresheners, or disinfectants in the appliance.
- Do not touch any internal parts while the unit is operating or immediately after operation.
- Use the filter only for its intended purpose.
- The Deodorizing care filter and allergen collection care filter are assembled together. Do not try to detach them from each other.

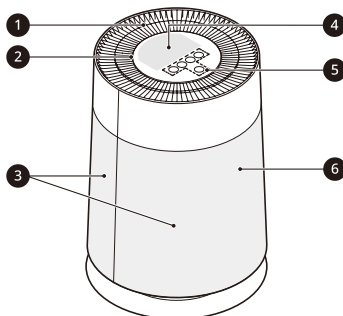
Maintenance

- Do not clean with strong detergents of solvent types, but use soft cloth.
- Do not clean the appliance with an alkaline detergent.
- Do not wipe the appliance surface using sulfuric acid, hydrochloric acid or organic solvent (thinner, kerosene etc.) or attach a sticker on the appliance.
- Do not allow the water enter inside the appliance.
- Do not wash the filter with water.
- Be careful not to damage the ultra-fine filter when you use a vacuum cleaner.

- The appearance or components of the appliance may differ depending on the model.

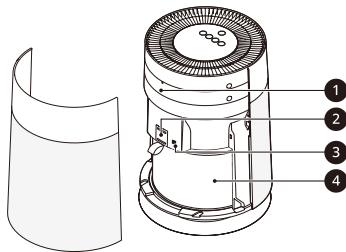
Parts and Specifications

Front View



- 1 Air outlet**
 - It discharges purified air through the filter.
- 2 Light of air quality**
 - It displays the overall air quality using a coloured light.
- 3 Air inlet**
 - You may remove the front or rear cover separately.
- 4 Status display panel**
 - Use it to check the settings of the appliance and the air quality.
- 5 Control panel**
 - Use it to set the appliance functions.
- 6 Air ionizer**
 - It generates ions and minimizes harmful bacteria in the air.

Rear View



1 Smart Diagnosis part

- In the event of a malfunction or failure, you can use the Smart Diagnosis option to check the appliance condition.

2 PM1.0 (particles with a diameter between 1.0 and 2.5 micrometers) sensor

- It detects the concentration of particles.

3 Odour (Gas) sensor

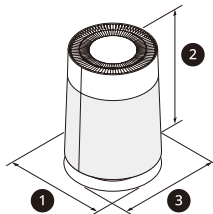
- It detects an odour (gas).

4 Filter

- It minimizes allergic materials, fine particles, possible sources of sick house syndrome, smog and other odour.

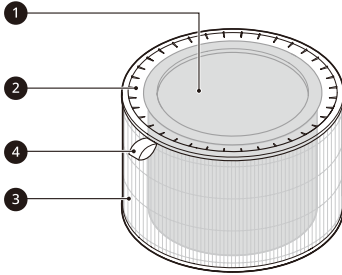
Specifications

- Appearance and specifications may vary without notice to improve the quality of the appliance.



Model	AS55GD Series
Power	220 V~, 50 Hz
Exterior dimensions (1 x 2 x 3)	360 x 510 x 360 (mm)

Filter System



1 Deodorizing care filter

- It minimizes harmful odour (gas) that are generated in everyday life such as bathroom smell, cigarette smoke (smell) and food smell.

2 Allergen collection care filter

- It minimizes PM1.0 and cigarette smoke from the air.

3 Ultra-fine filter

- It minimizes large particles floating in the air.

4 Filter handle

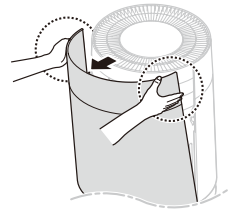
- Use it to separate the filter from the appliance.

Unpacking the Appliance

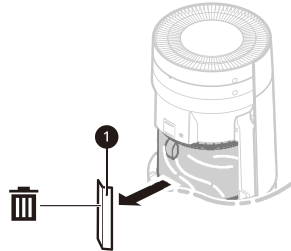
Unpack the appliance and remove any packing tape or vinyl before using the appliance.

Removing the Filter Vinyl

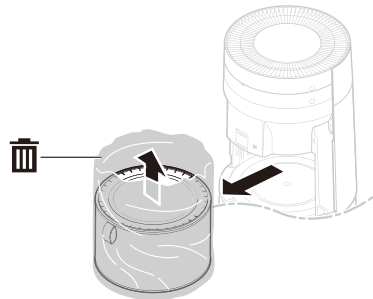
- Grab the top end of the rear cover and gently pull it. Remove the cover from the appliance.
 - You will see "PM1.0 & GAS SENSOR SYSTEM" on the rear cover of the appliance.



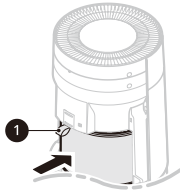
- Remove the support (1) located at the filter inlet.



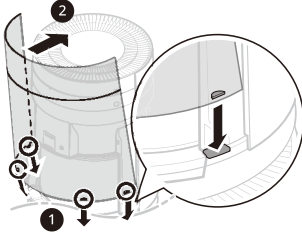
- Remove the filter and its vinyl.



- 4** Install the filter in the appliance.
- Make sure that the handle(❶) faces upward.



- 5** Insert the fixing parts at the bottom of the cover into the holes at the bottom of the appliance before you close the cover.



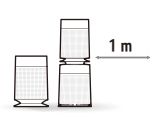
NOTE

- Make sure that you remove the filter's support and vinyl prior to use otherwise it may result in appliance malfunction.
- Pay attention to the direction of the filter when you install the filter otherwise it may cause malfunction or failure of the appliance.

Installation Place Requirements

Installation Location

Allow a 1 m clearance between the appliance and surrounding surfaces or objects. The air inlet needs space to function properly.



The performance of the appliance may differ depending on the operating environment (such as temperature and humidity).

- 40–70 % of humidity is recommended for optimal performance.

Transporting Requirements

Transporting the Appliance

When moving or storing the appliance, wrap the power cord around the base of the appliance to prevent personal injury, damage to the cord or damage to floors.

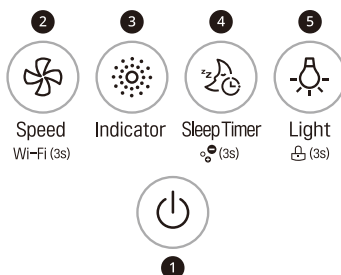
Do not hold the outer cover when you carry the appliance. The cover may open accidentally, causing the appliance to drop. Dropping the appliance may cause personal injury or appliance malfunction.

Hold the bottom of the product with both hands to move the product safely.

- The appearance or components of the appliance may differ depending on the model.

Control Panel

Control Panel Features



1 Start/Stop Button

2 Speed Button

It allows you to adjust the air flow of the product.

- Press and hold the button for more than 3 seconds to activate the Wi-Fi registration mode.
- **Wi-Fi function**
 - Before appliance registration: Press and hold the button for more than 3 seconds to activate the Wi-Fi registration mode.
 - After appliance registration: Press and hold the button for more than 3 seconds to control the appliance using a smartphone that has it registered.
 - Wi-Fi function off: Press and hold the **Start/Stop** button and the **Speed** button at the same time for more than 3 seconds.

3 Indicator Button

You can check the concentration of the particulate matter by its particle size.

4 Sleep Timer Button

Use it to schedule the time to turn off the appliance.

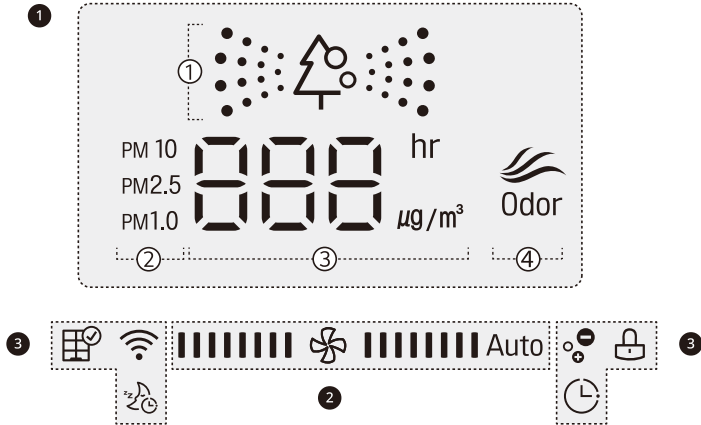
- Press and hold it for 3 seconds or more to turn on or off the air ionizer.

5 Light Button

Use it to turn the light of air quality on or off.

- Press and hold it for 3 seconds or more to lock or unlock the control panel buttons.

Status Display Panel



1 Display of air quality

- ① Overall air quality (colour)
- ② Particulate matter (colour)
- ③ Concentration of particles or sleep timer time
- ④ Concentration of odour (colour)

2 Displays fan speed

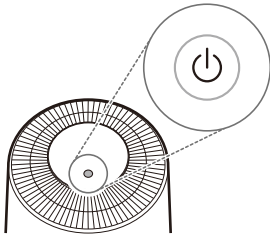
3 Icons

Icon	Description
	It turns on when it is time to replace the filter.
	It turns on when the Wi-Fi function is activated.
	It turns on when the sleep timer function is activated.
	It turns on when the reservation for turning on/off the appliance is set in the ThinQ application.
	It turns on when the control panel is locked.
	It turns on when the air ionizer turns on.


Getting Started

Turn the Appliance on and off

Press the **Start/Stop** button to start the operation.



NOTE

- Even if power is lost due to a blackout, the appliance remembers the operation setting you used last time.
- Once the operation starts, the sensor ready display() appears for 30 seconds.

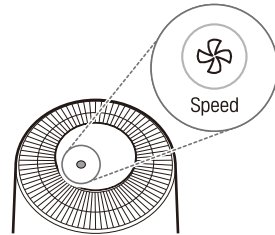
Adjusting the Fan Speed

Air Purifier Fan Speed

You can adjust the air flow of the air purifier.

Press the **Speed** button during the operation.

- Each time you press the button, the speed changes in the following order:
Auto → Low → Middle → High → Turbo.



Displaying air purifier speed

If you adjust the speed, it is displayed on the status display panel. It increases by 2 grids at a time.

[Example of air purifier speed 'Middle']



NOTE


- The speed is set to Auto when you first start the operation. Auto mode controls the wind speed automatically according to the contamination level of the indoor air.

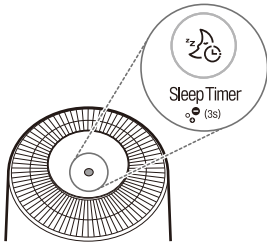
Using the Extra Functions

Using the Air Ionizer

To generate ions to minimize various bacteria from the air.

Press the **Sleep Timer** button for more than 3 seconds while operating.

-  (Air ionizer) is displayed on the status display.



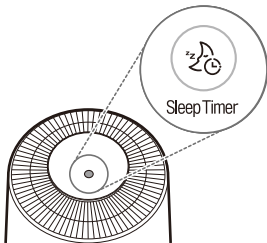
NOTE

- When the operation is stopped, the air ionizer function can not be used.

Setting the Sleep Timer

You can set the appliance to stop automatically after running for the duration you set.

Press the **Sleep Timer** button during the operation.



- Each time you press the button, the sleep timer changes in the following order:
After 2 hours → After 4 hours → After 8 hours
→ After 12 hours → Cancel.
- Once the sleep timer is set, the status display panel displays only the sleep timer icon except for a few other icons.


NOTE

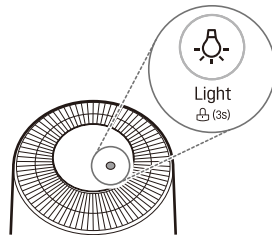
- The speed is set to Low by default for a certain period of time. After the time passes, the speed is controlled automatically depending on the air quality.
- Even when the sleep timer is set, you can still change the speed by pressing the **Speed** button.
- If you press the **Sleep Timer** button once more while the sleep timer is set, you can check the preset time.
- The sleep timer remains on even if the power goes off or if there is blackout.

Locking the Control Panel

You can lock the buttons on the control panel to prevent the appliance from operating due to unforeseen reasons, such as a child manipulating the buttons.

Press the **Light** button for at least 3 seconds during the operation.

-  (Lock) is displayed on the status display panel.



NOTE

- You can turn off the lock function in the same way as turning it on.
- The control panel can be locked even when the appliance is not operated.

Knowing the Air Quality

You can check the overall air quality by looking at the light of air quality and the status display panel.

Overview of the Air Quality

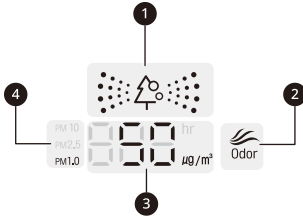
The overall air quality is calculated based on the particles and odour (gas) concentrations and is categorized into 4 levels depending on the contamination of the air.

Colour	Overall Air Quality	Concentration of PM ($\mu\text{g}/\text{m}^3$)			Concentration of Odour	
	State	PM10 (coarse particles)	PM2.5 (fine particles)	PM1.0 (particles with a diameter between 1.0 and 2.5 μm)	State	Level
Red	Poor	255 or more	56 or more	56 or more	Very strong	4
Orange	Unhealthy	155 ~ 254	36 ~ 55	36 ~ 55	Strong	3
Yellow	Moderate	55 ~ 154	13 ~ 35	13 ~ 35	Normal	2
Green	Good	54 or less	12 or less	12 or less	Weak	1

NOTE

- The colour of overall air quality is determined based on whichever is worse between the particles concentration and odour (gas) concentration.
- PM (particulate matter) concentration is displayed in increments of 1 unit, from 8 to 999. PM concentration values are based on the data sheet provided by the sensor manufacturer.
- The PM concentration measurement was tested using LG Electronics' standard test materials.
- Differences in PM concentration values may be the result of different methods of measuring or differences in the actual PM concentration levels.
 - If the PM concentration is high, the difference between the displayed concentration and the actual concentration may become large.

Air Quality Details on the Status Display Panel



1 Overall air quality

You can check the overall air quality by looking at the colour change on the status display panel.

2 Odour concentration

You can check the odour concentration by looking at the colour change on the status display panel.

3 Particles concentration

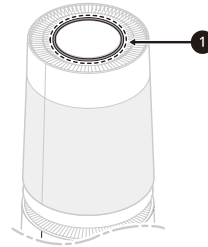
You can check the particles concentration by looking at the particles concentration value and the particle size indicator colour. It shows the worst status among the PM10 / PM2.5 / PM1.0.

4 Particulate Matter

The colour of the particulate matter is solely determined based on the particles concentration.

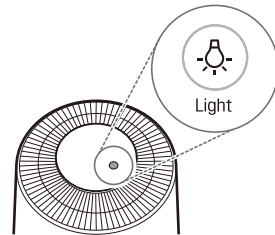
Turning on/off the Light of Air Quality

- 1 Check the cleanliness of the indoor air by looking at the light of air quality.



- 1 Light of air quality

- 2 Press the **Light** button to turn it on/off.



NOTE

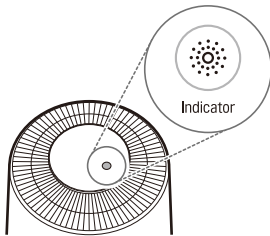
- The light of air quality turns on white for the sensor stabilization period (30 seconds). The odour (gas) sensor is stabilized 2 minutes after you start the operation.

Knowing the Particles Concentration

You can check the particulate matter concentration by its particle size.

Press the **Indicator** button during the operation

- Whenever you press the button, the display changes in the following order:
PM10 → PM2.5 → PM1.0
- The concentration of the selected particles is displayed for about 10 seconds.



NOTE

- The overall air quality level is a result of both PM concentration and the odour level.
- Even two products placed in the same space could measure the concentration of particles differently due to air circulation.
- Unlike the odour(gas), the concentration of particles could be measured slowly due to the slow diffusion rate.
- Due to the flow around the particle sensor, the displayed PM concentration and actual concentration may differ.
- When using the appliance in the following environment, the PM concentration may be displayed differently from the actual.
 - Where there are influences such as sofa, bed, carpet, cleaner, humidity, smoke, fragrance, cosmetics, perfume, insect, pet
 - Where there are construction site, roadside, factory, entrance, window, ventilation
 - Where there are affected by cooking or using humidifiers, sprays or other products which generate steam or fine particles.

LG ThinQ Application

The LG ThinQ application allows you to communicate with the appliance using a smartphone.

LG ThinQ Application Features

Smart Diagnosis

If you experience a problem while using the appliance, this smart diagnosis feature will help you diagnose the problem.

Settings

Allows you to set various options on the appliance and in the application.

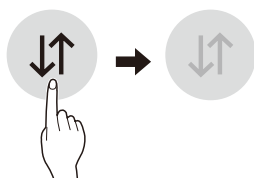
NOTE

- If you change your wireless router, Internet service provider, or password, delete the registered appliance from the LG ThinQ application and register it again.
- The application is subject to change for appliance improvement purposes without notice to users.
- Functions may vary by model.

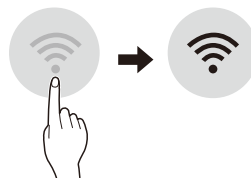
Before using LG ThinQ Application

This feature is only available on models with Wi-Fi function.

- 1 Check the distance between the appliance and the wireless router (Wi-Fi network).
 - If the distance between the appliance and the wireless router is too far, the signal strength becomes weak. It may take a long time to register or installation may fail.
- 2 Turn off the Mobile data or Cellular Data on your smartphone.



- 3 Connect your smartphone to the wireless router.



NOTE

- To verify the Wi-Fi connection, check that Wi-Fi icon on the control panel is lit.
- The appliance supports 2.4 GHz Wi-Fi networks only. To check your network frequency, contact your Internet service provider or refer to your wireless router manual.
- LG ThinQ is not responsible for any network connection problems or any faults, malfunctions, or errors caused by network connection.
- If the appliance is having trouble connecting to the Wi-Fi network, it may be too far from the router. Purchase a Wi-Fi repeater (range extender) to improve the Wi-Fi signal strength.
- The Wi-Fi connection may not connect or may be interrupted because of the home network environment.
- The network connection may not work properly depending on the Internet service provider.
- The surrounding wireless environment can make the wireless network service run slowly.
- The appliance cannot be registered due to problems with the wireless signal transmission. Unplug the appliance and wait about a minute before trying again.
- If the firewall on your wireless router is enabled, disable the firewall or add an exception to it.
- The wireless network name (SSID) should be a combination of English letters and numbers. (Do not use special characters.)
- Smartphone user interface (UI) may vary depending on the mobile operating system (OS) and the manufacturer.
- If the security protocol of the router is set to WEP, you may fail to set up the network. Please change it to other security protocols (WPA2 is recommended) and register the product again.

Installing the LG ThinQ Application



Search for the LG ThinQ application from the Google Play Store or Apple App Store on a smartphone. Follow instructions to download and install the application.

Open Source Software Notice Information

To obtain the source code under GPL, LGPL, MPL, and other open source licenses, that is contained in this product, please visit <http://opensource.lge.com>. In addition to the source code, all referred license terms, warranty disclaimers and copyright notices are available for download.

LG Electronics will also provide open source code to you on CD-ROM for a charge covering the cost of performing such distribution (such as the cost of media, shipping, and handling) upon email request to opensource@lge.com. This offer is valid for a period of three years after our last shipment of this product. This offer is valid to anyone in receipt of this information.

Smart Diagnosis

This feature is only available on models with the  or  logo.

Use this feature to help you diagnose and solve problems with your appliance.

NOTE

- For reasons not attributable to LGE's negligence, the service may not operate due to external factors such as, but not limited to, Wi-Fi unavailability, Wi-Fi disconnection, local app store policy, or app unavailability.
- The feature may be subject to change without prior notice and may have a different form depending on where you are located.

Using LG ThinQ to Diagnose Issues

If you experience a problem with your Wi-Fi equipped appliance, it can transmit troubleshooting data to a smartphone using the **LG ThinQ** application.

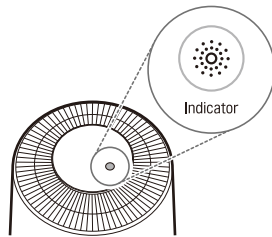
- Launch the **LG ThinQ** application and select the **Smart Diagnosis** feature in the menu. Follow the instructions provided in the **LG ThinQ** application.



Using Audible Diagnosis to Diagnose Issues

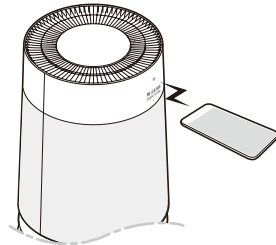
Follow the instructions below to use the audible diagnosis method.

- Launch the **LG ThinQ** application and select the Smart Diagnosis feature in the menu. Follow the instructions for audible diagnosis provided in the **LG ThinQ** application.

- 1 Press and hold the **Indicator** button for 5 seconds or more to execute the Smart Diagnosis function.



- 2 Hold the phone on the  or  logo on the back of the appliance.



- 3 After the data transfer is complete, the diagnosis will be displayed in the application.

NOTE


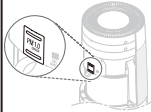
- For best results, do not move the phone while the tones are being transmitted.

WARNING

- You must stop operating the appliance and unplug it before you clean and replace the filter.
- Do not spray water directly on the appliance.

Maintaining the Appliance

Scheduled Maintenance

Component	Cleaning Frequency	Replacement Frequency
 Filter	Only ultra-fine filter If contaminated, clean the filter.	The whole filter 1 year
 PM1.0 sensor	2 months	-


NOTE

- The operating environment and operation hours may affect the cleaning frequency. We recommend that you should clean it more often in a dusty environment.
- If you do not clean the product according to the cleaning frequency, you may experience a bad odour and poor performance.
- A filter is a consumable item. Therefore you must buy a new one for replacement when it has reached the end of its lifespan even during the warranty period. Contact the LG Electronics service centre or consumables shop on the LG Electronics site (www.lg.com).

- You may also request cleaning or replacement of the filter to the service centre. You will be charged a certain fee for filter cleaning and replacement services.
- If there are no changes to the particles concentration on the status display panel, clean the sensor regardless of the cleaning frequency (2 months) of the PM1.0 sensor.

Alerts on the Status Display Panel

When you see an alert message on the status display panel, do the following:

Alert	Measure
	Replace the filter.

NOTE

- Filter replacement alerts appear based on the maximum usage time, taking into account the operating hours of the product. The replacement frequency is determined by the operating hours and environment.

Storage

If the appliance is not used for a long period of time, store it at a shaded and dry place.

- 1 Operate the product for one hour or more on a fine day.
 - This removes the moisture and prevents molds from building up inside the product.
- 2 Turn off the power and unplug it from the electrical outlet.
 - Wind the power cord around the bottom of the appliance.
- 3 Package the appliance to prevent the dust or foreign substance from entering the appliance. Store the packaged appliance at a shaded place.

⚠ CAUTION

- Do not store the appliance at a humid place or at a place exposed to the direct sunlight. Otherwise the appliance may be deformed, malfunction or generate odour.

Cleaning the Appliance

Cleaning the Exterior

- 1 Remove dust from the air inlet and outlet using a vacuum cleaner.
- 2 Wipe the exterior with soft cloth.

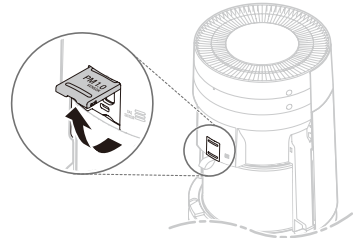
NOTE

- If you find it difficult to clean the front and rear covers, separate them first and wash with water. Then, dry them completely under the shade.

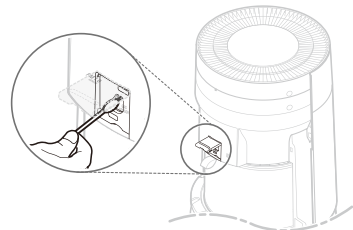
Cleaning the Particles Sensor

PM1.0 sensor detects the fine particles as well as coarse particles. Therefore, you need to clean its lens regularly.

- 1 Remove the rear cover from the appliance.
- 2 Open the sensor cover.



- 3 Clean the lens with the cotton swab soaked with water and clean it again with a dry cotton swab.



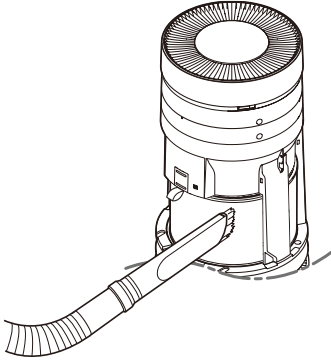
NOTE

- Do not wipe the sensor with material other than water. It may cause a appliance failure.

Maintaining the Filter

Cleaning the Filter

- 1 Separate the cover from the appliance.
- 2 Remove dust from the ultra-fine filter with a vacuum cleaner or soft brush.




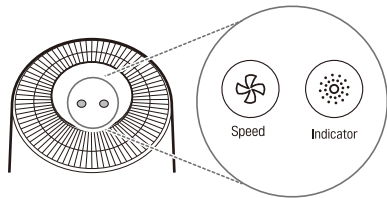
Replacing the Filter

- 1 Remove the cover and replace the filter.
 - To avoid polluting the surroundings when replacing the filter, place a newspaper on the floor before you remove the filter.
- 2 Once you have replaced the filter, disable the filter replacement alert.

Disabling the filter replacement alert

Press and hold the **Speed** and **Indicator** buttons simultaneously for 3 seconds or more.

- The  (filter replacement alert) is disabled and the replacement alarm is reset.




NOTE

- The filter replacement alert is disabled automatically if 24 hours have passed since it was displayed or if the product is disconnected from the power source.

Before Calling for Service

Operation

Symptoms	Possible Causes & Solution
The appliance does not operate.	Is the power plug unplugged from the outlet? <ul style="list-style-type: none"> Plug it into the outlet properly.
There is odour, but the light of air quality does not change.	Is the light of air quality turned on red or orange? <ul style="list-style-type: none"> The colour of overall air quality is determined based on whichever is worse between the particles concentration and odour (gas) concentration. Check if the particles concentration is worse than before. The odour(gas) sensor is designed to detect harmful gases. Strong food odours may not register as harmful, but the deodorizing care filter will minimize them.
The light of air quality continues to stay red.	Doesn't the colour change even if it is moved to a clean room? <ul style="list-style-type: none"> If the amount of the odour is more than the capacity of the product, the display may not change. Clean the sensor area. Remove the power plug from the outlet and reconnect it one minute later.
	Did you use a spray near the product? <ul style="list-style-type: none"> Do not use a spray near the product.
The buttons on the control panel do not work.	Is the  (Lock) turned on on the status display panel? <ul style="list-style-type: none"> Press and hold the Light button for 3 sec. or longer to disable the lock function.
The concentration of the particles does not change.	Is there a foreign substance on the sensor? <ul style="list-style-type: none"> Clean the PM1.0 sensor.
	Is the product used in a closed space? <ul style="list-style-type: none"> In a closed space, the cleanliness level may continue to stay the same without change.
The concentration of particles continues to remain high.	Does the air continue to flow in from the outside to the location where the product is installed? <ul style="list-style-type: none"> In an environment where outside air is supplied continuously, the concentration may continue to remain high.
The overall air quality colour does not match the particles concentration value.	Does the colour of the overall air quality match the colour that indicates the odour concentration? <ul style="list-style-type: none"> The overall air quality is displayed by evaluating the odour and particles concentration comprehensively. Even if the particles concentration is low, if the odour is strong, the overall air quality colour may not match the particles concentration value.

Symptoms	Possible Causes & Solution
The particles concentration levels are different between the appliance and the LG ThinQ app.	Are you looking at the same particles? <ul style="list-style-type: none"> Make sure that the levels of the PM1.0/PM2.5/PM10 are displayed consistently between the LG ThinQ app and your appliance. The difference in the values could be caused by the difference in updated time between the LG ThinQ app and the appliance.

Performance

Symptoms	Possible Causes & Solution
The indoor air is not purified well enough.	Is the indoor contamination severe? <ul style="list-style-type: none"> Ventilate the indoor air before you use the product.
	Did dust accumulate in the ultra-fine filter? <ul style="list-style-type: none"> Clean the ultra-fine filter properly.
	Did dust accumulate in the allergen collection care filter? <ul style="list-style-type: none"> Replace the filter.
	Are you using it in a place that is too spacious or too open? <ul style="list-style-type: none"> Use a product that fits the size of the room. Avoid a well-ventilated place such as a gate, window, etc.
	Is there any obstacle nearby? <ul style="list-style-type: none"> Remove the obstacle.
	Is the appliance installed at a corner? <ul style="list-style-type: none"> Move the appliance and install it again.

Noise

Symptoms	Possible Causes & Solution
Fan is noisy even on the lowest speed.	Did dust accumulate in the ultra-fine filter? <ul style="list-style-type: none"> Clean the ultra-fine filter properly.
	Did dust accumulate in the allergen collection care filter? <ul style="list-style-type: none"> Replace the whole filter.
The appliance makes a sudden loud noise while operating.	Is the Speed is set to Auto mode? <ul style="list-style-type: none"> It may make a sudden noise as it automatically adjusts the air flow depending on indoor air quality.

Odour

Symptoms	Possible Causes & Solution
A strange odour comes out from the air outlet as well as the filter.	Did you purchase the appliance lately? <ul style="list-style-type: none"> The odour of activated charcoal is not harmful. This is similar to the odour you may experience in a brand new car. We assure it will go away 1-2 weeks after its first use.
	Is the product used at a place with a lot of smoke or odour? <ul style="list-style-type: none"> In a place with a lot of smoke or odour, the air cleaning function may deteriorate. Ventilate the room first and then use the product.
	Does the filter have a bad odour? <ul style="list-style-type: none"> Replace the filter. The filter replacement frequency may differ depending on the usage environment.
	Is the product installed in an environment where a lot of odour occurs? <ul style="list-style-type: none"> If you use the product for a long period of time while you cook or broil fish/meat, the filter lifespan may be rapidly decreased. If possible, open the window for ventilation while cooking, and use the product to minimize the odour left after the ventilation.

Wi-Fi

Symptoms	Possible Causes & Solution
Your home appliance and smartphone is not connected to the Wi-Fi network.	The password for the Wi-Fi that you are trying to connect to is incorrect. <ul style="list-style-type: none"> Find the Wi-Fi network connected to your smartphone and remove it, then register your appliance on LG ThinQ.
	Mobile data for your smartphone is turned on. <ul style="list-style-type: none"> Turn off the Mobile data of your smartphone and register the appliance using the Wi-Fi network.
	The wireless network name (SSID) is set incorrectly. <ul style="list-style-type: none"> The wireless network name (SSID) should be a combination of English letters and numbers. (Do not use special characters.)
	The router frequency is not 2.4 GHz. <ul style="list-style-type: none"> Only a 2.4 GHz router frequency is supported. Set the wireless router to 2.4 GHz and connect the appliance to the wireless router. To check the router frequency, check with your Internet service provider or the router manufacturer.
	The distance between the appliance and the router is too far. <ul style="list-style-type: none"> If the distance between the appliance and the router is too far, the signal may be weak and the connection may not be configured correctly. Move the location of the router so that it is closer to the appliance.



กสทช.

เครื่องวิทยุคมนาคมนี้ ได้รับยกเว้น ไม่ต้องได้รับใบอนุญาตให้มี ใช้ซึ่งเครื่องวิทยุคมนาคม หรือตั้งสถานีวิทยุคมนาคมตามประกาศ กสทช. เรื่อง เครื่องวิทยุคมนาคม และสถานีวิทยุคมนาคมที่ได้รับยกเว้นไม่ต้องได้รับใบอนุญาต วิทยุคมนาคมตามพระราชบัญญัติวิทยุคมนาคม พ.ศ. 2498



กสทช. | โทรคมนาคม

กำกับดูแลเพื่อประชาชน
Call Center 1200 (โทรฟรี)