ENGLISH
FRANÇAIS
ESPAÑOL

OWNER'S MANUAL

AIR CONDITIONER

Please read this manual carefully before operating your set and retain it for future reference.

Floor Standing Concealed Floor Standing

MFL42803020
Rev.00_061120

http://www.lghvac.com
www.lg.com

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FOR YOUR RECORDS

Write the model and serial numbers here:

Model #

Serial #

You can find them on a label on the side of each unit.

Dealer's Name

Date Purchased

■ Staple your receipt to this page in the event you need to prove date of purchase or to issue warranty.

READ THIS MANUAL

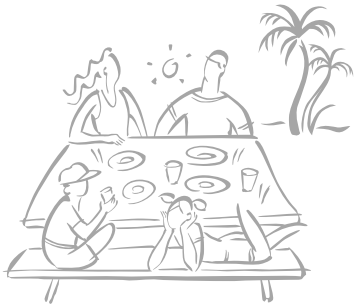
Inside you will find many helpful hints on how to use and maintain your air conditioner properly. Just a little preventive care on your part can save you a great deal of time and money over the life of your air conditioner.

You'll find many answers to common problems in the chart of troubleshooting tips. If you review our chart of

Troubleshooting Tips first, you may not need to call for service at all.

PRECAUTION

- **Contact the authorized service technician for repair or maintenance of this unit.**
- **Contact the installer for installation of this unit.**
- **The air conditioner is not intended for use by young children or invalids without supervision.**
- **Young children should be supervised to ensure that they do not play with the air conditioner.**
- **When the power cord is to be replaced, replacement work shall be performed by authorized personnel only using only genuine replacement parts.**
- **Installation work must be performed in accordance with the National Electric Code by qualified and authorized personnel only.**



Safety Precautions

To prevent injury to the user or other people and property damage, the following instructions must be followed.

■ Incorrect operation due to ignoring instruction will cause harm or damage. The seriousness is classified by the following indications.

⚠WARNING	This symbol indicates the possibility of death or serious injury.
⚠CAUTION	This symbol indicates the possibility of injury or damage to properties only.

■ Meanings of symbols used in this manual are as shown below.

	**Be sure not to do.**
	**Be sure to follow the instruction.**

⚠WARNING

Installation

- Do not use a defective or underrated circuit breaker. Use this appliance on a dedicated circuit.
  - There is risk of fire or electric shock.
- For electrical work, contact the dealer, seller, a qualified electrician, or an Authorized Service Center.
  - Do not disassemble or repair the product. There is risk of fire or electric shock.
- Always ground the product.
  - There is risk of fire or electric shock.
- Install the panel and the cover of control box securely.
  - There is risk of fire or electric shock.
- Always install a dedicated circuit and breaker.
  - Improper wiring or installation may cause fire or electric shock
- Use the correctly rated breaker or fuse.
  - There is risk of fire or electric shock.
- Do not modify or extend the power cable.
  - There is risk of fire or electric shock.
- Do not install, remove, or re-install the unit by yourself (customer).
  - There is risk of fire, electric shock, explosion, or injury.
- Be cautious when unpacking and installing the product.
  - Sharp edges could cause injury. Be especially careful of the case edges and the fins on the condenser and evaporator.
- For installation, always contact the dealer or an Authorized Service Center.
  - There is risk of fire, electric shock, explosion, or injury.
- Do not install the product on a defective installation stand.
  - It may cause injury, accident, or damage to the product.
- Be sure the installation area does not deteriorate with age.
  - If the base collapses, the air conditioner could fall with it, causing property damage, product failure, and personal injury.
- Do not turn on the breaker or power under condition that front panel, cabinet, top cover, control box cover are removed or opened.
  - Otherwise, it may cause fire, electric shock, explosion or death.
- Use a vacuum pump or Inert (nitrogen) gas when doing leakage test or air purge. Do not compress air or Oxygen and Do not use Flammable gases. Otherwise, it may cause fire or explosion.
  - There is the risk of death, injury, fire or explosion.

Operation

- Do not let the air conditioner run for a long time when the humidity is very high and a door or a window is left open.
  - Moisture may condense and wet or damage furniture.
- Take care to ensure that power cable could not be pulled out or damaged during operation.
  - There is risk of fire or electric shock.
- Do not place anything on the power cable.
  - There is risk of fire or electric shock.
- Do not plug or unplug the power supply plug during operation.
  - There is risk of fire or electric shock.
- Do not touch(operate) the product with wet hands.
  - There is risk of fire or electrical shock.
- Do not place a heater or other appliances near the power cable.
  - There is risk of fire and electric shock.
- Do not allow water to run into electric parts.
  - There is risk of fire, failure of the product, or electric shock.
- Do not store or use flammable gas or combustibles near the product.
  - There is risk of fire or failure of product.
- Do not use the product in a tightly closed space for a long time.
  - Oxygen deficiency could occur.
- When flammable gas leaks, turn off the gas and open a window for ventilation before turn the product on.
  - Do not use the telephone or turn switches on or off.
    There is risk of explosion or fire
- If strange sounds, or small or smoke comes from product. Turn the breaker off or disconnect the power supply cable.
  - There is risk of electric shock or fire.
- Stop operation and close the window in storm or hurricane. If possible, remove the product from the window before the hurricane arrives.
  - There is risk of property damage, failure of product, or electric shock.
- Do not open the inlet grill of the product during operation.
  (Do not touch the electrostatic filter, if the unit is so equipped.)
  - There is risk of physical injury, electric shock, or product failure.
- When the product is soaked (flooded or submerged), contact an Authorized Service Center.
  - There is risk of fire or electric shock.
- Be cautious that water could not enter the product.
  - There is risk of fire, electric shock, or product damage.
- Ventilate the product from time to time when operating it together with a stove, etc.
  - There is risk of fire or electric shock.
- Turn the main power off when cleaning or maintaining the product.
  - There is risk of electric shock.
- When the product is not be used for a long time, disconnect the power supply plug or turn off the breaker.
  - There is risk of product damage or failure, or unintended operation.
- Take care to ensure that nobody could step on or fall onto the outdoor unit.
  - This could result in personal injury and product damage.

⚠CAUTION

Installation

- Always check for gas (refrigerant) leakage after installation or repair of product.
  - Low refrigerant levels may cause failure of product.
- Install the drain hose to ensure that water is drained away properly.
  - A bad connection may cause water leakage.
- Keep level even when installing the product.
  - To avoid vibration or water leakage.
- Do not install the product where the noise or hot air from the outdoor unit could damage the neighborhoods.
  - It may cause a problem for your neighbors.
- Use two or more people to lift and transport the product.
  - Avoid personal injury.
- Do not install the product where it will be exposed to sea wind (salt spray) directly.
  - It may cause corrosion on the product. Corrosion, particularly on the condenser and evaporator fins, could cause product malfunction or inefficient operation.
- The Limited Warranty is void and of no effect, and LG will have no liability hereunder to any Customer or third party, to the extent any of the following occur: acts, omissions, and conduct of any and all third parties including, but not limited to, the installing contractor and any repairs, service or maintenance by unauthorized or unqualified persons.
- Do not install the unit in potentially explosive atmospheres.

Operation

- Do not expose the skin directly to cool air for long periods of time. (Don't sit in the draft.)
  - This could harm to your health.
- Do not use the product for special purposes, such as preserving foods, works of art, etc. It is a consumer air conditioner, not a precision refrigeration system.
  - There is risk of ldamage or loss of property.
- Do not block the inlet or outlet of air flow.
  - It may cause product failure.
- Use a soft cloth to clean. Do not use harsh detergents, solvents, etc.
  - There is risk of fire, electric shock, or damage to the plastic parts of the product.
- Do not touch the metal parts of the product when removing the air filter. They are very sharp!
  - There is risk of personal injury.
- Do not step on or put anything on the product. (outdoor units)
  - There is risk of personal injury and failure of product.
- Always insert the filter securely. Clean the filter every two weeks or more often if necessary.
  - A dirty filter reduces the efficiency of the air conditioner and could cause product malfunction or damage.
- Do not insert hands or other objects through the air inlet or outlet while the product is operated.
  - There are sharp and moving parts that could cause personal injury.
- Do not drink the water drained from the product.
  - It is not sanitary and could cause serious health issues.
- Use a firm stool or ladder when cleaning or maintaining the product.
  - Be careful and avoid personal injury.
- Replace the all batteries in the remote control with new ones of the same type. Do not mix old and new batteries or different types of batteries.
  - There is risk of fire or explosion
- Do not recharge or disassemble the batteries. Do not dispose of batteries in a fire.
  - They may burn or explode.
- If the liquid from the batteries gets onto your skin or clothes, wash it well with clean water. Do not use the remote if the batteries have leaked.
  - The chemicals in batteries could cause burns or other health hazards.
- If you eat the liquid from the batteries, brush your teeth and see doctor. Do not use the remote if the batteries have leaked.
  - The chemicals in batteries could cause burns or other health hazards.

Prior to Operation

Preparing for operation

1. Contact an installation specialist for installation.
2. Use a dedicated circuit.

Usage

1. Being exposed to direct airflow for an extended period of time could be hazardous to your health. Do not expose occupants, pets, or plants to direct airflow for extended periods of time.
2. Due to the possibility of oxygen deficiency, ventilate the room when used together with stoves or other heating devices.
3. Do not use this air conditioner for non-specified special purposes (e.g. preserving precision devices, food, pets, plants, and art objects). Such usage could damage the items.
4. While using the remote control, refer the user manual of that particular remote controller.

Cleaning and maintenance

1. Do not touch the metal parts of the unit when removing the filter. Injuries can occur when handling sharp metal edges.
2. Do not use water to clean inside the air conditioner. Exposure to water can destroy the insulation, leading to possible electric shock.
3. When cleaning the unit, first make sure that the power and breaker are turned off. The fan rotates at a very high speed during operation. There is a possibility of injury if the unit's power is accidentally triggered on while cleaning inner parts of the unit.

Service

For repair and maintenance, contact your authorized service dealer.

Maintenance and Service

CAUTION: Before performing any maintenance, turn off the main power to the system.

Grille, Case, and Remote Control

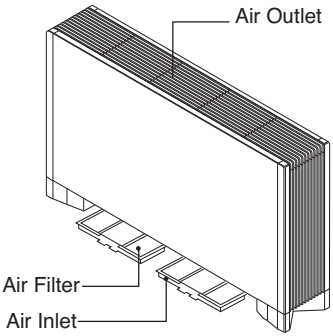
❑ Turn the system off before cleaning. To clean, wipe with a soft, dry cloth. Do not use bleach or abrasives.

NOTICE

Supply power must be disconnected before cleaning the indoor unit.

Air Filter

The air filters bottom Indoor unit
(the suction side) should be checked and cleaned once every 2 weeks or more often if necessary.



❑ Never use any of the followings:

- Water hotter than 40°C
  Could cause deformation and/or discoloration.
- Volatile substances
  Could damage the surfaces of the air conditioner.



1. Clean the filter with a vacuum or warm, soapy water.
   - If very dirty, wash with a solution of detergent in lukewarm water.
   - If hot water (50°C or more) is used, filter may be deformed.
2. After washing with water, dry well in the shade.
3. Re-install the air filter.

When the air conditioner is not going to be used for a long time.

When it is not going to be used for a long time.

1 Operate the air conditioner on Air circulation mode for 2 to 3 hours.

• This will dry out the internal parts.

2 Turn off the circuit breaker.

⚠ CAUTION

Turn off the circuit breaker when the air conditioner is not going to be used for a long time.
Dirt may collect and may cause a fire.

When the air conditioner is to be used again.

■ **Check that the air inlet and outlet of the indoor/outdoor unit are not blocked.**

Helpful information

The air filters and your electric bill.
If the air filters become clogged with dust, the cooling capacity will drop, and 6% of the electricity used to operate the air conditioner will be wasted.

Operation Tips

Do not overcool the room.

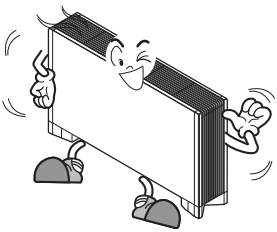
This is not good for the health and wastes electricity.

Keep blinds or curtains closed.

Do not let direct sunshine enter the room when the air conditioner is in operation.

Make sure that the doors and windows are shut tight.

Avoid opening doors and windows as much as possible to keep the cool air in the room.



Clean the air filter regularly.

Blockages in the air filter reduce the airflow and lower cooling and dehumidifying effects. Clean at least once every two weeks.

Ventilate the room occasionally.

Since windows are kept closed, it is a good idea to open them and ventilate the room now and then.

Before you call for service...

Troubleshooting Tips! Save time and money!

Check the following points before requesting repairs or service.... If the malfunction persists, please contact your dealer.

The air conditioner does not operate.	The room has a peculiar odor.	It seems that condensation is leaking from the air conditioner.	Air conditioner does not operate for about 3 minutes when restart.
• Have you made a mistake in timer operation? • Has the fuse blown or has the circuit breaker been tripped?	• Check that this is not a damp smell exuded by the walls, carpet, furniture or cloth items in the room.	• Condensation occurs when the airflow from the air conditioner cools the warm room air.	• This is the protector of the mechanism. • Wait about three minutes and operation will begin.
Does not cool or heat effectively.	**The air conditioner operation is noisy.**	**Crack sound is heard.**	**Remote control display is faint, or no display at all.**
• Is the air filter dirty? See air filter cleaning instructions. • The room may have been very hot when the room air conditioner was first turned on. Allow time for it to cool down. • Has the temperature been set incorrectly? • Are the indoor unit's air inlet or outlet vents obstructed?	• For a noise that sounds like water flowing. -This is the sound of freon flowing inside the air conditioner unit. • For a noise that sounds like the compressed air releasing into atmosphere. -This is the sound of the dehumidifying water being processed inside the air conditioning unit.	• This sound is generated by the expansion/ constriction of the front panel, etc. due to changes of temperature.	• Are the batteries depleted? • Are the batteries inserted in the opposite (+) and (-) directions?

NOTICE

WATER RESISTANT: The outdoor side of this appliance is WATER RESISTANT.
The indoor side is not water resistant and should not be exposed to excess water.

WARRANTY (USA)

ARBITRATION NOTICE: THIS LIMITED WARRANTY CONTAINS AN ARBITRATION PROVISION THAT REQUIRES YOU AND LG TO RESOLVE DISPUTES BY BINDING ARBITRATION INSTEAD OF IN COURT, UNLESS YOU CHOOSE TO OPT OUT. IN ARBITRATION, CLASS ACTIONS AND JURY TRIALS ARE NOT PERMITTED. PLEASE SEE THE SECTION TITLED “PROCEDURE FOR RESOLVING DISPUTES” BELOW.

PROCEDURE FOR RESOLVING DISPUTES:

ALL DISPUTES BETWEEN YOU AND LG ARISING OUT OF OR RELATING IN ANY WAY TO THIS LIMITED WARRANTY OR THE PRODUCT SHALL BE RESOLVED EXCLUSIVELY THROUGH BINDING ARBITRATION, AND NOT IN A COURT OF GENERAL JURISDICTION. BINDING ARBITRATION MEANS THAT YOU AND LG ARE EACH WAIVING THE RIGHT TO A JURY TRIAL AND TO BRING OR PARTICIPATE IN A CLASS ACTION.

Definitions. For the purposes of this section, references to “LG” mean LG Electronics U.S.A., Inc., its parents, subsidiaries and affiliates, and each of their officers, directors, employees, agents, beneficiaries, predecessors in interest, successors, assigns and suppliers; references to “dispute” or “claim” shall include any dispute, claim or controversy of any kind whatsoever (whether based in contract, tort, statute, regulation, ordinance, fraud, misrepresentation or any other legal or equitable theory) arising out of or relating in any way to the sale, condition or performance of the product or this Limited Warranty.

Notice of Dispute. In the event you intend to commence an arbitration proceeding, you must first notify LG in writing at least 30 days in advance of initiating the arbitration by sending a letter to LG at LG Electronics, USA, Inc. Attn: Legal Department- Arbitration 111 Sylvan Avenue, Englewood Cliffs, NJ 07632. You and LG agree to engage in good faith discussions in an attempt to amicably resolve your claim. The notice must provide your name, address, and telephone number; identify the product that is the subject of the claim; and describe the nature of the claim and the relief being sought. If you and LG are unable to resolve the dispute within 30 days, either party may proceed to file a claim for arbitration.

Agreement to Binding Arbitration and Class Action Waiver. Upon failure to resolve the dispute during the 30 day period after sending written notice to LG, you and LG agree to resolve any claims between us only by binding arbitration on an individual basis, unless you opt out as provided below. Any dispute between you and LG shall not be combined or consolidated with a dispute involving any other person’s or entity’s product or claim. More specifically, without limitation of the foregoing, any dispute between you and LG shall not under any circumstances proceed as part of a class or representative action. Instead of arbitration, either party may bring an individual action in small claims court, but that small claims court action may not be brought on a class or representative basis.

Arbitration Rules and Procedures. To begin arbitration of a claim, either you or LG must make a written demand for arbitration. The arbitration will be administered by the American Arbitration Association (“AAA”) and will be conducted before a single arbitrator under the AAA’s Consumer Arbitration Rules that are in effect at the time the arbitration is initiated (referred to as the “AAA Rules”) and under the procedures set forth in this section. The AAA Rules are available online at www.adr.org/consumer. Send a copy of your written demand for arbitration, as well as a copy of this provision, to the AAA in the manner described in the AAA Rules. You must also send a copy of your written demand to LG at LG Electronics, USA, Inc. Attn: Legal Department- Arbitration 111 Sylvan Avenue, Englewood Cliffs, NJ 07632. If there is a conflict between the AAA Rules and the rules set forth in this section, the rules set forth in this section will govern. This arbitration provision is governed by the Federal Arbitration Act. Judgment may be entered on the arbitrator’s award in any court of competent jurisdiction. All issues are for the arbitrator to decide, except that issues relating to the scope and enforceability of the arbitration provision and to the arbitrability of the dispute are for the court to decide. The arbitrator is bound by the terms of this provision.

Governing Law. The law of the state of your residence shall govern this Limited Warranty and any disputes between us except to the extent that such law is preempted by or inconsistent with applicable federal law.

Fees/Costs. You do not need to pay any fee to begin an arbitration. Upon receipt of your written demand for arbitration, LG will promptly pay all arbitration filing fees to the AAA unless you seek more than $25,000 in damages, in which case the payment of these fees will be governed by the AAA Rules. Except as otherwise provided for herein, LG will pay all AAA filing, administration and arbitrator fees for any arbitration initiated in accordance with the AAA Rules and this arbitration provision. If you prevail in the arbitration, LG will pay your attorneys' fees and expenses as long as they are reasonable, by considering factors including, but not limited to, the purchase amount and claim amount. Notwithstanding the foregoing, if applicable law allows for an award of reasonable attorneys' fees and expenses, an arbitrator can award them to the same extent that a court would. If the arbitrator finds either the substance of your claim or the relief sought in the demand is frivolous or brought for an improper purpose (as measured by the standards set forth in Federal Rule of Civil Procedure 11(b)), then the payment of all arbitration fees will be governed by the AAA Rules. In such a situation, you agree to reimburse LG for all monies previously disbursed by it that are otherwise your obligation to pay under the AAA Rules. Except as otherwise provided for, LG waives any rights it may have to seek attorneys' fees and expenses from you if LG prevails in the arbitration.

Hearings and Location. If your claim is for $25,000 or less, you may choose to have the arbitration conducted solely on the basis of (1) documents submitted to the arbitrator, (2) through a telephonic hearing, or (3) by an in-person hearing as established by the AAA Rules. If your claim exceeds $25,000, the right to a hearing will be determined by the AAA Rules. Any in-person arbitration hearings will be held at a location within the federal judicial district in which you reside unless we both agree to another location or we agree to a telephonic arbitration.

Opt Out. You may opt out of this dispute resolution procedure. If you opt out, neither you nor LG can require the other to participate in an arbitration proceeding. To opt out, you must send notice to LG no later than 30 calendar days from the date of the first consumer purchaser's purchase of the product by either: (i) sending an e-mail to optout@lge.com, with the subject line: "Arbitration Opt Out" or (ii) calling 1-800-980-2973. You must include in the opt out e-mail or provide by telephone: (a) your name and address; (b) the date on which the product was purchased; (c) the product model name or model number; and (d) the serial number (the serial number can be found (i) on the product; or (ii) online by accessing https://www.lg.com/us/support/repair-service/schedule-repair-continued and clicking on "Find My Model & Serial Number").

You may only opt out of the dispute resolution procedure in the manner described above (that is, by e-mail or telephone); no other form of notice will be effective to opt out of this dispute resolution procedure. Opting out of this dispute resolution procedure will not affect the coverage of the Limited Warranty in any way, and you will continue to enjoy the full benefits of the Limited Warranty. If you keep this product and do not opt out, then you accept all terms and conditions of the arbitration provision described above.

WARRANTY (CANADA)

ARBITRATION NOTICE: THIS LIMITED WARRANTY CONTAINS AN ARBITRATION PROVISION THAT REQUIRES YOU AND LG TO RESOLVE DISPUTES BY BINDING ARBITRATION INSTEAD OF IN COURT, UNLESS THE LAWS OF YOUR PROVINCE OR TERRITORY DO NOT PERMIT THAT, OR, IN OTHER JURISDICTIONS, IF YOU CHOOSE TO OPT OUT. IN ARBITRATION, CLASS ACTIONS AND JURY TRIALS ARE NOT PERMITTED. PLEASE SEE THE SECTION TITLED "PROCEDURE FOR RESOLVING DISPUTES" BELOW.

PROCEDURE FOR RESOLVING DISPUTES:

EXCEPT WHERE PROHIBITED AT LAW, ALL DISPUTES BETWEEN YOU AND LG ARISING OUT OF OR RELATING IN ANY WAY TO THIS LIMITED WARRANTY OR THE PRODUCT SHALL BE RESOLVED EXCLUSIVELY THROUGH BINDING ARBITRATION, AND NOT IN A COURT OF GENERAL JURISDICTION. EXCEPT WHERE PROHIBITED AT LAW, YOU AND LG BOTH IRREVOCABLY AGREE TO WAIVE THE RIGHT TO A JURY TRIAL AND TO BRING OR PARTICIPATE IN A CLASS ACTION.

Definitions. For the purposes of this section, references to "LG" mean LG Electronics Canada, Inc., its parents, subsidiaries and affiliates, and each of their officers, directors, employees, agents, beneficiaries, predecessors in interest, successors, assigns and suppliers; references to "dispute" or "claim" shall include any dispute, claim or controversy of any kind whatsoever (whether based in contract, tort, statute, regulation, ordinance, fraud, misrepresentation or any other legal or equitable theory) arising out of or relating in any way to the sale, condition or performance of the product or this Limited Warranty.

Notice of Dispute. In the event you intend to commence an arbitration proceeding, you must first notify LG in writing at least 30 days in advance of initiating the arbitration by sending a letter to LGECI Legal Team at 20 Norelco Drive, North York, Ontario, Canada M9L 2X6 (the "Notice of Dispute"). You and LG agree to engage in good faith discussions in an attempt to amicably resolve your claim. The notice must provide your name, address, and telephone number; identify the product that is the subject of the claim; and describe the nature of the claim and the relief being sought. If you and LG are unable to resolve the dispute within 30 days of LG's receipt of the Notice of Dispute, the dispute shall be resolved by binding arbitration in accordance with the procedure set out herein. You and LG both agree that, during the arbitration proceeding, the terms (including any amount) of any settlement offer made by either you or LG will not be disclosed to the arbitrator until the arbitrator determines the dispute.

Agreement to Binding Arbitration and Class Action Waiver. Upon failure to resolve the dispute during the 30 day period after LG's receipt of the Notice of Dispute, you and LG agree to resolve any claims between you and LG only by binding arbitration on an individual basis, unless you opt out as provided below, or you reside in a jurisdiction that prevents full application of this clause in the circumstances of the claims at issue (in which case if you are a consumer, this clause will only apply if you expressly agree to the arbitration). To the extent permitted by applicable law, any dispute between you and LG shall not be combined or consolidated with a dispute involving any other person's or entity's product or claim. More specifically, without limitation of the foregoing, except to the extent such a prohibition is not permitted at law, any dispute between you and LG shall not under any circumstances proceed as part of a class or representative action. Instead of arbitration, either party may bring an individual action in small claims court, but that small claims court action may not be brought on a class or representative basis except to the extent this prohibition is not permitted at law in your province or territory of jurisdiction as it relates to the claims at issue between you and LG.

Arbitration Rules and Procedures. To begin arbitration of a claim, either you or LG must make a written demand for arbitration. The arbitration will be private and confidential, and conducted on a simplified and expedited basis before a single arbitrator chosen by the parties under the provincial or territorial commercial arbitration law and rules of the province or territory of your residence. You must also send a copy of your written demand to LG at LG Electronics, Canada, Inc., Attn: Legal Department- Arbitration, 20 Norelco Drive, North York, Ontario M9L 2X6. This arbitration provision is governed by your applicable provincial or territorial commercial arbitration legislation. Judgment may be entered on the arbitrator's award in any court of competent jurisdiction. All issues are for the arbitrator to decide, except that, issues relating to the scope and enforceability of the arbitration provision and to the arbitrability of the dispute are for the court to decide. The arbitrator is bound by the terms of this provision.

Governing Law. The law of the province or territory of your purchase shall govern this Limited Warranty and any disputes between you and LG except to the extent that such law is preempted by or inconsistent with applicable federal or provincial/territorial law. Should arbitration not be permitted for any claim, action, dispute or controversy between you and LG, you and LG attorn to the exclusive jurisdiction of the courts of the province or territory of your purchase for the resolution of the claim, action, dispute or controversy between you and LG.

Fees/Costs. You do not need to pay any fee to begin an arbitration. Upon receipt of your written demand for arbitration, LG will promptly pay all arbitration filing fees unless you seek more than $25,000 in damages, in which case the payment of these fees will be governed by the applicable arbitration rules. Except as otherwise provided for herein, LG will pay all filing, administration and arbitrator fees for any arbitration initiated in accordance with the applicable arbitration rules and this arbitration provision. If you prevail in the arbitration, LG will pay your attorneys' fees and expenses as long as they are reasonable, by considering factors including, but not limited to, the purchase amount and claim amount. Notwithstanding the foregoing, if applicable law allows for an award of reasonable attorneys' fees and expenses, an arbitrator can award them to the same extent that a court would. If the arbitrator finds either the substance of your claim or the relief sought in the demand is frivolous or brought for an improper purpose (as measured by the applicable laws), then the payment of all arbitration fees will be governed by the applicable arbitration rules. In such a situation, you agree to reimburse LG for all monies previously disbursed by it that are otherwise your obligation to pay under the applicable arbitration rules. Except as otherwise provided for, LG waives any rights it may have to seek attorneys' fees and expenses from you if LG prevails in the arbitration.

Hearings and Location. If your claim is for $25,000 or less, you may choose to have the arbitration conducted solely (1) on the basis of documents submitted to the arbitrator, (2) through a telephonic hearing, or (3) by an in-person hearing as established by the applicable arbitration rules. If your claim exceeds $25,000, the right to a hearing will be determined by the applicable arbitration rules. Any in-person arbitration hearings will be held at the nearest, most mutually-convenient arbitration location available within the province or territory in which you reside unless you and LG both agree to another location or agree to a telephonic arbitration.

Severability and Waiver. If any portion of this Limited Warranty (including these arbitration procedures) is unenforceable, the remaining provisions will continue in full force and effect to the maximum extent permitted by applicable law. Should LG fail to enforce strict performance of any provision of this Limited Warranty (including these arbitration procedures), it does not mean that LG intends to waive or has waived any provision or part of this Limited Warranty.

Opt Out. You may opt out of this dispute resolution procedure. If you opt out, neither you nor LG can require the other to participate in an arbitration proceeding. To opt out, you must send notice to LG no later than 30 calendar days from the date of the first consumer purchaser's purchase of the product by either (i) sending an e-mail to optout@lge.com, with the subject line: "Arbitration Opt Out;" or (ii) calling 1-800-980-2973. You must include in the opt out e-mail or provide by telephone: (a) your name and address; (b) the date on which the product was purchased; (c) the product model name or model number; and (d) the serial number (the serial number can be found (i) on the product; or (ii) online by accessing https://www.lg.com/ca_en/support/repair-service/schedule-repair and clicking on "Find My Model & Serial Number").

In the event that you "Opt Out", the law of the province or territory of your residence shall govern this Limited Warranty and any disputes between you and LG except to the extent that such law is preempted by or inconsistent with applicable federal or provincial/territorial law. Should arbitration not be permitted for any claim, action, dispute or controversy between you and LG, you and LG agree to attorn to the exclusive jurisdiction of the courts of the province or territory of your residence for the resolution of the claim, action, dispute or controversy between you and LG.

You may only opt out of the dispute resolution procedure in the manner described above (that is, by e-mail or telephone); no other form of notice will be effective to opt out of this dispute resolution procedure. Opting out of this dispute resolution procedure will not affect the coverage of the Limited Warranty in any way, and you will continue to enjoy the full benefits of the Limited Warranty. If you keep this product and do not opt out, then you accept all terms and conditions of the arbitration provision described above.

Conflict of Terms. In the event of a conflict or inconsistency between the terms of this Limited Warranty and the End User License Agreement ("EULA") in regards to dispute resolution, the terms of this Limited Warranty shall control and govern the rights and obligations of the parties and shall take precedence over the EULA.



US	Please call the installing contractor of your product, as warranty service will be provided by them.
CANADA	Service call Number # : (888) LG Canada, (888) 542-2623 Numéro pour les appels de service : LG Canada, 1-888-542-2623