LG
Life's Good

OWNER'S MANUAL

BUILT-IN SXS REFRIGERATOR

Please read this owner's manual thoroughly before operating and keep it handy for reference at all times.

GR-L814FBI

MFL67262502

www.lg.com

Table of contents

Model/Serial record

The model and serial numbers are found on the inner case or back of refrigerator compartment of this unit. These numbers are unique to this unit and not available to others. You should record requested information here and retain this guide as a permanent record of your purchase. Staple your receipt here.

Date of purchase	:	_____
Dealer purchased from	:	_____
Dealer address	:	_____
Dealer phone no.	:	_____
Model no.	:	_____
Serial no.	:	_____

Appliance usage range

This appliance is intended to be used in household and similar applications such as

– staff kitchen areas in shops, offices and other working environments.
– farm houses and by clients in hotels, motels and other residential type environments.
– bed and breakfast type environments.
– catering and similar non-retail applications.

Basic safety precautions

This guide contains many important safety messages.
Always read and obey all safety messages.

⚠ This is the safety alert symbol. It alerts you to safety messages that inform you of hazards that can kill or hurt you or others or cause damage to the product. All safety messages will be preceded by the safety alert symbol and the hazard signal word DANGER, WARNING, or CAUTION. These words mean:

⚠ **DANGER** This will cause death or serious injury if you don't follow instructions.

⚠ **WARNING** This can cause death or serious injury if you don't follow instructions.

⚠ **CAUTION** Indicates an imminently hazardous situation which, if not avoided, may result in minor or moderate injury, or product damage only.

All safety messages will identify the hazard, tell you how to reduce the chance of injury, and tell you what can happen if the instructions are not followed.

⚠ WARNING

TIP-OVER HAZARD

Use two or more people to move and install the refrigerator.
To prevent the refrigerator from tipping over, install anti-tip brackets (provided). Failure to follow the refrigerator installation instructions can result in serious injury or death.

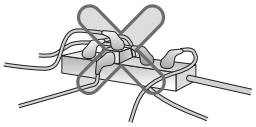
⚠ WARNING

To reduce the risk of fire, electric shock, or personal injury when using your product, basic safety precautions should be followed, including the following.

Read all instructions before using this appliance.

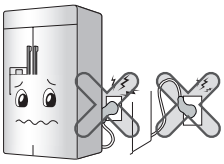
1. When connecting the power

Use a dedicated outlet.



- Using several devices at one outlet may cause a fire.

Do not allow the power plug to face upward or to be squeezed at the back of the refrigerator.



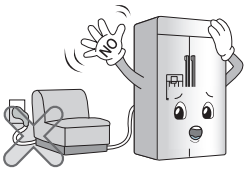
Water falling onto the plug, or a damaged plug may cause fire or electric shock.

Prevent the power cord from being squeezed or crushed if the refrigerator is pushed in after the power plug is extracted during the installation.

When moving your appliance away from the wall, be careful not to roll over the power cord or to damage it in any way.

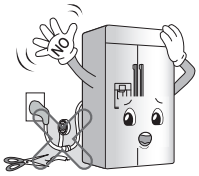
It can cause fire or electric shock.

Do not allow the power cord to be bent, crushed, or damaged. Do not run the power cord under heavy objects like furniture, other appliances, or in traffic areas.



It may damage the power cord to cause fire or electric shock.

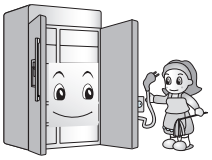
Do not extend or modify the length of the power plug.



Use only an exact factory replacement part to avoid electrical issues, fire, or shock.

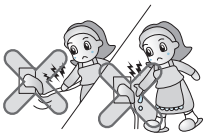
Unplug the power cord or turn off the power when cleaning or moving the refrigerator.

- Not doing so may cause electric shock or injury.
- Press the POWER button for 3 seconds to turn off the power from the display panel. This will stop the refrigerator from operating but will not remove the main power from the appliance.



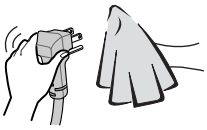
Do not pull out the cord or touch the power plug with wet hands.

It may cause electric shock or injury.



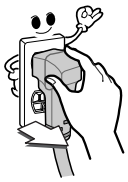
Remove water or dust from the power plug and insert it with the ends of the pins securely connected.

Dust, water, a loose connection may cause a fire or electric shock.



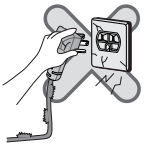
Do not unplug the refrigerator by pulling on the cord.

It may cause electric shock or short circuit to fire.



When the power cord or the power plug is damaged or the holes of the outlet are loosed, do not use them and have it replaced immediately by the manufacturer or its service agent.

It may cause electric shock or short circuit to make fire.

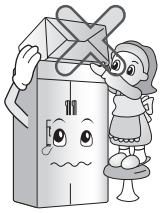


Wait for 5 minutes or longer when reconnecting the plug.

Give the compressor time to decompress before re-starting.

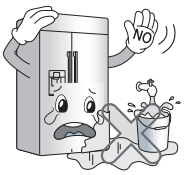
If the supply cord is damaged, it must be replaced by the manufacturer or its service agent or a similarly qualified person in order to avoid a hazard.

2. When using the refrigerator



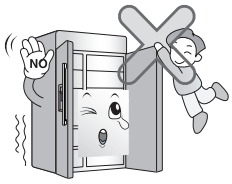
Do not place heavy or dangerous objects on the refrigerator.

As they may fall and cause injury, fire, electric shock when opening or closing the door.



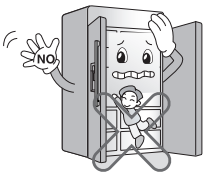
Do not install the refrigerator in a damp place or a place where water drips or splashes, like near a sink or a downspout.

Deterioration of insulation of electric parts may cause an electric short circuit.



Do not allow children to hang on the refrigerator Doors, shelves or drawers.

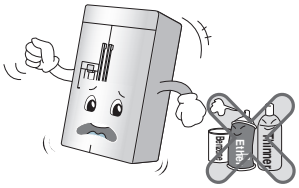
It may cause serious injury.



Prevent children from entering the product.

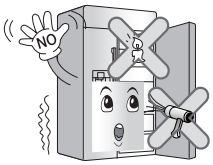
It may endanger the life of a child if the child enters the refrigerator.

Opening and closing the door of the refrigerator vigorously may cause the stored food in the door baskets to fall.



Do not use or store flammable materials like ether, benzene, alcohol, medicine, LP gas, spray, cosmetics near or in the refrigerator.

It may cause explosion or fire.

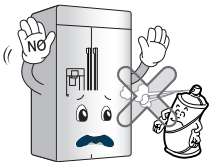


Do not use a hair drier to dry the inside, nor light a candle to remove odor.

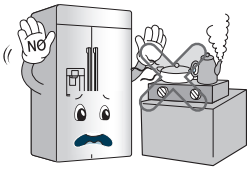
It may cause explosion or fire.

Do not use combustible sprays (including cooking sprays, oils and other aerosol products) on or near the refrigerator.

It may cause fire.

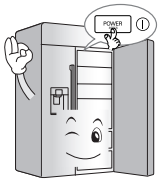


Do not install the refrigerator near a gas stove, water heater or other sources of ignition that may possibly leak gas.



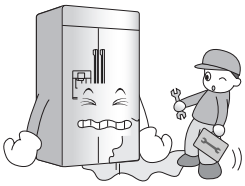
Turn off the refrigerator if you will not be using it for an extended period of time, or in the event of a severe electrical storm.

Press the POWER button for 3 seconds to turn off the power from the display panel.



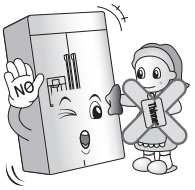
If your refrigerator is leaking, have it checked by an authorized service technician before operating it.

It may cause electric shock or fire.



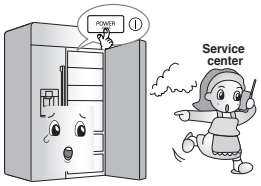
Do not spray water inside or outside the refrigerator, do not clean it with benzene or solvents.

Deterioration of insulation of electric parts may cause electric shock or fire.



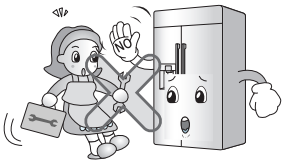
If a strange smell or smoke is detected from the refrigerator, turn off the refrigerator and contact the service center.

It may cause fire.



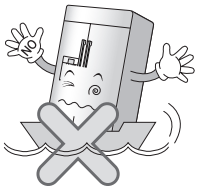
Do not allow any person except an authorized service provider to disassemble, repair, or alter the refrigerator.

It may cause injury, electric shock, or fire.



Do not use the refrigerator for non-domestic purposes. (storing medicine or testing material, or for any mobile applications.)

It may cause an unexpected risk such as fire, electric shock, deterioration of stored material, or a chemical reaction.



When disposing the refrigerator, remove the packing materials from the door or take off the doors but leave the shelves in place so that children may not easily climb inside.

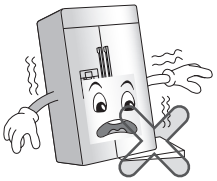
Child entrapment generally results in death by suffocation.

This appliance is not intended for use by persons (including children) with reduced physical, sensory, 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.

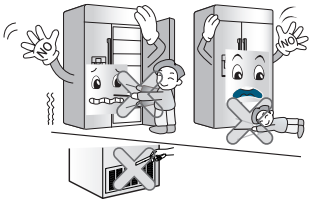
Install the refrigerator on a solid and level floor.

If the refrigerator tips when opening or closing the door, it could fall over, causing property damage and personal injury. Do not install the refrigerator outdoors or in a sheltered outdoor area, or in direct sunlight. Doing so can cause the finish to be damaged or malfunction.



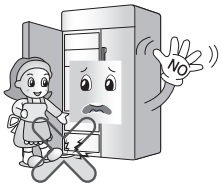
Do not insert hands or metal objects into the cool air ducts, the cover, the bottom of the refrigerator, or the vent grille on the back.

It may cause electric shock or injury.



Do not step on the pipe under the freezer door.

It may cause a water leak, electric shock or injury.



⚠ CAUTION

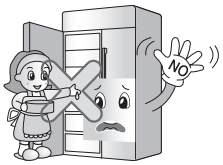
Violating this direction may cause personal injury or property damage. Always be careful, please.

Do not insert hands into the ice bucket or the ice dispenser.

Doing so may cause injury.

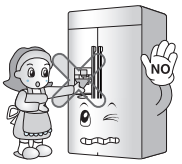
Do not touch food or containers in the freezer with wet hands.

It may cause frostbite.



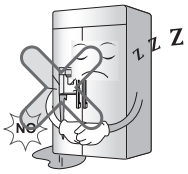
Do not put ice in a thin crystal cup or ceramic ware.

The glass may shatter and present a hazard.



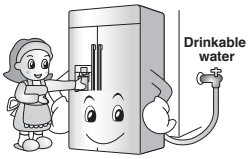
When the electricity is off, remove ice from the ice bucket.

If the power is off long enough, the ice will melt and the water will run onto the floor. In the event of a long-term power outage, manually remove the ice to prevent this.



Supply the automatic icemaker with drinkable water.

Non-potable water can cause health risks.



Do not remove the cover of the automatic dispenser.

Doing so can cause a malfunction, electric shock, or personal injury to unqualified persons.

Place food items and containers carefully on the shelves in the refrigerator.

The food may fall during opening and closing the door of the refrigerator and cause injury or damage.

Do not put glass bottles sealed cans or containers in the freezer.

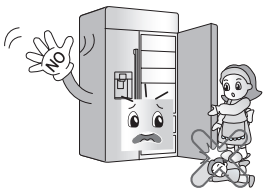
They may freeze the contents and break, causing injury.

Do not stick your hands under the refrigerator.

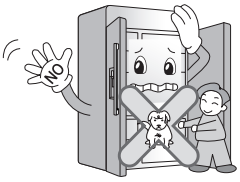
Sharp edges, fans, and wires may cause an injury.

Because opening or closing the door or the home bar of the refrigerator may cause injury to the person around it, be careful, please.

Opening or closing the door may cause feet or hands to be caught in the hinges of the door or a child to be injured by the corner of the door.

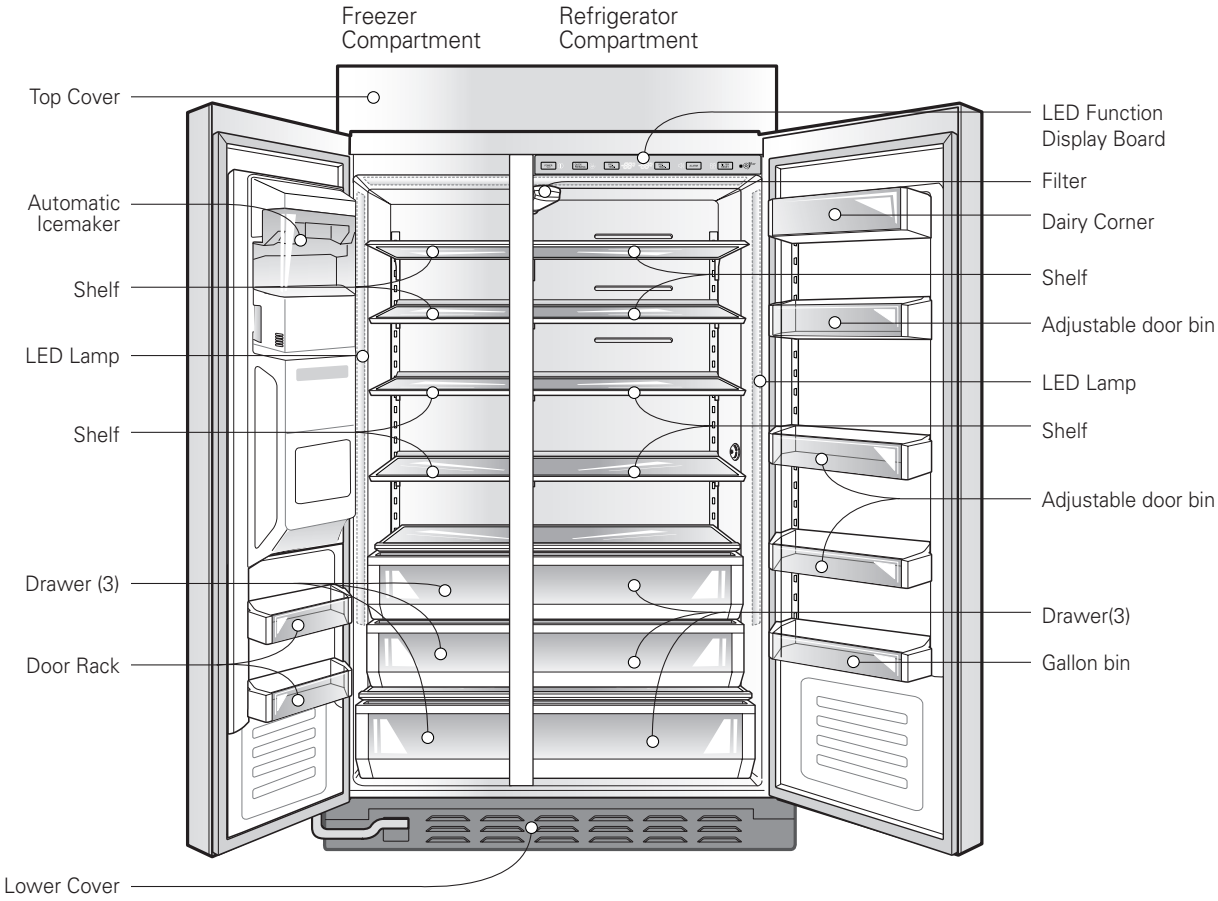


Do not put pets or living animals into the refrigerator.



Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.

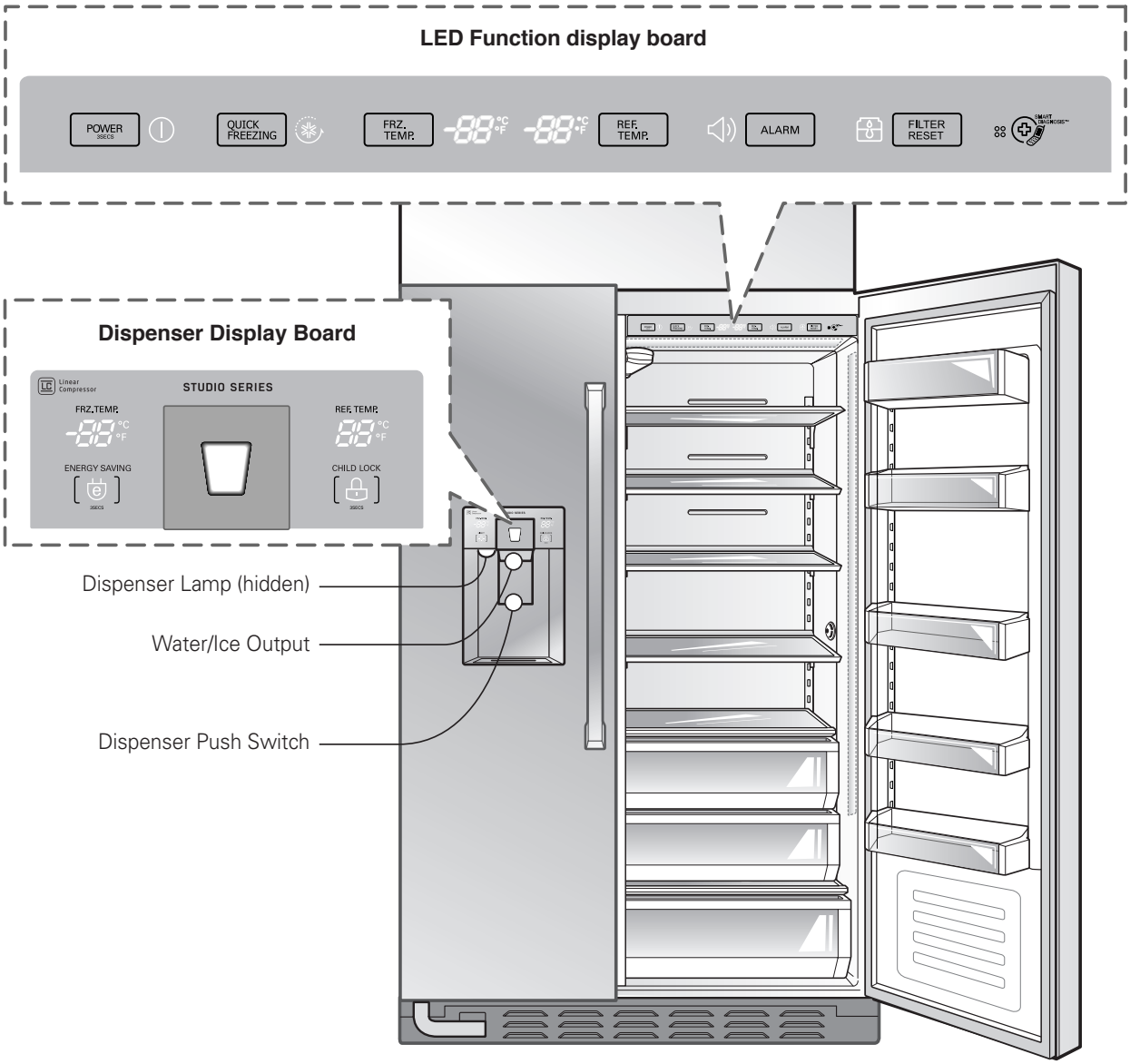
Parts and Features



Starting

When your refrigerator is first installed, allow it to stabilize at normal operating temperatures for 2-3 hours prior to filling it with fresh or frozen foods.
If operation is interrupted, wait 5 minutes before restarting.

Adjusting the temperatures and functions



LED Function display board

① **POWER**
Power on/off. Press and hold the POWER button for 3 seconds to turn the power on or off. And you can turn on the refrigerator with same way. The mains power to the unit will not be disconnected by pressing this button.

② **QUICK FREEZING**
When the QUICK FREEZING button is pressed, the display will indicate the selected function has been activated.

③ **FRZ. TEMP.**
Indicates the set temperature of the freezer compartment in Celsius or Fahrenheit.

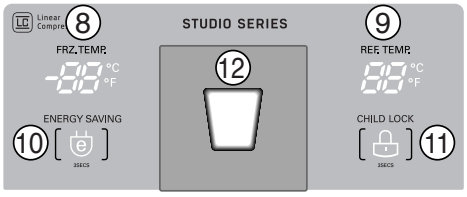
④ **REF. TEMP.**
Indicates the set temperature of the refrigerator compartment in Celsius or Fahrenheit.

⑤ **ALARM**
This indicator shows that the door-open warning alarm is activated.

⑥ **FILTER RESET**
This indicator shows the current status for the water filter. See Resetting the Filter Indicator.

⑦ **SMART DIAGNOSTIC FUNCTION**
See Smart Diagnostic, page 28.

Dispenser Display Board



⑧ **FRZ. Temp. indicator**

⑨ **REF. Temp. indicator**

⑩ **Energy Saving**
This indicater shows that Energy Saving mode is activated.

⑪ **Child Lock**
Press and hold the Child Lock button for 3 seconds to activate or deactivate the Child Lock.

⑫ **Dispenser selection indicator**
Displays whether the dispenser is set to dispense Water, Cubed or Crushed Ice.

Adjusting The Temperatures And Display

Adjust freezer temperature

To adjust the temperature in the freezer compartment, press the FRZ.TEMP. button to cycle through the range of available settings.

Adjust refrigerator temperature

To adjust the temperature in the refrigerator compartment, press the REF.TEMP. button to cycle through the range of available settings.

NOTE

- The actual inner temperature varies depending on the food status, since the indicated temperature setting is the target temperature and not the actual temperature within the refrigerator.
  Initially set the REFRIGERATOR CONTROL to 3 ˚C and the FREEZER CONTROL at -19 ˚C. Leave them at these settings for 24 hours (one day) to stabilize.
  Then adjust the compartment temperature as illustrated above.
- To change temperature display from Celsius to Fahrenheit press and hold FRZ. TEMP. and REF. TEMP. buttons simultaneously for approximately 5 seconds. Do the same to convert back to Celsius.

Operating The Dispenser

Dispensing crushed ice

Press the DISPENSER SELECTION button repeatedly until the crushed ice icon illuminates.

Press the Dispenser Push Switch with a glass or other container to dispense crushed ice.

Dispensing cubed ice

Press the DISPENSER SELECTION button repeatedly until the cubed ice icon illuminates.

Press the Dispenser Push Switch with a glass or other container to dispense cubed ice.

Dispensing water

Press the DISPENSER SELECTION button repeatedly until the water icon illuminates.

Press the Dispenser Push Switch with a glass or other container to dispense water.

NOTE

- Hold the glass or other container in place for a couple of seconds after dispensing ice or water to catch the last few cubes or drops. The dispenser is designed to not operate while either door is open.

⚠CAUTION

- Hold the container as close to the ice or water shoot as possible to avoid spilling and splashing.
- Do not dispense ice into fine china or crystal glasses. China or crystal can be broken.

Setting The Functions

Press the button for the desired function to view and select other settings.

Setting the Child Lock

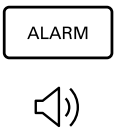
Press and hold the CHILD LOCK button for three seconds to lock the dispenser and all of the other control panel functions.
Press and hold again for 3 seconds to unlock. The Child lock does not stop water or ice from dispensing when activated.

Activating Energy Saving

Press the ENERGY SAVING button for at least 3 seconds to activate or deactivate the function.

This function is recommended for added energy savings. (Some heaters to reduce excess moisture on the refrigerator may be turned off) The energy saving function is also recommended during long periods of time spent away from home-like vacation.

Setting the door alarm

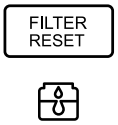


The ALARM button also controls the door alarm that sounds three times in 30-second intervals when a compartment door is left open for more than 60 seconds. The alarm stops sounding when the door is closed. Press the ALARM button once to activate and deactivate the door alarm function.

NOTE

- Contact your local service center if the alarm continues to sound after the doors are closed.

Resetting the filter indicator



Press and hold the FILTER RESET button for approximately 3 seconds to reset the filter indicator after the water filter has been replaced.

NOTE

- It is recommended that you replace the water filter approximately every 6 months, when the water filter indicator light reaches 0 or if the ice or water starts to taste bad.

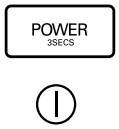
Activating Quick Freezing

Press the QUICK FREEZING button once to activate the QUICK FREEZING function. The QUICK FREEZING icon on the display panel will illuminate when activated. The QUICK FREEZING function runs the freezer compartment at the coldest setting for a 24-hour period to increase icemaking by up to about 20%, and then turns off automatically.

NOTE

- Press the button again to cancel the QUICK FREEZING function.

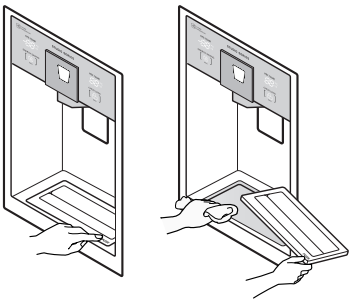
Power on/off



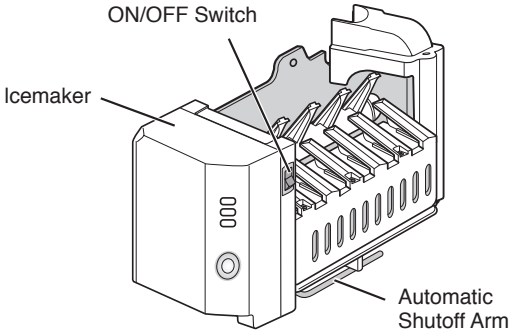
The POWER button will turn off the main operation of the unit. It will not however isolate the main power from the unit's input connection.
Press and hold the POWER button for 3 seconds to turn off the power. When the power is off, the indicator light is off. It means you don't have to turn off power at the circuit breaker or wall receptacle when going on extended vacations.

After dispenser is used

The water collector has no self-drainage function, so it should be cleaned regularly. Remove the cover by pulling the front of the water collector cover and dry it with a cloth.



Automatic icemaker



- The automatic icemaker can automatically make 6 cubes at a time, 70~120 pieces per day. This quantity may vary by circumstance, including ambient temperature, door opening, freezer load. etc.
- Icemaking stops when the ice storage bin is full.
- If you don't want to use the automatic icemaker, turn the icemaker switch to OFF. The icemaker is removable from freezer. If you want to use the automatic icemaker again, change the switch to ON.

NOTE

- It is normal that a noise is produced when ice drops into the ice storage bin.
- Occasionally shake the ice storage bin so that the ice does not pile higher on one side. If the ice piles up high next to the ice maker, ice production will stop.

⚠ WARNING

- Do not insert your hands into the maker. It may cause injury.

When the icemaker does not operate smoothly

Ice is lumped together

- When ice is lumped together, take the ice lumps out of the ice storage bin, break them into small pieces, and then place them into the ice storage bin again.
- When the icemaker produces too small or lumped together ice, the amount of water supplied to the ice maker may need to be adjusted. Contact the service center.

❊ If ice is not used frequently, it may lump together.

Power failure

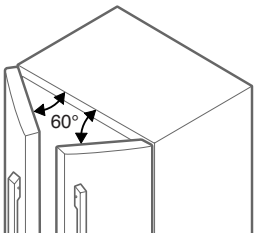
- Ice may drop into the freezer compartment. Take the ice storage bin out and discard all the ice then dry the ice bin before replacing it into its position.

The unit is newly installed

- It takes about 12 hours for a newly installed refrigerator to begin to make ice in the freezer compartment.

Auto closing door system

The doors automatically close when in the 60 degree position, as shown in the picture below.



NOTE

- This function is operated with a spring-damper mechanism. Closing speed and strength depends on the ambient temperature, frequency of door opening/closing and contents of the door bins.

The other functions

Door open warning

- A warning tone will sound 3 times at thirty-second intervals if the refrigerator or freezer door is left open for more than sixty seconds.
- Please contact a local service center if the warning continues to sound after closing the door.

⚠ CAUTION

Throw away the first few batches of ice (about 24 cubes) and water (about 7 glasses) first made after refrigerator installation.
The first ice and water may include particles or odor from the feed water pipe or storage tank. This is also necessary if the refrigerator has not been used for a long time.

Children should be supervised when using the dispenser.

Be careful that food does not block the ice passage.
The ice passage may become blocked with frost if only crushed ice is used. Remove the frost that accumulates by removing the ice bin and clearing the passage with a rubber spatula. Dispensing cubed ice can also help prevent frost buildup.

Never store beverage cans, bottles or other items in the ice bin for the purpose of rapid cooling.
Doing so may damage the icemaker or the containers may burst.

Never use thin crystal glass or crockery to collect ice.
Such containers may chip or break resulting in glass fragments in the ice.

Dispense ice into a glass before filling it with water or other beverages.
Splashing may occur if ice is dispensed into a glass that already contains liquid.

To avoid personal injury, keep hands out of the ice door and passage.
Part breakage or injury may occur.

Never remove the external ice maker cover.

If discolored ice is dispensed, check the water filter and water supply. If the problem continues, contact service center. Do not use the ice or water until the problem is corrected.

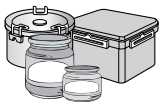
Never use a glass that is exceptionally narrow or deep.
Ice may jam in the ice passage and refrigerator performance may be affected.

Keep the glass at a proper distance from the ice outlet.
A glass held too close to the outlet may prevent ice from dispensing.

Shelf

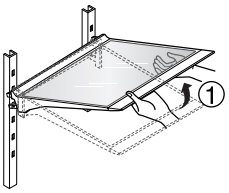
How to use

The shelves in your refrigerator are adjustable to meet your individual storage needs.

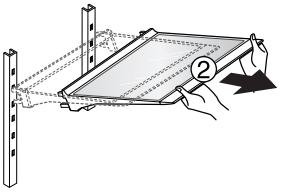


How to disassemble

1. Hold the front part of the shelf and lift it up slightly.

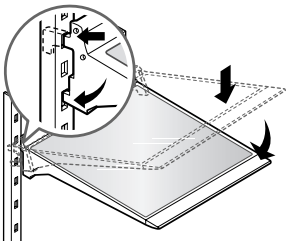


2. While holding the shelf, tilt the shelf to pull it out.



How to reassemble

Tilt the front of the shelf up and guide the shelf hooks into the slots at a desired height. Then, lower the front of the shelf so that the hooks drop into the slots.



⚠ CAUTION

Make sure that shelves are level from one side to the other.
Failure to do so may result in the shelf falling or the spilling of food or beverages.

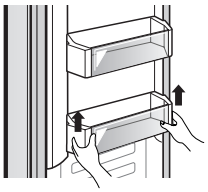
Freezer door bin

How to use

Store small packaged frozen food.
Do not store ice cream or food in these door bins for a long period of time.

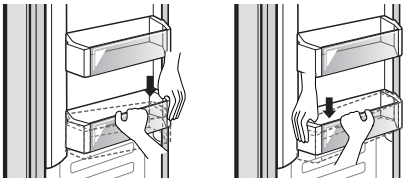
How to disassemble

Hold the bin with both hands and slightly lift up the front part to pull it out.



How to reassemble

Hold the bin with both hands and reassemble one side at a time by pushing it in.



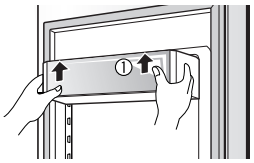
Dairy corner

How to use

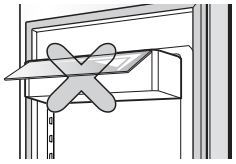
You can store dairy goods like butter, cheese etc.

How to disassemble

To remove the dairy corner, simply lift it up and pull straight out.



▶ If you close the refrigerator door with the dairy corner left open on the door side, the refrigerator door may not close properly. Be careful to avoid damaging the cover.



Adjustable door bins

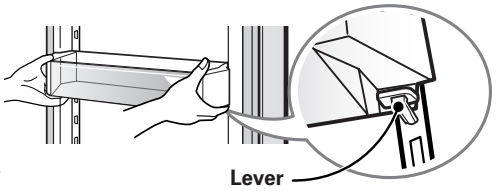
How to use

You can store small packaged refrigerated food or beverages such as milk, canned drinks, etc. The door adjustable bins are removable for easy cleaning and adjustment.

How to disassemble

You must remove the dairy corner before disassembling the adjustable door bin.

To remove the door bin, pull the levers on each side and pull the bin up off of the rail.



How to reassemble

Before reassembling the adjustable door bin, you must first remove the dairy corner.

Hold the door bin with both hands and align it to the top of the rail. Push the basket down while holding the lever under the bin. You will hear a "click" sound when the door bin is in the correct position.

⚠ WARNING

- Always remove /assemble the adjustable door bin using two hands.
  Make sure that the adjustable door bins are empty before removing/assembling them.

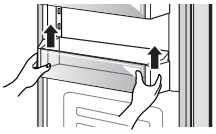
Refrigerator gallon bin

How to use

For storing larger milk or juice containers.

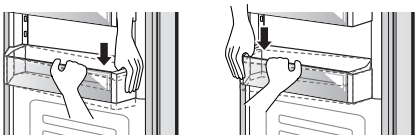
How to disassemble

Hold the bin with both hands, lift up and pull out.



How to reassemble

Hold the bin with both hands and click it into place, one side at a time.

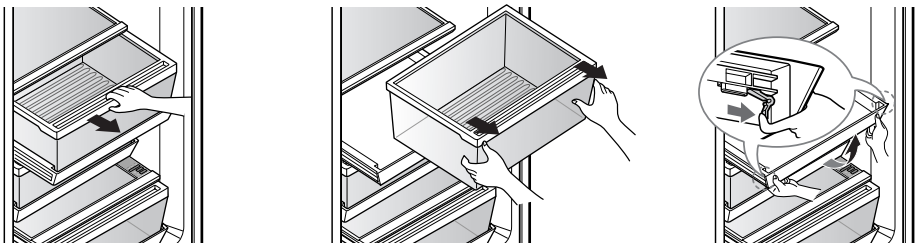


Refrigerator/Freezer drawers

How to use

For convenient storage of food such as fruits, vegetables and packaged frozen food.

How to disassemble



1. Hold the front handle of the drawer and pull it out until it stops.
2. When you cannot pull out the drawer any more, lift it up slightly to pull it out.
3. The lower compartment under the drawer is also removable.

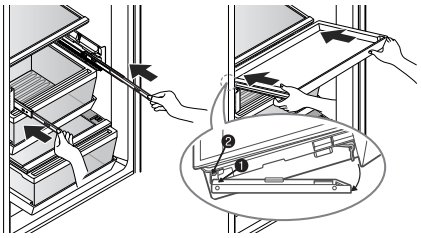
* The drawer can be reassembled in the reverse order.

⚠ WARNING

- Always disassemble the drawers using two hands.
  Make sure that the drawers are empty before removing them.

How to reassemble the lower compartment

1. With both hands, hold each rail and push it in to allow both rails to slide in simultaneously.
2. Hook the support ❶ into the rail tabs ❷ on both sides.
3. Lower the front of the compartment. You will hear a "click" sound when the compartment is in the correct position.

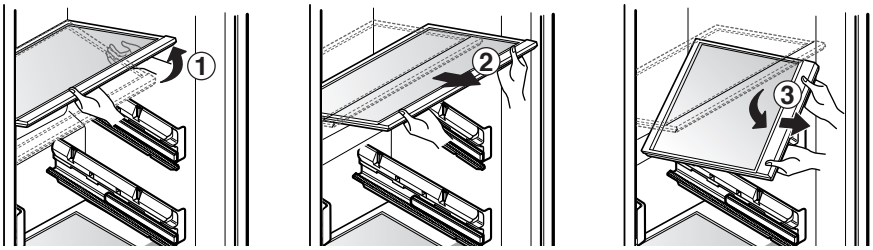


Refrigerator/Freezer Drawer cover Upper/Lower

How to disassemble

1. Hold the front part of the cover and lift it up slightly.
2. While holding the cover, tilt the shelf to firmly pull it out.
3. Turn the cover over 45°, and then slide it out or the refrigerator.

* The cover can be reassembled in the reverse order.



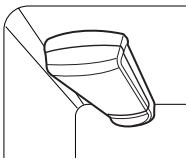
⚠ CAUTION

Never wash the inside accessories of the appliance in the dishwasher.
They must be cleaned by hands.

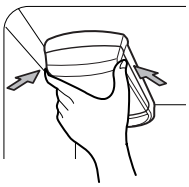
How to replace the water filter

It is recommended that you replace the water filter:

- Approximately every six months.
- When the water filter indicator turns on.
- When the water dispenser output decreases.
- When the ice cubes are smaller than normal.
- When the water or ice taste deteriorates.

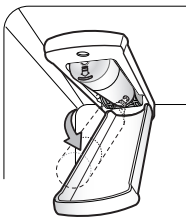


1. Remove the old water filter.
   - Lower or remove the top left shelf to allow the water filter cover to lower all the way down.
   - Press the push button to open the water filter cover.



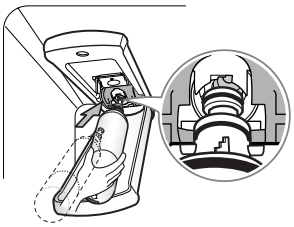
NOTE

- Replacing the water filter causes a small amount of water (around 1 oz. or 25 cc) to drain. Place a cup under the front end of the water filter cover to collect any leaking water. Hold the water filter upright, once it is removed, to prevent any remaining water from spilling out of the water filter.

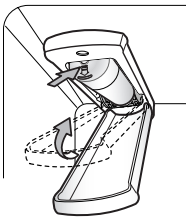


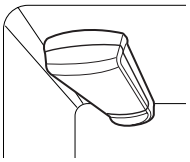
   - Pull the water filter downward and pull out. Make sure to lower the filter down completely before pulling it out of the manifold hole.

2. Replace with a new water filter.
   - Take the new water filter out of its packing and remove the protective cover from the o-rings. With water filter tabs in the horizontal position, push the new water filter into the manifold hole until it stops.



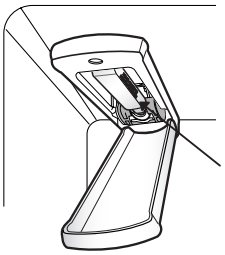
   - Lift the water filter up into position and close the cover. The cover will click when closed correctly.





3. After the water filter is replaced, dispense 10 litres of water (flush for approximately 5 minutes) to remove trapped air and contaminates from the system. Do not dispense the entire 10 litres continuously. Depress and release the dispenser pad for cycles of 30 seconds ON and 60 seconds OFF.

4. Water Filter Bypass Plug
   - Keep the water filter bypass plug. You MUST use the water filter bypass plug when a replacement water filter cartridge is not available or an external filter is fitted.



⚠ CAUTION

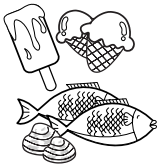
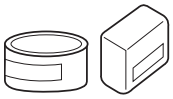
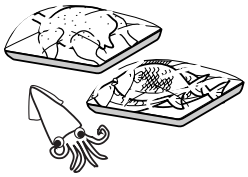
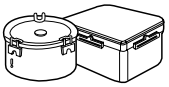
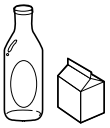
DO NOT operate the refrigerator without a water filter or water filter bypass plug installed.

NOTE

- To purchase a replacement water filter:
  - Visit your local dealer or distributor
  - Call the LG Customer Sevice Center on 1300 542 273 (Australia) 0800542273 (N.Z)
- Part number of the replacement water filter: ADQ36006101

Food storage guide

(Refer to identification of parts)

Freezer compartment shelf	Store various frozen foods such as meat, fish, ice cream, frozen snacks, etc.	
Freezer compartment door bin	▪ Store small packed frozen food. ▪ Temperature is likely to increase as door opens. The temperature in the door racks is likely to increase as the door opens; therefore, do not store long term foods such as ice cream in the door racks.	
Freezer compartment drawer	▪ Store meat, fish, chicken, etc. after wrapping them with thin foil or freezer storage bags. ▪ Store dry.	
Dairy corner	Store dairy products such as cheese and butter.	
Refrigerator compartment shelf	Store side dishes or other foods at a proper distance.	
Refrigerator compartment door bin	Store small packaged food items or beverages such as milk, juice, etc.	
Vegetable drawer	Store vegetables or fruits in bags for longer preservation.	

Food storage guide

- Store fresh food in the refrigerator compartment. How food is frozen and thawed is an important factor in maintaining its freshness and flavor.
- Do not store food that spoils quickly, such as bananas and melons, at low temperatures.
- Allow hot food to cool prior to storing it in the refrigerator. Placing hot food in the refrigerator could spoil other food and lead to a higher energy consumption.
- Tightly wrap food or store it in a container with a lid.
- Do not block air vents with food. Smooth circulation of chilled air keeps refrigerator temperatures even.
- Do not open the door frequently. Opening the door lets warm air enter the refrigerator and causes temperatures to rise.
- Do not overfill the door bins.

Freezer compartment

- Do not store sealed cans, bottles or glass in the freezer compartment. They may break or shatter.
- Do not refreeze food that has been thawed. This causes loss of taste and nutrient.
- When storing frozen food for an extended period of time, such as ice cream, keep it on a shelf, not in a door bin.
- Do not touch frozen containers made of metal with wet hands.

Refrigerator compartment

- Always clean food prior to refrigerating. Vegetables and fruits should be washed and dried. Packed food should be wiped to prevent adjacent food from spoiling.
- When storing eggs in their storage rack or tray, ensure that they are fresh, and always store them in an upright position.

NOTE

- If you keep the refrigerator in a hot and humid place, frequent openning of the door or storing a lot of vegetables in it may cause condensation to form which has no long term effect on its performance. Remove the condensation with a paper or kitchen towel.

General information

Vacation time

If you choose to leave the refrigerator on while you are away, follow these steps to prepare your refrigerator before you leave.

1. Use up any perishables and freeze other items.
2. Turn off the icemaker and empty the ice bin.

If you choose to turn the refrigerator off before you leave, follow these steps.

1. Remove all food from the refrigerator.
2. Depending on your model, set the thermostat control (refrigerator control) to OFF, or disconnect the mains supply from the wall outlet.
3. Clean the refrigerator, wipe it and dry well.
4. Tape rubber or wood blocks to the tops of both doors to prop them open far enough for air to get in. This stops odor and mold from building up.

Power failure

1. If the power will be out for 24 hours or less, keep all refrigerator doors closed to help foods stay cold and frozen. If power will be out for more than 4 hours, the ice should be removed from the ice bin so that it does not leak out from the dispenser.
2. If the power will be out for more than 24 hours, remove all frozen food and store it in a frozen food locker.

If you move

When you are moving your refrigerator to a new home, follow these steps to prepare it for the move.

1. Remove all food from the refrigerator and pack all frozen food in dry ice.
2. Unplug the refrigerator.
3. Clean, wipe and dry thoroughly.
4. Take out all removable parts, wrap them well and tape them together so they do not shift and rattle during the move.
5. Depending on the model, raise the front of the refrigerator so it rolls easier OR screw in the leveling legs all the way up so they do not scrape the floor.
6. Tape the doors shut and tape the power cord to the refrigerator cabinet.
   When you get to your new home, put everything back and refer to the Installation section for preparation instructions.

Anti condensation pipe

Do not transport the Refrigerator laying down. it must always be transported in an upright position. The outside wall of the refrigerator cabinet may sometimes get warm, especially just after installation. This is due to the anti-condensation pipe, which pumps hot refrigerant to prevent sweating on the outer cabinet wall.

When LED lamp doesn't light up

Check to make sure that the LED lamp is turned on.

- LED lamp is not a user-serviceable item.
  If the LED array fails, contact LG for service.

Cleaning

It is important that your refrigerator be kept clean to prevent undesirable odors. Spilled food should be wiped up immediately, since it may acidify and stain plastic surfaces if allowed to settle.

Exterior

Use a lukewarm solution of mild soap or detergent to clean the durable finish of your refrigerator.
Wipe with a clean damp cloth and then dry.

Interior

Regular cleaning is recommended. Wash all compartments in a baking soda solution or a mild detergent and warm water. Rinse and dry.

NOTE

- Please do not use a dishwasher to clean the lower drawers; the high temperature may cause damage to the bin, making them unusable.

After cleaning

Please verify that the power cord is not damaged or overheated. Also verify the power plug is inserted completely into power outlet and ensure that the earth pin is not damaged.

⚠ WARNING

Always unplug the refrigerator prior to cleaning.
Wipe up excess moisture with a sponge or cloth to prevent water or liquid from getting into any electrical part and causing an electric shock.
Never use metallic scouring pads, brushes, coarse abrasive cleaners, strong alkaline solutions, flammable or toxic cleaning liquids on any surface.
Do not touch frozen surfaces with wet or damp hands, because they could stick or adhere to extremely cold surfaces.

Smart Diagnosis

SMART DIAGNOSIS™

Smart Diagnosis Function

Should you experience any problems with your refrigerator, it has the capability of transmitting data via your telephone to the LG service center. This gives you the capability of speaking directly to our trained specialists. The specialist records the data transmitted from your machine and uses it to analyze the issue, providing a fast and effective diagnosis.

If you experience problems with your refrigerator, call 1300 542 273. Only use the Smart Diagnosis feature when instructed to do so by the LG call center agent. The transmission sounds that you will hear are normal and sound similar to a fax machine.

Smart Diagnosis cannot be activated unless your refrigerator is connected to power. If your refrigerator is unable to turn on, then troubleshooting must be done without using Smart Diagnosis.

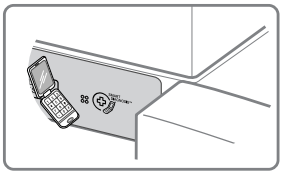
How to use

First, call 1300 542 273. Only use the Smart Diagnosis feature when instructed to do so by the LG call center agent.

1. Open the right refrigerator door.

- If the door has been opened for over One minute, you must open the right refrigerator door again after closing all doors to activate it.

2. Hold the mouthpiece of your phone in front of the speaker that is located on the right hinge of the refrigerator door, when instructed to do so by the call center.



- Check whether the microphone of the handset is facing the speaker hole.

3. With the right hand side refrigerator door opened, press and hold the FRZ. TEMP. button for three seconds while continuing to hold your phone to the speaker. After the display screen goes off, release the FRZ. TEMP. button.

- After facing the handset toward the speaker hole, keep the freezer temperature button pressed until the display screen goes off.

4. Keep the phone in place until the tone transmission has finished. This takes about 15 seconds, and the display will count down the time. Once the countdown is over and the tones have stopped, resume your conversation with the specialist, who will then be able to assist you in using the information transmitted for analysis.

NOTE

- Call quality differences by region may affect the function.
- Use the home telephone for better communication performance, resulting in better service.

Troubleshooting guide

COOLING

Before conducting troubleshooting, make sure that the following basic requirements are met:

Service Flow	0.5 gpm (1.9 lpm)
Water Supply	Potable Water
Water Pressure	138 – 500 kPa (40 - 70 psi)
Operating Ambient Temperature Limits	12°C - 38°C
Electrical Ratings	240 Volts, 50 Hz, AC only, and fused at 10 amperes.

Problem	Possible Causes	Solutions
Refrigerator and Freezer section are not cooling.	The refrigerator control is set to OFF (some models).	Turn the control ON. Refer to the Setting the Controls section for proper temperature settings.
	Refrigerator is set to demo mode.	Demo Mode allows the lights and control display to work normally while disabling cooling to save energy while on the showroom floor. Refer to the Setting the Controls section for instructions on how to disable Demo Mode.
	Refrigerator is in the defrost cycle.	During the defrost cycle, the temperature of each compartment may raise slightly. Wait 50 minutes and confirm the proper temperature has been restored once the defrost cycle has completed.
	Refrigerator was recently installed.	It may take up to 24 hours for each compartment to reach the desired temperature.
	Refrigerator was recently relocated.	If the refrigerator was stored for a long period of time or moved on its side, it is necessary for the refrigerator to stand upright for 24 hours before connecting it to power.

Problem	Possible Causes	Solutions
Cooling System runs too much.	Refrigerator is replacing an older model.	Modern refrigerators require more operating time but use less energy due to more efficient technology.
	Refrigerator was recently plugged in or power restored.	The refrigerator will take up to 24 hours to cool completely.
	Door opened often or a large amount of food / hot food was added.	Adding food and opening the door warms the refrigerator, requiring the compressor to run longer in order to cool the refrigerator back down. In order to conserve energy, try to get everything you need out of the refrigerator at once, keep food organized so it is easy to find, and close the door as soon as the food is removed. (Refer to the Food Storage Guide.)
	Doors are not closed completely.	Firmly push the doors shut. If they will not shut all the way, see the Doors will not close completely or pop open section in Parts & Features Troubleshooting.
	Refrigerator is installed in a hot location.	The compressor will run longer under warm conditions. At normal room temperatures (21°C) expect your compressor to run about 40% to 80% of the time. Under warmer conditions, expect it to run even more often. The refrigerator should not be operated where the ambient temperature is above 40°C.
	Condenser / back cover is clogged.	Use a vacuum cleaner with an attachment to clean the condenser cover and vents. Do not remove the panel covering the condenser coil area.

Problem	Possible Causes	Solutions
Refrigerator or Freezer section is too warm.	Refrigerator was recently installed.	It may take up to 24 hours for each compartment to reach the desired temperature.
	Air vents are blocked.	Rearrange items to allow air to flow throughout the compartment. Refer to the Airflow diagram in the Using Your Refrigerator section.
	Doors are opened often or for long periods of time.	When the doors are opened often or for long periods of time, warm, humid air enters the compartment. This raises the temperature and moisture level within the compartment. To lessen the effect, reduce the frequency and duration of door openings.
	Unit is installed in a hot location.	The refrigerator should not be operated in temperatures above 40°C.
	A large amount of food or hot food was added to either compartment.	Adding food warms the compartment requiring the cooling system to run. Allowing hot food to cool to room temperature before putting it in the refrigerator will reduce this effect.
	Doors not closed correctly.	See the Doors will not close correctly or pop open section in Parts & Features Troubleshooting.
	Temperature control is not set correctly.	If the temperature is too warm, adjust the control one increment at a time and wait for the temperature to stabilize. Refer to the Setting the Controls section for more information.
	Defrost cycle has recently completed.	During the defrost cycle, the temperature of each compartment may raise slightly and condensation may form on the back wall. Wait 50 minutes and confirm the proper temperature has been restored once the defrost cycle has completed.

Problem	Possible Causes	Solutions
Interior moisture buildup.	Doors are opened often or for long periods of time.	When the doors are opened often or for long periods of time, warm, humid air enters the compartment. This raises the temperature and moisture level within the compartment. To lessen the effect, reduce the frequency and duration of door openings.
	Doors not closed correctly.	See the Doors will not close correctly section in the Troubleshooting section.
	Weather is humid.	Humid weather allows additional moisture to enter the compartments when the doors are opened leading to condensation or frost. Maintaining a reasonable level of humidity in the home will help to control the amount of moisture that can enter the compartments.
	Defrost cycle recently completed.	During the defrost cycle, the temperature of each compartment may raise slightly and condensation may form on the back wall. Wait 50 minutes and confirm that the proper temperature has been restored once the defrost cycle has completed.
	Food is not packaged correctly.	Food stored uncovered or unwrapped, and damp containers can lead to moisture accumulation within each compartment. Wipe all containers dry and store food in sealed packaging to prevent condensation and frost.

COOLING/ICE & WATER

Problem	Possible Causes	Solutions
Food is freezing in the refrigerator compartment.	Food with high water content was placed near an air vent.	Rearrange items with high water content away from air vents.
	Refrigerator temperature control is set incorrectly.	If the temperature is too cold, adjust the control one increment at a time and wait for the temperature to stabilize. Refer to the Setting the Controls section for more information.
	Refrigerator is installed in a cold location.	When the refrigerator is operated in temperature below 5°C, food can freeze in the refrigerator compartment. The refrigerator should not be operated in temperature below 13°C.
Frost or ice crystals form on frozen food (outside of package).	Door is opened frequently or for long periods of time.	When the doors are opened often or for long periods of time, warm, humid air enters the compartment. This raises the temperature and moisture level within the compartment. Increased moisture will lead to frost and condensation. To lessen the effect, reduce the frequency and duration of door openings.
	Door is not closing properly.	Refer to the Doors will not close correctly or pop open section in the Troubleshooting section.
Refrigerator or Freezer section is too cold.	Incorrect temperature control settings.	If the temperature is too cold, adjust the control one increment at a time and wait for the temperature to stabilize. Refer to the Setting the Controls section for more information.
Frost or ice crystals on frozen food (inside of sealed package).	Condensation from food with a high water content has frozen inside of the food package.	This is normal for food items with a high water content.
	Food has been left in the freezer for a long period of time.	Do not store food items with high water content in the freezer for a long period of time.

Problem	Possible Causes	Solutions
Icemaker is not making enough ice.	Demand exceeds ice storage capacity.	The icemaker can produce approximately 70 ~ 100 cubes in a 24 hour period.
	House water supply is not connected, valve is not turned on fully, or valve is clogged.	Connect the refrigerator to a cold water supply with adequate pressure and turn the water shutoff valve fully open. If the problem persists, it may be necessary to contact a plumber.
	Water filter has been exhausted.	It is recommended that you replace the water filter: • Approximately every six months. • When the water filter indicator turns on. • When the water dispenser output decreases. • When the ice cubes are smaller than normal.
	Low house water supply pressure.	The water pressure must be between 140 kPa and 500 kPa on models without a water filter and between 280 kPa and 500 kPa on models with a water filter. If the problem persists, it may be necessary to contact a plumber.
	Reverse Osmosis filtration system is used.	Reverse osmosis filtration systems can reduce the water pressure below the minimum amount and result in icemaker issues. (Refer to Water Pressure section.)
	Tubing connecting refrigerator to house supply valve is kinked.	The tubing can kink when the refrigerator is moved during installation or cleaning resulting in reduced water flow. Straighten or repair the water supply line and arrange it to prevent future kinks.

ICE & WATER

Problem	Possible Causes	Solutions
Icemaker is not making enough ice (continued).	Doors are opened often or for long periods of time.	If the doors of the unit are opened often, ambient air will warm the refrigerator which will prevent the unit from maintaining the set temperature. Lowering the refrigerator temperature can help, as well as not opening the doors as frequently.
	Doors are not closed completely.	If the doors are not properly closed, ice production will be affected. See the Doors will not close completely or pop open section in Parts & Features Troubleshooting for more information.
	The temperature setting for the freezer is too warm.	The recommended temperature for the freezer compartment for normal ice production is -19 °C. If the freezer temperature is warmer, ice production will be affected.
Dispensing water slowly.	Water filter has been exhausted.	It is recommended that you replace the water filter: • Approximately every six months. • When the water filter indicator turns on. • When the water dispenser output decreases. • When the ice cubes are smaller than normal.
	Reverse osmosis filtration system is used.	Reverse osmosis filtration systems can reduce the water pressure below the minimum amount and result in icemaker issues. If the problem persists, it may be necessary to contact a plumber.
	Low house water supply pressure.	The water pressure must be between 140kPa and 500 kPa on models without a water filter and between 280 kPa and 500 kPa on models with a water filter. If the problem persists, it may be necessary to contact a plumber.

Problem	Possible Causes	Solutions
Not dispensing ice.	Doors are not closed completely.	Ice will not dispense if any of the refrigerator doors are left open.
	Infrequent use of the dispenser.	Infrequent use of the ice dispenser will cause the cubes to stick together over time, which will prevent them from properly dispensing. Check the ice bin for ice cubes clumping/sticking together. If they are, break up the ice cubes to allow for proper operation.
	The delivery chute is clogged with frost or ice fragments.	Eliminate the frost or ice fragments by removing the ice bin and clearing the chute with a plastic utensil. Dispensing cubed ice can also help prevent frost or ice fragment buildup.
	The dispenser display is locked.	Press and hold the Lock button for three seconds to unlock the control panel and dispenser.
	Ice bin is empty.	It may take up to 24 hours for each compartment to reach the desired temperature and for the icemaker to begin making ice. Make sure that the shutoff (arm/sensor) is not obstructed and that the ice maker switch is in the on position. Once the ice supply in the bin has been completely exhausted, it my take up to 90 minutes before additional ice is available, and approximately 24 hours to completely refill the bin.
	Auger dispenser motor overheated from continuous operation.	Allow 1 hour for the thermal motor protector to reset before trying again.

Problem	Possible Causes	Solutions
Icemaker is not making ice.	Refrigerator was recently installed or icemaker recently connected.	It may take up to 24 hours for each compartment to reach the desired temperature and for the icemaker to begin making ice.
	Icemaker not turned on.	Locate the icemaker on/off switch and confirm that it is in the ON (I) position.
	The ice detecting sensor is obstructed.	Foreign substances or frost on the ice-detecting sensor can interrupt ice production. Make sure that the sensor area is clean at all times for proper operation.
	The refrigerator is not connected to a water supply or the supply shutoff valve is not turned on.	Connect refrigerator to the water supply and turn the water shutoff valve fully open.
	Icemaker shutoff (arm or sensor) obstructed.	If your icemaker is equipped with an ice shutoff arm, make sure that the arm moves freely. If your icemaker is equipped with the electronic ice shutoff sensor, make sure that there is a clear path between the two sensors.
	Reverse osmosis water filtration system is connected to your cold water supply.	Reverse osmosis filtration systems can reduce the water pressure below the minimum amount and result in icemaker issues. (Refer to the Water Pressure section.)

Problem	Possible Causes	Solutions
Not dispensing water.	New installation or water line recently connected.	Dispense 10 litres of water (flush for approximately 5 minutes) to remove trapped air and contaminates from the system. Do not dispense the entire 10 litres amount continuously. Depress and release the dispenser pad for cycles of 30 seconds ON and 60 seconds OFF.
	The dispenser panel is locked.	Press and hold the Lock button for three seconds to unlock the control panel and dispenser.
	The dispenser is not set for water dispensing.	The dispenser can be set for ice or water. Make certain that the control panel is set for the proper operation. Press the Water button on the control panel to dispense water.
	Refrigerator or freezer doors are not closed properly.	Water will not dispense if any of the refrigerator doors are left open.
	Water filter has been recently removed or replaced.	After the water filter is replaced, dispense 10 litres of water (flush for approximately 5 minutes) to remove trapped air and contaminates from the system. Do not dispense the entire 10 litres amount continuously. Depress and release the dispenser pad for cycles of 30 seconds ON and 60 seconds OFF.
	Tubing connecting refrigerator to house supply valve is kinked.	The tubing can kink when the refrigerator is moved during installation or cleaning resulting in reduced water flow. Straighten or repair the water supply line and arrange it to prevent future kinks.
	The house water supply is not connected, the valve is not turned on fully, or the valve is clogged.	Connect refrigerator to the water supply and turn the water shutoff valve fully open. If the problem persists, it may be necessary to contact a plumber.

Problem	Possible Causes	Solutions
Ice has bad taste or odor.	Water supply contains minerals such as sulfur.	A water filter may need to be installed to eliminate taste and odor problems. **NOTE:** In some cases, a filter may not help. It may not be possible to remove all minerals / odor / taste in all water supplies.
	Icemaker was recently installed.	Discard the first few batches of ice to avoid discolored or bad tasting ice.
	Ice has been stored for too long.	Ice that has been stored for too long will shrink, become cloudy, and may develop a stale taste. Throw away old ice and make a new supply.
	The food has not been stored properly in either compartment.	Rewrap the food. Odors may migrate to the ice if food is not wrapped properly.
	The interior of the refrigerator needs to be cleaned.	See the Care and Cleaning section for more information.
	The ice storage bin needs to be cleaned.	Empty and wash the bin (discard old cubes). Make sure that the bin is completely dry before reinstalling it.
Dispensing warm water.	Refrigerator was recently installed.	Allow 24 hours after installation for the water storage tank to cool completely.
	The water dispenser has been used recently and the storage tank was exhausted.	Depending on your specific model, the water storage capacity will range from approximately 0.5 lt to 0.75 lt.
	Dispenser has not been used for several hours.	If the dispenser has not been used for several hours, the first glass dispensed may be warm. Discard the first 200 ml or add ice before filling.
	Refrigerator is connected to the hot water supply.	Make sure that the refrigerator is connected to a cold water pipe. **WARNING:** Connecting the refrigerator to a hot water line may damage the icemaker.

Problem	Possible Causes	Solutions
Water has bad taste or odor.	Water supply contains minerals such as sulfur.	A water filter may need to be installed to eliminate taste and odor problems.
	Water filter has been exhausted.	It is recommended that you replace the water filter: • Approximately every 6 months. • When the water filter indicator turns on. • When the water dispenser output decreases. • When the ice cubes are smaller than normal.
	Refrigerator was recently installed.	Dispense 10 litres of water (flush for approximately 5 minutes) to remove trapped air and contaminates from the system. Do not dispense the entire 10 litres amount continuously. Depress and release the dispenser pad for cycles of 30 seconds ON and 60 seconds OFF.
Icemaker is making too much ice.	Refrigerator or freezer doors are not closed properly.	Empty the ice bin. If your icemaker is equipped with an ice shutoff arm, make sure that the arm moves freely. If your icemaker is equipped with the electronic ice shutoff sensor, make sure that there is a clear path between the two sensors. Reinstall the ice bin and wait 24 hours to confirm proper operation.

NOISE

Problem	Possible Causes	Solutions
Clicking	The defrost control will click when the automatic defrost cycle begins and ends. The thermostat control (or refrigerator control on some models) will also click when cycling on and off.	Normal Operation
Rattling	Rattling noises may come from the flow of refrigerant, the water line on the back of the unit, or items stored randomly in the door baskets.	Normal Operation
	Refrigerator is not resting solidly on the floor.	Floor is weak or uneven or leveling legs need to be adjusted. See the Door Alignment section.
	Refrigerator with linear compressor was moved while it was running.	If rattling continues for more than 5 seconds, turn the unit off and then back on again.
Whooshing	Evaporator fan motor is circulating air through the refrigerator and freezer compartments.	Normal Operation
	Air is being forced over the condenser by the condenser fan.	Normal Operation
Gurgling	Refrigerant flowing through the cooling system.	Normal Operation
Popping	Contraction and expansion of the inside walls due to changes in temperature.	Normal Operation
Sizzling	Water dripping on the defrost heater during a defrost cycle.	Normal Operation

Problem	Possible Causes	Solutions
Vibrating	If the side or back of the refrigerator is touching a cabinet or wall, some of the normal vibrations may make an audible sound.	To eliminate the noise, make sure that the sides and back cannot vibrate against any wall or cabinet.
Refrigerator vibrates after you close the door.	Door is closing too hard due to damaged hinges.	Solution: Please contact the service center.
	Compressor is vibrating.	The compressor is vibrating because the door is being closed too hard.
Dripping	Water running into the drain pan during the defrost cycle.	Normal Operation
Pulsating or High-Pitched Sound	Your refrigerator is designed to run more efficiently to keep your food items at the desired temperature. The high efficiency compressor may cause your new refrigerator to run longer than your old one, but it is still more energy efficient than previous models. While the refrigerator is running, it is normal to hear a pulsating or high-pitched sound.	Normal Operation

PARTS & FEATURES

Problem	Possible Causes	Solutions
Doors will not close correctly or pop open.	Food packages are blocking the door open.	Rearrange food containers to clear the door and door shelves.
	Ice bin, crisper cover, pans, shelves, door bins, or baskets are out of position.	Push bins all the way in and put crisper cover, pans, shelves and baskets into their correct positions. See the Using Your Refrigerator section for more information.
	The doors were removed during product installation and not properly replaced.	Remove and replace the doors according to the Removing and Replacing Refrigerator Handles and Doors section.
	Refrigerator is not leveled properly.	See Door Alignment in the Refrigeration Installation section to level refrigerator.
	The door hinges are damaged.	Please contact to the service center.
Doors are difficult to open.	The gaskets are dirty or sticky.	Clean the gaskets and the surfaces that they touch. Rub a thin coat of appliance polish or kitchen wax on the gaskets after cleaning.
	Door was recently closed.	When you open the door, warmer air enters the refrigerator. As the warm air cools, it can create a vacuum. If the door is hard to open, wait one minute to allow the air pressure to equalize, then see if it opens more easily.
Refrigerator wobbles or seems unstable.	Leveling legs are not adjusted properly.	Refer to the Leveling and Door Alignment section.
	Floor is not level.	It may be necessary to add shims under the leveling legs or rollers to complete installation.
Refrigerator lights do not work.	The refrigerator compartment lamp uses LED interior lighting, and service should be performed by a qualified technician.	Refer to the Light Bulb Replacement section.
Freezer lights do not work.	The freezer compartment light bulb may need to be changed.	Refer to the Light Bulb Replacement section.

It is Normal...

The following occurrences are normal.

	Occurrence	Solution
Noise	When you hear Tick or Click sound	This is the sound of various parts expanding/contracting or various control devices operating depending on the temperature change within the refrigerator.
	When you hear Duddle-lunk, Bla-dunk, or Varrooom	This is the count of compressor or fan operating when the operation of the refrigerator is starting or ending. This is the same phenomenon of the sound generated when starting or turning off the engine of a car.
	When you hear sound of water flowing	This is the sound of refrigerant changing the condition in the freezer/refrigerator. When the liquid changes to gas, you will hear the sound of water flowing and when gas changes to liquid, you will hear the sound.
	When you hear the sound of air moving like Valoosh or ZZZZip or Whooosh when closing or opening the door.	This is the sound generated when the internal pressure is temporarily lowered when the warm air entered through the refrigerator or freezer is cooled fast.
	When you hear a vibrating sound	If the refrigerator is installed a wooden floor or next to a wooden wall, or if the refrigerator is not leveled properly, the sound can be loud from the vibration.
	When you hear a loud sound after installing the product for the first time	When you operate the refrigerator for the first time, the refrigerator will operate at high speed to cool fast and the sound can seem louder. When the internal temperature falls below a certain level, the noise will subside.
Door open	When the door is slightly opened after the door has been slammed shut.	Depending on the force or speed of closing the refrigerator or freezer door, the door can be bumped open from the pressure. Be careful not to close the door to hard.
Icing/ Dew drops	When there is icing or condensation formed on the inner or outer side of the refrigerator	When external air flows into the cool inner surface of the refrigerator, icing/condensation can be formed. This will happen more easily when you open and close the refrigerator door more frequently. Also, if the humidity of the installed location is high or during the rainy season or on a rainy day, condensation can form on the outer side of the refrigerator. This is a natural phenomenon that occurs during the humid weather. Wipe the water drops with a dry cloth.
Temperature	When the front of the refrigerator is warm	Heat pipes are installed around the front part of the refrigerator and on the divider of the freezer and refrigerator to prevent the condensation from forming. The refrigerator may feel warmer after the installation or during the hot summer, but this is not a problem.

LG
Life's Good

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