



## OWNER'S MANUAL

# FRIDGE & FREEZER

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

EN ENGLISH

AR العربية



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

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# SAFETY INSTRUCTIONS


EN

## READ ALL INSTRUCTIONS BEFORE USE

### Safety Messages

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

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

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

#### **WARNING**

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

#### **CAUTION**

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

## WARNING

#### **WARNING**

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

### Technical Safety

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

- If the power cord is damaged or the hole of the socket outlet is loose, do not use the power cord and contact an authorized service centre.
- Do not damage the refrigerant circuit.
- Do not use mechanical devices or other means to accelerate the defrosting process.
- Keep ventilation openings, in the appliance enclosure or in the built-in structure, clear of obstruction.
- Do not use electrical appliances inside the refrigerator.
- The refrigerant and insulation blowing gas used in the appliance require special disposal procedures. Consult with service agent or a similarly qualified person before disposing of them.
- This appliance is intended to be used in household and similar applications only. It should not be used for commercial, or catering purposes, or in any mobile application such as a caravan or boat.
- Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.



This symbol alerts you to flammable materials that can ignite and cause a fire if you do not take care.

- This appliance contains a small amount of isobutane refrigerant (R600a), but it is also combustible. When transporting and installing the appliance, care should be taken to ensure that no parts of the refrigerating circuit are damaged.
- When positioning the appliance, ensure the supply cord is not trapped or damaged.
- Do not locate multiple portable outlet-sockets or portable power supplies at the rear of the appliance.
- Disconnect the power cord before cleaning the appliance or replacing the inside lamp (where fitted).
- Securely plug the power plug in the socket outlet after completely removing any moisture and dust.
- Never unplug the appliance by pulling on the power cable. Always grip the power plug firmly and pull straight out from the socket outlet.

- Do not spray water or inflammable substances (toothpaste, alcohol, thinner, benzene, flammable liquid, abrasive, etc.) over the interior or exterior of the appliance to clean it.
- Do not clean the appliance with brushes, cloths or sponges with rough surfaces or which are made of metallic material.
- Only qualified service personnel from LG Electronics service centre should disassemble, repair, or modify the appliance. Contact an LG Electronics customer information centre if you move and install the appliance in a different location.
- Do not use a hair drier to dry the inside of the appliance or place a candle inside to remove the odours.
- Do not tilt the appliance to pull or push it when transporting.
- Make sure not to get a body part such as a hand or foot stuck while moving the appliance.

### **Risk of Fire and Flammable Materials**

- If a leak is detected, avoid any naked flames or potential sources of ignition and air the room in which the appliance is standing for several minutes. In order to avoid the creation of a flammable gas air mixture if a leak in the refrigerating circuit occurs, the size of the room in which the appliance is used should correspond to the amount of refrigerant used. The room must be 1 m<sup>2</sup> in size for every 8 g of R600a refrigerant inside the appliance.
- Refrigerant leaking out of the pipes could ignite or cause an explosion.
- The amount of refrigerant in your particular appliance is shown on the identification plate inside the appliance.

### **Installation**

- This appliance should only be transported by two or more people holding the appliance securely.
- Install the appliance on a firm and level floor.

- Do not install the appliance in a damp and dusty place. Do not install or store the appliance in any outdoor area, or any area that is subject to weathering conditions such as direct sunlight, wind, rain, or temperatures below freezing.
- Do not place the appliance in direct sunlight or expose it to the heat from heating appliances such as stoves or heaters.
- Be careful not to expose the rear of the appliance when installing.
- Install the appliance in a place where is easy to unplug the power plug of the appliance.
- Be careful not to let the appliance door fall during assembly or disassembly.
- Be careful not to pinch, crush, or damage the power cable during assembly or disassembly of the appliance door.
- Be careful not to point the power plug up or let the appliance lean against the power plug.
- Do not connect a plug adapter or other accessories to the power plug.
- Do not modify or extend the power cable.
- Ensure that the socket outlet is properly grounded, and that the earth pin on the power cord is not damaged or removed from the power plug. For more details on grounding, inquire at an LG Electronics customer information centre.
- This appliance is equipped with a power cord having an equipment-grounding conductor and a grounding power plug. The power plug must be plugged into an appropriate socket outlet that is installed and grounded in accordance with all local codes and ordinances.
- Never start up an appliance showing any signs of damage. If in doubt, consult your dealer.
- Dispose of all packaging materials (such as plastic bags and styrofoam) away from children. The packaging materials can cause suffocation.
- Do not plug the appliance into a multi socket adapter which does not have a power cable (mounted).

- The appliance should be connected to a dedicated power line which is separately fused.
- Do not use a multi socket outlet which is not properly grounded (portable). In case of using a properly-grounded multi socket outlet (portable), use the multi socket outlet with the current capacity of the power code rating or higher and use the multi socket outlet only for the appliance.

## Operation

- Do not use the appliance for any purpose (storage of medical or experimental materials or shipping) other than any domestic household food storage use.
- If water penetrates electrical parts of the appliance, disconnect power plug and contact an LG Electronics customer information centre.
- Unplug the power plug during a severe thunderstorm or lightening or when not in use for a long period of time.
- Do not touch the power plug or the appliance controls with wet hands.
- Do not bend the power cable excessively or place a heavy object on it.
- Immediately unplug the power plug and contact an LG Electronics customer information centre if you detect a strange sound, odour, or smoke coming from the appliance.
- Do not place hands or metallic objects inside the area emitting the cold air, cover or heat releasing grille on the back.
- Do not apply excessive force or impact to the back cover of the appliance.
- Be careful of nearby children when you open or close the appliance door. The door may bump the child and cause injury.
- Avoid the danger of children getting trapped inside the appliance. A child trapped inside the appliance can cause suffocation.
- Do not put animals, such as pets into the appliance.

- Do not place heavy or fragile objects, containers filled with liquid, combustible substances, flammable objects (such candles, lamps, etc.), or heating devices (such as stoves, heaters, etc.) on the appliance.
- Do not place any electronic appliance (such as heater and mobile phone) inside the appliance.
- If there is a gas leakage (isobutane, propane, natural gas, etc.), do not touch the appliance or power plug and ventilate the area immediately. This appliance uses a refrigerant gas (isobutane, R600a). Although it uses a small amount of the gas, it is still combustible gas. Gas leakage during appliance transport, installation or operation can cause fire, explosion or injury if sparks are caused.
- Do not use or store flammable or combustible substances (ether, benzene, alcohol, chemical, LPG, combustible spray, insecticide, air freshener, cosmetics, etc.) near the appliance.

## Disposal

- When discarding the appliance, remove the door gasket while leaving the shelves and baskets in place and keep children away from the appliance.

## CAUTION



### CAUTION

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

## Operation

- Do not touch frozen food or the metal parts in the freezer compartment with wet or damp hands. It may cause frostbite.



- Do not place glass containers, bottles or cans (especially those containing carbonated drinks) in the freezer compartment, shelves or ice bin that will be exposed to temperatures below freezing.
- The tempered glass on the front side of the appliance door or the shelves can be damaged by an impact. If it is broken, do not touch it with hands.
- Do not hang from the appliance doors, storage room, shelf or climb up into it.
- Do not store an excessive amount of water bottles or containers for side dishes on the door baskets.
- Do not open or close the appliance door with excessive force.
- If the hinge of the appliance door is damaged or operates improperly, stop using the appliance and contact an authorized service centre.
- Prevent animals from nibbling on the power cable or water hose.
- Never eat frozen foods immediately after they have been taken out in the freezer compartment.
- Do not use a thin crystal cup or chinaware when dispensing.
- Make sure not to get a hand or foot stuck upon opening or closing the appliance door or door-in-door.

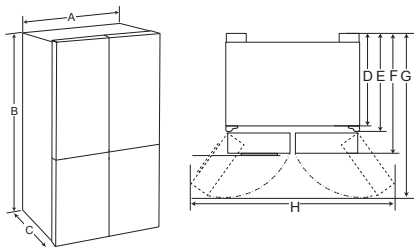
## Maintenance

- Do not clean glass shelves or covers with warm water when they are cold. They may break if exposed to sudden temperature changes.
- Do not insert the shelves upside down. The shelves may fall.
- To remove frost from the appliance, contact an LG Electronics customer information centre.
- Dispose of the ice inside the ice bin in the freezer compartment during an extended power outage.

## Before Installation

### Dimensions and Clearances

Too small of a distance from adjacent items may result in the degradation of freezing capability and increased electricity costs. Allow over 50 mm of clearance from each adjacent wall when installing the appliance.



-	Size (mm)
A	835
B	1787
C	734
D	617
E	688
F	729
G	1065
H	1562

### Ambient Temperature

- The appliance is designed to operate within a limited range of ambient temperatures, depending on the climate zone.
- The internal temperature could be affected by the location of the appliance, the ambient temperature, the frequency of door opening and so on.
- The climate class can be found on the rating label.

Climate Class	Ambient Temperature Range °C
SN (Extended Temperate)	+10 - +32
N (Temperate)	+16 - +32
ST (Subtropical)	+16 - +38
T (Tropical)	+16 - +43 / +10 - +43*

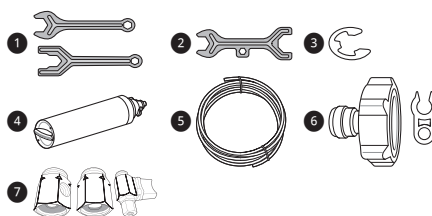
\*Australia, India, Kenya

### NOTE

- The appliances rated from SN to T are intended to be used at an ambient temperature between 10 °C and 43 °C.

### Accessories

\*: This feature is only available on some models.



- Spanner A\*
- Spanner B\*
- C-Clip (Snap Ring)\*
- Water Filter
- Water Tube
- Tube Connector and Clip\*
- Tube Connector\*

## Removing/Assembling the Doors

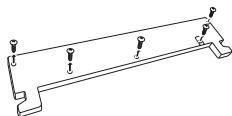
If the entrance door is too narrow for the refrigerator to pass through, remove the refrigerator doors and move the refrigerator sideways through the doorway.

### ⚠ WARNING

- Use two or more people to remove and install the refrigerator doors and freezer drawer.
- Disconnect the electrical supply to the refrigerator before installing.
- Do not put hands, feet or other objects into the air vents or bottom of the refrigerator.
- Be careful when handling the hinge and stopper.
- Remove food and bins before detaching the doors and drawers.
- Do not hold the handle when removing or replacing the doors and drawer as the handle may come off.

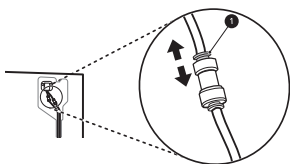
## Removing the Hinge Cover

Remove the screws from the hinge cover at the top of the refrigerator. Lift the hook (not visible), located at the bottom of the front side of the cover with a flat-head screwdriver.



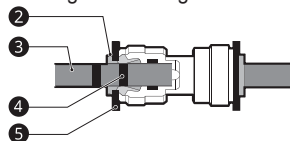
## Removing the Left Fridge Door

- The water supply is connected to the upper right part of the rear surface of the refrigerator. Remove the clip in the joint area. Hold the water supply connection and gently push the collet ① to detach the water supply line as shown.

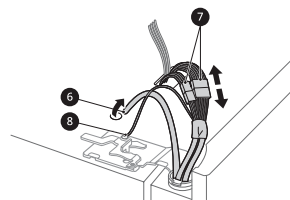


### NOTE

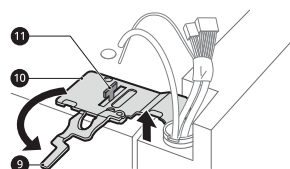
- Disassembling/Assembling the water lines.



- Collet ③ Tube ④ Insert Line ⑤ Clip
- Pull out the water supply line ⑥. Disconnect all the wire harnesses ⑦. Unscrew the ground wire ⑧.

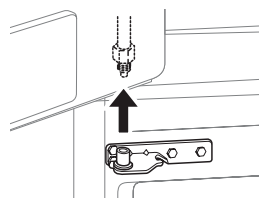


- Rotate the hinge lever ⑨ counterclockwise. Lift the top hinge ⑩ free of the hinge lever latch ⑪.



### ⚠ CAUTION

- When lifting the hinge free of the latch, be careful that the door does not fall forward.
- Lift the door from the middle hinge pin and remove the door.

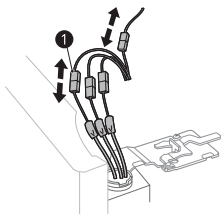


## ⚠ CAUTION

- Place the door, inside facing up, on a nonscratching surface.

## Removing the Right Fridge Door

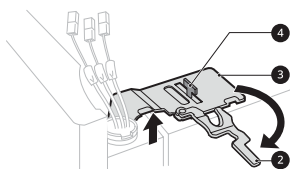
- Detach all the wire harnesses ①.



## NOTE

- The number of wire harnesses may vary depending on the model.

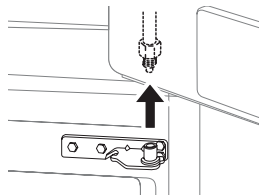
- Rotate the hinge lever ② clockwise. Lift the top hinge ③ free of the hinge lever latch ④.



## ⚠ CAUTION

- When lifting the hinge free of the latch, be careful that the door does not fall forward.

- Lift the door from the middle hinge pin and remove the door.

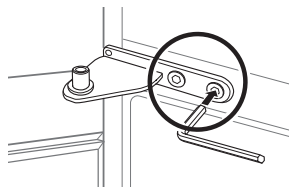


## ⚠ CAUTION

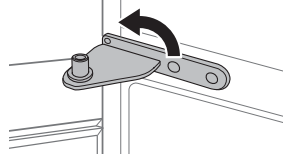
- Place the door, inside facing up, on a nonscratching surface.

## Removing the Freezer Doors

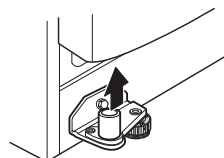
- Remove the two hinge bolts.



- Twist the hinge to raise the pivoting end so that the door can be lifted off. Lift the door off the lower hinge pin and remove it.



- Remove the door by lifting it off the lower hinge pin.

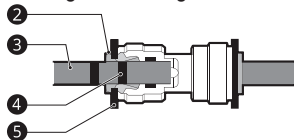


## Refitting the Fridge and Freezer Doors

Mount the doors in the reverse sequence of their removal once the appliance has been passed through all access doors.

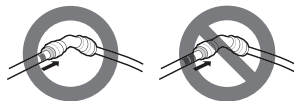
### NOTE

- Disassembling/Assembling the water lines.



- 2 Collet 3 Tube 4 Insert Line 5 Clip

- Gently press the collet and insert the tube until only one line shows on the tube.



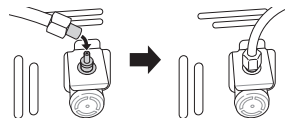
- Connecting the water line must only be installed by a qualified plumber and in accordance with local legislation and regulations governing water quality.

### NOTE

- This water line installation is not covered by the appliance warranty.

## Connecting the Water Tube to the Appliance

- Unscrew the metal threaded collar nut at the back of the appliance and place it over one end of the water tube.
- Firmly push the water tube onto the water inlet valve and tighten up the collar nut.



## Connecting the Water Line

### Water Supply Requirements

A cold water supply with water pressure between 138 kPa and 827 kPa (1.4-8.4 kgf/cm<sup>2</sup>) is required to operate the water dispenser. If the refrigerator is installed in an area with low water pressure (below 138 kPa), you can install a booster pump to compensate for the low pressure.

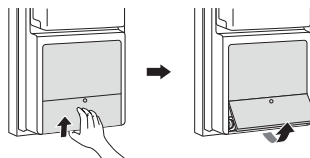
If a reverse osmosis water filtration system is connected to your cold water supply, the water pressure to the reverse osmosis system needs to be a minimum of 138 kPa to 827 kPa (1.4-8.4 kgf/cm<sup>2</sup>).

### ⚠ WARNING

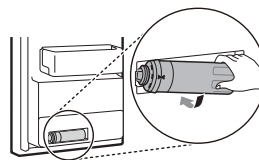
- Unplug the appliance before carrying out any work on connecting the water line. Failure to do so may cause electric shock.
- Only connect the water line to a cold water supply. Failure to do so may cause the water filter to malfunction. Water hammer (water banging in the pipes) in house plumbing can cause damage to appliance parts and can lead to water leakage or flooding.

## Assembling the Water Filter

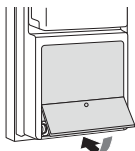
- Unplug the appliance.
- Turn off the water supply to the appliance.
- Open the Water filter cover.



- Insert the water filter into the filter head and rotate it clockwise until the arrow on the filter lines up with the arrow on the filter head. Swing the filter back into the compartment.



- 5 Close the Water filter cover.



- 6 Turn on the water supply and switch on the appliance.

## Checking the Water Connection

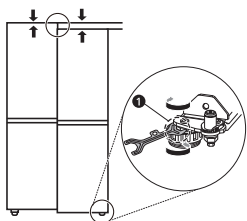
- 1 Turn on the water supply and switch on the appliance. Carefully check all fittings for possible leaks due to poorly fitted hoses.
- 2 Press and hold the **Water Filter** button for 3 seconds. That resets the **Replace Filter** icon. The new water filter has been activated.
- 3 Place a cup under the water dispenser to verify that water is flowing through the appliance.
- 4 Check the connecting tube and joints for leaks once again.
- 5 The water filter should be fixed at a appropriate place where it is easy to reach for replacement purposes.

## Levelling

If the appliance seems unsteady, or the doors do not close easily, adjust the appliance's tilt.

### Levelling the appliance

Open the freezer doors and adjust the height by turning the nut above the foot with the spanner ①.

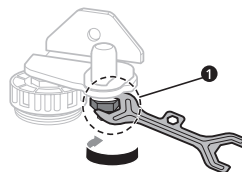


## Door Alignment

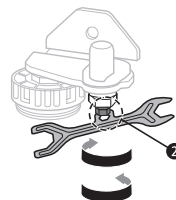
If the gap between the doors is uneven, follow the instructions below to align the doors evenly.

### Adjusting the Height of the Freezer Door

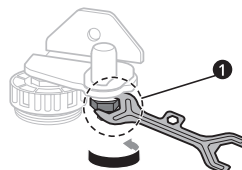
- 1 Turn the keeper nut clockwise using the spanner ①.



- 2 Turn the adjustment hinge pin clockwise or counterclockwise using the spanner ②. To lower the door, turn the adjustment hinge pin clockwise. To raise the door, turn the adjustment hinge pin counterclockwise.



- 3 Fasten the keeper nut by turning it counterclockwise using the spanner ①.

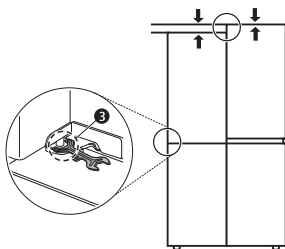


## ⚠ CAUTION

- Do not adjust the height of the appliance door more than 3 mm.

## Adjusting the Height of the Left Fridge Door

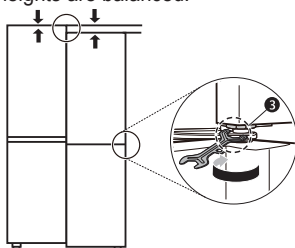
If the left door is lower, lift the left door, and turn the hinge bolt using the spanner ③ as in the drawing.



## Adjusting the Height of the Right Fridge Door

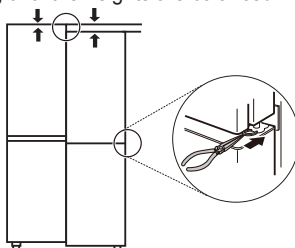
### <Type1>

If the right door is lower, lift the right door, and use the spanner ③ to turn the keeper nut clockwise until the heights are balanced.



### <Type2>

If the right door is lower, lift the right door, and use a pair of long nose pliers to additionally insert a snap ring until the heights are balanced.



## Connecting the Appliance

After installing the appliance, connect the power plug into a socket outlet.

### NOTE

- After connecting the power supply cord (or plug) to the outlet, wait 2 or 3 hours before you put food into the appliance. If you add food before the appliance has cooled completely, your food may spoil.

## Moving the Appliance

- 1 Remove all food from inside the appliance.
- 2 Pull the power plug out, insert and fix it into the power plug hook at the rear or on top of the appliance.
- 3 Tape parts such as shelves and the door handle to prevent from falling off while moving the appliance.
- 4 Move the appliance with more than two people carefully. When transporting the appliance over a long distance, keep the appliance upright.
- 5 After installing the appliance, connect the power plug into a socket out to switch on the appliance.

## Before Use

### Notes for Operation

- Do not use the ice water dispenser tank for beverages other than drinking water.
- Users should keep in mind that frost can form. If the door is not closed completely, if the humidity is high during the summer, or if the freezer door is opened frequently. Condensation build up within food storage wrappers is also caused by the same conditions.
- Ensure there is sufficient space between food stored on the shelf or door basket to allow the door to close completely.
- Opening the door lets warm air enter the appliance, and may cause the internal temperature to rise and condensation to form.
- If you are leaving the appliance turned off for an extended period of time, remove all food and unplug the power cord. Clean the interior, and leave the doors slightly ajar to prevent mold from growing in the appliance.
- If there are chill compartments in the appliance, do not store vegetables and fruits with higher moisture content in the chill compartments as they may freeze due to the lower temperature.

## Door Open Alarm

The alarm sounds 3 times in a 30 seconds intervals if one of the doors is left open or not completely closed for one minute.

- Contact the LG Electronics customer information centre if the alarm sound continues even after closing the door.

## Failure Detection

The appliance can automatically detect problems during the operation.

- If a problem is detected, the appliance may not operate and an error code is displayed even when any button is pressed.

- If an error code is indicated on the display, Do not turn off the power. Immediately contact the LG Electronics customer information centre and report the error code. If you turn off the power, the repair technician from the LG Electronics customer information centre may have difficulty finding the problem.

## Suggestion for Energy Saving

- Ensure there is sufficient space between stored foods. This allows cold air to be circulated evenly and lowers electricity bills.
- Store hot food only after it has cooled in order to prevent dew or frost.
- When storing food in the freezer compartment, set the freezer temperature lower than the temperature indicated on the food.
- Do not put food near the temperature sensor of the fridge compartment. Keep a distance of at least 3 cm from the sensor.
- Note that a temperature rise after defrosting has a permissible range in the appliance specifications. If you wish to minimise the impact this may have on the food storage due to a temperature rise, seal or wrap the stored food in several layers.
- The automatic defrosting system in the appliance ensures that the compartment remains free of ice buildup under normal operating conditions.

## Storing Foods Effectively

- Store frozen food or refrigerated food inside sealed containers. It is normal for condensation or frost to form inside sealed containers due to the moisture already in the container or bag prior to it being sealed.
- Check the expiration date and label (storage instructions) before storing food in the appliance.
- Do not store food for a long period of time (more than 4 weeks) if it spoils easily at a low temperature.
- Place the refrigerated food or frozen food in each fridge or freezer compartment immediately after purchasing.
- Avoid refreezing any food which has been completely thawed. Freezing any food which has been completely thawed again will lower its taste and nutrition.



- Do not wrap and store vegetables with newspaper. Printing material of newspaper or other foreign substances may smear and contaminate food.
- Do not overfill the appliance. Cold air can not circulate properly if the appliance is overfilled.
- If you set an excessively low temperature for food, it may become frozen. Do not set a temperature lower than the required temperature for the food to be stored correctly.
- If there are chill compartments in the appliance, do not store vegetables and fruits with higher moisture content in the chill compartments as they may freeze due to the lower temperature.

## Max Freezing Capacity

- The Express Freeze function will set the freezer to its maximum freezing capacity.
- This generally takes up to 24 hours and automatically switches off.
- If the maximum freezing capacity is to be used, Express Freeze must be switched on for seven hours before fresh produce is placed in the freezer compartment.

## Maximum Storage

- To get better air circulation, insert all drawers.
- If large quantities of food are to be stored, all the freezer drawers shall be taken out of the appliance except the bottom one and the food shall be stacked directly on the freezer compartment.

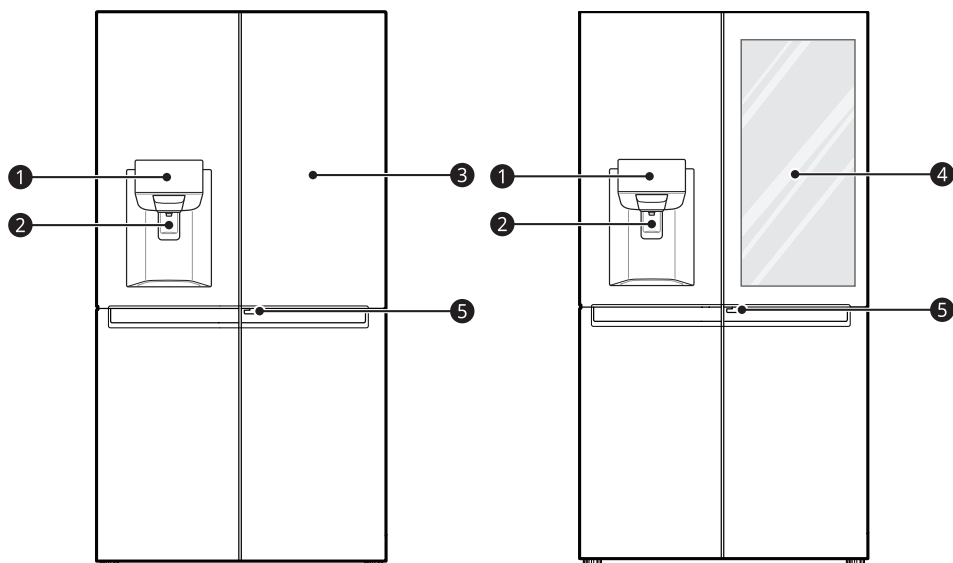
### NOTE

- To remove the drawers, first pick the food out of drawers. Then use the handle of drawers, pull out the drawers carefully. It may cause injury.
- The shape of each drawer may be different, insert in the right position.

## Product Features

### Exterior

\* This feature is only available on some models.



#### 1 Control Panel

Sets the fridge and freezer temperatures, the water filter condition and the dispenser mode.

#### 2 Filtered Water and Ice Dispenser

Dispenses purified water and ice.

#### 3 Door-in-Door\*

The Door-in-Door is a double layered door system. It can be opened individually or together with the main door. You can conveniently locate and access your favourite snacks or food items.

#### 4 InstaView Door-in-Door\*

The InstaView Door in Door compartment allows for easy access to commonly used food items.

#### 5 Door-in-Door Lever\*

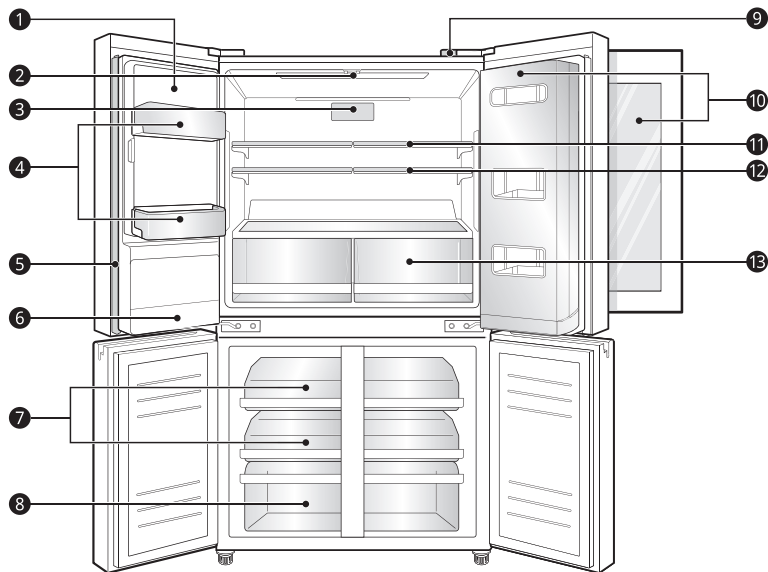
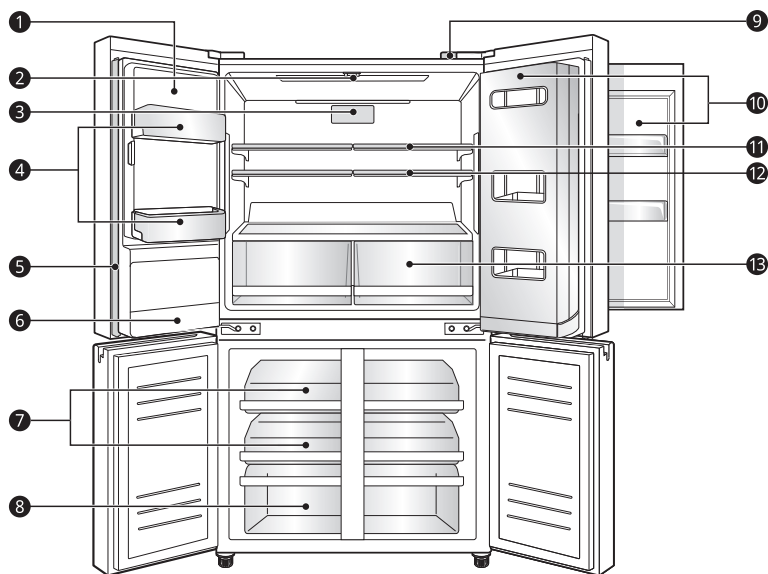
You can open the Door-in-Door by pulling the lever at the bottom of the door.

### NOTE

- The appearance or components of the appliance may differ from model to model.

## Interior

\* This feature is only available on some models.



**1 Automatic Icemaker**

This is where ice is automatically produced and stored.

**2 LED Lamp**

The LED lamps inside the appliance light up when you open the door.

**NOTE**

When the freezer door is opened, the LED lamp on the bottom of the fridge door lights up.

**3 Hygiene Fresh**

This function reduces and removes odors inside the fridge compartment.

**4 Fridge Door Basket**

This is where small packages of refrigerated foods, drinks and sauce containers are stored.

**5 Door Mullion**

This blocks the cold air of the fridge from leaking.

**! CAUTION**

- To reduce the risk of scratching the door or breaking the center door mullion, make sure that the fridge door mullion is always folded in.
- The door alarm will sound every 30 seconds if the door remains open longer than one minute. Ensure that the folding mullion is folded in before closing the left-hand door.

**6 Water Filter**

This filter purifies water.

**NOTE**

This filter should be replaced every 6 months.

**7 Freezer Tray**

This is where frozen foods such as meat, fish, and ice cream can be stored.

- The sliding trays allow easy access and convenience of use.

**8 Freezer Drawer**

This is for long-term storage of frozen items.

- Preserve small packaged frozen food or frequently-taken out foods. To use larger space, remove drawers.

**9 Smart Diagnosis Unit**

Use this function when contacting LG Electronics customer information centre to help make an accurate diagnosis when the appliance operates abnormally or a failure occurs.

**10 Door-in-Door\***

A convenient storage area for frequently-used items that require easy access.

**11 Fridge Shelf**

This is where refrigerated foods and other items are stored.

- The shelf height can be adjusted by inserting the shelf in another groove of different height.
- Store the foods with higher moisture content at the front of the shelf.
- The actual number of shelves will differ from model to model.

**12 Folding Shelf\***

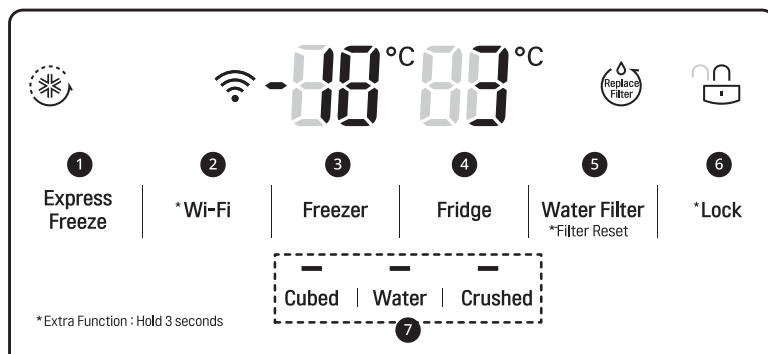
Shelf is adjustable to meet individual storage needs.

**13 Vegetable Drawer**

This is where fruits and vegetables are stored to remain fresh for as long as possible.

# Using Control Panel

## Units and Functions



### ❶ Express Freeze

- This sets Express Freeze functions.

### ❷ Wi-Fi

- This sets the appliance to connect to your home's Wi-Fi network.

### ❸ Freezer Temperature

- This sets the freezer target temperature.

### ❹ Fridge Temperature

- This sets the fridge target temperature.

### ❺ Water Filter

- This shows the replacement period of the water filter automatically.

### NOTE

- After changing the filter, push and hold the **Water Filter** button for 3 seconds to reset the filter.

### ❻ Lock

- This locks the buttons on the control panel.

### ❼ Water Dispenser

- This sets the function of Cubed ice, Water, Crushed ice.

### NOTE

- The actual control panel may differ from model to model.
- The control panel will turn off automatically for energy saving.
- If there is any finger or skin contacts to the control panel while cleaning it, the button function may operate.

## Setting Express Freeze

The function can quickly freeze a large amount of ice or frozen foods.

- When you press the **Express Freeze** button, the **Express Freeze** icon lights on the control panel.
- The function is enabled and disabled in turn each time you press the button.
- The Express Freeze function automatically terminates after a specific period has passed.

## Setting the Temperature

This sets the fridge temperature or freezer temperature.

- Press the **Fridge** button or **Freezer** button to adjust the temperature.
- The initial temperature is set.
  - Fridge : 3 °C
  - Freezer : -18 °C
- The temperature can be adjusted.
  - Fridge : from 0 °C to 6 °C
  - Freezer : from -24 °C to -16 °C
- The actual inner temperature varies depending on the food status, as the indicated setting temperature is a target temperature, not actual temperature within the appliance.

### NOTE

- The default temperature setting may vary depending on the appliance.
- Wait until 2 or 3 hours have passed after connecting the appliance to the outlet before storing food in the appliance.
- For ice making in normal climates, the freezer temperature should be set to -18 °C or colder.

## Setting and Resetting Lock

This locks the buttons on the control panel.

- Press and hold the **Lock** button for 3 seconds. When the function is set, all buttons are locked.
- When you press the **Lock** button for 3 seconds, the **Lock/Unlock** icon on the control panel lights. The function is enabled and disabled in turn each time you press the button.
- If you press a button other than lock when the lock is set, the button will not function.
- When you press a button other than lock when the lock is set, the **Lock/Unlock** icon on the control panel will flash 3 times.
- To change a setting, first press the **Lock** button for three seconds to disable the function.

### NOTE

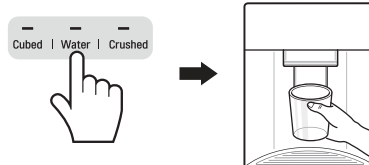
- The function does not disable the dispenser operation.

## Water and Ice Dispenser

### Using the Dispenser

You can dispense cubed ice, water and crushed ice by pressing the respective button for the desired mode.

- When you press the **Cubed**, **Water** or **Crushed** button on the control panel, the lamp on the control panel will turn on and the desired mode will be set. At this time, when you press the dispenser lever, the selected appliance (cubed ice, water and crushed ice) will be dispensed.
- The function is enabled and disabled in turn each time you press the button on the control panel.



### ⚠ CAUTION

- Keep children away from the dispenser to prevent children playing with or damaging the controls.

- Throw away the first few batches of ice (about 20 cubes and 7 cups of water). This is also necessary if the appliance has not been used for a long time.
- It is normal for milky / cloudy water to be dispensed after replacing the water filter. This air in the water will eventually clear and is safe to drink during this transition.

## NOTE

- If you open the fridge door while water, cubed ice or crushed ice is being dispensed, dispensing will be paused. When you close the door, the selected item for the previously set mode will continue to be dispensed.
- If the cup rim is small, water may splash out of the glass or miss it completely.
- Use a cup with a rim of over 68 mm in diameter when dispensing water, cubed ice or crushed ice.
- When the ice maker produces smaller ice cubes, or the cubes become lumped together, the amount of water supplied to the ice maker may be low due to insufficient water in the water tank. If ice is not used frequently, it may also lump together.
- Constant dispensing of Crushed ice may cause the dispenser chute to become blocked with the residue of the crushed ice. It is recommended that cubed ice dispensing be used occasionally to counteract this formation.

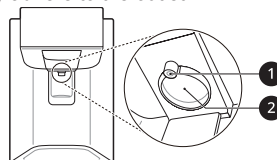
## Cleaning the Dispenser Tray

The dispenser tray may become wet easily due to spilled ice or water. Wipe the entire area with a damp cloth.



## Cleaning the Dispenser Outlet

Wipe the water or ice outlet frequently with a clean cloth as it may get dirty easily. Note that lint from a cloth may adhere to the outlet.

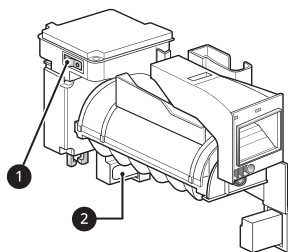


- ① Water Outlet
- ② Ice Outlet

## Automatic Icemaker

### Before Use

The automatic icemaker can automatically make 70-182 cubes at a time, within a 24-hour period if conditions are favorable. This amount may vary according to the environment (ambient temperature around the appliance, frequency of the door being opened, amount of food stored in the appliance, etc.).



- ① Power Switch
- ② Ice-detecting Sensor

- The icemaker produces ice normally when approximately 48 hours have passed after the appliance is initially installed.
- If the ice bin is completely filled with ice, ice production will stop.



- If ice cubes are stored in the ice bin for a long period of time, they may clump together and may not be separated easily. In such a case, clean the ice bin before using it.

## **WARNING**

- Fill with potable water only into icemaker.

## **CAUTION**

- Throw away the first few batches of ice (about 20 cubes and 7 cups of water). This is also necessary if the appliance has not been used for a long time.
- It is normal for milky or cloudy water to be dispensed after replacing the water filter. This air in the water will be clear and safe to drink eventually.
- The first ice and water dispensed may include particles or odour from the water supply line or the water tank.
- If discolored ice is dispensed, check the water tank and the water supply for a possible source. If the problem continues, contact the LG Electronics customer information centre. Do not use the ice or water until the problem is corrected.
- Do not touch the ice outlet or the automatic icemaker with your hand or a tool.
- 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.
- Never use a glass that is exceptionally narrow or deep. Ice may jam in the ice passage, affecting the performance of the appliance.
- Keep the glass at a proper distance from the ice outlet. A glass held too close to the outlet may prevent ice from dispensing.
- Dispose of the ice inside the ice bin if you go on vacation or if an extended power outage occurs. Water from melting ice may drop from the dispenser onto the floor.
- Do not insert your hands into the mechanical part of the automatic icemaker such as the ice bin or the ice dispenser.
- Do not remove the cover of the automatic icemaker. Touching any mechanical part of the automatic icemaker. It may result in injury.

## Turning the Automatic Icemaker On or Off

To turn off the automatic icemaker, set the icemaker switch to **OFF (O)**. To turn on the automatic icemaker, set the switch to **ON (I)**.

## Normal Sounds You May Hear

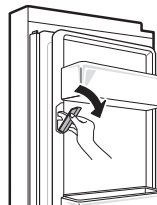
The icemaker water valve will buzz as the icemaker fills with water. If the power switch is in the **ON (I)** position, it will buzz even if it has not yet been hooked up to water. To stop the buzzing, move the power switch to **OFF (O)**.

## NOTE

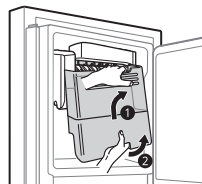
- Do not keep the power turned on to the icemaker if the water line is not connected. Doing so can damage the icemaker.

## Detaching the In-Door Ice Bin

- 1 Unplug the appliance.
- 2 Gently pull the handle to open the ice compartment.



- 3 To remove the in-door ice bin, grip the front handle, lift up slightly while holding both the top and bottom parts ①, and slowly pull out the bin as shown ②.



## **⚠ WARNING**

To reduce the risk of electric shock, injury to persons, and death, follow basic precautions, including the following:

- Do not touch the automatic icemaker's mechanical parts with your hand or a tool.
- Do not disassemble, repair or alter the automatic icemaker. These tasks should only be done by a service technician.

## **⚠ CAUTION**

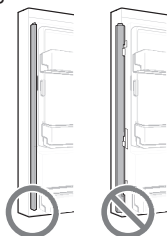
- Keep children away from the dispenser.
- The ice dispensing chute may become blocked with frost if only crushed ice is used. Remove the frost that accumulates by removing the ice bin and clearing the passage with a rubber spatula. Dispensing cubed ice periodically can also help prevent frost buildup.
- When refitting the ice bin, ensure that it is placed correctly. If it is tilted or unlevel, it may not continue to make ice due to sensor disruption.

## **Door Mullion**

This door mullion prevents cold air from leaking from the appliance.

## **⚠ CAUTION**

- The door alarm will sound every 30 seconds if the door remains open longer than one minute. Ensure that the folding mullion is folded in before closing the left-hand door.



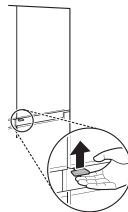
- To reduce the risk of door scratches and breaking the centre door mullion, make sure that the appliance door mullion is always folded in.

## **Door-in-Door**

This feature is only available on some models.

Pull the lever at the bottom of the door upwards until the door in door opens.

There is plenty of storage space inside the door in door and its surrounding baskets, allowing you to store food in an organized manner.

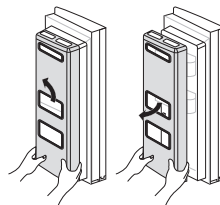


## **⚠ CAUTION**

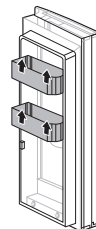
- Do not open the door of the appliance with the door in door open, or do not open the door in door while the door of the appliance is open. The door in door may be struck by the edge of the appliance and damaged.

## **Removing the Door-in-Door Case**

- 1 Open the doors completely and remove the contents of the Door-in-Door Case. Lift up and pull it out with both hands.



- 2 Lift up and pull out the Door-in-Door Basket, repeat with second basket.



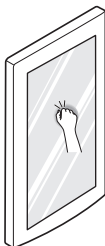
## Refitting the Door in Door Case

Mount them in the reverse order of the removal process.

## InstaView Function

This feature is only available on some models.

The InstaView function on the Door-in-Door lets you see if you're running low on frequently used items like beverages and snacks, without opening the refrigerator door.



- 1 Knock twice on the glass to turn the LED light inside the Door-in-Door on or off.
  - 2 The LED light turns off automatically after ten seconds.
- The InstaView Door-in-Door function is disabled when the right refrigerator door and the left freezer door are open, for two seconds after closing the door, and when the ice dispenser is in use.
  - Knock near the center of the glass. Knocking near the edges of the glass may not activate the InstaView Door-in-Door function properly.
  - Knock hard enough that the knocking sound is audible.
  - The InstaView Door-in-Door function may activate if a loud noise occurs near the refrigerator.

## Fridge Shelves

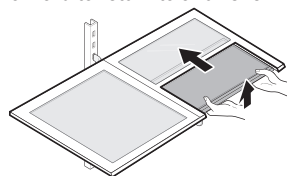
The shelves are adjustable to meet individual storage needs. Your model may have full or split shelves.

Adjusting the shelves to fit items of different heights will make finding the exact item you want easier.

## Using the Folding Shelf

This feature is only available on some models.

Store taller items, such as a gallon container or bottles, by pushing the front half of the shelf underneath the back half the shelf. Pull the front of the shelf forward to return to a full shelf.

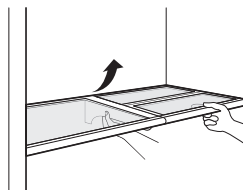


## CAUTION

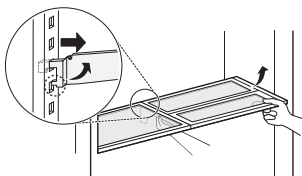
- Glass shelves are heavy. Use special care when removing them.
- Do not clean glass shelves with warm water while they are cold. Shelves may break if exposed to sudden temperature changes or impact.

## Removing the Folding Shelf

- 1 Tilt up the back of the shelf and lift it straight up.

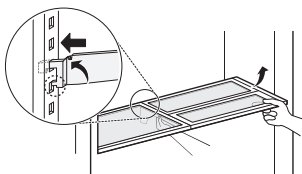


- 2 Pull the shelf out tilted at an angle.

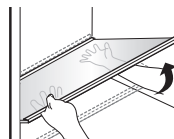


## Refitting the Folding Shelf

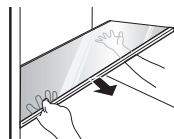
- 1 Tilt the back of the shelf up and guide the shelf hooks into the slots as a desired height.
- 2 Lower the back of the shelf so that the hooks drop into the slots.



- 2 Lift the front of the cover with one hand and support underneath the cover with the other hand.

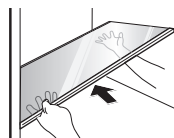


- 3 Tilt the cover 45 degrees and pull it forward to remove it.



## Refitting the Vegetable Drawer

- 1 Hold the cover at a 45-degree angle and insert it into the refrigerator.



## Vegetable Drawer

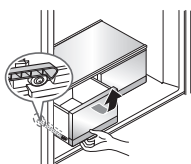
### Removing the Vegetable Drawer



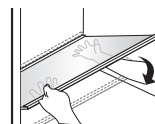
#### CAUTION

- Remove items from on top of the glass cover before removing the cover.
- Take care when handling the glass cover. There is still a risk of injury if the glass is broken, even though it is tempered glass.
- Take care when removing or assembling the cover not to catch hands between the cover and the drawers.

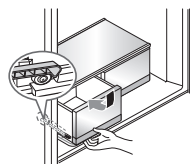
- 1 Lift the front of one drawer to remove it from its guides and pull straight out. Repeat to remove the second drawer.



- 2 Supporting the cover with one hand, bring the cover to a horizontal position and lower it onto the guides. Push the cover back into place.



- 3 Tilt up the front of one drawer and insert the rollers into the side guides. Lower the drawer and push it in. Repeat with second drawer.



## LG ThinQ Application

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

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

### LG ThinQ Application Features

Communicate with the appliance from a smart phone using the convenient smart features.

#### Smart Diagnosis

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

#### Settings

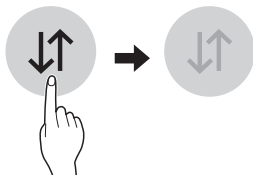
- Allows you to set various options on the appliance and in the application.

#### NOTE

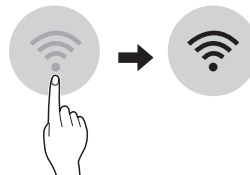
- If you change your wireless router, Internet service provider, or password, delete the registered appliance from the **LG ThinQ** application and register it again.
- The application is subject to change for appliance improvement purposes without notice to users.
- Functions may vary by model.

### Before Using the LG ThinQ Application

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



- 3 Connect your smartphone to the wireless router.



#### NOTE

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

## Installing LG ThinQ Application

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

## Connecting to Wi-Fi

The **Wi-Fi** button, when used with the **LG ThinQ** application, allows the appliance to connect to a home Wi-Fi network. The **Wi-Fi** icon shows the status of the appliance's network connection. The icon illuminates when the appliance is connected to the Wi-Fi network.

## Initial Appliance Registration

Run the **LG ThinQ** application and follow the instructions in the application to register the appliance.

## Re-registering the Appliance or Registering Another User

Press and hold the **Wi-Fi** button for 3 seconds to temporarily turn it off. Run the **LG ThinQ** application and follow the instructions in the application to register the appliance.

## NOTE

- To disable the Wi-Fi function, press and hold the **Wi-Fi** button for 3 seconds. Wi-Fi icon will be turned off.



## Open Source Software Notice Information

To obtain the source code under GPL, LGPL, MPL, and other open source licenses, that is contained in this product, please visit <http://opensource.lge.com>.

In addition to the source code, all referred license terms, warranty disclaimers and copyright notices are available for download.

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

## Smart Diagnosis

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

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

### NOTE

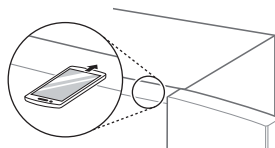
- For reasons not attributable to LGE's negligence, the service may not operate due to external factors such as, but not limited to, Wi-Fi unavailability, Wi-Fi disconnection, local app store policy, or app unavailability.
- The feature may be subject to change without prior notice and may have a different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

## Using LG ThinQ to Diagnose Issues

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

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

- 2 Open the fridge door and then hold the phone on the upper right speaker hole.



- 3 Press and hold the **Freezer** button for 3 seconds or longer while continuing to hold your phone to the speaker.
- 4 After the data transfer is complete, the diagnosis will be displayed in the application.

### NOTE

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

## Using Audible Diagnosis to Diagnose Issues

Follow the instructions below to use the audible diagnosis method.

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

- 1 Press the **Lock** button to activate the lock function.
  - If the display has been locked for over 5 minutes, you must deactivate the lock and then reactivate it.

\* Lock



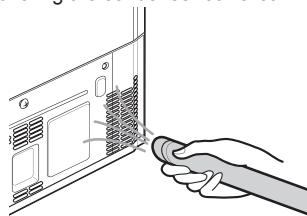
## Notes for Cleaning

- When removing a shelf or drawer from inside the appliance, remove all stored foods from the shelf or drawer to prevent injury or damage to the appliance.
  - Otherwise, injury may occur due to the weight of stored foods.
- If cleaning the outside air vents of the appliance by means of vacuuming, then the power cord should be unplugged from the outlet to avoid any static discharge that can damage the electronics or cause an electric shock.
- Detach the shelves and drawers and clean them with water, and then dry them sufficiently, before replacing them.
- Regularly wipe the door gaskets with a wet soft towel.
- Door basket spills and stains should be cleaned as they can compromise storage ability of the basket and could even be damaged.
- After cleaning, check if the power cable is damaged.
- Keep the air vents on the exterior of the appliance clean.
  - Blocked air vents can cause fire or appliance damage.
- When cleaning the inside or outside of the appliance, do not wipe it with a rough brush, toothpaste, or flammable materials. Do not use cleaning agents containing flammable substances.
  - This may cause discoloration or damage to the appliance.
  - Flammable substances: alcohol (ethanol, methanol, isopropyl alcohol, isobutyl alcohol, etc.), thinner, bleach, benzene, flammable liquid, abrasive, etc.

- For the appliance exterior, use a clean sponge or soft cloth and a mild detergent in warm water. Do not use abrasive or harsh cleaners. Dry thoroughly with a soft cloth.
- Never clean the shelves or containers in the dishwasher.
  - The parts may become deformed due to the heat.
- If the appliance is equipped with an LED lamp, do not remove lamp cover and LED lamp in any attempt to repair or service it. Please, contact the LG Electronics customer information centre.

## Cleaning the Condenser Cover

Use a vacuum cleaner with a brush to clean the condenser cover and vents. Do not remove the panel covering the condenser coil area.

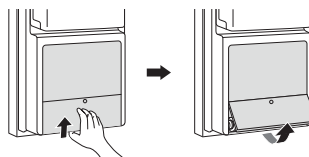


## Replacing the Water Filter

Replace the disposable water filter when indicated on the **Replace Filter** icon or at least every 6 months.

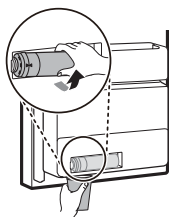
To give you enough time to get a new filter, the light will come on just before the capacity of the current filter runs out. Changing the filter on time ensures that you always get fresh and clean water from the appliance.

- 1 Unplug the appliance.
- 2 Turn off the water supply to the appliance.
- 3 Open the Water filter cover.

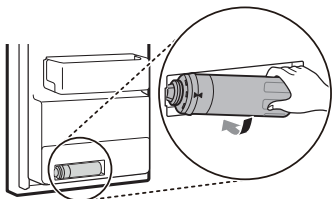




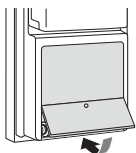
- 4 Remove the disposable water filter.



- 5 Replace with a new water filter. Insert the new filter into the filter head and rotate it clockwise until the arrow on the new filter lines up with the arrow on the filter head. Swing the filter back into the compartment.



- 6 Close the water filter cover.



- 7 Turn on the water supply and switch on the appliance.
- 8 Press and hold the **Water Filter** button for 3 seconds. That resets the Replacement Filter icon. The new water filter has been activated.

#### NOTE

- When removing the water filter, wipe any excess water that may have trickled from the filter head with a dry paper towel.

## Before Calling for Service

### Cooling

Symptoms	Possible Cause & Solution
There is no refrigeration or freezing.	<b>Is there a power interruption?</b> <ul style="list-style-type: none"> <li>Check the power of other appliances.</li> </ul>
	<b>Check the power of other appliances.</b> <ul style="list-style-type: none"> <li>Plug the power plug in the outlet properly.</li> </ul>
There is poor refrigeration or freezing.	<b>Is the fridge or freezer temperature set to its warmest setting?</b> <ul style="list-style-type: none"> <li>Set the fridge or freezer temperature to 'Medium'.</li> </ul>
	<b>Is the appliance in direct sunlight, or is it near a heat generating object such as cooking oven or heater?</b> <ul style="list-style-type: none"> <li>Check the installation area and reinstall it away from heat generating objects.</li> </ul>
	<b>Did you store hot food without cooling it first?</b> <ul style="list-style-type: none"> <li>Cool the hot food first before putting it in the fridge or freezer compartment.</li> </ul>
	<b>Did you put in too much food?</b> <ul style="list-style-type: none"> <li>Maintain an appropriate space between food.</li> </ul>
	<b>Are the appliance doors completely closed?</b> <ul style="list-style-type: none"> <li>Completely close the door and make sure that stored food is not obstructing in the door.</li> </ul>
	<b>Is there enough space around the appliance?</b> <ul style="list-style-type: none"> <li>Adjust the installation position to make enough space around the appliance.</li> </ul>
The appliance contains a bad smell.	<b>Is the fridge or freezer temperature set to 'Warm'?</b> <ul style="list-style-type: none"> <li>Set the fridge or freezer temperature to 'Medium'.</li> </ul>
	<b>Did you put in food with a strong smell?</b> <ul style="list-style-type: none"> <li>Store foods with strong smells in a sealed containers.</li> </ul>
	<b>Vegetables or fruit may have spoiled in the drawer?</b> <ul style="list-style-type: none"> <li>Throw away rotten vegetables and clean the vegetable drawer. Do not store vegetables too long in the vegetable drawer.</li> </ul>

### Ice & Water

Symptoms	Possible Cause & Solution
The automatic icemaker does not produce ice or produces a small amount of ice.	<b>Did you install the appliance recently?</b> <ul style="list-style-type: none"> <li>The ice maker produces ice normally when approximately 48 hours have passed after the appliance is installed.</li> </ul>
	<b>Did you connect the water supply pipe to the appliance and open the supply valve?</b> <ul style="list-style-type: none"> <li>Connect the water supply pipe to the appliance and open the supply valve completely.</li> </ul>
	<b>Is the water supply hose bent?</b> <ul style="list-style-type: none"> <li>If the water supply hose is bent, the water flow could be compromised.</li> </ul>

Symptoms	Possible Cause & Solution
<b>The automatic icemaker does not produce ice or produces a small amount of ice.</b>	<b>Have you dispensed a large amount of ice recently?</b> <ul style="list-style-type: none"> <li>It takes approximately 24 hours to produce more ice in the automatic icemaker. Please wait.</li> </ul>
	<b>Did you set the ice maker switch or the automatic icemaker button on the control panel to ON?</b> <ul style="list-style-type: none"> <li>Press I on the automatic icemaker switch or set ON for the automatic icemaker button on the control panel. (For more details on how to use, visit LG Electronics website or use your smart device.)</li> </ul>
	<b>Is the temperature of the freezer compartment set too high?</b> <ul style="list-style-type: none"> <li>If the set temperature is too warm, ice will be produced slowly or not at all. Set the Freezer temperature to -18 °C for normal operation of the automatic icemaker.</li> </ul>
	<b>Have you been opening the appliance door frequently?</b> <ul style="list-style-type: none"> <li>If you open the appliance door frequently, cold air will escape, lowering the speed of ice production. Do not open and close the appliance door frequently.</li> </ul>
	<b>Is the appliance door completely closed?</b> <ul style="list-style-type: none"> <li>If the appliance door is not completely closed, the temperature of the freezer compartment will increase, slowing down the ice production speed. Close the appliance door completely.</li> </ul>
<b>Ice is not dispensed.</b>	<b>Unable to hear the sound of ice coming out?</b> <ul style="list-style-type: none"> <li>In the control panel, select the modes for cubed ice and crushed ice alternately to dispense the ice.</li> </ul>
	<b>Is the ice path blocked? (You can check the ice passage by separating the ice bin.)</b> <ul style="list-style-type: none"> <li>Ice may not be dispensed properly if the ice passage is blocked. Check the ice and clean the ice path regularly.</li> </ul>
<b>Water does not come out.</b>	<b>The supply valve may be turned off? (For Plumbed models Only)</b> <ul style="list-style-type: none"> <li>Open the water supply valve.</li> </ul>
	<b>The water dispenser tank may be empty? (Non plumbed models only)</b> <ul style="list-style-type: none"> <li>Fill the water dispenser tank.</li> </ul>
	<b>Is the water supply valve closed? (For Plumbed models Only)</b> <ul style="list-style-type: none"> <li>Open the water supply valve.</li> </ul>
	<b>Are you using unfiltered water</b> <ul style="list-style-type: none"> <li>Unfiltered water can contain a large amount of various heavy metals or foreign substances, so the filter may be clogged in the early stage regardless of the life of the filter.</li> </ul>
<b>Water tastes strange.</b>	<b>Is the taste of water different when comparing it with the taste of water from the previous water purifier?</b> <ul style="list-style-type: none"> <li>Has the purified water or cold water not been used for an extended period of time?</li> </ul>
	<b>Has it been a long time since you installed and replaced the filter?</b> <ul style="list-style-type: none"> <li>If an expired filter is used, the purification performance may decline. It is recommended to replace the filter according to the filter replacement period.</li> </ul>

Symptoms	Possible Cause & Solution
Water tastes strange.	<b>Have you flushed out the filter properly in the initial stage after installing it?</b> <ul style="list-style-type: none"> <li>When you install or replace the filter for the first time, you need to remove air and activated carbon residue from inside the filter. Use the appliance after dispensing and discharging approximately 5 litres of purified water from the dispenser by pressing the water dispensing lever. (Activated carbon is harmless to humans.)</li> </ul>
	<b>Has the purified water or cold water not been used for an extended period of time?</b> <ul style="list-style-type: none"> <li>The taste of old water may change due to bacterial growth. Use the product after dispensing and discharging approximately 5 litres (approximately three minutes) from the water dispenser.</li> </ul>

## Condensation & Frost

Symptoms	Possible Cause & Solution
There is condensation inside the appliance or on the bottom of the vegetable drawer cover.	<b>Did you store hot food without cooling it first?</b> <ul style="list-style-type: none"> <li>Cool the hot food first before putting it inside the fridge or freezer.</li> </ul>
	<b>Did you leave the appliance door open?</b> <ul style="list-style-type: none"> <li>Although the condensation will disappear soon after you close the appliance door, you can wipe it with a dry cloth.</li> </ul>
	<b>Do you open and close the appliance door too frequently?</b> <ul style="list-style-type: none"> <li>Condensation can form due to the temperature difference from the outside. Wipe out the dampness with a dry cloth.</li> </ul>
	<b>Did you put warm or moist food inside without sealing it in a container?</b> <ul style="list-style-type: none"> <li>Store food in a covered or sealed container.</li> </ul>
Frosts has formed in the freezer compartment.	<b>Doors may not be closed properly?</b> <ul style="list-style-type: none"> <li>Check if the food item inside the appliance is blocking the door and make sure that the door is tightly closed.</li> </ul>
	<b>Did you store hot food without cooling it first?</b> <ul style="list-style-type: none"> <li>Cool the hot food first before putting it in the fridge or freezer compartment.</li> </ul>
	<b>Is the air entry or exit of the freezer compartment blocked?</b> <ul style="list-style-type: none"> <li>Make sure that air entry or exit is not blocked so that the air can circulate inside.</li> </ul>
	<b>Is the freezer compartment overfilled?</b> <ul style="list-style-type: none"> <li>Maintain an appropriate space between items.</li> </ul>
Frost or condensation has formed inside or outside the appliance.	<b>Did you open and close the appliance door frequently or is the appliance door improperly closed?</b> <ul style="list-style-type: none"> <li>Frosts or condensation can form if the outside air penetrates inside the appliance.</li> </ul>
	<b>Is the installation environment humid?</b> <ul style="list-style-type: none"> <li>Condensation can appear on the exterior of the appliance if the installation area is too humid or on a humid day such as a rainy day. Wipe off any moisture with a dry cloth.</li> </ul>

Symptoms	Possible Cause & Solution
The side or front of the appliance is warm.	<p><b>There are anti condensation pipes fitted to these areas of the appliance to reduce condensation forming from around the door area.</b></p> <ul style="list-style-type: none"> <li>The heat releasing pipe to prevent condensation is installed on the front and side of the appliance. You may feel it particularly hot right after the appliance is installed or during the summer. You can be assured that this is not a problem and is quite normal.</li> </ul>
There is water inside or outside of the appliance.	<p><b>Is there water leakage around the appliance?</b></p> <ul style="list-style-type: none"> <li>Check if the water has leaked from a sink or another place.</li> </ul>
	<p><b>Is there water on the bottom of the appliance?</b></p> <ul style="list-style-type: none"> <li>Check if the water is from the thawed frozen food or a broken or dropped container.</li> </ul>

## Parts & Features

Symptoms	Possible Cause & Solution
The appliance door is not closed tightly.	<p><b>Is the appliance leaning forward?</b></p> <ul style="list-style-type: none"> <li>Adjust the front feet to raise the front side slightly.</li> </ul>
	<p><b>Were the shelves properly assembled?</b></p> <ul style="list-style-type: none"> <li>Refit the shelves if needed.</li> </ul>
	<p><b>Did you close the door with excessive force?</b></p> <ul style="list-style-type: none"> <li>If you apply too much force or speed when closing the door, it may remain briefly open before closing. Make sure that you do not slam the door closed. Close without force.</li> </ul>
It is difficult to open the appliance door.	<p><b>Did you open the door right after you closed it?</b></p> <ul style="list-style-type: none"> <li>If you try to open the appliance door within one minute after you closed it, you may have difficulties because of the pressure inside the appliance. Try to open the appliance door again in a few minutes so that the internal pressure stabilizes.</li> </ul>
Door mullion does not fold in and out properly.	<p><b>Are front levelling legs extended, refrigerator level, and doors aligned?</b></p> <ul style="list-style-type: none"> <li>Once the door baskets are filled, the doors may become misaligned, preventing the door mullion or the Auto Open Door function from working properly. Extend both front levelling legs fully so they are in firm contact with the floor. Follow the instruction in the Door Alignment section to raise the left refrigerator door until the door mullion is once again working properly. Adjust the right refrigerator door so it aligns with the left refrigerator door.</li> </ul>
The inside lamp in the appliance does not turn on.	<p><b>Lamp failure</b></p> <ul style="list-style-type: none"> <li>Close the door and re-open. If the lamp does not turn on, please contact the LG Electronics customer information centre. Do not attempt removal of the lamp.</li> </ul>

## Noises

Symptoms	Possible Cause & Solution
The appliance is noisy and generates abnormal sounds.	<b>Is the appliance installed on a weak floor or improperly levelled?</b> <ul style="list-style-type: none"> <li>Install the appliance on a solid and flat area.</li> </ul>
	<b>Does the rear of the appliance touch the wall?</b> <ul style="list-style-type: none"> <li>Adjust the installation position to allow enough clearance around the appliance.</li> </ul>
	<b>Are objects scattered behind the appliance?</b> <ul style="list-style-type: none"> <li>Remove the scattered objects from behind the appliance.</li> </ul>
	<b>Is there an object on top of the appliance?</b> <ul style="list-style-type: none"> <li>Remove the object on top of the appliance.</li> </ul>
Clicking noises	<b>The defrost control will click when the automatic defrost cycle begins and ends. The thermostat control (or appliance control on some models) will also click when cycling on and off.</b> <ul style="list-style-type: none"> <li>Normal Operation</li> </ul>
Rattling noises	<b>Rattling noises may come from the flow of appliance, the water line on the back of the unit (for plumbed models only), or items stored on top of or around the appliance.</b> <ul style="list-style-type: none"> <li>Normal Operation</li> </ul>
	<b>Appliance is not resting evenly on the floor.</b> <ul style="list-style-type: none"> <li>Floor is weak or uneven or levelling legs need to be adjusted. See the Door Alignment section.</li> </ul>
	<b>Appliance with linear compressor was moved while operating.</b> <ul style="list-style-type: none"> <li>Normal operation. If the compressor does not stop rattling after three minutes, turn the power to the appliance off and then on again.</li> </ul>
Whooshing noises	<b>Evaporator fan motor is circulating air through the fridge and freezer compartments.</b> <ul style="list-style-type: none"> <li>Normal Operation</li> </ul>
	<b>Air is being forced over the condenser by the condenser fan.</b> <ul style="list-style-type: none"> <li>Normal Operation</li> </ul>
Gurgling noises	<b>Appliance flowing through the cooling system.</b> <ul style="list-style-type: none"> <li>Normal Operation</li> </ul>
Popping noises	<b>Contraction and expansion of the inside walls due to changes in temperature.</b> <ul style="list-style-type: none"> <li>Normal Operation</li> </ul>
Vibrating	<b>If the side or back of the appliance is touching a cabinet or wall, some of the normal vibrations may make an audible sound.</b> <ul style="list-style-type: none"> <li>To eliminate the noise, make sure that the sides and back do not make any contact with any wall or cabinet.</li> </ul>

## Wi-Fi

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

## Warranty Information

- Warranty period of Linear Compressor :
  - Ten (10) years from the date of original retail purchase.
  - Part only (Consumer will be charged for labor)
  - Noises associated with normal operation and failure to follow instructions found in the use and care and installation guides or operating the unit in an unsuitable environment will not be covered under this warranty.

## LG Customer Information Centre

- For any Suggestion, Opinion & Complaints, Within UAE please Call 800 54 (LG), or please contact to our local dealer or log into [www.lg.com](http://www.lg.com).
- For any Suggestion, Opinion & Complaints, Out side UAE please contact to our local dealer or log into [www.lg.com](http://www.lg.com).

## Importers

Country	Trade Name	Address
UAE	LG Electronics Gulf FZE	GF-Jebel Ali Main Warehouse, Jebel Ali Free Zone, P.O. Box : 61445 Dubai, UAE
	Al Yousuf Electronics	AL YOUSUF ELECTRONICS LLC P.O.BOX NO 25 DUBAI, UAE TEL: +971-4-2957300 FAX: +971-4-2957988
Bahrain	A.J.M. Kooheji Group B.S.C. ©	A.J.M. Kooheji Group B.S.C. © P.O. Box74, Manama kingdom of Bahrain
Oman	Oman Gulf Enterprises LLC	OMAN GULF ENTERPRISES LLC P.O. BOX 421, CODE 118 , MUSCAT, SULTANATE OF OMAN, 118, ATTN:Mr.Rajesh Radhakrishnan, +96896372373,rajeshr@otegroup.com C.R. No.: 1/33586/3
Qatar	Video Home and Electronics Centre	Video Home and Electronics Centre WLL PO BO 4668, Doha Qatar
Kuwait	AL-Babtain Electronics Company WLL	Al-Babtain Electronics COMPANY WLL Al Babtain P.O Box 599, Safat 13006 Kuwait
Yemen	Salem Mohammed Shammakh & Co.	Salem Mohammed Shammakh & CO. PO Box 3372, Hodeidah Republic of Yemen
Saudi	United Yousef Mohammed Naghi Co Ltd.	UNITED YOUSEF M. NAGHI CO. LTD. P.O BOX 45, JEDDAH 21411 SAUDI ARABIA
	UNITED ELECTRONICS CO.	P.O. Box 76688 Khobar 31952, Saudi Arabia



## Memo

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