

OWNER'S MANUAL REFRIGERATOR

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



MFL71939705
Rev.00_27032023

www.lg.com

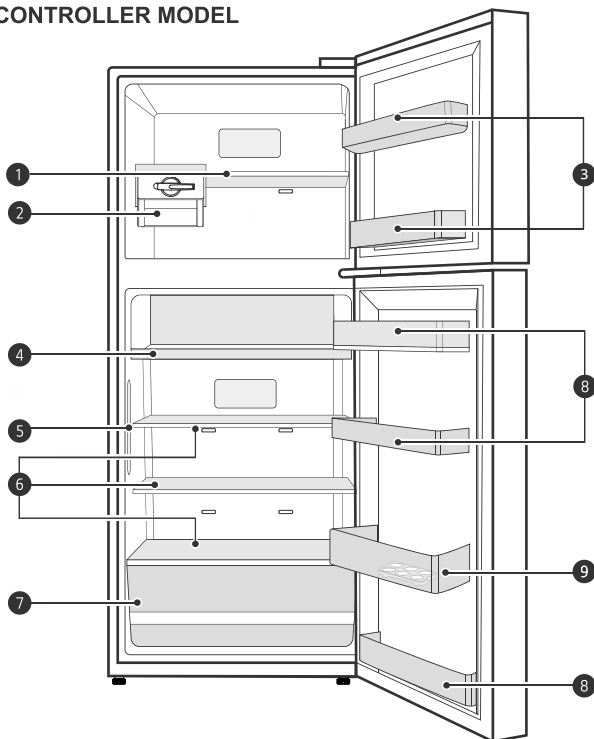
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Identification of Parts

EXTERNAL CONTROLLER MODEL



- | | |
|-----------------------------|----------------------|
| ① Freezer Shelf | ⑦ Veg Drawer |
| ② Moving Icemaker | ⑧ Fridge Door Basket |
| ③ Freezer Door Basket | ⑨ Movable Egg Tray |
| ④ Pull Out Tray | |
| ⑤ Door Cooling ⁺ | |
| ⑥ Shelves | |

NOTE

- Due to continuous improvements at LG, specifications of refrigerator are subject to change without prior notice.
- If you find out some parts which are not in your unit, the parts are applied to other models.
- Except during transportation & maintenance, the shelves must be considered as fixed when in normal use.

Important Safety Information

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 may 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

You will be killed or seriously injured if you don't follow instructions.



WARNING

You can be hurt or seriously injured 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.

Risk of Fire and Flammable Materials



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.
- 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 1m³ in size for every 8g of R600a refrigerant inside the appliance.
- When positioning the appliance, ensure the supply cord is not trapped or damaged.
- Do not locate multiple portable socket-outlets or portable power supplies at the rear of the appliance.
- 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.
- Refrigerant leaking out of the pipes could ignite or cause an explosion.



WARNING

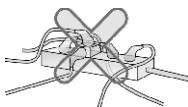
To reduce the risk of fire, electric shock, or injury to persons when using your product, basic safety precautions should be followed, including the following.

Read all instructions before using this appliance.

1. When connecting the power

The dedicated outlet should be used.

Using several devices at one outlet may cause fire.



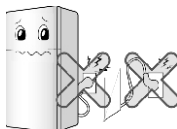
Power supply cord should not be bent or pressed under heavy object.

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



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

Water may be flown into or the plug may be damaged, which causes fire or electric shock.



Do not extend or modify the length of the power supply cord.

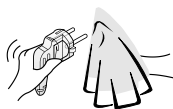
It causes electric shock or fire by the electric damage of the power cord or others.



Important Safety Information

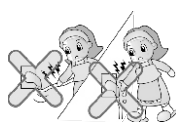
Remove water or dust from the power plug and insert it with the ends of the pins securely connected.

Dust, water or unstable connection may cause fire or electric shock.



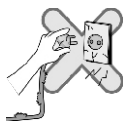
Do not pull out the cord or touch the power plug with wet hands.

It may cause electric shock or injury.



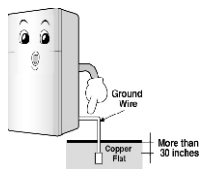
When the power cord or the power plug is damaged or the holes of the outlet are loosen, do not use them.

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



Make sure of grounding.

The incorrect grounding may cause breakdown and electric shock.



2. When using the refrigerator

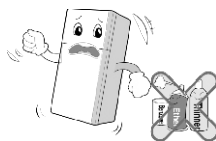
Do not place the heavy object or the dangerous object (container with liquid) on the refrigerator.

It may be dropped to cause injury, fire or electric shock when opening or closing the door.



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

It may cause explosion or fire.



Do not install the refrigerator in the wet place or the place where water or rain splashes.

Deterioration of insulation of electric parts may cause electric leakage.



Do not store the medicine or the academic materials in the refrigerator.

When the material with the strict temperature control is stored, it may be deteriorated or it may make an unexpected reaction to cause any risk.



Do not keep any other electrical appliance on top and inside of refrigerator such as TV, Cooler, Temple, Decoration Lighting, Harmful Chemicals, Cloth Top etc.

It may cause explosion or fire.



Important Safety Information

Do not use the combustible spray near the refrigerator.

It may cause fire.



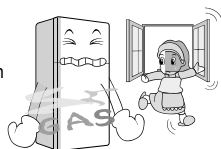
Do not place the lit candle on top and inside refrigerator to deodorize.

It may cause explosion or fire.



When gas is leaked, do not touch the refrigerator or the outlet and ventilate the room immediately.

It may cause explosion or fire.



Do not spray water at the outside or the inside of the refrigerator or do not clean it with benzene or thinner.

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



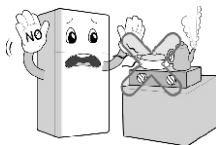
When disposing the refrigerator, remove the door gasket from the door.

It may cause to lock out the child.



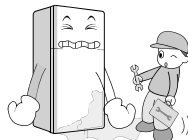
Avoid placing refrigerator near heating devices.

It may cause fire.



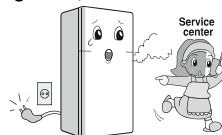
Use the submerged refrigerator after checking it.

It may cause electric shock or fire.



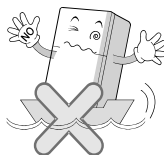
When any strange smell or smoke is detected from the refrigerator, disconnect the power plug immediately and contact to the service center.

It may cause fire.



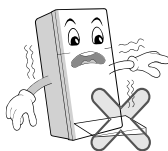
Do not use the refrigerator for non-domestic purpose (storing medicine or testing material, using at the ship, etc.).

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



Install the refrigerator on a solid and level floor.

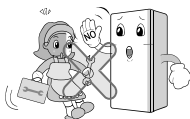
Installation on an unstable place may cause injury by the refrigerator falling down while opening or closing the door.



Important Safety Information

Do not allow any person except the qualified engineer to disassemble, repair or alter the refrigerator.

It may cause injury, electric shock or fire.



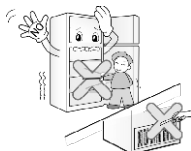
When you want to dispose the refrigerator, contact to the down-block office.

When you want to dispose the large living waste such as electric home appliance and furniture, you should better contact the local down-block office.



Do not insert the hands or the metal stick into the exit of cool air, the cover, the bottom of the refrigerator, the heatproof grill (exhaust hole) at the backside.

It may cause electric shock or injury.



Completely empty inside before taking out the container from the door.



- If the appliance is equipped with a lock (some countries only), keep the key out of reach of children.
- For disposal of the product it is required to be handed over to authorized recycler only.

⚠ CAUTION

Violating these directions may cause injury or damage to health, house or furniture. Always be careful, please.

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

It may cause frostbite.



Wait for 5 minutes or longer when reconnecting the plug.

It may cause the operation of the freezer to fail.



Do not put Glass bottle in the freezer.

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.



Pull out the power plug not by grasping the cord but the plug of its end.

It may cause electric shock or short circuit to fire.



Do not put any living animal in the refrigerator.

It may cause death of that living animal.



Do not insert the hands into the bottom of the refrigerator.

The iron plate of the bottom may cause injury.



Important Safety Information

Do not lean on the door, Hinges may deregulate themselves, causing air leak and performance deterioration.



Please be careful while opening or closing the door of the refrigerator, may cause injury to the person around it.

Opening or closing the door may cause feet or hands to be caught in the chink in door or child hand get hurt by the corner.



Unplug the power plug while cleaning, handling or replacing the interior lamp of the refrigerator.

It may cause electric shock or injury.



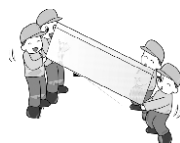
Do not cling to the door or the shelves of the door or the home bar of the freezer or the cool chamber.

It may cause the refrigerator to fall down or damage the hands. Especially, do not allow the children to do the above.



Carry the refrigerator from bottom of the front and the top of the rear.

Otherwise, your hands may be slipped to cause injury.

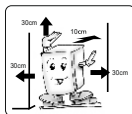


Do not move the refrigerator in running condition.

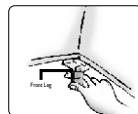
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the appliance.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- This appliance is intended to be used in household and similar applications such as
 - staff kitchen areas in shops, offices and other working environment;
 - farm houses and by clients in hotels, motels and other residential type environment;
 - bed and breakfast type environment;
 - catering and similar non-retail applications.
- Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.
- Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.
- Do not damage the refrigerant circuit.
- Do not use electrical appliances inside the food storage compartments of the appliance, unless they are of the type recommended by the manufacturer.
- Keep the ventilation openings, in the appliance enclosure or in the built - in structure, clear of obstruction.
- Dispose of all packaging materials (such as plastic bags and styrofoam) away from children. The packaging materials can cause suffocation.

Installation

Refrigerator should be located properly in ventilated area.



Levelling of refrigerator should be done with front leg. Refrigerator should be levelled with front to back inclination for base.



Do not install refrigerator where the front surface area is higher than back surface area by 2 deg.

- After installing the appliance, connect the power plug into a socket outlet. Before moving and discarding the appliance, disconnect the plug from the socket outlet.

Dimensions and Clearances

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

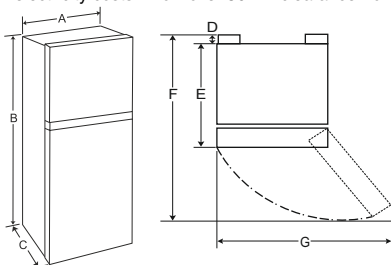


Image for representation purpose only

-	Type (mm)			
-	a	b	c	d
A	600	600	555	555
B	1720	1640	1680	1573
C	710	710	637	637
D	5	5	5	5
E	705	705	632	632
F	1255	1255	999	999
G	1045	1045	953	953

Note: You can determine what type of appliance it is by looking at the label inside the appliance.

Ambient Temperature

- The appliance is designed to operate within a limited range of ambient temperatures, depending on the climate zone. Do not use the appliance at a temperature exceeding the limit. The internal temperatures 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.

Inverter-ON Feature (Optional)

- Minimum Requirement: UPS / Inverter should be in ON condition having minimum 600 VA capacity along with minimum 120Ah capacity battery connected with the refrigerator's power supply socket.
- While using this feature, the refrigerator will work on basic energy requirement as required by the product.
- The results of the Inverter-On feature may vary depending on the number of appliances that are running on inverter.
- For optimum running of refrigerator during Inverter-On Mode, it is recommended to switch off the other appliances which are not in use.
- It is recommended to confirm the quality of food items before consumption.
- Ice cream etc. may get soften during the use of this feature. If situation arises so, it is recommended to change the setting as per one's choice.

Features

Smart connect feature (For selected models only)

Minimum requirement for Smart Connect : UPS / Inverter should be in ON condition having minimum 600 VA capacity along with minimum 120Ah capacity battery connected with the refrigerator's power supply socket.

- While using this feature, the refrigerator will work on basic energy requirement as required by the product.
- The results of the Smart Connect feature may vary depending on the number of appliances that are running on inverter.
- For optimum running of refrigerator during Smart Connect Mode, it is recommended to switch off the other appliances which are not in use.
- It is recommended to confirm the quality of food items before consumption.

Operations

Starting

When your refrigerator is first installed, allow it (7-8 hours) to stabilize at normal operating temperatures prior to filling it with fresh or frozen foods.

If operation is interrupted, wait 5 minutes before restarting.

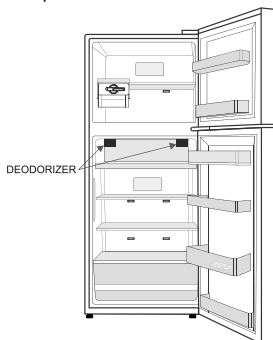
Before Setting the Temperature

- The temperature of the refrigerator is kept constant regardless of changes in room temperature. It is recommended that, once set the temperature settings (the controls for the refrigerator and freezer compartments) not be changed unless necessary.
- This refrigerator has temperature control button for the refrigerator compartment and temperature control button or knob for the freezer compartment.
- The Default setting of the temperature control button for the refrigerator compartment is '4°C' / '39°F'.
- The default setting of the temperature control button for the freezer compartment is -18°C. (External Controller Model)
- This refrigerator has a temperature sensor in the refrigerator compartment. It will start and stop the compressor automatically as needed.

Features

Deodorizer

- Unpleasant odor of food in fresh food compartment is deodorized with no harm to you and the food.

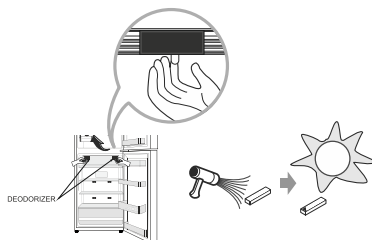


How to use

- As Deodorizer is located in cooling air path for circulating air in fresh food compartment, there is not need for any handling.
- Do not prick the cooling air inlet with a sharp tip because Deodorizer may be damaged.
- When storing food with a strong odour, wrap it or store it in a container with a lid because odour may be passed on to other foods.

Re-using Deodorizer

- Used some length and the odor is strong, Deodorizer can be revived and re-used.
- Separate Deodorizer in ceiling of refrigerator compartment, using hair drier to remove moisture or malodor and oxidize under sunlight to decomposing malodor by ultraviolet.



Door Cooling* (Optional)

- Cool air vent is placed in the refrigerator compartment to provide cool air to the Door Shelves.
- If foreign substance enter the cool air vent while cleaning, efficiency will be lowered. In addition, if gasket is damaged, efficiency may be lowered due to the escape of cool air. So care should be taken during cleaning.



Self Test

- Your refrigerator contains a built-in diagnostic capability. If it develops a malfunction in certain areas, it will display an error code to assist the repair technician. While an error code is displayed, other control and display function will not operate.
- If an error code is displayed, contact a service center. Do not disconnect the power cord from the outlet.

Operations

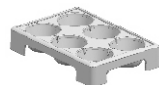
Door Alarm

When the door of the refrigerator is open for 1 minute, an alarm will sound three times. If the door remains open, the alarm will repeat every 30 seconds.



Egg-cum-Ice Tray

It is used for storing the eggs. It can also be used for making the ice.



Ice Making

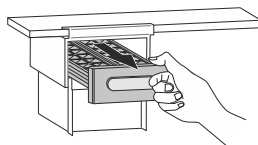
Twisting ice serve type

- To make ice cubes, fill the ice tray with water and insert in its position.
- To remove ice cubes, hold the lever of the tray and pull turn gently. Then, ice cubes drop in to the ice cube box.

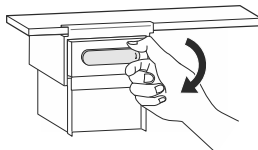


NOTE

You can disassemble the ice maker to secure space in freezer.



- **Twisting ice serve type** : Remove 1 and 2
 1. ice tray
 2. ice cube box
- Do not use anything other than water.
- Fill the water up to the marked line.



Defrosting

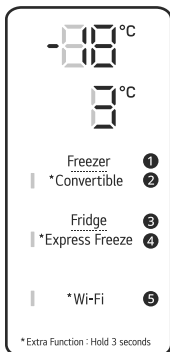
- Defrosting takes place automatically.
- The defrosted water flows down to the evaporating tray which located in the lower back side of the refrigerator and is evaporated automatically.

Operations

Identification of Control

☐ FOR CONVERTIBLE MODEL

EXTERNAL CONTROLLER



EXTERNAL CONTROLLER

1 Freezer

Press Freezer button repeatedly to select a desired temperature between -23°C and -15°C.

2 Fridge

Press Fridge button repeatedly to select a desired temperature between 1°C and 7°C.

Convertible Mode

To activate/deactivate Convertible mode, press Convertible button For 3 seconds .

During convertible mode, press the Fridge button repeatedly to select temperature between : 1°C and 7°C for EXTERNAL CONTROLLER.

NOTE

- When refrigerator goes in 'Convertible' mode.
Express Freeze, Freezer, Eco Friendly Button becomes inactive.

EXPRESS FREEZING*

- This feature is provided for quick cooling and early ice making. To activate this mode, press and hold Express Freeze for 3 seconds. In this function the compressor and circulating fan operate at maximum cooling capacity to quickly lower the refrigerator temperature. It shuts off automatically. In case of power cut off, Refrigerator will come out of Express mode.

LED PATTERN DURING INVERTER-ON MODE

During the use of this feature you will find this pattern of LED running. It is a symbol that the product is running at basic energy requirement.

One can press the button "FRIDGE" to change the LED setting during power cuts, if needed. The LED will then show the setting as desired.

When the mode is changed from Normal supply to Inverter mode & vice versa, the LED pattern will take some time to display the change.

FOR EXTERNAL CONTROLLER MODEL

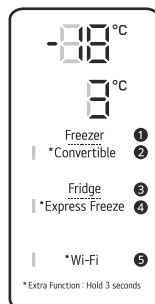


Wi-Fi

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

*** This features will be OFF by itself, if the refrigerator is switched OFF.**

Type A



Operations

Using 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 smartphone using the convenient smart features

Settings

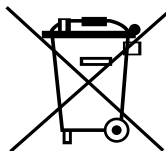
- Allows you to set various options on the appliance and in the application.

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.
- Application is subject to change for appliance improvement purposes without notice to users.
- Functions may vary by model.

Disposal of your old appliance

1. When this crossed-out wheeled bin symbol is attached to a product it means, the product is covered by the European Directive 2002/96/EC.
2. All electrical & electronics products should be disposed off separately from the municipal waste stream via designated collection facilities appointed by the government of local authorities.
3. The correct disposal of your old appliance will help prevent potential negative consequences for the environment and human health.
4. For more detailed information about disposal of your old appliance, please contact your city office, waste disposal service or the shop where you purchased the product.
5. This product contains fluorinated greenhouse gases covered by the Kyoto Protocol.
6. When discarding the appliance, remove the door gasket while leaving the shelves and baskets in place and keep children away from the appliance.



LED Replacement

This product applies LED Lamp which can not be replaced by the user. Please contact authorized service centre for the lamp replacement.

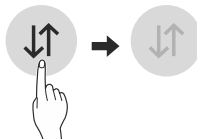
Smart Functions

Before Using LG ThinQ Application

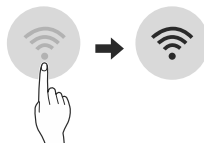
- 1 Check the distance between the appliance and the wireless router (Wi-Fi network).

- 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



Smart Functions

NOTE

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

- Smartphone user interface (UI) may vary depending on the mobile operating system (OS) and the manufacturer.
- If the security protocol of the router is set to WEP, you may fail to set up the network. Please change it to other security protocols (WPA2) is recommended) and register the product again.

Installing the LG ThinQ Application

Search for the **LG ThinQ** application from the Google Play Store or Apple App Store on a 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 (Optional)

This feature is only available on models with (| *Wi-Fi.)

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

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

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

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.

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

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.

Suggestions on Food Storage

When storing the food, cover it with vinyl wrap or store in a container with a lid. This prevents moisture from evaporating and helps food to keep its taste and nutrients.



Don't keep hot milk or hot food in your refrigerator. This will result in an increased temperature and increase in power consumption.



Never overload your refrigerator or cover the shelves with paper or plastic sheets as it will reduce its efficiency.



Do not open the door frequently. Opening the door lets warm air enter the refrigerator, and cause temperature to rise.



Close the door properly, make sure that there is no gap between the gasket and the cabinet of your LG refrigerator.



Wipe excessive moisture on food or place it inside containers or plastic bags. This will help in retaining its freshness for a longer period of time.

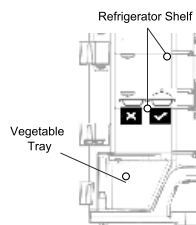


Do not store glass bottles in the freezer compartment - they may break when frozen.

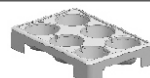


Avoid placing moist food on deep interior refrigerator shelves. It could freeze upon direct contact with chilled air. To avoid this it is better to store food in the covered container.

It is desirable to store moist food (especially vegetable and fruit) in the vegetable storage compartment. If it is necessary to store on a shelf of the refrigerator, put it close to the door away from the back wall of the refrigerator to avoid being frozen by the cool circulating in the refrigerator.



When storing eggs in their storage tray, ensure that they are fresh, and always store them in a upright position, which keeps them fresh longer.



Do not store food which goes bad easily at low temperatures. Such as bananas, pineapples, etc.



Suggestion on Food Storage

Freezer door basket marked (★★) is two star compartment (temperature -12°C), which is suitable for short term storage of frozen food only

- 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.
- In the event of a blackout, call the electricity company and ask how long it is going to last.
 - You should avoid door openings while the power is off.
 - When the power supply gets back to normal, check the condition of the food.

Suggestions

It is recommended to use Voltage Stabilizer (0.5kVA) if power fluctuations are frequent and out of specified voltage range (100~310V)**. Stabilizer usage increases the refrigerator life.

** As per LG Test Standards.



Feel free to call your LG Customer Information Centre (CIC) / Branch / LG Representative in case your refrigerator has suffered a damage in transit.



Cleaning

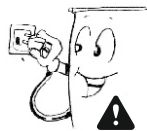
When cleaning the inside or outside of the appliance, do not wipe it with a rough brush, toothpaste, or flammable materials. Do not use cleaning agents containing flammable substances.

- 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.



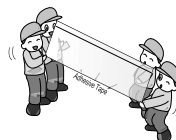
During Vacations

During average length vacations, you will probably find it best to leave the refrigerator in operation. Place freezable items in freezer for longer life. When you plan to be away for an extended period, remove all food, disconnect the power cord, clean the interior thoroughly, and leave each door OPEN to prevent odour formation. To operate again, let the refrigerator run for 6-8 hrs. for stabilization.



Shifting

While shifting the refrigerator, four people should carry it for its safety. Fasten the door with tape or lock to prevent opening of the refrigerator.



Before Calling for Service

Check for yourself

Type of Complaint	Probable Cause	Remedy
1. Refrigerator does not work.	– House fuse blown – Power Supply Off. – Stabilizer not working properly	Call an electrician and get it corrected. Check that the refrigerator main supply plug is connected to the wall socket and that the supply is ON. Check that the fuse is intact in the supply line. Please plug power cord of refrigerator directly in the wall socket and then check, if it works then get the stabilizer checked by Stabilizer Repairing Centre.
2. Refrigerator attempts to start, but does not operate.	– Low Voltage.	Install a line-correcting transformer in the mains, or a Voltage Stabilizer.
3. Refrigerator compartment - Low Cooling	– Restriction of cold air circulation. – Improper setting of Freezer Temperature Control / Refrigerator Temperature Control. – Entry of hot air. – Storing hot foods.	Provide space in between the dishes. If the shelves are covered with cloth or polythene, remove it. Set the Refrigerator Compartment temperature to a colder setting. Opening and closing of the doors too often will result in hot air from outside rushing into the refrigerator causing the temperature to go up. Reduce the frequency of opening of the doors. Avoid storing hot foods in the refrigerator, cool them to room temperature before placing them inside the refrigerator.
4. Formation of water drops on exterior of refrigerator.	– High humidity during monsoon season.	During the monsoon, when the humidity in the atmosphere reaches around 90% water droplets may form around the sides of the refrigerator cabinet, especially the top portion. This moisture should be wiped off periodically. Contact our serviceman to check the door seal or proper and uniform contact with the cabinet.
5. Refrigerator Compartment — Overcooling	– Incorrect setting of Refrigerator Temperature Control Knob.	Lower the setting (1~2) of Refrigerator Temperature Control Knob to make the Refrigerator Compartment warmer.
6. Smell	– Improper covering and wrapping of food.	Wrap and cover food stuffs properly. Place caps on bottles and other liquid stores.
7. Difficulty in formation of ice and ice-cream.	– Incorrect setting of Freezer Temperature Control Knob. – Bowls used	For faster Ice & Ice-cream formation adjust the Freezer Temperature Use Ice trays for ice making.
8. Noise	– Normal cut-off/cut-in noise	Whenever refrigerator starts & stop there is noise of Compressor Start/Stop. This is a normal phenomenon.

Troubleshooting

Symptoms	Possible Cause & Solution
Vibrating	If the side or back of the appliance 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 do not make any contact with any wall or cabinet.

Wi-Fi

Symptoms	Possible Cause & Solution
Your home appliance and smartphone are not connected to the Wi-Fi network.	The password for the Wi-Fi that you are trying to connect to is incorrect. Find the Wi-Fi network connected to your smartphone and remove it. then register your appliance on LG ThinQ
	Mobile data for your smartphone is turned on. Turn off the Mobile data of your smartphone and register the appliance using the Wi-Fi network.
	The wireless network name (SSID) is set incorrectly. The wireless network (SSID) should be a combination of English letters and numbers. (Do not use special characters.)
	The router frequency is not 2.4 GHz. Only a 2.4 GHz router frequency is supported. Set the wireless router to 2.4 GHz and connect the appliance to the wireless router. To check the router frequency, check with your Internet service provider or the router manufacturer.
	The distance between the appliance and the router is too far. 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.



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