LG SIGNATURE

OWNER'S MANUAL

# MAIN WASHER

**Before beginning installation, read these instructions carefully. This will simplify installation and ensure that the product is installed correctly and safely. Leave these instructions near the product after installation for future reference.**

LSWD100

MFL69475503

www.LGSIGNATURE.com

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# TABLE OF CONTENTS

This manual may contain images or content different from the model you purchased.

This manual is subject to revision by the manufacturer.


**SAFETY INSTRUCTIONS ..... 5**

IMPORTANT SAFETY INSTRUCTIONS ..... 5
Disposal of Your Old Appliance ..... 11

**INSTALLATION ..... 12**

Parts ..... 12
Accessories ..... 12
Specifications ..... 13
Installation Place Requirements ..... 14
Unpacking and Removing Transit Bolts ..... 15
Using Anti-Slip Sheets (Optional) ..... 16
Wooden Floors (Suspended Floors) ..... 16
Leveling the Appliance ..... 17
Connecting Supply Hose ..... 17
Installing the Drain Hose ..... 20

**OPERATION ..... 21**

Using the Washing Machine ..... 21
Sorting Laundry ..... 23
Using Detergent and Fabric Softeners ..... 24
Control Panel ..... 28
Programme Table ..... 29
Option Programme ..... 35
Dry ..... 38
Settings ..... 40
Download Cycles ..... 44

**SMART FUNCTIONS ..... 45**
Using Smart ThinQ Application ..... 45
Using Smart Diagnosis™ ..... 47

**MAINTENANCE ..... 48**
Cleaning the Washing Machine ..... 48
Cleaning the Water Inlet Filter ..... 48
Cleaning the Drain Pump Filter ..... 49
Cleaning Auto dispense box ..... 50
Tub Clean ..... 51
Caution on Freezing During Winter ..... 52

**TROUBLESHOOTING ..... 54**
Diagnosing Problems ..... 54
Error Messages ..... 57

**WARRANTY ..... 59**

**OPERATING DATA ..... 62**

# SAFETY INSTRUCTIONS

**The following safety guidelines are intended to prevent unforeseen risks or damage from unsafe or incorrect operation of the product.**
**The guidelines are separated into 'WARNING' and 'CAUTION' as described below.**

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

**⚠ WARNING**

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

**⚠ CAUTION**

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

## IMPORTANT SAFETY INSTRUCTIONS

**⚠ WARNING**

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

### Children in the Household

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

## For use in Europe:

This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.

Children of less than 3 years should be kept away unless continuously supervised.

## Installation

- Never attempt to operate the appliance if it is damaged, malfunctioning, partially disassembled, or has missing or broken parts, including a damaged cord or plug.
- This appliance should only be transported by two or more people holding the appliance securely.
- 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, or rain or temperatures below freezing.
- Tighten the drain hose to avoid separation.
- 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.
- This appliance must not be installed behind a lockable door, a sliding door or a door with a hinge on the opposite side to that of the appliance, in such a way that a full opening of the appliance door is restricted.

- This pedestal washing machine must be installed underneath a matching LG front-loading washing machine manufactured after 2009.
- This appliance must be grounded. In the event of malfunction or breakdown, grounding will reduce the risk of electric shock by providing a path of least resistance for electric current.
- 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.
- Improper connection of the equipment-grounding conductor can result in risk of electric shock. Check with a qualified electrician or service personnel if you are in doubt as to whether the appliance is properly grounded.
- Do not modify the power plug provided with the appliance. If it does not fit the outlet, have a proper outlet installed by a qualified electrician.

## Operation

- Do not use a sharp object like drill or pin to press or separate an operation unit.
- Do not repair or replace any part of the appliance. All repairs and servicing must be performed by qualified service personnel unless specifically recommended in this Owner's Manual. Use only authorized factory parts.
- Use new hose or hose-set supplied with the appliance. Reusing old hoses can cause a water leak and subsequent property damage.
- Do not use liquid chlorine bleach.
- Do not operate the applilance without Auto Liquid Dispense Box in place.

- Do not reach into the appliance if the tub or agitator is moving.
- Keep the area underneath and around the appliance free of combustible materials such as lint, paper, rags, chemicals, etc.
- Do not put animals, such as pets into the appliance.
- Do not leave the appliance door open. Children may hang on the door or crawl inside the appliance, causing damage or injury.
- Never reach into the appliance while it is operating. Wait until the drum has completely stopped.
- Do not put in, wash or dry articles that have been cleaned in, washed in, soaked in, or spotted with combustible or explosive substances (such as wax, oil, paint, gasoline, degreasers, drycleaning solvents, kerosene, vegetable oil, cooking oil, etc.). Improper use can cause fire or explosion.
- In case of flood, disconnect the power plug and contact the LG Electronics customer information centre.
- Do not push down the door excessively, when the appliance door is open.
- Do not touch the door during a high temperature programme.
- Do not use flammable gas and combustible substances (benzene, gasoline, thinner, petroleum, alcohol, etc.) near the appliance.

- If the drain hose or inlet hose is frozen during winter, use it only after thawing.
- Keep all washing detergents, softener and bleach away from children.
- Do not touch the power plug or the appliance controls with wet hands.
- When pulling out the power plug from an outlet, hold the power plug, not the cable.
- Do not bend the power cable excessively or place a heavy object on it.
- If there is a gas leakage (isobutane, propane, natural gas, etc.), do not touch the appliance or power plug and ventilate the area immediately.

## Maintenance

- Securely plug the power plug in the socket outlet after completely removing any moisture and dust.
- Disconnect the power cord before cleaning the appliance.
- 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 inside or outside the appliance to clean it.

## Technical Safety

- Do not dry unwashed items in the appliance.
- Items that have been soiled with substances such as cooking oil, vegetable oil, acetone, alcohol, petroleum, kerosene, spot removers, turpentine, waxes and wax removers should be washed in hot water with an extra amount of detergent before being dried in the appliance.
- Never stop the appliance before the end of the drying cycle unless all items are quickly removed and spread out so that the heat is dissipated.
- Items such as foam rubber (latex foam), shower caps, waterproof textiles, rubber backed articles and clothes or pillows fitted with foam rubber pads should not be dried in the appliance.
- Fabric softeners, or similar products, should be used as specified by the fabric softener instructions.
- Remove all objects from pockets such as lighters and matches.
- The appliance is not to be used if industrial chemicals have been used for cleaning.

## Disposal

- Dispose of all packaging materials (such as plastic bags and styrofoam) away from children. The packaging materials can cause suffocation.
- Before discarding an old appliance, unplug it. Cut off the cable directly behind the appliance to prevent misuse.
- Remove the door before disposing of or discarding this appliance to avoid the danger of children or small animals getting trapped inside.

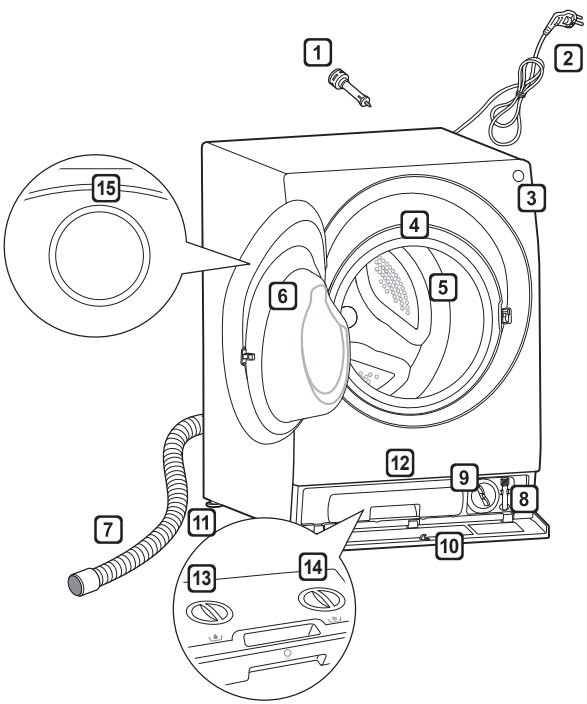
## Disposal of Your Old Appliance



- This crossed-out wheeled bin symbol indicates that waste electrical and electronic products (WEEE) should be disposed of separately from the municipal waste stream.
- Old electrical products can contain hazardous substances so correct disposal of your old appliance will help prevent potential negative consequences for the environment and human health. Your old appliance may contain reusable parts that could be used to repair other products, and other valuable materials that can be recycled to conserve limited resources.
- You can take your appliance either to the shop where you purchased the product, or contact your local government waste office for details of your nearest authorised WEEE collection point. For the most up to date information for your country please see www.lg.com/global/recycling.

- This washing machine contains fluorinated greenhouse gases. R134a(GWP: 1430): 0.300 kg / 0.429 t CO2-eq. Hermetically sealed.

## Parts




1. Transit bolts
2. Power plug
3. Power button
4. Tub lamp
5. Drum
6. Door
7. Drain hose
8. Drain pump
9. Drain pump filter
10. Lower cover
11. Adjustable feet
12. Auto dispense box
13. Liquid detergent dispenser cap
14. Liquid softener dispenser cap
15. Control panel

## Accessories



Cold supply hose (1 EA)
(Option: Hot (1 EA))



Spanner



Caps for covering transit bolt holes (Optional)



Anti–slip sheets (2 EA)
(Optional)



Elbow Bracket (for securing drain hose)



Tie strap (Optional)



Rubber bowl (1 EA)

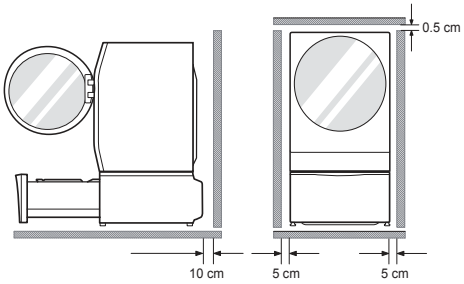
## Specifications

| Model | LSWD100 |
|---|---|
| Wash Capacity | 12 kg (Wash) / 7 kg (Dry) |
| Power Supply | 220 - 240 V~, 50 Hz |
| Size | 600 mm (W) x 675 mm (D) x 850 mm (H) |
| Product Weight | 94.5 kg |
| Permissible Water pressure | 0.1 - 1.0 MPa (1.0 - 10.0 kgf / cm²) |
| Allowable temperature | 5 – 35 °C |

- If the temperature is out of range of allowable temperature for installation, dying time is longer or drying performance is pool.
- Appearance and specifications may change without notice to improve the quality of the product.
- No further backflow protection required for connection to the water supply.

# Installation Place Requirements

## Location




**Level floor** : Allowable slope under the entire appliance is 1°.

**Power outlet** : Must be within 1.5 meters of either side of the location of the appliance.

- Do not overload the outlet with more than one appliance.

**Additional Clearance** : For the wall, 10 cm: rear/5 cm: right & left side

- Do not place or store laundry products on top of the appliance at any time.
- These products may damage the finish or controls.

### ⚠ WARNING

- The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.

## Positioning

- Install the appliance on a flat hard floor.
- Make sure that air circulation around the appliance is not impeded by carpets, rugs, etc.
- Never try to correct any unevenness in the floor with pieces of wood, cardboard or similar materials under the appliance.
- If it is impossible to avoid positioning the appliance next to a gas cooker or coal burning stove, an insulation (85x60 cm) covered with aluminum foil on the side facing the cooker or stove must be inserted between the two appliances.
- Do not install the appliance in rooms where freezing temperatures may occur. Frozen hoses may burst under pressure. The reliability of the electronic control unit may be impaired at temperatures below freezing point.
- Ensure that when the appliance is installed, it is easily accessible for an engineer in the event of a breakdown.
- With the appliance installed, adjust all four feet using a transit bolt spanner to ensure the appliance is stable, and a clearance of approximately 5 mm is left between the top of the appliance and the underside of any work-top.
- If the appliance is delivered in winter and temperatures are below freezing, place the appliance at room temperature for a few hours before putting it into operation.

### ⚠ WARNING

- This equipment is not designed for maritime use or for use in mobile installations such as caravans, aircraft etc.

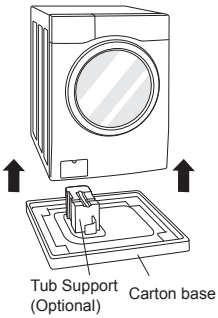
## Electrical Connection

- Do not use an extension cord or double adapter.
- Always unplug the appliance and turn off the water supply after use.
- Connect the appliance to an earthed socket in accordance with current wiring regulations.
- The appliance must be positioned so that the plug is easily accessible.
- Repairs to the appliance must only be carried out by qualified personnel. Repairs carried out by inexperienced persons may cause injury or serious malfunctioning. Contact your local service centre.

# Unpacking and Removing Transit Bolts

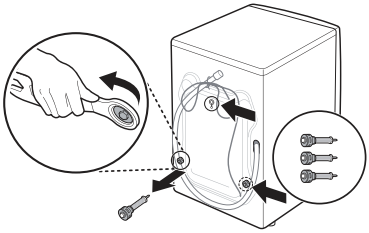
**1** Lift the appliance off the foam base.

- After removing the carton and shipping material, lift the appliance off the foam base. Make sure the tub support comes off with the base and is not stuck to the bottom of the appliance.
- If you must lay the appliance down to remove the carton base, always protect the side of the appliance and lay it carefully on its side. Do not lay the appliance on its front or back.



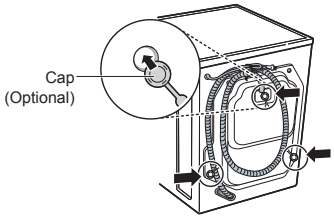

**2** Remove the bolt assemblies.

- Starting with the bottom two transit bolts, use the spanner (included) to fully loosen all transit bolts by turning them counterclockwise. Remove the bolt assemblies by wiggling them slightly while pulling them out.



**3** • Install the hole caps (optional).

• Locate the hole caps included in the accessory pack or attached on the back.




**NOTE**

- Save the bolt assemblies for future use. To prevent damage to internal components, Do not transport the washing machine without reinstalling the transit bolts.
- Failure to remove transit bolts and retainers may cause severe vibration and noise, which can lead to permanent damage to the washing machine. The cord is secured to the back of the washing machine with a shipping bolt to help prevent operation with transit bolts in place.

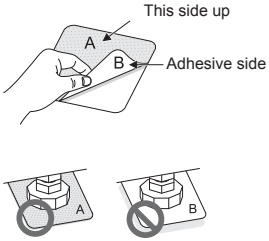
## Using Anti-Slip Sheets (Optional)

If you install the appliance on a slippery surface, it may move because of excessive vibration. Incorrect leveling may cause malfunction through noise and vibration. If this occurs, install the anti-slip sheets under the leveling feet and adjust the level.

**1** Clean the floor to attach the anti-slip sheets.
- Use a dry rag to remove and clean foreign objects and moisture. If moisture remains, the anti-slip sheets may slip.

**2** Adjust the level after placing the appliance in the installation area.

**3** Place the adhesive side of the anti-slip sheets on the floor.
- It is most effective to install the anti-slip sheets under the front legs. If it is difficult to place the pads under the front legs, place them under the back legs.

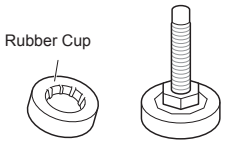



**4** Ensure the appliance is level.
- Push or rock the top edges of the appliance gently to make sure that the appliance does not rock. If the appliance rocks, level the appliance again.

**NOTE**
- You can obtain anti-slip sheets from the LG Service Centre.

## Wooden Floors (Suspended Floors)

- Wooden floors are particularly susceptible to vibration.
- To prevent vibration we recommend you place rubber cups at least 15 mm thick of the each foot of the appliance, secured to at least two floor beams with screws.



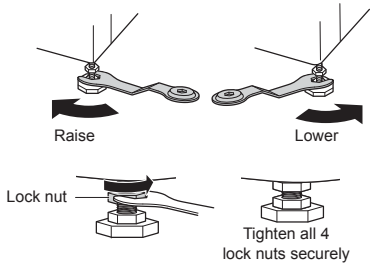

- If possible install the appliance in one of the corners of the room, where the floor is more stable.
- Fit the rubber cups to reduce vibration.

**NOTE**
- Proper placement and leveling of the washing machine will ensure long, regular, and reliable operation.
- The washing machine must be 100% horizontal and stand firmly in position.
- It must not ‘Seesaw’ across corners under the load.
- The installation surface must be clean, free from floor wax and other lubricant coatings.
- Do not let the feet of the washing machine get wet. Failure to do so may cause vibration or noise.
- You can obtain rubber cups (p/no.4620ER4002B) from the LG Service Centre.

## Leveling the Appliance

If the floor is uneven, turn the adjustable feet as required (Do not insert pieces of wood etc. under the feet). Make sure that all four feet are stable and resting on the floor and then check that the appliance is perfectly level (Use a spirit level).

- Once the appliance is level, tighten the lock nuts up towards the base of the appliance. All lock nuts must be tightened.




**Diagonal Check**

- When pushing down the edges of the top plate diagonally, the appliance should not move up and down at all (check both directions). If the appliance rocks when pushing the machine top plate diagonally, adjust the feet again.

**NOTE**

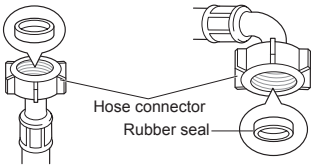
- Timber or suspended type flooring may contribute to excessive vibration and unbalance.
- If the washing machine is installed on a raised platform, it must be securely fastened in order to eliminate the risk of falling off.

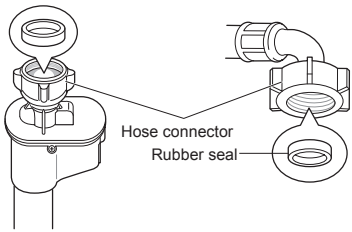
## Connecting Supply Hose

- Water supply pressure must be between 0.1 MPa and 1.0 MPa (1.0–10.0 kgf/cm$^2$).
- Do not overtighten the water supply hose.
- If the water supply pressure is more than 1.0 MPa, a decompression device should be installed.
- Periodically check the condition of the hose and replace the hose if necessary.

### Checking the Rubber Seal on the Supply Hose

Two rubber seals are supplied with the water inlet hoses. They are used for preventing water leaks. Make sure the connection to taps is sufficiently tight.

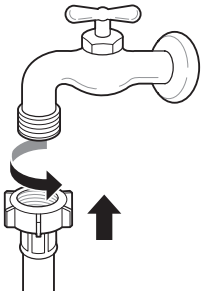


## Connecting Hose to Water Tap

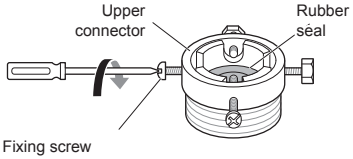
### Connecting Screw-Type Hose to Tap with Thread

Screw the hose connector onto the water supply tap.

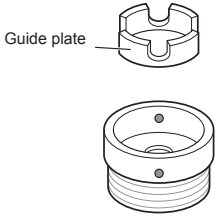


### Connecting Screw-Type Hose to Tap Without Thread

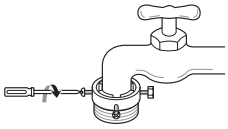
1 Loose the four fixing screws.



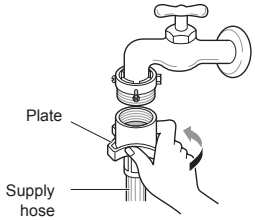

2 Remove the guide plate if the tap is too large to fit the adapter.




3 Push the adapter onto the end of the tap so that the rubber seal forms a watertight connection. Tighten the four fixing screws.

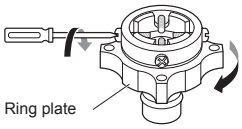


4 Push the supply hose vertically upwards so that the rubber seal within the hose can adhere completely to the tap and then tighten it by screwing it to the right.

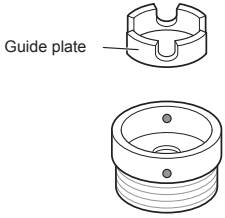



### Connecting One Touch Type Hose to Tap Without Thread

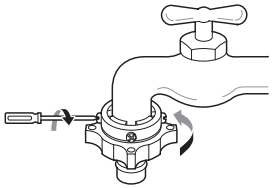
1 Unscrew the adapter ring plate and loose the four fixing screws.



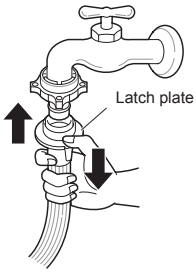

2 Remove the guide plate if the tap is too large to fit the adapter.



**3** Push the adapter onto the end of the tap so that the rubber seal forms a watertight connection. Tighten the four fixing screws and the adapter ring plate.



**4** Pull the connector latch plate down, push the supply hose onto the adapter, and release the connector latch plate. Make sure the adapter locks into place.

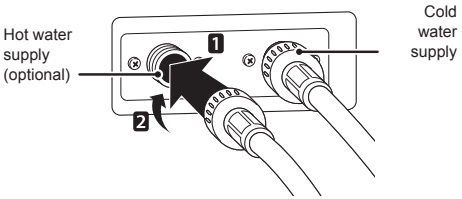



**NOTE**

- After connecting the supply hose to the water tap, turn on the water tap to flush out foreign substances (dirt, sand, sawdust, and etc.) in the water lines. Let the water drain into a bucket, and check the water temperature.

## Connecting Hose to Appliance

Attach the hot water line to the hot water inlet on the back of the washer. Attach the cold water line to the cold water inlet on the back of the washer.




**NOTE**

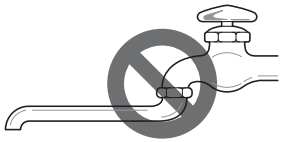
- After completing connection, if water leaks from the hose, repeat the same steps. Use the most conventional type of tap for the water supply. In case the tap is square or too big, remove the guide plate before inserting the tap into the adaptor.

### Using the Horizontal Tap

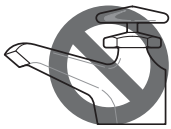
**Horizontal tap**



**Extension tap**

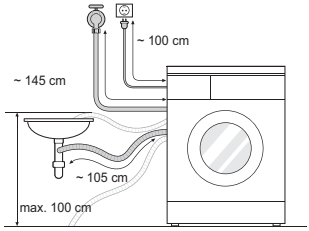


**Square tap**

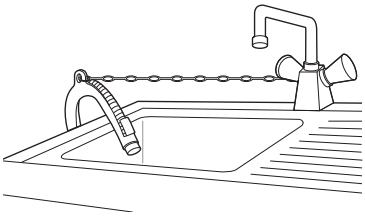


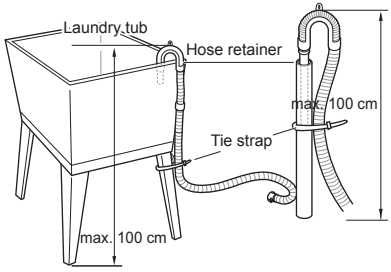
# Installing the Drain Hose

- The drain hose should not be placed higher than 100 cm above the floor. Water in the appliance may not drain or may drain slowly.
- Securing the drain hose correctly will protect the floor from damage due to water leakage.
- If the drain hose is too long, do not force it back into the appliance. This will cause abnormal noise.




- When installing the drain hose to a sink, secure it tightly with string.
- Securing the drain hose correctly will protect the floor from damage due to water leakage.



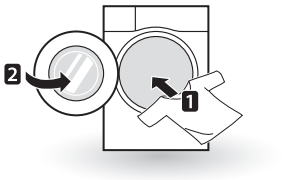


## Using the Washing Machine

Before the first wash, select a washing programme, allow the washing machine to wash without clothing. This will remove residue and water from the drum that may have been left during manufacturing.

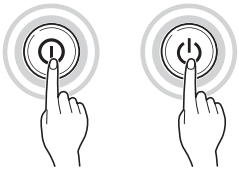
**1** Sort laundry and load items.

- Sort laundry by fabric type, soil level, colour and load size as needed. Open the door and load items into the washing machine.

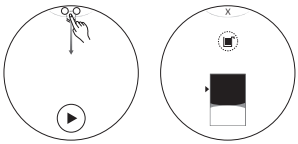



**2** Turn on the washing machine.

- Press the **Power** button to turn on the washing machine.



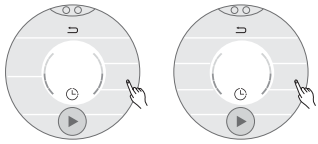
**3** Use the Auto Detergent function or dispense the detergent manually. If you use the Auto Detergent function, turn on the Icon( ) on the settings window. For more information, refer to 'Using Detergents and Fabric Softeners'



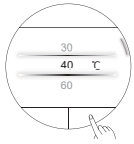
**4** Choose the desired wash programme.



**5** Select the options you want to change.

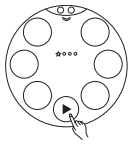


**6** After changing the options, press **OK**.




**7** Begin cycle.

- Press the **Start/Pause** button to begin the cycle. The washing machine will agitate briefly without water to measure the weight of the load. If the **Start/Pause** button is not pressed for few minutes, the washing machine will shut off and all settings will be lost.



**8** End of cycle.

- When the cycle is finished, a melody will sound. Immediately remove your clothing from the washing machine to reduce wrinkling. Check around the door seal when removing the load for small items that may be caught in the seal.

## NOTE

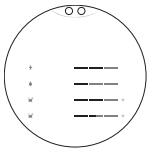
- Leaving wet laundry in drum for a long time may cause a bad smell. Take out the laundry immediately after the wash programme has finished.
- When using the **Main Washer** and the **Mini Washer** together, pressing the **Power** button shows the following display.



- When you select a programme, the expected energy and water consumption of the wash programme is displayed as shown below. (The left bar above the symbol (⚡) indicates the expected energy consumption and the right bar above the symbol (💧) indicates the expected water consumption.)



- Once the wash programme has finished, the amount of energy, water, detergent and softener consumed is displayed as shown below.
  (The bars indicate approximately 0.5 kWh of energy, 30ℓ of water, 30 ml of detergent, and 20ml of softener consumed.)



- Press the O marked and open the door as shown below.



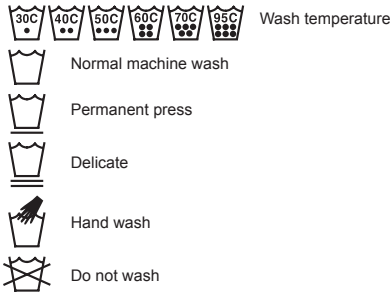
### ⚠ CAUTION

- The button cannot be recognized when the door is open. Press again after closing the door.

# Sorting Laundry

**1** Look for a care label on your clothes.

- This will tell you about the fabric content of your garment and how it should be washed.
- Symbols on the care labels.

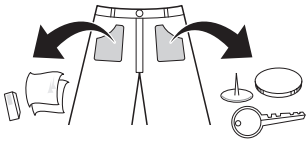



**2** Sorting laundry.

- To get the best results, sort clothes into loads that can be washed with the same wash cycle.
- Different fabrics need to be washed at varying temperatures and spin speeds.
- Always sort dark colours from pale colours and whites. Wash separately as dye and lint transfer can occur causing discolouration of white and pale garments. If possible, do not wash heavily soiled items with lightly soiled ones.
  - Soil (Heavy, Normal, Light) : Separate clothes according to amount of soil.
  - Colour (White, Lights, Darks): Separate white fabrics from coloured fabrics.
  - Lint (Lint producers, Collectors): Wash lint producers and lint collectors separately.

**3** Caring before loading.

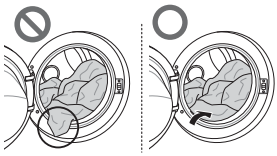
- Combine large and small items in a load. Load large items first.
- Large items should not be more than half the total wash load. Do not wash single items. This may cause an unbalanced load. Add one or two similar items.
- Check all pockets to make sure that they are empty. Items such as nails, hair clips, matches, pens, coins and keys can damage both your washing machine and your clothes.



- Close zippers, hooks and strings to make sure that these items don’t snag on other clothes.
- Pre-treat dirt and stains by brushing a small amount of detergent dissolved water onto stains to help lift dirt.

**⚠ CAUTION**

- Check inside the drum and remove any items from a previous wash.

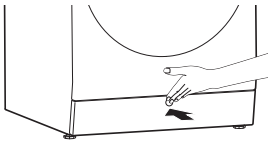


# Using Detergent and Fabric Softeners

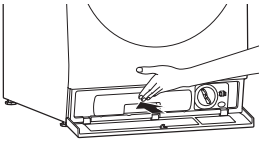
## Using the Auto Dispense Function

When the Auto Detergent function is turned on, detergent and softener are automatically dispensed in amounts based on the amount of laundry, after which the wash cycle starts.

**1** Press the O mark to open the lower cover as shown below.



**2** Press PUSH on the auto dispense box as shown below.



**3** Turn the caps on the auto dispense box to the left to open them.



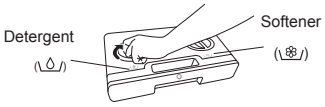

**4** Pour the detergent and softener into their respective compartments.

– The auto dispense box has two reservoirs. Put the liquid detergent ( ) into the left reservoir and the fabric softener ( ) into the right reservoir.

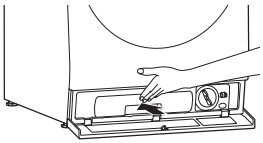
– Fill up to the Max line.



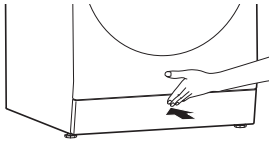

**5** After filling, turn the caps to the right to close tight.



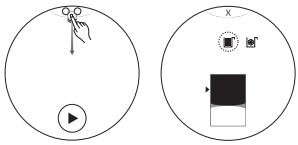

**6** Insert the auto dispense box until you hear a click sound.



**7** Close the Lower cover.



**8** Turn on the **Auto Detergent** function.

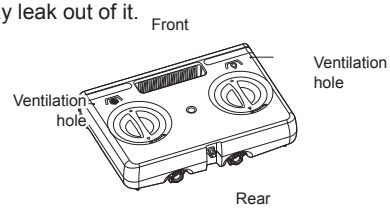


## NOTE

- Before using the appliance, check if there is any detergent in the auto dispense box.
- When the auto dispense box is filled with detergent, the detergent will last for about 18 standard cycles with half a load of laundry in drum.
- The default settings are configured to automatically dispense 70 ml of detergent and 30 ml of softener for 4 - 6 kg of normally soiled laundry. This can be changed using the **More Settings** button. For more details, refer to **"Auto Dispense"**.
- When you wash laundry with a load size of 4 - 6 kg, please refer to the recommended amount of the detergent as indicated by the detergent maker.
- When you select **Auto Wash**, **Auto Detergent** is automatically turned on.
- Turn on the detergent/softener refill alarm to be notified of when to refill.
- Remove any residual detergent outside the auto dispense box before refilling it.
- If you want to use a different type of detergent, follow the steps as shown above.
- Do not use force to pull out the auto dispense box.
- Pour detergent or softener into the respective reservoir and push the box back inside until you hear a clicking sound.
- To set Auto Detergent in a programme where the use of a neutral detergent is recommended, press the Cancel button when you are prompted with the message to supply wool detergent. The detergent will then be dispensed automatically.

## ⚠ CAUTION

- Pull out the dispensing box only when refilling or replacing detergent.
- Please use liquid detergents for drums only.
- Do not put any detergent powder into the auto dispense box.
- Do not put liquid bleach into the auto dispense box.
- The auto dispensing function may not work properly with some concentrated gel detergents. Please use a separate cup instead to dispense the gel detergent.
- Be careful not to mix detergent with a fabric softener.
- When you pull or insert the auto dispense box, the liquid detergent and the fabric softener may spill out onto the floor. Please wipe them away.
- Before using the auto detergent/softener, make sure the **Auto Dispense** function is turned on in the Settings.
- Do not leave detergent or fabric softener in the reservoirs for a long time as they may harden and fail to dispense automatically.
- The holes on the left and the right as shown in the figure below are ventilation holes that help with the automatic dispensing of the detergent and softener. If you hold the dispensing box upside down, the detergent and the softener may leak out of it.




- If the ventilation holes are blocked, the Auto Dispense function may not work properly. Check them when you clean the dispensing box.

## Dispensing Detergent Manually

You may disable the Auto Detergent function if necessary.

- To dispense a different kind of detergent (powder detergent, neutral detergent, or oxygen-based bleach) manually without using the Auto Detergent function, use the separately provided Rubber bowl.

1 Turn off **Auto Detergent** function.

2 Put detergent in the Rubber bowl.



3 Put the Rubber bowl into the drum.



### NOTE

- Dispense the detergent by referring to the scale mark in the Rubber bowl.
- When washing is finished, wash the Rubber bowl clean before storing it.
- To use fabric softener, turn on the **Auto Softener** function.
- Do not use the Rubber bowl with the **Auto Detergent** function turned on. Excessive suds will remain even after rinsing, causing a longer rinsing time or preventing a proper rinsing.
- When you use the Delay Wash function, Auto Dispense is recommended.
- You may store the Rubber bowl by folding it as shown in the figure below.



### ⚠ CAUTION

- Do not pour fabric softener directly on the clothes.
- Dispense the fabric softener using the Auto Detergent function.
- Put the Rubber bowl in carefully to avoid direct contact between the detergent and the laundry. Detergent with strong bleaching power may cause laundry discolouration.
- Apply the recommended amount of detergent as indicated by the detergent maker. Using an excessive amount of detergent may leave the laundry smelling of detergent residue after washing.

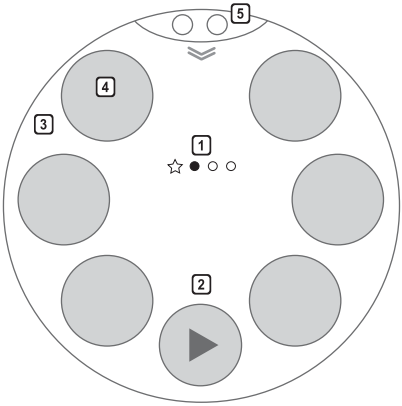
## Detergent Dosage

- When you use the **Delay Wash** or **Prewash** function, **Auto Dispense** is recommended.
- If too much detergent is used, too many suds can occur, which may result will result in poor washing results or over-burden the motor with a heavy weight.
- By default, the dispensed amount of auto detergent and an auto softener for 4- 6 kg of regularly soiled fabrics is set to 70 ml and 30 ml, respectively, which can be changed using the **More Settings** button.
- Detergent usage may need to be adjusted for water temperature, water hardness, size and soil level of the load. For best results, avoid oversudsing.
- Refer to the label of the clothes, before choosing the detergent and water temperature.
- For better washing performance and whitening, use detergent with the general powdered bleach.

**NOTE**

- Do not let the detergent harden.
  Doing so may lead to blockages, poor rinse performance or odour.

# Control Panel




### 1 Cycle Category

- This displays the currently available page. Swipe the display left or right to show **Daily Cycles**, **Special Cycles**, **Dry Cycles(Optional)**, **Download Cycle**, and **My Pattern**.
- My Pattern is used when you want to wash with a programme you use frequently. If you run the same programme more than three times, it will be registered as **My Pattern**.
- Cycle categories may differ on some models.

### 2 Start/Pause Button

- This **Start/Pause** button is used to start the wash cycle or pause the wash cycle.
- If a temporary stop of the wash cycle is needed, press the **Start/Pause** button.

### 3 Display

- The display shows programmes, remaining time, options, status messages, etc.
- The display shows the estimated time remaining while the size of the load is being calculated automatically.

### 4 Programmes

- You may select a desired cycle. For more information on programmes, refer to 'Programme Table'.
- You can download the new and special programmes that are not included in the appliance's basic programmes in **Download Cycle** category.

### 5 Quick Setting

- **Child Lock**, **Remote Start**, **Auto Detergent**, **Auto Softener**, Selection of **Main Washer** and **Mini Washer**, and **More Settings** are displayed. You can turn on or off a function by touch.

# Programme Table

## Washing Programme

### Daily Cycle

| Programme | Description | Fabric Type | Proper Temp. | Maximum Load |
|---|---|---|---|---|
| **Cotton** | Provides better performance by combining various drum motions. | Coloured fast garments (shirts, nightdresses, pajamas, etc.) and normally soiled cotton load (underwear). | 40 °C (Cold to 95 °C) | Rating |
| **Auto Wash** | Adjusts wash and rinse patterns automatically, after detecting the amount of clothes and soil level to ensure the best performance and care. | | 40 °C | |
| **Easy Care** | Suitable for casual shirts that do not need ironing after washing. | Polyamide, acrylic, polyester. | 40 °C (Cold to 60 °C) | 5 kg |
| **Mix** | Enables various fabrics to be washed simultaneously. | Various kind of fabrics except special garments (silk/delicate, sports wear, dark clothes, wool, duvet/ curtains). | 40 °C (Cold to 40 °C) | 6 kg |
| **Speed 14** | Provides fast washing time for small loads and lightly soiled clothes. | Coloured laundry which is lightly soiled fast. CAUTION : Use less than 10 g of detergent (for 2 kg load) otherwise detergent may remain on the clothes. | 20 °C (20 °C to 40°C) | 2 kg |
| **Wool** | Enables to wash wool fabrics. (Use detergent for machine-washable woolens). | Machine washable woolens with pure new wool only. | 30 °C (Cold to 40 °C) | 3 kg |

## Special Cycle

| Programme | Description | Fabric Type | Proper Temp. | Maximum Load |
|---|---|---|---|---|
| **Allergy Care** | Helps to remove allergens such as house mite and pollen. | Cotton, underwear, pillow covers, bed sheets, baby wear | 60 °C (60 °C to 95 °C) | 6 kg |
| **Outdoor** | Suitable for water-proof clothes made of Gore-tex or Windstopper, etc. | Leisure clothes such as water-proof jacket, trousers | 30 °C (Cold to 40 °C) | 2 kg |
| **Direct Wear (1 kg)** | Provides washing to drying within 80 mins at once for light soiled 1-3 shirts. | Cotton mixed, polyester mixed dress shirts, blouses | 20 °C (20 °C to 40 °C) | 1 kg |
| **Stain Care** | Wash off several kinds of stain such as wine, juice, dirt, etc. (Water temperature is increased step by step for washing various stains.) | Cotton blended fabrics, no delicate clothes | 40 °C or 60 °C (30 °C to 60 °C) | 3 kg |
| **Gentle Care** | For hand washable delicate clothes such as lingerie, dresses, etc. | Hand washable clothes. | 20 °C (Cold to 30°C) | 1.5 kg |
| **Delicate** | For delicate clothes such as underwear, blouses, etc. | Delicate, easily damaged laundry. | 30 °C (Cold to 40 °C) | 3 kg |

## Download Cycle

| Programme | Description | Fabric Type | Proper Temp. | Maximum Load |
|---|---|---|---|---|
| **Tub Clean** | Cleans inside of the washing machine. | - | 60 °C | - |
| **Rinse+Spin** | Use for laundry that need rinsing only or to add rinse-added fabric softener to laundry. | Normal fabrics which can be washable. | No choice | - |
| **Refresh** | Removes wrinkles within 30mins with steam | Cotton mixed, polyester mixed dress shirts, blouses | No choice | 3 items |
| **Turbo 49** | Provides fast washing time for small loads and lightly soiled clothes. | Colored laundry which is lightly soiled. | 40 °C (Cold to 40 °C) | 6 kg |
| **Spin** | Only for spin | - | No choice | - |
| **Cotton+** | Provides optimised washing performance for large amount of laundry with less energy consumption. | Coloured fast garments (shirts, nightdresses, pajamas, etc.) and normally soiled cotton load (underwear). | 60 °C (Cold to 60 °C) | Rating |

- Water Temperature: Select the appropriate water temperature for chosen wash programme. Always follow garment manufacturer's care label or instructions when washing.

## NOTE

- Neutral detergent is recommended.

## Drying Programme

| Programme | | Description | Fabric Type | Maximum Load |
|---|---|---|---|---|
| **Cotton** | Normal | Suitable for towels, shirts, underwear, etc. | Normal cotton laundry | 7 kg |
| | Iron | | | |
| | Eco | | | |
| | Speed | | | 5 kg |
| **Outdoor** | | Suitable for leisure wear. It would be help resist water repellency of clothes. | Coolmax, Gore-tex, Fleece and Sympatex. | 2 kg |
| **Time Dry** | | You can change the drying time according to the maximum load. | Cotton, towel | 3 kg |
| **Wash+Dry (7 kg)** | | Provides a nonstop process of washing and drying in the same cycle. | Normal cotton laundry | 7 kg |
| **Easy Care** | | Suitable for casual shirts. | Polyamide, acrylic, polyester. | 3.5 kg |
| **Delicate** | | Dries delicate clothes such as underwear, blouses, etc. | Delicate, easily damaged laundry. | 1.5 kg |

- Set programme at ‘Wash: Cotton + Heavy + 60ºC' and 'Dry: Eco' to test in accordance with EN 50229.

### NOTE

- Select maximum selectable spin speed of washing programme to ensure drying results.
- Where the amount of laundry to be washed and dried in one programme does not exceed the maximum weight permitted for the drying programme, washing and drying in one continuous sequence is recommended.

## Extra Options

### Washing Programme

| Programme | Turbo Wash | Prewash | Medic Rinse | Crease Care | Delay Wash |
|---|---|---|---|---|---|
| Cotton | ● | ● | ● | ● | ● |
| Auto Wash | | | | ● | ● |
| Mix | ● | ● | ● | ● | ● |
| Easy Care | ● | ● | ● | ● | ● |
| Speed 14 | | | | ● | ● |
| **Wool | | | | ● | ● |
| Allergy Care | | | ● | ● | ● |
| Stain Care | ● | ● | ● | ● | ● |
| **Outdoor | ● | | | ● | ● |
| **Gentle Care | | | | ● | ● |
| Direct Wear (1 kg) | ●* | | | | ● |
| **Delicate | ● | | | ● | ● |
| Tub Clean | | | | | |
| Refresh | | | | | |
| Rinse + Spin | | | ● | ● | ● |
| Turbo 49 | ●* | | | ● | ● |
| Spin | | | | ● | ● |
| Cotton+ | ● | ● | ● | ● | ● |

- * : This option is automatically included in the programme and can not be deleted.
- ** : This programme recommends using a neutral detergent or an exclusive detergent.

### Drying Programme

| Programme | Turbo Wash | Prewash | Medic Rinse | Crease Care | Delay Wash |
|---|---|---|---|---|---|
| Cotton | | | | | ● |
| Outdoor | | | | | ● |
| Time Dry | | | | | ● |
| Wash+Dry (7 kg) | ● | ● | ● | | ● |
| Easy Care | | | | | ● |
| Delicate | | | | | ● |

## Operating Data

| Programme | Max RPM |
|---|---|
| **Cotton** | 1600 |
| **Auto Wash** | 1600 |
| **Mix** | 1600 |
| **Easy Care** | 1200 |
| **Speed 14** | 800 |
| **Wool** | 800 |
| **Allergy Care** | 1600 |
| **Stain Care** | 1600 |
| **Outdoor** | 800 |
| **Gentle Care** | 800 |
| **Direct Wear (1kg)** | 1200 |
| **Delicate** | 800 |
| **Tub Clean** | - |
| **Refresh** | - |
| **Rinse + Spin** | 1600 |
| **Turbo 49** | 1600 |
| **Spin** | 1600 |
| **Cotton+** | 1600 |

# Option Programme

When you select a programme, washing starts with the default settings. If needed, change the options as shown below.



1 : Soil
2 : Rinse
3 : Temp.
4 : Spin
5 : Add Option
6 : Add Drying (Optional)

1 Press the **Power** button.

2 Select a washing programme.

3 Select the options you want to change.

4 Change the options and press the **OK** button.

5 Press the **Start/Pause** button.

## 1 Soil

### Light

Use this option when the soil level is lower than a general washing.

### Normal

Use this option for general washing.

### Heavy

Select this option to wash heavily soiled laundry with more power compared to the standard wash for each programme.

## 2 Rinse

### Rinse+

Add rinse once.

### Rinse++

Add rinse twice.

### Rinse & Hold

The programme is paused until start button is pressed again when rinse is finished.

### Rinse+ & Hold

Add rinse once then after rinsing process, the programme is paused until Start/Pause button is pressed again.

## 3 Temp.

The 3 button selects the wash temperature combination for the selected programme. Press the desired setting. All rinses use cold tap water.

- Select the water temperature suitable for the type of load you are washing. Follow the garment fabric care labels for best results.

## 4 Spin

Spin speed level can be selected by pressing the 4 button repeatedly.

### NOTE

- When you select **No Spin**, it will still rotate for a short time to drain quickly.
- The spin setting range may be different depending on programmes.

## 5 Add Option

Option settings may be different depending on programmes.

### Turbo Wash ()

Wash programme in under 1 hour with energy and water saving. (based on half of laundry)

### Prewash ()

If the laundry is heavily soiled, the **Prewash** is recommended.

### NOTE

- If you select **Prewash** after putting the detergent directly in drum, the detergent may be washed away, causing less washing performance. When selecting **Prewash**, be sure to set to Auto Detergent.

### Medic Rinse ()

For best results or for cleaner rinsing. This allows the final rinse to be heated to 40 degrees.

### Crease Care ()

If you want to prevent creasing, select **Crease Care** option.

### NOTE

- To prevent tangling of your laundry, the tub will rotate for a certain period of time after spinning is finished.

## 6 Add Drying

Option settings may be different depending on cycles.(Refer to 'Drying Programme')

### Cooling

This programme cools the clothes down after drying when they are hot.

### Normal

You can use it to dry your normal fabrics.

### Iron

For easy ironing, finish drying in a damp state.

### Eco

A special programme to dry with an optimized energy consumption.

### Speed

You can use it to dry your clothes quickly.

### Time Dry(30/60/90/120min)

You can use it to dry your laundry for a fixed amount of time.

### NOTE

- If drying performance is too low or bad, refer to Trouble Shooting.
- If necessary, add a Time Dry cycle again.

## Delay Wash( )

You can set a time delay so that the washing machine will start automatically and finish after a specified time interval.

1 Press the **Power** button.

2 Select a washing programme.

3 Press **Delay Wash** ( ) under the programme.

4 When you want to change the time, touch the display.

5 Set **Est. End Time**.

6 Press the **OK** button.

### NOTE

- The delay time is the time up until the end of the programme, not the start. The actual running time may vary due to water temperature, wash load and other factors.
- When the **Delay Wash** has been set, the remaining time appears on the display.
- The delay time can be set up to 24 hours from now and cannot be set if it is within the minimum hours of a wash programme.
- To cancel the Delay Wash function, the **Power** button should be pressed.

## Add Item

Laundry can be added or removed after the washing programme is started.

1 Press the **Start/Pause** button.

2 Press the **Add Item**.

3 Open the door after door lock is released.

4 Add or remove laundry.

5 Press the **Start/Pause** button again to continue the cycle. The cycle continues automatically.

### NOTE

- For safety reasons, the door remains locked when the water level or temperature is high. It is not possible to add laundry during this time.
- If the water temperature in the drum is high, wait until it cools down.

### ⚠ CAUTION

- When adding laundry, make sure to completely push it into the drum. If laundry gets stuck in the door latch hole, the rubber packing may be damaged, causing water leakage and malfunction.
- Forcing the door open may cause part damage, destruction, or safety problems.
- If you open the door while there are a lot of suds and water in the drum, the suds or water may flow, causing burn injury or wet floor.

# Dry

Use the your Automatic programmes to dry most loads. Electronic sensors measure the temperature of the exhaust to increase or decrease drying temperatures for faster reaction time and tighter temperature control.

- Cold water tap must be left on during drying programmes.
- This washing machine's automatic process from washing to drying can be selected easily.
- For most even drying, make sure all articles in the clothes load are similar in material and thickness.
- Do not overload the washing machine by stuffing too many articles into the drum. Items must be able to tumble freely.
- If you open the door and remove the load before the washing machine has finished its programme, remember to press the **Start/ Pause** button.
- After the end of dry, 'Cool Down' is displayed. 'Cool Down' means crease decreasing. The drying programme is already done. Press any buttons and take out clothes. If you do not press the **Start/Pause** button, the programme ends after about 4 hours.

## NOTE

- If you want to use spinnig clothes before drying, select the spin RPM at each dry programme's option.
- Be careful when removing your clothing from the washing machine, as the clothing or washing machine may be hot.

**Woolen Articles**

- Do not tumble dry woolen articles. Pull them to their original shape and dry them flat.

**Woven and Loopknit Materials**

- Some woven and loopknit materials may shrink, by varying amounts, depending on their quality.
- Always stretch these materials out immediately after drying.

**Permanent Press and Synthetics**

- Do not overload your washing machine.
- Take out permanent press articles as soon as the washing machine stops to reduce wrinkles.

**Baby Clothes and Night Gowns**

- Always check the manufacturer's instructions.

**Rubber and Plastics**

- Do not dry any items made from or containing rubber or plastics, such as:
  - aprons, bibs, chair covers
  - curtains and table cloths
  - bathmats

**Fiber Glass**

- Do not dry fiberglass articles in your washing machine. Glass particles left in the washing machine may be picked up by your clothes the next time you use the washing machine and cause skin irritation.

## Drying Time Guide

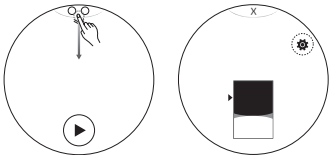
- Drying cycle can last up to about 7 hours.
- These drying times are given as a guide to help you set your washing machine for manual drying.
- If the temperature of the drying system is not enough to complete to dry, drying time is modified automatically, and inform it by pop-up window.

### NOTE

- The estimated drying time varies from the actual drying time during the Automatic programme. The type of fabric, size of the load, and the dryness selected affect drying time.

## Settings

Swipe the settings window down to change more settings. Press the **More Settings** button to change more settings.



## Child Lock ( )

Use this option to disable the controls. This feature can prevent children from changing cycles or operating the appliance.

### Locking the Control Panel

Press Child Lock ( ) on the settings window and then Child Lock is turned on.

**NOTE**

- Turning off the power will not reset the child lock function. You must deactivate child lock before you can access any other functions.
- When Child Lock is turned on, the Wi-Fi icon on the display window is changed to the Child Lock ( ) icon.
- When Child Lock is turned on, you cannot operate any buttons except the Power button and Switching between Main Washer and Mini Washer.

### Unlocking the Control Panel

Press Child Lock ( ) on the settings window and then Child Lock is turned off.

## Wi-Fi( )

Set the Wi-fi connection. When Wi-Fi is turned on, the Wi-Fi icon ( ) is displayed on the settings window.

## Remote Start ( )

Use a smart phone to control your appliance remotely. You can also monitor your cycle operation so you know how much time is left in the cycle.

**NOTE**

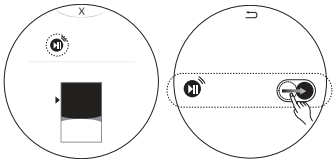
- You must first connect to a gateway and register your appliance in order to use the Remote Start function. (Refer to Smart Functions)

### To Use Remote Start:

1 Press the **Power** button.

2 Put the laundry in drum.

3 Press **Remote Start** icon or **More Settings** button on the settings window, turn on **Remote Start** option.



4 Start a cycle from the LG SmartThinQ application on your smart phone.

**NOTE**

- If you do not start your appliance, it will wait to start a cycle until you turn off your appliance from the application or disable the Remote Start function.
- When Remote Start is turned on, the door is automatically locked.

### To Disable Remote Start:

When the Remote Start is unactivated, turn off Remote Start option.

**NOTE**

- If the door is open, Remote Start is disabled.

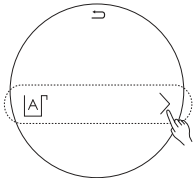
## Auto Dispense (A)

Select this to turn on or off Auto Dispense.

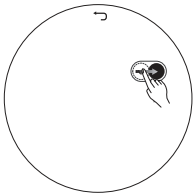
- When you set Refill Alarm, you can find out when to refill the detergent or the softener.
- You can change the detergent or softener amount as shown below.

**1** Press the **Power** button.

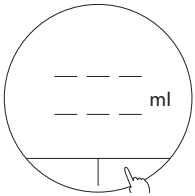
**2** Under the **More Settings** button on the settings window, select the **Auto Dispense** option.



**3** Turn on **Auto Detergent**.



**4** Set the Auto Dispense Amount you want to change and then press **OK**.




## Sound

Use this option to turn on or off the sound when the button is pressed.

## Brightness

Set brightness from 20 % to 100 %.

## Language

Change the desired language.

## Time

Change the current time.

## Summer Time

Use this when you want to set the summer time.

## Smart Diagnosis

Select this when the appliance has malfunctions or errors. For more information, refer to Smart Diagnosis.

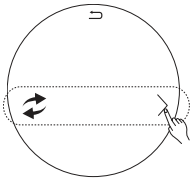
## Washer Pairing (Optional) (⇄)

Select this to (un)pair the Main Washer and the Mini Washer.

- This option is available when the Main Washer is used with the Mini Washer.

1 Press the **Power** button.

2 Under the More Settings button on the settings window, select the **Washer Pairing** option.



3 Press the **Pair** button.

4 When pairing is done, a window pops up the message for completing the washer pairing.

**NOTE**

- If you fail to pair the Mini Washer, refer to the following steps:

1 Ensure that the power cable of the Mini Washer is plugged in.

2 When it is plugged in, reset the Mini Washer according to the instructions.

Step 1. Press the Power button to turn on the Mini Washer.

Step 2. Press and hold **Light Soil** and **Rinse+Spin** at the same time for 7 seconds.



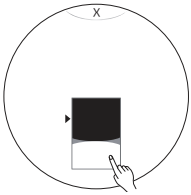

3 When pairing fails two times or more, reset both the Main Washer and the Mini Washer.

For information on how to reset the Main Washer, refer to Factory Data Reset.

- When '0' appears on the display, repeat Step 2.
- When the reset is completed, a number that is '1' or above is displayed. Try pairing again by referring to Washer Pairing.

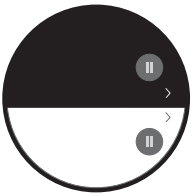
## Switching Between Main and Mini Washer

Select this to switch the washing mode between Main Washer and Mini Washer. You can swipe the settings window down to select Main Washer or Mini Washer.



**NOTE**

- This feature is available only when the Mini Washer is connected.
- The cycles in Main Washer and Mini Washer are available at the same time and during the simultaneous cycles, the following display appears.



## User Guide ( )

Use this when you want to see how the washing machine is operating on the display window.

## Programme Update ( )

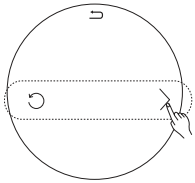
A newer version is available.

## Factory Data Reset ( )

Delete all the stored data and reset to the default settings.

1 Press the **Power** button.

2 Under the **More Settings** button on the settings window, select the **Factory Data Reset** option.



3 Press the **Reset** button.

4 Press the **Yes** button.

**NOTE**

- Upon the factory data reset of the Main Washer, all data including the Wi-Fi settings will be deleted.
- The pairing can be delayed or fail due to problems communicating between Main Washer and Mini Washer or a Wi-Fi issue.

# Download Cycles

The Download Cycles features of this appliance allow you to download new and special cycles that are not included in the appliance's basic cycles.

Once Cycle Download is completed in the washing machine, the appliance keeps the downloaded cycle until you change it to a new downloaded cycle.

## To Download Cycles by Using an Application

Use this function when you want to download cycles by installing the LG SmartThinQ app.

1 Press the **Power** button.

2 Using the 'LG SmartThinQ' app, check which programmes are currently downloaded.
- If you try to download programmes on many different smart phones at the same time, the programme displayed on your smart phone may be different from the actual programme downloaded on the washing machine.
- Press on () the display for downloaded programmes to check which cycle has been downloaded on the washing machine.

3 Select **Downloaded** botton.
- Settings available for selection may differ depending a downloaded cycle.

**NOTE**
- You can download cycles after registering the appliance and configuring the Wi-Fi connection. For information on how to register the appliance and configure the Wi-Fi connection, refer to 'Using the Wi-Fi Function'.
- You can download a desired programmes through the 'LG SmartThinQ' app. For more information on each programmes, refer to the 'LG SmartThinQ' app.
- Depending on the type of washing machine purchased, different programmes will be available.
- The download programmes may be different depending on the updated version of the 'LG SmartThinQ' app.

## To Download Cycles Directly from the Appliance

1 Press the **Power** button.

2 Press the **Edit** button on the display for **Download Cycles**.
- If there is no free space for downloads, delete the existing programmes.

3 Select a desired programme by pressing (  ) on the change mode.

## To Delete a Downloaded Cycle

1 Press the **Power** button.

2 Press the **Edit** button on the display for **Download Cycles**.

3 Press the (  ) button for the programme you want to delete.

4 Press the **OK** button.

# Using Smart ThinQ Application

## Installing Smart ThinQ

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

## Wi-Fi Function

• For appliances with the Smart ThinQ or Smart ThinQ logo

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

### Washer Cycle

Set or download any preferred cycle and operate by remote control.

### Tub Clean Coach

Check the appropriate Tub Clean period by washing frequency.

### Energy Monitoring

Check the energy consupmtion of the recently used cycles and monthly average.

### Smart Diagnosis

This function provides useful information for diagnosing and solving issues with the appliance based on the pattern of use.

### Settings

Various functions are available.

### Push Alert

Turn on the Push Alerts to receive appliance status notifications. The notifications are triggered even if the LG SmartThinQ application is off.

### NOTE

- To verify the Wi-Fi connection, check that **Wi-Fi** icon on the control panel is lit.
- LG SmartThinQ is not responsible for any network connection problems or any faults, malfunctions, or errors caused by network connection.
- The machine supports 2.4 GHz Wi-Fi networks only.
- 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 application is subject to change for appliance improvement purposes without notice to users.
- Functions may vary by model.

### Wireless LAN Module Specifications

| Model | TWFM-K304D |
|---|---|
| Frequency Range | 2412~2472 MHz |
| Output Power (Max.) | IEEE 802.11 b : 17.58 dBm |
| | IEEE 802.11 g : 16.74 dBm |
| | IEEE 802.11 n(HT20) : 16.58 dBm |
| | IEEE 802.11 n(HT40) : 16.31 dBm |

### ZigBee Module Specifications

| Model | EBR81777301 |
|---|---|
| Frequency Range | 2405~2480 MHz |
| Output Power (Max.) | 2.3 dBm |

### Declaration of Conformity

CE

Hereby, LG Electronics declares that the radio equipment type Washing machine is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address: http://www.lg.com/global/support/cedoc/cedoc#

LG Electronics European Shared Service Center B.V.
Krijgsman 1
1186 DM Amstelveen
The Netherlands

### Open Source Software Notice Information

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

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

LG Electronics will also provide open source code to you on CD-ROM for a charge covering the cost of performing such distribution (such as the cost of media, shipping, and handling) upon email request to opensource@lge.com. This offer is valid for three (3) years from the date on which you purchased the product.

| | |
|---|---|
| Standby power consumption | 0.5 W |
| Network standby power consumption | 3.0 W |
| The period of time after which the power management function, or a similar function, switches the equipment automatically into standby and/or off mode and/or the condition providing networked standby | 20 min. |

Wireless function S/W version : V 1.0

For consideration of the user, this device should be installed and operated with a minimum distance of 20 cm between the device and the body.

## Smart Diagnosis™ Using a Smart Phone

- For appliances with the or logo

Use this function if you need an accurate diagnosis by an LG Electronics customer information centre when the appliance malfunctions or fails.

Smart Diagnosis™ can not be activated unless the appliance is connected to power. If the appliance is unable to turn on, then troubleshooting must be done without using Smart Diagnosis™.

# Using Smart Diagnosis™

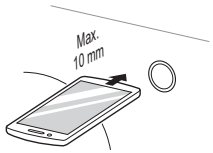
## Smart Diagnosis™ Through the Customer Information Centre

Use this function if you need an accurate diagnosis by an LG Electronics customer information center when the appliance malfunctions or fails. Use this function only to contact the service representative, not during normal operation.

1 Press the **Power** button.

2 Open the Settings menu on upper side and select **More Settings**.

3 Place the phone close to the **Power** button.
- Place the mouthpiece of the phone to the appliance.




4 Select **Smart Diagnosis** and then press the **Start** button.

5 Keep the phone in place until the tone transmission has finished. Time remaining for data transfer is displayed.
- For best results, do not move the phone while the tones are being transmitted.
- If the call centre agent is not able to get an accurate recording of the data, you may be asked to try again.

6 Once the countdown is over and the tones have stopped, resume your conversation with the call centre agent, who will then be able to assist you using the information transmitted for analysis.

**NOTE**

- The Smart Diagnosis™ function depends on the local call quality.
- The communication performance will improve and you can receive better service if you use the home phone.
- If the Smart Diagnosis™ data transfer is poor due to poor call quality, you may not receive the best Smart Diagnosis™ service.

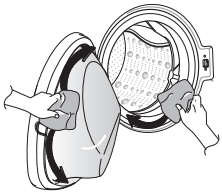
**⚠ WARNING**

- Unplug the washing machine before cleaning to avoid the risk of electric shock. Failure to follow this warning may result in serious injury, fire, electric shock, or death.
- Never use harsh chemicals, abrasive cleaners, or solvents to clean the washing machine. They may damage the finish.

# Cleaning the Washing Machine

## Care After Wash

- After the cycle is finished, wipe the door and the inside of the door seal to remove any moisture.
- Leave the door open to dry the drum interior.
- Wipe the body of the washing machine with a dry cloth to remove any moisture.



## Cleaning the Exterior

Proper care of your washing machine can extend its life.

**Door:**

- Wash with a damp cloth on the outside and inside and then dry with a soft cloth.

**Exterior:**

- Immediately wipe off any spills.
- Wipe with a damp cloth.
- Do not press the surface or the display with sharp objects.

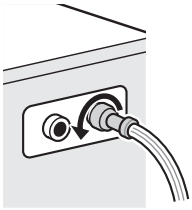
## Cleaning the Interior

- Use a towel or soft cloth to wipe around the washing machine door opening and door glass.
- Always remove items from the washing machine as soon as the cycle is complete. Leaving damp items in the washing machine can cause wrinkling, colour transfer, and odour.
- Run the Tub Clean programme once a month (or more often if needed) to remove detergent buildup and other residue

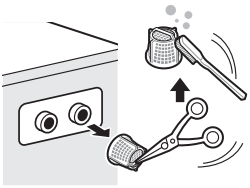
# Cleaning the Water Inlet Filter

- Turn off the supply taps to the machine if the washing machine is to be left for any length of time (e.g. holiday), especially if there is no floor drain (gully) in the immediate vicinity.
- '[IE]' will be displayed on the control panel when water is not entering the detergent drawer.
- If water is very hard or contains traces of lime deposit, the water inlet filter may become clogged. It is therefore a good idea to clean it occasionally.

**1** Turn off the water tap and unscrew the water supply hose.



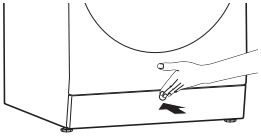
**2** Clean the filter using a hard bristle brush.



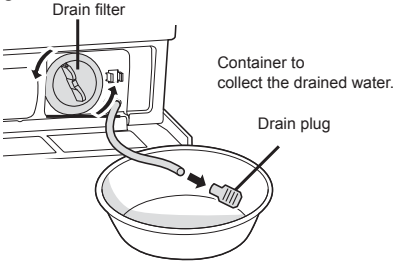
## Cleaning the Drain Pump Filter

- The drain filter collects threads and small objects left in the laundry. Check regularly that the filter is clean to ensure smooth running of your washing machine.
- Allow the water to cool down before cleaning the drain pump, carrying out emergency emptying, or opening the door in an emergency.

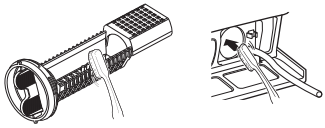
**1** Press the O mark to open the lower cover as shown below.



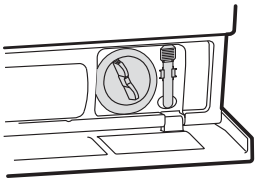
**2** Unplug the drain plug and open the filter by turning it to the left.



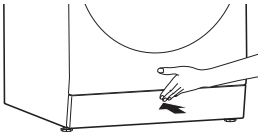

**3** Remove any extraneous matter from the pump filter.



**4** After cleaning, assemble the hose cap and the pump cap in the original positions.



**5** Close the Lower cover.



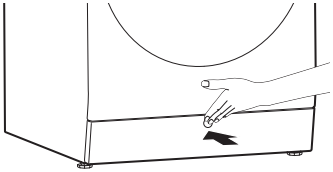
**⚠ CAUTION**

- First drain using the drain hose and then open the pump filter to remove any threads or objects.
- Be careful when draining, as the water may be hot.

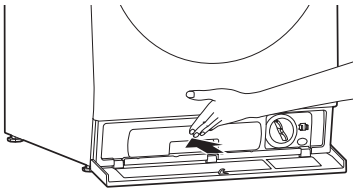
## Cleaning Auto dispense box

When you replace the detergent or have left the detergent for a long time, you need to clean the auto dispense box.

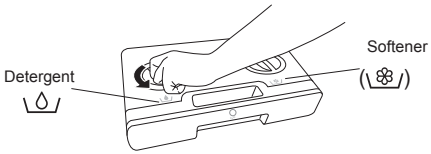
**1** Press the O marked to open the lower cover as shown below.



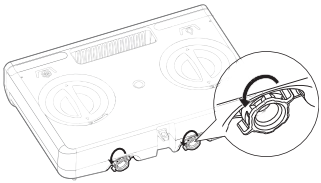
**2** Push the auto dispense box and pull it out as shown in the figure.



**3** Turn the caps on the auto dispense box to the left to open them.




**4** Turn the check valve on the rear part to the left as shown in the figure below to remove it.



**5** Wash the auto dispense box and the check valve clean with running water.

**6** Assemble the caps and the check valve in the reverse order.

**7** Fill the tray with the liquid detergent and softener and then insert it into the washing machine.

### NOTE

- Whenever you refill the detergent, please clean the auto dispense box for better cleanliness.
- When you pull out or insert the auto dispense box, liquid detergent and softener may spill out onto the floor. Please wipe this up.
- When cleaning, put the leftover detergent into an empty container.

### ⚠ CAUTION

- Do not directly spray water onto the appliance. Doing so may result in fire or electrical shock.
- Never put powder detergent or liquid chlorine bleach in the auto dispense box.

# Tub Clean

Tub Clean is a special programme to clean the inside of the washing machine.

A higher water level is used in this programme at higher spin speed. Perform this programme regularly.

1 Remove any clothing or items from the washing machine and close the door.

2 Put in the recommended amount of detergent for Tub Clean as indicated by the detergent maker.

3 Select the **Tub Clean** programme from the download cycles to clean the drum.

4 Press the **Start/Pause** button to start.

**⚠ CAUTION**

- If there is a child, be careful not to leave the door open for too long.

**NOTE**

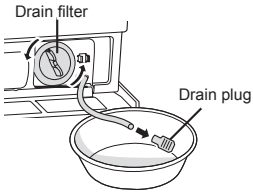
- Clean the drum regularly using the Tub Clean option for optimal washing. After approximately 30 cycles, the Main Washer Tub Clean notification will appear to inform that it is time to clean the drum.
- Perform the Tub Clean and then the Main Washer Tub Clean notification does not appear until the next Tub Clean time.
- If you want to wash without Tub Clean, follow the same steps as the Using the Washing Machine.

# Caution on Freezing During Winter

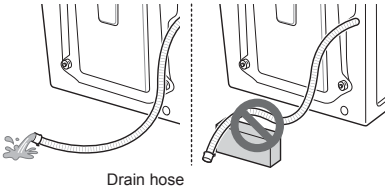
- When frozen, the product does not operate normally. Make sure to install the product where it will not freeze during winter.
- In case the product must be installed outside on a porch or in other outdoor conditions, make sure to check the following.

## How to Keep the Product from Freezing

- After washing, remove water remaining inside the pump completely with the opening hose plug used for removal of residual water. When the water is removed completely, close the hose plug used for removal of residual water and cover cap.



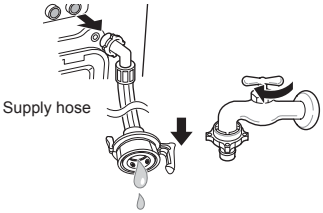

- Hang down drain hose to pull out water inside the hose completely.




**⚠ CAUTION**

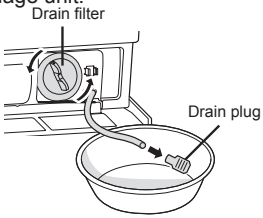
- When the drain hose is installed in a curved shape, the inner hose may freeze.

- After closing the tap, disconnect the cold supply hose from the tap, and remove water while keeping the hose facing downwards.

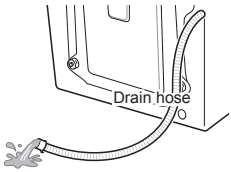



## Check for Freezing

- If water does not drain when opening the hose plug used for removal of residual water, check the drainage unit.



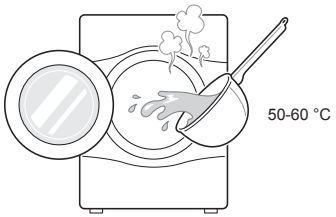

- Turn the power on, choose a washing programme, and press the **Start/Pause** button.




- When [FF] is shown in display window while the product is in operation, check water supply unit and drainage unit (Some models do not have an alarm function that indicates freezing).

## How to Handle Freezing

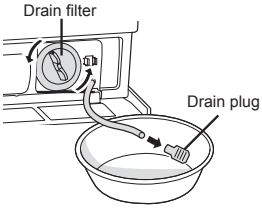
- Make sure to empty the drum, pour warm water of 50–60 °C up to the rubber part inside the drum, close the door, and wait for 1–2 hours.




**⚠ CAUTION**

- Do not use boiling water. It may cause burns or damage to the product.

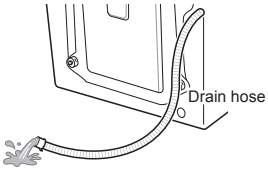
- Open the cover cap and hose plug used for removal of residual water to extract water completely.



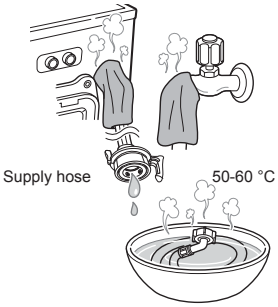

**NOTE**

- If water does not drain, this means the ice is not melted completely. Wait more.

- When water is removed completely from the drum, close the hose plug used for removal of residual water, choose a washing programme, and press the **Start/Pause** button.




- When water supply problems occur, take the following measures.
  - Turn off the tap, and thaw out the tap and both connection areas of inlet hose of the product using a hot water cloth.
  - Take out inlet hose and immerse in warm water below 50–60 °C.



## Diagnosing Problems

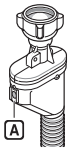
- Your washing machine is equipped with an automatic error-monitoring system to detect and diagnose problems at an early stage. If your washing machine does not function properly or does not function at all, check the following before you call for service:

| Symptoms | Reason | Solution |
|---|---|---|
| **Rattling and clanking noise** | **Foreign objects such as coins or safety pins may be in drum or pump.** | • Check all pockets to make sure that they are empty. Items such as clips, matches, pens, coins, and keys can damage both your washer and your clothes.<br>• Close zippers, hooks, and drawstrings to prevent these items from snagging or tangling on other clothes. |
| **Thumping sound** | **Heavy wash loads may produce a thumping sound. This is usually normal.** | • If sound continues, washing machine is probably out of balance. Stop and redistribute wash load. |
| **Vibrating noise** | **Have all the transit bolts and tub support been removed?** | • If not removed during installation, refer to Installation guide for removing transit bolts. |
| | **Are all the feet resting firmly on the ground?** | • Make sure the washing machine is level and tighten the lock nuts up towards the base of the appliance. |
| **Water leaks** | **Supply hoses or drain hose are loose at tap or washing machine.** | • Check and tighten hose connections. |
| | **House drain pipes are clogged.** | • Unclog drain pipe. Contact plumber if necessary. |
| **Oversudsing** | **Too much detergent or unsuitable detergent may cause excessive foaming which may result in water leaks.** | • If you use Auto Dispense function, it can be changed using the More Settings button. For more details, refer to "Auto Dispense". |
| | | • After cleaning the auto dispense box, change the detergent. |
| | | • Do not use the Rubber bowl with the Auto Detergent function turned on. |

| Symptoms | Reason | Solution |
|---|---|---|
| **Water does not enter washing machine or it enters slowly** | **Water supply is not adequate in that location.** | • Check another tap in the house. |
| | **Water supply tap is not completely open.** | • Fully open tap. |
| | **Water supply hose(s) are kinked.** | • Straighten hose. |
| | **The filter of the supply hose(s) clogged.** | • Check the filter of the supply hose. |
| **Water in the washing machine does not drain or drains slowly** | **Drain hose is kinked or clogged.** | • Clean and straighten the drain hose. |
| | **The drain filter is clogged.** | • Clean the drain filter. |
| **Washing machine does not start** | **Electrical power cord may not be plugged in or connection may be loose.** | • Make sure plug fits tightly in wall outlet. |
| | **House fuse blown, circuit breaker tripped,or a power outage has occurred.** | • Reset circuit breaker or replace fuse. Do not increase fuse capacity. If problem is a circuit overload, have it corrected by a qualified electrician. |
| | **Water supply tap is not turned on.** | • Turn on water supply tap. |
| **Washing machine will not spin** | **Check that the door is firmly shut.** | • Close the door and press the **Start/Pause** button. After pressing the **Start/Pause** button, it may take a few moments before the washing machine begins to spin. The door must be locked before spin can be achieved. Add 1 or 2 similar items to help balance the load. Rearrange load to allow proper spinning. |
| **Odour problem** | **This odour is caused by the rubber attached to the washing machine.** | • This odour is caused by the rubber attached to the washing machine. It is the normal smell of new rubber and will disappear after the machine has been run a few times. |
| | **If the rubber packing is not cleaned regularly, odours can occur from mold or foreign substances remaining inside the rubber seal .** | • If the rubber packing is not cleaned regularly, odours can occur from mold or foreign substances remaining inside the rubber packing. Be sure to clean the rubber packing regularly. |
| | **Odours can occur if foreign substances are left in the drain pump filter.** | • Odours can occur if foreign substances are left in the drain pump filter. Be sure to clean the drain pump filter regularly. |
| | **Odours can occur if the drain hose is not properly installed, causing water to flow back inside the washing machine.** | • Odours can occur if the drain hose is not properly installed, causing water to flow back inside the washing machine. When installing the drain hose, be sure that it doesn't bend or become blocked. |
| | **Using the dry function, odours can occur from lint and other laundry matter sticking to the heater. (Dryer model only)** | • When the machine begins operating, odours can occur from lint and other laundry matter sticking to the heater. This is not a malfunction, so you may continue using the machine without concern. |
| | **A distinct odour can occur from drying wet clothes with hot air. (Dryer model only)** | • A distinct odour can occur from drying wet clothes with hot air. The odour will disappear after a short while. |

| Symptoms | Reason | Solution |
|---|---|---|
| **Door does not open** | **Once washing machine has started, the door cannot be opened for safety reasons.** | • Check if the 'Door Lock' icon is illuminated. You can safely open the door after the 'Door Lock' icon turns off. |
| **Wash cycle time delayed** | **If an imbalance is detected or if the suds removing programme is on, the wash time will increase.** | • This is normal. The time remaining shown in the display is only an estimate. Actual time may vary. |
| **The buttons may not function properly.** | **The button cannot be recognized when the door is open.** | • Press again after closing the door. |
| **Dry problem** | **Check water supply tap.** | • Do not overload. Check that the washing machine is draining properly to extract adequate water from the load. Clothes load is too small to tumble properly. Add a few towels.<br>• Turn off water supply tap. |
| **A shortage alert appears even after you filled the dispensers for the detergent and softener.** | **Are all the feet resting firmly on the ground?** | • Make sure that all four feet are stable. |
| | **Did you supplement the detergent and softener before you got the shortage notification?** | • When a washing programme is ended, the washing machine detects whether it is necessary to refill the detergent. Therefore, no alarm appears until the next refill alarm does. |
| **Drying performance is too low or bad.** | **Water is not properly supplied. The water is used for auto-cleaning of lint-filter on drum during the drying.** | • Make sure the water supply tap is open. |
| | **Water does not properly drain.** | • Make sure the drain filter is not clogged. |
| | **The appliance is overloaded.** | • Check the load capacity for the selected cycle. If necessary, add a Time Dry cycle. |
| | **The spin speed is too low.** | • Select the highest spin speed allowed for the wash cycle. |
| **Drying time is too long.** | **The ambient temperature is low.** | • Make sure the temperature is allowable range. (Refer to 'Specifications' of installation page.) |
| **Clothes are strong-wrinkled.** | **Clothes are over-dried.** | • Select suitable drying course. |
| | **Clothes are left in the drum for a long time after drying.** | • Remove laundry from the drum as soon as possible after the cycle ends. |

## Error Messages

| Symptoms | Reason | Solution |
|---|---|---|
| [IE] | **Water supply is not adequate in area.** | • Check another tap in the house. |
| | **Water supply taps are not completely open.** | • Fully open tap. |
| | **Water supply hose(s) are kinked.** | • Straighten hose(s). |
| | **The filter of the supply hose(s) are clogged.** | • Check the filter of the supply hose. |
| | **If water leakage occurred in the aqua stop supply hose, indicator Ⓐ will become red.**   **May vary depending on the model.** | • Use the aqua stop supply hose. |
| [UE] | **Load is too small.** | • Add 1 or 2 similar items to help balance the load. |
| | **Load is out of balance.** | • Add 1 or 2 similar items to help balance the load. |
| | **The appliance has an imbalance detection and correction system. If individual heavy articles are loaded (e.g. bath mat, bath robe, etc.) this system may stop spinning or even interrupt the spin cycle altogether.** | • Rearrange load to allow proper spinning. |
| | **If the laundry is still too wet at the end of the cycle, add smaller articles of laundry to balance the load and repeat the spin cycle.** | • Rearrange load to allow proper spinning. |
| [OE] | **Drain hose is kinked or clogged.** | • Clean and straighten the drain hose. |
| | **The drain filter is clogged.** | • Clean the drain filter. |

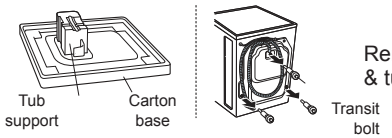
| Symptoms | Reason | Solution |
|---|---|---|
| [dE]<br>[dE1]<br>[dE2] | **Ensure door is not open.** | • Close the door completely. If dE, dE 1 , dE2, dE4 is not released, call for service. |
| [dE4] | **Door sensor has malfunctioned.** | |
| [tE] | **Control error.** | • Unplug the power plug and call for service. |
| [FE] | **Water overfills due to the faulty water valve.** | • Close the water tap.<br>• Unplug the power plug.<br>• Call for service. |
| [PE] | **Malfunction of water level sensor.** | • Close the water tap.<br>• Unplug the power plug.<br>• Call for service. |
| [LE] | **Over load in motor.** | • Allow the washing machine to stand for 30 minutes to allow the motor to cool, then restart the cycle.<br>• Call for service. |
| [LE1] | **Overload in fan-motor.** | |
| [LE2] | **Overload in compressor.** | |
| [AE] | **Water leaks.** | • Call for service. |
| [PF] | **The washing machine experienced a power failure.** | • Restart the programme. |
| [FF] | **Is supply/drain hose or drain pump frozen?** | • Supply warm water into the drum and unfreeze drain hose and drain pump. Wet a towel in warm water and apply to supply hose. |
| [dHE] | **Does not dry.** | • Call for service. |

# WARRANTY

**THIS LIMITED WARRANTY DOES NOT COVER:**

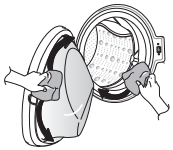
- Service trips to deliver, pick up, or install or repair the product; instruction to the customer on operation of the product; repair or replacement of fuses or correction of wiring or plumbing, or correction of unauthorized repairs/installation.
- Failure of the product to perform during power failures and interruptions or inadequate electrical service.
- Damage caused by leaky or broken water pipes, frozen water pipes, restricted drain lines, inadequate or interrupted water supply or inadequate supply of air.
- Damage resulting from operating the Product in a corrosive atmosphere or contrary to the instructions outlined in the Product's owner's manual.
- Damage to the Product caused by accidents, pests and vermin, lightning, wind, fire, floods, or acts of God.
- Damage or failure caused by unauthorized modification or alteration, or if it is used for other than the intended purpose, or any water leakage where the product was not properly installed.
- Damage or failure caused by incorrect electrical current, voltage, or plumbing codes, commercial or industrial use, or use of accessories, components, or consumable cleaning products that are not approved by LG.
- Damage caused by transportation and handling, including scratches, dents, chips, and/or other damage to the finish of your product, unless such damage results from defects in materials or workmanship.
- Damage or missing items to any display, open box, discounted, or refurbished Product.
- Products with original serial numbers that have been removed, altered, or cannot be readily determined. Model and Serial numbers, along with original retail sales receipt, are required for warranty validation.
- Increases in utility costs and additional utility expenses.
- Repairs when your Product is used in other than normal and usual household use (e.g. commercial use, in offices and recreational facilities) or contrary to the instructions outlined in the Product's owner's manual.
- Costs associated with removal of your Product from your home for repairs.
- The removal and reinstallation of the Product if it is installed in an inaccessible location or is not installed in accordance with published installation instructions, including LG's owner's and installation manuals.
- Damage resulting from misuse, abuse, improper installation, repair, or maintenance. Improper repair includes use of parts not approved or specified by LG.

Strange vibration or noise caused by not removing transit bolts or tub support.



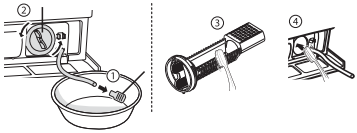

Remove the transit bolts & tub support.

Leakage caused by dirt (hair, lint) on gasket and door glass.



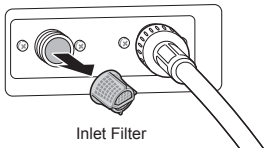
Clean the gasket & door glass.

Not draining caused by clogging of pump filter.



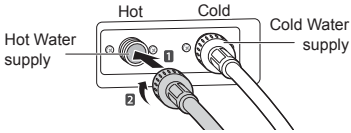
Clean the pump filter.

Water is not coming because water inlet valve filters are clogged or water supply hoses are kinked.



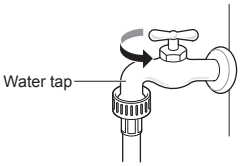

Clean the inlet valve filter or reinstall the water supply hoses.

Laundry is hot or warm after finished washing because the supply hoses are installed in reverse.



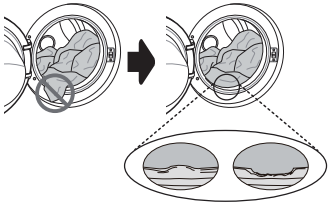

Reinstall the supply hoses.

Water is not supplied because the water tap is not turned on.



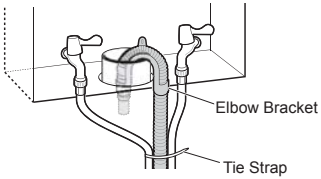

Turn on the water tap.

Leakage caused by the damaged gasket.
The gasket is damaged because the clothes are jammed between the door glass and the gasket.



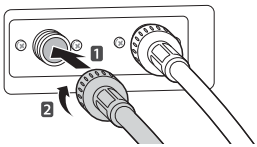
Leakage caused by the damaged gasket.
The gasket is damaged because the clothes are jammed between the door glass and the gasket.

Leakage caused by improper installation of drain hose or clogged drain hose.



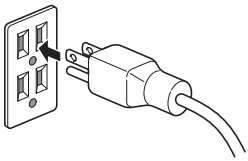

Reinstall the drain hose.

Leakage caused by improper installation of water supply hose or using other brand supply hoses.



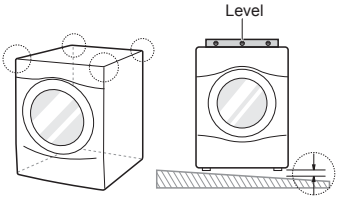

Reinstall the supply hose.

No power problem caused by loose connection of power cord or electrical outlet problem.



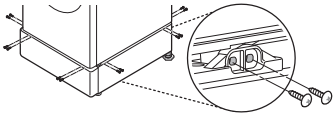
Reconnect the power cord or change the electrical outlet.

Service trips to deliver, pick up, install the product or for instruction on product use. The removal and reinstallation of the product.



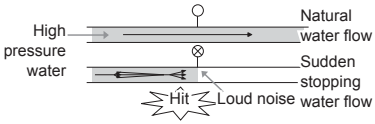

The warranty covers manufacturing defects only. Service resulting from improper Installation is not covered.

If all screws are not installed properly, it may cause excessive vibration (Pedestal model only).



Install 4 screws at each corner (Total 16EA).

Water hammering (banging) noise when washing machine is filling with water.




Adjust the water pressure by turning down the water valve or water tap in the home.

# OPERATING DATA

| Product fiche_Commission Directive 96/60/EC | | |
|---|---|---|
| Supplier's trade mark | LG | |
| Supplier's model identifier | LSWD100 | |
| The energy efficiency class of the model is determined in accordance with Annex IV. Expressed as 'Energyefficiency class… on a scale of A (more efficient) to G (less efficient)'. Where this information is provided in a table this may be expressed by other means providing it is clear that the scale is from A (more efficient) to G (less efficient). | A | |
| Where the information is provided in a table, and where some of the appliances listed in the table have been granted a 'Community Ecolabel' pursuant to Regulation (EEC) No 880/92, this information may be included here. In this case the row heading shall state 'Community Eco-label', and the entry shall consist of a copy of the Eco-label mark. This provision is without prejudice to any requirements under the EU Eco-label scheme. | No | |
| Energy consumption for washing, spinning, and drying, in kWh per complete operating cycle as defined in Annex I note V. | 4.08 | kWh /cycle |
| Energy consumption for washing and spinning only, in kWh per washing cycle as defined in Annex I note VI. | 1.26 | kWh /cycle |
| Washing performance class determined in accordance with Annex IV. Expressed as 'Washing performance class … on a scale of A (higher) to G (lower)'. This may be expressed by other means provided it is clear that the scale is from A (higher) to G (lower). | A | |
| Water extraction efficiency for a standard 60 °C cotton washing cycle, determined in accordance with the test procedures of the harmonised standards referred to in Article 1 (2). Expressed as 'Water remaining after spin … % (as proportion of dry weight of the wash)'. | 44 | % |
| Maximum spin speed attained as defined in Annex I note VIII. | 1600 | rpm |

| Product fiche_Commission Directive 96/60/EC | | |
|---|---|---|
| Washing capacity of appliance for a standard 60 °C cotton washing cycle, as defined in Annex I note IX. | 12 | kg |
| Drying capacity of appliance for a standard ‘dry cotton’ drying cycle, as defined in Annex I note X. | 7 | kg |
| Water consumption for washing, spinning and drying, in litres per complete operating cycle as defined in Annex I note XI. | 75 | litres / cycle |
| Water consumption for washing and spinning only, in litres, per standard 60 °C cotton washing (and spinning) cycle determined in accordance with the test procedures of the harmonized standards referred to in Article 1 (2). | 73 | litres / cycle |
| Washing and drying time. Programme time for complete operating cycle (60 °C cotton washing and ‘dry cotton’ drying). For rated washing capacity, determined in accordance with the test procedures of the harmonised standards referred to in Artlicle 1 (2). | 860 | min. |
| The consumption of energy and water equal to 200 times theconsumption expressed in points 5 (energy) and 12 (water). This shall be expressed as ‘estimated annual consumption for a four-person household, always using the drier (200 cycles)’. | 816 | kWh / year |
| | 15000 | litres / year |
| The consumption of energy and water equal to 200 times the consumption expressed in points 6 (energy) and 13 (water). This shall be expressed as ‘estimated annual consumption for a four-person household, never using the drier (200 cycles)’. | 252 | kWh / year |
| | 14600 | litres / year |

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