Scan the QR code to see the manual.

OWNER'S MANUAL

WATER PURIFIER

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.

ENGLISH

MFL66990831
Rev.00_083122

www.lg.com

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

This manual is subject to revision by the manufacturer.

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SAFETY INSTRUCTIONS

READ ALL INSTRUCTIONS BEFORE USE

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

Safety Messages

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

WARNING

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

CAUTION

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

WARNING

⚠ WARNING

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

Technical Safety

- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person

responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.

- This appliance is intended to be used in household and similar applications only. It should not be used for commercial, or catering purposes, or in any mobile application such as a caravan or boat.



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

- This appliance contains a small amount of isobutane refrigerant (R600a), but it is also combustible. When transporting and installing the appliance, care should be taken to ensure that no parts of the refrigerating circuit are damaged.
- The refrigerant and insulation blowing gas used in the appliance require special disposal procedures. Consult with service agent or a similarly qualified person before disposing of them.
- Do not damage the refrigerant circuit.
- If the power cord is damaged or the hole of the outlet socket is loose, do not use the power cord and contact an authorized service centre.
- Do not locate multiple portable outlet sockets or portable power supplies at the rear of the appliance.
- Securely plug the power plug in the outlet socket after completely removing any moisture and dust.
- Never unplug the appliance by pulling on the power cable. Always grip the power plug firmly and pull straight out from the outlet socket.
- Keep ventilation openings, in the appliance enclosure or in the built-in structure, clear of obstruction.
- Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.
- Do not tilt the appliance to pull or push it when transporting.
- When positioning the appliance, ensure the supply cord is not trapped or damaged.

- Do not spray water or inflammable substances (toothpaste, alcohol, thinner, benzene, flammable liquid, abrasive, etc.) over the interior or exterior of the appliance to clean it.
- Do not clean the appliance with brushes, cloths or sponges with rough surfaces or which are made of metallic material.
- Only qualified service personnel from LG Electronics service centre should disassemble, repair, or modify the appliance. Contact an LG Electronics customer information centre if you move and install the appliance in a different location.
- New hose-sets supplied with the appliance are to be used and that old hose-sets should not be reused.
- Connect the water pipe of the appliance to potable water only.
- Disconnect the power cord before cleaning the appliance.

Installation

- This appliance should only be transported by two or more people holding the appliance securely.
- Install the appliance on a firm and level floor.
- Do not install the appliance in a damp and dusty place. Do not install or store the appliance in any outdoor area, or any area that is subject to weathering conditions such as direct sunlight, wind, rain, or temperatures below freezing.
- Do not place the appliance in direct sunlight or expose it to the heat from heating appliances such as stoves or heaters.
- Be careful not to expose the rear of the appliance when installing.
- Install the appliance in a place where is easy to unplug the power plug of the appliance.
- Never start up an appliance showing any signs of damage. If in doubt, consult your dealer.
- Do not connect a plug adapter or other accessories to the power plug.
- Do not modify or extend the power cable.
- Do not use an extension cord or double adapter.

- Ensure that the outlet socket is properly grounded, and that the earth pin on the power cord is not damaged or removed from the power plug. For more details on grounding, inquire at an LG Electronics customer information centre.
- This appliance is equipped with a power cord having an equipment-grounding conductor and a grounding power plug. The power plug must be plugged into an appropriate outlet socket that is installed and grounded in accordance with all local codes and ordinances.
- Do not plug the appliance into a multi socket adapter which does not have a power cable (mounted).
- Do not use a multi socket outlet which is not properly grounded (portable). In case of using a properly-grounded multi socket outlet (portable), use the multi socket outlet with the current capacity of the power cord rating or higher and use the multi socket outlet only for the appliance.
- The appliance should be connected to a dedicated power line which is separately fused.
- Do not plug the appliance into multiple outlet sockets, power boards, or an extension power cable.
- Dispose of all packaging materials (such as plastic bags and styrofoam) away from children. The packaging materials can cause suffocation.

Risk of Fire and Flammable Materials

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

Operation

- If water penetrates electrical parts of the appliance, disconnect power plug and contact an LG Electronics customer information centre.
- Unplug the power plug during a severe thunderstorm or lightening or when not in use for a long period of time.
- Do not touch the power plug or the appliance controls with wet hands.
- Do not bend the power cable excessively or place a heavy object on it.
- Immediately unplug the power plug and contact an LG Electronics customer information centre if you detect a strange sound, odour, or smoke coming from the appliance.
- Do not place hands or metallic objects inside the area emitting the cold air, cover or heat releasing grille on the back.
- Do not place heavy or fragile objects, containers filled with liquid, combustible substances, flammable objects (such candles, lamps, etc.), or heating devices (such as stoves, heaters, etc.) on the appliance.
- If there is a gas leakage (isobutane, propane, natural gas, etc.), do not touch the appliance or power plug and ventilate the area immediately. This appliance uses a refrigerant gas (isobutane, R600a). Although it uses a small amount of the gas, it is still combustible gas. Gas leakage during appliance transport, installation or operation can cause fire, explosion or injury if sparks are caused.
- Do not use flammable or combustible substances (ether, benzene, alcohol, chemical, LPG, combustible spray, insecticide, air freshener, cosmetics, etc.) near the appliance.
- If water is leaking from the inside of the appliance or water has collected near the appliance, close the water supply valve, unplug the power plug.
- Do not move the appliance while the appliance is plugged in.

CAUTION

⚠ CAUTION

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

Installation

- To prevent hot water from splattering, install the drain hose tightly to a drain.

Operation

- Replace the filter with a LG standard filter periodically according to the replacement period. Older filters can multiply bacteria or change the taste of the water. The filter replacement period varies according to the usage, place of usage, season, and water quality.
- Use caution while operating and cleaning the dispenser. It will heat water to a temperature of approximately 85 °C. It can cause severe burns if not handled carefully.
- Do not bend or pinch the water supply hose and drain hose.
- If the dispenser tray is placed out of a desk or table, do not place any item on top of the dispenser tray.
- Do not allow pets, or any persons to hang from or climb on the appliance.
- Prevent animals from nibbling on the power cable or water hose.
- When using hot water, be sure to use a container with a handle. Be careful not to overflow when dispensing 500 ml. (models with hot water function)
- When removing the dispenser tray, hold both sides of the dispenser tray with both hands and pull it forward.

INSTALLATION

Before Installation

Notes for Installation

- Do not lean the appliance more than 30°. Doing so can cause malfunctions.
- Keep about 10 cm of clearance from the wall on the back and both sides for proper ventilation. Failure to do so can cause malfunctions.
  - If the distance between the appliance and the wall is too close, the air may not pass through, so dew may form on the surface of the appliance and the electricity bill may be high.
- A cold water supply with water pressure between 147 kPa and 780 kPa (1.5-7.9 kgf/cm^2) is required to operate this appliance.
- When the water pressure is low, the volume of water supply may be small.
- If you do not use the appliance for a while due to moving, etc., store it in an environment where water does not freeze.
  - The appliance may malfunction due to freezing.
- Install on a hard and level floor.
  - If the floor of the installation site is uneven, vibration or noise may occur, and the appliance may fall over and cause injury.
- Places where installation should be avoided for hygienic management of water purifiers and prevention of condensation.
  - Outdoors or in direct sunlight
  - A place close to the toilet
  - In front of air conditioner/heater
  - Other places with high humidity or temperature
- Do not install or use the appliance in a place that uses groundwater.

Ambient Temperature

- The appliance is designed to operate within a limited range of ambient temperatures, depending on the climate zone.

  Install the appliance inside with a surrounding temperature of over 5 °C and less than 35 °C.

Turning on the Power

Connecting the Appliance

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

NOTE

- Before moving and discarding the appliance, disconnect the plug from the socket outlet.

Final Installation Check

Testing the Appliance

1 Make sure that hoses are connected properly.

2 Dispense over 1000 ml water from the cold and ambient temperature water tap respectively and 120 ml water from the hot temperature water tap 4 times.
   - Water may remain inside the water filtration system due to the inspection process carried out while manufacturing the appliance.

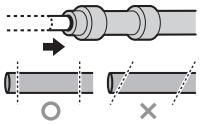
3 Wait for the water to cool.

NOTE

- Do not connect the water supply pipe of the appliance to the hot water pipe, and connect it only to the cold water pipe.

NOTE

- When cutting the tube, cut it vertically to prevent water leakage.



OPERATION

Before Use

General Notes

- If the appliance is not used for a long period, dispense over 500 ml water from the hot, cold and ambient temperature water tap respectively before using the appliance. If water has been left for a long period, bacteria can be generated and water taste can be changed.
- When you fill the cup with water, place it close to the water tap. Water may splash out of the cup and fall to the floor.
- Open the water supply valve. The appliance operates normally when water is supplied properly at a consistent pressure that is within the operating requirement.
- When heating or freezing water, white sediment may appear due to minerals in water. These minerals are harmless to humans.
- It is very important to replace the filter periodically in order to drink clean water. If an expired filter is used, the water taste may be changed and the filtration function may be degraded.
- Do not use filtered water to replace water in a humidifier or fishbowl. Leaving filtered water as it is for a long period of time may multiply the bacteria.
- Use the appliance only after closing the appliance cover completely. Otherwise, insects or other foreign substances may get in.
- Press the **Volume** button on the appliance to dispense hot water, cold water, or ambient water in 3 different volume (120 ml, 250 ml, 500 ml). The amount of water that comes out may vary depending on the water pressure and flow rate of tap water supplied to each house.
- If cold or ambient water is dispensed immediately after hot water is dispensed, the water temperature for the first cup may be different.

Notes for Hot Water

- Hot water is heated by instant induction heating. It will take several seconds for the water to heat up and make noise.
- The flow rate of hot water is less than cold or ambient water.
- Due to remaining water in the hose, the first cup of water may be not hot enough:
  - When hot water is dispensed immediately after changing the temperature of hot water.
  - When hot water is dispensed immediately after cold water or ambient water is dispensed.
- Place the cup near the water tap as close as possible when dispensing hot water. Small bursts of water and steam are emitted because the cold water is rapidly heated.
- If hot water is not used for 5 seconds, the hot water function will be automatically turned off to prevent burns.

⚠ WARNING

- Steam may be created when water supply valve is locked or when repeating the actions below.
  - Repeatedly dispense hot water and stop dispensing hot water
- Do not connect the equipment that reduces pressure to the hot water tank hose of the appliance.
- Children should be supervised when children use the appliance, otherwise the children may get burned by pressing the button for hot water on the top of the appliance.

⚠ CAUTION

- If you use ambient or cold water immediately after dispensing hot water, the water may still be hot or warm due to the water remaining in the dispenser pipe. You should be careful not to get burned.

⚠ CAUTION

- Do not touch the installed drain hose. Boiling water raises the temperature and pressure inside the hot water tank. If excessive pressure occurs, the valve opens for safety and steam or hot water comes out of the drain hose.

UV Sterilization

UV Sterilization uses UV light to keep the water outlet clean.

- **UV Sterilization** runs automatically for 10 minutes every hour. This function will momentarily stop each time any button is pressed if it is in operation and will resume after 1 hour.
- UV light is invisible to human eyes and the status of **UV Sterilization** is not shown in the control panel.

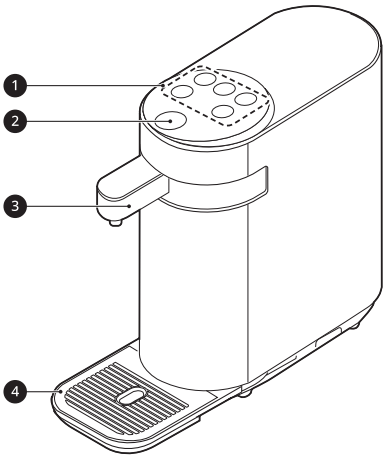
Suggestion for Energy Saving

- If the appliance is not used for a long period, drain the remaining water completely and unplug the power plug.

Product Features

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

Exterior



❶ Control Panel

Hot, ambient and cold water mode can be selected.

- Hot water can be dispensed at 3 different temperatures (40 °C, 75 °C, 85 °C). The default temperature is 85 °C.
- The volume of water can be dispensed at 3 different volume (120 ml, 250 ml, 500 ml). The default volume is 120 ml.

❷ Dispensing Button

Press this button to dispense water.

❸ Movable Water Tap

Desired position of movable water tap can be selected.

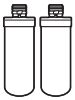
❹ Dispenser tray

A cup, water bottle or container can be placed on the dispenser tray.

Accessories



❶



❷

❶ Dispenser tray

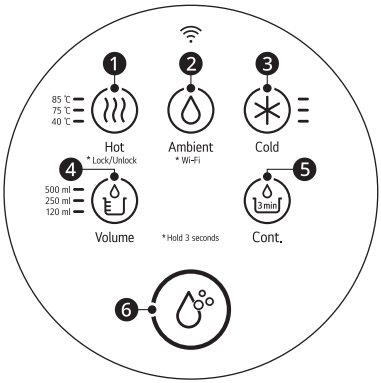
❷ Filter

Control Panel

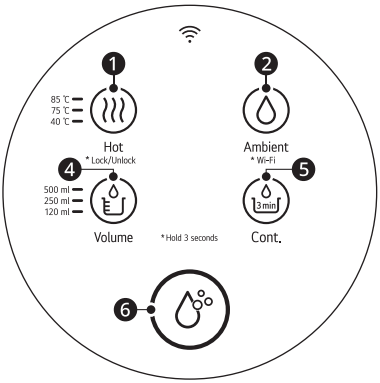
The actual control panel may differ from model to model.

Control Panel and Functions

Hot, Ambient and Cold Water Model



Hot and Ambient Water Model



Indicators

Indicator	Description
85 ℃ 75 ℃ 40 ℃	The default indicator is 85 ℃. The indicator illuminates when a desired temperature is selected. • 85 ℃ : 80 ℃ – 90 ℃, 75 ℃ : 70 ℃ – 80 ℃, 40 ℃ : 35 ℃ – 45 ℃
	The number of indicator shows the coldness level: • 1 bar: room temperature, 2 bars: colder, 3 bars: coldest After dispensing a lot of cold water, wait for the water to cold.
500 ml 250 ml 120 ml	The default indicator is 120 ml. The indicator illuminates when a desired volume is selected.
	The indicator lights up when the appliance is connected to Wi-Fi network at home.
	The indicator is orange as a warning that the filter will need to be changed soon.

Dispensing Water

1 Place the bottle, pitcher or cooking pot below the water tap.

2 Select the water mode (Hot, Ambient, Cold Water) as need.

- Hot Water: Press the **Hot** ❶ button.
- Ambient Water: Press the **Ambient** ❷ button.

- Cold Water: Press the **Cold** ❸ button.

3 If necessary, you can customise the hot water temperature by pressing the **Hot** ❶ button. The default hot water temperature is 85 ℃.
- The hot water temperature can be customised only by the **Hot** ❶ button.

4 If necessary, you can customise the volume of water by pressing the **Volume** ❹ button. The default volume is 120 ml.
- The dispensed volume of water may vary depending on the installation environment.

5 Press the **Dispensing** ❻ button. Once the desired fill level is achieved, release **Dispensing** ❻ the button.

NOTE

- If you do not press the **Dispensing** ❻ button within 5 seconds after pressing the **Hot** ❶ button, it will go back to previous selection. (Cold/Ambient water)
- If hot water is dispensed for longer than desired, press any button to stop dispensing.

Dispensing Ambient or Cold Water Continuously

1 Place the bottle, pitcher or cooking pot below the water tap.

2 Select the water mode (Ambient or Cold Water) as need.
- Ambient Water: Press the **Ambient** ❷ button.
- Cold Water: Press the **Cold** ❸ button.

3 Press the **Cont.** ❺ button to dispense water continuously up to 3 minutes.

4 Press the **Dispensing** ❻ button. Once the desired fill level is achieved, release **Dispensing** ❻ the button.

NOTE

- This function is only available for cold water/ ambient water for safety, not hot water.

Lock/Unlock Hot Water

- To lock the hot water, press the **Hot** ❶ button for 3 seconds. Then, hot water is not dispensed.
- To unlock the hot water, press the **Hot** ❶ button for 3 seconds. Then, hot water is dispensed.

Activating/Deactivating the Wi-Fi

Press the **Ambient** ❷ button for 3 seconds to initiate the connection of the appliance to the **LG ThinQ** application.
- Refer to **SMART FUNCTIONS** for information on the initial setup of the **LG ThinQ** application.

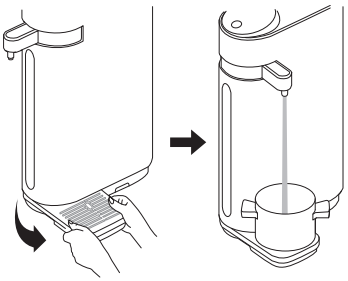
NOTE

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

Dispenser Tray

Using the Dispenser Tray

You can turn the dispenser tray to the left or right to use the appliance in various directions



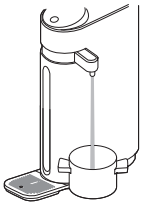
⚠ CAUTION

- If the dispenser tray is placed out of a desk or table, do not place any item on top of the dispenser tray.
- Do not put heavy items down on the dispenser tray.

Movable Water Tap

Using the Rotating Water Tap

The water tap can be rotated through 180 degrees to swivel and fill large or odd shaped containers.



⚠ CAUTION

- Do not force the water tap to rotate in left or right direction beyond the radius of rotation limit. (180 degree)

SMART FUNCTIONS

LG ThinQ Application

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

LG ThinQ Application Features

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

Water Usage

- You can check water usage, etc.

Smart Diagnosis

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

Settings

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

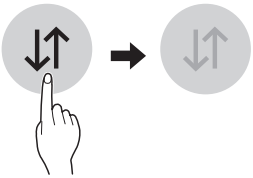
NOTE

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

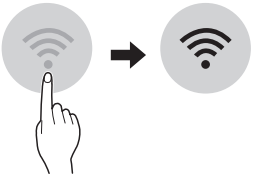
Before Using LG ThinQ Application

1 Check the distance between the appliance and the wireless router (Wi-Fi network).
   - If the distance between the appliance and the wireless router is too far, the signal strength becomes weak. It may take a long time to register or installation may fail.

2 Turn off the **Mobile data** or **Cellular Data** on your smartphone.



3 Connect your smartphone to the wireless router.



NOTE

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

NOTE

- If the firewall on your wireless router is enabled, disable the firewall or add an exception to it.
- The wireless network name (SSID) should be a combination of English letters and numbers. (Do not use special characters.)
- Smartphone user interface (UI) may vary depending on the mobile operating system (OS) and the manufacturer.
- If the security protocol of the router is set to **WEP**, you may fail to set up the network. Please change it to other security protocols (**WPA2** is recommended) and register the product again.

Installing LG ThinQ Application

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

Connecting to Wi-Fi

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

- **Initial Appliance Registration**

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

- **Re-registering the Appliance or Registering Another User**

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

NOTE

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

Open Source Software Notice Information

To obtain the source code that is contained in this product, under GPL, LGPL, MPL, and other open source licenses that have the obligation to disclose source code, and to access all referred license terms, copyright notices and other relevant documents, please visit https://opensource.lge.com.

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 to anyone in receipt of this information for a period of three years after our last shipment of this product.

Smart Diagnosis

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

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

NOTE

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

Using LG ThinQ to Diagnose Issues

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

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

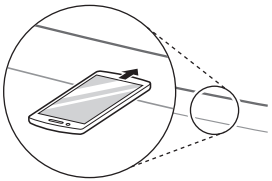
Using Audible Diagnosis to Diagnose Issues

Follow the instructions below to use the audible diagnosis method.

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

1 Turn on the power, then put the smartphone on the smart diagnosis logo.

- Position the phone so that its microphone is aligned with the speaker hole.



2 Press and hold the **Ambient** and **Cont.** buttons for 3 seconds or longer while holding your phone to the speaker until the data transfer is complete.

3 After the data transfer is complete, the diagnosis will be displayed in the application.

NOTE

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

MAINTENANCE

Cleaning

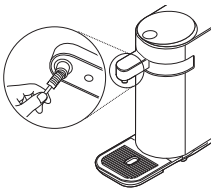
General Cleaning Tips

- Use a soft wet towel to wipe the exterior of the appliance. If you have used a neutral detergent, wipe it with a clean towel to makesure it does not stain.
- Do not use a rough brush, or detergent (such as toothpaste, alcohol, thinner, bleach, benzene, flammable liquid or polish) to remove adhesive marks or hand prints on the surface of the appliance.
  - This can cause discoloration of the appliance exterior or appliance damage.
- Clean the dispensing water tap and outlet periodically with a soft cleaning brush.
  - If it is not cleaned periodically, lint, lime components (calcium, magnesium), or foreign substances can appear on the outlet.
- Keep all drain outlets clear and unblocked.
- It is normal for the appliance to release a small amount of water through the drain hose during each heating period. It is essential for its safe operation.

Cleaning the Water Outlet

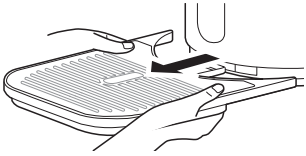
Clean the water outlet periodically using a soft brush.

- If it is not cleaned periodically, foreign substances such as lint, lime components (calcium, magnesium) can be built up on the water outlet.

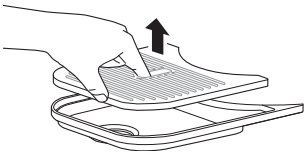


Cleaning the Dispenser Tray

1 Put your fingers into the middle of the groves on both ends of the dispenser tray, hold the dispenser tray with your thumbs and index fingers, and pull it forward.



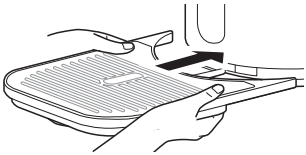
2 Pull the dispenser tray cover upward to remove it.



3 Clean it with water.

4 Wipe the surface of the dispenser tray with a soft cloth.

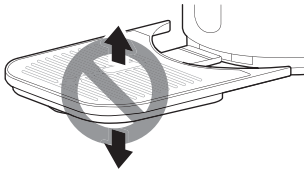
5 Place the cover on the dispenser tray, adhere it to the front side of the appliance closely, and gently push the dispenser tray until it is fitted completely in.



NOTE

- If a large amount of water is in the dispenser tray, water can spill out when separating the dispenser tray.

- Do not pull the dispenser tray down and up. It can casue broken if not handled carefully.



TROUBLESHOOTING

Before Calling for Service

Water

Symptoms	Possible Cause & Solution
Water tastes strange.	**Have you not dispensed water for a long period?** • Some bacteria can be generated in the water filtration system. It can cause problems. Dispense over 500 ml water from the hot, cold and ambient temperature water tap respectively.
	Have you installed the appliance long ago or not changed filter for a long period? • If the filter is not replaced regularly, the water quality of the appliance will deteriorate. Replace a new water filter.
Fine particles occur in the filtered water.	**Did water bubbles form?** • Water bubbles may form in the draining process. It is safe for you to drink. • If fine particles still remain in the dispensing water, shut off the valve located at the connection to the water source and contact your distributor, supplier or dealer.

Dispensing

Symptoms	Possible Cause & Solution
Water does not dispense.	**Did you shut off the valve located at the connection to the water source?** • Open the valve.
	Did you unplug the power plug from the outlet socket? • Plug the power plug into the outlet socket correctly.
	The appliance might have been broken if you still can not dispense water when you press the ⓐ button or the paddle. • Contact your distributor, supplier or dealer.
	Did you lock the hot water on the control panel? • Unlock the hot water.
Water is dispensing slowly.	**Is the ⓐ light on the control panel orange? Filter(s) will slowly become more clogged by the contaminants as they filter out, slowing water flow** • Replace a new water filter.
	Something may be blocking water flow. Is a section of hosing pinched? • Check the hoses.

Noises

Symptoms	Possible Cause & Solution
The appliance is noisy and generates abnormal sounds.	**Is the appliance installed on a weak floor or improperly levelled?** • Install the appliance on a solid and flat area.
	Does the rear of the appliance touch the wall? • Adjust the installation position to allow enough clearance around the appliance.
	Is there an object on top of the appliance? • Remove the object on top of the appliance.

Wi-Fi

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


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