LG
Life's Good

OWNER'S MANUAL

FRIDGE

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

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 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

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appliance. Cleaning and user maintenance shall not be made by children without supervision.

- 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.
- Children aged from 3 to 8 years are allowed to load and unload refrigerating appliances.
- This appliance is intended to be used in household and similar applications such as:
  - staff kitchen areas in shops, offices and other working environments;
  - farm houses and by clients in hotels, motels and other residential type environments;
  - bed and breakfast type environments;
  - catering and similar non-retail applications.
- This refrigerating appliance is not intended to be used as a built-in appliance.

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

- This appliance contains a small amount of isobutane refrigerant (R600a), but it is also combustible. When transporting and installing the appliance, care should be taken to ensure that no parts of the refrigerating circuit are damaged.
- 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.

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- 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 use mechanical devices or other means to accelerate the defrosting process.
- Do not use a hair drier to dry the inside of the appliance or place a candle inside to remove the odours.
- Do not use electrical appliances inside the refrigerator.
- Make sure not to get a body part such as a hand or foot stuck while moving the appliance.
- Disconnect the power cord before cleaning the appliance or replacing the inside lamp (where fitted).
- 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.

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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.

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 it is easy to unplug the power plug of the appliance.
- Be careful not to let the appliance door fall during assembly or disassembly.
- Be careful not to pinch, crush, or damage the power cable during assembly or disassembly of the appliance door.
- Be careful not to point the power plug up or let the appliance lean against the power plug.
- Do not connect a plug adapter or other accessories to the power plug.

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- Do not modify or extend the power cable.
- 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.
- Never start up an appliance showing any signs of damage. If in doubt, consult your dealer.
- Dispose of all packaging materials (such as plastic bags and styrofoam) away from children. The packaging materials can cause suffocation.
- Do not plug the appliance into a multi socket adapter which does not have a power cable (mounted).
- The appliance should be connected to a dedicated power line which is separately fused.
- Do not use a multi socket outlet which is not properly grounded (portable). In case of using a properly-grounded multi socket outlet (portable), use the multi socket outlet with the current capacity of the power cord rating or higher and use the multi socket outlet only for the appliance.

Operation

- Do not use the appliance for any purpose (storage of medical or experimental materials or shipping) other than any domestic household food storage use.
- If water penetrates electrical parts of the appliance, disconnect power plug and contact an LG Electronics customer information centre.
- Unplug the power plug during a severe thunderstorm or lightening or when not in use for a long period of time.

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- Do not touch the power plug or the appliance controls with wet hands.
- Do not bend the power cable excessively or place a heavy object on it.
- Immediately unplug the power plug and contact an LG Electronics customer information centre if you detect a strange sound, odour, or smoke coming from the appliance.
- Do not place hands or metallic objects inside the area emitting the cold air, cover or heat releasing grille on the back.
- Do not apply excessive force or impact to the back cover of the appliance.
- Be careful of nearby children when you open or close the appliance door. The door may bump the child and cause injury.
- Avoid the danger of children getting trapped inside the appliance. A child trapped inside the appliance can cause suffocation.
- Do not put animals, such as pets into the appliance.
- Do not place heavy or fragile objects, containers filled with liquid, combustible substances, flammable objects (such as candles, lamps, etc.), or heating devices (such as stoves, heaters, etc.) on the appliance.
- Do not place any electronic appliance (such as heater and mobile phone) inside the appliance.
- If there is a gas leakage (isobutane, propane, natural gas, etc.), do not touch the appliance or power plug and ventilate the area immediately. This appliance uses a refrigerant gas (isobutane, R600a). Although it uses a small amount of the gas, it is still combustible gas. Gas leakage during appliance transport, installation or operation can cause fire, explosion or injury if sparks are caused.
- Do not use or store flammable or combustible substances (ether, benzene, alcohol, chemical, LPG, combustible spray, insecticide, air freshener, cosmetics, etc.) near the appliance.

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Disposal

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

CAUTION

⚠ CAUTION

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

Operation

- The tempered glass on the front side of the appliance door or the shelves can be damaged by an impact. If it is broken, do not touch it with hands.
- Do not hang from the appliance doors, storage room, shelf or climb up into it.
- Do not store an excessive amount of water bottles or containers for side dishes on the door baskets.
- Do not open or close the appliance door with excessive force.
- If the hinge of the appliance door is damaged or operates improperly, stop using the appliance and contact an authorized service centre.
- Prevent animals from nibbling on the power cable or water hose.
- Make sure not to get a hand or foot stuck upon opening or closing the appliance door or door in door.

Maintenance

- Do not clean glass shelves or covers with warm water when they are cold. They may shatter if exposed to sudden temperature changes.
- Do not insert the shelves upside down. The shelves may fall.

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- To remove frost from the appliance, contact an LG Electronics customer information centre.

CARING FOR THE ENVIRONMENT

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.

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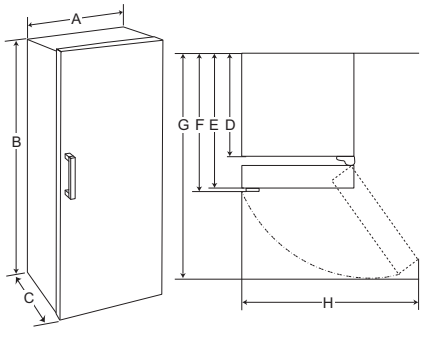
INSTALLATION

Before Installation

Dimensions and Clearances

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



-	Size (mm)
A	595
B	1850
C	673
D	568
E	638
F	673
G	1120
H	870

NOTE

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

Ambient Temperature

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

Climate Class	Ambient Temperature Range °C
SN (Extended Temperate)	+10 - +32
N (Temperate)	+16 - +32
ST (Subtropical)	+16 - +38 / +18 - +38**
T (Tropical)	+10 - +43* / +16 - +43 / +18 - +43**

* Australia, India, Kenya

** Argentina

NOTE

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

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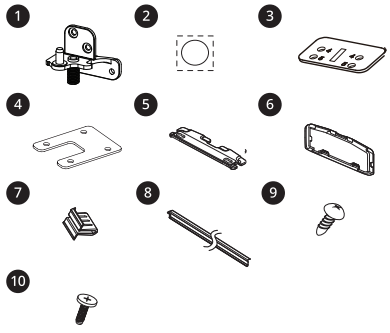
Accessories

*1 This feature is only available on some models.



❶ Lower Hinge*1

❷ Sticker*1

❸ Bracket A*1

❹ Bracket B*1

❺ Bracket C*1

❻ Cover*1

❼ Decoration Cover*1

❽ Decoration Case*1

❾ Screw A*1

❿ Screw B*1

Reversing Doors

This feature is only available on some models.

Your appliance is designed with reversible doors, so that they may open from either the left or right hand side to suit your kitchen design.

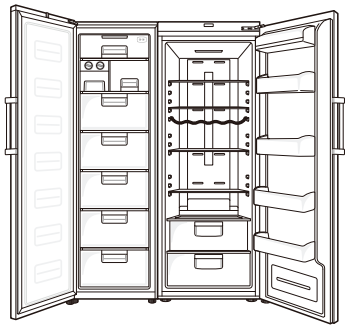
NOTE

- Reversing the doors must be performed by the qualified personnel of LG Electronics. If not, the doors will not be covered by the warranty.

Connecting the Freezer and Fridge

This feature is only available on some models.

You can install your appliance in pairs by calling to the LG Electronics service centre.



NOTE

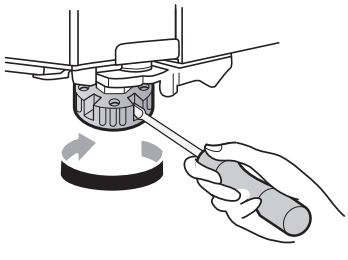
- Installation condition is not covered by the warranty.
- Connecting the freezer and fridge may increase energy consumption.

Levelling the Appliance

Adjusting the Levelling Leg

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

1 Turn the levelling leg clockwise to raise that side of the appliance or counterclockwise to lower it.



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2 Open the doors and check to make sure that they close easily.

Turning on the Power

Connecting the Appliance

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

NOTE

- After connecting the power supply cord (or plug) to the outlet, wait 3 or 4 hours before you put food into the appliance. If you add food before the appliance has cooled completely, your food may spoil.

Moving the Appliance For Relocation

Preparing for Relocation

1 Remove all food from inside the appliance.

2 Pull the power plug out, insert and fix it into the power plug hook at the rear or on top of the appliance.

3 Tape parts such as shelves and the door handle to prevent from falling off while moving the appliance.

4 Move the appliance with more than two people carefully. When transporting the appliance over a long distance, keep the appliance upright.

5 After installing the appliance, connect the power plug into a mains outlet socket and switch it on.

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OPERATION

Before Use

Notes for Operation

- Ensure there is sufficient space between food stored on the shelf or door basket to allow the door to close completely.
- Opening the door for long periods can cause a significant increase of the temperature in the compartments of the appliance.
- If you are leaving the appliance turned off for an extended period of time, remove all food and unplug the power cord. Clean the interior, and leave the doors slightly ajar to prevent mould from growing in the appliance.

Door Open Alarm

The alarm sounds 3 times in 30 second intervals if the door is left open or not completely closed for 1 minute.

NOTE

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

Failure Detection

The appliance can automatically detect problems during the operation.

NOTE

- If a problem is detected, the appliance may not operate and an error code is displayed even when any button is pressed.
- If an error code is indicated on the display, do not turn off the power. Immediately contact the LG Electronics customer information centre and report the error code. If you turn off the power, the repair technician from the our information centre may have difficulty finding the problem.

Suggestion for Energy Saving

- For the most efficient use of energy, make sure that door bins, drawers and shelves are assembled properly.
- Do not set the temperature of the appliance lower than needed.
- Ensure there is sufficient space between stored foods. This allows cold air to be circulated evenly and lowers electricity bills.
- Store hot food only after it has cooled in order to prevent dew.
- Do not put food near the temperature sensor of the fridge compartment. Keep a distance of at least 3 cm from the sensor.

Storing Foods Effectively

- This appliance is not suitable for freezing food.
- Food may freeze or spoil if stored at the wrong temperature. Set the refrigerator to the correct temperature for the food being stored.
- Store refrigerated food inside sealed containers.
- Check the expiration date and label (storage instructions) before storing food in the appliance.
- Do not store food for a long period of time if it spoils easily at a low temperature.
- Place the refrigerated food in fridge compartment immediately after purchasing.
- Store raw meat and fish in suitable containers in the refrigerator, so that it is not in contact with or drip onto other food.
- Refrigerated foods and other food items can be stored on top of the vegetable drawer.
- Cool hot food before storing. If too much hot food is placed inside, the internal temperature of the appliance can increase and negatively affect other foods stored in the appliance.
- Do not overfill the appliance. Cold air can not circulate properly if the appliance is overfilled.
- If you set an excessively low temperature for food, it may become frozen. Do not set a

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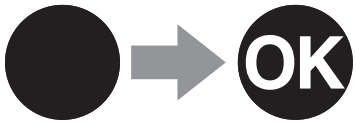
temperature lower than the required temperature for the food to be stored correctly.

- If there are chill compartments in the appliance, do not store vegetables and fruits with higher moisture content in the chill compartments as they may freeze due to the lower temperature.
- In the event of a blackout, call the electricity company and ask how long it is going to last.
  - You should avoid door openings while the power is off.
  - When the power supply gets back to normal, check the condition of the food.

OK Temperature Label

The OK mark of the OK label appears when the fridge temperature reaches 4 °C or lower. This label indicates that this is a storage space where food can be stored fresh at a temperature of 4 °C or lower.



NOTE

- If you remove the label, it may no longer function properly.
- If you remove the label, some adhesive will remain stuck to the appliance.

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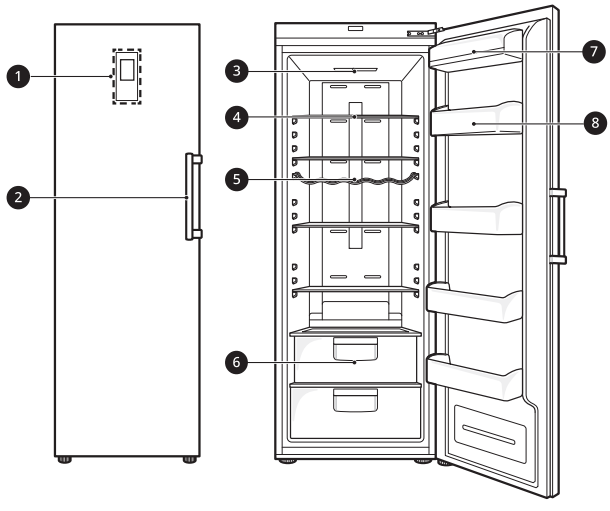
Product Features

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

Interior

*1 This feature is only available on some models.



❶ **Control Panel**

Sets the fridge temperature.

❷ **Door Handle**

Pull the handle to open the door.

❸ **LED Lamp**

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

❹ **Fridge Shelf**

Stores refrigerated foods and fresh foods.

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

❺ **Bottle Rack***1

Stores containers and tall bottles using the bottle rack.

⚠ CAUTION

- Do not store short bottles on the bottle rack. The items may fall and cause an injury or appliance damage.

❻ **Vegetable Drawer**

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Stores fruits and vegetables to keep fresh for as long as possible.

❼ **Dairy Basket**

Stores dairy foods such as butter and cheese.

❽ **Door Basket**

Stores small packages of refrigerated foods, drinks and sauce containers.

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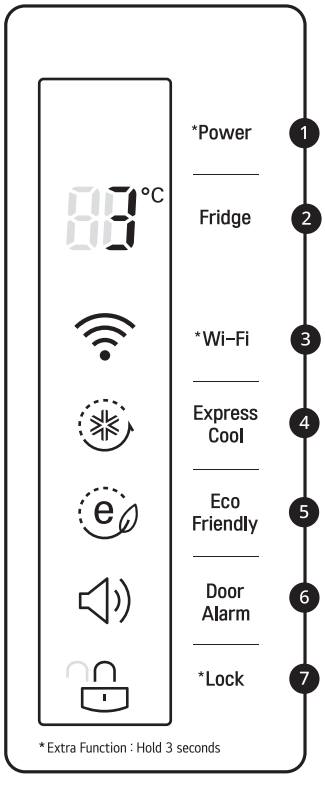
Control Panel

The actual control panel may differ from model to model.

Control Panel and Functions



❶ **Power**

This turns the power on and off.

❷ **Fridge**

Press this button repeatedly to select a desired temperature between 0 °C and 6 °C.

- The default fridge temperature is 3 °C.

❸ **Wi-Fi**

This button allows the appliance to connect to a home Wi-Fi network. Refer to **SMART FUNTIONS** for information on the initial setup of the **LG ThinQ** application.

❹ **Express Cool**

This function can quickly cool a large amount of foods such as vegetable, fruit and so on.

- This function is enabled and disabled in turn each time you press the button.

❺ **Eco Friendly**

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This function is useful when you are away on a holiday as it reduces energy consumption. When this mode is off, the fridge temperature return to the previous temperature settings.

- This function is enabled and disabled in turn each time you press the button.
- When this mode is on, the other buttons except **Lock** and **Wi-Fi** buttons will not operate.

❻ **Door Alarm**

This sets the alarm sound which is activated when the appliance door is opened.

❼ **Lock**

This locks the buttons on the control panel.

- To lock the control panel buttons, press and hold the **Lock** button for 3 seconds until the 🔒 icon appears and the function is activated.
- To disable the function, press and hold the **Lock** button for 3 seconds until the 🔓 icon appears and the function is deactivated.

NOTE

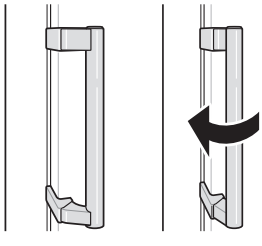
- The control panel will turn off automatically for energy saving.
- If there is any finger or skin contacts to the control panel while cleaning it, the button function may operate.

Door Handle

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

Using Easy Open Door

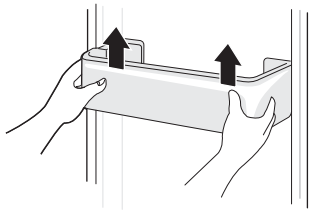
To easily open the door, hold the handle and softly turn it to the left.



Fridge Drawer

Removing/Refitting the Fridge Drawer

1 Hold both edges of the door basket and lift it to remove.
   - You must remove the door basket first before removing the vegetable drawer.



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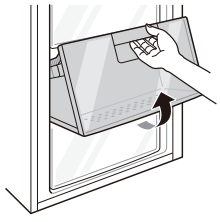
2 Lift the drawer up and remove it by pulling it out.

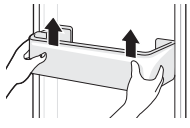


3 Refit the drawer in the reverse order of the removal process.

Door Basket

Removing/Refitting the Door Basket

1 Hold both edges of the basket and remove it by lifting it upward.

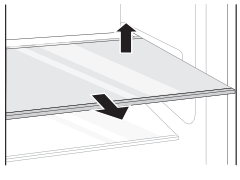


2 Refit the door basket in the reverse order of the removal process.

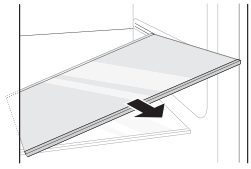
Shelf

Removing/Refitting the Shelf

1 Hold the both side of the shelf. Lift the shelf up and pull it forward.



2 Tilt the shelf and remove it by pulling it out.



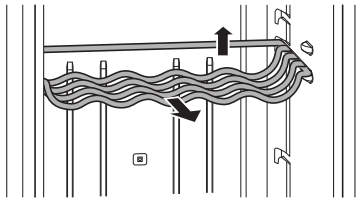
3 Refit the shelf by sliding it inward until the shelf snaps into the frame.

Bottle Rack

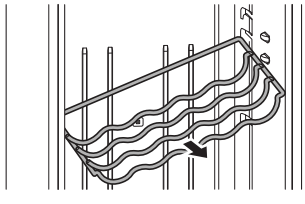
Removing/Refitting the Rack

This feature is only available on some models.

1 Hold the both side of the rack. Lift the rack up and pull it forward.



2 Tilt the rack and remove it by pulling it out.



3 Refit the rack by sliding it inward until the rack snaps into the frame.

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SMART FUNCTIONS

LG ThinQ Application

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

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

LG ThinQ Application Features

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

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.

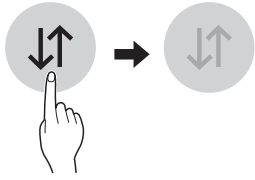
NOTE

- 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.

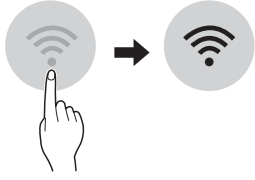
Before Using LG ThinQ Application

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.

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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 the LG ThinQ Application

Search for the **LG ThinQ** application from the Google Play Store or Apple App Store on a smartphone. 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 **Wi-Fi** button for 3 seconds to temporarily turn it off. Run the **LG ThinQ** application and follow the instructions in the application to register the appliance.

NOTE

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

Wireless LAN Module Specifications

Model	LCW-004
Frequency Range	2412 - 2472 MHz
Output Power (Max.)	IEEE 802.11 b: 17.82 dBm
	IEEE 802.11 g: 17.72 dBm
	IEEE 802.11 n: 16.61 dBm

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.

Declaration of Conformity

CE

Hereby, LG Electronics declares that the radio equipment type Refrigerator 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 Centre 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

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this product, please visit http://opensource.lge.com.

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

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

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.

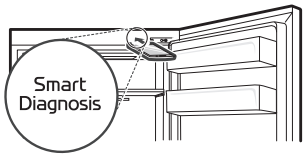
Using Audible Diagnosis to Diagnose Issues

*1 This control panel is only available on some models.

Follow the instructions below to use the audible diagnosis method.

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

1. Press the **Lock** button to activate the lock function.
   - If the display has been locked for over 5 minutes, you must deactivate the lock and then reactivate it.
2. Press and hold the **Fridge** button for 3 seconds or longer.
3. Open the door and then hold the phone near the speaker hole.



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

NOTE

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

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MAINTENANCE

Cleaning

General Cleaning Tips

- Regularly clean any surfaces that can come in contact with food.
- When cleaning the inside or outside of the appliance, do not wipe it with a rough brush, toothpaste, or flammable materials. Do not use cleaning agents containing flammable substances. This may cause discolouration or damage to the appliance.
  - Flammable substances: alcohol (ethanol, methanol, isopropyl alcohol, isobutyl alcohol, etc.), thinner, bleach, benzene, flammable liquid, abrasive, etc.
- After cleaning, check if the power cable is damaged.

Cleaning the Exterior

- When cleaning the outside air vents of the appliance by means of vacuuming, then the power cord should be unplugged from the outlet to avoid any static discharge that can damage the electronics or cause an electric shock. Regular cleaning of the rear and side ventilation covers is recommended to maintain reliable and economical operation of the unit.
- Keep the air vents on the exterior of the appliance clean. Blocked air vents can cause fire or appliance damage.
- Clean the aluminum part of the appliance in a soft towel moistened with water. If you use a mild detergent, wipe it off with a clean cotton to avoid stains.
- Wipe the wooden parts of the product with a dry cotton. If you use a wet cloth, wipe off any excess water with a dry cotton. Water towels or wet cloths may cause deformation if they come into direct contact with wood for a long time.

Cleaning the Interior

- When removing a shelf or drawer from inside the appliance, remove all stored foods from the shelf or drawer to prevent injury or damage to the appliance. Otherwise, injury may occur due to the weight of stored foods.
- Detach the shelves and drawers and clean them with water, and then dry them sufficiently, before replacing them.
- Regularly wipe the door gaskets with a wet soft towel.
- Door basket spills and stains should be cleaned as they can compromise storage ability of the basket and could even be damaged.
- Never clean the shelves or containers in the dishwasher. The parts may become deformed due to the heat.

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TROUBLESHOOTING

Before Calling for Service

Cooling

Symptoms	Possible Cause & Solution
There is no refrigeration.	**Is there a power interruption?** • Check the power of other appliances.
	Check the power of other appliances. • Plug the power plug in the outlet properly.
	A fuse in your home may be blown or the circuit breaker tripped. Or the appliance is connected to a GFCI (Ground Fault Circuit Interrupter) outlet, and the outlet's circuit breaker has tripped. • Check the main electrical box and replace the fuse or reset the circuit breaker. Do not increase fuse capacity. If the problem is a circuit overload, have it corrected by a qualified electrician. • Reset the circuit breaker on the GFCI. If the problem persists, contact an electrician.
There is poor refrigeration.	**Is the fridge temperature set to its from 6 °C to 8 °C setting?** • Set the fridge temperature to 4 °C.
	Is the appliance in direct sunlight, or is it near a heat generating object such as cooking oven or heater? • Check the installation area and reinstall it away from heat generating objects.
	Did you store hot food without cooling it first? • Cool the hot food first before putting it in the fridge compartment.
	Did you put in too much food? • Maintain an appropriate space between food.
	Are the appliance doors completely closed? • Completely close the door and make sure that stored food is not obstructing in the door.
	Is there enough space around the appliance? • Adjust the installation position to make enough space around the appliance.
The appliance contains a bad smell.	**Did you put in food with a strong smell?** • Store foods with strong smells in sealed containers.

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Symptoms	Possible Cause & Solution
The appliance smells of wood burning.	**Special heat treatments have been carried out to compensate for the weak points of moisture-affected wood and to prevent pest damage.** • The special heat treatment process can smell of the wood burning, but rest assured that it will disappear naturally after a certain period of time.

Condensation & Frost

Symptoms	Possible Cause & Solution
There is condensation inside the appliance.	**Did you store hot food without cooling it first?** • Cool the hot food first before putting it inside the fridge.
	Did you leave the appliance door open? • Although the condensation will disappear soon after you close the appliance door, you can wipe it with a dry cloth.
	Do you open and close the appliance door too frequently? • Condensation can form due to the temperature difference from the outside. Wipe out the dampness with a dry cloth.
	Did you put warm or moist food inside without sealing it in a container? • Store food in a covered or sealed container.
Condensation has formed inside or outside the appliance.	**Did you open and close the appliance door frequently or is the appliance door improperly closed?** • Condensation can form if the outside air penetrates inside the appliance.
	Is the installation environment humid? • Condensation can appear on the exterior of the appliance if the installation area is too humid or on a humid day such as a rainy day. Wipe off any moisture with a dry cloth.
The front or behind of the appliance is warm.	**There are anti condensation pipes and a ventilation fan fitted to these areas of the appliance to reduce condensation forming from around the door area.** • The heat releasing pipe and the ventilation fan to prevent condensation are installed on the front and behind of the appliance. You may feel it particularly hot right after the appliance is installed or during the summer. You can be assured that this is not a problem and is quite normal. • This is radiated heat through the bottom front (mood light) of the appliance. Hot air may be felt, but it is not a malfunction.
There is water inside or outside of the appliance.	**Is there water leakage around the appliance?** • Check if the water has leaked from a sink or another place.
	Is there water on the bottom of the appliance? • Check if water leaks because water spills or the container breaks or falls.

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Symptoms	Possible Cause & Solution
There is water inside or outside of the appliance.	**Is there water leakage around the appliance?** • Check if the water has leaked from a sink or another place.
	Is there water on the bottom of the appliance? • Check if the water is from the thawed frozen food or a broken or dropped container.

Parts & Features

Symptoms	Possible Cause & Solution
The inside lamp in the appliance does not turn on.	**Lamp failure** • Close the door and re-open. If the lamp does not turn on, please contact the LG Electronics customer information centre. Do not attempt removal of the lamp.
The appliance door is not closed tightly.	**Is the appliance leaning forward?** • Adjust the front feet to raise the front side slightly.
	Were the shelves properly assembled? • Refit the shelves if needed.
	Did you close the door with excessive force? • If you apply too much force or speed when closing the door, it may remain briefly open before closing. Make sure that you do not slam the door closed. Close the door gently.
It is difficult to open the appliance door.	**Did you open the door right after you closed it?** • If you try to open the appliance door within one minute after you closed it, you may have difficulties because of the pressure inside the appliance. Try to open the appliance door again in a few minutes so that the internal pressure stabilizes.

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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.
	Are objects scattered behind the appliance? • Remove the scattered objects from behind the appliance.
	Is there an object on top of the appliance? • Remove the object on top of the appliance.
Rattling noises	**Appliance is not resting evenly on the floor.** • Floor is weak or uneven or levelling legs need to be adjusted.
Popping noises	**Contraction and expansion of the inside walls due to changes in temperature.** • Normal Operation
Vibrating	**If the side or back of the appliance is touching a cabinet or wall, some of the normal vibrations may make an audible sound.** • To eliminate the noise, make sure that the sides and back do not make any contact with any wall or cabinet.

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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.

Customer Care and Service

Contact an LG Electronics customer information centre.

- To find informaion on LG authorized service centre, visit our website at www.lg.com.
- Only qualified service personnel from LG authorized service centre should disassemble, repair, or modify the appliance.
- Spare parts referenced in Regulation EU 2019/2019 are available for 7 years (only door gaskets are available for 10 years).
- To purchase spare parts, contact an LG Electronics customer information centre or our website at www.lg.com.

NOTE

- Regulation EU 2019/2019, valid from 1st March 2021, is related to the Energy Efficiency classes by Regulation EU 2019/2016.
- For more information about the energy efficiency of the appliance, visit https://ec.europa.eu and search using the model name (valid from 1st March 2021).
- Scan the QR code on the energy label supplied with the appliance, which provides a web link to the information related to the performance of the appliance in the EU EPREL database. Keep the energy label for reference and all other documents supplied with the appliance (valid from 1st March 2021).
- The model name can be found on the rating label of the appliance.

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