LG
Life's Good

OWNER'S MANUAL

FRIDGE& FREEZER

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

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

This manual is subject to revision by the manufacturer.

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SAFETY INSTRUCTIONS

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

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

⚠ WARNING

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

⚠ CAUTION

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

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.
- If the appliance is equipped with a lock (some models only), keep the key out of reach of children.

Installation

- This appliance should only be transported by two or more people holding the appliance securely.
- Ensure that the socket outlet is properly grounded, and that the earth pin on the power cord is not damaged or removed from the power plug. For more details on grounding, inquire at an LG Electronics customer information centre.
- This appliance is equipped with a power cord having an equipment-grounding conductor and a grounding power plug. The power plug must be plugged into an appropriate socket outlet that is installed and grounded in accordance with all local codes and ordinances.
- If the power cord is damaged or the hole of the socket outlet is loose, do not use the power cord and contact an authorized service centre.
- Do not plug the appliance into a multi socket adapter which does not have a power cable (mounted).
- Do not modify or extend the power cable.
- The appliance should be connected to a dedicated power line which is separately fused.
- Do not use a multi socket outlet which is not properly grounded (portable). In case of using a properly-grounded multi socket outlet (portable), use the multi socket outlet with the current capacity of the power code rating or higher and use the multi socket outlet only for the appliance.
- Install the appliance in a place where is easy to unplug the power plug of the appliance.
- Be careful not to point the power plug up or let the appliance lean against the power plug.
- 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.
- 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.
- Do not connect a plug adapter or other accessories to the power plug.

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.
- 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.
- If water penetrates electrical parts of the appliance, disconnect power plug and contact an LG Electronics customer information centre.
- 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.
- Do not put animals, such as pets into 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 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 or store flammable or combustible substances (ether, benzene, alcohol, chemical, LPG, combustible spray, insecticide, air freshener, cosmetics, etc.) near the appliance.
- 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.
- Fill with potable water only into icemaker or dispenser water tank.
- Do not damage the refrigerant circuit.
- Do not place any electronic appliance (such as heater and mobile phone) inside the appliance.

Maintenance

- Disconnect the power cord before cleaning the appliance or replacing the inside lamp (where fitted).
- Securely plug the power plug in the socket outlet after completely removing any moisture and dust.
- Never unplug the appliance by pulling on the power cable. Always grip the power plug firmly and pull straight out from the socket outlet.
- Do not spray water or inflammable substances (toothpaste, alcohol, thinner, benzene, flammable liquid, abrasive, etc.) over the interior or exterior of the appliance to clean it.
- Do not clean the appliance with brushes, cloths or sponges with rough surfaces or which are made of metallic material.
- Only qualified service personnel from LG Electronics service centre should disassemble, repair, or modify the appliance. Contact an LG Electronics customer information centre if you move and install the appliance in a different location.

- Do not use a hair drier to dry the inside of the appliance or place a candle inside to remove the odours.
- Do not use mechanical devices or other means to accelerate the defrosting process.
- Connect the water supply line (for plumbed models only) to a potable water source only. Otherwise, impurities in the water may cause illness.

Disposal

- When discarding the appliance, remove the door gasket while leaving the shelves and baskets in place and keep children away from the appliance.
- Dispose of all packaging materials (such as plastic bags and styrofoam) away from children. The packaging materials can cause suffocation.

Technical Safety

- Keep ventilation openings, in the appliance enclosure or in the built-in structure, clear of obstruction.
- Do not use electrical appliances inside the refrigerator.
- The refrigerant and insulation blowing gas used in the appliance require special disposal procedures. Consult with service agent or a similarly qualified person before disposing of them.
- 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.
- Never start up an appliance showing any signs of damage. If in doubt, consult your dealer.
- This appliance is intended to be used in household and similar applications only. It should not be used for commercial, or catering purposes, or in any mobile application such as a caravan or boat.
- Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.

Risk of Fire and Flammable Materials



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

- This appliance contains a small amount of isobutane refrigerant (R600a), but it is also combustible. When transporting and installing the appliance, care should be taken to ensure that no parts of the refrigerating circuit are damaged.
- If a leak is detected, avoid any naked flames or potential sources of ignition and air the room in which the appliance is standing for several minutes. In order to avoid the creation of a flammable gas air mixture if a leak in the refrigerating circuit occurs, the size of the room in which the appliance is used should correspond to the amount of refrigerant used. The room must be 1 m² in size for every 8 g of R600a refrigerant inside the appliance.
- When positioning the appliance, ensure the supply cord is not trapped or damaged.
- Do not locate multiple portable socket-outlets or portable power supplies at the rear of the appliance.

⚠ 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

- Do not tilt the appliance to pull or push it when transporting.
- Make sure not to get a body part such as a hand or foot stuck while moving the appliance.

Operation

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

- Do not place glass containers, bottles or cans (especially those containing carbonated drinks) in the freezer compartment, shelves or ice bin that will be exposed to temperatures below freezing.
- The tempered glass on the front side of the appliance door or the shelves can be damaged by an impact. If it is broken, do not touch it with hands.
- Do not place heavy objects on top of the door in door.
- Do not use the door in door as a chopping board and ensure it is not scratched by a sharp tool, as this may cause appliance damage.
- Do not hang from the appliance door, storage room, shelf or fridge door in door or climb up into it.
- Do not store an excessive amount of water bottles or containers for side dishes on the door baskets.
- Prevent animals from nibbling on the power cable or water hose.
- 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.
- Do not clean glass shelves or covers with warm water when they are cold.
- Never eat frozen foods immediately after they have been taken out in the freezer compartment.
- Do not open the door of the appliance with the door in door open, or do not open the door in door while the door of the appliance is open. The door in door may be struck by the edge of the appliance and damaged.
- Make sure not to get a hand or foot stuck upon opening or closing the appliance door or door in door.

Maintenance

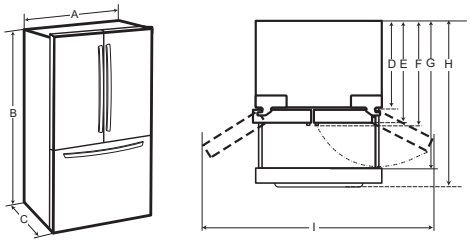
- Do not insert the shelves upside down. The shelves may fall.
- To remove frost from the appliance, contact an LG Electronics customer information centre.

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 from each adjacent wall when installing the appliance.



-	Size
A	908 mm
B	1772 mm
C	921 mm
D	759 mm
E	857 mm
F	921 mm
G	1234 mm
H	1461 mm
I	1713 mm

Ambient Temperature

- The appliance is designed to operate within a limited range of ambient temperatures, depending on the climate zone. Do not use the appliance at a temperature exceeding the limit.
- The internal temperature could be affected by the location of the appliance, the ambient temperature, the frequency of door opening and so on.
- The climate class can be found on the rating label.

Climate Class	Ambient Temperature Range ºC
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

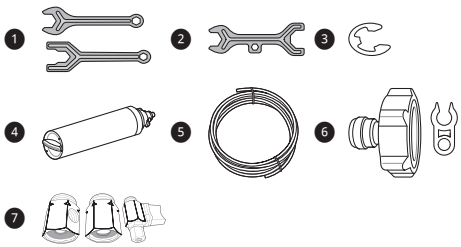
** Argentina

NOTE

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

Accessories

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



1. Spanner A*1
2. Spanner B*1
3. C-Clip (Snap Ring)*1
4. Water Filter
5. Water Tube*1
6. Tube Connector and Clip*1
7. Tube Connector and Valve*1

Removing the Doors and Drawer

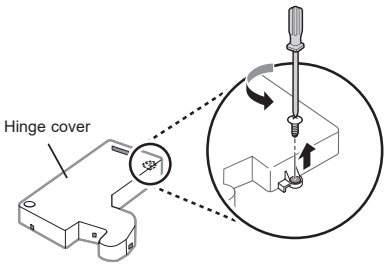
When it is necessary to move the appliance through a narrow opening, removing the doors is the recommended procedure.

⚠ WARNING

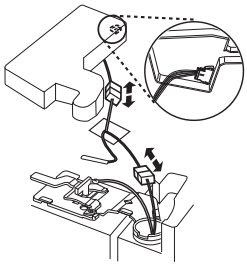
- Disconnect the power cord, house fuse or circuit breaker before installing or servicing the appliance. Failure to follow these instructions may result in death, fire or electric shock.

Removing the Fridge Doors

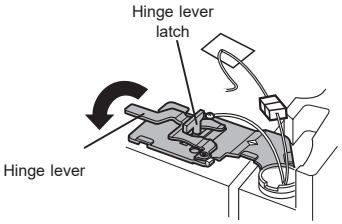
1 Remove the screw from the hinge cover at the top of the appliance. Lift the hook, located at the bottom of the front side of the cover with a flat-head screwdriver.



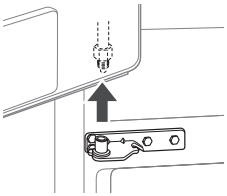
2 Disconnect all wire harnesses. Unscrew the ground wire.



3 Rotate hinge lever counterclockwise. Lift the top hinge free of the hinge lever latch.



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



⚠ CAUTION

- When removing the upper hinge, be sure to support the door as it will fall forwards. It is recommended that two or more people carry out the door removal and refitting.
- When lifting the hinge free of the latch, be careful that the door does not fall forward.
- Place the door on a non-scratching surface with the inner side facing up.

Removing the Freezer Drawers

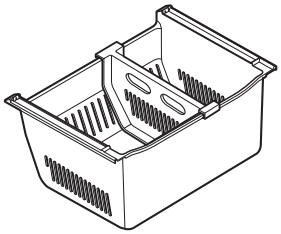
For models with two freezer drawers, remove both drawers in the same way.

The Pullout Drawer located above the freezer drawer is not shown for clarity.

⚠ WARNING

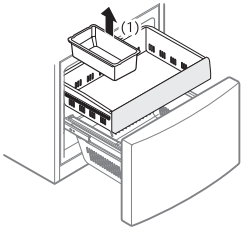
To reduce the risk of electric shock, injury to persons, and death, follow basic precautions, including the following:

- Use two or more people to remove and install the refrigerator doors and freezer drawer.
- Be careful of sharp hinges on both sides of the drawer.
- When you lay the drawer down, be careful not to damage the floor.
- Do not sit or stand on the freezer drawer.
- To prevent accidents, keep children and pets away from the drawer. Do not leave the drawer open. If the Durabase® storage bin is removed from the freezer drawer, there is sufficient space for a small child or pet to crawl inside.

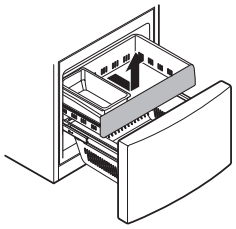


1 Pull the drawer open to full extension.

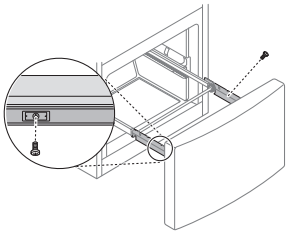
2 Gently lift and pull out the ice bin.



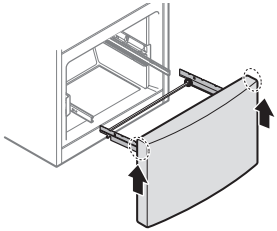
3 Lift the front of the drawer up, then pull it straight out.



4 Remove the screws from the rails at both ends.



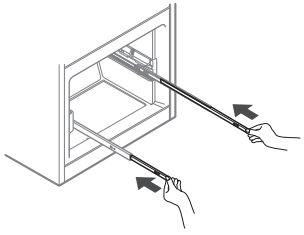
5 Grip both sides of the drawer and pull it up to remove it from the rails.



⚠ CAUTION

- Do not hold the handle when removing or replacing the drawer. The handle may come off, causing personal injury.

6 Hold both rails and push them in simultaneously.



Refitting the Doors and Drawer

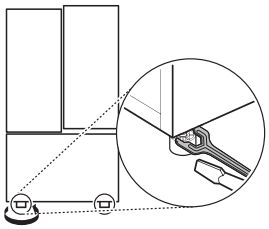
Mount the doors in the reverse sequence of their removal once the appliance has been passed through all access doors.

Leveling and Door Alignment

Leveling

The appliance has two front leveling legs. Adjust the legs to alter the tilt from front-to-back or side-to side. If the appliance seems unsteady, or the doors do not close easily, adjust the appliance's tilt using the instructions below:

1 Turn the leveling leg to the left to raise that side of the appliance or to the right to lower it. It may take several turns of the leveling leg to adjust the tilt of the appliance.



NOTE

- A flare nut wrench works best, but an open-endwrench will suffice. Do not over-tighten.

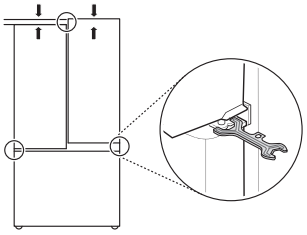
2 Open both doors and check to make sure that they close easily. If the doors do not close easily, tilt the appliance slightly more to the rear by turning both leveling legs to the left. It may take several more turns, and be sure to turn both leveling legs the same amount.

Door Alignment

Both the left and right refrigerator doors have an adjustable nut, located on the bottom hinge, to raise and lower them to align properly.

If the space between the doors is uneven, follow the instructions below to align the doors evenly:

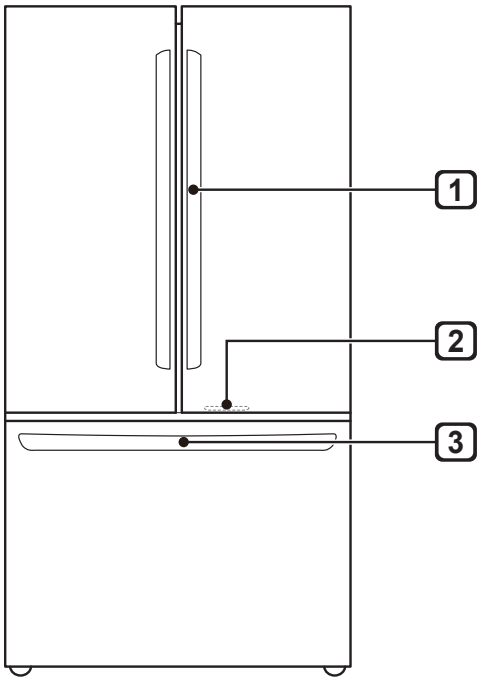
Use the wrench (included with the owner's manual) to turn the nut in the door hinge to adjust the height. Turn the nut to the right to raise the door or to the left to lower it.



OPERATION

Parts and Functions

Exterior

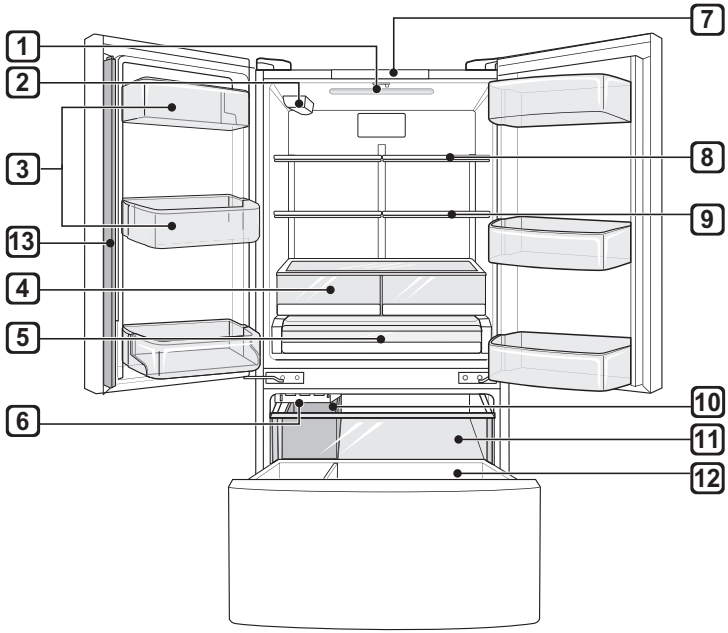


1 **Handle**
Opens and closes the refrigerator door.

2 **LED Light**
LED lights up when the freezer door is opened.

3 **EZ Handle (*)**
Easily opens the freezer door.

Interior



1 LED Lamp

Light up the inside of the refrigerator.

2 Water Filter

This filter purifies water.

- The filter should be replaced every 6 months. See the Replacing the Water Filter section in this manual for details.

3 Fridge Door Basket

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

4 Vegetable Drawer

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

5 Glide'N'Serve

Store food items at a different temperature than the regular refrigerator area.

6 Freezer Icemaker (*)

Produces and stores ice automatically in freezer compartment.

7 Control Panel

To set the freezer and fridge temperatures.

8 Fridge Shelf

This is where refrigerated foods and other items are stored.

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

9 Folding Shelf (*)

Shelf is adjustable to meet individual storage needs.

10 In-Door Ice Bin

If a large amount of ice is needed, transfer the ice in the in-door ice bin to an ice storage bin in the freezer.

11 Pullout Drawer

Provide extra storage within the freezer compartment.

12 Freezer Drawer

Provide storage for large food items.

13 Door Mullion

Prevents the cold air in the refrigerator from escaping when the doors are closed.

⚠ CAUTION

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

NOTE

- (*) means that this feature varies depending on the model purchased.

Notes for Operation

- Users should keep in mind that frost can form. If the door is not closed completely, if the humidity is high during the summer, or if the freezer door is opened frequently.
- Ensure there is sufficient space between food stored on the shelf or door basket to allow the door to close completely.
- Opening the door lets warm air enter the appliance, and may cause the internal temperature to rise.
- If you are leaving the appliance turned off for an extended period of time, remove all food and unplug the power cord. Clean the interior, and leave the doors slightly ajar to prevent mold from growing in the appliance.
- If there are chill compartments in the appliance, do not store vegetables and fruits with higher moisture content in the chill compartments as they may freeze due to the lower temperature.
- If the refrigerating appliance is left empty for long periods, switch off, defrost, clean, dry, and leave the door open to prevent mould developing within the appliance.

Suggestion for Energy Saving

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

Storing Foods Effectively

- Store frozen food or refrigerated food inside sealed containers.
- Check the expiration date and label (storage instructions) before storing food in the appliance.
- Do not store food for a long period of time (more than four weeks) if it spoils easily at a low temperature.
- Place the refrigerated food or frozen food in each fridge or freezer compartment immediately after purchasing.
- Avoid refreezing any food which has been completely thawed. Freezing any food which has been completely thawed again will lower its taste and nutrition.
- Do not wrap and store vegetables with newspaper. Printing material of newspaper or other foreign substances may smear and contaminate food.
- Do not overfill the appliance. Cold air can not circulate properly if the appliance is overfilled.
- If you set an excessively low temperature for food, it may become frozen. Do not set a temperature lower than the required temperature for the food to be stored correctly.
- If there are chill compartments in the appliance, do not store vegetables and fruits with higher moisture content in the chill compartments as they may freeze due to the lower temperature.
- 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.

Max Freezing Capacity

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

Maximum Storage

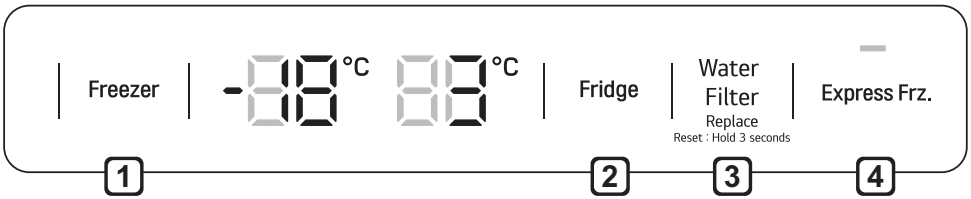
- To get better air circulation, insert all drawers.
- If large quantities of food are to be stored, all the freezer drawers shall be taken out of the appliance except the bottom one and the food shall be stacked directly on the freezer compartment.

NOTE

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

Using Control Panel

Units and Functions



1 Freezer Temperature

- This sets the freezer target temperature.

2 Fridge Temperature

- This sets the fridge target temperature.

3 Water Filter

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

4 Express Freeze

- This sets Express Freeze functions.

NOTE

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

Setting the Temperature

This sets the fridge temperature or freezer temperature.

- Press the **Fridge** button or **Freezer** button to adjust the temperature.
- The initial temperature is set.
  - Fridge : 3 °C
  - Freezer : -18 °C
- The temperature can be adjusted.
  - Fridge : from 1 °C to 8 °C
  - Freezer : from -13°C to -21 °C
- The actual inner temperature varies depending on the food status, as the indicated setting temperature is a target temperature, not actual temperature within the appliance.

NOTE

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

Setting Express Freeze

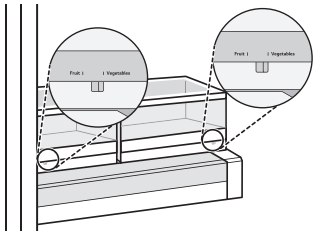
The function can quickly freeze a large amount of ice or frozen foods.

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

Vegetable Drawer

You can control the amount of humidity in the moisture-sealed crispers. Store vegetables or fruits requiring more or less humidity in separate crispers. Adjust the control to any setting between Vegetables and Fruit.

- Fruit lets moist air out of the crisper for best storage of fruits.
- Vegetables keeps moist air in the crisper for best storage of fresh, leafy vegetables.



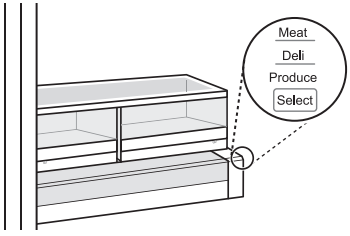
⚠ CAUTION

- The glass shelf over the crisper may not be firmly secured. Be careful when tilting.

Glide‘N’ Serve (*)

The Glide‘N’Serve provides storage space with available temperature. This drawer can be used for large party trays, deliitems, or beverages. (this drawer should not be used for vegetables as they will freeze.).

Press the **Select** button to choose between **Produce** (Cold), **Deli** (Colder) and **Meat** (Coldest).

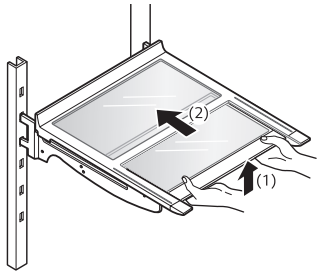


NOTE

- (*) means that this feature varies depending on the model purchased.

Using the Folding Shelf (*)

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



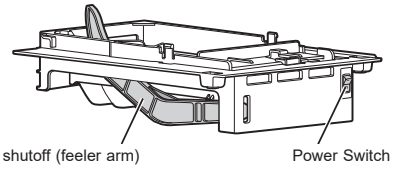
⚠ CAUTION

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

NOTE

- (*) means that this feature varies depending on the model purchased.

Freezer Icemaker



The automatic freezer icemaker produces 12 cubes at a time, 50-110 pieces within a 24 hour period if conditions are favorable. This amount may vary according to the environment (ambient temperature around the appliance, frequency of the door being opened, amount of food stored in the appliance, etc.).

- If the ice bin is completely filled with ice, ice production will stop.
- Sound of ice dropping into the ice bin is normal.
- The icemaker produces ice once approximately 48 hours have passed after the appliance is initially installed.
- Discard the first ice cubes produced after initial install.
- Ice cubes which are stored in the ice bin for a long time may clump together and be difficult to separate. If this happens, empty the ice bin completely and clean it before reinstalling it.

Turning the Automatic Icemaker On or Off

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

Normal sounds you may hear

- Keeping the power turned on to the icemaker before the water line is connected can damage the icemaker.
- The icemaker water valve will buzz as the icemaker fills with water. If the power switch is in the **ON (I)** position, it will buzz even if it has not yet been hooked up to water. To stop the buzzing, move the power switch to **OFF (O)**.
- You will hear the sound of cubes dropping into the bin and water running in the pipes as the icemaker refills.

NOTE

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

Preparing for Vacation

Set the icemaker power switch to **OFF (O)** and shut off the water supply to the appliance.

If the ambient temperature will drop below freezing, have a qualified technician drain the water supply system to prevent serious property damage due to flooding caused by ruptured water lines or connections.

NOTE

- The ice bin should be emptied any time the icemaker on/off switch is turned to the **OFF (O)** position.

Other Functions

Door Open Alarm

The alarm sounds 3 times in 30 second intervals if the door (fridge compartment, freezer compartment) is left open or not completely closed for one minute.

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

Failure Detection

The appliance can automatically detect problems during the operation.

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

SMART FUNCTIONS

LG ThinQ Application

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

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

LG ThinQ Application Features

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

Smart Diagnosis

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

NOTE

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

Installing the LG ThinQ Application

Search for the **LG ThinQ** application from the Google Play Store or Apple App Store on a smart phone.

- Follow instructions to download and install the application.
- Run the **LG ThinQ** application and follow the instructions in the application to register the appliance.

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

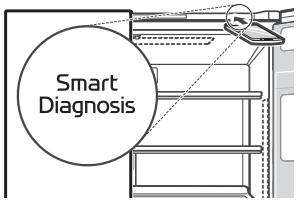
- For reasons not attributable to LGE's negligence, the service may not operate due to external factors such as, but not limited to, Wi-Fi unavailability, Wi-Fi disconnection, local app store policy, or app unavailability.
- The feature may be subject to change without prior notice and may have a different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

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



2 Press and hold the Freezer button for three seconds or longer while continuing to hold your phone to the speaker.

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

NOTE

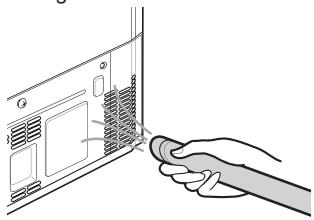
- For best results, do not move the phone while the tones are being transmitted.

Notes for Cleaning

- When removing a shelf or drawer from inside the appliance, remove all stored foods from the shelf or drawer to prevent injury or damage to the appliance.
  - Otherwise, injury may occur due to the weight of stored foods.
- If cleaning the outside air vents of the appliance by means of vacuuming, then the power cord should be unplugged from the outlet to avoid any static discharge that can damage the electronics or cause an electric shock.
- Detach the shelves and drawers and clean them with water, and then dry them sufficiently, before replacing them.
- Regularly wipe the door gaskets with a wet soft towel.
- Door basket spills and stains should be cleaned as they can compromise storage ability of the basket and could even be damaged.
- After cleaning, check if the power cable is damaged, warm or improperly plugged.
- Keep the air vents on the exterior of the appliance clean.
  - Blocked air vents can cause fire or appliance damage.
- When cleaning the inside or outside of the appliance, do not wipe it with a rough brush, toothpaste, or flammable materials. Do not use cleaning agents containing flammable substances.
  - This may cause discoloration or damage to the appliance.
  - Flammable substances: alcohol (ethanol, methanol, isopropyl alcohol, isobutyl alcohol, etc.), thinner, bleach, benzene, flammable liquid, abrasive, etc.
- For the appliance exterior, use a clean sponge or soft cloth and a mild detergent in warm water. Do not use abrasive or harsh cleaners. Dry thoroughly with a soft cloth.
- Never clean the shelves or containers in the dishwasher.
  - The parts may become deformed due to the heat.
- If the appliance is equipped with an LED lamp, do not remove lamp cover and LED lamp in any attempt to repair or service it. Please, contact the LG Electronics customer information centre.

Cleaning the Condenser Cover

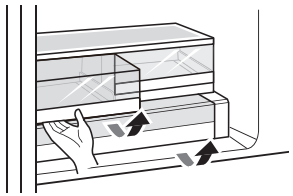
Use a vacuum cleaner with a brush to clean the condenser cover and vents. Do not remove the panel covering the condenser coil area.



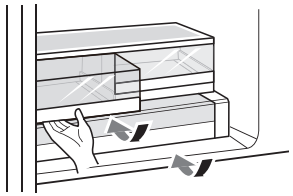
Cleaning the Vegetable Drawer

Removing the Vegetable Drawer

1 Remove the contents of the drawer. Hold the handle of the drawer and gently pull it out completely until it stops.

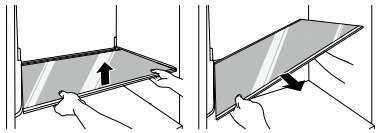


2 Lift the vegetable drawer up and remove it by pulling it out.



3 Repeat to remove the second drawer.

4 Tilt the cover slightly and support it with both hands while pulling it out.



Refitting the Vegetable Drawer

1 Open the fridge doors comletely.

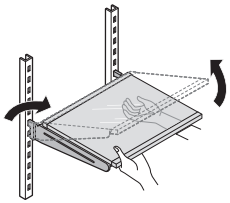
2 Insert the bottom of the vegetable drawer into its original position and ently push it back in while lowering it.

Cleaning the Fridge Shelf

Removing the Fridge Shelf

1 Tilt the front of the shelf up and then lift the shelf straight up.

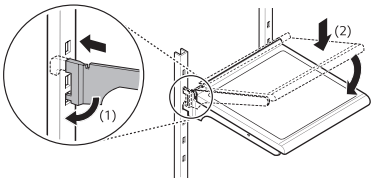
2 Lower the front of the shelf so that the hooks into the holes.



Refitting the Fridge Shelf

1 Tilt the front of the shelf up and guide the shelf hooks into the holes at the desired height.

2 Lower the front of the shelf so that the hooks into the holes.



CAUTION

- Make sure that shelves are level from one side to the other. Failure to do so may result in the shelf falling or food spilling.
- Do not clean glass shelves with warm water while they are cold. Shelves may break if exposed to sudden temperature changes or impact.
- Glass shelves are heavy. Use special care when removing them.

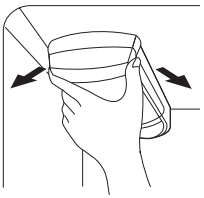
Replacing the Water Filter

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

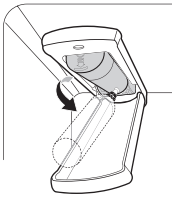
1 Unplug the appliance.

2 Turn off the water supply to the appliance.

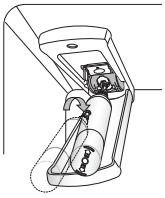
3 Open the Water filter cover.



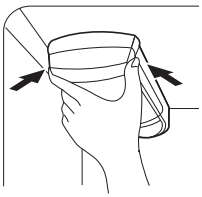
4 Remove the disposable water filter.



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



6 Close the Water filter coverd.



7 Turn on the water supply and switch on the appliance.

8 Press and hold the **Water Filter** button for three seconds. That resets the Replacement icon. The new water filter has been activated.

NOTE

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

TROUBLESHOOTING

Symptoms	Possible Causes & Solution
There is no refrigeration or freezing.	**Is there a power interruption?** • Check the power of other appliances.
	If the power plug unplugged from the outlet? • 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 or freezing.	**Is the fridge or freezer temperature set to its warmest setting?** • Set the fridge or freezer temperature to 'Medium'.
	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 or freezer 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.	**Is the fridge or freezer temperature set to 'Warm'?** • Set the fridge or freezer temperature to 'Medium'.
	Did you put in food with a strong smell? • Store foods with strong smells in a sealed containers.
	Vegetables or fruit may have spoiled in the drawer? • Throw away rotten vegetables and clean the vegetable drawer. Do not store vegetables too long in the vegetable drawer.
The inside lamp in the appliance does not turn on.	**Does the inside lamp in the appliance turn off?** • It is not possible for customers to replace the inside lamp in the appliance as they are not serviceable. If the inside lamp does not turn on, please contact the LG Electronics customer information centre.

Symptoms	Possible Causes & Solution
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 without force.
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.
Door mullion does not fold in and out properly.	**Are front leveling legs extended, appliance level, and doors aligned?** • Once the door baskets are filled, the doors may become misaligned, preventing the door mullion or the Auto Open Door function from working properly. Extend both front leveling legs fully so they are in firm contact with the floor. Follow the instruction in the Door Alignment section to raise the left appliance door until the door mullion is once again working properly. Adjust the right appliance door so it aligns with the left appliance door.

Symptoms	Possible Causes & Solution	
There is condensation inside the appliance or on the bottom of the vegetable drawer cover.	**Did you store hot food without cooling it first?**	• Cool the hot food first before putting it in the fridge or freezer compartment.
	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.
Frost has formed in the freezer compartment.	**Doors may not be closed properly?**	• Check if the food item inside the appliance is blocking the door and make sure that the door is tightly closed.
	Did you store hot food without cooling it first?	• Cool the hot food first before putting it in the fridge or freezer compartment.
	Is the air entry or exit of the freezer compartment blocked?	• Make sure that air entry or exit is not blocked so that the air can circulate inside.
	Is the freezer compartment overfilled?	• Maintain an appropriate space between items.

Symptoms	Possible Causes & Solution
Frost or condensation has formed inside or outside the appliance.	**Did you open and close the appliance door frequently or is the appliance door improperly closed?** • Frost or 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 appliance is noisy and generates abnormal sounds.	**Is the appliance installed on a weak floor or improperly leveled?** • 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.
The side or front of the appliance is warm.	**There are anti condensation pipes fitted to these areas of the appliance to reduce condensation forming from around the door area.** • The heat releasing pipe to prevent condensation is installed on the front and side of the appliance. You may feel it particularly hot right after the appliance is installed or during the summer. You can be assured that this is not a problem and is quite normal.
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.

Symptoms	Possible Causes & Solution
Clicking noises	**The defrost control will click when the automatic defrost cycle begins and ends. The thermostat control (or appliance control on some models) will also click when cycling on and off.** • Normal Operation
Rattling noises	**Rattling noises may come from the flow of appliance, the water line on the back of the unit (for plumbed models only), or items stored on top of or around the appliance.** • Normal Operation
	Appliance is not resting evenly on the floor. • Floor is weak or uneven or leveling legs need to be adjusted. See the Door Alignment section.
	Appliance with linear compressor was moved while operating. • Normal operation. If the compressor does not stop rattling after three minutes, turn the power to the appliance off and then on again.
Whooshing noises	**Evaporator fan motor is circulating air through the fridge and freezer compartments.** • Normal Operation
	Air is being forced over the condenser by the condenser fan. • Normal Operation
Gurgling noises	**Appliance flowing through the cooling system** • Normal Operation
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.

Memo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