ENGLISH

OWNER'S MANUAL

FREEZER

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

MFL68864564_Rev.01

www.lg.com

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This manual is produced for a group of products and 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 product.

The guidelines are separated into 'WARNING' and 'CAUTION' as described below.

⚠ **This symbol is displayed to the 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 the product.**

⚠ WARNING

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

CHILDREN IN THE HOUSEHOLD

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

PROHIBITION OF STORAGE OF EXPLOSIVE SUBSTANCES

- Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.

TECHNICAL SAFETY

- Keep ventilation openings, in the appliance enclosure or in the built-in structure, clear of obstruction.
- Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.
- Do not damage the refrigerant circuit.
- Do not use electrical appliances inside the food storage compartments of the appliance, unless they are of the type recommended by the manufacturer.
- 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.
- This appliance contains a small amount of isobutane refrigerant (R600a), natural gas with high environmental compatibility, 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.
- Refrigerant squirting out of the pipes could ignite or cause an eye injury.
- 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.
- 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.

APPLIANCE USAGE RANGE

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.

Important Safety Instructions

⚠ WARNING

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

Installation

- Ground the product for safety. For more details on grounding, inquire at an LG Electronics service centre. Improper grounding of the product can cause product failure or electric shock due to short circuit.
- Install the product on a solid and flat area. If the product is installed on an uneven floor, it can generate vibration and noise or cause misalignment of the door. If the product is not installed on an even floor, it may fall, causing injury or death.
- Do not install the product in a damp area and keep away from splashing rain or water. Water can damage the insulation causing the electric shock or fire.
- Be careful not to expose the rear of the product during the installation. Exposure can cause electric shock or injury.
- Be careful not to let the door fall during assembly or disassembly. This can cause injury.
- Be careful not to puncture or tear the cable during assembly or disassembly of the product door. This can cause electric shock or fire.

Power

- This appliance is equipped with a cord having an equipment-grounding conductor and grounding plug. The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.

- Use only grounded extension socket outlets. Using an ungrounded extension socket outlet can cause electric shock or injury.

- Do not plug multiple products into multiple socket-outlets or extension cords. This can cause a fire.

- Be careful not to point the power plug up or let the product lean against the plug. This may allow moisture into the power plug or damage the power plug causing the electric shock or fire.

- Remove the power plug when you clean the product or replace the inside lamp. Not removing the plug can cause electric shock or injury.

- Do not touch the power plug with wet hands. It can cause the electric shock or injury.

- Plug the power in the outlet tightly after removing the moisture and dust completely. Improper contact can cause the electric shock or fire.

- When pulling out the power plug from an outlet, hold the power plug, not the cable. Damage of the cable can cause the electric shock or injury.

- If the power cable or power plug is damaged or the hole of the outlet socket is loose, do not use the power plug and contact LG Electronics service centre. Improper contact can cause electric shock or fire.

- Unplug the power plug during thunder or lightening or when not in use for a long period of time. Storms can cause electric shock or fire.

- Do not bend the power cable excessively or place a heavy object on top of it. Damage of the power cable can cause electric shock or fire.

- Do not extend the length of the power cable or alter it. Electrical damage of the power cable can cause electric shock or fire.

Operation

- In case of flood, stop using the product and contact the LG Electronics service centre. Contact with water can cause electric shock or fire.

- If there is a gas leakage (isobutane, propane, natural gas, etc.), do not touch the product or power plug and ventilate the area immediately. Sparks can cause explosion, fire or injury. This product uses a very eco-friendly gas (isobutane, R600a) as the refrigerant. Although it uses a small amount of the gas, it is still combustible gas. Gas leakage during product transport, installation or operation can cause fire, explosion or injury if sparks are caused.

- Do not spray the water inside or outside the product to clean it. Water can damage the insulation to cause electric shock or fire.

- Do not clean the product with brushes, cloths or sponges with rough surfaces or which are made of metallic material. This can damage the insulation and cause electric shock or fire.

- Immediately unplug the power plug and contact an LG Electronics service centre if you detect any abnormal noise, odour or smoke. This may indicate fire danger.

- Do not use the product for any purpose (storage of medical or experimental materials or shipping) other than household use. Improper use can cause electric shock, fire or explosion.

- Do not place hands or metallic objects inside the area emitting the cold air, cover or heat releasing grill on the back. The bottom and back of the product are made of steel, and may cause electric shock or injury.

- Be careful of nearby children when you open or close the product door. The door may bump the child and cause injury.

- Be careful of a child being trapped inside the product. A child trapped inside the product can suffocate and die.

- Only an authorized repair person from LG Electronics service centre should disassemble, repair, or modify the product. Contact an LG Electronics service centre if you move the product. Improper service may cause injury, electric shock or fire.

- Do not place heavy or fragile objects, liquids, combustible substances, or flammable objects (such as candles and lamps) on the product. This can cause electric shock, injury or fire.

- Do not use or store flammable or combustible substances (ether, benzene, alcohol, chemical, LPG, combustible spray, insecticide, air freshener, cosmetics, etc.) near the product. This can cause explosion or fire.

- Do not use a hair drier to dry the inside of the product or place a candle inside to remove the odours. This can cause electric shock or fire.

- If moisture penetrates inside the product, unplug the power and contact an LG Electronics service centre. This can cause electric shock or fire.

- Do not apply excessive force or impact to the back cover of the product. This can cause electric shock, fire, malfunction or explosion.

Disposal

- When you dispose the product, remove the door gasket while all parts are where they should be and keep children away from the product. A child trapped inside the product can be killed.

- Dispose of the packaging material (such as vinyl and styrofoam) away from children. The packaging material can suffocate a child.

Disposal of Your Old Appliance (as per e-waste Rules)



- When this crossed out wheeled bin symbol is depicted on the product and its operator's manual, it means the product is covered by the e-waste Management and Handling Rules, 2011 and are meant to be recycled, dismantled, refurbished or disposed off.
- Do's
  - a. The product is required to be handed over only to the authorized recycler for disposal.
  - b. Keep the product in isolated area, after it becomes non-functional/unrepairable so as to prevent its accidental breakage.
- Don't
  - a. The product should not be opened by the user himself/herself, but only by authorized service personnel.
  - b. The product is not meant for re-sale to any unauthorized agencies/scrap dealer/ kabariwalah.
  - c. The product is not meant for mixing into household waste stream.
  - d. Do not keep any replaced spare part(s) from the product in exposed area.
- Any disposal through unauthorized agencies/person will attract action under Environment (Protection) Act 1986.
- Hazards of improper handling or accidental breakage :
  - a. The refrigerant (R134a) used, if overexposed, might cause dizziness and loss of concentration. Liquid contact can cause irritation and frostbite. The refrigerant (R600a), squirting out of the pipes could ignite or cause eye injury.
  - b. The blowing agent cyclopentane is highly flammable liquid and vapor. Harmful to aquatic life. Contact with liquid may cause cold burns/frost bites. Repeated exposure causes skin dryness.
- This product is complied with the requirement of Hazardous Substances as specified under Rule 13 (1) & (2) of the E-Waste (Management & Handling) Rules, 2011.
- To locate a nearest collection centre or call for pick-up (limited area only) for disposal of this appliance, please contact Toll Free No. 1800-315-9999 / 1800-180-9999 for details. All collection centre and pick up facilities are done by third parties with LG Electronics India Pvt. Ltd. Merely as a facilitator. For more detailed information , please visit : http://www.lge.com/in

⚠ CAUTION

Violating this direction may cause injury or damage to house or contents. Always be careful, please.

Installation

- Do not tilt the product to pull or push it when transporting. The product can fall down and cause injury.
- The product should only be transported by multiple people and while holding handles on the front bottom and the rear top of the product securely. Accidently dropping the product may cause product damage or body injury.

Operation

- Do not touch the contents of the freezer with a wet hand. This can 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.
- Do not place a living animal inside the product. The animal can suffocate.
- Do not cling to the product door, storage room or shelf or climb up on it. The product can fall down or pinch the hand in the door causing injury. Be particularly cautious of children operating the product.
- Keep food organized inside the product. Items may fall down when you open or close the product door causing injury.
- Prevent animals or pets from nibbling on the power cable or water hose. This can cause electric shock to the animal or damage the product or property.

- Do not open or close the product door with excessive force. Food stored inside may fall causing injury.

- If the hinge of the product door is damaged or operates improperly, stop using it and contact an LG Electronics service centre. If products fall down, it can cause the product damage or injury.

- Supervise a child or a person with poor cognitive skills to ensure they use the product safely. This can cause injury.

- To remove frost from inside the product, contact an LG Electronics service centre. Defrosting improperly can cause product damage.

- Be careful not to damage the refrigerant line while using. Otherwise, it may cause product damage.

- Do not place another electronic product (such as heater and mobile phone) inside the product during use. Using the product for any purpose other than storing food can cause fire or product damage.

- Dispose of the ice inside the ice storage bucket in the freezer during extended power outage. The melting ice can damage the product.

- Do not insert the shelves upside down. The shelves may fall, causing injury.

INSTALLATION

Notes for Installation

Install the product on a solid and flat area.

- If the product is installed on an uneven floor, it can cause vibration and noise causing the product to fall resulting in injury.
- If the product front or rear are not level, put a solid object (such as a ruler) underneath, fix it with tape, and push the product to level it horizontally.

Avoid placing the unit near heat sources, direct sunlight or moisture.

Install accessories such as ice cube box, etc., in their proper places. They are packed together to prevent possible damage during shipment.

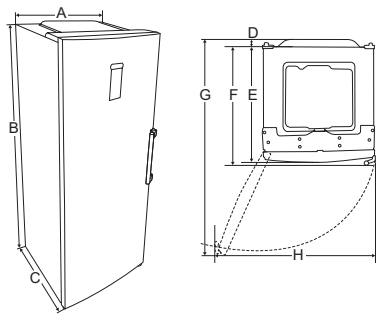
Connect the power supply cord (or plug) to the outlet. Don't double up with other appliances on the same outlet.

Product with handle shall be located at least 55 mm from the wall on the hinge side to open door by 90°.
The warm air under and behind the product must be able to escape or power consumption will increase.

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

Dimensions and Clearances

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



-	Size
A	595 mm
B	1850 mm
C	673 mm
D	30 mm
E	606 mm
F	643 mm
G	1120 mm
H	870 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 temperatures could be affected by the location of the appliance, the ambient temperature, the frequency of door opening and so on. The climate class can be found on the rating label.

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

* Australia, India, Kenya

NOTE

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

Leg Adjustment

To avoid vibration, the unit must be leveled.

If required, adjust the leveling screws to compensate for the uneven floor.

The front should be slightly higher than the rear to aid in door closing.

Leveling screws can be turned easily by tipping the cabinet slightly.

Turn the leveling screws counterclockwise ( ) to raise the unit, clockwise ( ) to lower it.

To Reverse the Doors

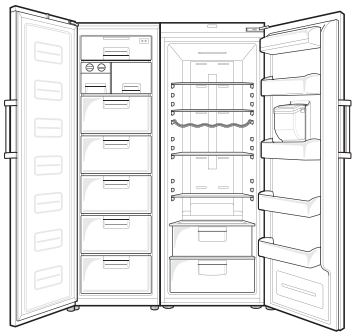
Your freezer is designed with reversible doors, do that they may open from either the left of right hand side to suit your kitchen design.

NOTE

- However when you want to reverse the doors your refrigerators in pairs, you must call to service center. Revising the doors is not covered by the warranty.

To Install Refrigerators in Pairs

Your freezer can be installed with fridge in pairs as the below image.

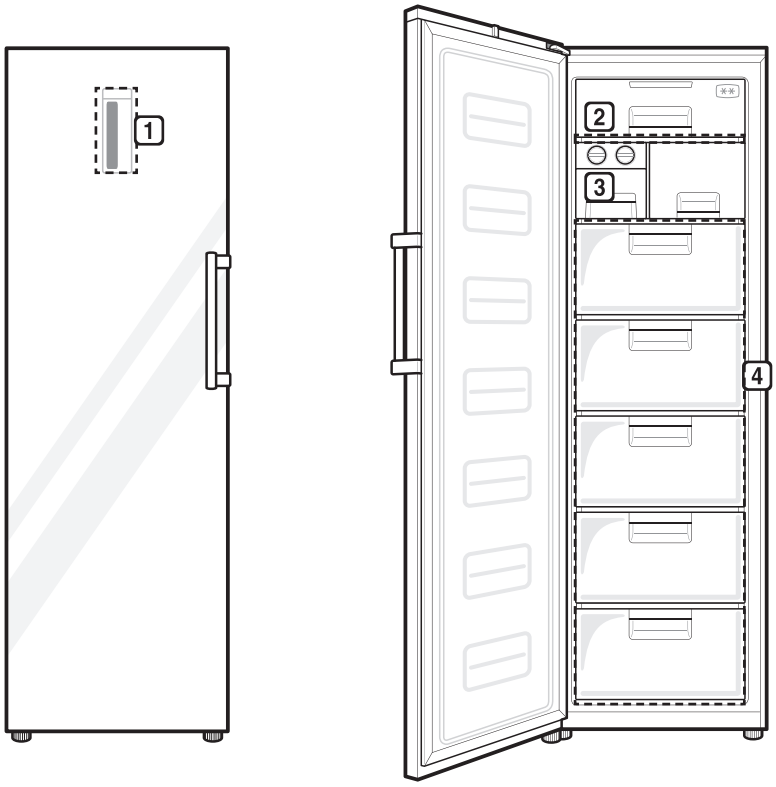


NOTE

- However when you want to install your refrigerators in pairs, you must call to service center. Installation condition is not covered by the warranty.

OPERATION

Parts and Functions



1 **Control Panel**

This adjusts the inside temperature of the freezer.

2 **Freezer Shelf**

This is where frozen foods such as the meat, fish, and ice cream, can be stored.

- (**) What is Two Star Section?(Optional) : -12 ºC – -18 ºC is maintained to store frozen foods.

3 **Ice Maker**

This is where ice is made and stored.

4 **Freezer Basket**

This is for long-term storage of frozen items.

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

Notes for Operation

Suggestion for Energy Saving

- Please do not keep the door open for a long time, close door in the shortest time.
- Do not overfill. Enough space should be kept for cool air circulating freely.
- Do not set the temperature of product lower than needed. Do not put the food near the temperature sensor. Keep the distance of least 5 mm from the sensors.
- Allow hot food to cool prior to storing. Placing hot food in the product could spoil other food, and lead to higher electric bills.
- Do not block air vents with food. Smooth circulation of cold air keeps product temperature even.
- Do not open the door frequently. Opening the door lets warm air enter the product, and cause temperature to rise.
- To keep a position of inner parts like as baskets, drawers, shelves and Fridge Supplied by manufacturer is the most efficient usage for energy saving.
- Please 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.
- 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.
- 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 product.
- Do not store food for a long period of time if it spoils easily at a low temperature.
- Place the refrigerated food or frozen food inside each fridge or freezer immediately after purchasing.
- Do not overfill the product. Fill less than 70 % of the space. Cold air cannot circulate properly if the product is overfilled.
- Cool hot food before storing. If too much hot food is placed inside, the internal temperature of the product can increase and negatively affect other foods stored in the product.
- Do not open or close the product door excessively.
- Limit storage inside the freezer to 1–3 weeks.
- Always keep the product clean.
- In the event of a blackout, call the electricity company and ask how long it is going to last.
  - − You should avoid d oor openings while the power is off.
  - − When the power supply gets back to normal, check the condition of the food.

Maximum Storage

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



NOTE

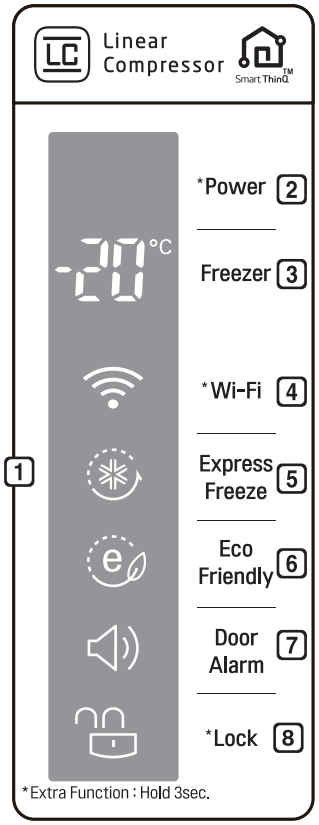
- To remove the drawers, first pick the food out of drawers. Then use the handle of drawers, pull out the drawers carefully. It may cause injury.
- The shape of each drawer may be different, insert in the right position.

Max Freezing Capacity

- If there is already food in the compartment, button on **Express Freeze** several hours before placing fresh produce in the freezer compartment to get maximum capacity, As a rule, 7 hours is adequate.

Using Control Panel

Units and Functions



- The actual control panel may differ from model to model.

1 Control Panel

- This image shows the initial display.
- To display function settings, press the buttons in 2 – 8.

2 Power

- This turns the power on and off.

3 Freezer Temperature

- This adjusts the freezer temperature.

4 Wi-Fi

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

5 Express Freeze

- This sets Express Freeze functions.

6 Eco Friendly

- This controls the Power Save mode for lowering energy consumption.

7 Door Alarm

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

8 Lock

- This locks the buttons on the control panel.

Setting Power

This turns the power on and off.

- Press the **Power** button for 3 seconds or longer. The control panel lights, and the power is on.
- Turn off the power when you are not using the product.
- When you press the **Power** button to turn off the product, the product is no longer operating. Turn it off only when you are not using the product.

Adjusting the Freezer Temperature

This adjusts the freezer temperature.

- Press the **Freezer Temperature** button to adjust the temperature.
- The initial temperature is set to -20 °C, and the freezer temperature can be adjusted between -15 °C – -23 °C.
- Adjust the freezer temperature according to the change of the temperature inside the product. The actual inner temperature varies depending on the food status, as the indicated setting temperature is a target temperature, not actual temperature within freezer.

NOTE

- Allow your refrigerator to run for at least two to three hours before putting food in it.

Setting Wi-Fi

The **Wi-Fi** button, when used with the LG Smart ThinQ application, allows the freezer to connect to a home Wi-Fi network.

- The **Wi-Fi** icon shows the status of the freezer's network connection. The icon illuminates when the freezer is connected to the Wi-Fi network.

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 is automatically terminated after a certain period of time (24 hours).

Setting Power Save Mode

If you are away from home for a long period, you can adjust the Power Save mode to save energy.

- When you press the **Eco Friendly** button, the **Eco Friendly** icon lights on the control panel, and the mode is set. The mode is enabled and disabled in turn each time you press the button.
- The Freezer Temperature or Express Freeze function cannot be used in Power Save mode.
- The **Eco Friendly** icon flashes 3 times when you press the **Freezer Temperature** or **Express Freeze** button in Power Save mode.
- To use the Freezer Temperature or Express Freeze function, press the **Eco Friendly** button again to disable the Power Save mode.

Setting Door Alarm

This sets an alarm to activate when the product door is opened.

- When you press the **Door Alarm** button, the **Door Alarm** icon lights and activates the alarm. The function is enabled and disabled in turn each time you press the button.
- Contact an LG Electronics service centre if the alarm continues after closing the door.

Setting and Resetting Lock

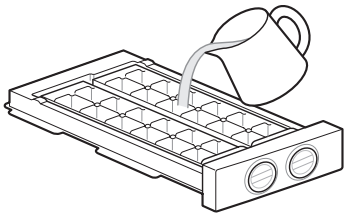
This locks the buttons on the control panel.

- When you press the **Lock** button for 3 second, the **Set/Reset** icon on the control panel lights. The function is enabled and disabled in turn each time you press the button.
- If you press a button other than **Lock** when the lock is set, the button will not function.
- When you press a button other than **Lock** when the child lock is set, the **Set/Reset** icon on the control panel is flashes 3 times.
- To use another function, press the **Lock** button for 3 second to disable the function.

Using Ice Maker

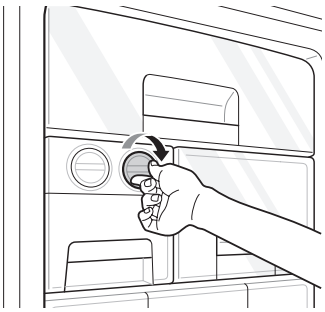
Fill the ice maker up to the indicator line with water.

- Fill with potable water only.
- If the ice maker is overfilled, the ice cubes may stick together and be difficult to remove.
- Press the **Express Freeze** button on the control panel to make ice quickly.



To remove the ice, turn the handle of the ice tray clockwise.

- Ice can be removed more easily by pouring water on the ice maker or immersing it in water and twisting the tray first.



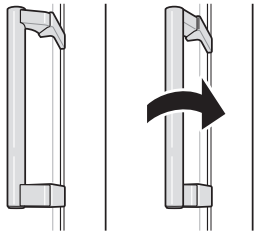
- Do not store ice that is not completely frozen.
- You can remove the ice maker or ice bucket to create more space inside the freezer if you do not use it.

⚠ CAUTION

- Be careful not to twist the ice maker with force since it can be broken.
- Do not freeze the ice in the ice bucket. It can break the ice bucket and cause product damage or injury.

Using Easy Open Door

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



Using Other Functions

Door Open Alarm

The alarm sounds 3 times in a 30-second interval if the door is left open or not completely closed for one minute.

- Contact an LG Electronics service centre if the alarm sound continues even after closing the door.

Failure Detection

The product can automatically detect problems during the operation.

- If a problem is detected, the product does 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 service centre. If you turn off the power, the repair technician from LG Electronics service centre may have difficulty finding the problem.

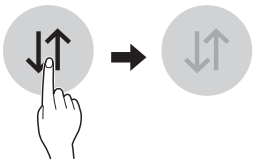
Using LG SmartThinQ Application

Things to check before using LG SmartThinQ

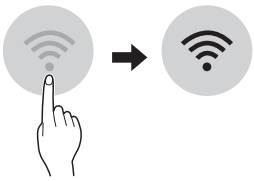
- For appliances with the SmartThinQ or SmartThinQ logo

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.
   - For iPhones, turn data off by going to Settings → Cellular → Cellular Data.



3 Connect your smartphone to the wireless router.



NOTE

- To verify the Wi-Fi connection, check that Wi-Fi 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 SmartThinQ is not responsible for any network connection problems or any faults, malfunctions, or errors caused by network connection.
- If the appliance is having trouble connecting to the Wi-Fi network, it may be too far from the router. Purchase a Wi-Fi repeater (range extender) to improve the Wi-Fi signal strength.
- The Wi-Fi connection may not connect or may be interrupted because of the home network environment.
- The network connection may not work properly depending on the Internet service provider.
- The surrounding wireless environment can make the wireless network service run slowly.
- The appliance cannot be registered due to problems with the wireless signal transmission. Unplug the appliance and wait about a minute before trying again.
- If the firewall on your wireless router is enabled, disable the firewall or add an exception to it.
- The wireless network name (SSID) should be a combination of English letters and numbers. (Do not use special characters.)
- Smartphone user interface (UI) may vary depending on the mobile operating system (OS) and the manufacturer.
- If the security protocol of the router is set to WEP, you may fail to set up the network. Please change it to other security protocols (WPA2 is recommended) and register the product again.

Installing LG SmartThinQ

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

NOTE

- If you choose the simple login to access the LG SmartThinQ application, you must go through the appliance registration process each time you change your smartphone or reinstall the application.

Wi-Fi Function

• For appliances with the Smart ThinQ or Smart ThinQ™ logo

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

Firmware Update

Keep the appliance performance updated.

Smart Diagnosis™

If you use the Smart Diagnosis function, you will be provided with the useful information such as a correct way of using the appliance based on the pattern of use.

Settings

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

NOTE

- If you change your wireless router, your Internet service provider or your password after registering the appliance, please delete it from the LG SmartThinQ Settings → Edit Product and register again.
- The application is subject to change for appliance improvement purposes without notice to users.
- Functions may vary by model.

Connecting to Wi-Fi

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

Initial Appliance Registration

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

NOTE

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

Open Source Software Notice Information

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

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

LG Electronics will also provide open source code to you on CD-ROM for a charge covering the cost of performing such distribution (such as the cost of media, shipping, and handling) upon email request to opensource@lge.com. This offer is valid for 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™ Using a Smart Phone

• For appliances with the logo

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

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

Using the Smart Diagnosis™ Function

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

1 Close the product door.

2 Press the Lock button on the control panel for 3 second to activate the lock.

- If the lock is already set, press the Lock button and hold it to release the lock and then press the Lock button and hold it again to reset.
- Please note that the Smart Diagnosis™ function will not operate until 5 minutes have passed since the locking was set.



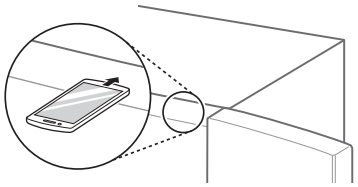
3 Press and hold the Freezer Temperature button for 3 seconds or longer.

- Only 3 will be lit on the control panel.
- The Smart Diagnosis™ function is automatically terminated, and the operation is returned to its original status 5 minutes after 3 is displayed on the control panel when the door is closed.



4 Open the product door and place a phone on the speaker hole in the upper right corner.

- Position the phone so that its microphone is aligned with the speaker hole.
- The Smart Diagnosis™ sound is generated after around 3 seconds.
- Do not take the phone off the speak hole while the data is transmitted.
- Hold the phone on the upper right speaker hole and wait while the data is transmitted for Smart Diagnosis™.
- The data transfer sound may be harsh to the ear while the Smart Diagnosis™ data is being transmitted, but do not take the phone off the speaker hole for accurate diagnosis until the data transfer sound has stopped.



5 After the data transfer is complete, the service agent will explain the result of the Smart Diagnosis™.

- When the data transfer is complete, the transfer completion message is displayed and the control panel is automatically turned off and then on again after a few seconds. After the counsellor explains the diagnosis result, take the recommended measures.

NOTE

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

PRODUCT MANAGEMENT

Cleaning

Notes for Cleaning

Detach the shelves and drawers and clean them with water, dry them sufficiently, and replace them from time to time as they get dirty easily.

Regularly wipe the door packing with a wet soft towel.

- If you use the door packing stained with the juice of food or fruit, the packing on the product door can be damaged quicker and the bottom part will become particularly messier.

After cleaning, check if the power cable is damaged, warm or improperly plugged.

Keep the air exhaust on the exterior of the product clean.

- Plugged air exhaust can cause fire or product damage.

Use a soft wet towel to wipe the product exterior. If you used a neutral detergent, wipe it with a clean towel to make sure it doesn't stain.

Do not use a rough brush, or detergent (such as toothpaste, alcohol, thinner, bleach, benzene, flammable liquid or polish) to remove adhesive marks or hand prints.

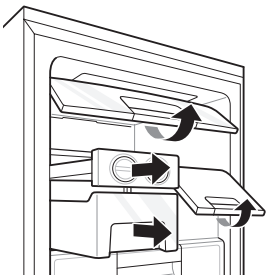
- This can cause discolouration of product exterior or product damage.

Never clean the shelves or containers in the dishwasher.

- The parts may become misshapen!

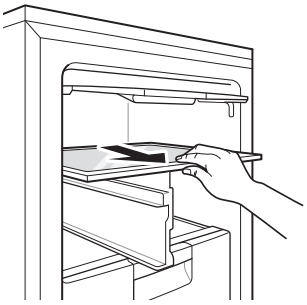
Detaching Top Shelf

1 Push the shelf cover up, slightly lift the ice maker, ice bucket and freezer basket, and pull them out.



2 Slightly lift the front side of the shelf and pull it out.

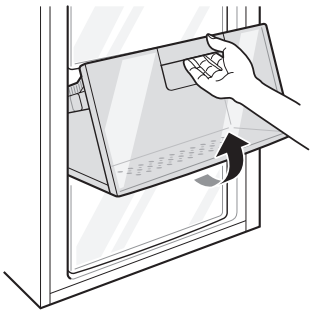
- Since the partition below the shelf is fixed to the shelf, remove it along with the shelf.



Detaching Freezer Basket

1 Hold the handle of the freezer basket and pull it forward.

2 Lift the freezer basket slightly while pulling it to remove it.



TROUBLESHOOTING

Symptoms	Reason	Solution
There is no refrigeration or freezing.	**Is the power turned off?**	• Press the power button on the control panel to turn it on.
	Is there a power interruption?	• Check the power of other products.
	If the power plug unplugged from the outlet?	• Plug the power plug in the outlet properly.
There is poor refrigeration or freezing.	**Is the fridge or freezer temperature set to 'Weak'?**	• Set the fridge or freezer temperature to 'Medium'.
	Does the product in direct sunlight, or is it near a heat generating object such as a microwave oven?	• 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 inside the fridge or freezer.
	Did you put in too much food?	• Maintain an appropriate space between food.
	Is the product door completely closed?	• Completely close the door and make sure that stored food is not stuck in the door.
	Is there enough space around the product?	• Adjust the installation position to make enough space around the product. (10 cm)
The product has a bad smell.	**Is the fridge or freezer temperature set to 'Weak'?**	• Set the fridge or freezer temperature to 'Medium'.
	Did you put in food with a strong smell?	• Store food with strong smell in a sealed container.
	Is the vegetable in the vegetable drawer rotten?	• 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 hard 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 an LG Electronics customer information centre.

Symptoms	Reason	Solution
The product door is not closed tightly.	**Is the product leaning forward?**	• Adjust the elevation adjustment screw to raise the front side slightly.
	Were the shelves properly assembled?	• Reassemble 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 push the door too hard.
It is difficult to open the product door.	**Did you open the door right after you closed it?**	• If you try to open the product door within 1 minute after you closed it, you may have difficulties because of the pressure inside the product. Open the product door again in a few moments.
There is condensation inside the product 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 inside the fridge or freezer.
	Did you leave the product door open?	• Although the condensation will disappear when you close the product door, you can wipe it with a dry rag.
	Do you open and close the product door too often?	• Condensation can form due to the temperature difference from the outside. Wipe out the dampness with a dry rag.
	Did you put wet food inside without sealing?	• Store food in a covered or sealed container.
Frosts has formed in the freezer.	**Did you close the product door tightly?**	• Check if the object inside the product 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 inside the fridge or freezer.
	Is the air entry or exit of the freezer blocked?	• Make sure that air entry or exit is not blocked so that the air can circulate inside.
	Is the freezer overfilled	• Maintain an appropriate space between items.

Symptoms	Reason	Solution
Frost or condensation has formed inside or outside the product.	**Did you open and close the product door too often or is the product door improperly closed?**	• Frosts or condensation can form if the outside air penetrates inside the product.
	Is the installation area humid?	• Condensation can appear on the exterior of the product if the installation area is too humid or on the humid day such as the rainy day. Wipe out the moisture with a dry rag.
The product is noisy and generates abnormal sounds.	**Is the product installed on a weak floor or unstably installed**	• Install the product on a solid and flat area.
	Does the product rear touch the wall?	• Adjust the installation position to make enough space around the product. (10 cm)
	Are objects scattered behind the product?	• Remove the scattered objects from behind the product.
	Is there an object on top of the product?	• Remove the object on top of the product.
The side or front of the product is warm.	**Did you touch the part with the heat releasing pipe installed?**	• The heat releasing pipe to prevent condensation is installed on the front and side of the product. You may feel it particularly hot right after the product is installed or during the summer. You can be assured that this is not a problem and use the product normally.
There is the moisture around the product.	**Is there water leakage around the product?**	• Check if the water has leaked from a sink or another place.
	Is there water on the bottom of the product?	• Check if the water is from the thawed frozen food or broken or dropped container.

Symptoms	Reason	Solution
Clicking	**The defrost control will click when the automatic defrost cycle begins and ends. The thermostat control (or refrigerator control on some models) will also click when cycling on and off.**	• Normal Operation
Rattling	**Rattling noises may come from the flow of refrigerant, the water line on the back of the unit, or items stored on top of or around the refrigerator.**	• Normal Operation
	Refrigerator is not resting solidly on the floo .	• Floor is weak or uneven or leveling legs need to be adjusted. See the Door Alignment section.
	Refrigerator with linear compressor was jarred while running.	• Normal Operation
Whooshing	**Evaporator fan motor is circulating air through the refrigerator and freezer compartments.**	• Normal Operation
	Air is being forced over the condenser by the condenser fan.	• Normal Operation
Gurgling	**Refrigerant flowing through the cooling system**	• Normal Operation
Popping	**Contraction and expansion of the inside walls due to changes in temperature.**	• Normal Operation
Vibrating	**If the side or back of the refrigerator 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 cannot vibrate against any wall or cabinet.

Symptoms	Reason	Solution
Your home appliance and smartphone is 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 SmartThinQ.
	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.

WARRANTY

The LG Refrigerator comes with 1 + 4 or 9*(Selected Model) year warranty, from the date of purchase, that comprises of a 1 year warranty on all Parts (except Consumables, Loose Plastic Parts, Glass) in the first year and thereafter a 4 or 9*(Selected Model) year Additional warranty on the compressor, from the date of purchase of the product, provided always that the warranty card bears the rubber stamp, date and signature of our Authorised Dealer.

4 or 9*(Selected Model) YEAR ADDITIONAL WARRANTY ON COMPRESSOR

The 4 or 9*(Selected Model) year warranty on Compressor will continue even after the expiry of 1 year period from the date of purchase. This warranty covers Compressor only. Gas/Gas Charging will be charged to the customer. Gas charging is included only when compressor is defective & inoperative.
During the additional warranty period, it does not cover any part such as condenser, freezer, capillary, suction line, overload protector, relay, thermostat etc..
Standard visiting charges will be applicable within the municipal limit of town where LG Electronics India Pvt. Ltd. (LGEIL) has it's Authorized Service centre, Service outside municipal limit will attract to and fro traveling, other incidental expenses in addition to standard visiting charges, as prevailing from time to time.
During the warranty period, only the parts replaced or repaired shall be free of costs, but service charges shall always be payable by the customer.

TERMS & CONDITIONS

1. The warranty is confined to the first purchaser of the Refrigerator only & is non-transferable.
2. Repairs & replacements will be carried out by the dealer from whom the product has been purchased, or through the Authorized Service Centers of LGEIL. In case the customer shifts the place of residence during warranty period, it is advised to contact Authorized Service Centre directly or call our help line.
3. Repairs under warranty shall be carried out by an authorized service personnel only. The details of centralized help lines are attached.
4. For units installed beyond municipal limits of the jurisdiction of company's Authorized Service Center, it is responsibility of the purchaser to contact the nearest authorized service center and bring the unit to the authorized service center at its own cost and risk. All expenses incurred in collecting the units or parts thereof from the company's authorized service center, as well as expenses incurred with deputizing of service personnel/technicians towards conveyance and other incidentals etc. will be borne by the customer. Local Charges for transportation and handling charges may vary from location to location. Customers are advised to verify before. In case the customer desires to bring the unit on its own to the Authorized Service Centre, the same shall be at its own risks & consequences.
5. The concerned authorized service center will advise the customer whether to effect the repairs at site or at the authorized service center.
6. Call registered with the centralized helpline/Authorized service center, wherein only cleaning of the unit/parts in the unit due to dust accumulation on portions of the unit, general explanations/returning, are not to be considered as defects.
7. In case of repairs or replacement of any part/s of the unit, this warranty will thereafter continue and remain in force only for the unexpired period of the warranty. Replacement of parts would be purely at the discretion of LGEIL alone. In case the replacement of the entire unit is being made, (subject to the sole discretion of LGEIL), the same model shall be replaced and in the event such model has been discontinued, it shall be replaced with the model of price equivalent at the time of purchase.
8. In case of any damage to the product / customer abuse/ repairs by un-authorised personnels/ misuse detected/ by the Authorized Service Center personnel, the warranty conditions are not applicable and repairs will be done subject to availability of parts and on a chargeable basis only.
9. This warranty shall not cover any consequential or resulting liability, damage or loss to property or life arising directly or indirectly out of any defect in the Refrigerator. The company's obligation under this warranty shall be limited to repair or providing replacement of defective parts only under the warranty period.
10. The company or its Authorized Service Center reserves the right to retain any part/s or component replaced at its discretion, in the event of a defect being noticed in the equipment during warranty period.
11. While the company will make every effort to carry out repairs at the earliest, it however is made expressly clear that the company is under no obligation to do so in a specified period of time.
12. Warranty does not cover accessories external to the equipment supplied by the dealer.
13. If any coloured internal or external components are replaced, there will be commitment to ensure that the shades match with the original or other components. The replaced shades, patterns, tints may vary from the customer's unit due to continuous usage of the unit. Any matching components changed at customer's request will be on chargeable basis except the component which actually needed.

Warranty is not applicable in any of the following cases :
1.The warranty card is not completed properly at the time of purchase. 2. The completed warranty card is not presented to authorized service personnelat the time of service of the product. 3. The product is not operated according to instructions given in the Operating Instruction Booklet. 4. Defects are caused by improper or reckless use, which shall be determined by the company personnel. 5. Any repair work is carried out by persons other than authorized service personnel. 6. Defects are caused by due to causes beyond control like lightening, abnormal voltage, acts of God or while in transit to service center or purchaser's residence. 7. The warranty is not valid in case, the serial number is deleted, defected or altered. 8. Damage to the product or any part/s due to transportation or shifting is not covered by warranty. 9. a) This warranty will automatically terminate on the expiry of the warranty period of 12 months, even if the Refrigerator may not be in use for any time during the warranty period for any reason. b) The warranty on compressor will automatically terminate on expiry of 4 or 9*(Selected Model) years (after 1 year warranty period) even if the Refrigerator may not be in use for any time during the said period for any reason. 10. Only courts in state of Delhi and places where LGEIL has it's branch office shall have the jurisdiction for settling any claims, disputes arising under the warranty.

CUSTOMER'S COPY

MODEL No. :

DATE OF PURCHASE :

UNIT SERIAL No. :

CUSTOMER'S NAME & ADDRESS	DEALER'S NAME & ADDRESS
TEL.	TEL.

Customer's Signature

Dealer's Signature

This card is valid only if it is filled in and stamped by our authorised dealer on the date of purchase.

Memo

Memo



LG Electronics India Pvt. Ltd.

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