

OWNER'S MANUAL

AIR CONDITIONER

Please read this manual carefully before operating your set and retain it for future reference.

TYPE : Ceiling Concealed Duct - Low Static



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FOR YOUR RECORDS

Write the model and serial numbers here:

Model # _____

Serial # _____

You can find them on a label on the side of each unit.

Dealer's Name _____

Date Purchased _____

■ Staple your receipt to this page in the event you need it to prove date of purchase or for warranty issues.



READ THIS MANUAL

Inside you will find many helpful hints on how to use and maintain your air conditioner properly. Just a little preventive care on your part can save you a great deal of time and money over the life of your air conditioner.

You'll find many answers to common problems in the chart of troubleshooting tips. If you review our chart of

Troubleshooting Tips first, you may not need to call for service at all.



PRECAUTION

- Contact the authorized service technician for repair or maintenance of this unit.
- Contact the installer for installation of this unit.
- The air conditioner is not intended for use by young children or invalids without supervision.
- Young children should be supervised to ensure that they do not play with the air conditioner.
- When the power cord is to be replaced, replacement work shall be performed by authorized personnel only using only genuine replacement parts.
- Installation work must be performed in accordance with the National Electric Code by qualified and authorized personnel only.




Safety Precautions



To prevent injury to the user or other people and property damage, the following instructions must be followed.

- Incorrect operation due to ignoring instruction will cause harm or damage. The seriousness is classified by the following indications.

 **WARNING** This symbol indicates the possibility of death or serious injury.

 **CAUTION** This symbol indicates the possibility of injury or damage to properties only.

- Meanings of symbols used in this manual are as shown below.

	Be sure not to do.
	Be sure to follow the instruction.

 **WARNING**

Installation

- Do not use a defective or underrated circuit breaker. Use this appliance on a dedicated circuit.
 - There is risk of fire or electric shock.
- For electrical work, contact the dealer, seller, a qualified electrician, or an Authorized Service Center.
 - Do not disassemble or repair the product. There is risk of fire or electric shock.
- Always ground the product.
 - There is risk of fire or electric shock.
- Install the panel and the cover of control box securely.
 - There is risk of fire or electric shock.
- Always install a dedicated circuit and breaker.
 - Improper wiring or installation may cause fire or electric shock
- Use the correctly rated breaker or fuse.
 - There is risk of fire or electric shock.
- Do not modify or extend the power cable.
 - There is risk of fire or electric shock.
- Do not install, remove, or re-install the unit by yourself (customer).
 - There is risk of fire, electric shock, explosion, or injury.
- Be cautious when unpacking and installing the product.
 - Sharp edges could cause injury. Be especially careful of the case edges and the fins on the condenser and evaporator.
- For installation, always contact the dealer or an Authorized Service Center.
 - There is risk of fire, electric shock, explosion, or injury.
- Do not install the product on a defective installation stand.
 - It may cause injury, accident, or damage to the product.
- Be sure the installation area does not deteriorate with age.
 - If the base collapses, the air conditioner could fall with it, causing property damage, product failure, and personal injury.

Operation

- Do not let the air conditioner run for a long time when the humidity is very high and a door or a window is left open.
 - Moisture may condense and wet or damage furniture.
- Take care to ensure that power cable could not be pulled out or damaged during operation.
 - There is risk of fire or electric shock.
- Do not place anything on the power cable.
 - There is risk of fire or electric shock.
- Do not plug or unplug the power supply plug during operation.
 - There is risk of fire or electric shock.
- Do not touch(operate) the product with wet hands.
 - There is risk of fire or electrical shock.
- Do not place a heater or other appliances near the power cable.
 - There is risk of fire and electric shock.
- Do not allow water to run into electric parts.
 - It may cause There is risk of fire, failure of the product, or electric shock.
- Do not store or use flammable gas or combustibles near the product.
 - There is risk of fire or failure of product.
- Do not use the product in a tightly closed space for a long time.
 - Oxygen deficiency could occur.
- When flammable gas leaks, turn off the gas and open a window for ventilation before turn the product on.
 - Do not use the telephone or turn switches on or off.
There is risk of explosion or fire
- If strange sounds, or small or smoke comes from product. Turn the breaker off or disconnect the power supply cable.
 - There is risk of electric shock or fire.
- Stop operation and close the window in storm or hurricane.
If possible, remove the product from the window before the hurricane arrives.
 - There is risk of property damage, failure of product, or electric shock.
- Do not open the inlet grill of the product during operation.
(Do not touch the electrostatic filter, if the unit is so equipped.)
 - There is risk of physical injury, electric shock, or product failure.
- When the product is soaked (flooded or submerged), contact an Authorized Service Center.
 - There is risk of fire or electric shock.
- Be cautious that water could not enter the product.
 - There is risk of fire, electric shock, or product damage.
- Ventilate the product from time to time when operating it together with a stove, etc.
 - There is risk of fire or electric shock.
- Turn the main power off when cleaning or maintaining the product.
 - There is risk of electric shock.
- When the product is not be used for a long time, disconnect the power supply plug or turn off the breaker.
 - There is risk of product damage or failure, or unintended operation.
- Take care to ensure that nobody could step on or fall onto the outdoor unit.
 - This could result in personal injury and product damage.

 **CAUTION**

Installation

- Always check for gas (refrigerant) leakage after installation or repair of product.
 - Low refrigerant levels may cause failure of product.
- Install the drain hose to ensure that water is drained away properly.
 - A bad connection may cause water leakage.
- Keep level even when installing the product.
 - To avoid vibration or water leakage.
- Do not install the product where the noise or hot air from the outdoor unit could damage the neighborhoods.
 - It may cause a problem for your neighbors.
- Use two or more people to lift and transport the product.
 - Avoid personal injury.
- Do not install the product where it will be exposed to sea wind (salt spray) directly.
 - It may cause corrosion on the product. Corrosion, particularly on the condenser and evaporator fins, could cause product malfunction or inefficient operation.

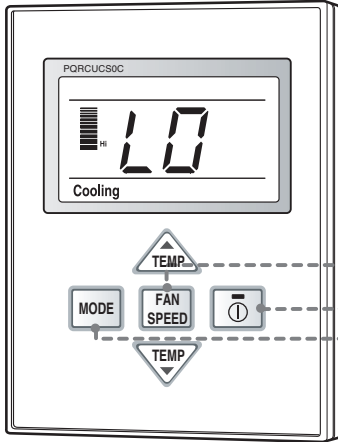
Operation

- Do not expose the skin directly to cool air for long periods of time. (Don't sit in the draft.)
 - This could harm to your health.
- Do not use the product for special purposes, such as preserving foods, works of art, etc. It is a consumer air conditioner, not a precision refrigeration system.
 - There is risk of damage or loss of property.
- Do not block the inlet or outlet of air flow.
 - It may cause product failure.
- Use a soft cloth to clean. Do not use harsh detergents, solvents, etc.
 - There is risk of fire, electric shock, or damage to the plastic parts of the product.
- Do not touch the metal parts of the product when removing the air filter. They are very sharp!
 - There is risk of personal injury.
- Do not step on or put anything on the product. (outdoor units)
 - There is risk of personal injury and failure of product.
- Always insert the filter securely. Clean the filter every two weeks or more often if necessary.
 - A dirty filter reduces the efficiency of the air conditioner and could cause product malfunction or damage.
- Do not insert hands or other objects through the air inlet or outlet while the product is operated.
 - There are sharp and moving parts that could cause personal injury.
- Do not drink the water drained from the product.
 - It is not sanitary and could cause serious health issues.
- Use a firm stool or ladder when cleaning or maintaining the product.
 - Be careful and avoid personal injury.
- Replace the all batteries in the remote control with new ones of the same type. Do not mix old and new batteries or different types of batteries.
 - There is risk of fire or explosion
- Do not recharge or disassemble the batteries. Do not dispose of batteries in a fire.
 - They may burn or explode.
- If the liquid from the batteries gets onto your skin or clothes, wash it well with clean water. Do not use the remote if the batteries have leaked.
 - The chemicals in batteries could cause burns or other health hazards.
- If you eat the liquid from the batteries, brush your teeth and see doctor. Do not use the remote if the batteries have leaked.
 - The chemicals in batteries could cause burns or other health hazards.

Necessary functions before using

Trial Operation

The trial operation is to check the installation status of the product. The temperature will not be controlled during trial operation. Instead the product will operate in several modes such as cooling, strong wind, comp-on.



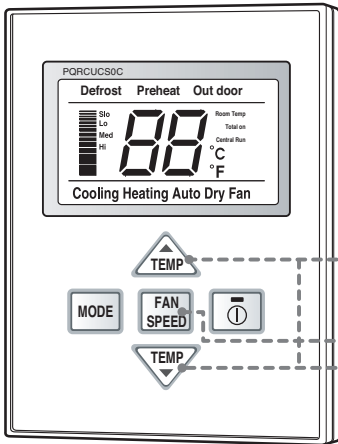
1 If you want to set the trial operation mode, press the mode button and the Fan speed button same time for three seconds.

2 Then the product will begin the trial operation and the display will be like as shown on left side picture.

3 If you want to cancel the trial operation mode, just press the On/Off button.

4 The trail operation will be shut down automatically after 18 minutes and system will go to the standby mode.

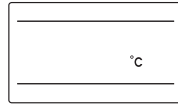
Celsius/Fahrenheit Switching



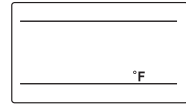
1 If you want to change the temperature unit as the Celsius or Fahrenheit, press the Temperature control button(▼) and the Fan speed button same time for three seconds to enter the setting Mode.

2 Press the temperature control button to change the unit.

Ex) Setting unit as Fahrenheit.



<Setting as Celsius>



<Setting as Fahrenheit>

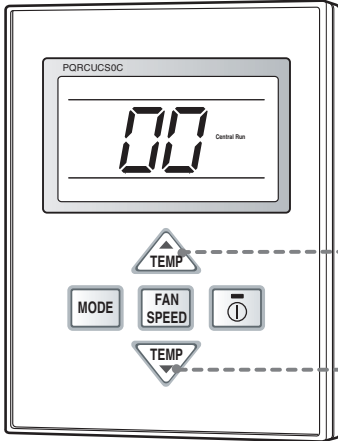
3 After setting, press the Temperature control button(▼) and the Fan speed button same time for three seconds to exit the setting Mode.

The system will automatically release without input after 30 seconds.

Setting the Central-Control Address

Please set the address while using the central controller.

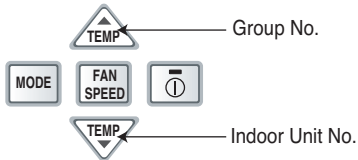
You don't need to set address if you don't use central controller.



1 If you want to set the address on the display panel, press both temperature control buttons (▲/▼) same time for three seconds.

2 Press the temperature-increasing button to change the group number. Press the temperature-decreasing button to change the indoor unit number.
e.g. As shown on the left side panel, it displays 23.
Group No. : 2
Indoor Unit No. : 3

3 Set the address by pressing both temperature control buttons again(▲/▼) at the same time for three seconds.

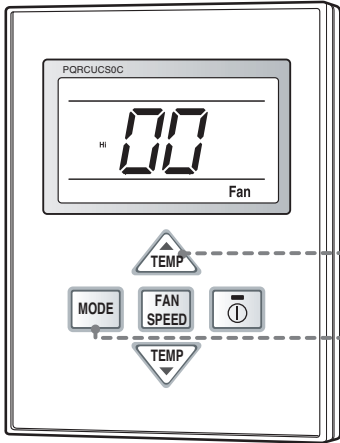


- If you connect the indoor unit to the central controller, you should set the network address of the indoor unit so that the central controller could recognize it.
- The center-control address is composed of the group number and the indoor-unit number.

Note : The remote controller displays 'HL' if central controller has locked the remote controller .

ESP Function

E.S.P function is setting the volume of each fan speed. It is for the convenience of installation. It is recommended that you should not use this function while using the remote controller.



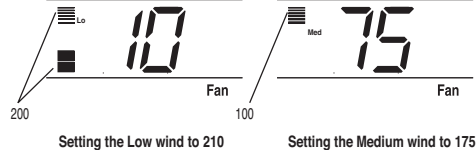
1 Press the mode button and the temperature increasing button(▲) same time for three seconds.

2 Set the volume of each fan speed(Low, Medium, Hi) by using the temperature control button. Press the fan speed button to select the fan speed. The value of E.S.P can be adjusted from 1 to 255.

3 If you press the On/Off button while setting the ESP function, it will be canceled. (The picture on the left side is the example of setting the Hi wind to ESP 10.)

4 Press the mode button and the temperature increasing button (▲) same time for three seconds. Then the ESP setting will be activated after the temperature display flashes three times.

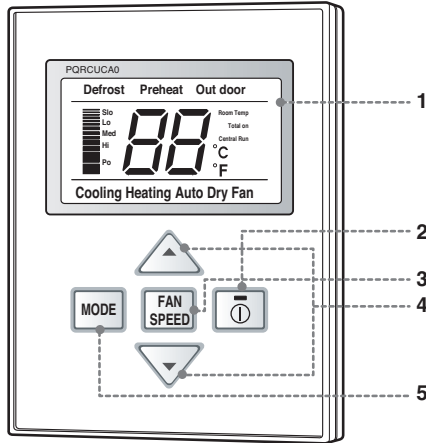
EX)



※ The E.S.P value is set at the proper value at the factory. So it is highly recommended that you should not change the E.S.P value at your discretion.

Operating Instructions

Simple Wired Remote Controller



Each function will be shown on the display panel for three second or so when the power is applied at first.

1. Operation Display Panel

Displays the operation conditions.

2. On/Off Function

Operation starts when this button is pressed, and stops when the button is pressed again.

3. Fan Speed Button

Used to set desired fan speed.

4. Temperature Control Button

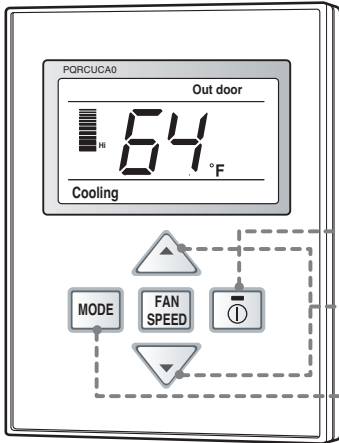
Used to set the temperature when the desired temperature is obtained.

5. Mode Selection Check Button

Used to select the operation mode.

- Cooling operation
- Heating operation
- Auto-operation
- Dry (Dehumidification) operation
- Fan operation

Cooling Operation



1 Cooling operation will begin if you press the On/Off button.

* Plasma function is always operating for working if product has plasma function.

2 Press the temperature button and set the desired temperature lower than the current room temperature. 18~30°C(64~86°F)



A click of the button will increase the desired temperature by 1C(2F).

A click of the button will decrease the desired temperature by 1C(2F).

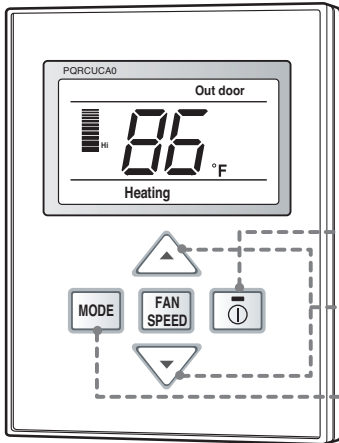
* If the desired temperature is set higher than the current room temperature, the cooling function will not begin and just the blowing operation will continue.

3 If you press the mode button during the operation, the operation mode will be changed in the order of cooling, heating, dry(dehumidification), fan and auto-operation.

If the product is a Cooling-Only model, the operation mode will be changed in the order of cooling, dry(dehumidification), fan and auto-operation.

4 If you press the On/Off button, the cooling operation will stop.

Heating Operation



- 1 If you want to set the heating operation, press the On/Off button. And press the mode button.
* Plasma function is always operating for working if product has plasma function.

- 2 Set the desired room temperature higher than the current room temperature. 16~30°C(60~86°F)



A click of the button will increase the desired temperature by 1C(2F).

A click of the button will decrease the desired temperature by 1C(2F).

- * If the desired temperature is set lower than the current room temperature, the heating function will not begin.

- 3 If you press the mode button during the operation, the operation mode will be changed in the order of cooling, heating, dry(dehumidification), fan and auto-operation.

- 4 If you press On/Off button again, the heating operation will stop.

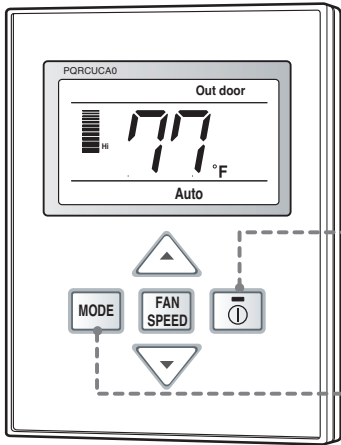


What is the three-minute delay function?

It will take time for the product to blow warm air. The delay is to protect the compressor. The room will be heated with warm air after three minutes when the compressor begins operation.

■ The cooling-only model will not do heating function.

Auto-Operation



1 Set the operation mode to auto-operation after pressing the On/Off button.
 * Plasma function is always operating for working if product has plasma function.

2 When the room temperature is lower than the desired temperature: Heating Operation starts
 [For Heat Pump Models only]

When the room temperature is higher than the desired temperature: Cooling Operation starts

3 If you press the mode button during the operation, the operation mode will be changed in the order of cooling, heating, dry(dehumidification), fan and auto-operation.

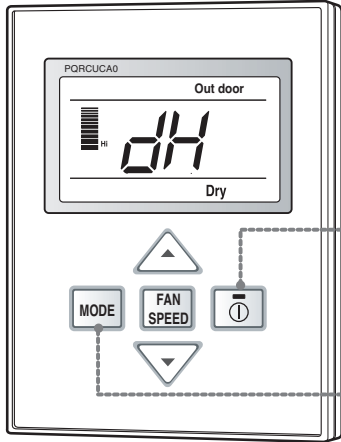
The cooling-only model will show "AI" on the temperature display.

"AI" could be adjusted by five levels (-2, -1, 0, +1, +2).

* This auto-operation is not related to "Auto Change Over" function.

Dry(Dehumidification) Operation

Dry(Dehumidification) by lowering temperature slightly



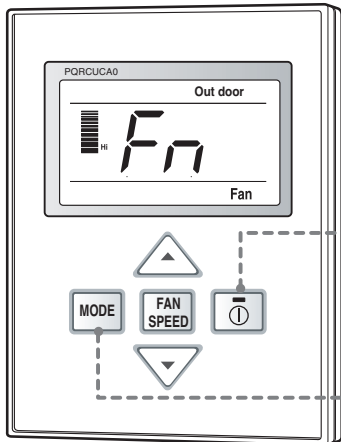
1 Press the On/Off button on the remote controller.
* Plasma function is always operating for working if product has plasma function.

2 Set the mode to dry operation by pressing the mode button.
When the dry operation is selected, "dh" will be shown on the display panel as shown on the left side.

3 If it is used during rainy season or high humidity, you can have both effective dehumidifying and air conditioning effect.

* Temperature control is not available during the dry operation.

Fan Operation



1 Press the On/Off button on the remote controller.
* Plasma function is always operating for working if product has plasma function.

2 Set the unit to fan operation by pressing the mode button.

3 When the fan is selected, "Fn" will be displayed on the display panel.

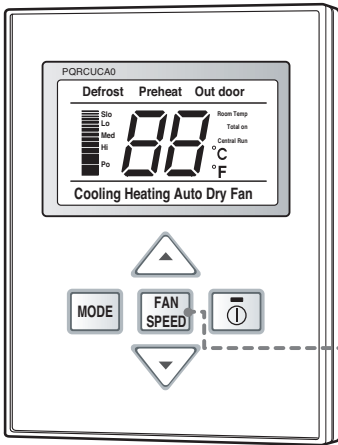
4

- Fan operation does not give cold air, but just the fan air.
- By giving out air that has no difference of temperature with the indoors, it allows circulation of the room.

* Temperature control is not available in the fan operation.

Fan Speed Selection

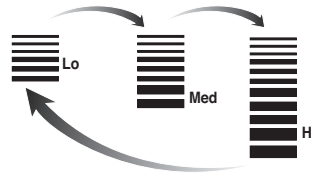
You can easily control the fan speed.



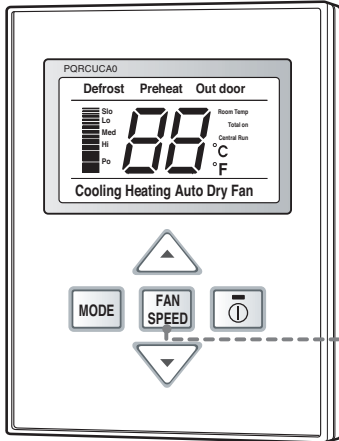
1 Select the proper fan speed which you want by pressing the fan speed button on the remote controller.

- If you press the fan button, the speed of the fan will change in the order of Low>Medium>Hi.
- The initial fan speed is "Hi"
- If the product is not compatible with the Fan speed control, it will not function as per your selection.

Fan Speed Selection



Indoor Temperature Display



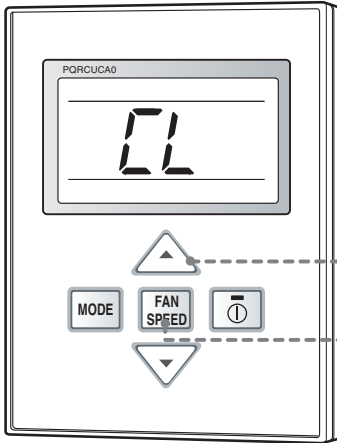
1 When the fan speed button is pressed on the remote controller for about 3 seconds, the indoor temperature will be displayed for about 5 seconds, then goes back to the previous screen.

- Indoor temperature display may differ according to slide S/W1 setting on the remote controller.

* There would be some difference between actual temperature you feel and room temperature of remote controller, because the temperature of the position is not uniform which the remote controller is located on.

Child Lock

This is a function to prevent tampering of settings by children or others.

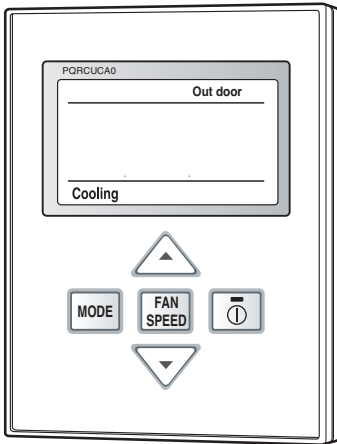


1 You can use the child lock function by pressing both temperature increasing button and fan speed button for three seconds. In the initial setting of the child lock function, "CL" will be displayed on the display panel and then it will come back to the original mode. Now a click of another button will not be recognized and the "CL" is being shown on the display panel for three seconds due to child lock.

2 If you want to cancel the child lock mode, press the temperature increasing button and the fan speed button again for three seconds.

Different Mode Operation

When One outdoor unit have several indoor units, Different Mode Operation is which each indoor unit operate different mode.



1 If one indoor unit operate heating Mode while several indoor units are operating Cooling Mode, Outdoor segment and Cooling segment are blinking like screen on the left.
→ It means operation of cooling Mode in outdoor unit .

2 If one indoor unit operate Cooling or Dehumidification Mode while several indoor units is operating Heating Mode, Outdoor segment and Cooling segment is blinking.
→ It means operation of Heating Mode in outdoor unit.

3 When push the On/Off button, the indoor unit operate mode automatically which other indoor unit is operating for 5 second later.

- * If the product is not compatible with the Different Mode Operation, Screen will be displayed CH07.
- * If CH07 is displayed , please change the mode.
- * Different Mode Operation is not error.

Maintenance and Service



CAUTION: Before performing any maintenance, turn off the main power to the system.

Grille, Case, and Remote Control

- ❑ Turn the system off before cleaning. To clean, wipe with a soft, dry cloth. Do not use bleach or abrasives.

NOTICE

Supply power must be disconnected before cleaning the indoor unit.

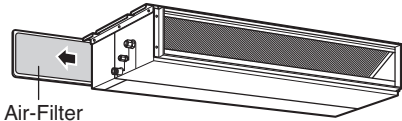
- ❑ Never use any of the followings:

- Water hotter than 40°C(104°F)
Could cause deformation and/or discoloration.
- Volatile substances
Could damage the surfaces of the air conditioner.



Air Filter

The air filters behind Indoor unit (the suction side) should be checked and cleaned once every 2 weeks or more often if necessary.



1. Clean the filter with a vacuum or warm, soapy water.
 - If very dirty, wash with a solution of detergent in lukewarm water.
 - If hot water 50°C(122°F) or more is used, filter may be deformed.
2. After washing with water, dry well in the shade.
3. Re-install the air filter.

When the air conditioner is not going to be used for a long time.

When it is not going to be used for a long time.

- 1 Operate the air conditioner on Air circulation mode for 2 to 3 hours.
 - This will dry out the internal parts.

- 2 Turn off the circuit breaker.



CAUTION

Turn off the circuit breaker when the air conditioner is not going to be used for a long time. Dirt may collect and may cause a fire.

When the air conditioner is to be used again.

- Check that the air inlet and outlet of the indoor/outdoor unit are not blocked.

Helpful information

The air filters and your electric bill. If the air filters become clogged with dust, the cooling capacity will drop, and 6% of the electricity used to operate the air conditioner will be wasted.

Operation Tips

Do not overcool the room.

This is not good for the health and wastes electricity.

Clean the air filter regularly.

Blockages in the air filter reduce the airflow and lower cooling and dehumidifying effects. Clean at least once every two weeks.

Keep blinds or curtains closed.

Do not let direct sunshine enter the room when the air conditioner is in operation.

Ventilate the room occasionally.

Since windows are kept closed, it is a good idea to open them and ventilate the room now and then.

Make sure that the doors and windows are shut tight.

Avoid opening doors and windows as much as possible to keep the cool air in the room.

Before you call for service...



Troubleshooting Tips! Save time and money!

Check the following points before requesting repairs or service.... If the malfunction persist, please contact your dealer.

<p>The air conditioner does not operate.</p> <ul style="list-style-type: none">• Have you made a mistake in timer operation?• Has the fuse blown or has the circuit breaker been tripped?	<p>The room has a peculiar odor.</p> <ul style="list-style-type: none">• Check that this is not a damp smell exuded by the walls, carpet, furniture or cloth items in the room.	<p>It seems that condensation is leaking from the air conditioner.</p> <ul style="list-style-type: none">• Condensation occurs when the airflow from the air conditioner cools the warm room air.	<p>Air conditioner does not operate for about 3 minutes when restart.</p> <ul style="list-style-type: none">• This is the protector of the mechanism.• Wait about three minutes and operation will begin.
<p>Does not cool or heat effectively.</p> <ul style="list-style-type: none">• Is the air filter dirty? See air filter cleaning instructions.• The room may have been very hot when the room air conditioner was first turned on. Allow time for it to cool down.• Has the temperature been set incorrectly?• Are the indoor unit's air inlet or outlet vents obstructed?	<p>The air conditioner operation is noisy.</p> <ul style="list-style-type: none">• For a noise that sounds like water flowing. -This is the sound of freon flowing inside the air conditioner unit.• For a noise that sounds like the compressed air releasing into atmosphere. -This is the sound of the dehumidifying water being processed inside the air conditioning unit.	<p>Crack sound is heard.</p> <ul style="list-style-type: none">• This sound is generated by the expansion/ constriction of the front panel, etc. due to changes of temperature. <p>Filter sign lamp (LED) is ON.</p> <ul style="list-style-type: none">• Cleaning the filter, press the Timer button and ◀ button of wired remote controller at the same time for 3 sec.	<p>Remote control display is faint, or no display at all.</p> <ul style="list-style-type: none">• Are the batteries depleted?• Are the batteries inserted in the opposite (+) and (-) directions?

NOTICE

WATER RESISTANT: The outdoor side of this appliance is WATER RESISTANT. The indoor side is not water resistant and should not be exposed to excess water.

WARRANTY (USA)

ARBITRATION NOTICE: THIS LIMITED WARRANTY CONTAINS AN ARBITRATION PROVISION THAT REQUIRES YOU AND LG TO RESOLVE DISPUTES BY BINDING ARBITRATION INSTEAD OF IN COURT, UNLESS YOU CHOOSE TO OPT OUT. IN ARBITRATION, CLASS ACTIONS AND JURY TRIALS ARE NOT PERMITTED. PLEASE SEE THE SECTION TITLED “PROCEDURE FOR RESOLVING DISPUTES” BELOW.

PROCEDURE FOR RESOLVING DISPUTES:

ALL DISPUTES BETWEEN YOU AND LG ARISING OUT OF OR RELATING IN ANY WAY TO THIS LIMITED WARRANTY OR THE PRODUCT SHALL BE RESOLVED EXCLUSIVELY THROUGH BINDING ARBITRATION, AND NOT IN A COURT OF GENERAL JURISDICTION. BINDING ARBITRATION MEANS THAT YOU AND LG ARE EACH WAIVING THE RIGHT TO A JURY TRIAL AND TO BRING OR PARTICIPATE IN A CLASS ACTION.

Definitions. For the purposes of this section, references to “LG” mean LG Electronics U.S.A., Inc., its parents, subsidiaries and affiliates, and each of their officers, directors, employees, agents, beneficiaries, predecessors in interest, successors, assigns and suppliers; references to “dispute” or “claim” shall include any dispute, claim or controversy of any kind whatsoever (whether based in contract, tort, statute, regulation, ordinance, fraud, misrepresentation or any other legal or equitable theory) arising out of or relating in any way to the sale, condition or performance of the product or this Limited Warranty.

Notice of Dispute. In the event you intend to commence an arbitration proceeding, you must first notify LG in writing at least 30 days in advance of initiating the arbitration by sending a letter to LG at LG Electronics, USA, Inc. Attn: Legal Department- Arbitration 1000 Sylvan Ave, Englewood Cliffs 07632. You and LG agree to engage in good faith discussions in an attempt to amicably resolve your claim. The notice must provide your name, address, and telephone number; identify the product that is the subject of the claim; and describe the nature of the claim and the relief being sought. If you and LG are unable to resolve the dispute within 30 days, either party may proceed to file a claim for arbitration.

Agreement to Binding Arbitration and Class Action Waiver. Upon failure to resolve the dispute during the 30 day period after sending written notice to LG, you and LG agree to resolve any claims between us only by binding arbitration on an individual basis, unless you opt out as provided below. Any dispute between you and LG shall not be combined or consolidated with a dispute involving any other person’s or entity’s product or claim. More specifically, without limitation of the foregoing, any dispute between you and LG shall not under any circumstances proceed as part of a class or representative action. Instead of arbitration, either party may bring an individual action in small claims court, but that small claims court action may not be brought on a class or representative basis.

Arbitration Rules and Procedures. To begin arbitration of a claim, either you or LG must make a written demand for arbitration. The arbitration will be administered by the American Arbitration Association (“AAA”) and will be conducted before a single arbitrator under the AAA’s Consumer Arbitration Rules that are in effect at the time the arbitration is initiated (referred to as the “AAA Rules”) and under the procedures set forth in this section. The AAA Rules are available online at www.adr.org/consumer. Send a copy of your written demand for arbitration, as well as a copy of this provision, to the AAA in the manner described in the AAA Rules. You must also send a copy of your written demand to LG at LG Electronics, USA, Inc. Attn: Legal Department- Arbitration 1000 Sylvan Avenue Englewood Cliffs, NJ 07632. If there is a conflict between the AAA Rules and the rules set forth in this section, the rules set forth in this section will govern. This arbitration provision is governed by the Federal Arbitration Act. Judgment may be entered on the arbitrator’s award in any court of competent jurisdiction. All issues are for the arbitrator to decide, except that issues relating to the scope and enforceability of the arbitration provision and to the arbitrability of the dispute are for the court to decide. The arbitrator is bound by the terms of this provision.

Governing Law. The law of the state of your residence shall govern this Limited Warranty and any disputes between us except to the extent that such law is preempted by or inconsistent with applicable federal law.

Fees/Costs. You do not need to pay any fee to begin an arbitration. Upon receipt of your written demand for arbitration, LG will promptly pay all arbitration filing fees to the AAA unless you seek more than \$25,000 in damages, in which case the payment of these fees will be governed by the AAA Rules. Except as otherwise provided for herein, LG will pay all AAA filing, administration and arbitrator fees for any arbitration initiated in accordance with the AAA Rules and this arbitration provision. If you prevail in the arbitration, LG will pay your attorneys' fees and expenses as long as they are reasonable, by considering factors including, but not limited to, the purchase amount and claim amount. Notwithstanding the foregoing, if applicable law allows for an award of reasonable attorneys' fees and expenses, an arbitrator can award them to the same extent that a court would. If the arbitrator finds either the substance of your claim or the relief sought in the demand is frivolous or brought for an improper purpose (as measured by the standards set forth in Federal Rule of Civil Procedure 11(b)), then the payment of all arbitration fees will be governed by the AAA Rules. In such a situation, you agree to reimburse LG for all monies previously disbursed by it that are otherwise your obligation to pay under the AAA Rules. Except as otherwise provided for, LG waives any rights it may have to seek attorneys' fees and expenses from you if LG prevails in the arbitration.

Hearings and Location. If your claim is for \$25,000 or less, you may choose to have the arbitration conducted solely on the basis of (1) documents submitted to the arbitrator, (2) through a telephonic hearing, or (3) by an in-person hearing as established by the AAA Rules. If your claim exceeds \$25,000, the right to a hearing will be determined by the AAA Rules. Any in-person arbitration hearings will be held at a location within the federal judicial district in which you reside unless we both agree to another location or we agree to a telephonic arbitration.

Opt Out. You may opt out of this dispute resolution procedure. If you opt out, neither you nor LG can require the other to participate in an arbitration proceeding. To opt out, you must send notice to LG no later than 30 calendar days from the date of the first consumer purchaser's purchase of the product by either: (i) sending an e-mail to optout@lge.com, with the subject line: "Arbitration Opt Out" or (ii) calling 1-800-980-2973. You must include in the opt out e-mail or provide by telephone: (a) your name and address; (b) the date on which the product was purchased; (c) the product model name or model number; and (d) the serial number (the serial number can be found (i) on the product; or (ii) online by accessing <https://www.lg.com/us/support/repair-service/schedule-repair-continued> and clicking on "Find My Model & Serial Number").

You may only opt out of the dispute resolution procedure in the manner described above (that is, by e-mail or telephone); no other form of notice will be effective to opt out of this dispute resolution procedure. Opting out of this dispute resolution procedure will not affect the coverage of the Limited Warranty in any way, and you will continue to enjoy the full benefits of the Limited Warranty. If you keep this product and do not opt out, then you accept all terms and conditions of the arbitration provision described above.

WARRANTY (CANADA)

ARBITRATION NOTICE: THIS LIMITED WARRANTY CONTAINS AN ARBITRATION PROVISION THAT REQUIRES YOU AND LG TO RESOLVE DISPUTES BY BINDING ARBITRATION INSTEAD OF IN COURT, UNLESS THE LAWS OF YOUR PROVINCE OR TERRITORY DO NOT PERMIT THAT, OR, IN OTHER JURISDICTIONS, IF YOU CHOOSE TO OPT OUT. IN ARBITRATION, CLASS ACTIONS AND JURY TRIALS ARE NOT PERMITTED. PLEASE SEE THE SECTION TITLED “PROCEDURE FOR RESOLVING DISPUTES” BELOW.

PROCEDURE FOR RESOLVING DISPUTES:

EXCEPT WHERE PROHIBITED AT LAW, ALL DISPUTES BETWEEN YOU AND LG ARISING OUT OF OR RELATING IN ANY WAY TO THIS LIMITED WARRANTY OR THE PRODUCT SHALL BE RESOLVED EXCLUSIVELY THROUGH BINDING ARBITRATION, AND NOT IN A COURT OF GENERAL JURISDICTION. EXCEPT WHERE PROHIBITED AT LAW, YOU AND LG BOTH IRREVOCABLY AGREE TO WAIVE THE RIGHT TO A JURY TRIAL AND TO BRING OR PARTICIPATE IN A CLASS ACTION.

Definitions. For the purposes of this section, references to “LG” mean LG Electronics Canada, Inc., its parents, subsidiaries and affiliates, and each of their officers, directors, employees, agents, beneficiaries, predecessors in interest, successors, assigns and suppliers; references to “dispute” or “claim” shall include any dispute, claim or controversy of any kind whatsoever (whether based in contract, tort, statute, regulation, ordinance, fraud, misrepresentation or any other legal or equitable theory) arising out of or relating in any way to the sale, condition or performance of the product or this Limited Warranty.

Notice of Dispute. In the event you intend to commence an arbitration proceeding, you must first notify LG in writing at least 30 days in advance of initiating the arbitration by sending a letter to LGECI Legal Team at 20 Norelco Drive, North York, Ontario, Canada M9L 2X6 (the “Notice of Dispute”). You and LG agree to engage in good faith discussions in an attempt to amicably resolve your claim. The notice must provide your name, address, and telephone number; identify the product that is the subject of the claim; and describe the nature of the claim and the relief being sought. If you and LG are unable to resolve the dispute within 30 days of LG’s receipt of the Notice of Dispute, the dispute shall be resolved by binding arbitration in accordance with the procedure set out herein. You and LG both agree that, during the arbitration proceeding, the terms (including any amount) of any settlement offer made by either you or LG will not be disclosed to the arbitrator until the arbitrator determines the dispute.

Agreement to Binding Arbitration and Class Action Waiver. Upon failure to resolve the dispute during the 30 day period after LG’s receipt of the Notice of Dispute, you and LG agree to resolve any claims between you and LG only by binding arbitration on an individual basis, unless you opt out as provided below, or you reside in a jurisdiction that prevents full application of this clause in the circumstances of the claims at issue (in which case if you are a consumer, this clause will only apply if you expressly agree to the arbitration). To the extent permitted by applicable law, any dispute between you and LG shall not be combined or consolidated with a dispute involving any other person’s or entity’s product or claim. More specifically, without limitation of the foregoing, except to the extent such a prohibition is not permitted at law, any dispute between you and LG shall not under any circumstances proceed as part of a class or representative action. Instead of arbitration, either party may bring an individual action in small claims court, but that small claims court action may not be brought on a class or representative basis except to the extent this prohibition is not permitted at law in your province or territory of jurisdiction as it relates to the claims at issue between you and LG.

Arbitration Rules and Procedures. To begin arbitration of a claim, either you or LG must make a written demand for arbitration. The arbitration will be private and confidential, and conducted on a simplified and expedited basis before a single arbitrator chosen by the parties under the provincial or territorial commercial arbitration law and rules of the province or territory of your residence. You must also send a copy of your written demand to LG at LG Electronics, Canada, Inc., Attn: Legal Department- Arbitration, 20 Norelco Drive, North York, Ontario M9L 2X6. This arbitration provision is governed by your applicable provincial or territorial commercial arbitration legislation. Judgment may be entered on the arbitrator’s award in any court of competent jurisdiction. All issues are for the arbitrator to decide, except that, issues relating to the scope and enforceability of the arbitration provision and to the arbitrability of the dispute are for the court to decide. The arbitrator is bound by the terms of this provision.

Governing Law. The law of the province or territory of your purchase shall govern this Limited Warranty and any disputes between you and LG except to the extent that such law is preempted by or inconsistent with applicable federal or provincial/territorial law. Should arbitration not be permitted for any claim, action, dispute or controversy between you and LG, you and LG attorn to the exclusive jurisdiction of the courts of the province or territory of your purchase for the resolution of the claim, action, dispute or controversy between you and LG.

Fees/Costs. You do not need to pay any fee to begin an arbitration. Upon receipt of your written demand for arbitration, LG will promptly pay all arbitration filing fees unless you seek more than \$25,000 in damages, in which case the payment of these fees will be governed by the applicable arbitration rules. Except as otherwise provided for herein, LG will pay all filing, administration and arbitrator fees for any arbitration initiated in accordance with the applicable arbitration rules and this arbitration provision. If you prevail in the arbitration, LG will pay your attorneys' fees and expenses as long as they are reasonable, by considering factors including, but not limited to, the purchase amount and claim amount. Notwithstanding the foregoing, if applicable law allows for an award of reasonable attorneys' fees and expenses, an arbitrator can award them to the same extent that a court would. If the arbitrator finds either the substance of your claim or the relief sought in the demand is frivolous or brought for an improper purpose (as measured by the applicable laws), then the payment of all arbitration fees will be governed by the applicable arbitration rules. In such a situation, you agree to reimburse LG for all monies previously disbursed by it that are otherwise your obligation to pay under the applicable arbitration rules. Except as otherwise provided for, LG waives any rights it may have to seek attorneys' fees and expenses from you if LG prevails in the arbitration.

Hearings and Location. If your claim is for \$25,000 or less, you may choose to have the arbitration conducted solely (1) on the basis of documents submitted to the arbitrator, (2) through a telephonic hearing, or (3) by an in-person hearing as established by the applicable arbitration rules. If your claim exceeds \$25,000, the right to a hearing will be determined by the applicable arbitration rules. Any in-person arbitration hearings will be held at the nearest, most mutually-convenient arbitration location available within the province or territory in which you reside unless you and LG both agree to another location or agree to a telephonic arbitration.

Severability and Waiver. If any portion of this Limited Warranty (including these arbitration procedures) is unenforceable, the remaining provisions will continue in full force and effect to the maximum extent permitted by applicable law. Should LG fail to enforce strict performance of any provision of this Limited Warranty (including these arbitration procedures), it does not mean that LG intends to waive or has waived any provision or part of this Limited Warranty.

Opt Out. You may opt out of this dispute resolution procedure. If you opt out, neither you nor LG can require the other to participate in an arbitration proceeding. To opt out, you must send notice to LG no later than 30 calendar days from the date of the first consumer purchaser's purchase of the product by either (i) sending an e-mail to optout@lge.com, with the subject line: "Arbitration Opt Out," or (ii) calling 1-800-980-2973. You must include in the opt out e-mail or provide by telephone: (a) your name and address; (b) the date on which the product was purchased; (c) the product model name or model number; and (d) the serial number (the serial number can be found (i) on the product; or (ii) online by accessing https://www.lg.com/ca_en/support/repair-service/schedule-repair and clicking on "Find My Model & Serial Number").

In the event that you "Opt Out", the law of the province or territory of your residence shall govern this Limited Warranty and any disputes between you and LG except to the extent that such law is preempted by or inconsistent with applicable federal or provincial/territorial law. Should arbitration not be permitted for any claim, action, dispute or controversy between you and LG, you and LG agree to attorn to the exclusive jurisdiction of the courts of the province or territory of your residence for the resolution of the claim, action, dispute or controversy between you and LG.

You may only opt out of the dispute resolution procedure in the manner described above (that is, by e-mail or telephone); no other form of notice will be effective to opt out of this dispute resolution procedure. Opting out of this dispute resolution procedure will not affect the coverage of the Limited Warranty in any way, and you will continue to enjoy the full benefits of the Limited Warranty. If you keep this product and do not opt out, then you accept all terms and conditions of the arbitration provision described above.

Conflict of Terms. In the event of a conflict or inconsistency between the terms of this Limited Warranty and the End User License Agreement ("EULA") in regards to dispute resolution, the terms of this Limited Warranty shall control and govern the rights and obligations of the parties and shall take precedence over the EULA.



US	Please call the installing contractor of your product, as warranty service will be provided by them.
CANADA	Service call Number # : (888) LG Canada, (888) 542-2623 Numéro pour les appels de service : LG Canada, 1-888-542-2623