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# OWNER'S MANUAL

# ROBOT CLEANER

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Before beginning installation, read these instructions carefully. This will simplify installation and ensure that the product is installed correctly and safely. Leave these instructions near the product after installation for future reference.

**ENGLISH**

R3-PRIME



MFL71751922  
Rev.00\_071023

[www.lg.com](http://www.lg.com)

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

This manual is subject to revision by the manufacturer.

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## SAFETY INSTRUCTIONS

### READ ALL INSTRUCTIONS BEFORE USE

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

### Safety Messages



This symbol is displayed to indicate matters and operations that can cause risk.

Read the part with this symbol carefully and follow the instructions in order to avoid risk.



#### **WARNING**

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



#### **CAUTION**

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

### WARNING



#### **WARNING**

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

### Technical Safety

- Read all safety warnings and instructions. Use only manufacturer's recommended attachments.
- If the power supply cord is damaged, it must be replaced by an LG Electronics service center or dealer in order to avoid a potential hazard.

## 4 SAFETY INSTRUCTIONS

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- If the pins of the plug parts are damaged, the plug-in power supply shall be scrapped.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.
- Do not allow children or pets to to play with or hang on the appliance.
- Do not allow children or pets to to sit on the appliance.
- Do not use the appliance on a wet surface.
- Place the cords from other appliances out of the area to be cleaned.
- Do not operate the appliance in a room where an infant or child is sleeping.
- The appliance only is intended for domestic use such as household cleaning. Do not use it for commercial, experimental or industrial purposes.
- Do not use in commercial applications such as workshops or garages or around indoor swimming pools, or wet areas, etc.
- Before using this appliance, clear the floor of objects such as candles, power cords, fragile objects, clothing, loose papers, and pull cords for blinds or curtains.
- For your safety, do not remove the battery from the appliance. If you need to replace the battery of the appliance, take it to an authorized LG Electronics service centre or dealer for assistance.
- Do not stare into the laser beam.
- Potential dazzling visual effects may be caused by exposure to the direct laser beam particularly in low ambient light.

### Battery

- Never use the battery, adapter, and the home station from other appliances with this appliance. Use only the battery and the home station provided by LG Electronics.

- Never use the battery, adapter, and the home station from this appliance with other appliances.
- Keep the batteries out of the reach of children. Swallowing the batteries can lead to chemical burns, perforation of soft tissue, and death. Seek medical attention immediately. Severe burns can occur within 2 hours of swallowing.
- Unplug the power cord if the appliance will not be used for an extended period of time and store it in a safe place away from heat and children.
- Do not use modified or damaged batteries.
- When disposing of the battery or the appliance, remove the battery from the appliance and safely dispose of it.
- Do not use the battery if it is leaking or has changed shape. If battery fluid comes into contact with skin or eyes, thoroughly wash the affected area immediately with clean water and seek medical attention.
- Do not disassemble or short-circuit the battery. Do not crush or dismantle the battery.
- Do not heat or place the battery near any heat source or direct sunlight. Do not subject the battery to mechanical shock.
- Have the battery replaced when it is no longer able to hold a charge. For replacement, contact an authorized LG Electronics service centre for alternative battery options.
- When disposing of this appliance, follow regulations for disposal of rechargeable lithium-ion batteries.
- Follow all local ordinances and regulations when handling or disposing of the battery.

## Battery Specifications

|                       |                                  |
|-----------------------|----------------------------------|
| <b>Model Name</b>     | H18650CH-4S1P                    |
| <b>Type</b>           | Rechargeable Lithium-ion Battery |
| <b>Rated Capacity</b> | DC 14.4 V, 2500 mAh              |

## 6 SAFETY INSTRUCTIONS

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### Installation

- Charge, store and operate this appliance in room temperature environments only.
- Do not use a multiple socket outlet such as a power board, an extension power cable or adapter with this appliance.
- Place the home station on a firm, level surface.
- Charge and store the appliance in a well-ventilated place.
- Do not store the product body, power cord or home station near heating devices or open flames.
- Do not operate or store the appliance at temperatures below 5 °C or above 38 °C.
- This appliance is designed to be plugged into a standard outlet only. The appliance may not be used with any type of power converter.
- Do not plug the appliance into a damaged or loose outlet.
- Dispose of all packaging materials (such as plastic bags and styrofoam) away from children. The packaging materials can cause suffocation.

### Operation

- Read all instructions before using the appliance, and save these instructions.
- Do not handle the power cord, plug, home station or product body with wet hands.
- Wipe any moisture or dirt off the cord or plug with a dry cloth.
- Never unplug the appliance by pulling on the power cord. Always grip the plug firmly and pull straight out from the outlet.
- Never attempt to operate this appliance if it is damaged, malfunctioning, partially disassembled, or has missing or broken parts, including a damaged cord or plug. Take it to an authorized LG Electronics service centre or dealer for assistance.
- Do not apply excessive force to the power cord to bend it, or place it under a heavy object as this will damage it.
- Do not plug the appliance into a damaged or loose outlet.

- Push the power plug firmly into the wall outlet so that it is not loose.
- Before using the appliance, remove any wire or string on the floor.
- Do not cover the power cord with a rug or carpeting.
- If the product makes a strange noise or emits an odour or smoke, discontinue use and contact an LG Electronics customer information centre.
- Only qualified technicians or service personnel from LG Electronics may disassemble, repair or modify the appliance.
- Never insert a sharp metal object such as a pin, nail or knife in a hole or gap in the product body or the home station.
- Do not clean up liquids with this appliance. Make sure that no water, beverage or detergent gets inside the product body or the home station.
- Do not use the appliance to clean up blades, thumb tacks, sawdust, sharp objects, or hot or cold ashes.
- Keep clothing and hair, fingers, or other parts of the body away from openings and moving parts.
- Do not use in an enclosed space where vapors are present from paint thinner, mothproofing substances, flammable dust or other explosive or toxic materials.
- Do not touch the charging terminals on the appliance or the home station, or insert an electrified object inside the appliance or the station.
- If the earth leakage breaker is tripped when the product is put on the home station, immediately remove the appliance from the home station. Contact an LG Electronics customer service centre.
- Do not use or store a heating device or flammable substance (ether, benzene, alcohol, chemicals, combustible sprays, insecticide, air freshener or cosmetics) in close proximity to the appliance.
- Do not attempt to clean up liquids (water, beverages), smelly substances (candy, chocolate, pet excrement), metal objects (blades, pins), flammable substances, surfactants, or glass shards with this appliance.

## 8 SAFETY INSTRUCTIONS

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- In the event of a gas leak (natural gas, propane gas, etc.), do not operate this or any other appliance. Open a window or door to ventilate the area immediately.
- Never allow any water, beverage or detergent to get inside the battery.
- Make sure to unplug the power cord when cleaning or maintaining the home station.

### Maintenance

- Turn the power supply off immediately if any abnormal sound, odor, or smoke is generated from the appliance by removing it from the Home Station and turning off the main switch on the rear side of the appliance.
- Do not spray or use inflammable materials, surfactants, or drinking water in the vicinity of the appliance.
  - Inflammable materials: gasoline, thinner, etc.
  - Surfactant: detergent, articles for bath, etc.

### CAUTION

#### CAUTION

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

### Installation

- Remove any cables or string from the floor before starting.
- Make sure the appliance is not put on a table or desk, with the power ON.

### Operation

- Do not use the appliance around a banister, staircase or any other dangerous place.

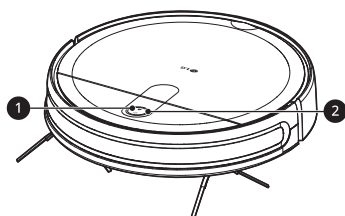
- Do not use the appliance when the dust bin is completely full.
- Use a protective cover on the chair leg, table leg or other narrow pieces of furniture to reduce the possibility of collision or scratches.
- Do not put water, detergent, etc. into or onto the appliance.
- Ensure that liquids do not seep into the appliance. If liquid gets inside of the appliance, turn off the power supply and take it to the authorized LG Electronics service center or dealer for assistance.
- Remove thin mats or carpets that may be damaged.
- Do not turn over the robot mop and wet the mop pad with water while the mop pad is attached to the robot mop.
- Wet floors can pose a slip hazard. Allow floors to dry completely before allowing anyone to walk on them.
- Do not clean carpets with the robot mop. The carpet may get wet or stick to the velcro, causing damage to the carpet.
- Do not clean a coated floor with the robot mop. Cleaning a coated floor repeatedly could cause the coating to peel off.
- Do not use on PVC and PU mats for infants and children as friction may cause the motor to overheat.
- Do not fill the water tank with liquid other than room temperature water. Liquids such as hot water, detergent, fabric softener or aroma oil must not be used.
- Close the door to prevent the robot vacuum cleaner from entering the bathroom or any room that you don't want it to enter before using it.

## 10 BEFORE USING

# BEFORE USING

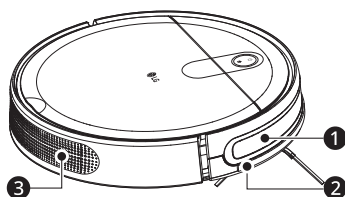
## Parts and Specifications

### Front View



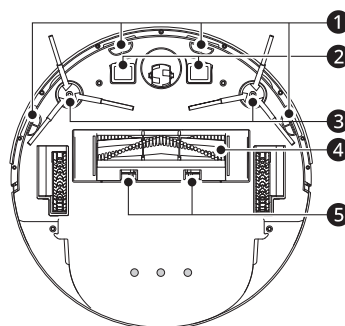
- ❶ Control Panel
- ❷ Ring Light Button

### Side View



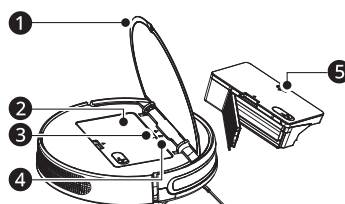
- ❶ Obstacle Detection Sensor
- ❷ Bumper
- ❸ Ventilation Port

### Bottom View



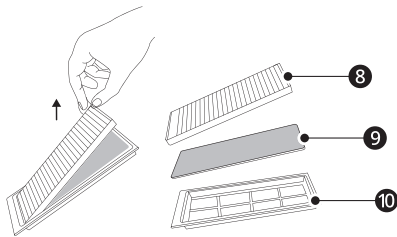
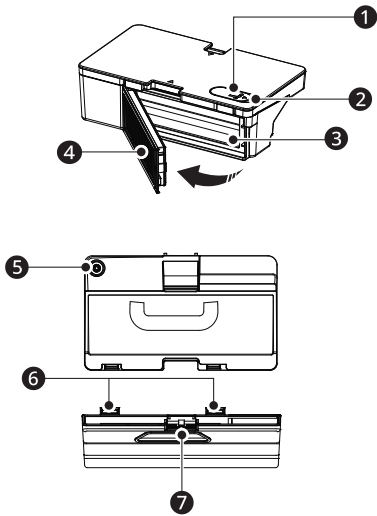
- ❶ Cliff Detection Sensors
- ❷ Charging Terminals
- ❸ Side Brushes
- ❹ Brush
- ❺ Brush Cover Release Buttons

### Rear View



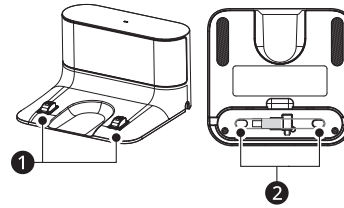
- ❶ Top Cover
- ❷ Dust Bin and Water Tank
- ❸ Wi-Fi Indicator
- ❹ Reset Button
- ❺ Dust Bin and Water Tank Release Button

## Dust Bin and Water Tank



- ❶ Water Inlet Cap
- ❷ Water Inlet
- ❸ Dust Removal Opening
- ❹ Dust Bin Filter Assembly
- ❺ Water Pump Connection
- ❻ Clip
- ❼ Dust Bin and Water Tank Separation Button
- ❽ High-performance Filter
- ❾ Foam Filter
- ❿ Pre-filter

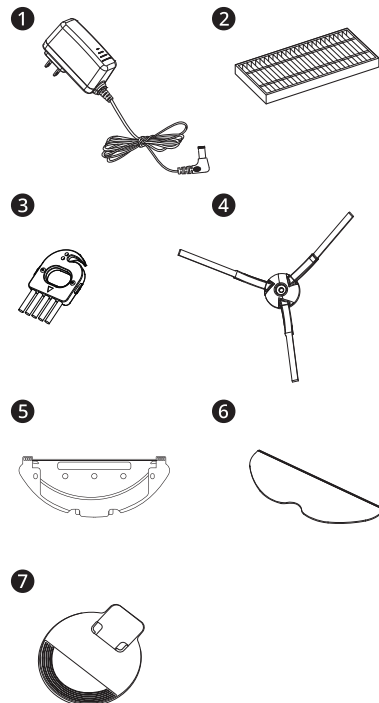
## Home Station



- ❶ Charging Terminals
- ❷ Cord Keeper

## Accessories

### Included Accessories



- ❶ Adapter
- ❷ Dust Bin Filter
- ❸ Cleaning Brush
- ❹ Side Brush (2EA)

## 12 BEFORE USING

- 5 Mop Holder
- 6 Mop Pad
- 7 Floor Damage Prevention Plate

### NOTE

- The robot vacuum cleaner may fall if there is a cliff or drop that is less than 10cm. In this case, you can prevent this by purchasing and installing the Roboking magnetic strip (sold separately).

## Specifications

This product is a Class I laser device of which conformity assessment is conducted in accordance with the IEC 60825-1.

### Robot Cleaner

- **Model:** R3-PRIME
- **Maximum Physical Dimensions:** 355 mm (Width) × 355 mm (Depth) × 83 mm (Height)
- **Power Consumption**
  - 25 W (standard level)
- **Charging Time:** Approximately 4-5 hours
- **Cleaning Time (Based on general wooden floor)**
  - Up to 90 minutes (standard level)

### Home Station

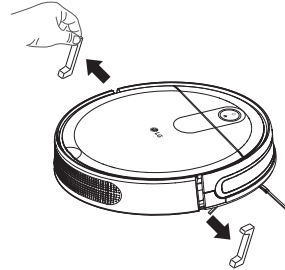
- **Input:** 100-240 V~, 50/60 Hz, 0.4 A
- **Output:** DC 19 V, 0.6 A

## Charging

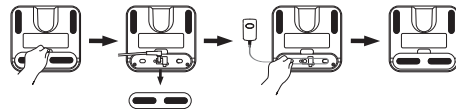
### Installing the Home Station

Always keep the home station plugged in when in use. If the home station is not plugged in, the robot cleaner will not return to the home station to charge automatically.

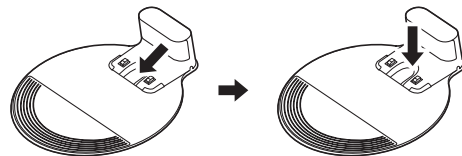
- 1 Before using for the robot cleaner for the first time, remove the foam strips located behind the collision bumper.



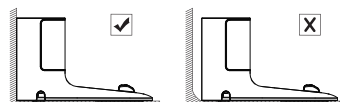
- 2 Open the cover at the bottom of the charging stand, connect the adapter to the charging stand, and wrap the power cord around the power cord organizer as shown in the picture. Assemble the cover at the bottom of the removed charging base until you hear a "click" sound.



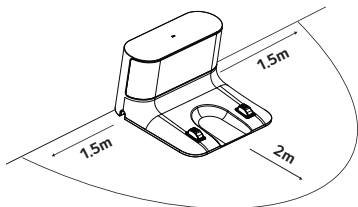
- 3 Install the charging dock onto the floor damage prevention plate. When installing the charging dock, first slide the charging dock into the groove on the front of the damage prevention plate and then press to install it.



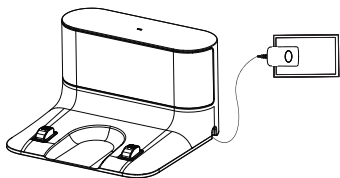
- 4 Place the charging dock on a level surface, keep the surrounding area open, and place it against the wall.



- 5** Place the home station on a flat and firm indoor floor and place it hard against to a suitable wall in your selected location. Do not install, store or place the home station charging dock or the robot cleaner in any outdoor or sheltered outdoor location.
- Remove all obstacles from around the home station.



- 6** Connect the adapter to a wall outlet.



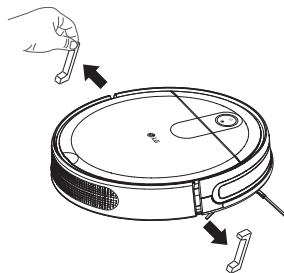
### NOTE

- If two robot cleaners are used together, there should be at least 1.5 m distance between home stations.
- If the home stations are too close together, the robot cleaner may not be able to return to its home station.
- Do not install the home station on a carpet.

## Charging the Robot Cleaner

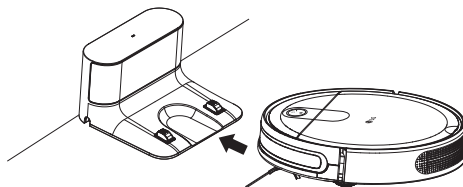
Always keep the power plug of the home station connected to an electrical outlet. The robot cleaner can only find the home station for it to recharge when power is supplied to the home station. If the home docking station is moved while the robot cleaner is cleaning, then it will not be found by the robot cleaner when it needs to return for recharging or when cleaning is completed.

- 1** Remove both foam strips from the sides of the collision bumper.



- 2** Connect the power plug to an electrical outlet and connect the cord to the power terminal in the bottom of the home station.

- 3** Place the robot cleaner on the home station, align the centre of the robot cleaner with the centre of the home station and push the robot cleaner from behind.



- When the white indicator on the charging dock goes off, charging will begin.
- The robot cleaner returns to the home station on its own to charge the battery when cleaning is finished or battery becomes low. If the robot cleaner returns to the home station due to low battery, it will resume cleaning after the battery is fully charged.

### NOTE

- The battery is a consumable. The battery life and service life will decrease based on the years of usage and hours of use.
- If the robot cleaner cannot be charged without presenting with a problem or malfunction, check if the charging terminals are contaminated by a foreign substance, and clean the home station with a dry towel.

## 14 BEFORE USING

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### NOTE

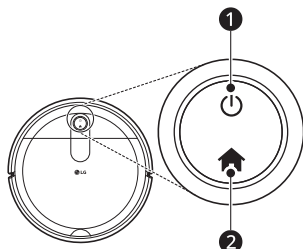
- If charging is still not available after cleaning, check if the home station and the adapter are connected properly.
  - Fully charge the battery every 6 months when not using the robot cleaner or if keeping it in storage for a long time.
    - Storing the battery for a long period of time without charging may cause battery failure.
-

# OPERATION

## Control Panel

### Touch Buttons

Press the button icons to start the robot cleaner.



#### 1 Button

- Press and hold  button for 3 seconds to turn the appliance on or off.
  - The button can't be pressed when charging.
- Press the button to start or pause cleaning when the robot cleaner is on.

#### 2 Button

- Press  button once to send the robot cleaner to its home station to charge.
- Press  button again to cancel.

#### 3 + Buttons

- Press  +  buttons for 3 seconds to connect the robot cleaner to the **LG ThinQ** application.

## Status Display

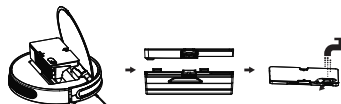
| Indicator       | State                                                                                                                                                                                                                                                            |
|-----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Ring light      | Operation/Pause:<br>Always on in white<br>Recharging: Flashing in white<br>Charging: Pulsing in white<br>Charging completed:<br>Always on in white<br>Low battery charging:<br>Pulsing in orange<br>Low battery recharging/abnormal operation: Pulsing in orange |
| Wi-Fi Indicator | During configuration:<br>Flashing in blue<br>Configuration successful: Always on in blue                                                                                                                                                                         |

ENGLISH

## Cleaning

### Using the Mop Pad

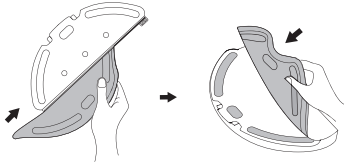
- 1 Take out the water tank, fill it with water, and put it back inside the robot cleaner.
  - Fill the water tank only with purified room temperature water to avoid a buildup of limescale from hard water. Do not use detergents or cleaners, as they may damage the water tank and the appliance.
  - To add water to the water tank or install the mopping module, pause the sweeping first. Do not move the robot cleaner manually.



## 16 OPERATION

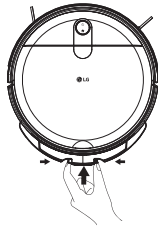
- 2** Wet the mop pad and wring it out until it stops dripping. Install the mop pad along the slot of the holder and fix it tight.

- Before attaching the mop, wet the mop with enough water and wring the mop.



- 3** Insert the mopping module into the bottom of the robot cleaner until you hear a click.

- After inserting the mopping module, the robot cleaner will automatically switch to the mopping mode.



- 4** Select the sweeping mode to start sweeping.

- The robot cleaner will automatically sweep and mop the floor in the selected mode.
- Adjust the mopping water level in the APP according to needs.
- To achieve better cleaning, let the robot cleaner sweep the floor 3 times and then install the mopping module.

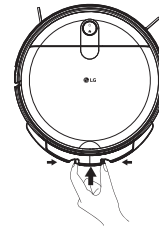
### ⚠ CAUTION

- If the mop pad is excessively wet, the floor may become slippery and cause people to slip.
- Do not leave the robot cleaner in the home station or on the floor for a long time with wet mop pad attached. Doing so may cause floor damage or odours.

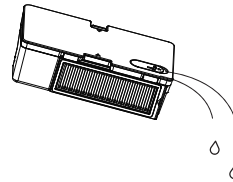
## Drying the Water Tank and Washing the Mop Pad

- 1** When the robot cleaner returns to the charging dock after finishing the cleaning cycle, hold the clip on both sides and drag it backwards to remove the mopping module.

- When the mopping module is removed, the robot cleaner will automatically exit the mopping mode without water leakage.



- 2** Empty the remaining water in the water tank.



- 3** Clean the mop pad and allow it to dry completely to avoid mildew and odours.



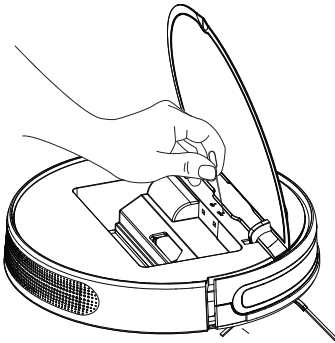
### ⚠ CAUTION

- Do not dry the mop pad in a dryer. Doing so may damage the mop pad.
- Do not forcefully remove the water tank cap from the water tank.
- Although water discharge is stopped when sweeping is stopped, the mop pad is still wet. Be careful not to leave the robot cleaner in one place for too long, as excessive moisture from the mop will damage the floor.

- It is recommended to clean the mop pad after each mopping.
- Remove the mopping module when the robot cleaner is charging or idle.

## Restarting the System

If you get no response after pressing the buttons on the robot cleaner, restart the system. Use a paperclip to press the restart button, and the robot cleaner will automatically restart.



## 18 SMART FUNCTIONS

# SMART FUNCTIONS

## Using LG ThinQ Application

### LG ThinQ Application Features

- **Choosing a Cleaning Mode**

- **Zigzag mode**
- **Spiral Spot mode**

- **Suction Adjustment**

The user can use the mobile APP to switch between four suction modes: **Low**, **Mid**, **High** and **Turbo**. The default is the **Mid** mode.

- **Water Level Adjustment**

The user can switch between **Dry**, **Low**, **Medium** and **High** water level settings using the mobile APP, and the default is **Medium** water level.

- **Simple Control**

- Operate the robot cleaner manually from the **Simple Control** screen.

- **Volume Setting**

- The volume of the product's voice guidance can be adjusted with the **LG ThinQ** app.

- **Language Setting**

- The user can switch the languages.

- **Locate**

- When the robot cleaner is powered on and you press the Locate button, the robot cleaner will make a sound to inform you of its current location.

- **Schedule Cleaning**

- Use Schedule Cleaning to set a regular cleaning time for the robot cleaner to begin cleaning.

- **Cleaning Diary**

- The Cleaning Diary records the date, cleaning mode, and start and completion times of each cleaning and shows the cleaning history.

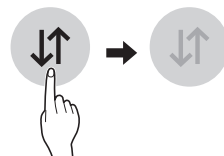
### NOTE

- If you change your wireless router, Internet service provider, or password, delete the connected appliance from the **LG ThinQ** application and connect it again.

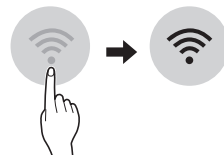
- This information is current at the time of publication. The application is subject to change for product improvement purposes without notice to users.

## Before Using LG ThinQ Application

- 1 Use a smartphone to check the strength of the wireless router (Wi-Fi network) near the appliance.
  - If the distance between the appliance and the wireless router is too far, the signal becomes weak. It may take a long time to register or fail to install the application.
- 2 Turn off the **Mobile Data** or **Cellular Data** on your smartphone.



- 3 Connect your smartphone to the wireless router.



### NOTE

- To verify the Wi-Fi connection, check that Wi-Fi Indicator on the control panel is lit.
- The appliance supports 2.4 GHz Wi-Fi networks only. To check your network frequency, contact your Internet service provider or refer to your wireless router manual.

- **LG ThinQ** is not responsible for any network connection problems or any faults, malfunctions, or errors caused by network connection.
- The surrounding wireless environment can make the wireless network service run slowly.
- 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 network connection may not work properly depending on the Internet service provider.
- The Wi-Fi may not connect or the connection may be interrupted because of the home network environment.
- If 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**, network setup may fail. Change the security protocol (**WPA2** is recommended), and register the product again.
- If the connection with the **LG ThinQ** is lost while using the product, press and hold the power button for 3 seconds to turn the product off and then on again.

## RF Radiation Exposure Statement

This equipment shall be installed and used at a minimum distance of 20 cm from the human body.

## Open Source Software Notice Information

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

LG Electronics will also provide open source code to you on CD-ROM for a charge covering the cost of performing such distribution (such as the cost of media, shipping, and handling) upon email request to [opensource@lge.com](mailto:opensource@lge.com).

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

## Installing the LG ThinQ Application

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

## 20 MAINTENANCE

# MAINTENANCE

## Regular Cleaning

### ⚠ WARNING

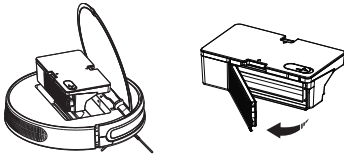
- Unplug the appliance before cleaning to avoid the risk of electric shock. Failure to follow this warning can cause serious injury, fire, electric shock, or death.

### ⚠ CAUTION

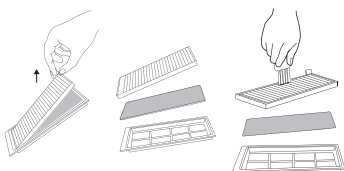
- Do not wipe the robot cleaner with a volatile solvent or an organic solvent (thinner, solvent, acetone, etc.) Doing so will cause product damage.

## Cleaning the Dust Bin

- 1 Open the cover of the robot cleaner, then press the release button, and remove the dust bin.
- 2 Take out the filter assembly from the dust bin.



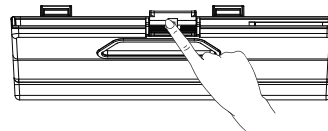
- 3 Take out the pre-filter, foam filter and high-performance filter from the filter assembly.
- 4 Use a cleaning tool (which can be purchased separately) to brush the filters.



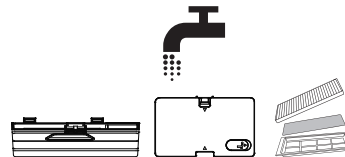
- 5 Empty the dust bin by tapping the dust bin gently to knock off excess dirt.



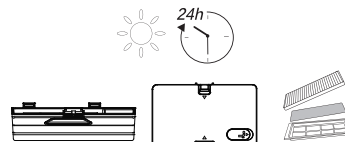
- 6 Press the release button of the dust bin to separate the dust bin from the water tank.



- 7 Rinse the water pump, dust bin and filter assembly thoroughly with water.
  - Do not use hot water or any detergent to clean the filter assembly.

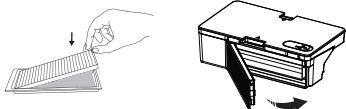


- 8 Air dry the water pump, dust bin and filter assembly completely before use.

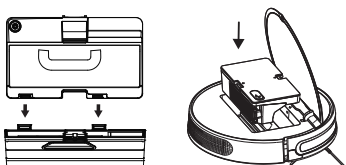


- 9** Put back the pre-filter, foam filter and high-performance filter.

- 10** Put the filter assembly back into the dust bin.

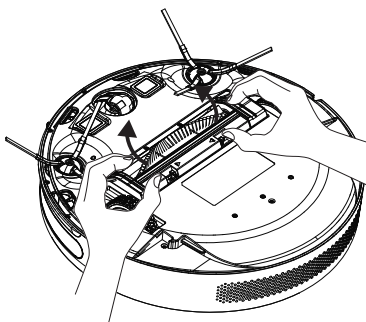


- 11** Reinstall the water tank and dust bin, and install the components back inside the robot cleaner.

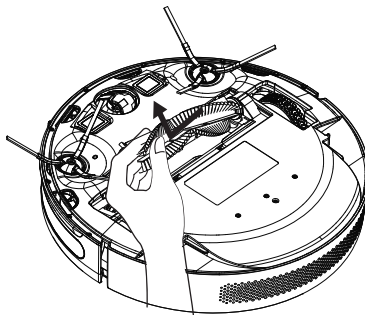


## Cleaning the Rolling Brush

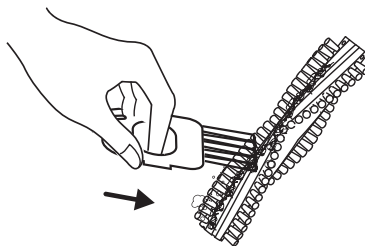
- 1** Press the clasp to remove the protective cover.



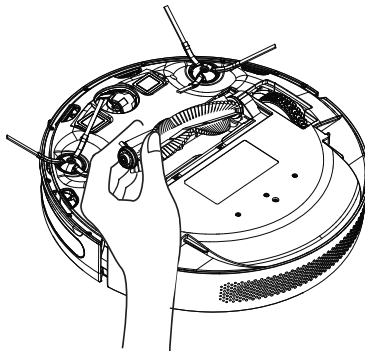
- 2** Lift the rolling brush out to remove it.



- 3** Use a cleaning tool (which can be purchased separately) to clean the rolling brush.

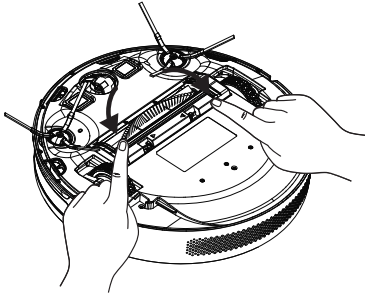


- 4** Put one end of the rolling brush into the corresponding opening in the brush cavity first, and then press it down into place.

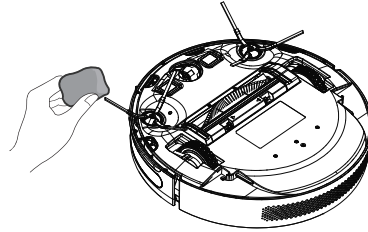


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- 5 Put the cover in place and press it down until the clasps snap into place.



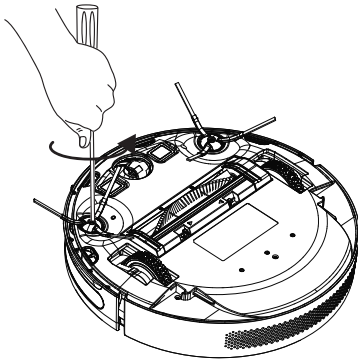
- 3 Use a cloth dampened with warm water to remove dust on the brushes or straighten them gently.



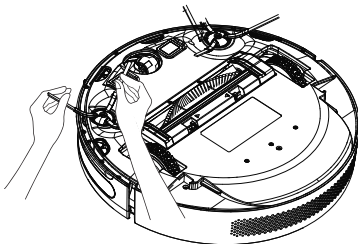
### Cleaning the Side Brushes

Foreign objects such as dirt and hair can easily become tangled or stuck in the side brushes. Clean the side brushes regularly.

- 1 Unscrew the screws with a Phillips screwdriver.



- 2 Carefully rotate and pull out the hair or thread tangled between the robot cleaner and the side brushes.



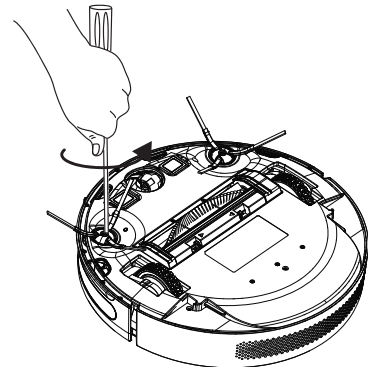
### NOTE

- Make sure the side brush is completely dry before use.

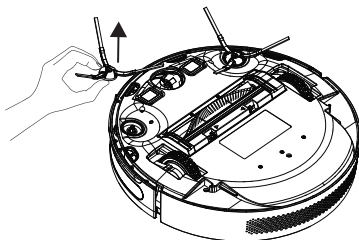
### Replacing the Side Brushes

After a period of use, the side brushes may be bent or damaged. Follow the instructions below to replace them.

- 1 Use a Phillips screwdriver to unscrew the screws on the side brushes.



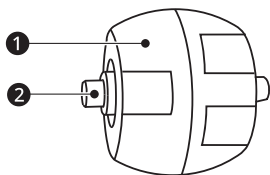
- 2** Remove the old side brushes and put in the new side brushes.



- 3** Tighten the screws to fix the side brushes.

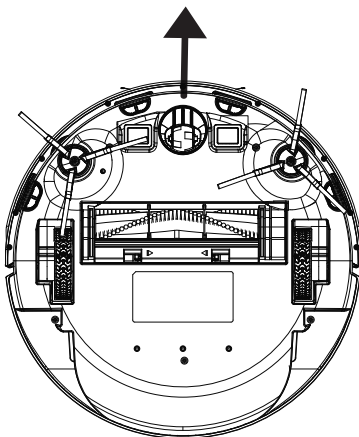
## Cleaning the Front Wheel

Hair or dust particles tend to affix to the front wheel. The universal wheel must be cleaned regularly or as needed.



- 1** Wheel
- 2** Shaft

- 1** Pull the front wheel up to remove it.



- 2** Clean away the hair or debris tangled around the wheel or in the wheel cavity.

- 3** Reinstall the wheel and push it in until it clicks into place.

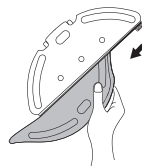
## NOTE

- Please do not rinse the front wheel with water.

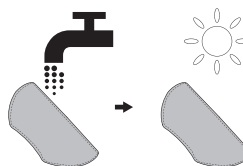
## Cleaning the Mopping Module

It is recommended to clean the mop pad after each use.

- 1** Take out the mop pad from the module.



- 2** Rinse with water and air dry to avoid mildew or odours.



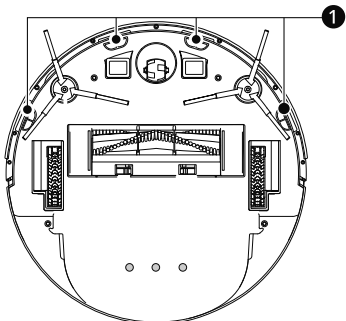
## Cleaning the Sensors

Clean the cliff detection sensors regularly with a soft brush. Failing to clean the sensors can cause the cleaner to fall from a ledge due to a dusty or

## 24 MAINTENANCE

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contaminated sensor not being able to detect the drop.



**1** Cliff Detection Sensors

# TROUBLESHOOTING

## Before Calling for Service

### Operation

ENGLISH

| Symptoms                                  | Possible Cause & Solution                                                                                                                                                                                                                                                                                                                                                                        |
|-------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Power cannot be turned on.</b>         | <b>Battery is discharged completely.</b> <ul style="list-style-type: none"> <li>If needed, manually move the robot cleaner to the home station to charge.</li> </ul>                                                                                                                                                                                                                             |
| <b>Power is turned off automatically.</b> | <b>Robot cleaner was stopped for more than 10 minutes without being charged.</b> <ul style="list-style-type: none"> <li>If the robot cleaner has been on standby for more than 10 minutes without being charged, the power will be turned off automatically. Place the robot cleaner in the home station.</li> </ul>                                                                             |
|                                           | <b>Robot cleaner was trapped by an obstacle for more than 10 minutes.</b> <ul style="list-style-type: none"> <li>Remove obstacles from the area to be cleaned before starting cleaning.</li> </ul>                                                                                                                                                                                               |
| <b>Charging cannot be carried out.</b>    | <b>There is an obstacle near the home station.</b> <ul style="list-style-type: none"> <li>Remove the obstacle near the home station.</li> </ul>                                                                                                                                                                                                                                                  |
|                                           | <b>Main power switch of the robot cleaner is turned off.</b> <ul style="list-style-type: none"> <li>When the robot vacuum main power switch is turned off, the battery % display in the <b>LG ThinQ</b> app does not change when charging. Turn on the main power switch on the back of the robot vacuum cleaner. Charging is possible even when the main power switch is turned off.</li> </ul> |
|                                           | <b>Battery charging indicator on the home station is turned off.</b> <ul style="list-style-type: none"> <li>Make sure the home station is plugged into an outlet. When the robot cleaner is normally connected to the home station, the indicator light turns off.</li> </ul>                                                                                                                    |
|                                           | <b>Charging terminals are stained with foreign substances.</b> <ul style="list-style-type: none"> <li>Wipe the robot cleaner and the charging terminals of the home station with a soft cloth.</li> </ul>                                                                                                                                                                                        |
|                                           | <b>Robot cleaner was charged in a cool place.</b> <ul style="list-style-type: none"> <li>The battery may not charge properly at temperatures below 41°F (5°C). Use the robot cleaner after charging the battery at proper temperatures.</li> </ul>                                                                                                                                               |
| <b>Suction power becomes weak.</b>        | <b>There is foreign material blocking the suction port.</b> <ul style="list-style-type: none"> <li>Remove any foreign material in the suction port.</li> </ul>                                                                                                                                                                                                                                   |
|                                           | <b>Dust bin is completely filled.</b> <ul style="list-style-type: none"> <li>Empty the dust bin.</li> </ul>                                                                                                                                                                                                                                                                                      |
|                                           | <b>Filter is blocked.</b> <ul style="list-style-type: none"> <li>Clean the filter.</li> </ul>                                                                                                                                                                                                                                                                                                    |

## 26 TROUBLESHOOTING

| Symptoms                                       | Possible Cause & Solution                                                                                                                                                                                                                                                                                                                                                                                                                    |
|------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>The product is noisy when it's running.</b> | <b>Dust bin is not attached to the robot cleaner correctly.</b> <ul style="list-style-type: none"> <li>• Attach the dust bin correctly.</li> </ul>                                                                                                                                                                                                                                                                                           |
|                                                | <b>Filter is not attached to the dust bin correctly.</b> <ul style="list-style-type: none"> <li>• Attach the filter correctly.</li> </ul>                                                                                                                                                                                                                                                                                                    |
| <b>The product is noisier than usual.</b>      | <b>Brush is clogged with foreign substances.</b> <ul style="list-style-type: none"> <li>• Remove foreign substances from the brush.</li> </ul>                                                                                                                                                                                                                                                                                               |
|                                                | <b>Brush cover is not installed properly.</b> <ul style="list-style-type: none"> <li>• Install the brush cover properly.</li> </ul>                                                                                                                                                                                                                                                                                                          |
|                                                | <b>The robot cleaner is cleaning against the grain of the flooring.</b> <ul style="list-style-type: none"> <li>• The robot cleaner may be noisier than usual if it is cleaning against the grain of the floor.</li> </ul>                                                                                                                                                                                                                    |
| <b>The robot cleaner will not run.</b>         | <b>Battery is discharged completely.</b> <ul style="list-style-type: none"> <li>• If needed, manually move the robot cleaner to the home station to charge.</li> </ul>                                                                                                                                                                                                                                                                       |
| <b>The brush will not spin.</b>                | <b>Brush is not installed correctly.</b> <ul style="list-style-type: none"> <li>• Separate and install the brush again.</li> </ul>                                                                                                                                                                                                                                                                                                           |
|                                                | <b>Brush is clogged with foreign substances.</b> <ul style="list-style-type: none"> <li>• Remove foreign substances from the brush.</li> </ul>                                                                                                                                                                                                                                                                                               |
| <b>The robot cleaner runs abnormally.</b>      | <b>Sensor is blocked with foreign substances.</b> <ul style="list-style-type: none"> <li>• Wipe the sensor with a soft cloth.</li> </ul>                                                                                                                                                                                                                                                                                                     |
|                                                | <b>Wheel is blocked with foreign substances.</b> <ul style="list-style-type: none"> <li>• Remove foreign substances from the wheels.</li> </ul>                                                                                                                                                                                                                                                                                              |
| <b>The robot cleaner gives off an odour.</b>   | <b>There are foreign objects on the bottom of the robot cleaner.</b> <ul style="list-style-type: none"> <li>• Wet dust on the mop holder may give off an odour. After cleaning with water, wipe the dust off of the mop holder before storage.</li> </ul>                                                                                                                                                                                    |
| <b>The mop gives off an odour.</b>             | <b>The mop was not washed after cleaning.</b> <ul style="list-style-type: none"> <li>• After cleaning, wash the mop and store it after drying it completely. If the mop gives off a strong odour, wash them using a neutral detergent and rinse them thoroughly using clean water.</li> </ul>                                                                                                                                                |
|                                                | <b>The mop was not completely dried after it was washed.</b> <ul style="list-style-type: none"> <li>• The mop may gives off an odour if it is not dried completely. Be sure to use them only after drying it completely in a well-ventilated place.</li> </ul>                                                                                                                                                                               |
| <b>The water tank gives off an odour.</b>      | <b>The water tank was not emptied after cleaning.</b> <ul style="list-style-type: none"> <li>• After cleaning, be sure to empty the water tank and store it after drying it completely. If the water tank gives off a strong odour, wash it using a neutral detergent diluted with water, pouring diluted neutral detergent into the water tank and shaking the tank. After washing, rinse the tank thoroughly using clean water.</li> </ul> |

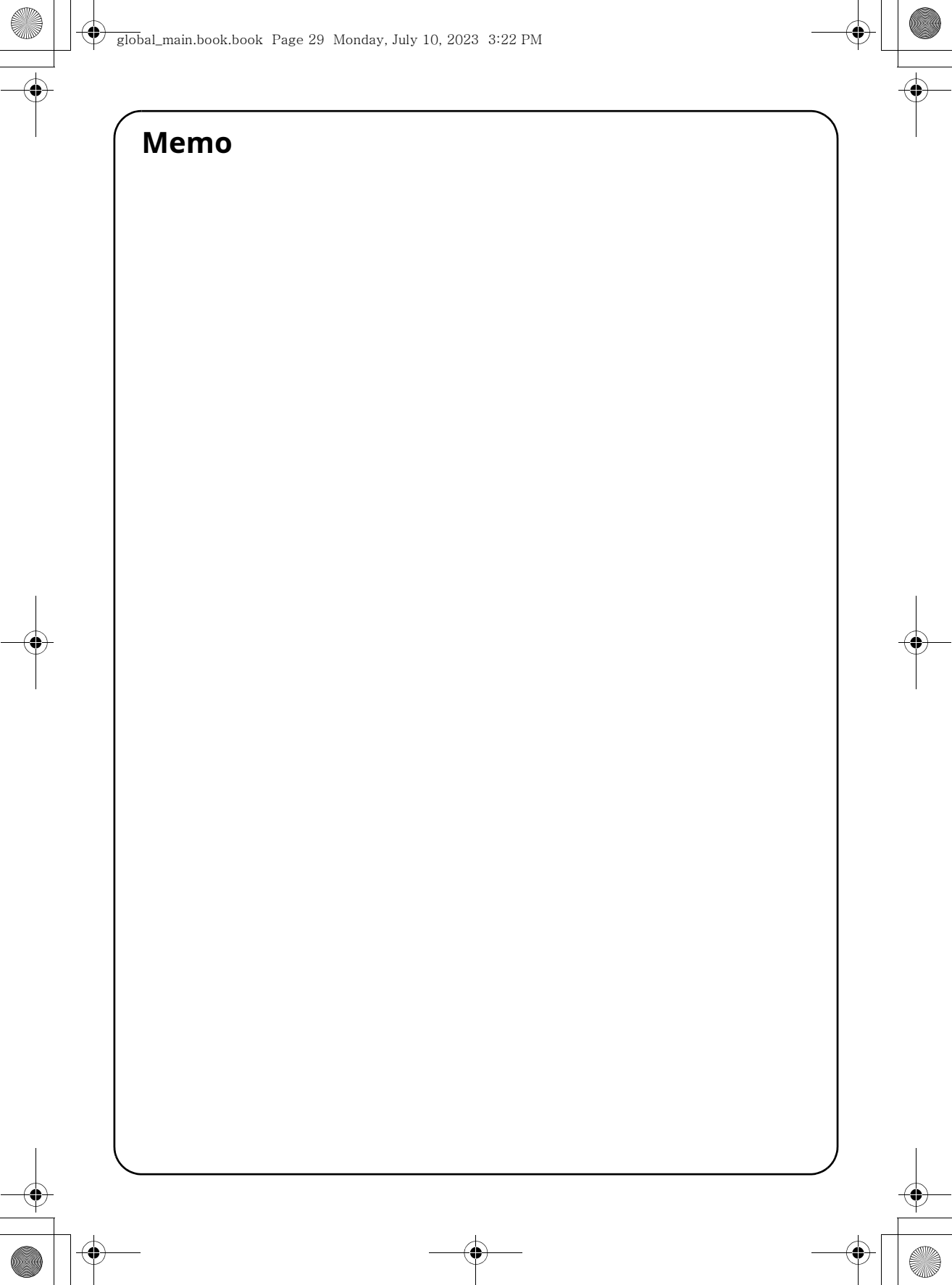
| Symptoms                                       | Possible Cause & Solution                                                                                                                                                                                                                                                                                                             |
|------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>No water is sprayed.</b>                    | <b>There is no water in the water tank.</b> <ul style="list-style-type: none"> <li>Fill the water tank with water.</li> </ul>                                                                                                                                                                                                         |
|                                                | <b>The water tank has not been inserted correctly into the robot cleaner.</b> <ul style="list-style-type: none"> <li>Reinsert the water tank into the robot cleaner.</li> </ul>                                                                                                                                                       |
|                                                | <b>The water control was set to the Dry.</b> <ul style="list-style-type: none"> <li>Change the water supply mode in APP. The water supply is cut off in the Dry.</li> </ul>                                                                                                                                                           |
|                                                | <b>The water supply outlet is clogged with a foreign substance, such as calcium deposits left by water, etc.</b> <ul style="list-style-type: none"> <li>Punch a hole through the clogged water supply outlet using a needle or a toothpick.</li> </ul>                                                                                |
| <b>There is moisture in the water tank.</b>    | <b>The water tank has not been emptied after use.</b> <ul style="list-style-type: none"> <li>Empty out the water tank and let it thoroughly dry out of direct sunlight before storing.</li> </ul>                                                                                                                                     |
| <b>The floor becomes dirty after cleaning.</b> | <b>The mop has not been washed after use.</b> <ul style="list-style-type: none"> <li>Wash the mop after every use. Cleaning with dirty mop may makes the floor dirty.</li> </ul>                                                                                                                                                      |
|                                                | <b>There is liquid, coffee, animal waste or grease on the floor.</b> <ul style="list-style-type: none"> <li>If there is liquid, coffee, animal waste or grease on the floor, wipe it up with another mop first before using the robot cleaner. Stains can be picked up by the mop and carried to other parts of the floor.</li> </ul> |
|                                                | <b>An excessively wide area was cleaned in one operation.</b> <ul style="list-style-type: none"> <li>The mop may gets dirty fast according to the size of the area cleaned or the environment in which it is used. Clean the remaining area after washing the mop or replacing the dirty mop with a clean mop.</li> </ul>             |
|                                                | <b>The room temperature is high.</b> <ul style="list-style-type: none"> <li>Depending on the condition of the indoor floor, water will evaporate and odors may occur due to humidity. Ventilate when cleaning when the room temperature is high.</li> </ul>                                                                           |

## Wi-Fi

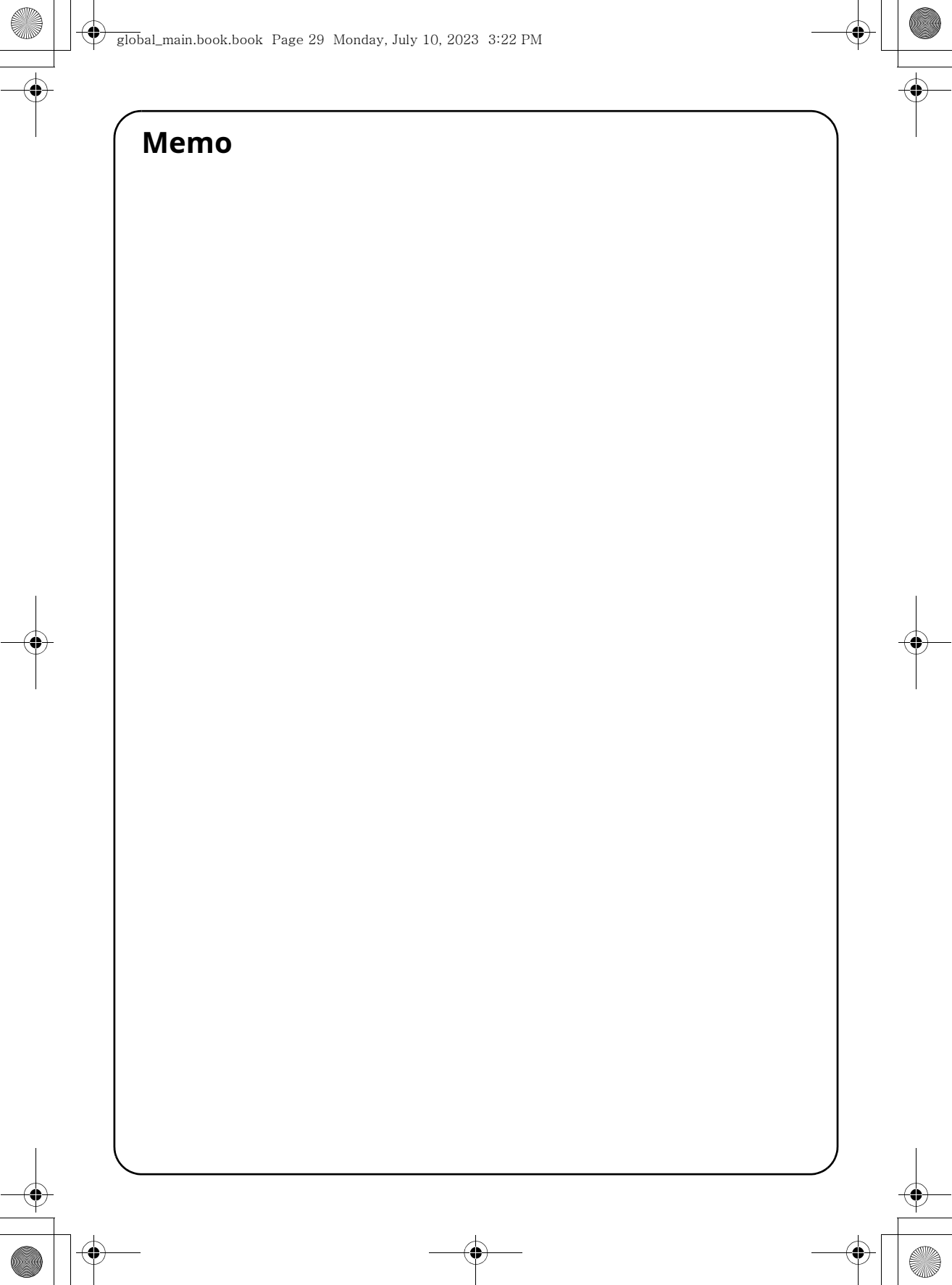
| Symptoms                                                                          | Possible Cause & Solution                                                                                                                                  |
|-----------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Your home appliance and smartphone are not connected to the Wi-Fi network.</b> | <b>Battery is fully discharged.</b> <ul style="list-style-type: none"> <li>Charge the battery, then register your appliance on <b>LG ThinQ</b>.</li> </ul> |

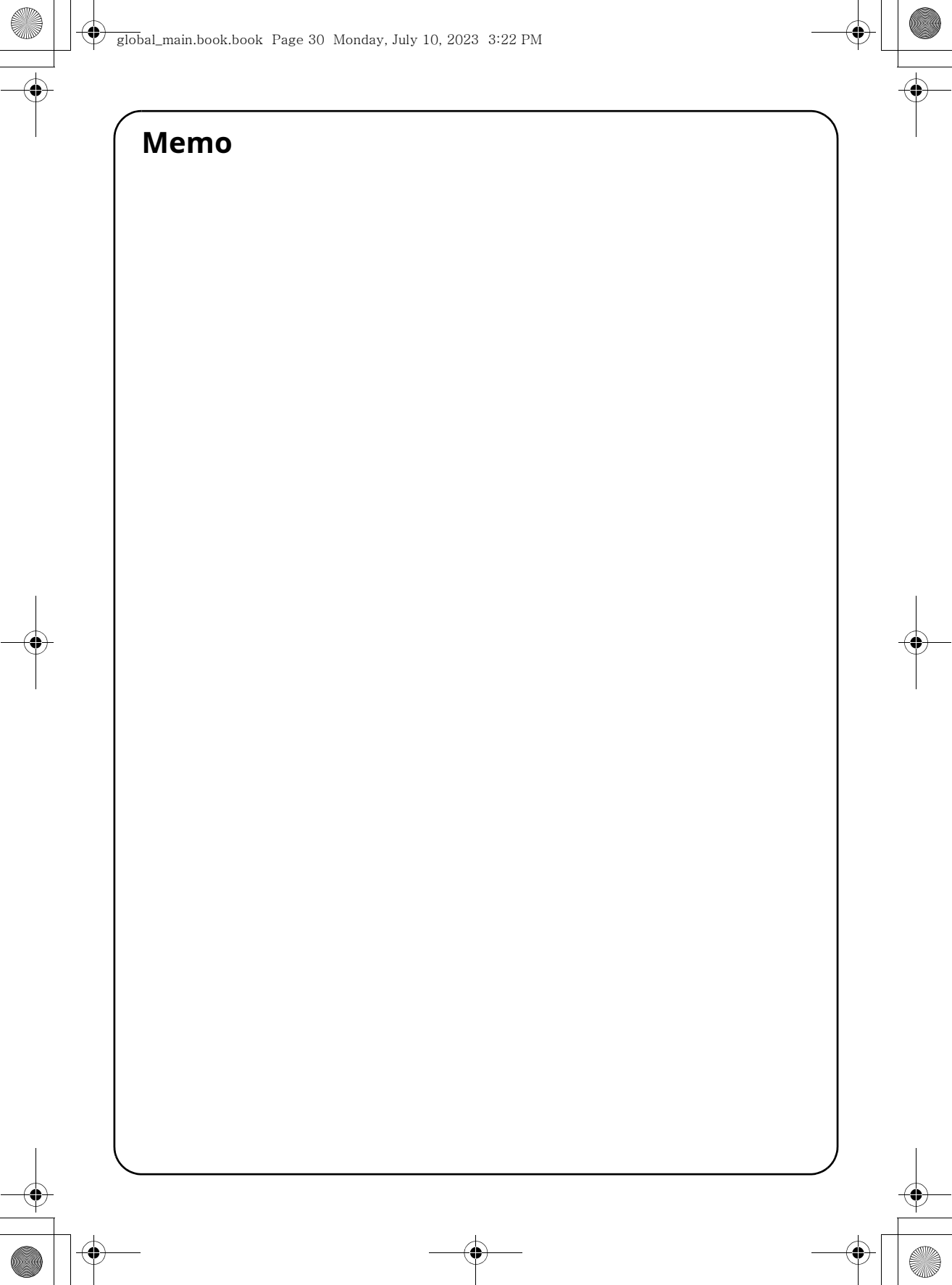
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| Symptoms                                                                          | Possible Cause & Solution                                                                                                                                                                                                                                                                                                               |
|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Your home appliance and smartphone are not connected to the Wi-Fi network.</b> | <b>The password for the Wi-Fi that you are trying to connect to is incorrect.</b> <ul style="list-style-type: none"><li>Find the Wi-Fi network connected to your smartphone and remove it, then register your appliance on <b>LG ThinQ</b>.</li></ul>                                                                                   |
|                                                                                   | <b>Mobile data for your smartphone is turned on.</b> <ul style="list-style-type: none"><li>Turn off the <b>Mobile data</b> of your smartphone and register the appliance using the Wi-Fi network.</li></ul>                                                                                                                             |
|                                                                                   | <b>The wireless network name (SSID) is set incorrectly.</b> <ul style="list-style-type: none"><li>The wireless network name (SSID) should be a combination of English letters and numbers. (Do not use special characters.)</li></ul>                                                                                                   |
|                                                                                   | <b>The router frequency is not 2.4 GHz.</b> <ul style="list-style-type: none"><li>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.</li></ul>     |
|                                                                                   | <b>The distance between the appliance and the router is too far.</b> <ul style="list-style-type: none"><li>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.</li></ul> |

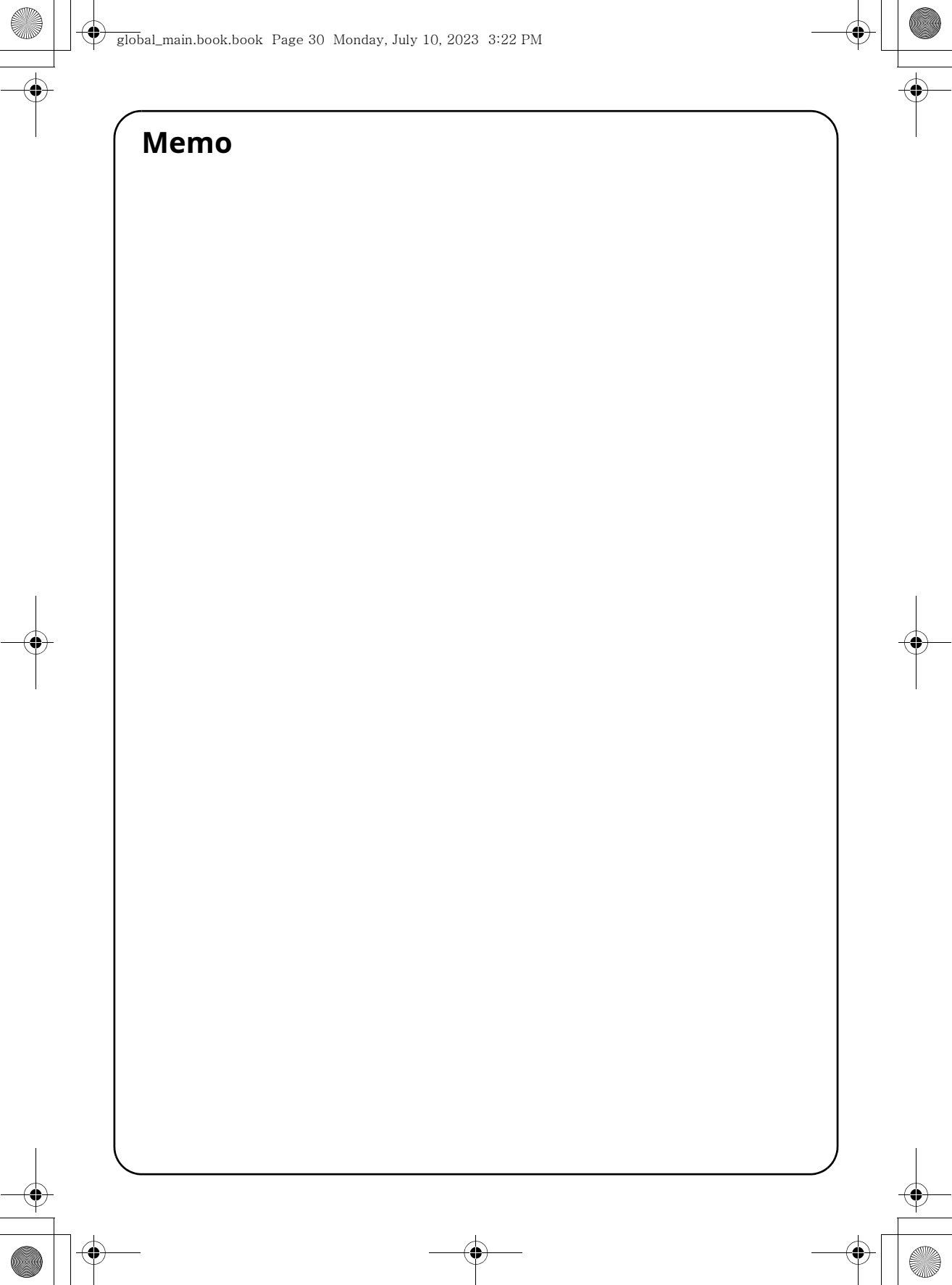


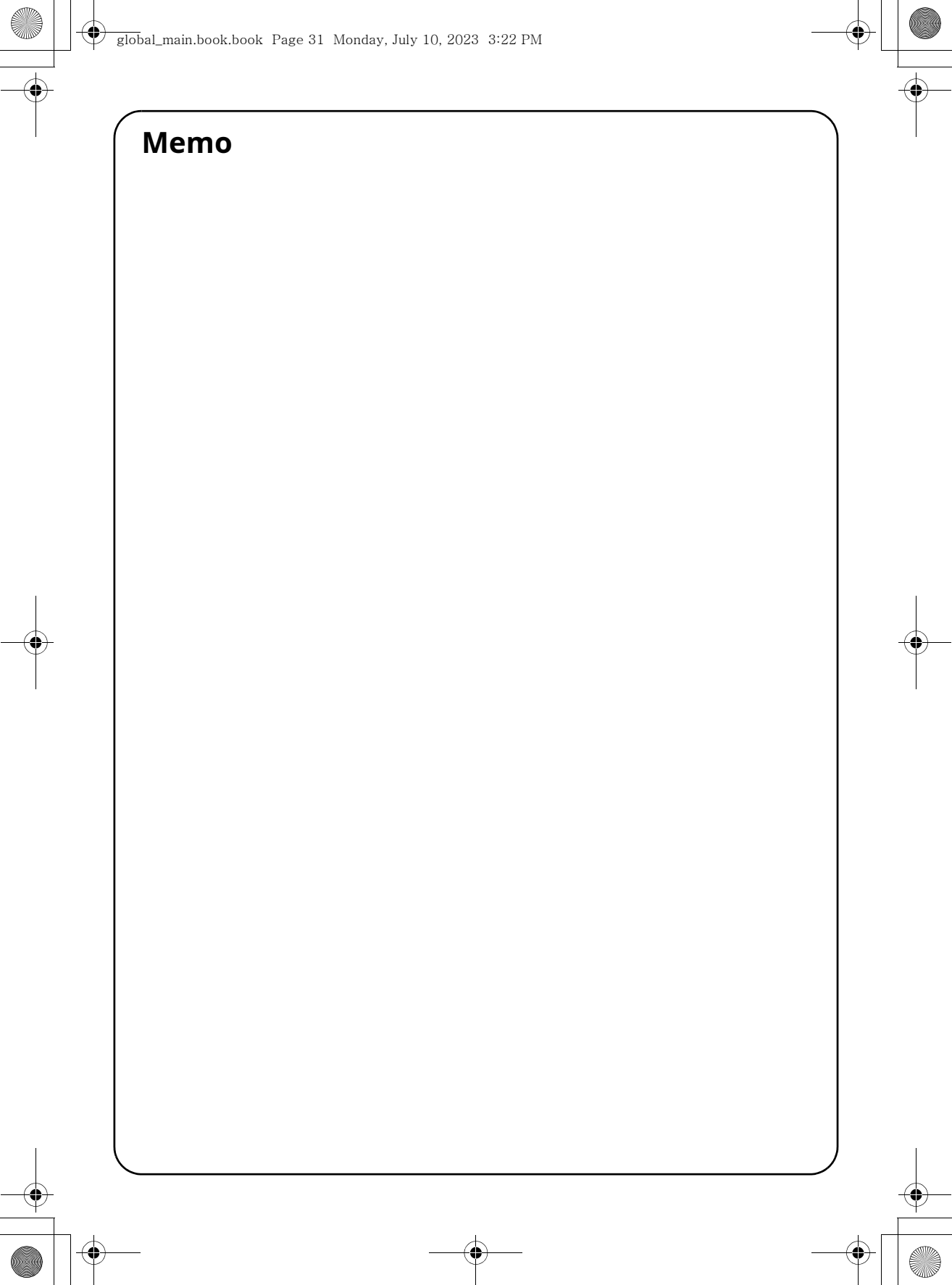
**Memo**





**Memo**





**Memo**

