SXS REFRIGERATOR

User's Guide

Please read this guide thoroughly
before operating and keep it handy for
reference at all times.

LG | CUSTOMER SERVICE
1800-180-9999*
*MTNL / BSNL (Toll Free)
**Prefix STD Code
39-01-0909**

Table of contents

Introduction

Entry 3
Important safety instruction 3
Important safety instruction 4
Identification of parts 10

Installation

Where to install 11
Door removal 12
Door replacement 13
Height adjustment 13
When the freezer door does not align with the height of the refrigerator door 13

Operation

Starting 14
Adjusting the temperatures and functions 14
Ice making 16
Egg box 16

Suggestion on food storage

Location of foods 17
Storing foods 18

Care and maintenance

How to dismantle parts 19
General information 20
Cleaning 20
Trouble shooting 21

Entry

The model and serial numbers are found on the inner case or back of refrigerator compartment of this unit. These numbers are unique to this unit and not available to others. You should record requested information here and retain this guide as a permanent record of your purchase. Staple your receipt here.

Date of purchase : _____
Dealer purchased from : _____
Dealer address : _____
Dealer phone no. : _____
Model no. : _____
Serial no. : _____

⚠ Important safety instruction

Before it is used, this refrigerator must be properly installed and located in accordance with the installation instructions in this document.

When moving your appliance away from the wall, be careful not to roll over the power cord or to damage it in any way.

After your refrigerator is in operation, do not touch the cold surfaces in the freezer compartment, particularly when your hands are damp or wet. Skin could adhere to these extremely cold surfaces.

Unplug the power cord from the power outlet for cleaning or other requirements. Never touch it with wet hands because you can get an electric shock or be hurt.

Never place glass products in the freezer because they may be broken due to expansion when their contents are frozen.

Never allow your hands within the ice storage bin of the automatic ice maker. You could be hurt by the operation of the automatic ice maker.

The appliance is not intended for use by young children or infirm persons without supervision.

Don't use an extension cord

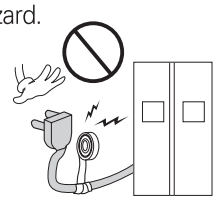
If possible, connect the refrigerator to its own individual electrical outlet to prevent it and other appliances or household lights from causing an overload that could cause a power outage.

Accessibility of Supply Plug

The refrigerator-freezer should be so positioned that the supply plug is accessible for quick disconnection when accident happens.

Supply Cord Replacement

If the supply cord is damaged, it must be replaced by the manufacturer or its service agent or a similarly qualified person in order to avoid a hazard.



⚠ Important safety instruction

BASIC SAFETY PRECAUTIONS

This guide contains many important safety messages.
Always read and obey all safety messages.

⚠ This is the safety alert symbol. It alerts you to safety messages that inform you of hazards that can kill or hurt you or others or cause damage to the product. All safety messages will be preceded by the safety alert symbol and the hazard signal word DANGER, WARNING, or CAUTION. These words mean:

⚠ DANGER You will be killed or seriously injured if you don't follow instructions.

⚠ WARNING You can be killed or seriously injured if you don't follow instructions.

⚠ CAUTION Indicates an imminently hazardous situation which, if not avoided, may result in minor or moderate injury, or product damage only.

All safety messages will identify the hazard, tell you how to reduce the chance of injury, and tell you what can happen if the instructions are not followed.

⚠ WARNING

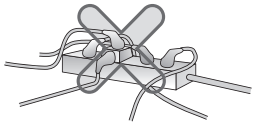
To reduce the risk of fire, electric shock, or injury to persons when using your product, basic safety precautions should be followed, including the following.

Read all instructions before using this appliance.

1. When connecting the power

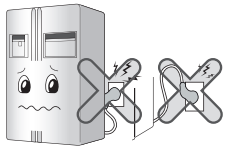
The dedicated outlet should be used.

- Using several devices at one outlet may cause fire.
- The electric leakage breaker may damage food and the dispenser may be leaked.



Do not allow the power plug to face upward or to be squeezed at the back of the refrigerator.

Water may be flown into or the plug may be damaged, which causes fire or electric shock.



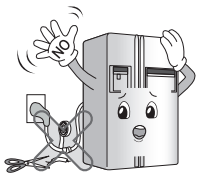
Do not allow the power cord bent or pressed by the heavy object to be damaged.

It may damage the power cord to cause fire or electric shock.



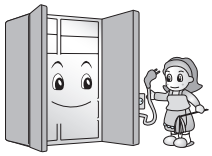
Do not extend or modify the length of the power plug.

It causes electric shock or fire by the electric damage of the power cord or others.



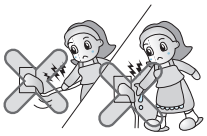
Unplug the power plug when cleaning, handling or replacing the interior lamp of the refrigerator.

- It may cause electric shock or injury.
- When replacing the interior lamp of the refrigerator, make sure that the rubber ring for preventing the electric spark within the socket is not taken off.



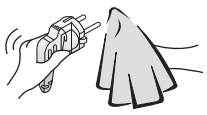
Do not pull out the cord or touch the power plug with wet hands.

- It may cause electric shock or injury.



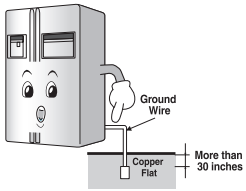
Remove water or dust from the power plug and insert it witht he ends of the pins securely connected.

Dust, water or unstable connection may fire or electric shock.



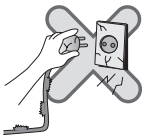
Make sure of grounding.

The incorrect grounding may cause breakdown and electric shock.



When the power cord or the power plug is damaged or the holes of the outlet are loosed, do not use them.

It may cause electric shock or short circuit to make fire.



2. When using the refrigerator

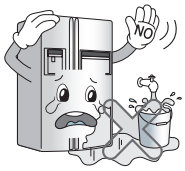
Do not place the heavy object or the dangerous object (container with liquid) on the refrigerator.

It may be dropped to cause injury, fire or electric shock when opening or closing the door.

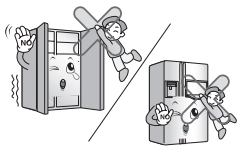


Do not install the refrigerator in the wet place or the place which water or rain splashes.

Deterioration of insulation of electric parts may cause electric leakage.

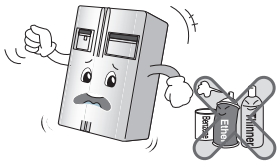


2. When using the refrigerator



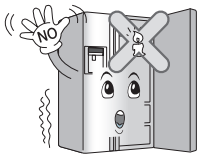
Do not cling to the door or the shelves of the door or the home bar of the freezer or the cool chamber.

It may make the refrigerator fallen down or damage the hands. Especially, do not allow the children to do the above.



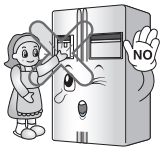
Do not use or store inflammable materials ether, benzene, alcohol, medicine, LP gas, spray or cosmetics near or in the refrigerator.

It may cause explosion or fire.



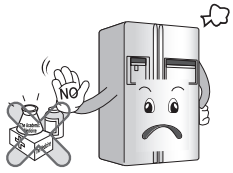
Do not place the lit candle within the refrigerator to deodorize.

It may cause explosion or fire.



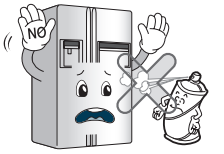
Do not insert the hands into the ice bucket or the ice dispenser.
(only for the model with the dispenser).

Operating the ice maker may cause injury.



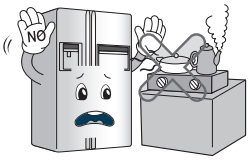
Do not store the medicine or the academic materials at the refrigerator.

When the material with the strict temperature control is stored, it may be deteriorated or it may make an unexpected reaction to cause any risk.



Do not use the combustible spray near the refrigerator.

It may cause fire.

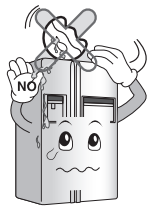


Avoid the heating devices.

It may cause fire.

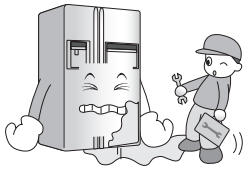
Do not place flower vase, cup, cosmetics, medicine or any container with water on the refrigerator .

It may cause fire, electric shock or injury by dropping down.



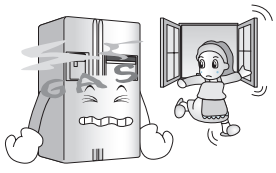
Use the submerged refrigerator after checking it.

It may cause electric shock or fire.



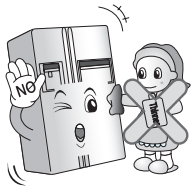
When gas is leaked, do not touch the refrigerator or the outlet and ventilate the room immediately.

- The explosion by spark may cause fire or burn.
- Because this refrigerator uses natural gas (R600a) as the environment-friendly refrigerant, even a small amount (80~90g) is combustible. When the gas is leaked by the severe damage during delivering, installing or using the refrigerator, any spark may cause fire or burn. (Only for the model with the R600a.)



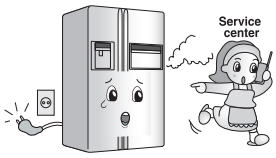
Do not spray water at the outside or the inside of the refrigerator or do not clean it with benzene or thinner.

Deterioration of insulation of electric parts may cause electric shock or fire.



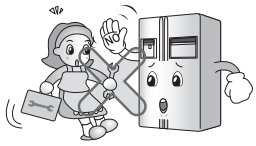
When any strange smell or smoke is detected from the refrigerator, disc onnect the power plug immediately and contact to the service center.

It may cause fire.



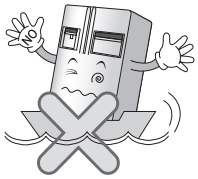
Do not allow any person except the qualified engineer to disassemble, repair or alter the refrigerator.

It may cause injury, electric shock or fire.



Do not use the refrigerator for non-domestic purpose (storing medicine or testing material, using at the ship, etc.).

It may cause an unexpected risk such as fire, electric shock, deterioration of stored material or chemical reaction.



2. When using the refrigerator

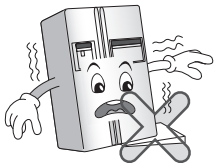
When disposing the refrigerator, remove the packing materials from the door.

It may cause to lock out the child.



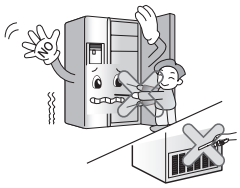
Install the refrigerator on the solid and level floor.

Installing it on the unstable place may cause death by falling down the refrigerator when opening or closing the door.



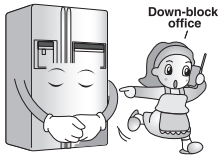
Do not insert the hands or the metal stick into the exit of cool air, the cover, the bottom of the refrigerator, the heatproof grill (exhaust hole) at the backside.

It may cause electric shock or injury.



When you want to dispose the refrigerator, contact to the down-block office.

When you want to dispose the large living waste such as electric home appliance and furniture, you'd better contact the local down-block office.

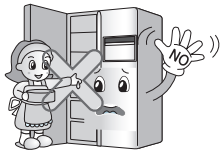


⚠ CAUTION

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

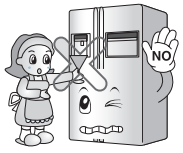
Do not touch food or containers at the freezer with wet hands.

It may cause frostbite.



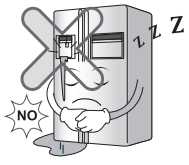
Do not put ice in thin crystal cup or ceramic ware.

It may break cup or ceramic ware to cause injury.

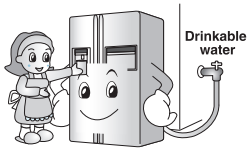


When the electricity is off, remove ice from the ice bucket (only for the model with the dispenser).

The long-time power failure may thaw ice to damage the floor. When the long-time power failure is expected, remove ice from the ice bucket.



Supply the automatic ice maker with drinkable water only (only for the model with the dispenser).
Otherwise, it may cause any risk.



Wait for 5 minutes or longer when reconnecting the plug.
It may cause the operation of the freezer to fail.



Do not put bottle in the freezer.
It may freeze the contents to break the bottle to cause injury.



Pull out the power plug not by grasping the cord but the plug of its end.
It may cause electric shock or short circuit to fire.



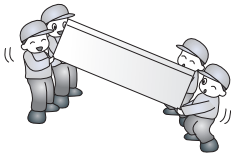
Do not install the refrigerator in the wet place or the place which water or rain splashes.
Deterioration of insulation of electric parts may cause electric leakage.



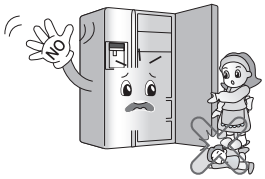
Do not insert the hands into the bottom of the refrigerator.
The iron plate of the bottom may cause injury.



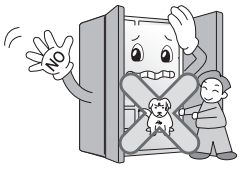
Carry the refrigerator with the handle bar at the bottom of the front and the top of the rear.
Otherwise, your hands may be slipped to cause injury.



Because opening or closing the door of the refrigerator may cause injury to the person around it, be careful, please.
Opening or closing the door may cause feet or hands to be caught in the chink in door or the child to be get hurt by the corner.



Do not put any living animal in the refrigerator.



⚠ CAUTION

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.

Child entrapment warning

⚠ **DANGER**: Risk of child entrapment.
Before you throw away your old refrigerator or freezer:
Take off the doors but leave the shelves in place so that children may not easily climb inside.
The appliance is not intended for use by young children or infirm persons without supervision.
Young children should be supervised to ensure that they do not play with the appliance.

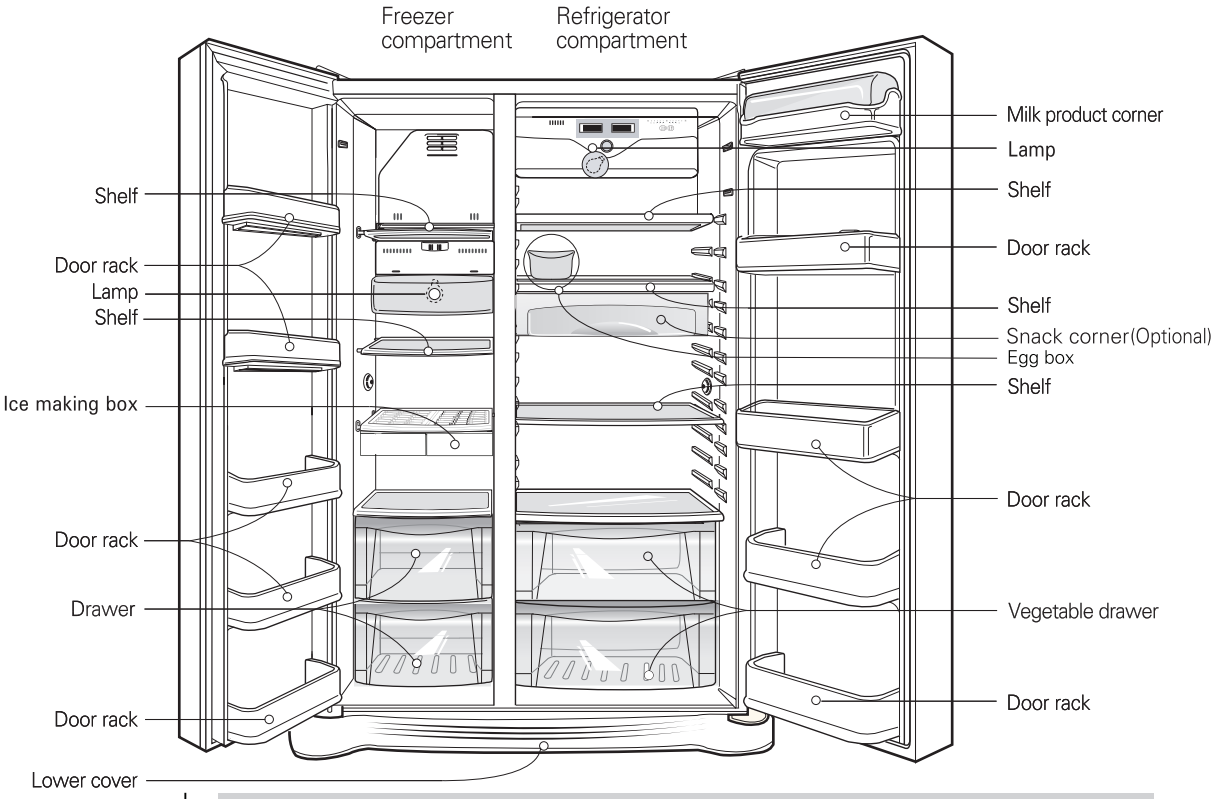
Don't store

Don't store or use gasoline or other flammable vapor and liquids in the vicinity of this or any other appliance.

Grounding (Earthing)

In the event of an electric short circuit, grounding (earthing) reduces the risk of electric shock by providing an escape wire for the electric current.
In order to prevent possible electric shock, this appliance must be grounded improper use of the grounding plug can result in an electric shock. Consult a qualified electrician or service person if the grounding instructions are not completely understood, or if you have doubts on whether the appliance is properly grounded.

Identification of parts



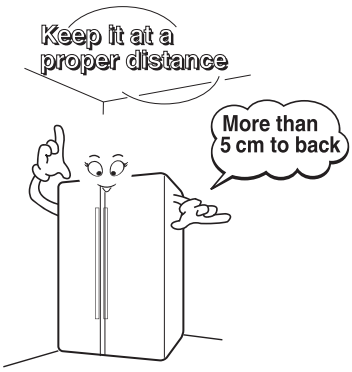
NOTE

- If you found some parts missing from your unit, they may be parts only used in other models.

Where to Install

Select a good location

1. Place your appliance where it is easy to use.
2. Avoid placing the unit near heat sources, direct sunlight or moisture.
3. To ensure proper air circulation around the fridge -freezer, please maintain sufficient space on both the sides as well as top and maintain at least 2 inches (5 cm) from the rear wall.
4. To avoid vibrations, the appliance must be leveled.
5. Don't install the appliance below 5°C. It may cause affect the performance.



Disposal of the old appliance

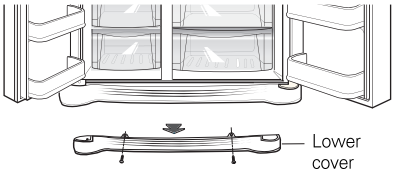
This appliance contains fluid (refrigerant, lubricant)and is made of parts and materials which are reusable and/or recyclable.
All the important materials should be sent to the collection center of waste material and can be reused after rework (recycling). For take back, please contact with the local agency.

Door removal

⚠ WARNING

Electric Shock Hazard
Disconnect electrical supply to refrigerator before installing.Failure to do so could result in death or serious injury.

If your access door is too narrow for the refrigerator remove the refrigerator door and pass the refrigerator laterally.

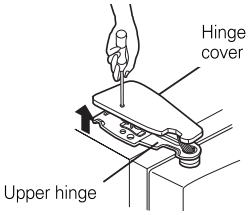


Remove lower cover

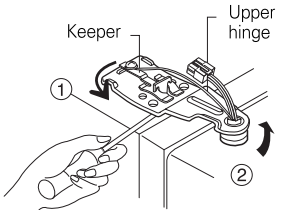
Remove the lower cover by lifting upward.

Remove the freezer compartment door

1) Loosen the hinge cover screws and remove the cover.



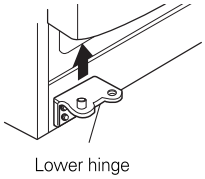
2) Remove the keeper by rotating it to counter clockwise (①) and then lifting the upper hinge up (②).



⚠ CAUTION

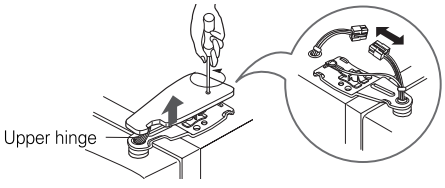
• When removing the upper hinge, be careful that the door does not fall forwards.

3) Remove the freezer compartment door by lifting it upward.

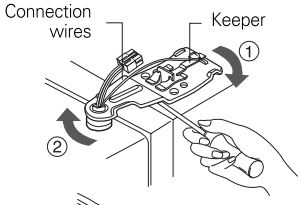


Remove the refrigerator door

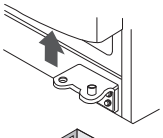
1) Loosen the hinge cover screws and remove the cover. Removeconnection wire if any, except for the earth line.



2) Remove keeper by rotating it clockwise (①) and then remove upper hinge by lifting it up (②).

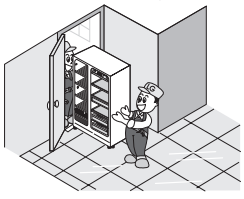


3) Remove refrigerator compartment door by lifting up.



Pass the refrigerator

Pass the refrigerator laterally through access door as shown in the right figure.



Door replacement

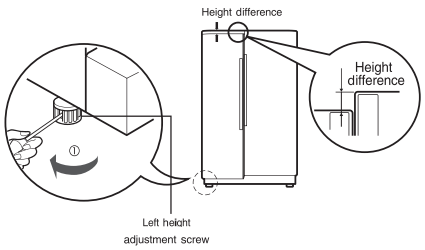
Mount them in the reverse sequence of removal after they pass through the access door.

Height adjustment

If the height of freezer compartment door is different from the height of Refrigerator compartment door

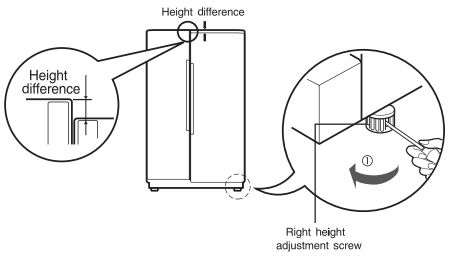
If the freezer compartment door is lower than the refrigerator compartment door

Level the door by inserting flat (-type) driver into the groove of the left height adjusting screw and rotate it clockwise (①).



If the freezer compartment door is higher than the refrigerator compartment door

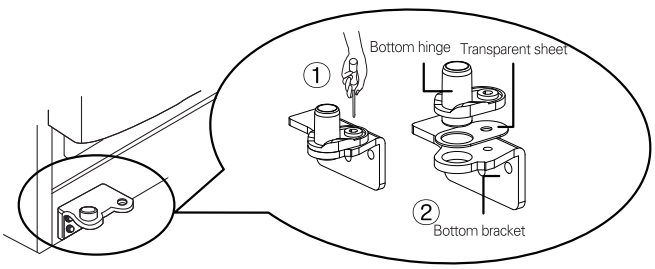
Level the door by inserting flat (-type) driver into the groove of the right height adjusting screw and rotate it clockwise (①).



When the freezer door does not align with the height of the refrigerator door

Even if the height can not be aligned by using the height adjustment screw, insert the transparent sheet supplied with the product.

- Separate the door with the lower height, use the (+) type screwdriver to unscrew the screw at the bottom hinge as shown at Figure ①, insert the transparent sheet between the bottom hinge and the bottom bracket, and then fix it with the screw as shown at Figure ②.
- Insert more transparent sheets enough to align the height. (4 sheets are supplied in total.)



After leveling the door height

The refrigerator doors will close smoothly by heightening the front side by adjusting the height adjusting screw. If the doors do not close correctly, performance may be affected.

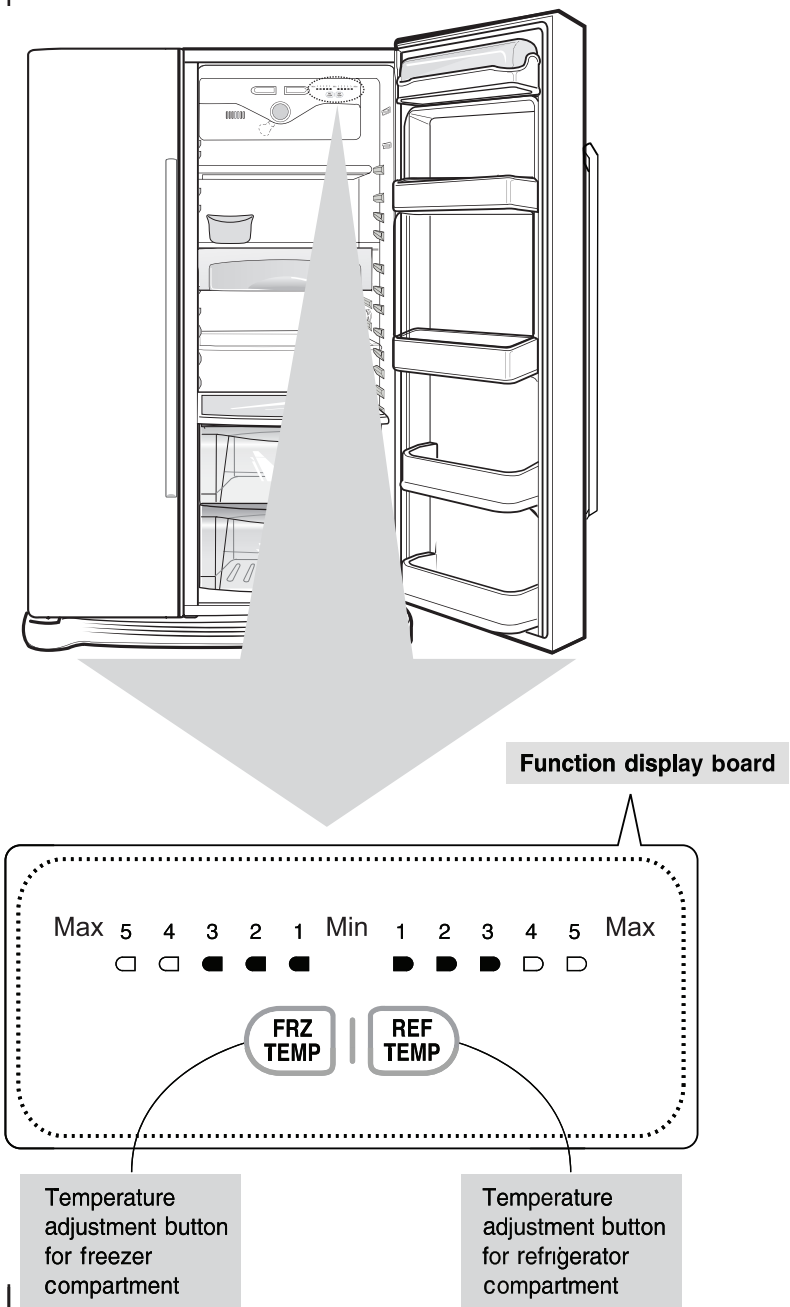
Next

1. Wipe off all dust accumulated during shipping and clean your appliance thoroughly.
2. Install accessories such as the ice cube box, cover evaporating tray, etc., in their proper places. They are packed together to prevent possible damage during shipping.
3. Connect the power supply cord (or plug) to the outlet. Don't double up with other appliances on the same outlet.

Starting

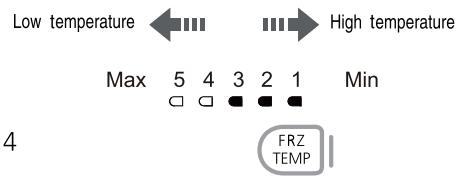
When your refrigerator is first installed, allow it to stabilize at normal operating temperatures for 2-3 hours prior to filling it with fresh or frozen foods.
If operation is interrupted, wait 5 minutes before restarting.

Adjusting the temperatures and functions



How to adjust the temperature in freezer compartment

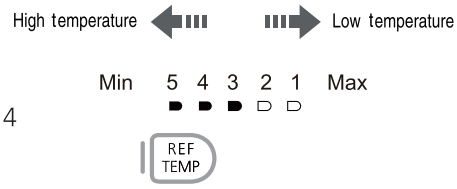
This lamp indicates the temperature status of the freezer compartment.



- At first powering or after a power failure, 3(Normal) will be lit. (Mid setting)
- Press FRZ TEMP button will move the temperature setting through 3(Normal) → 4 → 5(Coldest) → 1(Warmest) → 2(Proper weak) in sequence.
- Generally, 3(Normal) is correct for food storing. Select an appropriate setting 1(Warmest),2 or 4,and 5(Coldes)according to the storage amount and frequency of use.

How to adjust the temperature in refrigerator compartment

This lamp indicates the temperature statues of the refrigerator compartment



- At first powering or after a power failure, 3(Normal) will be lit. (Mid setting)
- Press REF TEMP button will move the temperature setting through 3(Normal) → 4 → 5(Coldest) → 1(Warmest) → 2(Proper weak) in sequence.
- Generally, 3(Normal) is correct for food storing. Select an appropriate setting 1(Warmest),2 or 4,and 5(Coldes)according to the storage amount and frequency of use.

Door open alarm

An alarm will sound 3 times when the refrigerator door is left open for more than 1 minute. This alarm will be rung at an intervals of 30 sec. and stop at the close of the door . If the alarm sound does not stop even after the freezer and refrigerator compartment doors are closed, contact the service center.

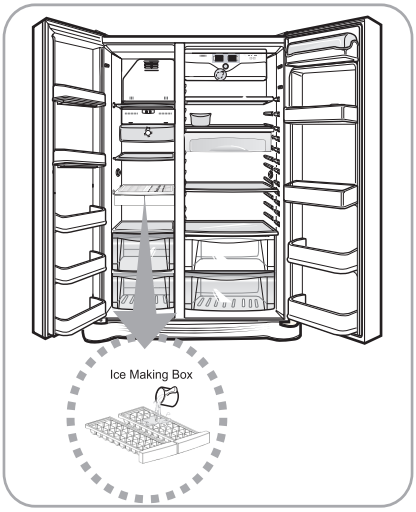
Self-diagnosis (fault detection) function

Self-diagnosis function operates when a problem occurs in the unit. when an error occurs in the unit. immediately contact the service center without turning the power OFF .if the power is OFF, it will take the engineer longer to find out where the fault occurs.
The pressing of any function buttons will not alter the temperature setting when a fault occurs.

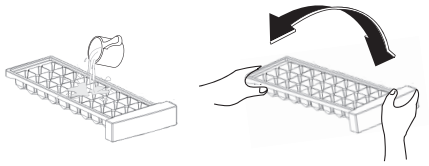
Ice Making

When making Ice

- Fill water in ice making box of the ice making corner.
  If water is fully filled the ice will not be separated well and water can be dropped to make ice lumped.

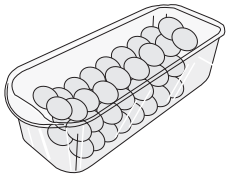


- To remove ice cubes, hold the tray at its ends and twist gently.



Egg box

You can move the egg box to wherever you want.



⚠ CAUTION

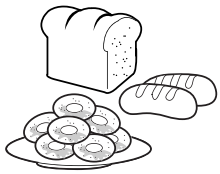
- Never use the egg box as an ice storage bin. It can be broken.
- Never store the egg box in the freezer compartment or fresh compartment.

Location of foods

(Refer to identification of parts)

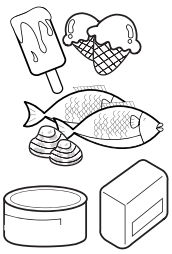
Snack drawer

Store small foods such as bread, snacks, etc..



Freezer compartment shelf

Store various frozen foods such as meat, fish, ice cream, frozen snacks, etc..

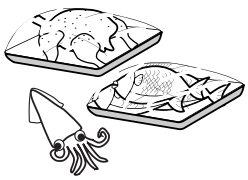


Freezer compartment door rack

- Store small packed frozen food.
- Temperature is likely to increase as door opens. So, do not store long-term food such ice cream, etc..

Freezer compartment drawer

- Store meat, fish, chicken, etc.. after wrapping them with thin foil.
- Store dry.



Milk product corner

Store milk products such as butter, cheese, etc..



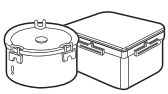
Egg box

Place this egg box in the proper location.



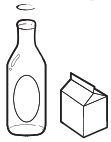
Refrigerator compartment shelf

Store side dishes or other foods at a proper distance.



Refrigerator compartment door rack

Store small packed food or beverages such as milk, juice, beer, etc..



Vegetable drawer

Store vegetables or fruits.





Storing foods

- Store fresh food in the refrigerator compartment. How food is frozen and thawed is an important factor in maintaining its freshness and flavor.
- Do not store food which goes bad easily at low temperatures, such as bananas, and melons.
- Allow hot food to cool prior to storing, placing hot food in the refrigerator could spoil other food, and lead to higher energy consumption.
- When storing the food, cover it with vinyl wrap or store in a container with a lid. This prevents moisture from evaporating, and helps food to keep its taste and nutrients.
- Do not block air vents with food. Smooth circulation of chilled air keeps refrigerator temperatures even.
- Do not open the door frequently. Opening the door lets warm air enter the refrigerator, and cause temperatures to rise.
- Never keep too much food in door rack because they may push against by inner racks so that the door cannot be fully closed.

Freezer compartment

- Do not store bottles in the freezer compartment - they may break when frozen.
- Do not refreeze food that has been thawed. This causes loss of taste and nutrient.
- When storing frozen food like ice cream for a long period, place it on the freezer shelf, not in the door rack.
- Do not touch the cold foods or containers- especially made of metallic -, with wet hands and place glass products in the freezer compartment.

⚠ CAUTION

- That's why you may have chilblains and they may be broken when their inner matters are frozen, causing personal injury.

Refrigerator compartment

- Avoid placing moist food in top refrigerator shelves, it could freeze from direct contact with chilled air.
- Always clean food prior to refrigeration. Vegetables and fruits should be washed and wiped, and packed food should be wiped, to prevent adjacent food from spoiling.
- When storing eggs in their storage rack or box, ensure that they are fresh, and always store them in an upright position, which keeps them fresh longer.

NOTE

- If you keep the refrigerator in a hot and humid place, frequent openning of the door or storing a lot of vegetables in it may cause dew to form which has no effect on its performance. Remove the dew with dust cloth free from care.

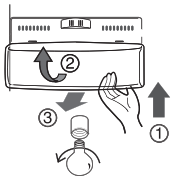
How to dismantle parts

NOTE

- Dismantling is done in the reverse sequence of assembly.
  Be sure to unplug the power plug before dismantling and assembly.
  Never apply severe force to dismantle parts. Parts may be damaged.

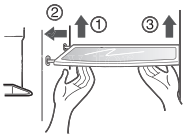
Freezer compartment lamp

Separate the lamp by pulling it out ③ while slightly pressing ① and rotating ② the lamp cover.
Turn the bulb counterclockwise. Use a 40-watt bulb (max.) which can be purchased at a service center.



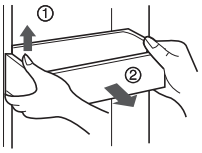
Freezer compartment shelf

To remove a shelf, push the shelf to the left ①, lift the left part of the shelf a bit ②, lift the right part up ③ , and take it out.



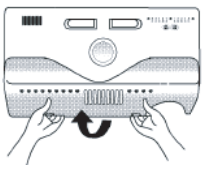
Door rack and support

Lift the door rack to ① direction holding both sides and pull it out to ② direction.



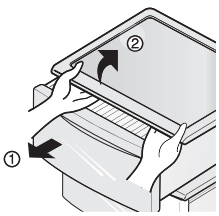
Lamp in refrigerator compartment

To remove the lamp cover, press the protrusion under the lamp cover to the front and then pull the lamp cover out.
Turn the bulb counterclockwise. Max. 40 W bulb for refrigerator is used and can be purchased at a service center.



Vegetable compartment cover

- To remove the vegetable compartment cover, pull out the vegetable compartment a bit to the front①, lift the front part of the vegetable compartment cover as shown by ②, and take it out.



General information

Vacation time

During average length vacations, you will probably find it best to leave the refrigerator in operation. Place freezable items in freezer for longer life.
When you plan not to operate, remove all food, disconnect the power cord, clean the interior thoroughly, and leave each door OPEN to prevent odor formation.

Power failure

Most power failures that are corrected in an hour or two will not affect your refrigerator temperatures.
However, you should minimize the number of door openings while the power is off.

If you move

Remove or securely fasten down all loose items inside the refrigerator.
To avoid damaging the height adjusting screws, turn them all the way into the base.

Anti condensation pipe

The outside wall of the refrigerator cabinet may sometimes get warm, especially just after installation.
Don't be alarmed. This is due to the anti-condensation pipe, which pumps hot refrigerator to prevent "sweating" on the outer cabinet wall.

Cleaning

It is important that your refrigerator be kept clean to prevent undesirable odors. Spilled food should be wiped up immediately, since it may acidify and stain plastic surfaces if allowed to settle.

Exterior

Use a lukewarm solution of mild soap or detergent to clean the durable finish of your refrigerator.
Wipe with a clean damp cloth and then dry.

Interior

Regular cleaning is recommended. Wash all compartments a baking soda solution or a mild detergent and warm water. Rinse and dry.

After cleaning

Please verify that the power cord is not damaged, power plug is not overheated, or power plug is well inserted into the power consent.

⚠ WARNING

Always remove power cord from the wall outlet prior to cleaning in the vicinity of electrical parts (lamps, switches, controls, etc.).
Wipe up excess moisture with a sponge or cloth to prevent water or liquid from getting into any electrical part and causing an electric shock.
Never use metallic scouring pads, brushes, coarse abrasive cleaners, strong alkaline solutions, flammable or toxic cleaning liquids on any surface.
Do not touch frozen surfaces with wet or damp hands, because damp object will stick or adhere to extremely cold surfaces.

Trouble shooting

Before calling for service, review this list. It may save you both time and expense. This list includes common occurrences that are not the result of defective workmanship or materials in this appliance.

Occurrence	Possible cause	Solution
Runing of refrigerator		
Refrigerator compressor does not run.	Refrigerator control is off.	Set refrigerator control. See setting the controls.
	Refrigerator is in defrost cycle.	This is normal for a fully automatic defrosting refrigerator. The defrost cycle occurs periodically.
	Plug at wall outlet is disconnected.	Make sure plug is tightly pushed into outlet.
	Power outage. Check house lights.	Call local electric company.
Refrigerator runs too much or too long	Refrigerator is larger than the previous one you owned.	This is normal. Larger, more efficient units run longer in these conditions.
	Room or outside weather is hot.	It is normal for the refrigerator to work longer under these conditions.
	Refrigerator has recently been disconnected for a period of time.	It takes some hours for the refrigerator to cool down completely.
	Large amounts of warm or hot food may have been stored recently.	Warm food will cause the refrigerator to run longer until the desired temperature is reached.
	Doors are opened too frequently or too long.	Warm air entering the refrigerator causes it to run longer. Open the door less often.
	Refrigerator or freezer door may be slightly open.	Make sure the refrigerator is level. Keep food and containers from blocking door. See problem section. OPENING/CLOSING of doors.
	Refrigerator control is set too cold.	Set the refrigerator control to a warmer setting until the refrigerator temperature is satisfactory.
	Refrigerator or freezer gasket is dirty, worn, cracked, or poorly fitted.	Clean or change gasket. Leaks in the door seal will cause refrigerator to run longer in order to maintain desired temperatures.
	Thermostat is keeping the refrigerator at a constant temperature.	This is normal. Refrigerator goes on and off to keep the temperature constant.

Occurrence	Possible cause	Solution
Temperatures are too cold		
Temperature in the freezer is too cold but the refrigerator temperature is satisfactory.	Freezer control is set too cold	Set the freezer control to a warmer setting until the freezer temperature is satisfactory.
Temperature in the refrigerator is too cold and the freezer temperature is satisfactory.	Refrigerator control is set too cold.	Set the refrigerator control to a warmer setting
Food stored in drawers freezes.	Refrigerator control is set too cold.	See above solution.
Meat stored in fresh meat drawer freezes.	Meat should be stored at a temperature just below the freezing point of water (32˚F, 0˚C) for maximum fresh storage time.	It is normal for ice crystals to form due to the moisture content of meat.
Temperatures are too warm		
Temperatures in the refrigerator or freezer are too warm.	Freezer control is set too warm.	Set the freezer or refrigerator control to a colder setting until the freezer or refrigerator temperature is satisfactory.
	Refrigerator control is set too warm. Refrigerator control has some effect on freezer temperature.	Set the freezer or refrigerator control to a colder setting until the freezer or refrigerator temperature is satisfactory.
	Doors are opened too frequently or too long.	Warm air enters the refrigerator/ freezer whenever the door is opened. Open the door less often.
	Door is slightly open.	Close the door completely.
	Large amounts of warm or hot food may have been stored recently.	Wait until the refrigerator or freezer has a chance to reach its selected temperature.
	Refrigerator has recently been disconnected for a period of time.	A refrigerator requires some hours to cool down completely.
Temperature in the refrigerator is too warm but the freezer temperature is satisfactory.	Refrigerator control is set too warm.	Set the refrigerator control to a colder setting.

Occurrence	Possible cause	Solution
Sound and noise		
Louder sound levels when refrigerator is on.	Today's refrigerators have increased storage capacity and maintain more even temperatures.	It is normal for sound levels to be higher.
Louder sound levels when compressor comes on.	Refrigerator operates at higher pressures during the start of the ON cycle.	This is normal. The sound will level off as the refrigerator continues to run.
Vibrating or rattling noise.	Floor is uneven or weak. Refrigerator rocks on the floor when it is moved slightly.	Be sure floor is level and solid and can adequately support refrigerator.
	Items placed on the top of the refrigerator are vibrating.	Remove items.
	Dishes are vibrating on the shelves in the refrigerator.	It is normal for dishes to vibrate slightly. Move dishes slightly. Make sure refrigerator is level and firmly set on floor.
	Refrigerator is touching wall or cabinets.	Move refrigerator so that it does not touch the wall or refrigerator.
Water/Moisture /Ice inside refrigerator		
Moisture collects on the inside walls of the refrigerator.	The weather is hot and humid which increases the rate of frost buildup and internal sweating.	This is normal.
	Door is slightly open.	See problem section opening/closing of doors.
	Door is opened too often or too long.	Open the door less often.
Water/Moisture /Ice outside refrigerator		
Moisture forms on the outside of the refrigerator or between doors.	Weather is humid.	This is normal in humid weather. When humidity is lower, the moisture should disappear.
	Door is slightly open,causing cold air from the inside the refrigerator to meet warm air from the outside.	This time, close the door completely.

Occurrence	Possible cause	Solution
Odors in refrigerator		
	Interior needs to be cleaned.	Clean interior with sponge,warm water and baking soda.
	Food with strong odor is in the refrigerator.	Cover food completely.
	Some containers and wrapping materials produce odors.	Use a different container or brand of wrapping materials.
Opening/Closing of doors/Drawers		
Door(s) will not close.	Food package is keeping door open.	Move packages that keep door from closing.
Door(s) will not close.	Door was closed too hard, causing other door to open slightly.	Close both doors gently.
	Refrigerator is not level. It rocks on the floor when it is moved slightly.	Adjust the height adjusting screw.
	Floor is uneven or weak. Refrigerator rocks on the floor when it is moved slightly.	Be sure floor is level and can adequately support refrigerator. Contact carpenter to correct sagging or sloping floor.
	Refrigerator is touching wall or cabinets.	Move refrigerator..
Drawers are difficult to move.	Food is touching shelf on top of the drawer	Keep less food in drawer.
	Track that drawer slides on is dirty.	Clean drawer and track.
Other	Please thoroughly read this manual.	

For any further information, please contact LGEIL Branch

BRANCH	BRANCH OFFICE ADDRESS	STD CODE	PHONE NO.	RELIANCE NOS.
Ahmedabad	LGEIL, 233-234, Platinum Plaza, Judges Bunglow Road, Bodakdev Road, Ahmedabad - 51	079	40040012-17	-
Asansol	LGEIL, Block-E, Ist Floor, P C Chattarjee Market,Rambandhu Tala, GT Road (E) Asansol-713303	0341	3292009 / 3292010	3092009, 3092010
Aurangabad	LGEIL, 302 CIDCO No 3, Opp Hotel Ramgiri, Jalna Road, Aurangabad - 431003	0240	5625705 / (FAX) 2474055 / 3295436 / 3295437 / 3295438	3095438
Bangalore	LGEIL, 93,TKN Mansion, Ground Flr, KH Road, Banglore-560027	080	41145145 / 41144750 / 41144751	30910754, 30910753
Bhopal	13 A Vignes Warehousing Corporation, Sector-G, Govindpura Industrial Area J K Road Bhopal	0755	4262847, 4260717, 4229861 FAX : 4262848	3092938, 3959804
Bhubaneshwar	LGEIL, Plot No.02,1st Flr., Bapuji Nagar, Bhubaneshwar- 751009	0674	2531430, 2534280	3966525, 3966526
Calcutta	LGEIL, 1,Ho-Chi-Min-Sarani, 6th Floor, Metro Towers, Calcutta-700071	033	22883250 / 53 / 54 (51) FAX	30946125
Chandigarh	LGEIL, Plot No.177-G, Ind. Area, Phase-1,Chandigarh.-160002	0172	5087389 \ 90	3959595, 3959596
Chennai	LGEIL, AA11,2nd Avenue,Fatima Tower, Anna Nagar West, Chennai-600040	044	65510500~04 FAX : 26203506	30924478, 30924479
Cochin	LGEIL, 40/1270, Vasudeva Buildings, T.D.Road ,Ernakulam Cochin-682011	0484	2369743, 2370744 , 4027444 ,4027555	-
Coimbatore	LGEIL, 250a, Sanganur Main Road, Kannappa Nagar, Coimbatore-641027	0422	2332197, 2332195	3094613, 3094573
Delhi(S & E)	LGEIL, A-27, Mohan Co-operative,Industrial Estate,New Delhi	011	26991412 / 13	30989665 / 30989279 / 30989280 / 30989366 / 30989367 / 30989283 / 30989278 / 30989321
Delhi(N & W)	LGEIL,3RD Floor, M.N Mall, Near M2K (Rohini), Sector -3, Rohini, New Delhi-85	011	9873002340 / 9873002339 / 42091400	-
Dehradun	LGEIL, M - 22, Mobbewala, Tata Commercial Compound, Dehradun Saharanpur Road, Dehradun	0135	2644213 / 283	3293412, 3293411
Goa	LGEIL, Plot No-D-3&D-4,Rego Baug, Alto Santacruz, Bambolim, Goa-403	0832	3294955 / 3294956 / 3294759	-
Gurgaon	LGEIL, IInd Flr, A Block, Centre Point Bldg, Sushant Lok , Gurgaon.	0124	4047461 - 62 - 63	3950019, 3099959
Ghaziabad	LGEIL, J-10, RDC Rajnagar Ghaziabad	0120	9811354152 / 53 / 64 / 65 / 9811354266	3943465, 3943467 FAX : 0120 2755852
Guwahati	LGEIL, Shantineer Bhawan, C K Aggarwal Path, Chenikurthi, Guwahati-781003	0361	2663895/2666958/2665983/2664993/2665984	-
Hyderabad	LGEIL, K/1/1,IDA, Uppal, Hyderabad -500039	040	27207504, 05, 06	30921140
Hubli	LGEIL,603/1B, Ravi Nagar Road, Behind Renuka Petrol Pump, Gokul Road, Hubli-580030	0836	2337251, 52	3090749, 3090651
Indore	LGEIL, 3rdflr.,304 Bansi Trade Centre,581/1 M.G.Road,Indore-452003	0731	4065523~24	3956060, 3956065
Jammu	LGEIL, Plot No.-52,Transport Nagar, Narwal, Jammu	0191	2477420, 2477419, 2474396, 2474384	2474574 (103)
Jodhpur	LGEIL, 22(1-A), RIICO Heavy Industrial Area, Jodhpur - 342003	0291	2742403, 2742384	3093487 (Accounts), 3093489
Jalandhar	LGEIL, Opp Jassi Market, Village Khajurla,Near TVS Godown, G T Road, Jallandhar	0181	502667 / 68	-
Jaipur	LGEIL, B-71,Sahakar Marg, Lal Kothi Scheme,Jaipur-302015	0141	2741553, 2742639, 5105392, 5113028	-
Kundli	LGEIL, Sunshine Enterprises, Sunder Cold Storage, Gt Karnal Road, Kundli-Sonipat	0130	2219201, 2219202, (FAX) 2219203	-
Kozhikode	LGEIL, 11 / 434, Eranhikkal Bldgs, Cherooty Road, Kozhikhode- 673001 Kerala.	0495	2366755, 2366756, 2366678	3255568
Lucknow	LGEIL, B- 537,Hari Kunj, Keshav Nagar, Sitapur Road, Lukhnow -226020	0522	2757538, 39 (FAX) 59, 2759121	3951507 / 8 / 9
Ludhiana	LGEIL, Village Jhande,Near Badowal Railway Station, Opp ferozpur Road, Ludhiana.	0161	2804412 - 21	-
Mumbai	LGEIL, Unit No.3, L-Wing, 2nd Flr., Tax Center, Behind HDFC Bank, Off Saki Vihar Road, Chandiwali, Andheri(E), Mumbai-400072	022	28472410 - 16, FAX : 28472417	39522108, 39516172
Nagpur	LGEIL, 5a,Road No.13, Behind Msrtc Workshop, MIDC Hinga, Nagpur-440016	07104	235120, 235122, FAX : 234401	-
Patna	LGEIL, Sumitra Sadan, IInd Flr,West Boring Road Crossing Patna- 800001.	0612	2204845/3298714/3299156/3298714	-
Pune	LGEIL, 105/106, Premium Point, IIIrd Flr,Shivaji Marg.Pune -411005	020	56030100/732/33/34/35	30922960, 30967366, 30915833 30967635 (Ware House)
Raipur	LGEIL, Nathani Compound, Shyam Nagar, Katora Talab, Raipur(C.G)	0771	4037470/4053171/4048745,3259708	3959707 (Ware House)
Ranchi	LGEIL, 402, Commerce Tower, Opp. Gel Church Complex, Main Road, Ranchi	0651	3290426, 2331815	3090426
Surat	LGEIL1001-1004, Ascon Plaza, Ind Flr, Anand Mahal Road, Behind Bhulka Bhavan School, Adajan, Surat-395009	0261	2730982 / 83 / 84	3954419
Thane	LGEIL, Gall No. 6-9, S-2 Golden Park Complex, Hardas Nagar, LBS Marg, Panchpakhadi Thane (West)-400602	02522	25472633 / 2637 / 2602 (FAX)	-
Varanasi	LGEIL,Pama Complex ,DLW,Lahartara Road, Shivdaspur,Manduadih, Varanasi UP	0542	2373432 / 37 / 36	3091774
Vijaywada	LGEIL, 1st Floor, Yalamanchili Complex, Ring Road, Near Executive Club, Vijaywada - 520008.	0866	2450128 / 129	3094526 \ 3094528
Warangal	LGEIL, House No. -1-8-598/1, First Floor, Beside HDFC Bank, Nakkalgutta, Hanamakonda Warangal-506001	0870	2551453	-

Email : lgservice@lgindia.com

WARRANTY

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

4 YEAR ADDITIONAL WARRANTY ON COMPRESSOR

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

TERMS & CONDITIONS

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

Warranty is not applicable in any of the following cases :

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

CUSTOMER'S COPY

MODEL No. :

DATE OF PURCHASE :

UNIT SERIAL No. :

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

Customer's Signature

Dealer's Signature

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



P/NO : MFL38263852

Printed in China