



Owner's Manual and Operation Guide

LG Electronics Healthcare Water Purifier

Keep the Owner's Manual handy.
Be sure to read "Safety Precaution" before use.
Product Warranty is inside the Owner's Manual

WQS44WJ1(R)/ WQS44RJ1(R)

Features of LG Healthcare Water Purifier

1

Sterilization–Hygiene 'Inside Care System'

This 'inside care system' manages all the water passages in the purifier with LG's own Sterilization–Hygiene Tech to keep water clean.

2

Certification of Sterilization

This water purifier has gained Certification of Sterilization called 'S mark' from Korean Testing Research Institute.

3

Premium Design

The unique design that uses tempered–glass and artistic patterns upgrades the quality of kitchen interior.

4

Use of Stainless to Water Tank

We use 'Stainless' for the water tank to maintain the hygiene and quality of water.

5

'Filter lamp for cleanness'

Based on the change of filter lamp's color, consumers can decide when to change filters by themselves.

6

Continuous–Button

In case of you need to get plenty of water, use this Continuous–Button. This button enables water to come out continuously. (Regular Button Press will bring only certain amount of water.)

7

Power save Button

If you press Power save Button, then the operation hour of the heater will be reduced automatically. This process saves power–consumption.

Before using

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This product is 230V use only.
Don't ever try to use 110V through transformer.



Safety Precautions

These contents are to keep users in safety and to prevent the loss of property and inconvenience. Please read carefully and use correctly.

Warning/Caution



This sign is to call an Caution about things and manipulations that may cause danger. Read carefully and follow the directions to avoid danger.



Warning

If not followed correctly, the user may be dead or sustain a serious injury



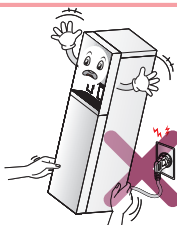
Caution

If not followed correctly, the user may sustain an injury or may lose properties



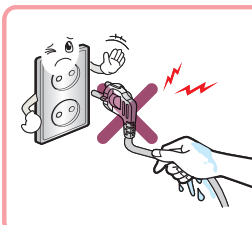
Warning

Power related matters



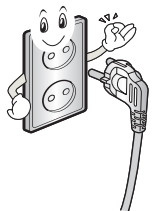
Do not move the product when water purifier is running.

There is a risk of breakdown or electric shock.



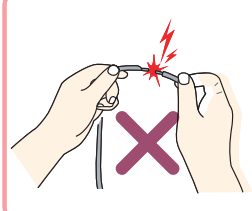
Do not pull out cord part nor touch power plug with wet hands.

There is a risk of electric shock or fire.



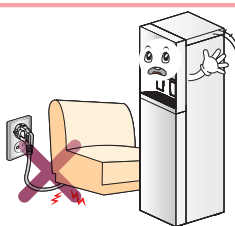
Power plug must be used with a grounded 230V outlet only

There can be a breakdown and a risk of electric shock by a short circuit.



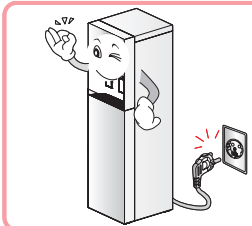
Do not connect nor modify the cord randomly during installation.

There is a risk of electric shock or fire.



Do not bend the power cord by force nor press with heavy objects to prevent damage.

There is a risk of electric shock or fire.

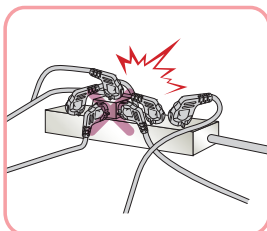


Must use grounded outlet when using extension outlet.

Using non-grounded outlet may cause electric shock and injury.

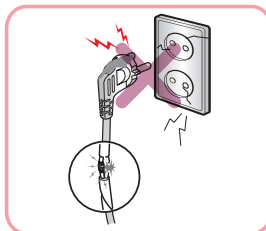
Warning

Power related matters



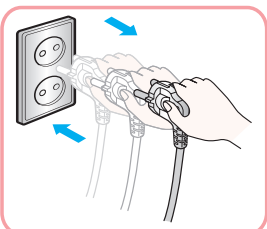
Do not use multiple devices at the same time when using multi-outlet.

There is a risk of fire caused by the outlet's unusual heat.



Do not use outlet or plug if the sheath has peeled off or worn out.

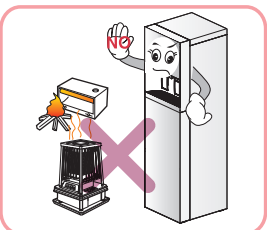
There is a risk of electric shock or fire.



Do not plug in and out continuously.

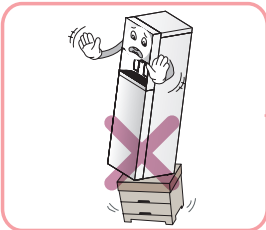
There is a risk of electric shock or fire. This may cause the product failure.

Installation



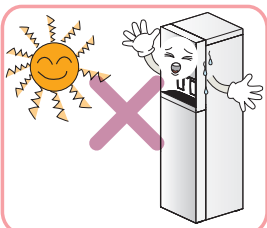
Do not place heating equipment, electric heaters, flame-generated products, etc near the product.

There is a risk of fire.



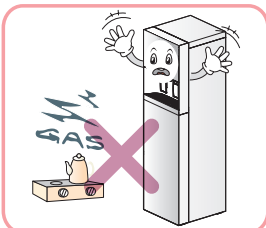
Do not install the water purifier on an unstable place

If the water purifier falls over, casualties or property damages may occur.



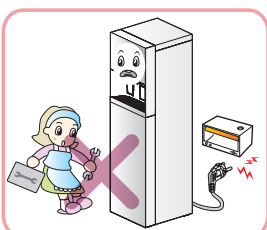
Avoid direct sunlight or heat, especially moist when install.

Refrigeration effects fall and there is a risk of electric shock.



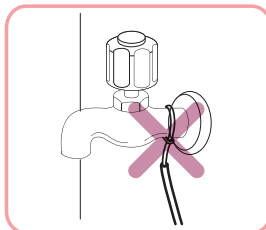
Do not install the product where combustible gas can leak.

Gas may leak around the water purifier and explosion or fire may occur.



No one should disassemble, repair, and remodel the product's case except for the repair technician.

There are risks of breakdown, electric shock, and fire. Contact Service Center if a repair is required.



In case the outlet cannot ground so that separately grounded, do not ground to a gas pipe or faucet.

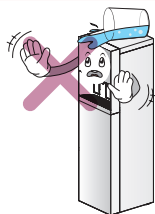
There is a risk of gas explosion or electric shock



Safety Precautions

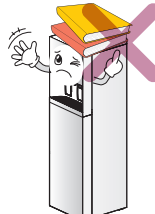
Warning

When it is used



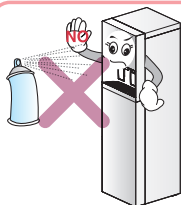
Do not let water get inside of the water purifier.

There is a risk of electric shock or fire.



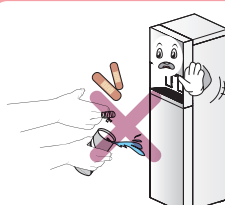
Do not sit nor put heavy things on the product.

There are risks of breakdown or electric shock as well as injury.



Do not spray pesticides or flammable sprays while running.

It is harmful to health as well as can cause product failure or fire.



Do not put foreign objects or fingers inside the water purifier while the purifier is running

There are risks of scald and electric shock. (Caution is needed, especially for children)



Do not let children hang on the product.

Children can get injured by the product falling down.



Clean after the power plug is pulled out.

There is a risk of electric shock or fire.

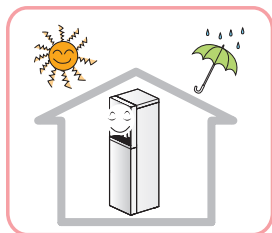


Do not poke the inside of the product with gimlet or pin.

It can cause electric shock.

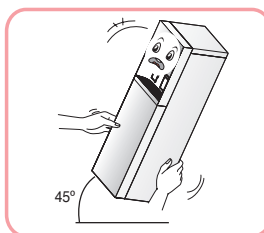
! Caution

When install



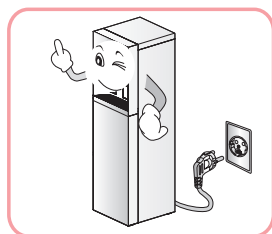
As an indoor product, install where the product can avoid direct sunlight and protected from snow and rain.

Product failure can be caused.



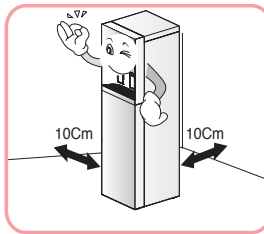
Do not tilt the product more than 45 degrees when moving.

Product failure can be caused.



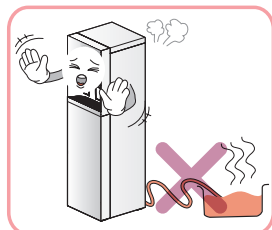
Connect to the power after 30-minutes of moving.

Product failure can be caused.



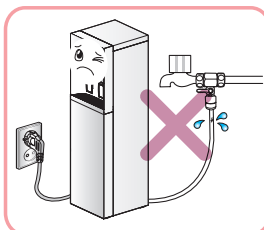
The back and sides of the product need more than 10cm spaces apart from the wall for smooth airflow.

Product failure can be caused.



Do not connect hot water to the product.

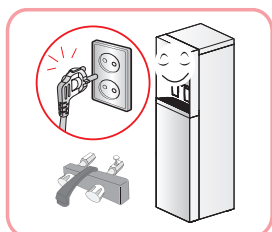
Product failure can be caused.



After the installation, make sure the hose's joint does not leak.

If the screw is loosen, water leaks and electric shock and property damage can occur.

Power related matters



When not using for a long time, lock the water supply valve and pull out the power plug.

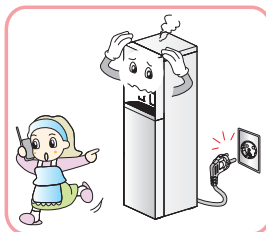
Water inside the cold/hot water-tanks can go bad when not used for a long time, and therefore, make sure to empty the tanks, too.



Safety Precautions

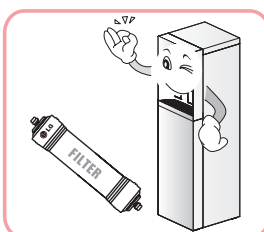
⚠ Caution

Usage



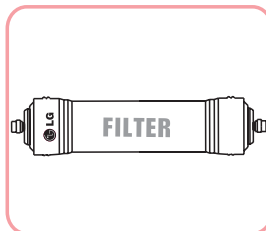
If there's a strange noise, burning smell, or smoke from the water purifier, immediately turn off the purifier and cut off the power and then call service center.

There is a risk of electric shock or fire.



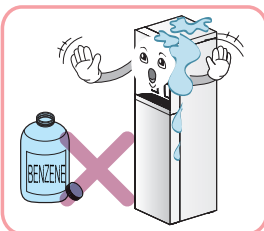
Replace filters regularly according to the replacement period.

Taste can be changed.
Filter cycle is different by the usage, location, season, water quality, etc.

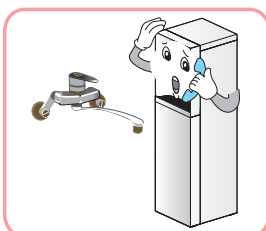


Use LG's standard filter.

If the filter from other company or non-standard product is used, it may cause breakdown or not purify well.

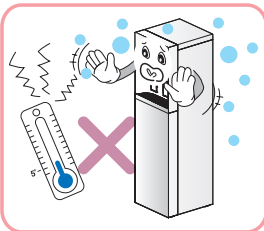


When clean the product, do not spray water directly nor clean with benzene, thinner, alcohol, etc but use a soft, dry cloth.



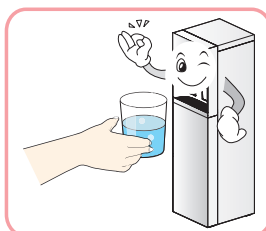
After the installation, make sure the hose's joint does not leak.

Malfunction and breakdown can be caused.



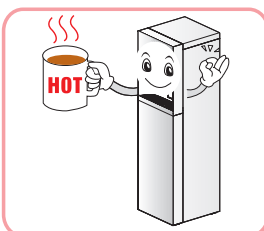
Do not connect hot water to the product.

Product failure can be caused.



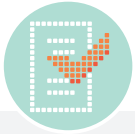
Drink the purified water as soon as possible so that always fresh water flows in.

If the water is kept long, it can grow bacteria or taste can be changed.



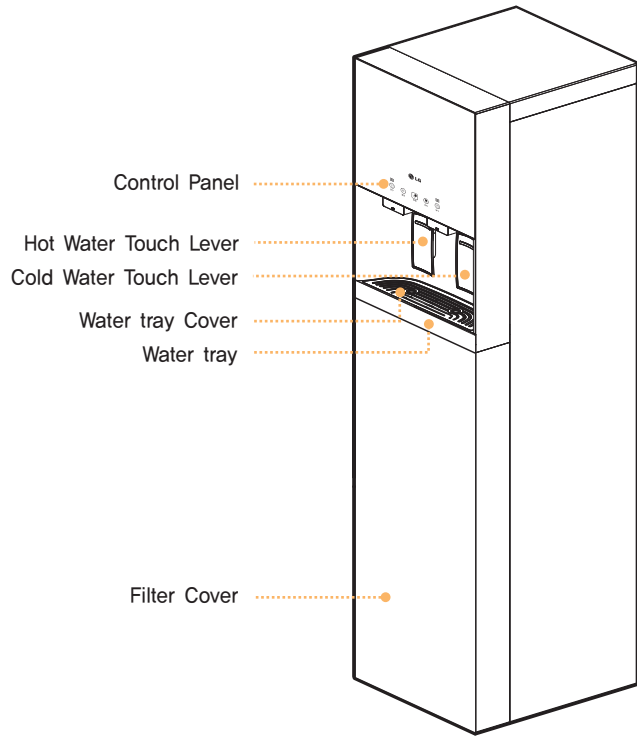
Make sure to use cup type containers for hot water.

There is a risk of scald.



The names of each part and functions [indicator part]

Front



Rear

► Accessories

Owner' s Manual

Owner' s Manual



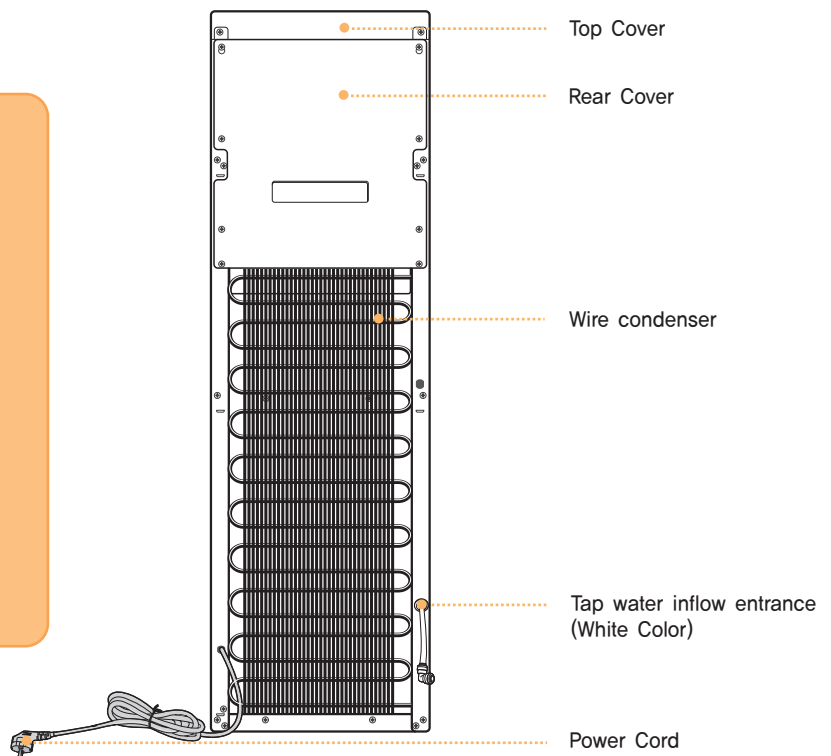
Drain Hose

Owner' s Manual

Customer Care Card

Owner' s Manual

User' s Guide





Process of water purification



Notice

Filter is vital to water purifier. If authentic filter is not used, or old filter is used though it's authentic, then this can cause performance deterioration.

Process of purification

Step 1: Sediment filter

This protects the part (or place) where water contacts by filtering unseen dregs and contaminated substances.



Step 2: Pre carbon filter

Remaining Chlorine and volatile organic compound is removed At this pre-carbon filter.



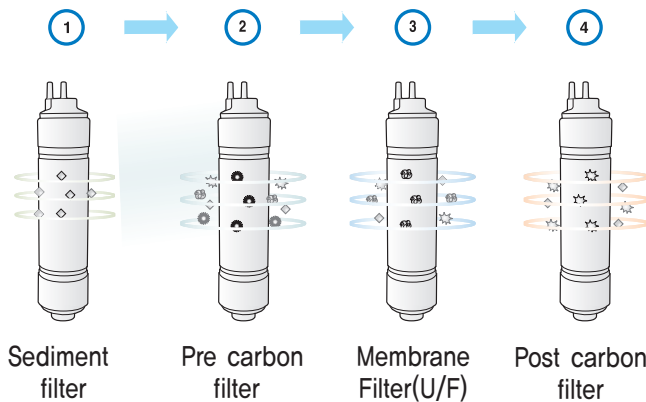
Step 3: Membrane Filter(U/F)

It removes impurities with finite cores of hollow membrane between $0.1 \sim 0.4\mu\text{m}$ and allows passage of mineral as it is.



Step 4: Post carbon filter

Smell left in water is filtered at this step, and the taste of water is improved.





Check before using

Make sure to check before use!

Life's Good

Open the Tap water Valve

The product operates when Tap water is supplied.

When the Display's indicator light is turned off

When the Display's indicator light is turned off, check if the power supply is stopped by power outage or other causes.

When the product is not used for a long time

If water has been kept in the tank or hasn't been used for a long time then drain the water completely. Do one more time of draining with newly purified water then use.

After the installation

Throw away the water stored to the full level in the inside.

Periodical change of filter

Filter changing is very important for clean water.
Do not miss the time for filter replacement, since old filter can't function well.

How to drain hot water

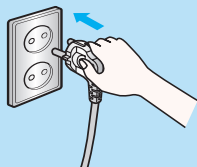
Take off the cap of the hot water drainer on the side of the product,
and connect it with a drain hose.
(Please be careful not to be scalded by hot water)



Caution

* this product is 230V~ 50Hz use only.

- Please use earth-connected socket when plugging in.
- Power is required for the operation of water purifier.

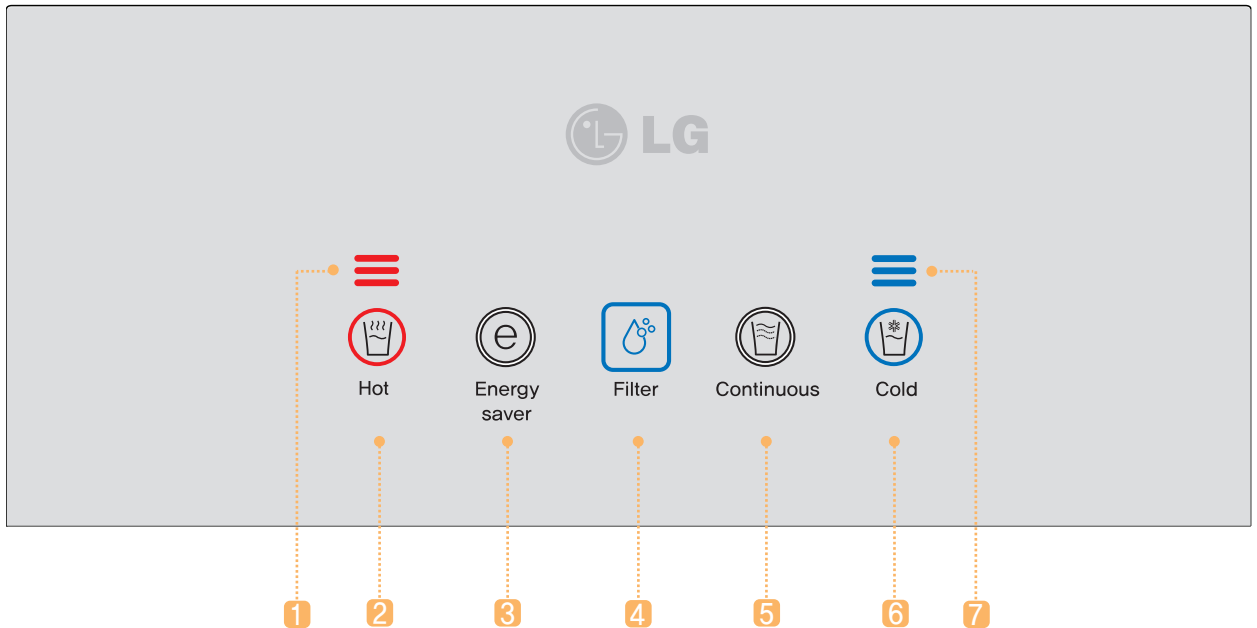


Notice

If the product is not used for a long time,
then please unplug and fasten
the valve of Tap water.



The names of each part and functions | Control part |



1 Hot Water Temperature indicator

This indicates the temperature of hot water by 3 levels.

※ It expresses the level of temperature but can't be adjusted as you want.

2 「Hot」 button

A button is to use hot water.

3 「Energy saver」 button

This button enables to save power by adjusting the temperature.

4 Filter Indicator

This part notifies the time for filter replacement.
(Blue indicates the filter can be used and Orange indicates the filter needs. The filter needs to be replaced.)

5 「Continuous」 Button

This button enables water to come out continuously.
(Water comes out for 30sec)

6 「Cold」 Button

This button is to use cold water.

7 Cold water temperature indicator

This indicates the temperature of cold water by 3 levels.

※ It expresses the level of temperature but can't be adjusted as you want.

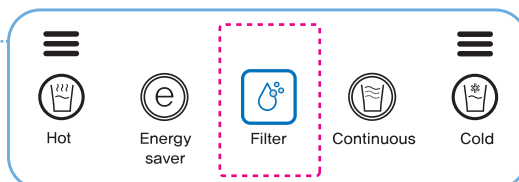


The function of Control part

Life's Good

1 Filter Indicator (this is not a button)

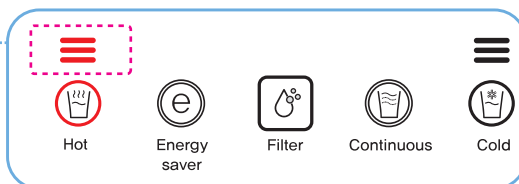
This notifies the time for filter replacement.



When filter is usable, it's lit on as Blue light, and when it's time for filter change, then it's lit on orange light.

2 Hot water temperature indicator (this is not a button)

This indicates the temperature of hot water by 3 levels.

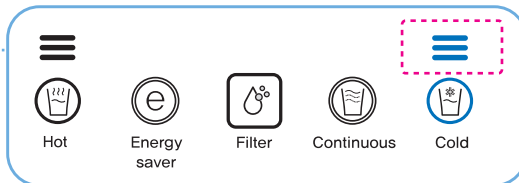
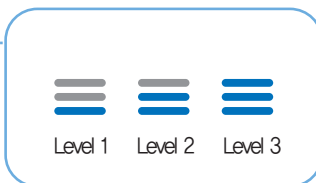


Level 1: normal temperature to 75° C
Level 2: 75° C to 85° C,
Level 3: Above 85° C.

※ (The indicated temperature is the temperature of inside the tank, so the temperature of actual drinking water may be different.)

3 Cold water temperature indicator (This is not a button)

This indicates the temperature of cold water by 3 levels.



Level 1: Normal temperature to 12° C,
Level 2: 12° C to 6° C
Level 3: Below 6° C

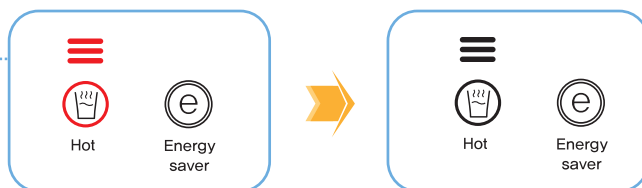
※ (The indicated temperature is the temperature of inside the tank, so the temperature of actual drinking water may be different.)



How to manipulate

1 How to turn off hot water function

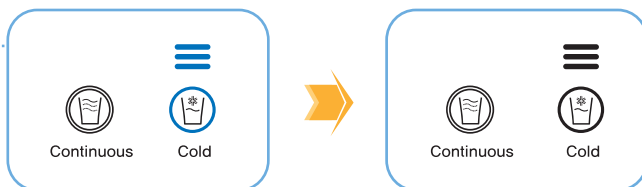
Press the button 'hot water' and 'Power save' at the same time for 10 sec, then hot water-function will be turned off and LED of 'hot water' button and Hot water indicator part will be turned off.



To use hot water again, then press 'hot water' and 'Power save' button at the same time for 10 sec, then Hot water function will be turned on.

2 How to turn off cold water function

Press 'Continuous' button and 'cold water' button at the same time for 10 sec, then cold water function will be turned off and LED of Cold water button and Cold water indicator part will be turned off



To use the cold water again, press "Continuous" and "Cold Water" buttons for 10 seconds, then the hot water function will be turned on and the display LED will be on.

3 How to turn on Power save function

If 'Energy saving' button is pressed, indicator light of Power save mode will be turned on and the operation time of the heater will be reduced automatically, thus the amount of power-consumption will be reduced.



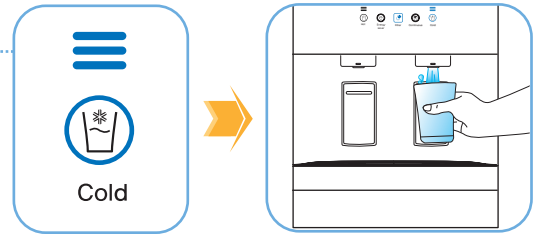
- * If 'Energy saving' mode is chosen , the lamp at Energy saving button will be turned on.
- * If 'Energy saving' mode is cancelled, then the lamp at 'Energy saving' button will be turned off.



How to use

1 To drink cold water

Press "Cold water" button and then press its touch lever or simply press only the touch lever, then the water will come out.

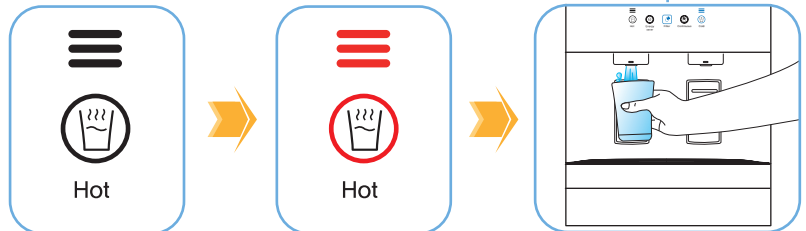


Notice

Press upper part of the touch lever for smooth operation.

2 To drink hot water

Press "Hot water" button and then press its touch lever, then water will come out. Select hot water by pressing "Hot water" button and then press its touch lever with a cup, then hot water will come out.



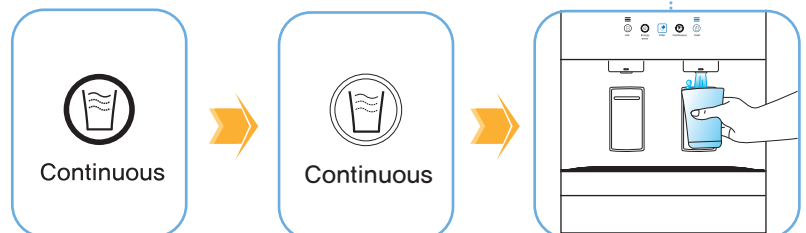
Notice

- * For safety, always have to press "Hot water" button and then press its touch lever for hot water to come out.
- * If Hot water lever is pressed without being pressed of 'hot water' button, then indication lamp will be blinking.
- * Touch-lever works well, when it's pressed on upper part.
- * If not used after pressing 'Hot water' button, then hot water button lamp will be turned off in 5 sec.

3 To use water continuously

Press "Continuous" button and then press cold water's touch lever only once, then water comes out continuously. To stop continuous use, press Continuous button or cold water's touch lever once again, and the water will stop.

※ Water comes out for 30 seconds with the Continuous function.





How to install

- ※ Some water can be remained inside the filter because of the Inspection process during production.
- Please do not worry, it is not used.

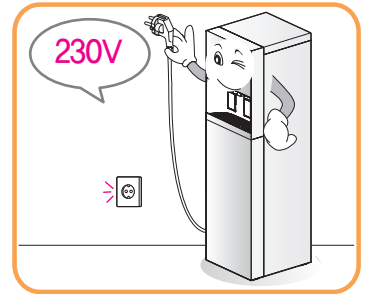


Caution

To ensure the product's optimal performance, please consult with our technician about the detailed installation instructions.

Voltage

This product is 230V~50Hz exclusive, therefore, check the voltage before connecting the power cord.

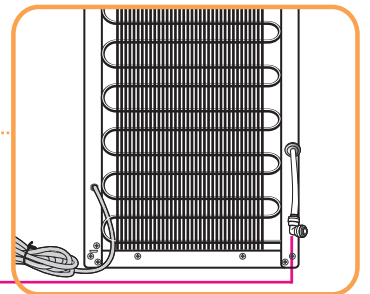


Installation of Water Purifier

- 1 Avoid uneven ground, damp/humid place, direct sunlight, dusty, water splashing places, etc for the places to install the purifier.

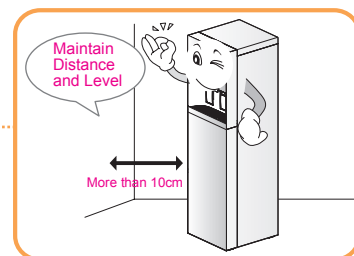


- 2 Connect the cold water pipe's hose to the water inlet's connection part.

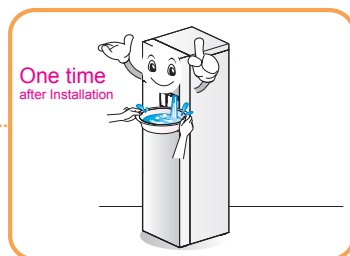


Tap water inflow entrance connection part (White) ←

- 3 Please install on a place at least 10cm away from the walls and with a solid and flat ground.

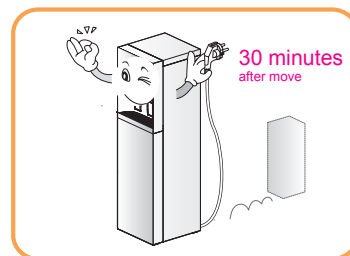


- 4 After installation, you must throw away the full level water more than once before use.



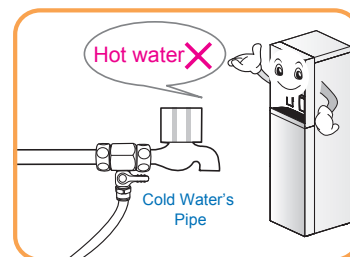
Movement and installation

If newly installed or moved location, connect the power after 30 minutes of install.



Cold water piping

Must connect to the cold water's pipe.
(If connect to the hot water's pipe, purifier's filter can be damaged.)





How to clean

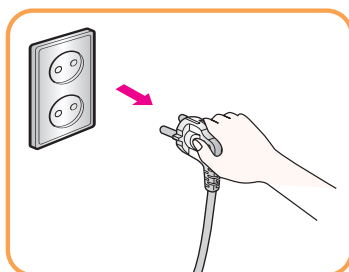
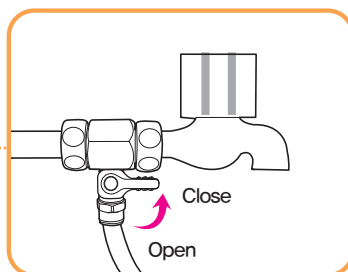


Caution

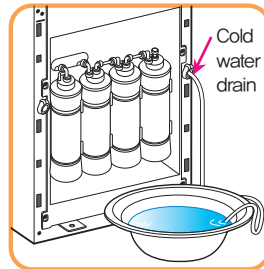
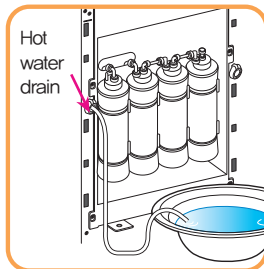
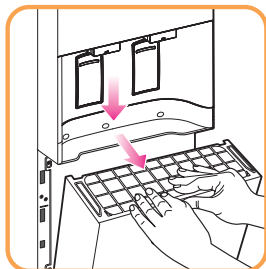
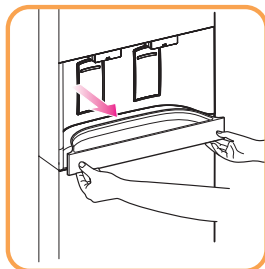
Always keep the environment clean and clean inside of the tank once in two months.

How to clean storage-tank

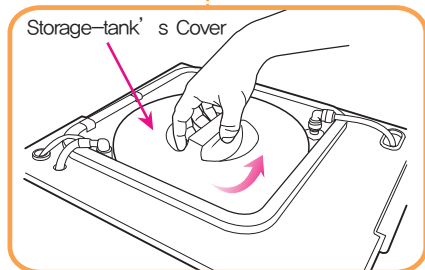
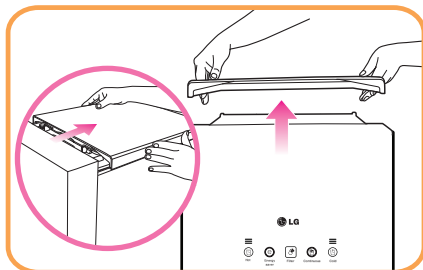
- 1 Lock the water supply valve and pull out the power plug.



- 2
- Remove the water tray and remove the filter cover by pressing down and pulling forward.
 - Open hot/cold water's drain cover and completely drain out water inside storage-tank using drain hose.

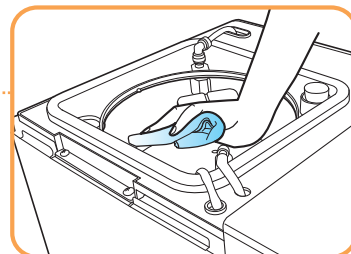


- 3 Loosen 2 screws from the back of the top cover and remove the top cover by pulling it backward, and then open the storage-tank's cover by turning it left.

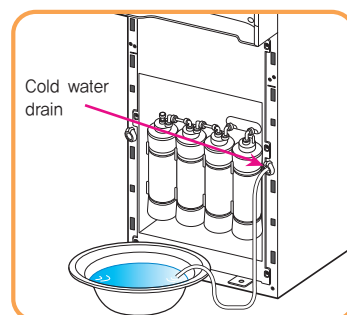
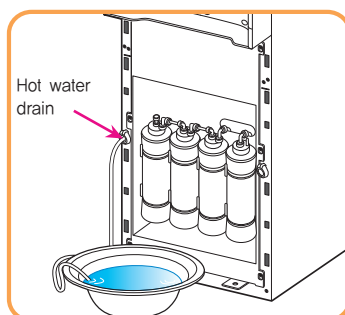
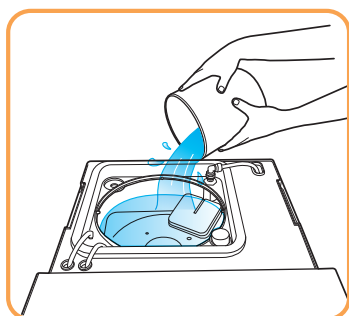


4 Clean the surface of storage-tank with soft cloth.

Do not use chemicals or detergents to clean the storage-tank. If the chemicals or detergents did not wash away, it can be harmful to body.



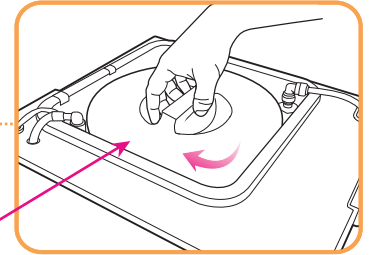
5 Rinse the storage-tank clean with the previously stored purified water and then completely drain out the rinsed water using drain hose.





How to clean

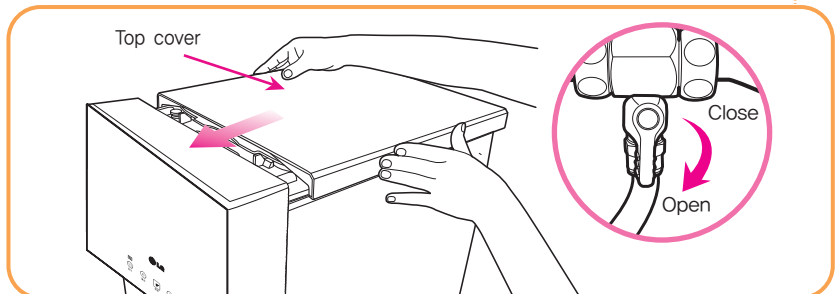
- 6 Close the storage-tank's cover by turning it to right.



storage-tank's cover

- 7 Close the top cover, tighten 2 screws on its back, connect the power cord, and then open the water supply valve.

Press cold water's touch lever to check if water comes out after 30 minutes, as it takes time to fill water inside the tank.



In case the water was stored or not used for a long time, completely drain out water inside the storage-tank and empty out newly filtered water once again before use.

How to clean water tray

1 Removing the water tray

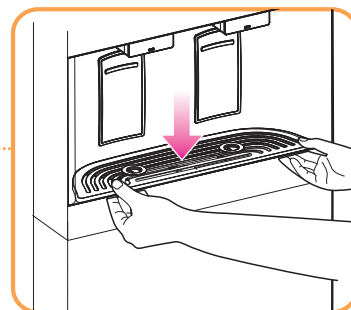
Remove the cover of water tray by pulling upward and remove the water tray by pulling forward, and then clean thoroughly with water.



2 Clean the surface of water tray with soft cloth.

3 Installing the water tray to the product

Put the cover on top of the water tray, attach to the product's front side and then push a little to install.



Be aware that if there's too much water inside the water tray, it can spill when the tray is removed.

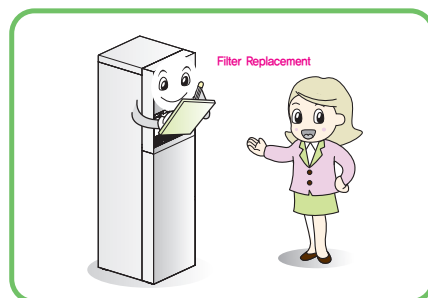
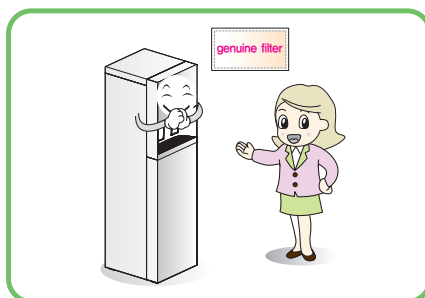


When and how to replace a Filter

When to replace Filter

Filter

Filter is the most important part of a water purifier. If it is not a genuine filter or even it is a genuine filter but used too long, then it can affect the performance of the filter so that it may not purify water properly. Replace to a genuine filter according to the replacement period.



Filter Replacement Period

If the filter is not replaced regularly, it can degrade the water quality of the purifier. The expected replacement period of the filter can be changed depending on the water quality and usage.
※ The period of filter replacement is based on using 10L daily for household and 20L daily for commercial purposes.

Filter Name	Expected replacement period
Sediment Filter	4months
Pre Carbon Filter	6months
Membrane Filter (U/F)	12months
Post-Carbon Filter	12months

What is a Valid Filter Capacity ?

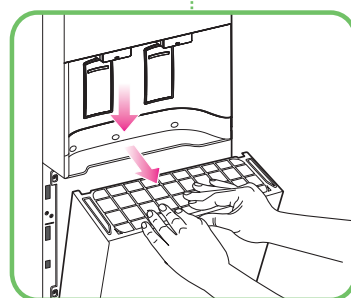
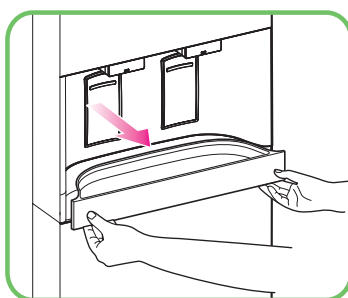
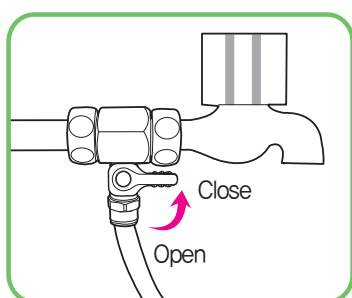
The valid Filter Capacity written on the product specification is to determine performance of purifying system and means Filter Capacity calculated by eliminating rate of chloroform, etc.

About Filter Replacement Period

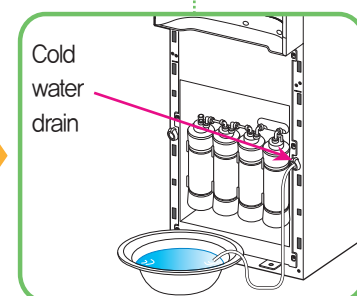
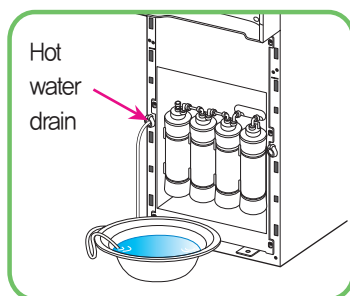
The filter replacement period listed above is not indicating ensured period of the filter's quality, but it is the expected period of the filter to demonstrate its performance. (Based on the water supply)

How to replace Filter

- 1 Lock the water supply valve, pull the water tray forward to remove and then, press the filter cover down and pull forward to remove it.



- 2 Completely drain out water from the storage-tank.



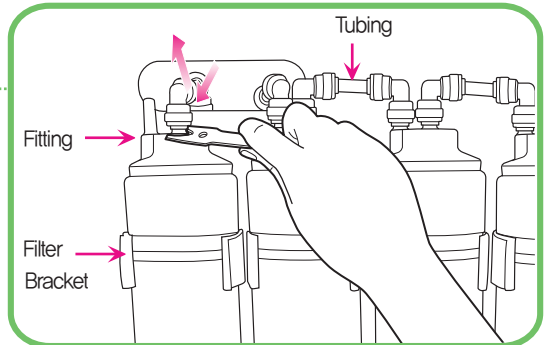
- * Sometimes, activated carbon inside the filter can flow into the tank.
 - It is fine powder of activated carbon used in Post-Carbon Filter to improve taste of the filtered water and is harmless to the body.
- * Empty the water and wipe with dry towel.



When and how to replace a Filter

3 Replace the filter after washing the new filter.

By using appropriate tool, separate the fitting connected to the filter. Pull the filter forward to separate from the filter bracket.



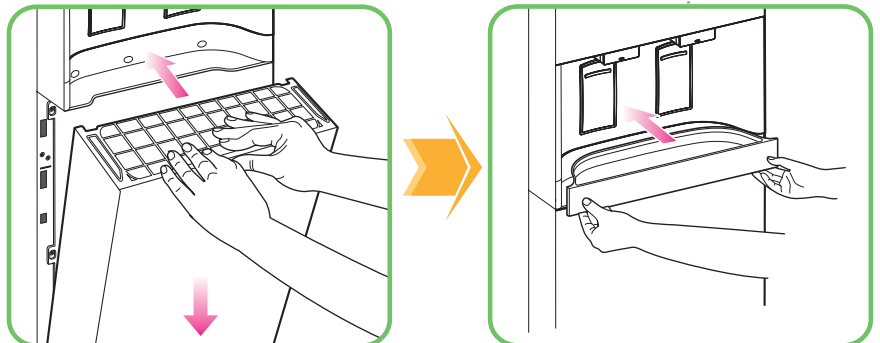
Connect fitting and tubing correctly after replacing the filter and check for the leak; throw away the first filtered water more than once before drinking.

- **Filter must be replaced after being washed.**
 - Pre-Carbon, Membrane and Post-Carbon Filters should be washed for 10 minutes with water passed through sediment filter and then assemble.
- **If the filter was replaced without being washed**
 - Black water which passed through the activated carbon powder or initial activated carbon inside the filter can come out.
 - Cannot check if the filter is clogged so it can cause breakdown.
- Please consult with LG Electronics Healthcare Manager about the details of the replacement method to ensure the product's optimum performance.



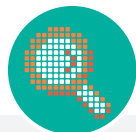
Caution

4 Align well on the groove at the Upper part of the filter's cover and press down to fit and close.



Notice

- * It is very important to replace filter regularly to drink clean water. If an expired filter is used, the purifier's performance will be degraded, so do not forget filter's replacement period.
- * Replacement time differs by the filter's type. (Refer to the Filter Replacement Period in pg.22)



Daily Check

Life's Good

To use the purifier safely, it is recommended to check its status often.
Check the following items often for the purifier to maintain the best condition all the time.

Power Section

- Does the display turn on and off when the power cord is moved while the power is connected?
- Is any part of the power cord hotter than usual?
- Is any part of the power cord changed in shape and color or damaged?



Notice

If any of these problems happens, immediately unplug the power cord, stop using, and call service center.

Display

- Does the front panel's light blink abnormally?
[If the Display light blinks abnormally, call service center immediately.](#)
- Is the color of Purity LED orange?
[Contact LG Electronics Healthcare manager about the filter replacement.](#)



[Customer Service Center: without area code](#)

Surrounding

- Does water leak out or make pool around the purifier?
- Does the product change in shape or smell strangely?



Notice

If any of these problems happens, immediately unplug the power cord, stop using, and call service center.



Check before reporting the failure

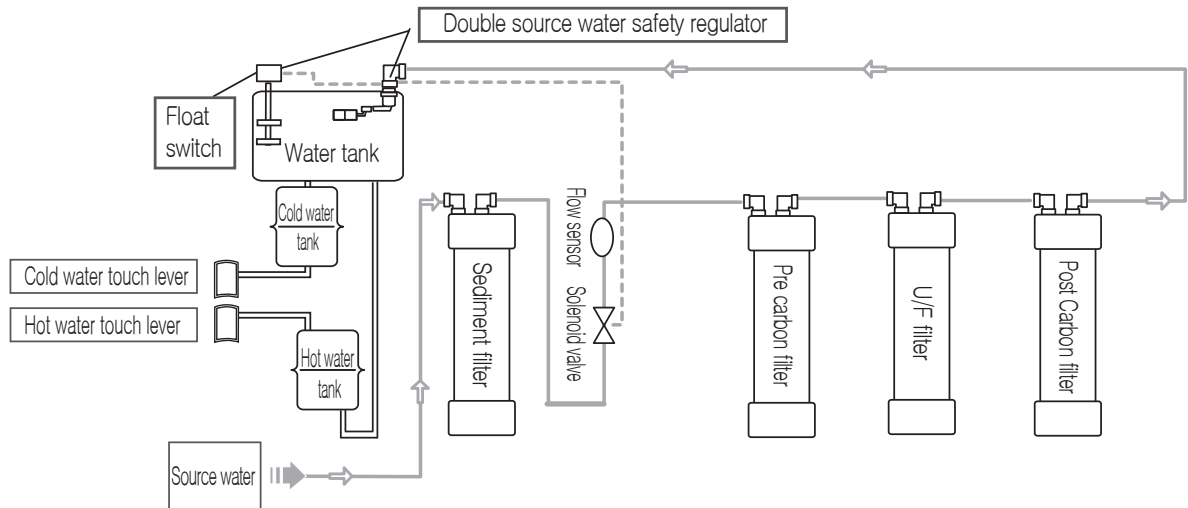
The water purifier may not operate as desired if used incorrectly or there is a minor cause, even though the product has no fault. In these cases, check the following issues to solve simple problems without the help from the service center. If the problem doesn't solve after checking the following issues, call the service center.

Symptom	Check-up	Solution
The taste of water is strange.	Is the water tank cleaned?	Please clean the water tank
	Is the water-purifier used for too long time?	Drain the stored water and then clean the tank
	Isn't it the time for changing filter?	Ask filter replacement to Service center.
The amount of filtered water reduced suddenly	Isn't it the time for changing filter?	Ask filter replacement to Service center.
	Is the Tap water valve fastened?	Unfasten Tap water supply valve
Hot water/Cold water is not coming out	Is Hot water/Cold water button turned on?	Refer to how to use Hot water/Cold water on page 14
	Is Cold water drained too much?	If Cold water drained too much, then Hot water may not come out, Wait until water fills
	Has it passed 24 hours since Tap water and power was supplied?	Use after 24 hour from the supply of Origin-water and power
Water is not coming out	Is the filter changing time missed?	Ask filter replacement to Service center.
	Tap water supply is well?	Check the Tap water supply valve.
	Is power plug connected?	Check if the power cord is plugged in 230V~50Hz
Everything is stopped suddenly, when it's under using.	Is the product is overflowed or is there any leakage?	Ask the after-sales service
	Is Power cord plugged in?	Check if the power cord is plugged in 230V~50Hz



Water Piping Diagram

Life's Good



Product Standard

The name of product		LG Healthcare Water Purifier
Item name		Electrical water cooler/heater
Model name		WQS44WJ1(R)/WQS44RJ1(R)
Purification method		Reverse osmosis
Power		230V ~ 50Hz
Power consumption		Cold water: 100W, Hot water: 430W
Extraction structure		Electrical extraction structure
Control part function		Indication of Hot/cold water' s temperatures, power saving mode, Heating and Cooling of water, Continuous function, indication of filter status
Main function		Cooling and heating of water, double protection device, prevention of overheating, power saving mode
Tank capacity	Purified water	5.5L
	Cold water	4.8L
	Hot water	3.4L
	Total	13.7L
Material of filter	Sediment filter	PE Module
	Pre-carbon filter	Activated carbon
	Membrane filter(U/F)	Poly sulfone
	Post-carbon filter	Carbon
Size		360mm (W) × 427mm (D) × 1,278mm (H)
Weight		34Kg
Valid filter capacity		2500ℓ
Source water pressure		100kPa ~ 600kPa
Exposed Temperature		5℃ ~ 35℃



Purified water capacity may be slightly changed in different water pressure and temperature.
 Tank capacity is decided by the size of tank. It may be different from extracted capacity.
 Standards may be changed without an advanced notice for the product' s performance improvement.

Product Warranty



Product Name: LG Electronics Healthcare Water Purifier		Model Name:	
Date of Purchase:	Year	Month	Day
Customer Name:	Phone:	Address:	
Store Name:	Phone:	Address:	



LG Electronics

20 Yeoyido-dong, Yungdeongpo-gu, Seoul



You must present this warranty with the date of purchase, to receive adequate repair service, please keep this well.

- 1 Warranty of this product is applicable as stated in the warranty.
- 2 The free warranty period is calculated from the day of purchase, so please make sure the date of product is stated.
(If you cannot check the purchase date, add the warranty period from 3 months after the manufactured date or date of passing import custom)
- 3 If a household product is used as business purpose (business activity, abnormal using environment, etc) or if it is an industrial product, the free warranty period will be applied for $\frac{1}{2}$ (6months).(including key components)
- 4 This warranty cannot be reissued.
- 5 If it is supplied by separate contracts (procurement, HOST, single product, etc), the warranty will be applied according to the main contract.

Retention Periods of Major Components

- Refrigerator, TV, Record player, Microwave, Air Conditioner, Vacuum Cleaner, Humidifier, Dehumidifier, fan heater/cooler, Water Purifier;- etc..... 7years
 - VTR, DVD Player, Electric(Gas) Oven, Gas Stove, Telephone, Home Theater, Video Camera, Massage Chair, Electric Pressure Cooker, etc 6years
 - Washing machine, Navigation, Pan/ Rotary Heater, Heater, Air Purifier, Fan, etc 5years
 - PC and peripherals, Laptop, MP3, Cassette Player, CD Player, etc 4years
 - Cell Phone, etc 3years
- ※Additional products are restricted to the standard of similar products from above.

Warranty Period of Key Components

- Compressor of Air Conditioner 4years
 - Compressor of refrigerator, Compressor of water purifier, CPT of TV, CDT of monitor, Motor of washing machine, Magnetron of microwave oven, Head Drum of VTR, Burner of pan-heater / rotary-heater 3years
 - Mother Board of PC, Panel of LCD TV / PDP TV / LCD Monitor (except the monitor of laptop) 2years
- ※ However, even within the warranty period, the warranty period will be expired if the using time exceeds 10,000 hours for CDT of Monitors and 5,000 hours for panels of LCD TV, PDP TV, and LCD Monitors.

Instruction of solving Customer conflicts

Customer's problem type		Compensation details	
		Within warranty period	After warranty period
Failure on function or performance naturally occurs during normal use	Major repair is needed within 10 days after purchase	Exchange or full refund	Repair with charge
	Repair is needed in major parts within 1 month after purchase	Exchange or repair with no charge	
	Exchanged product needs to be repaired within 1 month	Full refund	
	Impossible to Exchange		
	Product is defective	Repair with no charge	
	The same failure re-occurs after repair (in 3rd time)	Exchange or full refund	The total amount subtracted by depreciation plus 10% of it is refunded
	Failure in several parts re-occur after repaired for 4 times (in 5th time)		
	Impossible to repair		
	Impossible to repair due to lack of replacement parts within part retention period		
	The product requested for repair is lost by seller		
	Failure occurs during shipment or setup when purchasing product	Replacement	
Failure of function or performance caused by customer's fault	Possible to repair	Repair with charge	Repair with charge
	Impossible to repair due to lack of replacement parts	Exchange with charge of repair	
Failure occurs by natural incidents (damage from fire, sea water, gas, earthquake, wind, etc.) Replacement of consumable parts Failure occurs due to incorrect voltage use or defective of connecting device, Failure by outside causes rather than the product' s problem Failure occurs due to repair by people other than engineer from LGE agency or service center, You will be charged for the requested service if the case was not a failure, so please make sure to read the Manual, Explaining about how to use the functions or simple adjustment without disassembly (No charge for the 1st and charge from the 2nd)		Repair with charge	Repair with charge

- LGE does not charge for "unpleasant" service. (No Delight, No Payment)
- Above Compensation standard is based on Customer Dispute Settlement Standards from Fair Trade Commission
- For the cases not specified here will follow the "Customer Conflict Settlement Standards."
- Cleaning, adjustment, and explanation of the product are not breakdown.

Customer Service

Customer' s Rights

Customers are entitled to receive free services for one year from the Purchased date when breakdown occurs during use of the product. However, if the breakdown is caused by customer' s negligence or natural disasters, the service will be charged even during the free service period.

Responsibilities of the Paid Service (Customer' s Expense)

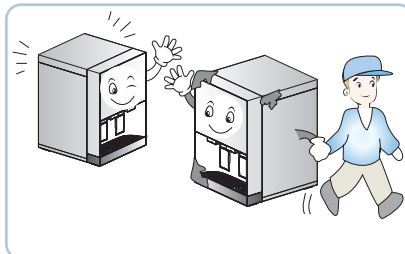
For the following cases, service will be charged even during the free service period.

- ❶ When the product encountered a failure because foreign substances (Water, Drinks, Coffee, Toys, etc) were inserted.
- ❷ When the product was damaged or broke down by being dropped or shock.
- ❸ When the exterior was damaged or deformed by organic solvents such as thinner, benzene, etc.
- ❹ When product failure occurred by using non-genuine parts or supplies. (Adapters, batteries, filters, earphones, etc) → LGE retail products can be purchased in your nearest LGE Service Center available.
- ❺ When the using voltage was wrongly approved.
- ❻ When customer disassembled the product and accessories were lost or damaged.
- ❼ When failure occurred due to repair by people other than engineer from LGE service center.
- ❽ When failure occurred due to natural disasters, (Lightning, Fire, Flood Damage, Gas, Sea Water, Earthquakes, etc)
- ❾ When failure occurred by not following the "Safety Precautions " in the Owner' s Manual .
(You can use the product for a long time if you follow "Safety Precautions " well.)
- ❿ When failure occurred due to the other negligence by the customer.

Process of discarded Home appliances

Purchasing a New Product

If you want to discard your old product
After purchasing a new product from an LGE retail store, we take care of the old product without a charge during the delivery service.



Simple Discard

If you want to discard any large domestic waste, call your Local Community Office.





Service Center' s Main Phone No.

Report a Trouble / for Instructions

- Before calling,
Please be aware of the product' s Model name, trouble condition, telephone number, and address to get faster service.
- When connected,
If you select product correctly following the ARS instruction and you can get the best service from a professional representative.

* Customer service (suggestion and complaint)

Online Service Request

www.lgservice.co.kr

- If you use the online service, you can use more conveniently with a Self check-up about the product, scheduling service on desired date and time, and real time PC remote consultant.
- You can get a discount if you request for a repair service online. (However, this can be changed due to the company' s circumstances.)



What is Service Quality (SQ) certification mark?

This certification mark assures the company with great quality service by Technical Standards Ministry of Knowledge Economy which is a National Agency.

Owner' s Manual is subject to change by the company' s circumstance.