Life's Good

OWNER'S MANUAL

AIR PURIFIER

For safe and easy use of the product please the manual before use.
Please keep the warranty also included in a safe location.
This appliance is an indoor home appliance for use only at home.
Do not use this appliance for commercial, experimental or industrial purposes.

AS60GH Series

EN ENGLISH

LBR42258IDOMR0
Rev.00_042123

www.lg.com

Copyright © 2023 LG Electronics Inc. All Rights Reserved.

Table of Contents

SAFETY INSTRUCTION

04 Please Read Before Using the Product
04 Safety Symbols and their Meanings
04 WARNING
04 Children in the Household
05 When Handling the Power Plug and the Power Cord
06 When Installing the Product
06 When Using the Product
07 Just in case
07 CAUTION
07 When Installing the Product
08 When Using the Product

USING LG ThinQ

09 LG ThinQ Application
09 LG ThinQ Application Features
09 Before using LG ThinQ Application
10 Installing the LG ThinQ Application
10 Open Source Software Notice Information

OVERVIEW

11 Exploring the Appearance of the Product
11 Air Purifier
12 Filter
13 Components
14 Installing and Getting Ready
14 Removing the Protective Vinyl from the Filter
15 Selecting the Installation Site
15 When Carrying the Product

USING

16 Exploring the Control Panel
16 Using the Control Panel
18 Using the Basic Functions of the Air Purifier
18 Start/Stop
18 Adjusting the Fan Speed
19 Using the Additional Functions of the Air Purifier
19 Using Sleep Mode
19 Locking the Control Panel
19 Using the Ionizer
20 Overall Air Quality
20 Understanding Overall Air Quality

MAINTENANCE

21 Cleaning
21 Cleaning the Exterior
21 Cleaning the PM1.0 Sensor
22 Frequency of Filter Cleaning and Replacement
22 Cleaning the Filters
23 Replacing the Filters
23 Storing
23 Storing the Product

This manual may contain images or content that may be different from the model you purchased. This manual is subject to revision by the manufacturer.

THINGS TO CHECK BEFORE REPORTING A MALFUNCTION

24 Diagnosing a Malfunction

24 Diagnosing the Cause of a Malfunction with the LG ThinQ Application

25 Troubleshooting

25 Before Calling for Service

25 Operation

26 Odor

27 LG ThinQ

APPENDIX

28 Product Specifications

28 Specifications Guide

SAFETY INSTRUCTION

Please Read Before Using the Product

'SAFETY INSTRUCTION' below are designed to prevent expected risks or damage, so be sure to read them carefully.

'SAFETY INSTRUCTION' are separated into 'WARNING' and 'CAUTION'.

Safety Symbols and their Meanings

This graphical symbol is used to call the user's attention to matters and operations that can cause risk. Read the text marked with this symbol carefully and follow the instructions in order to avoid risk.

WARNING

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

CAUTION

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

General users can access the appliance.

WARNING

WARNING

- This indicates that failure to follow the instructions can cause serious injury or death due to fire or electric shock.

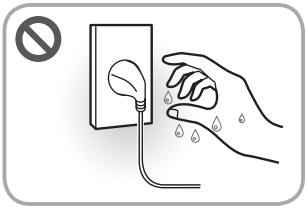
Children in the Household

- 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.

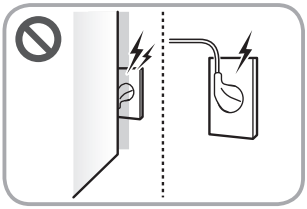
When Handling the Power Plug and the Power Cord

Prohibitions

- Do not touch the power plug with wet hands.



- Do not destroy the power plug or the power cord. Do not damage, extend, place near high temperatures, excessively bend, twist, place heavy objects on top, or tie a knot in the power cable.
- Do not connect the power plug to a multi-outlet (attached type), a plug adapter, or other accessories with no grounding cable.
- Do not let the back of the product to press the power plug or plug it in backwards.



- Turn off and unplug the appliance before cleaning it or replacing the filter.
- Do not repeatedly connect and disconnect the power plug.
- Do not unplug during operation.

Compliance

- This appliance is for use with 220-240 V only. Be sure to connect the power plug to a 220-240 V outlet with a grounding terminal.
- If you wish to use a multi-socket extension outlet, use a multi-socket extension outlet with a ground terminal with a current capacity of 20 A or more. Connect only this appliance to the multi-socket extension outlet.
- When installing a new appliance, use a newly purchased multi-socket extension outlet if possible, and periodically check the condition of the wire sheath and plug connection.
- If there is moisture or dust on the power plug, remove it completely and then plug into the outlet firmly.
- When unplugging the power cord, always pull it by the plug.
- Unplug the appliance during thunder or lightning storms or when not in use for a long time.
- Do not allow your pet animals to nibble the power cord.
- If moisture penetrates inside the product, disconnect the power plug and contact an LG Electronics Customer Information Center.
- If the power cord or power plug is damaged, or the holes in the power socket are loose, stop using the product immediately and contact an LG Electronics Customer Information Center.

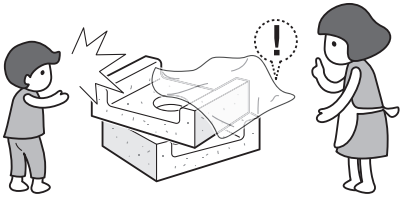
When Installing the Product

Prohibitions

- Do not install the appliance in the following places:
  - Places exposed to water or rainwater, or places with high humidity.
  - Places under direct sunlight or where there are heating appliances.
  - Places with a lot of dust or extreme temperature changes (outdoor, vinyl greenhouses, etc.).
  - Places with a leak of flammable gas leaks or with a lot of industrial oil or metallic dust.
- Only an authorized repair person from from an LG Electronics Customer Information Center should disassemble, repair, or modify the appliance.

Compliance

- Install the product in a place where it can be easily unplugged from the power outlet.
- Dispose of product packaging materials (vinyl, Styrofoam, etc.) immediately after installation. Children can choke on packaging whilst playing with it.



When Using the Product

Prohibitions

- Do not move the product while power is connected.
- Do not put flammable substances into the product.
- Do not use damaged components.
- Do not operate the appliance while its cover is open.
- Do not forcibly open the air inlet or outlet or insert a finger or any foreign object (sticks, pins, etc.) into the air inlet or outlet during operation.
- Do not operate the appliance with wet hands.
- Do not put your hands or any foreign objects in or spray water on the product.
- Do not place the power cord under mats.
- Do not use or store the product near flame, combustibles (ether, benzene, alcohol, medicines, LP gas, combustible spray, insecticide, air freshener, cosmetics, etc.) or flammable materials (candles, lamps, etc.).

Compliance

- Unplug the appliance before cleaning it.
- Be careful not to subject the product to strong impact or to overturn it.
- Do not allow animals or pets to chew on the power cord.

Just in case

Compliance

- If you detect any abnormal noise, odor or smoke, unplug the product immediately and contact an LG Electronics Customer Information Center.
- If the appliance is immersed in water, stop using it and contact an LG Electronics Customer Information Center.
- If there is a gas leakage (isobutane, propane, LNG, etc.), do not touch the product or power plug and ventilate the area immediately.

CAUTION

⚠ CAUTION

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

When Installing the Product

Prohibitions

- Do not install the appliance in an unstable place or in a place with severe vibration.
- Do not install the appliance above the user's eye level.
- Do not install the appliance in a RV, marine vesselship, or an airplane.
- Do not tilt the appliance to pull or push it when transporting.
- Do not place the appliance near a TV or stereo equipment.
- Do not place the appliance under bright light.
- Do not install or use the product in a location where there is a risk of explosion.

Compliance

- Install the appliance in a level space with a hard floor and no threshold.

When Using the Product

Prohibitions

- Do not insert foreign objects or spray water into the appliance or the sensor hole.
- Do not use the product for removal of toxic gas such as carbon monoxide.
- Do not use the product for ventilation purposes.
- Do not place obstacles around the air inlet or outlet.
- Do not use the appliance near curtains.
- Do not use the appliance for special purposes or areas, such as preservation of animals and plants, precision instruments, or art works, etc.
- Do not use the appliance while it is not in an upright position.
- Do not use the appliance near objects vulnerable to heat.
- Do not use the filter for purposes other than those for which the appliance is designed.
- Do not use detergents, cosmetics, chemicals, air fresheners, or disinfectants in the appliance.
- Do not use strong detergents or solvents to clean the product.
- Do not place coffee, vases or other beverages on top of the appliance.
- Do not place magnets or metallic objects on top of the appliance.
- Do not expose the appliance to impact shock.
- Do not let the moisture from a humidifier directly touch the appliance.

Compliance

- Be careful not to place objects or liquids on top of the appliance.
- Do not let children climb onto the appliance or let the appliance tip over as a result of excessive impact.
- Do not clean the appliance with brushes, cloths or sponges which are abrasive or made of metal. Use a soft microfiber cloth to clean the product.
- Be careful not to let body parts get caught in the product when removing product components and/or reassembling them.

USING LG ThinQ

LG ThinQ Application

The LG ThinQ application allows you to communicate with the appliance using a smartphone.

LG ThinQ Application Features

Smart Diagnosis

If you experience a problem while using the appliance, this smart diagnosis feature will help you diagnose the problem.

Settings

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

NOTE

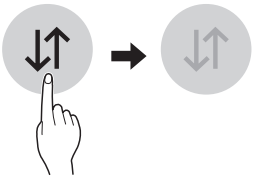
- If you change your wireless router, Internet service provider, or password, delete the connected appliance from the LG ThinQ application and connect it again.
- The application is subject to change for appliance improvement purposes without notice to users.
- Functions may vary by model.

Before using LG ThinQ Application

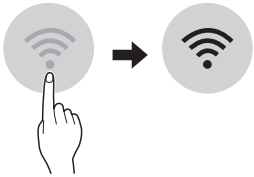
This feature is only available on models with Wi-Fi function.

1 Check the distance between the appliance and the wireless router (Wi-Fi network).
   - If the distance between the appliance and the wireless router is too far, the signal strength becomes weak. It may take a long time to connect or installation may fail.

2 Turn off the Mobile data or Cellular Data on your smartphone.



3 Connect your smartphone to the wireless router.



NOTE

- To verify the Wi-Fi connection, check that the Wi-Fi icon on the control panel is lit.
- **The appliance supports 2.4 GHz Wi-Fi networks only.** To check your network frequency, contact your Internet service provider or refer to your wireless router manual.
- LG ThinQ is not responsible for any network connection problems or any faults, malfunctions, or errors caused by network connection.
- If the appliance is having trouble connecting to the Wi-Fi network, it may be too far from the router. Purchase a Wi-Fi repeater (range extender) to improve the Wi-Fi signal strength.
- The Wi-Fi connection may not connect or may be interrupted because of the home network environment.
- The network connection may not work properly depending on the Internet service provider.
- The surrounding wireless environment can make the wireless network service run slowly.
- If the appliance cannot be connected due to problems with the wireless signal transmission, unplug the appliance and wait about a minute before trying it again.
- If the firewall on your wireless router is enabled, disable the firewall or add an exception to it.
- The wireless network name (SSID) should be a combination of English letters and numbers. (Do not use special characters.)
- Smartphone user interface (UI) may vary depending on the mobile operating system (OS) and the manufacturer.
- If the security protocol of the router is set to WEP, the network setup may fail. Change the security protocol (WPA2 is recommended) and connect the product again.

Installing the LG ThinQ Application

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

Open Source Software Notice Information

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

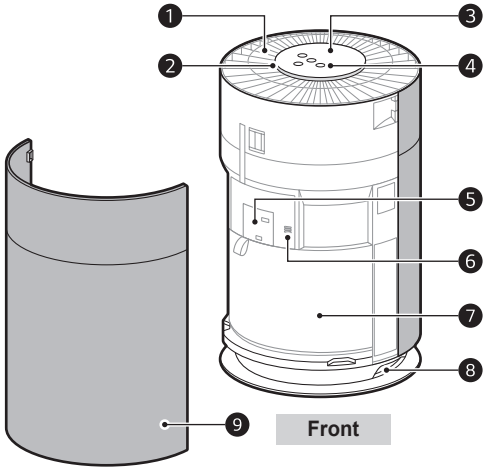
LG Electronics will also provide open source code to you on CD-ROM for a charge covering the cost of performing such distribution (such as the cost of media, shipping, and handling) upon email request to opensource@lge.com.

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

OVERVIEW

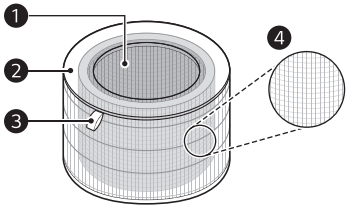
Exploring the Appearance of the Product

Air Purifier



1. **Air outlet**
   - Purified air is emitted from the filter.
2. **Air quality light**
   - The current air quality is indicated by a color (green, yellow, orange, red, pink, violet).
3. **Display panel**
   - Use it to check the settings of the product and the air condition.
4. **Control panel**
   - Use it to set the appliance functions.
5. **PM1.0 (particles with a diameter between 1.0 and 2.5 micrometers) sensor**
   - Use it to detect dust concentration.
6. **Odor (gas) sensor**
   - Use it to detect odors and gases.
7. **Filter**
   - Minimizes PM2.5, smog-causing substances, sickening house syndrome materials and domestic odor.
8. **Handle**
   - Allows you to hold the handle and relocate the appliance.
9. **Air inlet**
   - Allows you to disassemble the front and the rear covers separately.

Filter



1. Deodorizing care filter
   - Use it to eliminate smog-causing substances (SO_2, NO_2), sickening house syndrome materials (toluene, formaldehyde) and domestic odor (ammonia, acetic acid, acetaldehyde).
2. Total allergy care filter
   - Minimizes PM2.5.
3. Filter handle
   - Use it when inserting or removing the filter from the product.
   - Position the side with the handle facing up.
4. Ultra-fine filter
   - The Ultra-fine filter is attached to the outer surface of the filter, and primarily removes large particles of living dust from the air.

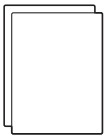
⚠ CAUTION

- The filter is attached, so do not forcibly separate the filter.
- Do not throw or use the filter for other purposes.

NOTE

- A slight odor may be emitted from a new filter at the start of use following purchase. The odor will disappear after a day or so of using the product, so you can use it without concern.
- The filter cleaning and replacement frequency may differ depending on the usage environment and duration of use.
- The filter can be used for up to 1 year. The more polluted the indoor air, the shorter the life of the filter.
- If there is excessive odor in the room, first ventilate the room to eliminate odors and gases, then use the appliance for eliminating remaining odors.
- If the air purifier has not been used for a long time and as a result it generates odors, you can reduce such odors from the filter by operating the air purifier in a well-ventilated place at high speed.
- The filter may emit an odor when used continuously in a humid environment or where moisture from a humidifier has been absorbed into the filter. If there is an odor from the filter due to moisture, only use the filter after sufficiently drying it in sunlight.
- Carbon monoxide (CO) is a harmful gas that is mainly introduced from the outside, and cannot be removed with a filter.
- Keep windows or doors closed when operating the appliance. However, if you operate the appliance for a long time in a closed space, carbon dioxide concentrations may rise. So be sure to ventilate the indoor regularly.
- The deodorization function of the air purifier traps odors and gases from the air in a filter. If you use the product for a long time in a room with excessive odor, the performance of the filter may decrease significantly.
- If the surrounding odor is absorbed by the filter and the product smells while operating, it is time to replace the filter. Filter replacement costs are not covered under warranty.
  To purchase new filters, contact an LG Electronics Customer Information Center or visit the website at www.lg.com.

Components



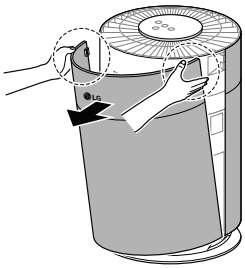
1 Owner's manual

Installing and Getting Ready

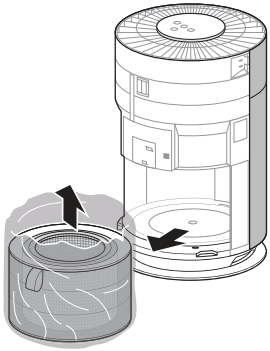
Removing the Protective Vinyl from the Filter

1 Unpack the appliance and remove all packing tape and filter vinyl before using the appliance.

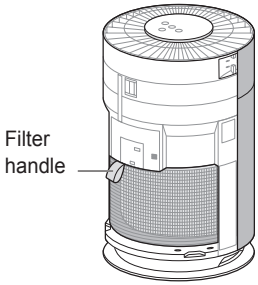
2 Hold the top end of the front cover of the product with the **LG logo** and pull it slightly to achieve separation.



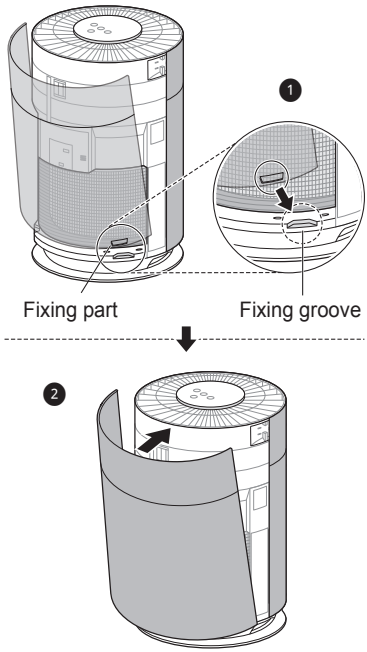
3 Disassemble the filter and remove the vinyl.



4 Install the filter in the appliance with the side where the filter handle is attached facing up.



5 Insert the fixing part at the bottom of the cover into the fixing grooves at the bottom of the product and close the cover.

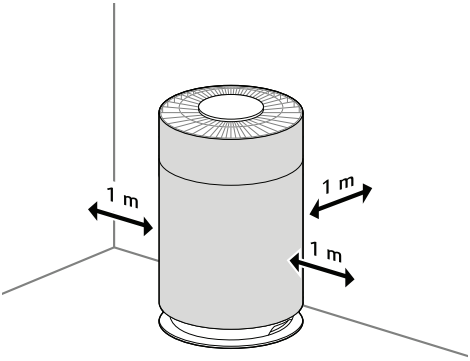


⚠ CAUTION

- Be sure to remove the vinyl before using the product.
- Pay attention to filter direction when installing it.

Selecting the Installation Site

- Install the appliance 1 m away from a wall.
  - If there is not enough space for air to be taken in, performance of the air purifier may be reduced.



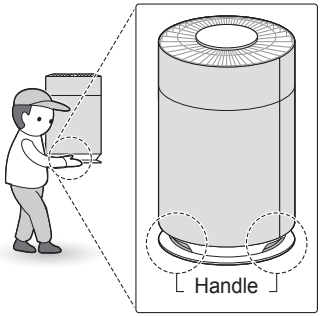
- The performance of the appliance may vary depending on the service environment (temperature, humidity, etc.).
  - The appliance can provide the guaranteed performance in an environment with humidity ranging between 40 % and 70 %.
- Do not install the product in a place exposed to direct sunlight or near lighting fixtures with strong light.

When Carrying the Product

- When you relocate or store the appliance, wind the power cord onto the bottom of the product to prevent it from dragging on the floor.
  - Failure to do so may damage the power plug or leave a scratch on the floor.
- Do not carry the product by holding the external cover.
  - Doing so may allow the cover to open and the product to drop. Dropping the appliance may cause personal injury or product malfunction.



- Transport the product safely by holding the handle at the bottom of the product with both hands.



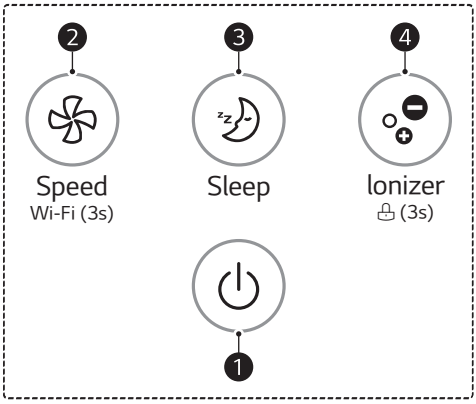
EN

USING

Exploring the Control Panel

Using the Control Panel

Control panel



1. **Start/Stop** button

   Turns the product on and off.

2. **Speed** button

   Sets the fan speed of the product.

   - When you press and hold the button for 3 seconds, the product will be ready to connect to Wi-Fi.

3. **Sleep** button

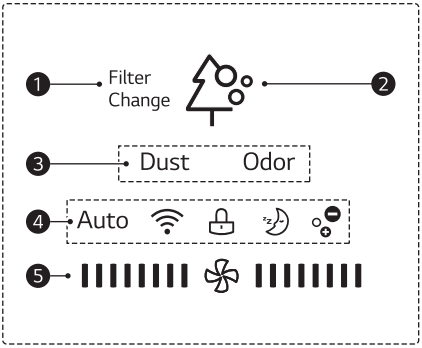
   The Sleep Mode can be set or cancelled.

4. **Ionizer** button

   It generates ion and removes various bacteria in the indoor air.

   - You can lock or unlock the control panel by pressing and holding the button for 3 seconds.

Display panel



1. Indication of filter replacement

   Displays when it is time to replace the filter.

2. Overall air quality

   Indicates the overall air quality using colors (green, yellow, orange, red, pink, violet).
   → See **Understanding the Overall Air Quality** for detailed color information.

3. Indication of dust/odor

   Dust: Displays when the concentration of dust is higher than the concentration of odor.

   Odor: Displays when the concentration of odor is higher than the concentration of dust.

   - Displays at the same time when the concentration of dust is the same as the concentration of odor.

4. Icons

Icon		Description
Auto	Clean Auto	Lights up when fan speed is set to Auto.
	Wi-Fi	Lights up when the Wi-Fi function is activated.
	Lock	Lights up when the control panel is locked.
	Sleep	Lights up when the sleep mode is activated.
	Ionizer	Lights up when the ionizer is activated.

5. Indication of fan speed

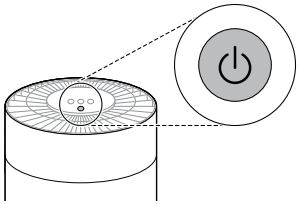
   The fan speed of the air purifier is displayed.

Using the Basic Functions of the Air Purifier

Start/Stop

Turns the product on and off.

- Press the **Start/Stop** button.



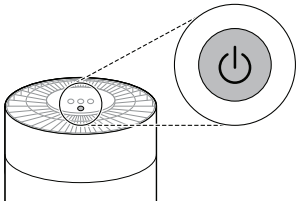
NOTE

- The most recently used mode is memorized if the power supply is cut off as a result of a power failure.
- When the operation begins, the display of sensor ready will appear for approximately 30 seconds.

Adjusting the Fan Speed

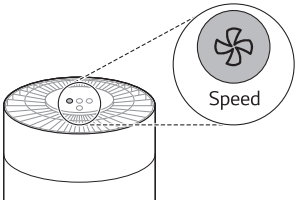
You can adjust the fan speed from the air purifier.

1 Press the **Start/Stop** button to turn on the product.



2 To adjust the fan speed, press the **Speed** button.

- When you press the button during product operation, the fan speed changes in the order of **Auto** → **Low** → **Medium** → **High** → **Turbo**.



NOTE

- When the operation is started for the first time, **Auto** is set as the fan speed. In **Auto** mode, the fan speed is adjusted automatically according to the contamination level of indoor air.
- The fan speed is displayed on the display panel when it is adjusted. The indication of fan speed increases by 2 columns at a time. It is displayed as below when the fan speed is set to Medium.

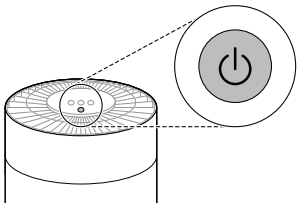


Using the Additional Functions of the Air Purifier

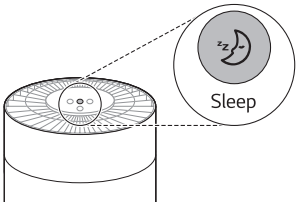
Using Sleep Mode

You can use the air purifier in a quiet environment when you go to sleep.

1 Press the **Start/Stop** button to turn on the product.



2 Press the **Sleep** button.



NOTE

- The sleep mode icon is displayed on the display panel.
- The whole display is turned off except for the display of sleep mode.
- During operation in sleep mode, the fan speed is set to Low, and after a set period of time, it is reset to Low or Medium depending on the degree of indoor air pollution.
- Fan speed can be adjusted by pressing the **Speed** button while the sleep mode is activated.
- You cannot set the operation time in sleep mode separately. To cancel the sleep mode, press the **Sleep** button in the same way as in setting it.

Locking the Control Panel

You can lock the buttons on the control panel to prevent the appliance from operating due to unforeseen reasons, such as a child manipulating the buttons.

- Press the **Ionizer** button for 3 seconds or longer.
- is displayed on the display panel when the Lock function is set.

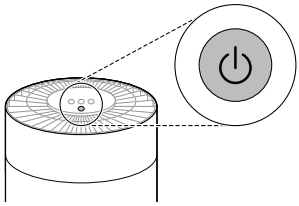
NOTE

- You can turn off the lock function in the same way as turning it on.
- You can also lock or unlock when the operation has stopped.

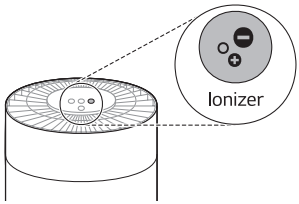
Using the Ionizer

To generate ions to minimize various bacteria from the air.

1 Press the **Start/Stop** button to turn on the product.



2 Press the **Ionizer** button.



NOTE

- This product may generate ozone due to the ionizer, so ventilation is recommended when using it for a long time.

EN

Overall Air Quality

Understanding Overall Air Quality

The overall air quality is calculated based on the particles and odor (gas) concentrations and is categorized in 6 levels including green, yellow, orange, red, pink and violet, depending on the contamination of the air.

Color	Overall air quailty	Concentration of PM (μg/m^3)			Concentration of odor	
	State	PM10 (Coarse particles)	PM2.5 (Fine particles)	PM1.0 (Ultra-fine particles)	State	Level
Violet	Severe	421 or more	251 or more		-	
Pink	Very Poor	351 – 420	151 – 250			
Red	Poor	251 – 350	116 – 150		Very strong	4
Orange	Unhealthy	151 – 250	76 – 115		Strong	3
Yellow	Moderate	51 – 150	36 – 75		Normal	2
Green	Good	50 or less	35 or less		Weak	1

NOTE

- The color of the overall air quality is determined by the worst level among the concentration of dust and odor (gas).
- The level of dust concentration for LG Electronics products is the result expressed after measuring the quantity of dust using an optical method and converting the measurement into PM10 concentration.
- The overall air quality level is a result of both PM concentration and the odor level.
- Whether it is a different product or the same product used in the same space, the concentration measurement may vary due to air circulation.
- Unlike odors (gases), fine dust (PM10) spreads slowly, so the time at which the dust concentration is measured may be delayed.
- Air flow near the PM1.0 sensor may interrupt normal operation of the PM1.0 sensor and indicated concentration may be different from actual concentration, accordingly.
- When the product is used in the following environment, the measured concentration may differ from the actual concentration.
  - Near fabric sofas and beds, around hairy carpets, while making beds/folding clothes, while using vacuum cleaners, places with bugs and pets, and places with high humidity.
  - Places where outside air is available, such as construction sites, roadsides, and factories, or near outside doors, windows, and vents.
  - Places where products generating steam or fine particles (humidifiers, kitchen tools, or sprays) are used.
  - The sensor may not detect particles larger than PM10 generated by activities such as dusting off blankets or cleaning, but they are removed by the filter.
- The concentration of odors (gas) may vary due to items emitting odors such as air fresheners, deodorizers, detergents, cosmetics. or perfumes.
- You can check the dust concentration through the LG ThinQ application.

MAINTENANCE

Cleaning

Cleaning the Exterior

1 Remove any dust from the air inlet and outlet using a vacuum cleaner.

2 Wipe the exterior with a soft cloth.

⚠ WARNING

- Turn off and unplug the appliance before cleaning or replacing the filter.
- Do not spray water directly onto the product.

⚠ CAUTION

- Do not clean the appliance with an alkaline detergent.
- Do not wipe the appliance surface using sulfuric acid, hydrochloric acid or organic solvents (thinner, kerosene etc.) or attach a sticker on the appliance. This may damage the appliance surface.
- Do not allow water inside the appliance.

NOTE

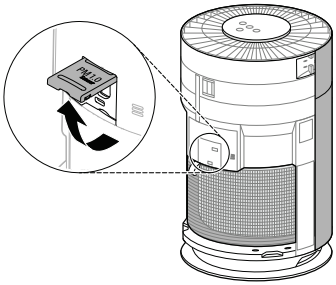
- If you find it difficult to remove dust from the front and rear covers, remove the filters and wash them with water. Then, dry them completely in the shade.

Cleaning the PM1.0 Sensor

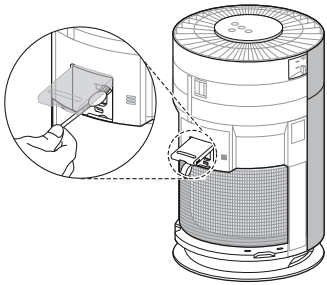
The PM1.0 (particles with a diameter between 1.0 and 2.5 micrometers) sensor is the device detecting fine dust and large dust contamination levels, so the lens must be cleaned periodically, at least once every 2 months.

1 Separate the front cover with the **LG logo** from the product.

2 Open the sensor cover.



3 Clean the lens with the cotton swab soaked with water and clean it again with a dry cotton swab.



NOTE

- Do not wipe the sensor with anything other than water. This may cause failure.

Frequency of Filter Cleaning and Replacement

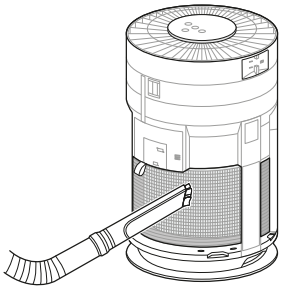
Type	Cleaning frequency	Replacement frequency
 Filter	**Ultra-fine filter** Clean filter as needed	1 year

NOTE

- The cleaning frequency may vary depending on the operating hours and environment of the appliance.
- If you do not clean the product according to the cleaning frequency, you may experience a bad odor and poor performance.
- A filter is a consumable item. Therefore, you must purchase new ones for replacement when they have reached the end of their lifespan even during the warranty period.
  To purchase new filters, contact a near-by LG Electronics Customer Information Center or visit the website (www.lg.com).
- You can also have the filter cleaned or replaced by an LG Electronics Customer Information Center.
  You will be charged a nominal fee for filter cleaning and replacement services.

Cleaning the Filters

1. Separate the front and rear covers of the product.
2. Remove particles off of the ultra-fine filter with a vacuum cleaner or a soft brush.



⚠ CAUTION

- Do not clean the filter with water. The service life of the filter may be reduced.
- Be careful not to damage the ultra-fine filter when using a vacuum cleaner.

Replacing the Filters

Replace the filter when the filter replacement alert is displayed on the display panel.

1 Separate the cover from the product and replace the filter.
   - To avoid polluting the surroundings when replacing the filter, place a newspaper on the floor before you remove the filter.

2 Once you have replaced the filter, disable the filter replacement alert.

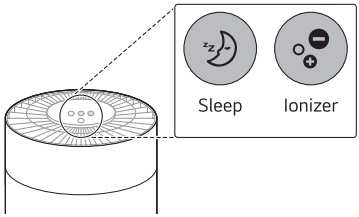
NOTE

- Filter replacement alerts appear based on the maximum usage time, taking into account the operating hours of the product. Replacement frequency is determined by the operating hours and the environment.

Disabling the Filter Replacement Alert

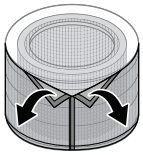
Press and hold the **Sleep** button and the **Ionizer** button at the same time for 3 seconds.

- The filter replacement alert on the display panel is disabled and the replacement alarm is reset.



Replacing the ultra-fine filter

Check the Velcro of the ultra-fine filter and replace the ultra-fine filter by separating it slowly.



Storing

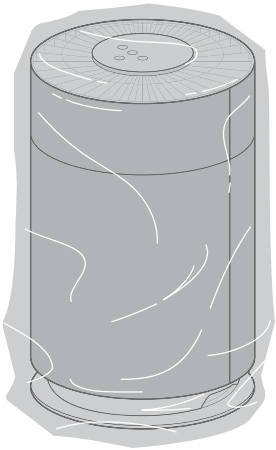
Storing the Product

If the product is not used for a long period of time, store it in a shady place away from moisture.

1 Operate the product for one hour or more on a fine day.
   - This removes the moisture and prevents molds from building up inside the product.

2 Turn off the power and unplug it from the electrical outlet.
   - Wind the power cord around the bottom of the appliance.

3 Package the appliance to prevent the dust or foreign substance from entering the appliance. Store the packaged appliance at a shaded place.



⚠ CAUTION

- Do not store the appliance at a humid place or at a place exposed to the direct sunlight. Otherwise the appliance may be deformed, malfunction or generate odor.

THINGS TO CHECK BEFORE REPORTING A MALFUNCTION

Diagnosing a Malfunction

Diagnosing the Cause of a Malfunction with the LG ThinQ Application

This feature will help you diagnose the problem.

NOTE

- For reasons not attributable to LGE's negligence, the service may not operate due to external factors such as, but not limited to, Wi-Fi unavailability, Wi-Fi disconnection, local application store policy, or application unavailability.
- The feature may be subject to change without prior notice and may have a different form depending on where you are located.

Using LG ThinQ to Diagnose Issues

If you experience a problem with your Wi-Fi equipped appliance, it can transmit troubleshooting data to a smartphone using the **LG ThinQ** application.

- Launch the **LG ThinQ** application and select the **Smart Diagnosis** feature in the menu.
- Follow the instructions provided in the **LG ThinQ** application.

Troubleshooting

Before Calling for Service

Please check again for any of the symptoms below while using the product. Such symptoms may not be a sign of malfunction.

Operation

Symptoms	Possible Causes & Solution
The appliance does not operate.	**Is the power plug unplugged from the outlet?** • Plug it into the outlet properly.
	Did the electricity get cut off? • Check the power to other products in the house.
A noise occurs and the fan speed is low.	**Is the ultra-fine filter clogged with dust?** • Clean the ultra-fine filter properly.
	Is the filter clogged with dust? • Replace the filter.
Air purification is not done properly.	**Is indoor air very dirty?** • Ventilate the indoor air before you use the product.
	Is the ultra-fine filter clogged with dust? • Clean the ultra-fine filter properly.
	Is the filter clogged with dust? • Replace the filter.
	Is the location too large for the capability of the air purifier? • Use a product that fits the size of the room. • Avoid well-ventilated places such as doors, windows, etc.
	Is there any obstacle nearby? • Remove the obstacle before using the air purifier.
	Is the appliance installed in a corner? • Move the appliance and install it again.
There is odor, but the air quality light doesn't change.	**Is the air quality light red or orange?** • The color of the overall air quality light is determined by the worst level sensed, whether that is a PM concentration level or odor (gas) level. Check if the PM concentration level is worse than the odor level. • Since the odor(gas) sensor is a sensor that detects contaminated gases, it may not react to the smell of food. But the Deodorizing Care filter removes the odor.
The air quality light stays red.	**Move the appliance to a clean room and see if the color changes.** • If the odor level is beyond the capacity of the product to dispel, the air quality light may not change. • Clean the PM1.0 sensor. • Remove the power plug from the outlet and reconnect it one minute later.
The air quality light stays red.	**Did you use a spray near the product?** • Do not use sprays near the product.
The buttons on the control panel do not work.	**Is (Lock) displayed on the display panel?** • Press and hold the **Ionizer** button for 3 seconds to unlock.

Odor

Symptoms	Possible Causes & Solution
A strange odor comes out from the air outlet as well as the filter.	**Is it the odor you may experience after purchasing the appliance?** • The smell from activated charcoal is not harmful to human body. This is similar to the odor you may experience in a brand new car. The odor should dissipate after more than one day of use.
	Is the appliance used in an area with a lot of smoke or odors? • If the air purifier is operated after an air freshener, diffuser, or scented candle has been used, or interior work or wallpaper replacement have occurred, the filter may absorb and emit an odor. Ventilate first, then use the appliance.
	Is an odor coming out from the filter? • The filter replacement frequency may differ depending on the usage environment. If the odor is coming from the filter, replace the filter.
	Is it in an environment in which food is prepared? • If you use the product for a long period of time where you cook or broil fish/meat, the filter lifespan may be significantly decreased. • If possible, open a window for ventilation while cooking, and use the appliance to remove the remaining odor.
	Is it a humid environment? • The filter may emit an odor if used in a humid environment. Dry the filter in sunlight before use.

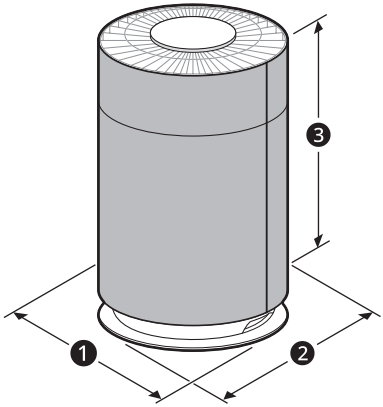
LG ThinQ

Symptoms	Possible Causes & Solution
Your home appliance and smartphone is not connected to the Wi-Fi network.	**The password for the Wi-Fi that you are trying to connect to is incorrect.** • Find the Wi-Fi network connected to your smartphone and remove it, then connect your appliance in **LG ThinQ**.
	Mobile data for your smartphone is turned on. • Turn off the **Mobile data** of your smartphone and connect the appliance using the Wi-Fi network.
	The wireless network name (SSID) is set incorrectly. • The wireless network name (SSID) should be a combination of English letters and numbers. (Do not use special characters.)
	The router frequency is not 2.4 GHz. • Only a 2.4 GHz router frequency is supported. Set the wireless router to 2.4 GHz and connect the appliance to the wireless router. To check the router frequency, check with your Internet service provider or the router manufacturer.
	The appliance is too far from the router. • If the appliance is too far from the router, the signal may be weak and the connection may not be configured correctly. Move the router closer to the appliance.

APPENDIX

Product Specifications

Specifications Guide



Name	Air Purifier
Power	AC 220-240 V, 50/60 Hz
External dimensions (❶ x ❷ x ❸)	315 mm x 315 mm x 511 mm

ENGLISH	Disposal of your old appliance (as per e-waste Rules)



1. When this crossed out wheeled bin symbol is depicted on the product and its operator's manual, it means the product is covered by E-Waste Management Rules India published by MoEF & CC , Govt. of India and are meant to be recycled, dismantled, refurbished or disposed off.

2. **Dos**
   a. The product is required to be handed over only to the authorized recycler for disposal.
   b. Keep the product in isolated area, after it becomes non-functional/unrepairable so as to prevent its accidental breakage.

   Don't
   a. The product should not be opened by the user himself/herself, but only by authorized service personnel.
   b. The product is not meant for re-sale to any unauthorized agencies/scrap dealer/kabariwalah.
   c. The product is not meant for mixing into household waste stream.
   d. Do not keep any replaced spare part(s) from the product in exposed area.

3. Any disposal through unauthorized agencies/person will attract action under Environment (Protection) Act 1986.

4. This product is complied with the requirement of Hazardous Substances as specified under Rule 13 (1) & (2) of the E-Waste (Management & Handling) Rules, 2011.

5. This product is complied with the requirement of Hazardous Substances as specified under E-Waste Management Rules India published by MoEF & CC , Govt. of India.

6. To locate a nearest collection centre or call for pick-up (limited area only) for disposal of this appliance, please contact No. 08069379999, Toll Free No. 1800-315-9999 for details. All collection centre and pick up facilities are done by third parties with LG Electronics India Pvt. Ltd. Merely as a facilitator. For more detailed information, please visit : http://www.lg.com/in.

हिंदी	अपने पुराने निपटान के उपकरण (ई-अपशिष्ट नियम के अनुसार)



1. जब इस काटे गए पहिये वाले बिन का चिन्ह किसी उपकरण और इसके ओपेरटर की पुस्तिका के साथ संलग्र होता है तो इसका मतलब है कि इसे "ई- अपशिष "(प्रबंधन और हथालन) नियम के अंतर्गत सम्मिलित किया गया है , और इसे नवीनीकरणकरन ,विघटन और निपटान के लिए बनाया गया है I MoEF & CC भारत सरकार द्वारा प्रकाशित (भारतीय ई- अपशिष "(प्रबंधन और हथालन))

2. <u>करें</u>

   क. **उपकरण को सिर्फ अधिकृत पुनः नवीनीकरणकर्ता को ही निपतारण करने** हेतु हस्तांतरित करें ।

   ख. जब उपकरण कार्यरत न हो इसे अलग क्षेत्र में रखें ताकि उपकरण से होने वाली दुर्घटनाओ से बचा जा सके ।

   <u>न करें</u>

   क. इस उपकरण को स्वयं/खुद नहीं खोलना चाहिए ! उपकरण को केवल अधिकृत अधिकारी के द्वारा ही खोला जाना चाहिए ।

   ख. इस उपकरण को पुनः बिक्री के लिए किसी भी कबाड़ीवाला / भंगार-वाला / अनाधिकृत संस्था को न दें ।

   ग. इस उपकरण को किसी घरेलू अपशिष्ट सामान के साथ मिलाकर न रखें ।

   घ. उपकरण के बदले हुए या आतंरिक पुरजो को खुले क्षेत्र में न रखें ।

3. यदि किसी अनाधिकृत विभाग या व्यक्ति के द्वारा निपटारन किया जाता है तो यह पर्यावरण (सुरक्षा) धारा १९८६ के अंतर्गत आता है ।

4. **यह उत्पाद ई- अपशिष्ट (प्रबंधन और हथालन) नियम 2011 के अन्तर्गत 13(1) एवं (2) के तहत निर्दिष्ट खतरनाक पदार्थो की आवश्यकता का पालन करता है ।**

5. यह उत्पाद ई-अपशिष (प्रबंधन और हथालन) नियम के तहत निर्दिष खतरनाक पदार्थो की आवश्यकता का पालन करता है I MoEF & CC भारत सरकार द्वारा प्रकाशित (भारतीय ई- अपशिष "(प्रबंधन और हथालन))

6. **उपरोक्त पदार्थो के निपटारन के लिए नजदीकी निपटारन संसथान (संकीर्ण क्षेत्र)में कॉल करें। अधिक जानकारी के लिए हमारे 08069379999 / टोल फ्री नंबर 1800-315-9999 पर कॉल करें. सभी संग्रहण केंद्र व पिक-अप की सुविधाएं किसी थर्ड- पार्टी जो "LG Electronics India Pvt. Ltd. "को अपनी सेवाएं प्रदान कर रही हों, से करवाएं । ज्यादा जानकारी के लिए देखें वेब:साईट - http://www.lg.com/in**

Warranty

The LG Air Purifier comes with 12 months warranty from the date of purchase of the product, **provided always that the warranty card bears the rubber stamp, date and signature of our Authorized Dealer.**

Terms & Condition

1. The warranty is confined to the first purchaser of the Air Purifier only & is non-transferable.
2. Repairs under warranty shall be carried out by an authorized service personnel only. The details of centralized help lines are attached.
3. 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.
4. The concerned authorized service center will advise the customer whether to effect the repairs at site or at the authorized service center.
5. Call registered with the centralized helpline wherein only cleaning of the unit/parts in the unit due to dust accumulation on portions of the unit, are not to be considered as defects.
6. 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.
7. 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.
8. The 12 months warranty is applicable on the product only, except the replaceable filters.
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 Air Purifier. 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.
14. The unit shall be operated with variation of ±10% of rated voltage at 50Hz.

This 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. The warranty is not applicable on the replaceable filters.
5. Defects are caused by improper or reckless use, which shall be determined by the company personnel.
6. Any repair work is carried out by persons other than authorized service personnel.
7. 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.
8. The warranty is not valid in case, the serial number is deleted, defected or altered. Damage to the product or any part/s due to transportation or shifting is not covered by warranty.
9. This warranty will automatically terminate on the expiry of the warranty period of 12 months, even if the Air Purifier may not be in use for any time during the warranty period for any reason.
10. Only courts in state of Delhi and places where LGEIL has its branch office shall have the jurisdiction for setting any claims, disputes arising under the warranty.



Customer's Copy

Name of Purchaser : _____

Invoice No. and Date : _____

Model : _____

Sr. No. Unit : _____

Name & Address of the Seller (LG / Authorised Dealer) :

_____

_____



Dealer's Copy

Name of Purchaser : _____

Invoice No. and Date : _____

Model : _____

Sr. No. Unit : _____

Name & Address of the Seller (LG / Authorised Dealer) :

_____

_____

MEMO

MEMO

MEMO


LG
Life's Good