



ENGLISH

# OWNER'S MANUAL

# HOUSEHOLD

# REFRIGERATOR-FREEZER

Please read this owner's manual thoroughly before operating and keep it handy for reference at all times.

K336NS15



MFL67704809\_Rev.00

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## PRODUCT FEATURES

\* Depending on the model, some of the following functions may not be available.



### DOOR ALARM

The Door Alarm function is designed to prevent refrigerator malfunctioning that could occur if a refrigerator door or freezer door remains open. If a refrigerator door or freezer door is left open for more than 60 seconds, a warning alarm sounds in 30 second intervals until it is closed.



### AUTO CLOSING HINGE

The refrigerator doors close automatically with a slight push. (The door only closes automatically when it is open at an angle less than 30°.)

## IMPORTANT SAFETY INSTRUCTIONS

### ***READ ALL INSTRUCTIONS BEFORE USING THE APPLIANCE.***

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



This is the safety alert symbol. It alerts you to safety messages that inform you of hazards that can kill or hurt you or others, or cause damage to the product.

All safety messages will be preceded by the safety alert symbol and the hazard signal word **WARNING** or **CAUTION**. These words mean:



**WARNING** You can be killed or seriously injured if you do not follow instructions.



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



**WARNING**

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

#### **Power**

- NEVER unplug your refrigerator by pulling on the power cord. Always grip the plug firmly and pull it straight out from the outlet.
- If the supply cord is damaged, it must be replaced by the manufacturer or its service agent or a similarly qualified person in order to avoid a hazard. Do not use a cord that shows cracks or abrasion damage along its length or at either the plug or connector end.
- Do not use an uncertified power outlet.
- Unplug the power plug immediately in the event of a blackout or thunderstorm.
- Plug in the power plug with the power cord facing downward.

#### **Installation**

- Contact an authorized service center when you install or relocate the refrigerator.
- When moving your refrigerator away from the wall, be careful not to roll over or damage the power cord.
- Connect this product to a dedicated grounded electric outlet conforming with the rating prior to use. It is the user's responsibility to replace a standard 2-prong wall outlet with a standard 3-prong wall outlet.
- Do not install the refrigerator where there may be a danger of it falling. Installation on a non sturdy timber floor may cause difficulty in door alignment and cause the cabinet to deform.

#### **Use**

- DO NOT allow children to climb, stand, or hang on the refrigerator doors or shelves in the refrigerator. They could damage the refrigerator and seriously injure themselves.
- Where fitted, do not place heavy objects on the dispenser of the refrigerator or hang onto it.
- Do not place heavy or dangerous objects (bottles or vases with liquid) on the refrigerator.
- Do not put live animals inside of the refrigerator.
- Do not allow children to climb into the product when it is in or out of use.
- In the event of a gas leak (propane/LPG), ventilate sufficiently and contact an authorized service center before use. Do not touch or disassemble the electric outlet of the refrigerator.
- In the event of a refrigerant leak, move flammable objects away from the refrigerator. Ventilate sufficiently and contact an authorized service center.
- Do not use or place flammable substances (chemicals, medicine, cosmetics, etc) near the refrigerator or store them inside the refrigerator. Do not place the refrigerator in the vicinity of flammable gas.

**READ ALL INSTRUCTIONS BEFORE USING THE APPLIANCE.**

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

- This appliance is intended to be used in household and similar applications such as
  - Staff kitchen areas in shops, offices and other working environments;
  - Farm houses and by clients in hotels, motels and other residential type environments;
  - Bed and breakfast type environments;
  - Catering and similar non-retail applications.
- Do not use this product for special purposes or mobile applications (storage of medicine or test materials or on ships, etc).
- Unplug the power plug before cleaning or repairing the refrigerator.
- If the refrigerator is fitted with light bulbs and require replacing, unplug the refrigerator or turn off the power before doing so.
- Do not modify or extend the power cord.
- Do not use a hair dryer to dry the interior. Do not light a candle to remove any interior odor.
- For your safety, this appliance must be properly grounded. Have the wall outlet and the circuit checked by a qualified electrician to make sure the outlet is properly grounded.
- Do not use an outlet that can be turned off via a remote switch. Do not use an extension cord. It is the user's responsibility to replace a standard 2-prong wall outlet with a standard 3-prong wall outlet.
- Do not, under any circumstances, cut or remove the third (ground) prong from the power cord.
- Do not use an adapter plug and plug the power plug into a multi-outlet extension cord.
- Disconnect the power cord immediately if you hear a noise, smell a strange odor or detect smoke.
- Turn the power off if dust or water from above or below penetrates into the refrigerator. Call a service agent.
- Do not disassemble or modify the refrigerator.
- Do not put hands, feet, or metal objects below or behind the refrigerator.
- Do not operate the refrigerator or touch the power cord with wet hands.
- In refrigerators with automatic icemakers, avoid contact with the moving parts of the ejector mechanism or with the heating element that releases the cubes. Do not place fingers or hands on the automatic ice-making mechanism while the refrigerator is plugged in.
- When dispensing ice from the dispenser, do not use crystal ceramics.
- Do not touch the cold surfaces in the freezer compartment with wet or damp hands, when your refrigerator is in operation.
- Do not put glass containers, glass bottles or beverage cans in the freezer.
- Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.
- 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 the use of the appliance by a person responsible for their safety.
- Do not refreeze frozen foods that have thawed completely. It may result in serious health issues.
- If you are throwing away your old refrigerator, make sure the CFC coolant is removed for proper disposal by a qualified servicer. If you release CFC coolant, you may be fined or imprisoned in accordance with the relevant environmental law.
- Disposed or abandoned refrigerators are dangerous, even if they are sitting for only a few days. When disposing the refrigerator, remove the packing materials from the door or take off the doors but leave the shelves in place so that children may not easily climb inside.
- If the refrigerant gas has leaked, do not touch the refrigerator or the power outlet and ventilate the room immediately. A spark could trigger an explosion causing a fire or burns. Because this refrigerator uses natural gas (isobutene, R600a) as the environment-friendly refrigerant, even a small amount (50~80g) is combustible. If gas leaks from severe damage during delivering, installing or using the refrigerator, any spark may cause fire or burns.
- If there is a damage of the drawer rail or if the operation is not fluent, do not use it, and contact the servcie center to receive service before using it.
- When you open or close the door of the product, it may cause injury to nearby people, so be carfeul.

**READ ALL INSTRUCTIONS BEFORE USING THE APPLIANCE.**

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

** CAUTION****Installation**

- The refrigerator must be properly installed in accordance with the Installer Instructions that were taped to the front of the refrigerator.
- Be careful when you unpack and install the refrigerator. Immediately dispose of packing materials (plastic) out of reach of children.

**Use**

- Close the doors carefully when children are around.
- Keep fingers out of pinch point areas; clearances between the doors and cabinets are necessarily small. Be careful closing doors when children are in the area.
- If food is stacked or stored poorly on the shelves, it may fall and cause injury when the door is opened.
- Do not move refrigerator while the refrigerator is operating. A Compressor rattling noise may occur as a result and will only stop when the compressor cycles off, or when the power to the unit is turned off and back on again. (This is normal and will not impact on the performance or the life of the compressor. The rattling will stop after the compressor comes to a rest.)

**Maintenance**

- Do not use strong detergents like wax or thinners for cleaning. Clean with a soft fabric.
- Wipe foreign objects (dust, water, etc) off the prongs of the power plug and contact areas before connecting.

** WARNING**

- Use drinkable water for ice making.

** WARNING**

- Keep ventilation openings, in the appliance enclosure or in the built-in structure, clear of obstruction.
- Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.
- Do not damage the refrigerant circuit.
- Do not use electrical appliances inside the food storage compartments of the appliance, unless they are of the type recommended by the manufacturer.
- The refrigerant and insulation blowing gas used in the appliance require special disposal procedures. When disposal, please consult with service agent or a similarly qualified person.



This appliance contains a small amount of isobutane refrigerant (R600a), natural gas with high environmental compatibility, but it is also combustible. When transporting and installing the appliance, care should be taken to ensure that no parts of the refrigerating circuit are damaged. Refrigerant squirting out of the pipes could ignite or cause an eye injury. If a leak is detected, avoid any naked flames or potential sources of ignition and air the room in which the appliance is standing for several minutes.

In order to avoid the creation of a flammable gas air mixture if a leak in the refrigerating circuit occurs, the size of the room in which the appliance may be sited depends on the amount of refrigerant used. The room must be 1m<sup>2</sup> in size for every 8g of R600a refrigerant inside the appliance. The amount of refrigerant in your particular appliance is shown on the identification plate inside the appliance. Never start up an appliance showing any signs of damage. If in doubt, consult your dealer.

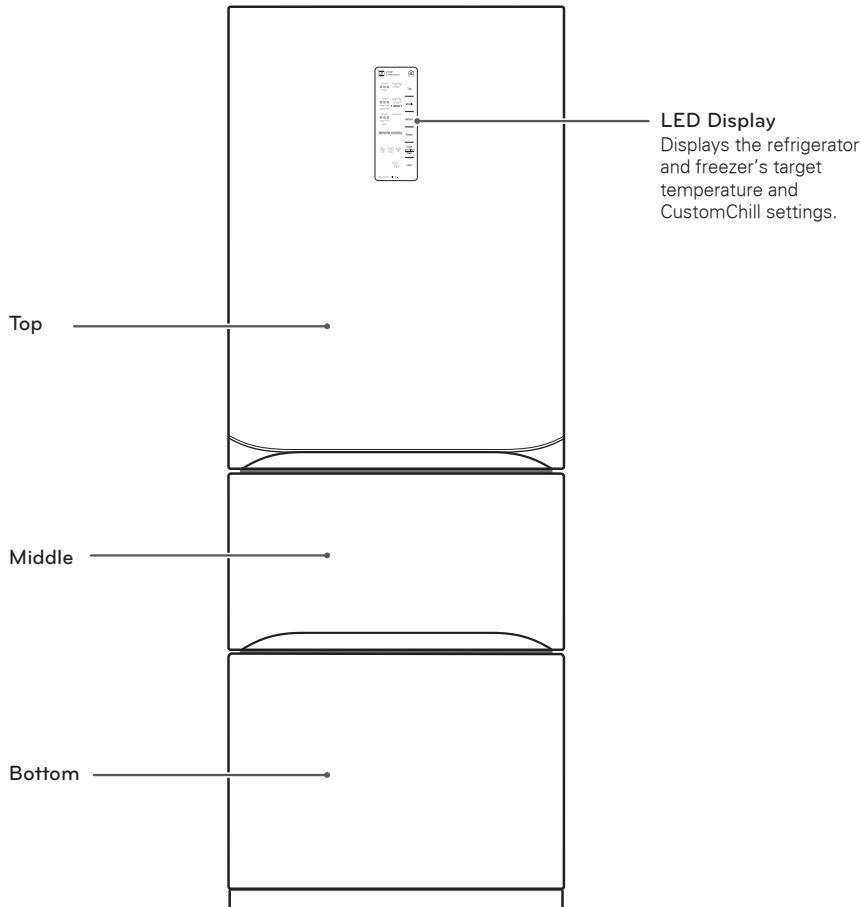
**SAVE THESE INSTRUCTIONS**

# COMPONENTS

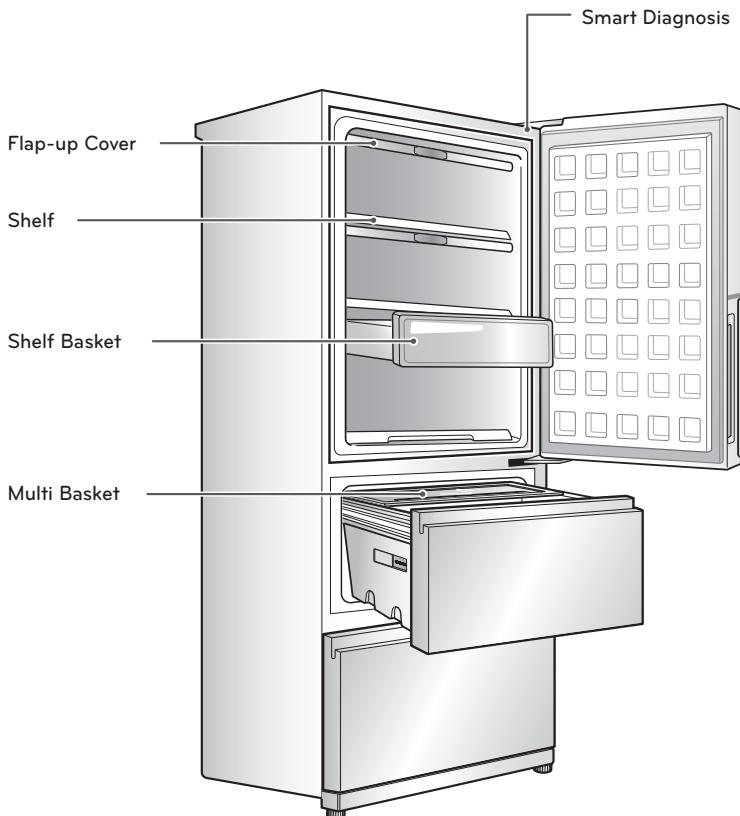
Use this page to become more familiar with the parts and features of your refrigerator. Page references are included for your convenience.

\*The appearance and specifications of the actual product may differ depending on the model.

## Refrigerator Exterior (Applicable to some models only)



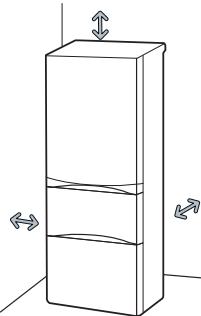
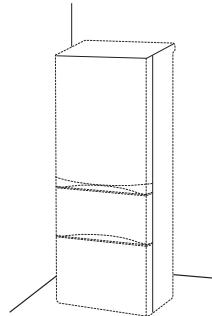
## Refrigerator Interior (Applicable to some models only)



# INSTALLATION

## Installation Overview

Please read the following installation instructions first after purchasing this product or transporting it to another location.



1 Unpacking your refrigerator

2 Choosing the proper location

## Unpacking Your Refrigerator

### **WARNING**

- Use two or more people to move and install the refrigerator. Failure to do so can result in back or other injury.
- Your refrigerator is heavy. When moving the refrigerator for cleaning or service, be sure to protect the floor. Always pull the refrigerator straight out when moving it. Do not wiggle or walk the refrigerator when trying to move it, as floor damage could occur. Wind the leveling feet up first so that the unit is on its rollers.
- Keep flammable materials and vapors, such as gasoline, away from the refrigerator. Failure to do so can result in fire, explosion, or death.

Remove tape and any temporary labels from your refrigerator before using. Do not remove any warning-type labels, the model and serial number label, or the Tech Sheet that is located under the front of the refrigerator.

To remove any remaining tape or glue, rub the area briskly with your thumb. Tape or glue residue can also be easily removed by rubbing a small amount of liquid dish soap over the adhesive with your fingers. Wipe with warm water and dry.

Do not use sharp instruments, rubbing alcohol, flammable fluids, or abrasive cleaners to remove tape or glue. These products can damage the surface of your refrigerator.

Refrigerator shelves are installed in the shipping position. Please reinstall shelves according to your individual storage needs.

## Choosing the Proper Location

- The refrigerator should always be plugged into its own individual properly grounded electrical outlet rated for 220 Volts, 60 Hz, AC only, and fused at 15 or 20 amperes. This provides the best performance and also prevents overloading house wiring circuits which could cause a fire hazard from overheated wires. It is recommended that a separate circuit serving only this appliance be provided.

### **WARNING**

To reduce the risk of electric shock, do not install the refrigerator in a wet or damp area. do not install in any outdoor or sheltered outdoor location or direct sunlight.

## Flooring

To avoid noise and vibration, the unit must be leveled and installed on a solidly constructed floor. If required, adjust the leveling legs to compensate for unevenness of the floor. The front should be slightly higher than the rear to aid in door closing. Leveling legs can be turned easily by tipping the cabinet slightly. Turn the leveling legs to the left to raise the unit or to the right to lower it. Poorly constructed timber flooring can cause a limit in door adjustment and the cabinet to become out of shape. (See Leveling and door Allgnment.)

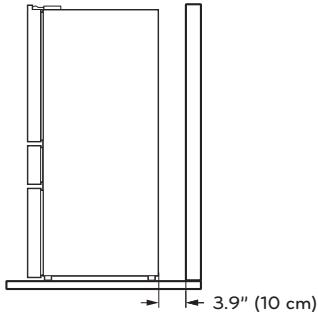
### **NOTE**

Installing on carpeting, soft tile surfaces, a platform or weakly supported structure is not recommended.

## Ambient Temperature

Install this appliance in an indoor area where the temperature is between 41°F (5°C) and 110°F (43°C). If the temperature around the appliance is too low or high, the cooling ability may be adversely affected.

- 1 Place your appliance where it is easy to use.
- 2 Avoid placing the unit near heat sources, direct sunlight or moisture.
- 3 To ensure proper air circulation around the fridge-freezer, please maintain sufficient space on both the sides as well as top and maintain at least 3.9 inches (10cm) from the rear wall.
- 4 To avoid vibrations, the appliance must be leveled.
- 5 Don't install the appliance below 41°F (5°C). It may affect the performance.



## Turning On The Power

Plug in the refrigerator.

### CAUTION

- Connect to a rated power outlet.
- Have a certified electrician check the wall outlet and wiring for proper grounding.
- Do not damage or cut off the ground terminal of the power plug.

# HOW TO USE

## Before use



### Clean the refrigerator.

Clean your refrigerator thoroughly and wipe off all dust that may have accumulated during shipping.



### CAUTION

- Do not scratch the refrigerator with a sharp object or use a detergent that contains alcohol, a flammable liquid or an abrasive when removing any tape or adhesive from the refrigerator.,
- Do not peel off the model or serial number label or the technical information on the rear surface of the refrigerator.



### NOTE

Remove adhesive residue by wiping it off with your thumb or dishwashing detergent.



### Connect the power supply.

Check if the power supply is connected before use.

Read the "Turning On The Power" section. (Your plug type might be different from the picture.)



### Wait for the refrigerator to cool.

Allow your refrigerator to run for at least three to four hours before putting food in it. Check the flow of cold air in the freezer compartment to ensure proper cooling.



### CAUTION

Putting food in the refrigerator before it has cooled could cause the food to spoil, or a bad odor could remain inside the refrigerator.



### The refrigerator makes a loud noise after initial operation.

This is normal. The loudness will decrease as the temperature lowers.

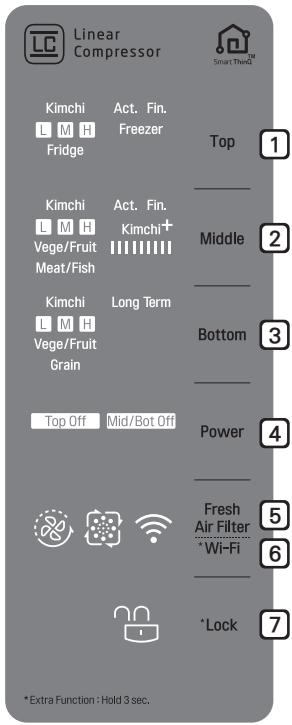


### Before Plugging in, open the refrigerator doors to ventilate the interior.

The inside of the refrigerator may smell like plastic at first. Remove any adhesive tape from inside the refrigerator and open the refrigerator doors for ventilation until any odors have subsided.

## Control Panel (Applicable to some models only)

### Control Panel Features



#### 1 Top

- This sets Kimchi, Fridge, Freezer and Act.

#### 2 Middle

- This sets Kimchi, Vege/Fruit, Meat/Fish, Kimchi+ and Act.

#### 3 Bottom

- This sets Kimchi, Vege/Fruit, Grain and Long Term.

#### 4 Power

- This sets the power off of the Top or Middle/Bottom.

#### 5 Fresh Air Filter

- This sets the Fresh Air Filter.

#### 6 Wi-Fi

- This sets the refrigerator to connect to your home's Wi-Fi network.

#### 7 Lock

- This locks the buttons on the control panel.

### Notes for Use of the Control Panel

- The control panel will turn on in any of the following cases.
  - When the power is turned on
  - When a button is pressed
  - When the appliance door is opened
- The control panel will turn off automatically for energy saving in any of the following cases.
  - When one minute has passed after turning on the power
  - When no button operation is carried out for 60 seconds after a desired button is pressed
  - When 60 seconds has passed after the appliance door is opened and closed
- When the power-saving function is operational, the control panel window will turn off except the Lock lamp.

### Act.(Activation)

- This function detects the external temperature and then ripens Kimchi.
- Select another function if you wish to cancel "Act.".
- If you set the Ripen function, "Act." will be turned on.
- Once Ripen has been completed, "Act. Fin." will be turned on and Kimchi M will be set.
- If you press the Lock button when Ripen has been completed, "Act. Fin." will be turned off.

#### ! NOTE

The completion time is subject to change depending on seasonality, surrounding temperature and Kimchi temperature.

### Setting Functions

- Select the button for your desired function.
- Each time you press the button, the following functions will show up sequentially:

#### [Top]

Kimchi : M → H → L  
 ➔ Fridge : M → H → L ➔ Freezer ➔ Act.

#### [Middle]

Kimchi : M → H → L  
 ➔ Vege/Fruit : M → H → L ➔ Meat/Fish  
 ➔ Kimchi+ ➔ Act.

#### [Bottom]

Kimchi : M → H → L  
 ➔ Vege/Fruit : M → H → L ➔ Grain  
 ➔ Long Term

### Fridge

- Stores refrigerated foods.

#### ! NOTE

If you store Kimchi after setting the Fridge, the Kimchi will get sour in taste fast.

### Freezer

- Stores frozen foods.

#### ! NOTE

If you store Kimchi after setting the Freezer, the Kimchi will get frozen.

### Vege/Fruit

- You can store vegetables and fruits and keep them fresh for a long time.

## Meat/Fish

- You can store meat and fish and keep them fresh.



### NOTE

If you store Kimchi after setting Meat/Fish, the Kimchi will get frozen.

## Kimchi+

- Implement a temperature at which Leuconostoc grows well and then cool rapidly so that Kimchi can be stored preserving good taste for a long time.
- The gauge displays the degree of ripeness. Once the gauge gets filled up, help yourself to Kimchi. (About 6 days are required.)
- Apply to freshly prepared Kimchi only.



### NOTE

- Apply once only. If you apply twice or more times, Kimchi may get sour in taste.
- Notice) Apply to cabbage Kimchi. Lightly-salted Kimchi can get frozen.

## Long Term

- Minimizes changes in taste in order to store Kimchi for a long time.

## Fresh Air Filter

- This is the function to quickly circulate the air inside the refrigerator for deodorization inside the refrigerator.

## Wi-Fi

- The Wi-Fi button, when used with the LG Smart ThinQ application, allows the refrigerator to connect to a home Wi-Fi network.
- The Wi-Fi icon shows the status of the refrigerator's network connection. The icon illuminates when the refrigerator is connected to the Wi-Fi network.
- Press and hold the Wi-Fi button for 3 seconds to connect to the network. The icon blinks while the connection is being made, then turns on once the connection is successfully made.

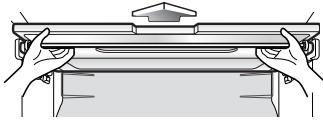
## Adjusting the Refrigerator Shelves

The shelves in your refrigerator are adjustable to meet your individual storage needs. Your model may have either glass or wire shelves.

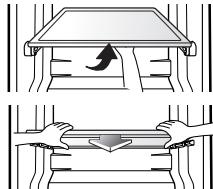
Adjusting the shelves to fit different heights of items will make finding the exact item you want easier. Doing so will also reduce the amount of time the refrigerator door is open which will save energy.

### Detaching the Shelf

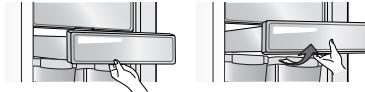
- Hold one side of the shelf and pull it out while squeezing it to the other side.



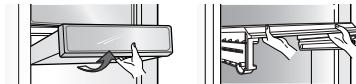
- Lift the rear part slightly and pull it out.



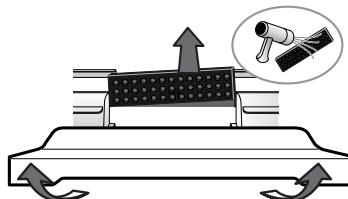
- When removing the upper 3rd-layer basket, lift the basket up slightly and pull it out. When reinserting the basket, align it with the grooves at both ends and push it inside. (Remove all content inside the baskets before removing it from the refrigerator.)



- When removing the shelf, remove all content on it, pull the basket all the way out, hold the front of the shelf with both hands, lift it up at an angle and pull it out.



- After removing the 4th-layer shelf at the left/right compartments, hold the deodorizer with the hand and remove it from the back wall of the refrigerator. The deodorizer is reusable.



※ Gently lift and pull out the shelf.

※ Depending on the model, the shelves and cold insulation cover may not be present or differ from the figures in their shapes.

## CustomChill Drawer

The CustomChill Drawer provides storage space with a variable temperature control that can be adjusted to keep the compartment either colder or warmer than the refrigerator.

Use it to store meat and seafood, cold drinks, deli snacks, or chilled wine.

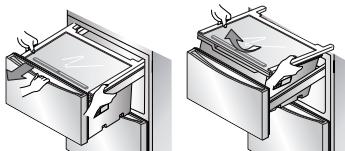
## CustomChill Drawer Disassembly

### The Mid Drawer

Raise the Mid drawer slightly, lift the basket up and remove it while the roller is pulled out halfway. (The basket is released when the upper door is open.)

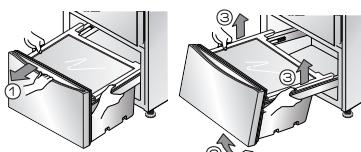
When reinserting the basket, put the basket in while the roller is pulled out halfway, lift the drawer up slightly, align it with the roller, and push it in.

- When removing or mounting the middle drawer, be sure to open the door at the upper compartment.



### The Bottom Drawer

- Open the drawer completely.
- Pull up the drawer slightly and pull it out. (When you hear the knocking sound, the drawer will no longer be pulled or pushed.)
- Remove the Bottom drawer by lifting it with full power as shown in the figure.

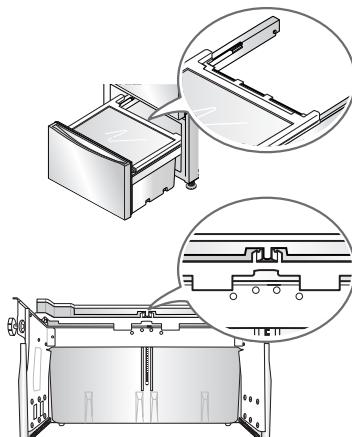


When reinserting the basket, insert the drawer to the refrigerator and lift the left roller of the drawer to align and push it in. If you hear a knocking sound, lift it up slightly and keep pushing it in.

- When removing or mounting the middle drawer, be sure to open the doors at the left/right compartments.
- You need to remove the baskets together with the middle/lower drawers. Removing only the baskets is impossible.

### CAUTION

- When removing the lower drawer, be careful as you may hurt your foot.
- The lower doors may be heavy, and your back may be hurt when removing them. Be sure to remove the content before removing them.



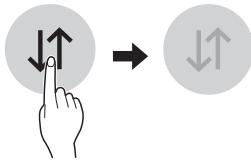
# SMART FUNCTIONS

## Using LG SmartThinQ Application

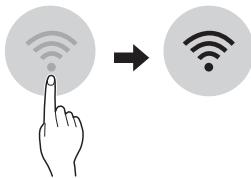
### Things to check before using LG SmartThinQ

- For appliances with the  or  logo

- 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 register or installation may fail.
- 2 Turn off the **Mobile data** or **Cellular Data** on your smartphone.
  - For iPhones, turn data off by going to **Settings** → **Cellular** → **Cellular Data**.



- 3 Connect your smartphone to the wireless router.



### ! NOTE

- To verify the Wi-Fi connection, check that **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 SmartThinQ 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.
- The appliance cannot be registered due to problems with the wireless signal transmission. Unplug the appliance and wait about a minute before trying again.
- If the firewall on your wireless router is enabled, disable the firewall or add an exception to it.
- The wireless network name (SSID) should be a combination of English letters and numbers.  
(Do not use special characters.)
- Smartphone user interface (UI) may vary depending on the mobile operating system (OS) and the manufacturer.
- If the security protocol of the router is set to **WEP**, you may fail to set up the network.  
Please change it to other security protocols (**WPA2** is recommended) and register the product again.

## Installing LG SmartThinQ

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



### NOTE

- If you choose the simple login to access the LG SmartThinQ application, you must go through the appliance registration process each time you change your smartphone or reinstall the application.

## Wi-Fi Function

- For appliances with the  or  logo

Communicate with the appliance from a smart phone using the convenient smart features.

## Firmware Update

Keep the appliance performance updated.

## Smart Diagnosis™

If you use the Smart Diagnosis function, you will be provided with the useful information such as a correct way of using the appliance based on the pattern of use.

## Settings

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



### NOTE

- If you change your wireless router, your Internet service provider or your password after registering the appliance, please delete it from the LG SmartThinQ **Settings** → **Edit Product** and register again.
- The application is subject to change for appliance improvement purposes without notice to users.
- Functions may vary by model.

## Open Source Software Notice Information

To obtain the source code under GPL, LGPL, MPL, and other open source licenses, that is contained in this product, please visit <http://opensource.lge.com>.

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## Smart Diagnosis™ Using a Smart Phone

- For appliances with the  or  logo

Use this function if you need an accurate diagnosis by an LG Electronics customer information centre when the appliance malfunctions or fails.

Smart Diagnosis™ can not be activated unless the appliance is connected to power. If the appliance is unable to turn on, then troubleshooting must be done without using Smart Diagnosis™.

## Using Smart Diagnosis™

### Smart Diagnosis™ Through the Customer Information Centre

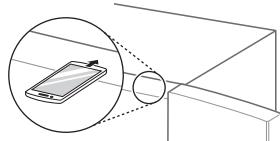
Use this function if you need an accurate diagnosis by an LG Electronics customer information center when the appliance malfunctions or fails. Use this function only to contact the service representative, not during normal operation.

- 1 Press the Lock button to activate the lock function.
  - If the lock function has been activated already, press the Lock button to deactivate the lock function, and then press the Lock button again to activate the lock function.
  - Please note that the Smart Diagnosis function will not operate until five minutes has passed since the lock function was activated.

\* Lock



- 2 Open the top door and then hold the phone on the upper right speaker hole.
  - Position the phone so that its microphone is aligned with the speaker hole.



- 3 Press and hold the Bottom button for three seconds or longer while continuing to hold your phone to the speaker.
- 4 After the data transfer is complete, the service agent will explain the result of the Smart Diagnosis™.

### ! NOTE

- Position the phone so that its microphone is aligned with the speaker hole.
- The Smart Diagnosis™ sound is generated after around three seconds.
- Do not take the phone off the speaker hole while the data is transmitted.
- Hold the phone to the upper right speaker hole and wait while the data is transmitted.
- The data transfer sound may be harsh to the ear while the Smart Diagnosis™ data is being transmitted, but do not take the phone off the speaker hole for accurate diagnosis until the data transfer sound has stopped.
- When the data transfer is complete, the transfer completion message is displayed and the control panel is automatically turned off and then on again after a few seconds. After the customer information centre explains the diagnosis result.
- The Smart Diagnosis™ function depends on the local call quality.
- The communication performance will improve and you can transmit a better signal if you use a land line home phone.
- If the Smart Diagnosis™ data transfer is poor due to poor call quality, you may not receive the best Smart Diagnosis™ service.

# MAINTENANCE

## Cleaning

- Both the refrigerator and freezer sections defrost automatically; however, clean both sections about once a month to prevent odors.
- Wipe up spills immediately.
- Always unplug the refrigeration before cleaning.

### General Cleaning Tips

- Unplug refrigerator or disconnect power.
- Remove all removable parts, such as shelves, crispers, etc.
- Use a clean sponge or soft cloth and a mild detergent in only warm water. Do not use abrasive or harsh cleaners.
- Hand wash, rinse and dry all surfaces thoroughly.

### Exterior

Waxing external painted metal surfaces helps provide rust protection. Do not wax plastic parts. Wax painted metal surfaces at least twice a year using appliance wax (or auto paste wax). Apply wax with a clean, soft cloth.

For products with a stainless steel exterior, use a clean sponge or soft cloth and a mild detergent in warm water. Do not use abrasive or harsh cleaners. Dry thoroughly with a soft cloth.



### WARNING

Use non-flammable cleaner. Failure to do so can result in fire, explosion, or death. Always remove power cord from the wall outlet prior to cleaning in the vicinity of electrical parts (lamps, switches, covers, controls, etc.).

Wipe up excess moisture with a sponge or cloth to prevent water or liquid from getting into any electrical part and causing an electric shock.

Never use metallic scouring pads, brushes, coarse abrasive cleaners, Strong alkaline solutions, industrial detergent (bleach containing detergent) Flammable or toxic cleaning liquids on any surface. Do not use Hot water to clean the interior or any interior parts of the unit when they are cold.



### CAUTION

- Do not use a rough cloth or sponge when cleaning the interior and exterior of the refrigerator.
- Do not place your hand on the bottom surface of the refrigerator when opening and closing.

### Inside Walls (allow freezer to warm up so the cloth will not stick)

To help remove odors, you can wash the inside of the refrigerator with a mixture of baking soda and warm water. Mix 2 tablespoons of baking soda to 1 litre of warm water. Be sure the baking soda is completely dissolved so it does not scratch the surfaces of the refrigerator.

### Door Liners and Gaskets

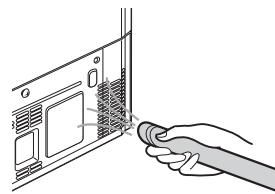
Use a clean sponge or soft cloth and a mild detergent in warm water. Do not use cleaning waxes, concentrated detergents, bleaches, or cleaners containing petroleum on plastic refrigerator parts.

### Plastic Parts (covers and panels)

Use a clean sponge or soft cloth and a mild detergent in warm water. Do not use window sprays, abrasive cleansers, or flammable fluids. These can scratch or damage the material.

### Condenser Coil Cover

Use a vacuum cleaner with an attachment to clean the condenser cover and vents located at the rear of the appliance. Do not remove the panel covering the condenser coil area. Always disconnect the main power before cleaning.



## TROUBLESHOOTING

Review the Troubleshooting section before calling for service; doing so will save you both time and money.

Problem	Possible Causes	Solutions
There is no refrigeration or freezing.	Is there a power interruption?	Check the power of other appliances.
	If the power plug unplugged from the outlet?	Plug the power plug in the outlet properly.
	Is the power supply 220 V?	If it is 110 V, then use a transformer.
	If you are using a transformer, is the power lamp off?	Turn on the power lamp for the transformer.
There is poor refrigeration or freezing.	Is the storage temperature set to 'L'?	Set it to 'M'.
	Is the fridge or freezer temperature set to its warmest setting?	Set the fridge or freezer temperature to 'M'.
	Is the appliance in direct sunlight, or is it near a heat generating object such as cooking oven or heater?	Check the installation area and reinstall it away from heat generating objects.
	Did you store hot food without cooling it first?	Cool the hot food first before putting it inside the fridge or freezer.
	Did you put in too much food?	Maintain an appropriate space between food.
	Are the appliance doors completely closed?	Completely close the door and make sure that stored food is not obstructing in the door.
	Is there enough space around the appliance?	Adjust the installation position to make enough space around the appliance.
	Did you install the product where the ambient temperature is between 5°C and 43°C?	Install the product where the ambient temperature is between 5°C and 43°C.
	Is the control panel set to vegetable/fruit or Grain?	In the Control panel, select the proper function for the type of foods stored.
	Is the middle or bottom shelf incorrectly assembled?	Assemble the middle or bottom shelf correctly.

Problem	Possible Causes	Solutions
Refrigerated foods are frozen.	Is the storage temperature set to 'H'?	Set it to 'M' or lower.
	Did you put moist and easy-tofreeze foods near the cold air exit?	Put them on the outer edge of the shelf.
	Did you put moist and easy-tofreeze foods on the upper shelf of the refrigeration compartment?	Put them on the bottom shelf.
	Is the control panel set to Meat/Fish, Kimchi or Long term?	In the Control panel, select the proper function for the type of foods stored.
	Did you put foods in the container provided?	Put foods in the container provided.
The appliance contains a bad smell.	Is the storage temperature set to 'L'?	Set it to 'M'.
	Did you put in food with a strong smell?	Store foods with strong smells in sealed containers.
	Is the Kimchi container cover open?	Completely close the Kimchi container cover.
The inside lamp in the appliance does not turn on.	Does the inside lamp in the appliance turn off?	It is hard for customers to replace the inside lamp in the appliance as they are not serviceable. If the inside lamp does not turn on, please contact the LG Electronics customer information center.
The appliance door is not closed tightly.	Is the appliance leaning forward?	Adjust the front feet to raise the front side slightly.
	Were the shelves properly assembled?	Refit the shelves if needed.
	Did you close the door with excessive force?	If you apply too much force or speed when closing the door, it may remain briefly open before closing. Make sure that you do not slam the door closed. Close without force.
	Are the foods stored on the shelf touching the ceiling of the product?	Do not let the foods touch the ceiling.
It is difficult to open the appliance door.	Did you open the door right after you closed it?	If you try to open the appliance door within 1 minute after you closed it, you may have difficulties because of the pressure inside the appliance. Try to open the appliance door again in a few minutes so that the internal pressure stabilizes.

Problem	Possible Causes	Solutions
There is condensation inside the appliance or on the bottom of the vegetable drawer cover.	Did you store hot food without cooling it first?	Cool the hot food first before putting it inside the fridge or freezer.
	Did you leave the appliance door open?	Although the condensation will disappear soon after you close the appliance door, you can wipe it with a dry cloth.
	Do you open and close the appliance door frequently?	Condensation can form due to the temperature difference from the outside. Wipe out the dampness with a dry cloth.
	Did you put warm or moist food inside without sealing it in a container?	Store food in a covered or sealed container.
Frost is formed in the compartment set to Freeze.	Doors may not be closed properly?	Check if the food item inside the appliance is blocking the door and make sure that the door is tightly closed.
	Did you store hot food without cooling it first?	Cool the hot food first before putting it inside the fridge or freezer.
	Is the air entry or exit of the freezer blocked?	Make sure that air entry or exit is not blocked so that the air can circulate inside.
	Is the freezer overfilled?	Maintain an appropriate space between items.
Frost or condensation has formed inside or outside the appliance.	Did you open and close the appliance door frequently or is the appliance door improperly closed?	Frosts or condensation can form if the outside air penetrates inside the appliance.
	Is the installation environment humid?	Condensation can appear on the exterior of the appliance if the installation area is too humid or on a humid day such as a rainy day. Wipe off any moisture with a dry cloth.
The appliance is noisy and generates abnormal sounds.	Is the appliance installed on a weak floor or improperly leveled?	Install the appliance on a solid and flat area.
	Does the rear of the appliance touch the wall?	Adjust the installation position to allow enough clearance around the appliance.
	Are objects scattered behind the appliance?	Remove the scattered objects from behind the appliance.
	Is there an object on top of the appliance?	Remove the object on top of the appliance.
The side or front of the appliance is warm.	There are anti condensation pipes fitted to these areas of the appliance to reduce condensation forming from around the door area.	The heat releasing pipe to prevent condensation is installed on the front and side of the appliance. You may feel it particularly hot right after the appliance is installed or during the summer. You can be assured that this is not a problem and is quite normal.

Problem	Possible Causes	Solutions
The bottom side of the product is warm or there is warm air coming from the back.	Did you install the product not too long ago?	Right after installation, the compressor will operate very hard to cool it down quickly. So, you can expect warmth or warm air at the bottom right. After cooling down, the warm air will be gone. So do not worry.
The internal wall of the product is warm.	Did you touch it when the product is operating?	To maintain the optimal temperature, the cold air and the hot air will take turns to control the temperatures, causing the inner wall to be warm. It is not a malfunction, so keep using the product as usual.
Clicking noises	The defrost control will click when the automatic defrost cycle begins and ends. The thermostat control (or appliance control on some models) will also click when cycling on and off.	Normal Operation
Rattling nosies	Rattling noises may come from the flow of refrigerant, the water line on the back of the unit (for plumbed models only), or items stored on top of or around the appliance.	Normal Operation
	Appliance is not resting evenly on the floor.	Floor is weak or uneven or leveling legs need to be adjusted. See the door alignment section.
	Appliance with linear compressor was moved while operating.	Normal operation. If the compressor does not stop rattling after 3 minutes, turn the power to the appliance off and then on again.
Whooshing nosies	Evaporator fan motor is circulating air through the fridge and freezer compartments.	Normal Operation
	Air is being forced over the condenser by the condenser fan.	Normal Operation
Gurgling nosies	Refrigerant flowing through the cooling system	Normal Operation
Popping nosies	Contraction and expansion of the inside walls due to changes in temperature.	Normal Operation
Vibrating	If the side or back of the appliance is touching a cabinet or wall, some of the normal vibrations may make an audible sound.	To eliminate the noise, make sure that the sides and back do not make any contact with any wall or cabinet.

Problem	Possible Causes	Solutions
Kimchi gets sour too quickly.	Is the control panel set to "Act.", "Kimchi+" or "Fridge"?	In the control panel, select the proper function for the type of foods stored.
	Is the control panel set to Fresh Kimchi (MIN)?	Set it to Fresh Kimchi (MID) or higher. Please note that if you select Fresh Kimchi (MAX), Kimchi may get frozen.
	Is the door or shelf closed properly?	Close the door or shelf properly.
There are white fungus on the surface of Kimchi.	Is the Kimchi container cover open?	Close the cover completely. If the cover does not close completely, the Kimchi may contact with air to generate oxidation yeasts (white fungus). Cover up the surface of Kimchi with wraps or hygienic vinyl to store it for a longer time.
The power is off for some compartments.	Is the control panel set to "Top Off" or "Mid/Bot. Off"?	Change to other settings.
Kimchi is soggy and less chewy.	Did you add an adequate amount of salt or seafood seasoning when you made Kimchi?	If you add too little salt then it will look good but the enzyme contained in the Kimchi will make it less chewy and soggy. Also, seafood seasoning can affect Kimchi in terms of ripening it quickly or making it soggy.
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 register your appliance on LG SmartThinQ.
	Mobile data for your smartphone is turned on.	Turn off the <b>Mobile data</b> of your smartphone and register 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 distance between the appliance and the router is too far.	If the distance between the appliance and the router is too far, the signal may be weak and the connection may not be configured correctly. Move the location of the router so that it is closer to the appliance.





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