



# OWNER'S MANUAL

# REFRIGERATOR

# FREEZER

Please read this manual carefully before operating your set and retain it for future reference.



MFL62883374  
Rev.02\_033020

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

Copyright © 2017-2020 LG Electronics Inc. All Rights Reserved

<b>Introduction</b>	Registration _____	4
	Important Safety Instruction _____	4
	Identification of Parts _____	9
<b>Connection</b>	Accessory _____	9
	Installation _____	10
	Connection _____	10
	Dimensions and Clearances _____	11
<b>Operation</b>	Control panel _____	12
	• Temperature control _____	13
	• Express Freeze _____	13
	• Eco Friendly _____	14
	• Self Test _____	14
	• Door Alarm _____	14
	• Lock _____	14
	• Setting Wi-Fi _____	14
	Ice preparation _____	15
	Removal and installation of detachable glass shelf _____	15
	Removal and installation of drawer in refrigeration compartment _____	15
	Removal and installation of drawer in freezing compartment _____	16
Freezer Compartment(Optional) _____	16	
<b>CARE AND MAINTENANCE</b>	Foodstuff storage _____	17
	Cleaning _____	17
	General _____	18
	To Reverse the Doors(Optional) _____	18
	Refrigerator operation features _____	18
<b>Trouble Shooting</b>	Trouble Shooting _____	19
<b>SMART FUNCTIONS</b>	LG ThinQ Application (Optional) _____	21
	Smart Diagnosis _____	22
<b>It is normal</b>	It is normal . . . _____	24

### Registration

The model and serial number are found on the rear of this unit. This number is unique to this unit and not available to others. You should record requested information here and retain this guide as a permanent record of your purchase. Staple your receipt here.

Date of Purchase : \_\_\_\_\_

Dealer Purchased From : \_\_\_\_\_

Dealer Address : \_\_\_\_\_

Dealer Phone No. : \_\_\_\_\_

Model No. : \_\_\_\_\_

Serial No. : \_\_\_\_\_

### Important Safety Instruction

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

#### **▲ WARNING!**

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

#### **▲ CAUTION!**

Indicates an imminently hazardous situation which, minor or moderate injury, or product damage only.

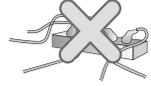
#### **▲ WARNING!**

- Before it is used, this refrigerator must be properly installed and located in accordance with the installation instructions in this document.
- All safety messages will identify the hazard, tell you how to reduce the chance of injury, and tell you what can happen if the instructions are not followed.
- To reduce the risk of fire, electric shock, or injury to persons when using your product, basic safety precautions should be followed, including the following. Read all instructions before using this appliance.
- 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.

### When connecting the power:

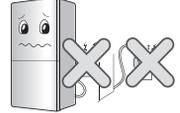
**The dedicated outlet should be used.**

Using several devices at one outlet may cause fire.



The electric leakage breaker may damage food and the dispenser may be leaked.

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



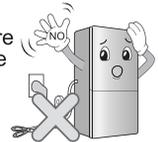
**Do not allow the power cord bent or pressed by the heavy object to be damaged.**

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



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

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



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

It may cause electric shock or injury.



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

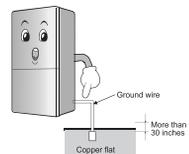
Dust, water or unstable connection may fire or electric shock.



### Make sure of grounding.

**Consult a qualified electrician or service person if the grounding instructions are not completely understood, or if you have doubts on whether the appliance is properly grounded or not.**

The incorrect grounding may cause breakdown and electric shock.



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

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



**When using the fridge-freezer:**

**Do not place the heavy object or the dangerous object (container with liquid) on the fridge-freezer.**

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



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

It may make the fridge-freezer fall down or damage the hands. Especially, do not allow the children to do the above.



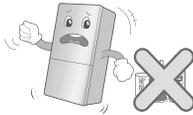
**Do not install the fridge-freezer in the wet place or the place which water or rain splashes.**

Deterioration of insulation of electric parts may cause electric leakage.

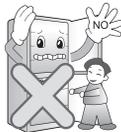


**Do not use or store inflammable materials ether, benzene, alcohol, medicine, LP gas, spray or cosmetics near or in the fridge-freezer.**

It may cause explosion or fire.



**Do not put any living animal in the fridge-freezer.**



**Do not place the lit candle with in the fridge-freezer to deodorize. Do not use drier to dry the inside, nor light a candle to remove odor.**

It may cause explosion or fire.



**Do not store the medicine or the academic materials at the fridge-freezer.**

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



**Use the submerged fridge-freezer after checking it.**

It may cause electric shock or fire.

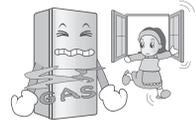


**When gas is leaked, do not touch the fridge-freezer or the outlet and ventilate the room immediately.**

The explosion by spark may cause fire or burn.

If there is a gas leakage (isobutane, propane, natural gas, etc.), do not

touch the appliance or power plug and ventilate the area immediately. This appliance uses a refrigerant gas (isobutane, R600a). Although it uses a small amount of the gas, it is still combustible gas. Gas leakage during appliance transport, installation or operation can cause fire, explosion or injury if sparks are caused.



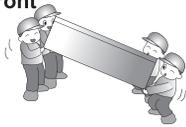
**Do not spray water at the outside or the inside of the fridge-freezer or do not clean it with benzene or thinner.**

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



**Carry the fridge-freezer with the handle bar at the bottom of the front and the top of the rear.**

Otherwise, your hands may be slipped to cause injury.



**Because opening or closing the door of the fridge-freezer may cause injury to the person around it, be careful, please.**

Opening or closing the door may cause feet or hands to be caught in the chink in door or the child to be get hurt by the corner.



**When any strange smell or smoke is detected from the fridge-freezer, disconnect the power plug immediately and contact to the service center.**

It may cause fire.



**Do not allow any person except the qualified engineer to disassemble, repair or alter the fridge-freezer.**

It may cause injury, electric shock or fire.



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

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



**When disposing the fridge-freezer, remove the packing materials from the door.**

It may cause to lock out the child.



**Install the fridge-freezer on the solid and level floor.**

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



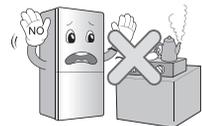
**Do not insert the hands or the metal stick into the exit of cool air, the cover, the bottom of the fridge-freezer, the heatproof grill (exhaust hole) at the backside.**

It may cause electric shock or injury.



**Avoid the heating devices. Install in places away from the fire such as the place where flammable gas is leaked.**

It may cause fire.



**Do not insert the hands into the bottom of the fridge-freezer.**

The iron plate of the bottom may cause injury.



**Exclude ingress of fats and oils (including vegetable) onto plastic parts of the refrigerator.**

This causes their spoilage and destruction.



**⚠ CAUTION!**

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

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

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



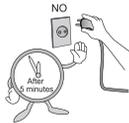
Do not touch food or containers at the freezer with wet hands.

It may cause frostbite.



Wait for 5 minutes or longer when reconnecting the plug.

It may cause the operation of the freezer to fail.



Pull out the power plug not by grasping the cord but the plug of its end.

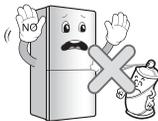
It may cause electric shock or short circuit to fire.



Do not use the combustible spray near the fridge-freezer.

Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.

It may cause fire.



Unplug the power plug when cleaning, handling or replacing the interior lamp of the fridge-freezer.

It may cause electric shock or injury.

When replacing the interior lamp of the fridge-freezer, make sure that the rubber ring for preventing the electric spark within the socket is not taken off.



In case of thunder and lightning, or not in use for along period of time, detach the power plug.

There is a danger of electric shock or fire.



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

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



Upon opening or closing of the door, unstable objects may overturn, fall, and result in injury.

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



The power outlet should be easily accessible for the event of necessary quick disconnection.

When one door of the refrigerator is closed abruptly, another door may open, since the refrigerator compartments are connected by air ducts.

**⚠ CAUTION!**

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.

**⚠ CAUTION!**

This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

**Children should be supervised to ensure that they do not play with the appliance.**

If the appliance is equipped with a lock (some countries only), keep the key out of reach of children.

**⚠ WARNING!**

Keep ventilation openings, in the appliance enclosure or in the built-in structure, clear of obstruction.

**⚠ WARNING!**

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.

**⚠ WARNING!**

Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.

**⚠ WARNING!**

Do not damage the refrigerant circuit.

**⚠ WARNING!**

Do not use electrical appliances inside the food storage compartments of the appliance, unless the yare of the type recommended by the manufacturer.

**Risk of Fire and Flammable Materials**

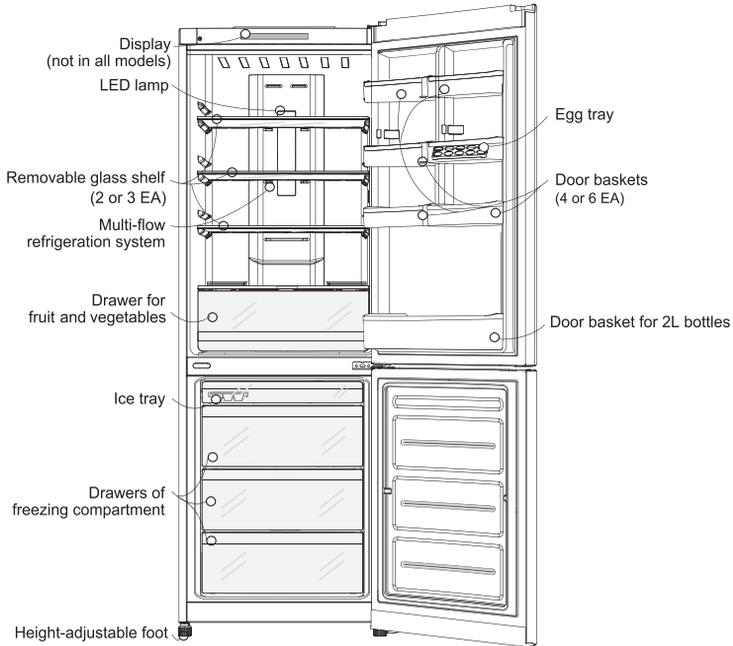


This symbol alerts you to flammable materials that can ignite and cause a fire if you do not take care.

- This appliance contains a small amount of isobutane refrigerant (R600a), 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.
- 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 is used should correspond to the amount of refrigerant used. The room must be 1 m<sup>2</sup> in size for every 8 g of R600a refrigerant inside the appliance.
- When positioning the appliance, ensure the supply cord is not trapped or damaged.
- Do not locate multiple portable socket-outlets or portable power supplies at the rear of the appliance.

Never start up an appliance showing any signs of damage. If in doubt, consult your dealer.

## Identification of Parts



### NOTE

Parts, features, and options vary by model. Your model may not include every option.

### Accessory

\*1: This feature is only available on some models.



- ❶ Cover Hinge\*1
- ❷ Cap Cover\*1
- ❸ Hinge\*1

## INSTALLATION

- Choose the suitable place. Locate the refrigerator in a place convenient for its use;
- The refrigerator is not a built-in appliance. Free space not less than 5 cm should be provided from above, from its rear and side faces for air circulation and reduction of power consumption. Fig.1;
- Do not install the refrigerator near heat sources and in a zone exposed to direct sunlight or high humidity;
- Make sure that electrical voltage indicated in the manual meets the parameters of your mains;
- Do not remove the round stickers on the rear side of the refrigerator. They have a decorative function closing the fabrication holes;
- To exclude vibration, check the refrigerator installation using a level. If necessary, turn the adjustable feet to compensate irregularity of the floor.  
To ensure better closing of the door, the refrigerator should be slightly inclined backwards. To turn the adjustable feet, slightly incline the refrigerator.  
To raise the front part of the refrigerator, turn the adjustable feet counter-clockwise (  ); to lower it – turn them clockwise (  );
- To ensure proper air circulation around the fridge -freezer, please maintain sufficient space on both the sides as well as top and maintain at least 2 inches (5cm) from the rear wall.
- Before use, carefully wash the refrigerator;
- Install the removable parts, such as ice tray, etc. to the appropriate places. It is necessary to prevent possible damages during transportation;
- Insert the power cord plug to the power outlet. Do not power other electric appliance from the same outlet.
- After installing the appliance, connect the power plug into a socket outlet. Before moving and discarding the appliance, disconnect the plug from the socket outlet.

## Ambient Temperature

The appliance is designed to operate within a limited range of ambient temperatures, depending on the climate zone. Do not use the appliance at a temperature exceeding the limit. The internal temperatures could be affected by the location of the appliance, the ambient temperature, the frequency of door opening and so on.

The climate class can be found on the rating label.

Climate Class	Ambient Temperature Range °C
SN (Extended Temperate)	+10 - +32
N (Temperate)	+16 - +32
ST (Subtropical)	+16 - +38
T (Tropical)	+16 - +43 / +10 - +43*

\*Australia, India, Kenya

### NOTE

The appliances rated from SN to T are intended to be used at an ambient temperature between 10 °C and 43 °C.

## CONNECTION

After first installation of the refrigerator, let it work for 2-3 hours for stabilization of the operating temperature inside and only then fill the refrigerator with fresh or frozen foodstuffs. After disconnection of the refrigerator from the mains, wait at least 5 minutes to switch on it again. Now, the refrigerator is ready for service.

### Note

**Do not move refrigerator while the refrigerator is operating.**

Compressor may occur a temporary rattling noise. (This is normal and will not impact on the performance or the life of the compressor. The rattling will stop after the refrigerator comes to a rest.)

## Lamp Replacement

- If LED lamp is damaged, it should be replaced by the service center in stead of on your own.

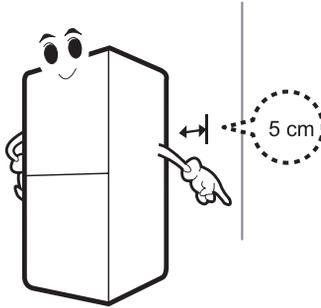


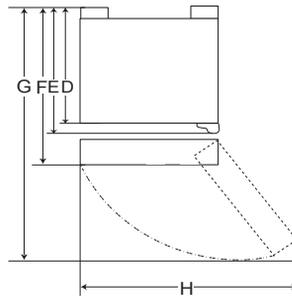
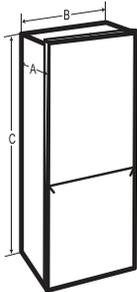
Figure 1. Installation of refrigerator from the wall

**NOTE**

To get higher operational efficiency of the refrigerator, Maintain at least 5cm from the wall

**Dimensions and Clearances**

Too small of a distance from adjacent items may result in degradation of freezing capability and increased electricity costs. Allow over 50mm clearance from each adjacent wall when installing the appliance.



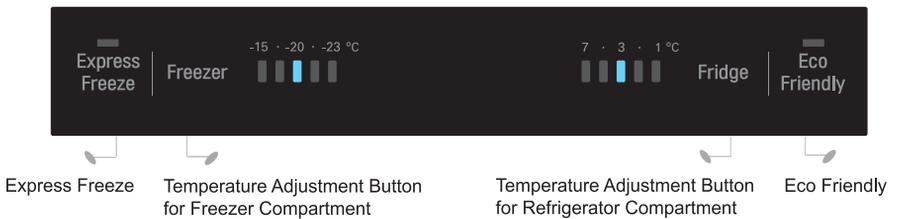
-	Size (mm)
A	643
B	595
C	1737/1907
D	541
E	578
F	643
G	1150
H	970

## CONTROL PANEL

### External light-emitting-diode (LED) display



### Internal display



- The actual control panel may differ from model to model.

## TEMPERATURE CONTROL

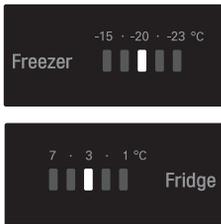
The initial temperature in the refrigeration and freezing compartments is 3 °C and -20 °C, respectively.

If you wish, you can change it pushing the temperature control button of the appropriate compartment.

External LED display



Internal LED display



### NOTE

Temperature indicated on the LED display is a target value, since actual temperature inside the refrigerator varies depending on intensity of exposure to external factors, such as temperature of placed foodstuffs and door opening frequency. After switching on, the refrigerator reaches the set mode for 2-3 days.

## Express Freeze

- Select this function for prompt freezing.
- This function is used when you want to freeze the foods quickly. Press the Express Freeze button once, and then the quick freeze operation starts and the Express Freeze lamp will be on.
- The Express Freeze operation takes about 24 hrs. When its operation ends, it automatically returns to the previous temperature setting. If you want to stop the quick freeze operation manually, press the Express Freeze button once more, the lamp goes out, and the Express Freeze operation stops and the refrigerator returns to the previous temperature setting.

External LED display



ON

OFF

ON

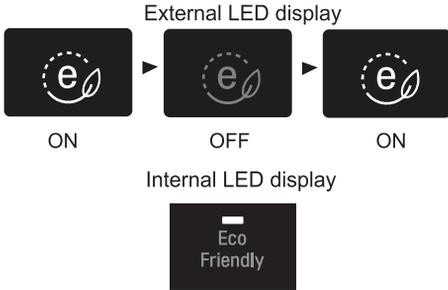
Internal LED display



- The Express Freeze indicator remains on after the Express Freeze function is selected.

## Eco Friendly

- This function makes the refrigerator work in a power saving mode which is useful for when you are away on holiday, by reducing energy consumption.
- Pressing “ECO FRIENDLY” starts the operation and turns the lamp on and pressing it again stops the operation.



### Note

When the Eco Friendly mode is “ON”, the Refrigerator, Freezer temperature buttons and Express Freezing function will not operate. To cancel the Eco Friendly mode, press the Eco Friendly button off so that the other buttons work and the refrigerator returns to the previous temperature setting.

## Self Test

- This function automatically detects certain malfunctions when the refrigerator is in use.
- When a malfunction occurs, the temperature display locks out and cannot be changed. Do not turn off the power. Call your nearest service provider so that they can diagnose the display indicators. If the power is turned off the error message will be reset and may be difficult to properly diagnose.

## Door Alarm

<Exterior Type>

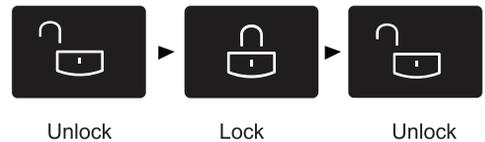
- When the doors of the refrigerator are opened for longer than 1 minute, the alarm sounds repeatedly every 30 seconds until the door is closed. Please contact with the local service center if the alarm continues to sound even after closing the door.
- The door alarm can be muted by pressing the Door Alarm button.



## Lock

<Exterior Type>

- Pressing this button stops the operation of other buttons.
- “Locking” or “Un-Locking” is repeated whenever pressing the Lock button.  
(For “Locking” press the “Lock” button for 3 secs. For “Un-Locking” press the “Lock” button for 3 secs.)
- When “Lock” is activated, all other buttons will not respond.



## Setting Wi-Fi

<Exterior Type>

- The Wi-Fi button, when used with the LG 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.

## ICE PREPARATION

Fill the ice tray with water and place it to the freezing compartment.



If ice cubes are required as soon as possible, activate the "Express Freeze" function.

To remove ice cubes, hold the tray on ends and slightly bend it.



### ▲ WARNING

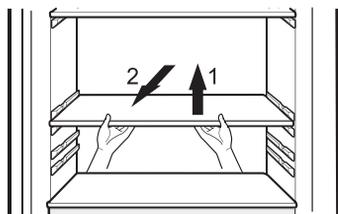
Fill with potable water only.

### ADVICE

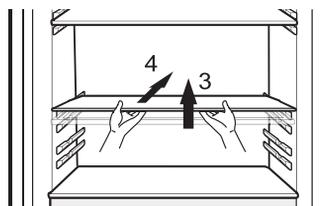
To easily remove cubes, water the tray in advance.

## REMOVAL AND INSTALLATION OF DETACHABLE GLASS SHELF

To remove a shelf from the refrigerator, first slightly raise it (1) and then pull (2). Improper removal may result in damage of internal parts in the refrigerator.



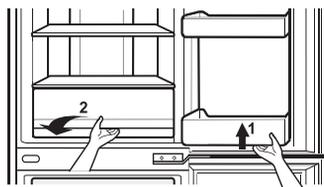
To install a shelf to the refrigerator, proceed in the same way: first raise the front edge of the shelf (3) and then push it to the refrigerator (4). Improper installation may result in damage of internal parts in the refrigerator.



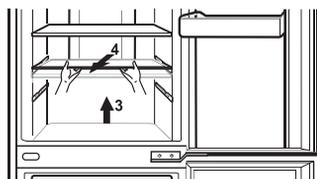
## REMOVAL AND INSTALLATION OF DRAWER IN REFRIGERATION COMPARTMENT

To remove the lower drawer from the refrigeration compartment, proceed as follows:

- Remove the lower basket from the door raising the basket;
- Pull the drawer all the way out raising it by the front part and pulling;



- Raise the drawer cover by the front part and pull to remove it;



- To install the drawer back, proceed in the reverse sequence.

### ▲ CAUTION!

At that, you should take care to exclude slant. Improper removal and installation may result in damage of internal parts in the refrigerator.

### Two stars section (\*\*\*) (Applicable to some models only)

- Two stars section means the space stored at  $-12^{\circ}\text{C} \sim -18^{\circ}\text{C}$
- Freezer foods for short-terms storage.

**NOTE**

The guarantee does not cover mechanical damages (cracks, shears, dents, traces of enclosure opening, etc.) caused by violation of the refrigerator storage, transportation, operation, and maintenance rules, application of excessive force.

**REMOVAL AND INSTALLATION OF DRAWERS IN FREEZING COMPARTMENT**

When a large quantity of foodstuffs is stored in the freezing compartment, you can remove the middle drawer from the appliance and store foodstuffs immediately on foodstuffs placed to the lower drawer.

To remove any drawer of the freezing compartment, proceed as follows:

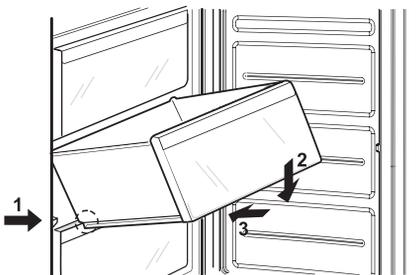
1. Pull the drawer all the way out;
2. Raise it by the front part and pull.



To install any drawer back to the freezing compartment, proceed in the reverse sequence:

1. Place the drawer onto the guides at an angle 45°;
2. Lower the front part of the drawer in parallel to the guides;
3. Push the drawer all the way in.

At that, you should take care to exclude slant.



**⚠ CAUTION!**

Do not apply excessive force to remove the drawers and shelves – this may result in damage of the refrigerator.

**Freezer Compartment (Optional)**

If a large quantity of food is to be placed in the freezer compartment,

The middle drawer of freezer compartment shall be taken out of the appliance and food shall be stacked directly on the wire shelf. Freezer compartment provides wire shelf on default to maximize food storage capacity. And also the drawer is provided to convenient usage for watery meat or half-liquid state food.



**Notes for Operation**

- If you are leaving the appliance turned off for an extended period of time, remove all food and unplug the power cord. Clean the interior, and leave the doors slightly ajar to prevent mold from growing in the appliance.
- The automatic defrosting system in the appliance ensures that the compartment remains free of ice buildup under normal operating conditions

## FOODSTUFF STORAGE

---

- Do not store food which goes bad easily at low temperature, such as banana, and melon.
- Allow hot food to cool prior to storing. Placing hot food in the fridge-freezer could spoil other food, and lead to higher electric bills.
- When storing the food, use a container with a lid. This prevents moisture from evaporating, and helps food to keep its taste and nutrients.
- Do not block air vents with food. Smooth circulation of cold air keeps fridge-freezer temperature even.
- Do not open the door frequently. Opening the door lets warm air enter the fridge-freezer, and cause temperature to rise.
- To adjust the temperature control easily, do not store food near the temperature control dial.
- Never keep too many foods in door rack, as this may stop the door from fully closing.
- Do not place glass containers, bottles or cans (especially those containing carbonated drinks) in the freezer compartment, shelves or ice bin that will be exposed to temperatures below freezing.
- Do not refreeze food that has been thawed. This causes loss of taste and nutrition.
- If it is necessary to quickly freeze fresh foodstuffs, place them to the lower drawer of the freezing compartment and push the "Express Freeze " button;
- Frozen foodstuffs should be stored packed (in polyethylene film, aluminum foil, etc.) in the freezing compartment;
- Volume of the upper drawer in the freezing compartment is the "two stars" section. Temperature inside this section does not rise above -12°C. This should be taken into account for storage of foodstuffs.
- If there are chill compartments in the appliance, do not store vegetables and fruits with higher moisture content in the chill compartments as they may freeze due to the lower temperature.
- In the event of a blackout, call the electricity company and ask how long it is going to last.
  - You should avoid door openings while the power is off.
  - When the power supply gets back to normal, check the condition of the food.

## CLEANING

---

1. Before cleaning, make sure that power supply is switched off;
2. Outside and inside, the refrigerator should be washed with a clean napkin wetted in warm water with a liquid detergent. Then wipe dry with a dry napkin;
3. After cleaning, make sure that the power cord is not damaged. Then tightly insert the plug to the power outlet.

### **▲ CAUTION!**

---

1. It is prohibited to use abrasive materials, gasoline, benzene, solvents, hydrochloride, hot water, hard brushes, etc., which may damage the refrigerator surface.
2. 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. Do not use appliance wax, bleach, or other products containing chlorine on stainless steel.

### GENERAL

Electric power failure.

- An interruption in electric power supply for 1-2 hours will not harm the stored foodstuffs. Try to less frequently open and close the refrigerator door during this period.

### DURING MOVE:

- Remove all foodstuffs and other objects from the refrigerator. Firmly secure the internal detachable parts (shelves, drawers, door baskets);
- To avoid damage of the floor and adjustable feet of the refrigerator, turn them counter-clockwise before transportation;
- The refrigerator should be firmly secured in the truck to prevent its hits and falling inside the truck during transportation;
- The refrigerator should be transported in vertical position in a covered vehicle. The original package should not be damaged during transportation;
- During loading and unloading, the refrigerator should be protected against hits.

### BEFORE SWITCHING ON:

- If the refrigerator is transported in cold season, unpack the refrigerator in a warm room and do not switch on it for at least 12 hours.

### ▲ CAUTION!

Do not move or incline the refrigerator during its operation. Noise may occur in the compressor. This feature does not affect operability of the compressor.

### To Reverse the Doors(Optional)

Your fridge-freezer is designed with reversible doors,so that they may open from either the left or right hand side to suit your kitchen design.

### ▲ CAUTION!

However, when you want to reverse the doors, you must call to service agent. Reversing the doors is not covered by the warranty.

### REFRIGERATOR OPERATION FEATURES

Cracking noise may be heard due to thermal deformations of the refrigerator components. Typical sounds from activation of the thermostatic controller and compressor are normal sounds occurring during operation of electric equipment in the appliance.

The refrigerant circulating inside the refrigeration system may calmly gurgle, even if the compressor is idle.

Do not worry, this is absolutely normal.

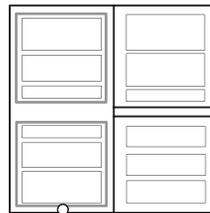
The following sounds may be heard during operation of the refrigerator:

- Clicks from actuation of the temperature sensor/switch;
- Murmur of the refrigerant circulating in tubes of the refrigeration system;
- Slight cracking noise from thermal deformations of materials.

These sounds are not associated with any defect and they have a functional aspect.

### ANTI-CONDENSATION TUBE:

- The anti-condensation tube is laid inside the enclosure around the front face of the refrigerator to exclude moisture condensation;
- The refrigerator may greatly heat up in these places, especially immediately after switching on for the first time or at high ambient temperature.



Anti-condensation tube

Before calling for service, check this list.

It may save you both time and expense.

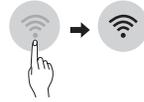
This list includes common occurrences that are not the result of defective workmanship or materials in this appliance.

Problem	Possible Causes
Fridge-Freezer does not operate	<ul style="list-style-type: none"> <li>• <b>Power plug may be unplugged from the electric outlet.</b> Plug it in securely.</li> <li>• <b>House fuse has blown or circuit breaker has tripped.</b> Check and/or replace fuse and reset circuit breaker.</li> <li>• <b>Power cut.</b> Check house lights.</li> </ul>
Fridge or Freezer Compartment Temperature too warm	<ul style="list-style-type: none"> <li>• <b>Temperature control not set on proper position.</b> Refer to Temperature Control section.</li> <li>• <b>Appliance is placed close to heat source.</b></li> <li>• <b>Warm weather-frequent door openings.</b></li> <li>• <b>Door left open for a long time.</b></li> <li>• <b>Package holding door open or blocking air duct in freezer compartment.</b></li> </ul>
Vibration or Rattling or Abnormal Noise	<ul style="list-style-type: none"> <li>• <b>The floor on which the fridge-freezer is installed may be uneven or the fridge-freezer may be unstable.</b> Make it even by rotating the leveling screw.</li> <li>• <b>Unnecessary objects placed in the back side of the fridge-freezer.</b></li> </ul>
Frost or Ice Crystals on frozen Food	<ul style="list-style-type: none"> <li>• <b>Door may have been left ajar or package holding door open.</b></li> <li>• <b>Too frequent or too long door openings.</b></li> <li>• <b>Frost within package is normal.</b></li> </ul>
Moisture forms on Cabinet Surface	<ul style="list-style-type: none"> <li>• <b>This phenomenon is likely to occur in a wet space.</b> Wipe it with a dry towel.</li> </ul>
Moisture collects inside	<ul style="list-style-type: none"> <li>• <b>Too frequent or too long door openings.</b></li> <li>• <b>In humid weather, air carries moisture into fridge when doors are opened.</b></li> </ul>

Problem	Possible Causes
Fridge has odor	<ul style="list-style-type: none"> <li>• Foods with strong odors should be tightly covered or wrapped.</li> <li>• Check for spoiled food.</li> <li>• Interior needs cleaning. Refer to <b>CLEANING</b> section</li> </ul>
Door not closing properly	<ul style="list-style-type: none"> <li>• <b>Food package is keeping door open.</b> Move packages that keep door from closing.</li> <li>• <b>Fridge-freezer is not level.</b> Adjust the leveling screws.</li> <li>• <b>The floor on which the fridge-freezer is installed may be uneven or the fridge-freezer may be unstable.</b> Slightly raise the front side with the leveling screw.</li> </ul>
Interior light does not work	<ul style="list-style-type: none"> <li>• <b>No power at outlet.</b></li> <li>• <b>Light lamp needs replacing.</b> Refer to the Lamp Replacement section</li> </ul>

Symptoms	Reason	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.	<ul style="list-style-type: none"> <li>• Find the Wi-Fi network connected to your smartphone and remove it, then register your appliance on LG ThinQ</li> </ul>
	Mobile data for your smartphone is turned on.	<ul style="list-style-type: none"> <li>• Turn off the <b>Mobile data</b> of your smartphone and register the appliance using the Wi-Fi network.</li> </ul>
	The wireless network name (SSID) is set incorrectly.	<ul style="list-style-type: none"> <li>• The wireless network name (SSID) should be a combination of English letters and numbers. (Do not use special characters.)</li> </ul>
	The router frequency is not 2.4 GHz.	<ul style="list-style-type: none"> <li>• Only a 2.4 GHz router frequency is supported. Set the wireless router to 2.4 GHz and connect the appliance to the wireless router. To check the router frequency, check with your Internet service provider or the router manufacturer.</li> </ul>
	The distance between the appliance and the router is too far.	<ul style="list-style-type: none"> <li>• If the distance between the appliance and the router is too far, the signal may be weak and the connection may not be configured correctly. Move the location of the router so that it is closer to the appliance.</li> </ul>

## LG ThinQ Application



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

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

### LG ThinQ Application Features

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

#### Smart Diagnosis

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

#### Settings

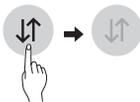
Allows you to set various options on the refrigerator and in the application.

#### NOTE

- If you change your wireless router, Internet service provider, or password, delete the registered appliance from the LG ThinQ application and register 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

- 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.



- 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 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.
- 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.

## Smart Diagnosis

This feature is only available on models with the  or  logo.

Use this feature to help you diagnose and solve problems with your appliance.

### 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 app store policy, or app 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.

## Using Audible Diagnosis to Diagnose Issues

Follow the instructions below to use the audible diagnosis method.

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

## Display panel is on the Fridge door

- 1 Press the **Lock** button to activate the lock function.
  - If the display has been locked for over 5 minutes, you must deactivate the lock and then reactivate it.



- 2 Press and hold the **Freezer** button for three seconds or longer while continuing to hold your phone to the speaker.

## Installing the LG ThinQ Application

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

## Connecting to Wi-Fi

The **Wi-Fi** button, when used with the LG ThinQ application, allows the appliance to connect to a home Wi-Fi network. The **Wi-Fi** icon shows the status of the appliance's network connection. The icon illuminates when the appliance is connected to the Wi-Fi network.

## Initial Appliance Registration

Run the LG ThinQ application and follow the instructions in the application to register the appliance.

## Re-registering the Appliance or Registering Another User

Press and hold the **Wi-Fi** button for 3 seconds to temporarily turn it off. Run the LG ThinQ application and follow the instructions in the application to register the appliance.

### NOTE

- To disable the Wi-Fi function, press and hold the **Wi-Fi** button for 3 seconds. Wi-Fi icon will be turned off.

## 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>.

In addition to the source code, all referred license terms, warranty disclaimers and copyright notices are available for download.

LG Electronics will also provide open source code to you on CD-ROM for a charge covering the cost of performing such distribution (such as the cost of media, shipping, and handling) upon email request to [opensource@lge.com](mailto:opensource@lge.com). This offer is valid for a period of three years after our last shipment of this product. This offer is valid to anyone in receipt of this information.

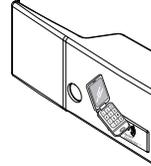
- 3** Open the fridge door and then hold the phone on the upper right speaker hole.
- Position the phone so that its microphone is aligned with the speaker hole.



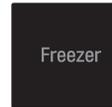
- 4** After the data transfer is complete, the diagnosis will be displayed in the application.

## Display panel is inside the Fridge door

- 1** Open the refrigerator door.
- 2** Hold the mouthpiece of your phone in front of the speaker that is located on the right hinge of the refrigerator door, when instructed to do so by the call center.



- 3** Press and hold the Freezer Temperature button for three seconds while continuing to hold your phone to the speaker.



- 4** After you hear three beeps, release the Freezer Temperature button.
- 5** After the data transfer is complete, the diagnosis will be displayed in the application.

### NOTE

- For best results, do not move the phone while the tones are being transmitted.

**It is normal...**

The following occurrences are normal.

	<b>Occurrence</b>	<b>Solution</b>
<b>Noise</b>	When you hear "Tak" or "Took" sound	This is the sound of various parts expanding/contracting or various control devices operating depending on the temperature change within the refrigerator.
	When you hear "Deureureuk~", "Dulkuk" or "Woong" sound	This is the compressor or fan operating when the operation of the refrigerator is starting or ending. This is the same phenomenon of the sound generated when starting or turning off the engine of a car.
	When you hear "Kureureuk" sound of water flowing	This is the sound of refrigerator changing the condition in the freezer/refrigerator. When the liquid changes to gas, you will hear the sound of water flowing and when gas changes to liquid, you will hear the "Kureureuk" sound.
	When you hear the sound of wind such as "Shoo~" or "Shik" right after you chose the door	This is the sound generated when the internal pressure is temporarily lowered when the warm air entered through the refrigerator or freezer is rapidly cooled.
	When you hear a vibrating sound	If the refrigerator is installed on wooden floor or wooden wall, or if the refrigerator is not leveled properly, the sound can be loud from the vibration.
	When you hear a loud sound after installing the product for the first time	When you operate the refrigerator for the first time, the refrigerator will operate at high speed to cool fast and the sound can seem louder. When the internal temperature falls below a certain level, the noise will subside.
<b>Door open</b>	When the door is slightly opened after closing the door	Depending on the force or speed of closing the refrigerator or freezer door, the door can open slightly and then close again. Be careful not to close the door too hard.
<b>Icing/ Dew drops</b>	When there is icing or dew drops formed on the inner or outer side of the refrigerator	When warm external air flows into the cool inner surface of the refrigerator, icing /dew drops can be formed. Especially, this will happen more easily when you open and close the refrigerator door more frequently. Also if the humidity of the installed location is high or during the rainy season or a rainy day, condensation can form on the outer side of the refrigerator. This is a natural phenomenon that occurs during the humid weather. Wipe the condensation with a dry cloth.
<b>Temperature</b>	When the front side of the refrigerator is warm	Heat pipes are installed around the front part of the refrigerator and on the divider of the freezer and refrigerator to prevent condensation from forming. The refrigerator may feel warmer after the installation or during summer, this is not a malfunction and is a normal occurrence.

