

OWNER'S MANUAL

AUTOMATIC

WASHER

Before using the product, make sure to read the 'SAFETY PRECAUTIONS', so that you can use it correctly.

Keep this manual in an easily accessible location.

Product warranty is included in this manual.

This product is for washing in **households** and is not recommended for **commercial, testing, or industrial** purposes.



For more details on how to use, visit LG electronics website or use your smart device.

TABLE OF CONTENTS

This manual is prepared for various types of models. It may contain some images or contents that do not match your product.

The main method for using this product can be also found in the printed material provided separately.

This manual is subject to changes depending on the circumstances of LG electronics.


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SAFETY PRECAUTIONS

The following safety symbols are used to prevent unexpected danger or damage ahead of time through safe and proper use.

The safety precautions are classified into 'WARNINGS' and 'CAUTIONS' and they have the following meanings.

 This symbol is used to call your attention for items and actions that can cause danger. When you see this symbol, please read carefully and follow the instructions to avoid danger.

 **WARNING** - Failure to comply with these instructions may cause severe injury or death.

 **CAUTION** - Failure to comply with these instructions may cause slight injury or product damage.

This device complies with household (class B) EMIF standards. It is mainly intended for use in the household and it can be used in all locations.

Recommended period of safe usage: 5 years

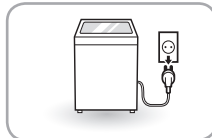
If the recommended period of safe usage is exceeded, an accident may occur due to the environment of use or product aging. You are recommended to have a safety check performed within the recommended period of safe usage. This is a charged service.

WARNING

Installation Related

Install the product where you can easily remove the power plug.

- Otherwise, fire or electrical shock may occur.



Do not install the product near the source of heat and do not place a burning candle, lit cigarette, or mosquito coil on top of it.

- Otherwise, fire or product deformation may occur.



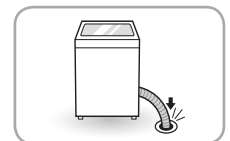
Do not install the product in a place exposed to water bubbles or rain/wind.

- Otherwise, fire or electrical shock may occur.
- A hose frozen below zero degrees in the winter can cause water leaks.



Fix the drain hose securely.

- Water may splash, causing electric shock.



When moving or installing the product in a different location, have a service engineer from an LG Electronics service center install and check the product.

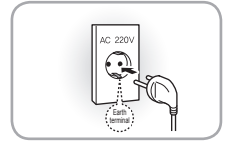
- Installing the product incorrectly may cause a fire or product failure.



Power related

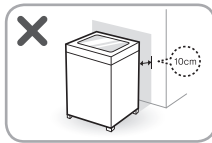
The product is only for 220 V. For your safety, before inserting the power plug into the power outlet, make sure to ground it or connect it to a circuit breaker.

- Product malfunction or electrical leaks may cause electrical shock.



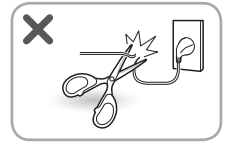
Do not install the product by firmly pressing it to the wall.

- A damaged power plug or power cable may cause fire or electrical shock.



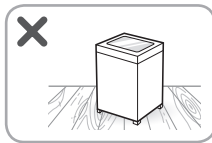
Do not modify the power cord on your own.

- Otherwise, fire or electrical shock may occur.



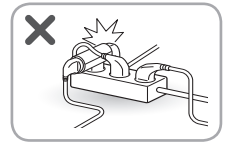
Do not install the product in a place such as a wooden-floored room or living room which could be damaged by water.

- Leaking water may cause property damage.



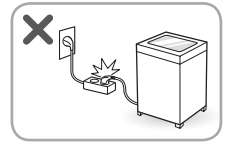
Use the power outlet only for the product, and do not use one outlet for several products.

- Otherwise, fire or electrical shock may occur.



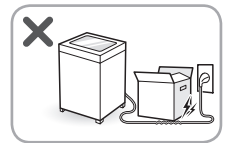
Do not use an extended power outlet. Use a dedicated power outlet for your washer when you connect to power.

- Otherwise, fire or electrical shock may occur.



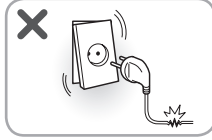
Do not let the power cord be pressed or cut by a heavy object.

- Otherwise, fire or electrical shock may occur.



When the power cord or plug is damaged, or the power outlet hole is loose, stop using the product and call the LG Electronics service center immediately.

- A bad contact may cause electrical shock, electrical leak or fire.



Manage the surrounding environment to prevent the remains of pets, rats or insects (cockroach, fly, bedbug, etc.) from getting inside the product.

- Otherwise, fire or damage to power cords may occur.



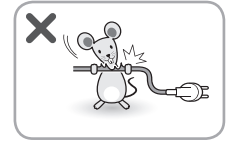
If the power plug is dusty or wet, wipe with a dry towel.

- Otherwise, fire or electrical shock may occur.



Prevent small animals or pets from chewing the power cord or water supply hose.

- The animal may get a shock or product or property damage may occur.



Insert the power plug into the socket firmly.

- Otherwise, fire or electrical shock may occur.



Use Related

Do not touch the power plug with wet hands.

- Otherwise, electric shock may occur.



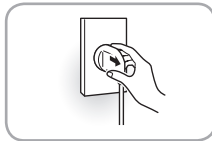
When cleaning, do not spray water on the product directly.

- Otherwise, fire or electrical shock may occur.



Unplug by firmly grasping the plug, not the wire.

- Pulling the power cord may damage the core wire, causing fire or electric shock.



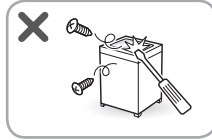
Do not press buttons with a sharp object such as an awl or pin.

- Otherwise, electric shock may occur.



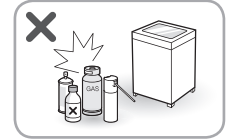
Do not disassemble, repair or alter the product unless conducted by a service engineer of LG Electronics service center.

- Otherwise, electric shock, fire or malfunction may occur.



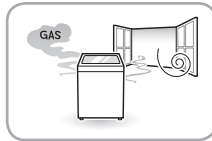
Do not use flammable gas or combustible material (benzene, gasoline, thinner, petroleum, or alcohol) near the product.

- Otherwise, explosion or fire may occur.



When gas is leaking, do not operate the product or power cable. Open the window and ventilate the space.

- Sparks may cause explosion or fire.



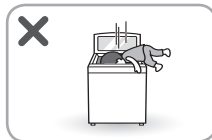
During the high-temp washing, the washer's door glass and/or top is very hot. Do not touch them.

- Otherwise, burns or injury may occur.



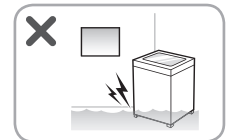
Do not let your child or pet go into the washer.

- Otherwise, suffocation or drowning may occur.



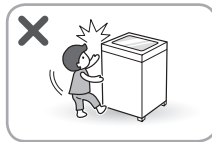
If the product bottom is soaked in water, do not go into the washing room.

- Otherwise, fire or electrical shock may occur.



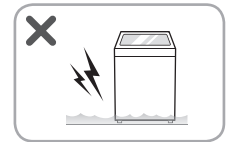
Do not let your child approach the product when it is running.

- Otherwise, injury may occur.



If the product has been submerged, contact LG Electronics service center for procedure.

- Otherwise, fire or electrical shock may occur.



Do not let your child or pet go on top of the product.

- Falling can cause injury.



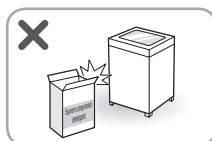
Do not insert laundry materials touched by flammable gas or combustible material (benzene, gasoline, thinner, animal oil, vegetable oil, dry cleaning agent) into the washer.

- Otherwise, chemical reactions causing fire or explosions may occur.



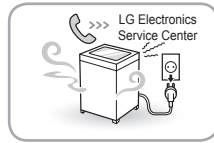
Do not use solvent-based detergent.

- Otherwise, toxic gas generation, damage to product parts, fire, or explosion may occur.



If you detect a strange sound, smell or smoke from the product, unplug it immediately, contact an LG Electronics service center, and follow their instructions.

- Otherwise, fire or electrical shock may occur.



If the drain hose and the water supply hose are frozen in winter, defrost before using.

- Otherwise, fire or electrical shock may occur. Frozen parts may cause the product to malfunction or fail to operate. The life of the product may also be reduced.



Disposal Related

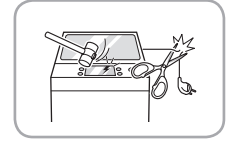
Properly dispose the packing material (vinyl, styrofoam) out of the reach of your children.

- Packing material may cause suffocation.



When discarding the product, sever the power plug and destroy the button unit of the product.

- Reusing the discarded product may result in fire or electric shock.



CAUTION

Installation Related

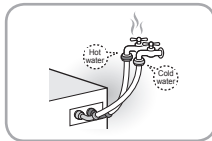
When installing or moving the product, a group of at least two persons should be involved for safety purposes.

- The product is very heavy and may cause serious injury.



Make sure that the cold water inlet and the hot water inlet are not switched.

- If they are switched, injury and product malfunctions may occur.



Use Related

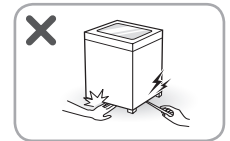
Do not insert a live animal such as your pet into the product.

- Otherwise, injury may occur.



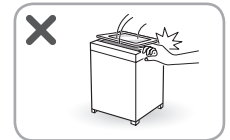
Keep hands and feet or metal objects out from under the product.

- Otherwise, injury may occur.



When you open or close the washer door or detergent box, be careful not to get your hands caught or let the door drop suddenly.

- Otherwise, injury may occur.



Do not open the washer door when it is operating.

- Opening the door forcibly may cause injury or damage the product.



Do not place objects on top of the product.

- The objects may fall down while the product is operating, causing injury.



Draining water may be hot.

- Touching hot water may cause burns.



Do not install the product inside a camping car, ship or airplane.

- To enquire if the product can be used in a given location or condition, contact your nearby LG Electronics service center.



When you wash functional garments such as waterproofing textiles, use the functional garment cycle (ski wear, rain coat, sweat jumper, gore tex, fishing vest, diaper cover, curtains, bicycle cover, automobile cover, mattress cover, mattress pad or sleeping bag).

- If you use the general washing cycle, abnormal vibration may cause injury or damage to the product, wall, floor or clothes.



Do not wash dishes stained with chemical products such as oil, cream or lotions used in a massage parlor, skin care shop, beauty shop or barber shop.

- A part may be deformed, causing a water leak.



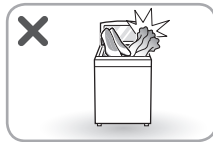
Do not wipe or coat the surface of the product with liquid detergent or bleach (chlorine bleach, oxygen bleach, etc).

- If the surface of the product is stained with bleach, the coating may be corroded or discoloration may occur.



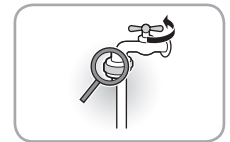
Use the product only for its intended purpose.

- Using the product to wash shoes or to dry foods may result in abnormal vibration, causing injury or damage to the product, wall or floor.



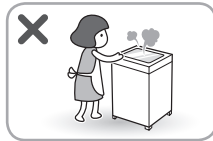
After cleaning, turn off the faucet. Turn on the faucet again and check the connection status of the water supply hose before cleaning.

- If the water supply hose's screws are loose, it may cause water leakage.



If you need to open the washer door in an emergency, check whether there is water in the washer and drain it properly. Open the door only when you are using cold water.

- Touching hot water may cause burns.



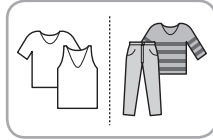
During the high-temp washing cycle, check if the laundry materials are suitable for high-temperatures (cotton, diapers).

- High temperatures may cause laundry to shrink or deform.



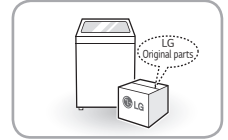
Do not wash white or bright color laundry with dark color laundry that can discharge color.

- Otherwise, laundry discoloration may occur.



When repairing the product, replace parts with authentic LG parts only.

- Using a part which is not an authentic LG part may lower the product performance and shorten the life of the product.



Do not directly apply detergent or whitener to the laundry.

- Otherwise, laundry bleaching may occur.



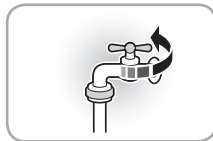
Do not use a whitener containing sulfur compounds.

- Otherwise, part corrosion may occur.



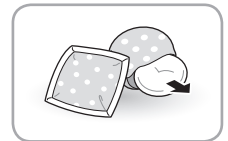
When turning on the faucet again, first press the Power (전원) button and the Start/Stop (동작/일시정지) button and turn the faucet on slowly.

- Air may be trapped in the water supply hose and the water supply pipe, causing damage to the main unit or leakage.



Remove the contents from cushions, pillows or sitting mats and only wash the cover.

- Washing these in the product may cause damage to the product, wall, floor or laundry. Abnormal vibration can cause injury.



Check if the type of laundry to be washed can be washed in the selected process.

- Otherwise, damage to the product or laundry may occur.



Install the product on a firm and horizontal floor.

- Otherwise, heavy vibration and noise may occur.



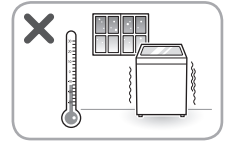
Use a detergent or whitener exclusively for washing.

- Otherwise, damage to the product or laundry may occur.



If the product is delivered during winter or at a temperature below zero, do not operate the product immediately after installing.

- Frozen parts may not operate properly, causing product or part failure.



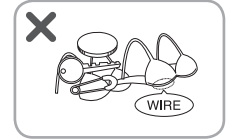
After connecting the water supply hose, turn on the faucet and check for water leaks before operating.

- Leaking water may cause property damage.



Do not wash shoes and women's underwear (bras) with memory wire.

- They may damage the laundry or washer and cause noise.



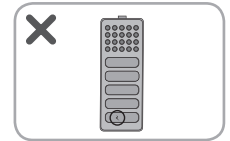
Do not pour hot water directly into the washing bucket.

- Otherwise, damage to laundry or deformation and damage of plastic parts may occur, causing product malfunction.



If the steel mesh is torn or damaged, discard the clean filter and purchase a new one from an LG Electronics Service Center near you.

- Otherwise, injury or damage to laundry may occur.



Do not remove the laundry until the washing bucket comes to a complete stop.

- Otherwise, injury may occur.



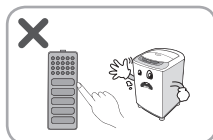
When removed from the product, be careful not to drop the filter on the floor.

- Otherwise, filter damage or injury may occur.



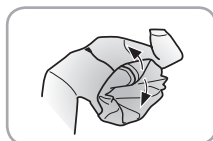
When disassembling or assembling the filter, be careful not to get your fingernails caught on the filter.

- Broken fingernails may cause injury.



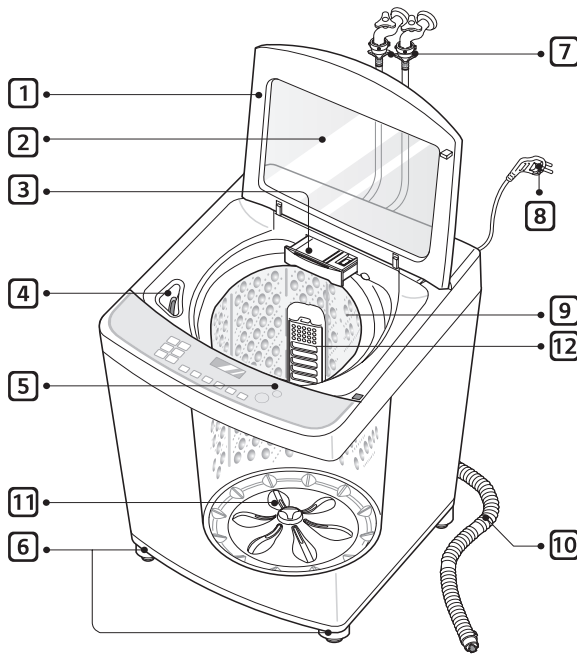
Close zippers, hooks and buttons and flip them inside out before washing.

- The clean filter may get scratched, causing damage to the steel mesh.



INSTALLATION

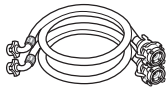
Part Names



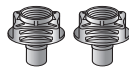
- 1 Door
- 2 High-strength reinforced glass
- 3 Powder detergent box / Fabric softener box
- 4 Bleach inlet
- 5 Control panel
- 6 Leveling feet
- 7 Water supply hose
- 8 Power plug
- 9 Washing bucket
- 10 Drain hose
- 11 Washing wings
- 12 Clean filter

Accessories

- Accessories may vary according to model.



Two water supply hoses
(Cold water-blue, hot water-orange)



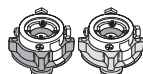
Two screw-type
Intermediate connectors 2 EA



Magic drain hose
(Flexible length drain hose)



Water supply hose connector



Intermediate connectors 2 EA

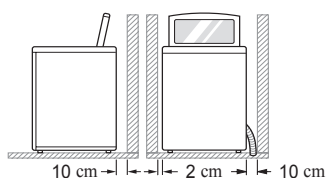


Leveling plates

Selecting Installation Location

Select a location to install your washer.

- Install it on firm and flat ground. If not, it may cause vibrations and noises.
- The washer should be installed at least 10 cm away from walls on its rear and right sides and 2 cm from wall on its left side. There must also be ample space above the washer for opening of the washer door.



- The washer must be installed in a place with drainage.

WARNING

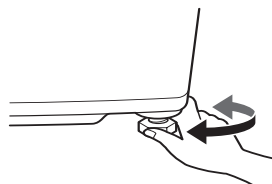
- Do not install the washer in a place such as a wooden-floored room or living room which could be damaged by water. Leaking water may cause property damage.

Leveling

Leveling Feet

Check the gap between the four leveling legs and the floor, and level the washer.

- If not leveled, the washer may make a large amount of noise and may malfunction.



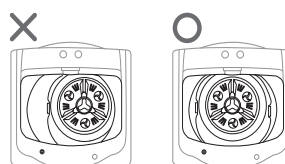
Models with level

- Check that the bubble is aligned at the center of the level.



Models without level

- Open the washer lid and check that the washing bucket is aligned as illustrated.



Using Leveling Plates

Use as many leveling pads as necessary to level the washer.

- When using rubber leveling plates, they must be placed on the floor.
- For more information, see SEPARATELY SOLD ACCESSORIES.

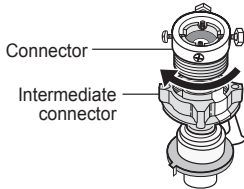


Connecting Water Supply Hose

Separating Water Supply Hose

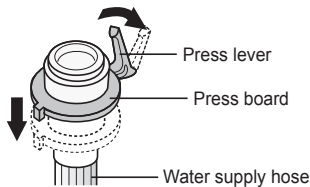
Before making a connection, separate the water supply hose in the shipping condition. If not, a complete connection will not be achieved, causing water leakage.

- 1 Turn the connector counterclockwise to separate it from the intermediate connector.



- 2 While pressing down the press lever and the press board at the same time, pull it down to separate the water supply hose.

- If not, a complete connection will not be achieved, causing water leakage.



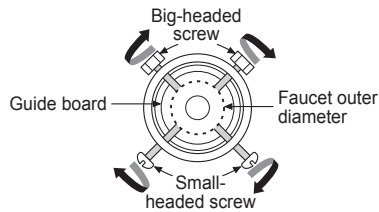
NOTE

- Connect the new water supply hose provided in the product package. An old hose can cause water leakage. Do not use it.
- If you need to extend the water supply hose by connecting it to the water supply hose connector, you must purchase extra hoses from the LG Electronics service center.
- In case the product installation location is changed or you move to a new house, keep your connectors, intermediate connectors and screw-type intermediate connectors in a safe place.
- If you have selected water temperature other than cold water, both hot and cold water will be supplied. If you only use either hot or cold water, you must connect to the cold water supply inlet. The remaining hose can be connected to the currently used hose by using a connector, and the overall hose length can be extended.
- The water pressure of 30-800 kPa is used.

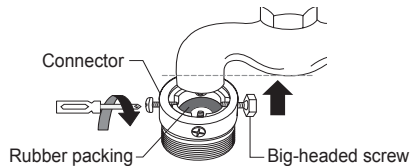
Connecting Water Supply Hose to Rounded Faucet

When installing a water supply hose, examine the shape of the faucet and connect as follows.

- 1 Adjust the fixing screw of the connector.
 - Adjust the four fixing screws of the connector to fit the size of water faucet. If the water faucet is large, remove the guide board before making adjustments.

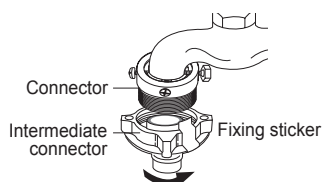


- 2 Fix a connector on the faucet.
 - Make sure that the big-headed screw is facing the wall, so that the rubber packing in the connector is firmly pressed to the faucet.
 - After turning the two big-headed screws by hand until they reach the water faucet, use a screwdriver to firmly fix the two small-headed screws.



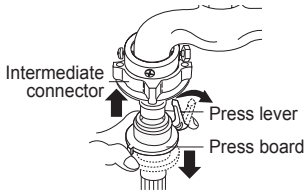
- 3 Connect an intermediate connector to the connector.

- Remove the fixing sticker and turn the intermediate connector clockwise until securely fixed while making sure that the screw threads are maintained. If not securely fastened, it may cause water leakage.



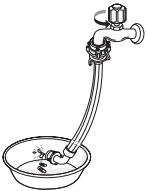
4 While pressing down the press lever and the press board for the water supply hose at the same time, connect it to the intermediate connector.

- You will hear a clicking sound when a connection is made.



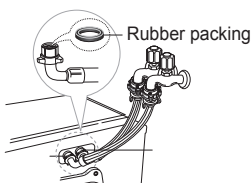
5 After connecting the water supply hose to the water faucet, turn on the water faucet.

- After connecting the water supply hose to the faucet, let the water flow to remove alien substances from the inside of the water hose. After that, turn off the water faucet again.



6 After connecting the water supply hose to the product, turn on the water faucet.

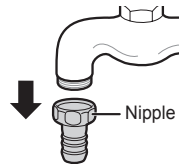
- Connect the cold water valve (blue) to the cold water supply inlet and the hot water valve (orange) to the hot water supply inlet.
- Connecting it without a rubber packing can cause water leakage.
- If water leaks, start checking again from the beginning.
- If you have only one water faucet, connect it to the cold water supply inlet. After connection, water supply may stop for about three minutes, while the machine determines which is cold or hot water.



Connecting Water Supply Hose to Screw-Type Faucet with Plugs

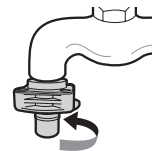
If a screw-type water supply hose is not include in the product package, our distribution or installation staff will provide it to you for free.

- 1** Remove the nipple from the end of the faucet.
- After separating the nipple from the end of faucet, remove it completely.



- 2** Connect a screw-type intermediate connector to the faucet.

- Connect a screw-type intermediate connector in such a way that the screw threads are maintained. If not securely fastened, it may cause water leakage.
- For further steps, refer to steps 4 through 6 in 'Connecting Water Supply Hose to Rounded Faucet'.

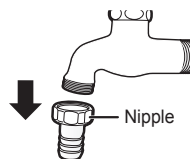


Connecting Water Supply Hose to Screw-Type Faucet without Plugs

Nipple type

Remove the nipple from the tip of the faucet.

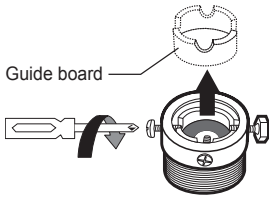
- For further steps, refer to 2 to 6 in 'Connecting Water Supply Hose to Rounded Faucet'.



Screw-Type

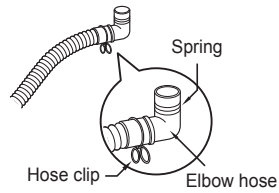
Remove the guide board from the inside of the connector.

- For further steps, refer to 2 to 6 in 'Connecting Water Supply Hose to Rounded Faucet'.

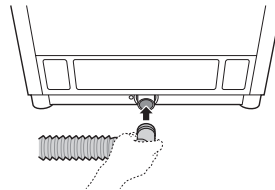


Installing Water Drain Hose

- 1 Check that the hose clip and spring are attached to the hose.



- 2 Insert and push the water drain hose onto the drain outlet with the water drain hose facing toward the drain outlet.



CAUTION

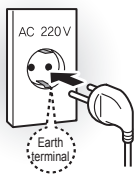
- Incorrect installation may cause improper draining or spin-drying.
 - When connecting and using the water drain hose, the total connected length should not exceed 3m.
 - If the water drain hose installation position is 6cm or more above the floor, bent or pressed, or if the tip is dipped in water, draining may malfunction.

Things to Know for Grounding

- This product is only for 220 V. Make sure to plug it into a grounded 220 V power outlet.
- Do not connect other electronics to the power outlet that the washer is connected to.
- To prevent electrical shock caused by electricity leakage, you must first ground it before using it.

If the outlet has a grounding connector

- If the power outlet has a grounding connector, no additional grounding is required.



If there is no grounding connector

- Check if a circuit breaker is installed. If not, ask a qualified technician to install it before using the washer.

BEFORE YOU START


Checking Before Use

- Is the water supply hose correctly connected to the cold water side and the hot water side?
- Is the water faucet open?
- Is the power plug correctly inserted into the power outlet?
- Is the water drain hose placed correctly?
- Is the product leveled?

Things to Know for Washing

- LG Electronics' washer models support the capacity set forth in testing by KS. Depending on the type or volume of laundry, the nominal capacity may differ from the actual capacity.
- Do not exceed the laundry capacity. Greater than nominal capacity may cause degraded product performance and the product will be overloaded.
- Actual washing time may be different from the time displayed depending on environmental factors including water temperature, water pressure, and ambient temperature (season).
- The product performance or washing capacity is determined by the electronic control program. Regardless if it uses the same type of washing bucket and motor, a different model may exhibit different performance or washing capacity.

Automatic Detection Function

- When selecting a specific cycle with automatic detection function, after pressing the **Start/Pause (동작/일시정지)** button the machine will spin once or twice to detect the amount of laundry. After the amount of laundry is detected, water supply will begin.
- In some washing cycles, the sensor detects the amount of laundry automatically and the washer decides the optimized conditions for washing, such as the most suitable cycle option for the laundry, washing time, and amount of time for rinsing and spin-drying.
- If you open the washer door while the laundry volume is being detected, the lid open message () is displayed and the washer stops operation.

Water Level Adjustment

- The water level may be unnecessarily high if there is water in the washing bucket or the laundry is wet. In this case, adjust the water level as needed.
- If the water level is set lower than the laundry, there may be too little water during washing, causing damage to laundry and considerable shaking of the washing bucket. Make sure to select an adequate water level for your laundry.
- High-volume, low-weight laundry may cause the water level to be set low. Make sure to adjust the water level before starting the cycle.

Current Adjustment Function

- You can adjust current for courses with the current adjustment function.
- Select the current adjustment according to the contamination level of your laundry.

Washing Process

- 1 Put the laundry in and press the **Start (동작)** button.
- 2 The washing bucket turns in one direction for 30-60 seconds to detect the amount of laundry.
In some models, washing wings turn counterclockwise and clockwise.
- 3 Add the detergent.
- 4 Washing begins after water supply.

Handling Laundry

To prevent textile damage and product malfunctions, make sure to obey the following instructions.

Checking Before Washing

- Check the Cautions for Handling mark attached to laundry and make sure water washing is allowed.
- Close zippers, hooks and buttons and flip them inside out before washing.
- Do not wash garments if they are stained by vegetable oil such as cold cream or massage oil.
- Do not wash 'memory wire' on female inner wear (such as a brassiere) as it may damage other clothes or the washer and create noise.
- Put large and light laundry (fur jackets, cotton clothes, cotton blankets, etc.) in a net and submerge it completely in water before washing.

Removing Alien Substances

- If a metallic alien substance enters the washer, it can damage laundry and break the washing bucket and generate severe noise. Check each pocket of your laundry to see if it has coins, hair pins, or keys.
- Before using the washer, shake off dust, soil or sand from your laundry as it can dirty other clean clothes.
- Before using the washer, remove partial stains and dusts.

Washing by Separation

- If your clothing has a long lace attached to it, neatly arrange this long lace or put it into a washing net.
- Remove contents from cushions, pillows or sitting mats and only wash the cover. Their content may protrude, damaging other laundry. Plastic parts may generate abnormal vibrations.
- Separate colored clothes from white clothes and separate black clothes from clothes with a large amount of lint when you wash them.
- Separate blankets from general laundry. Make sure to wash bedding sheet by sheet. If you wash more than one sheet at a time, they may get inter-tangled with each other or stuck to one side, making the washing process inefficient or making Spin cycle very difficult.
- Do not wash electric blankets, carpets, curtains, foot cleaning seat, or rubber mats.
- Wash more than one knitted products at a time. If small laundry absorbs a large amount of water, it is better to wash more than one unit at a time because washing only one unit can cause abnormal spin drying or make washing inefficient.

Water Level and Detergent

- When using concentrated detergent, the recommended amount of detergent is 20 g for 30 L of water.
- When using regular (high-density) detergent, the recommended amount of detergent is 30 g for 30 L of water.
- One full measuring cup indicates 35 g.
- When water level is detected automatically, the actual water level may be different based on the amount of your laundry.
- When using liquid detergent, dilute the liquid detergent in water at a 1:1 ratio before using.

Water Level	Amount of detergent	
	Concentrated detergent	Regular detergent
10		
9		
8		
7		
6		
5		
4		
3		
2		
1		

NOTE

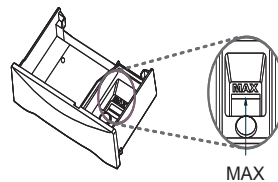
- Do not use more detergent than is necessary. Excess detergent may remain in the washing bucket, interfere with rinsing, and cause pollution.
- We do not recommend using laundry soap (natural fats) for long periods of time. The dirt detached from laundry may get stuck to the washing bucket and get released later.
- Use the Bucket Clean (통세척) or Bucket Sterilization (통살균) course regularly to keep the washing bucket clean.
- Do not use drum washer detergents. Always use regular washer detergents.
- Not diluting liquid detergent in water before using or inserting liquid detergent directly into the washing bucket and leaving the washer off may cause damage, discoloration, decoloration, etc. to your laundry.
- Scheduled washing is not available when using liquid detergent.

Using Fabric Softener or Bleach

Using Fabric Softener

Pull the detergent box forward and add fabric softener to the fabric softener box below the MAX level.

- After inserting the fabric softener, push the detergent box in gently so that the fabric softener does not spill over.

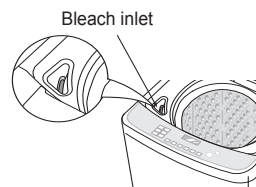


⚠ CAUTION

- Do not use concentrated fabric softeners, as they may get stuck on the fabric softener box.
- Always insert fabric softener just before the cycle. If left in the washing bucket for two days or longer, fabric softener may block the inlet.
- Fabric softener is automatically injected in the last rinsing cycle.
- If water pressure is low, fabric softener may not be injected automatically. In this case, manually put the fabric softener into the washing bucket in the last rinsing cycle. (If the washer door lock is engaged, unlock it before putting the fabric softener in.)

Using Bleach

- Put powder bleach in the powder detergent box.
- Put liquid bleach in the bleach inlet.



⚠ CAUTION

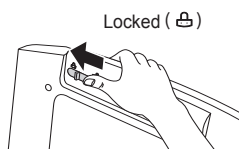
- Make sure to use oxygen bleach.
- Do not put powder bleach into the bleach inlet. The bleach inlet may get blocked.
- Do not apply bleach or fabric softener directly to the laundry. The laundry may get discolored or damaged partially.

Locking the Handle

- Use this function if you find it convenient to lock the handle.
- Use the locking mechanism on the handle to lock the handle in place.

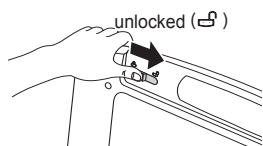
Handle locked

- Slide the lock to the left as illustrated until you hear a clicking sound. The handle is now locked.



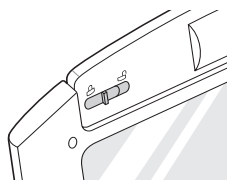
Handle unlocked

- Slide the lock to the right as illustrated until you hear a clicking sound. The handle is now unlocked and can be moved freely.



⚠ CAUTION

- Avoid operating the washer door while the locking mechanism is not completely locked. The falling door may cause injury.
 - Ensure that the handle is locked as illustrated before use.
- If you try to operate the washer when the washer door is locked with the handle folded back, the **dE** message appears in the display.
 - We recommend using the product with the handle locked.

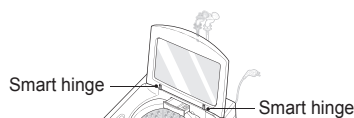


- Be careful not to get your fingers or foreign substances get caught when the door is closing. Closing the door without holding the handle may cause injury or damage to the product.

Smart Door

The reinforced glass on the washer door allows you to see inside during wash and guarantees safety during usage.

- The smart hinges ensure the door is closed smoothly.
- This is available only on models with the smart hinge function.



Freezing Management during Winter

To prevent freezing

- Turn off the water supply, disconnect the water supply hose, hold the water supply hose with the end part facing down, and drain water from the hose.
- Press the **Spin-drying (탈수)** button and then press the **Start/Pause (동작/일시정지)** button to carry out spin-drying for 1 minute in order to drain water remaining in the washer and the water drain hose.
- Remove the power plug.

If the hose is frozen

- Pour water of about 50 °C on the faucet and remove the water supply hose.
- Dip the disconnected water supply hose in water of around 50 °C.
- Pour water of around 50 °C into the washing bucket and leave it for 10 minutes.
- Reconnect the water supply hose to the washer. Start the washer and carefully pour water of 50 °C into the water supply hose.
- Connect the water supply hose to the water faucet and check if water can be drained.

NOTE

- While the stainless steel washing bucket is resistant to rust, it can rust if steel items (clothespin, hairpin, etc.) are left in the washing bucket, water with high iron content is used, or chlorine bleach or acidic cleaner is used.
- If rust has accumulated, put a cleaning agent (neutral detergent) on a sponge or soft cloth and wipe the rust off.
- Search 'Preventing the washer from freezing (세탁기 동결 예방)' or 'Measures for frozen washer (세탁기 동결 조치)' on YouTube for more information.



Button Locking Function

Use this option to prevent accidents caused by children pressing the buttons while washing is in progress.

Activating or Deactivating the Button Locking Function

- Press the **Button Lock (버튼 잠금)** button for about three seconds to activate or deactivate button locking.
- If button locking is activated, you cannot use any buttons except for the **Power (전원)** button.
- If you activate it during operation, it will display text saying '**Button locking lamp or button locking function is activated (버튼 잠금 표시나 버튼 잠금 기능이 설정되었습니다)**'.

Changing the Cycle or Option while the Button Locking Function is Activated

- 1** Press the **Button Lock (버튼 잠금)** button for about three seconds to deactivate button locking.
- 2** Press the **Start/Stop (동작/일시정지)** button to stop operation.
- 3** After selecting the desired cycle or option, press the **Start/Stop (동작/일시정지)** button again to resume operation.

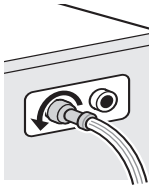
NOTE

- After all the processes are finished, the Button Locking function is not automatically canceled. Press the **Button Lock (버튼 잠금)** button for about three seconds to deactivate button locking.
- If button locking is activated by accident, press the **Button Lock (버튼 잠금)** button for three seconds to deactivate button locking.
- If you turn on the power while the Button Locking function is activated, the button locking lamp will be lit.

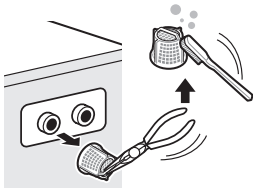
CLEANING

Cleaning the Water Supply Inlet Net

- 1 Close the faucet and turn the power on. Select Cold Water (냉수) or Hot Water (온수), or Cold Water Wash (냉수세탁) or Hot Water Wash (온수세탁) respectively and press the **Start/Stop (동작/일시정지)** button to remove the water completely.



- 2 Turn the power off and remove the power plug. Remove the water supply hose from the washer, pull the net out by hand, then clean it with a toothbrush or other cleaning tool.
 - Water may leak from the connector. After putting the net back, firmly secure the connector so that water does not leak.

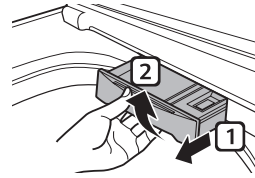


NOTE

- Regularly remove and clean the water supply net so that it is not blocked with foreign substances.
- Water supply may be interrupted if foreign substances (sand, stone, etc.) are on the net.

Cleaning the Washing Bucket

- 1 Pull the detergent box all the way forward and lift it up to remove it from the washer.



- 2 Clean the detergent box and the detergent box housing with a soft brush, then push the detergent box back in.



⚠ WARNING

- Do not directly spray water onto the washer. Doing so may result in fire or electrical shock.

Cleaning the Washing Bucket

- 1 When washing the washing bucket, pour washing tub cleaner (450 ml) or liquid chlorine bleach evenly onto the inner floor of the washing bucket.
- 2 Use the **Bucket Sterilization (통살균)** or **Bucket Clean (통세척)** cycle to clean the washing bucket.

⚠ CAUTION

- Do not let your child or pet go into the washer. The washer may cause injuries or suffocation.
- Do not use chlorine bleach with other substances (vinegar, citric acid, oxygen bleach, etc.). Toxic gas may be generated.
- When cleaning the washing bucket, do not inject laundry into it. This may cause severe damage to laundry.

NOTE

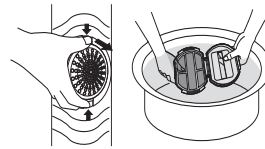
- After you have used the washer about 30 times, the **tcL** message appears, indicating that the washing bucket needs to be cleaned. (Automatic notification for washing bucket sterilization or cleaning is not available on some models.)
- If you use the product for too long in the following environment, germs or fungus in the air can stick to water stains, causing pollution in the washing bucket. If the level of such pollution is too high, cleaning can become difficult. Make sure to clean it at least once a week.
 - If the washing machine has been installed in a place with excessive shade and humidity
 - If the machine has not been used or otherwise managed in a long time
 - If an excessive amount of detergent or textile softener has been used.
- The stainless steel washing bucket is resistant against rust except for in the following cases. When rust is generated, use a sponge or soft cloth soaked in cleaning liquid (neutral agent) and wipe it off thoroughly. (Do not use metallic scrubbers.)
 - Steel items prone to rust (clothespin, hairpin, etc.) are left in the washing bucket for extended hours
 - Water with high iron content is used for a long period
 - After using bleach, laundry is left in the washing bucket for extended hours
- The **tcL** message does not mean that the washer is malfunctioning. It simply indicates that the washing bucket needs to be cleaned.

Cleaning Dust Net

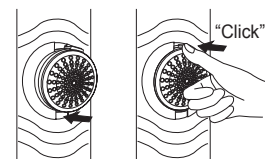
Models with Dust Net in Washing Bucket

- Clean the dust net after using it 2 or 3 times.
- If it is torn or damaged, purchase a new one from the LG Electronics service center.

- 1 Pull the dust net out by pressing the sides, then remove the residue from inside the net.
 - Residue from the steel mesh can be cleaned easily by submerging it in water.



- 2 Insert the lower end of the dust net first, then push the upper end until you hear a clicking sound.
 - After inserting, shake the net left and right to check if there is any shaking. If it shakes, insert it again.
 - If the net is not secured on the lower and upper ends and on the sides, it may fall out during a cycle.

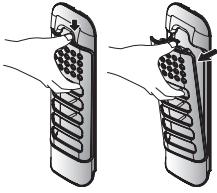


⚠ CAUTION

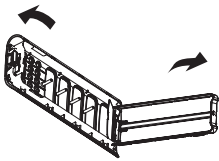
- When disassembling or assembling the filter, be careful not to get your fingernails caught on the filter. Broken fingernails may cause injury.
- If the steel mesh is torn or damaged, discard the clean filter and purchase a new one from an LG Electronics Service Center near you. Otherwise, injury or damage to laundry may occur.

Models with Clean Filter

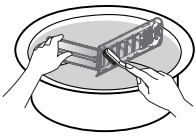
- 1 Press the top part of the clean filter downward and pull it forward to remove the entire filter.



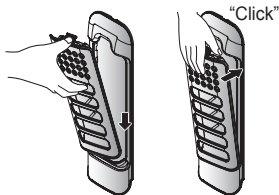
- 2 Hold the top left and right filter handles on the rear of the clean filter and pull it out with force.



- 3 Submerge the open clean filter in water and clean it with a soft brush. Allow the moisture to dry, then close the clean filter.



- 4 Insert the lower end of the clean filter first, then push the upper end until you hear a clicking sound.

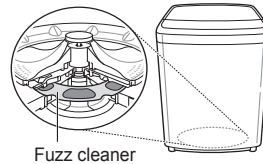


NOTE

- The clean filter should be cleaned at every wash to keep your washer clean. If the steel mesh of the clean filter is blocked, dirt of your laundry may not be filtered properly.
- When exposed to steel items prone to rust (clothespin, hairpin, etc.), the clean filter may rust.

Models with Dust Net at the Bottom of Washing Bucket

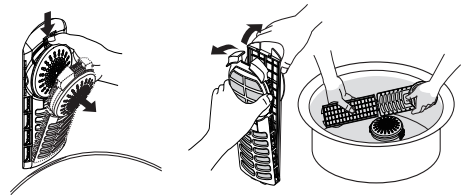
- The dust net does not need to be cleaned, as the dust of your laundry is released immediately during draining.
- For keeping your washer even cleaner, we recommend using the Bucket Clean (통세척) or Bucket Sterilization (통살균) cycle once or twice a month.



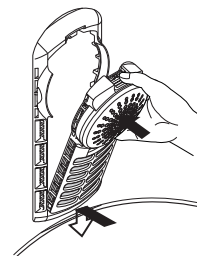
Models with Multi-Clean Filter

- 1 Press the top part of the multi-clean filter downward and pull it forward to remove the entire filter. Open the multi-clean filter and remove the residue from the inside.

- Residue from the steel mesh can be cleaned easily by submerging it in water.
- Remove the circular cover only if there is too much residue.



- 2 Insert the lower end of the multi-clean filter first, then push the upper end until you hear a clicking sound.



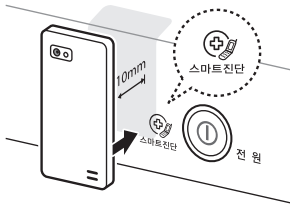
SMART FUNCTION

Smart Diagnosis

Use this function to contact LG Electronics service center and make an accurate diagnosis when the product operates abnormally or a failure occurs.

1 Close the door and press the **Power (전원)** button.

2 Hold the phone to the Smart Diagnosis (스마트 진단) mark.
• Make sure that the mouthpiece of the phone faces the Smart Diagnosis (스마트 진단) mark.



3 Press the **Hot/Cold Water (온냉수)** or **Cold Water Wash (냉수세탁)** button down to operate smart diagnosis.

- Place the phone closely to the Smart Diagnosis (스마트 진단) mark and press the **Hot/Cold Water (온냉수)** or **Cold Water Wash (냉수세탁)** button until a sound occurs.
- If you have operated another button or the dial before pressing the **Hot/Cold Water (온냉수)** or **Cold Water Wash (냉수세탁)** button, turn the power off and operate again from the beginning.

4 Do not remove the phone from the product while data is being transmitted.
• Place the phone to the smart diagnosis mark continuously and wait while data is being transmitted for smart diagnosis. The remaining time for data transmission will be displayed on the screen.
• The transmission sound may be unpleasant.
• In order to make an accurate diagnosis, do not remove the phone until the transmission sound stops.
• You can stop the diagnosis function and transmission sound by pressing the **Power (전원)** button.



5 After data transmission is finished, receive the explanation on the diagnosis result from the customer service representative.
• When data transmission is finished, the product will turn off automatically within a few seconds along with the display informing you that data transmission is complete.


NOTE

- The diagnosis function may be limited due to differences in call quality in the area.
- You can receive better service by using a home phone with good communication performance.

Using the App

Using the NFC (near field communication) function of your smartphone, you can access various functions of the LG smart washer application, including TagOn (태그온), Smart remote control (스마트 원격 제어), Smart diagnosis (스마트 진단), Smart course download (스마트 코스 다운로드), and Smart washing tips (스마트 세탁 Tip). To use the smart functions, install the LG smart washer application.

Installing the App

- 1 Tap the **Menu (메뉴)** icon at the bottom of the Home screen.
- 2 Tap the **Play Store (Play 스토어)** or **App Store (앱 스토어)** icon.
- 3 Tap the  icon at the top of the screen and enter 'LG 스마트 세탁기(LG Smart Washer)'.
- 4 Select 'LG Smart Washer' from the search results.
- 5 Tap the **Install (설치)** or **OK (확인)** button and tap the **Accept (동의)** button. The application will be installed automatically.

Using the App




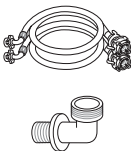
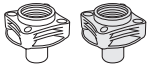

- 1 Tap the **LG Washer (LG 세탁기)** icon.
- 2 After selecting the desired function, follow the instructions on the screen.

NOTE

- The TagOn (태그온) function is only available on Android smartphones with the NFC function.
- The method for configuring NFC settings may vary by smartphone manufacturer and Android OS version. For more information, see the user manual of your smartphone. (Some of the smart functions may not be available on your phone.)

SEPARATELY SOLD ACCESSORIES







Nationwide LG service centers sell necessary accessories for installation. You must use authentic accessories provided by LG Electronics. (If not, the product performance will be degraded and the lifespan will be reduced.)

Name	Shape	Specifications	Usage and methods
Leveling plates		<ul style="list-style-type: none"> For the height of 1 cm 	<ul style="list-style-type: none"> Use this part to make sure the product is installed on a level ground. You must assemble the plastic holder and the rubber hold before use. To adjust to the height of 2 to 4 cm, place 1cm plastic holders on top of each other.
Extended water hose		<ul style="list-style-type: none"> For cold water (1 m, 2 m, 5 m) For hot water (1 m, 2 m, 5 m) 	<ul style="list-style-type: none"> Use to extend the length of the water supply hose. You must use the water supply hose connector when connecting water supply hose.
Water supply hose connector			<ul style="list-style-type: none"> Use to extend the length of the water supply hose.
Water supply hose set		<ul style="list-style-type: none"> Cold water hose (1.25 m) 1 EA Hot water hose (1.25 m) 1 EA Water supply hose connector 1 EA 	<ul style="list-style-type: none"> You can purchase additional water supply hose if you lose them.
Screw-type water supply hose plug		<ul style="list-style-type: none"> For cold water (blue) For hot water (orange) 	<ul style="list-style-type: none"> Use if the tip of the faucet looks like a screw or nipple.
Extended drain hose		<ul style="list-style-type: none"> 0.5 m, 1 m, 1.6 m 	<ul style="list-style-type: none"> Use to extend the length of the water drain hose. In the shipping condition, it is assembled with an extender.

TROUBLESHOOTING


While using the product, if you see these alerts, do not report problems immediately, but check the following items first. (Different alarms will be displayed depending on the type of product purchased.)

LED	Causes	Solution
UE	Spin drying generates a large amount of noise or vibration.	
	Is laundry inclined to one side?	<ul style="list-style-type: none"> • Spread laundry evenly.
	Is the product installed on a level ground?	<ul style="list-style-type: none"> • Install the product on firm and flat ground. Check the levelness to see if there is any awkward movement.
	Spin drying is not working.	
	Did you wash only one doll or sweater?	<ul style="list-style-type: none"> • Dolls are difficult to spin-dry, as they are inclined to a certain side. Spread knits evenly and try to drain water again.
	Did you wash blankets made of different fabrics together?	<ul style="list-style-type: none"> • Regardless of size, spin dry one sheet at a time.
	Are laundry materials not unfolded properly?	<ul style="list-style-type: none"> • Press the Start/Stop (동작/일시정지) button to deactivate UE and evenly unfold laundry and proceed with spin drying.
IE	Water supply is stopped or water pressure is too low.	
	Is the faucet closed?	<ul style="list-style-type: none"> • Open the faucet.
	Is the water supply cut off?	<ul style="list-style-type: none"> • Check other faucets.
	Is the faucet or water supply hose frozen?	<ul style="list-style-type: none"> • After closing the faucet, use a hot water cloth to melt both of the water supply hose's joints.
	Is the water pressure low or the water supply inlet net clogged?	<ul style="list-style-type: none"> • Take out the net from the water supply inlet and remove alien substances.
	Is the hot water selection indicator on while only the cold water hose is connected?	<ul style="list-style-type: none"> • Connect the hot water hose.
	Is the cold water hose connected to the hot water inlet?	<ul style="list-style-type: none"> • Connect the blue hose to the cold water inlet and orange hose to the hot water inlet.
Water leaks from the joint of the water supply hose.		
	Is the water supply hose correctly connected to the faucet?	<ul style="list-style-type: none"> • Securely fix the water supply hose, so that it is firmly attached to the faucet.

LED	Causes	Solution
	Water does not drain at all or drains very slowly.	
	Is the water drain hose lowered?	<ul style="list-style-type: none"> • Lower the water drain hose.
	Is the water drain hose bent or is it clogged because of the high door sill?	<ul style="list-style-type: none"> • If the water drain hose is bent, alien substances can interfere with draining. Place it on a flat ground.
	Is the inner area of the product frozen?	<ul style="list-style-type: none"> • See 'Freezing Management during Winter'.
	Is the water remaining in the drain hose frozen?	<ul style="list-style-type: none"> • Use the warm water at temperature of 50-60 °C to melt it.
	Did you operate the washer without closing the door completely?	<ul style="list-style-type: none"> • Close the washer door by pushing it completely.
	Is the washer door locked?	<ul style="list-style-type: none"> • If the washer door cannot be locked, check whether foreign substances are interfering with the front switches.
	Are coins stuck in the washing bucket?	<ul style="list-style-type: none"> • Press the Power (전원) switch again, start spin-dry, then remove the laundry. Remove the coins and other foreign substances stuck in between the washing wings with pliers, etc. and restart the washing cycle from the beginning.
	Are foreign substances such as pins and clips stuck?	<ul style="list-style-type: none"> • You may be required to pay for on-site servicing for problems caused by coins and other foreign substances.
	Is a button not functioning properly?	<ul style="list-style-type: none"> • Check if the Button Locking function is activated. If you want to deactivate it, press the button locking button for three seconds.
		<ul style="list-style-type: none"> • Contact the LG Electronics Service Center.

The following messages do not mean that the washer is malfunctioning. It simply indicates that the washer is frozen or the washing bucket needs to be cleaned.

(Bucket Cleaning (통세척) or Bucket Sterilization (통살균) courses are not available on some models.)

LED	Causes	Solution
	Did you clean the washing bucket at least one to two months ago?	<ul style="list-style-type: none"> • Select the Bucket Clean (통세척) or Bucket Sterilization (통살균) cycle.
	Will you clean the washing bucket before the next cycle?	<ul style="list-style-type: none"> • If you do not wish to use the Bucket Clean (통세척) or Bucket Sterilization (통살균) cycle but instead wish to perform general washing, turn the cycle selection dial or press the button.

Troubleshooting

While using the product, if you observe the these symptoms, do not report problems immediately, but check the following items first.

Symptoms	Causes	Solution
There are bubbles or rinsing is failed.	Did you exceed the recommended amount of detergent?	<ul style="list-style-type: none"> Do not exceed the recommended amount.
	Is laundry only lightly soiled?	<ul style="list-style-type: none"> If so, use less than the recommended amount of detergent.
I cannot turn the power on.	Did you press the Power (전원) button?	<ul style="list-style-type: none"> Press the Power (전원) button.
	Is the power plug inserted into the power outlet?	<ul style="list-style-type: none"> Insert the power plug.
	Is the circuit breaker off?	<ul style="list-style-type: none"> Turn on the circuit breaker.
	Did you connect it to 110 V?	<ul style="list-style-type: none"> The product is only for 220 V.
The washer does not operate.	Did you close the door and press the Start/Stop (동작/일시정지) button?	<ul style="list-style-type: none"> Press the Start/Stop (동작/일시정지) button.
	Is water being accumulated?	<ul style="list-style-type: none"> Wait until the water level is reached.
	Is a washing cycle that includes the boiling function running?	<ul style="list-style-type: none"> The washing bucket may stop and rotate repeatedly to raise the temperature inside the washing bucket. This operation is normal.
	Is the faucet closed?	<ul style="list-style-type: none"> Open the faucet.
There is too much noise and vibration.	Is the laundry inclined to one side?	<ul style="list-style-type: none"> Spread laundry evenly.
	Is the product leveled?	<ul style="list-style-type: none"> Adjust the level adjusting legs to maintain the levelness.
	Are unnecessary items placed around the washer?	<ul style="list-style-type: none"> Remove all unnecessary items around the product.
Water leaks from the joint of the water supply hose.	Are intermediate connectors and connectors locked completely?	<ul style="list-style-type: none"> Connect the water supply hose again.
	Are the connectors and the faucet connected completely?	
	Are the connectors and water supply hose connected correctly?	


Symptoms	Causes	Solution
Dust remains on the laundry.	Is the dust net full?	<ul style="list-style-type: none"> • Empty and reinsert the dust net.
	Is the dust net torn or damaged?	<ul style="list-style-type: none"> • Purchase a new one from the LG Electronics service center.
Rinsing or spin drying stops halfway and water supply and rinsing start again.	This is normal operation to correct the leaning of the laundry.	<ul style="list-style-type: none"> • No additional action is required.
Water is not drained.	Is the water drain hose lowered?	<ul style="list-style-type: none"> • Lower the water drain hose.
	Is the water drain hose bent?	<ul style="list-style-type: none"> • Straighten the bent drain hose.
	Is the drain hose placed over a high threshold?	<ul style="list-style-type: none"> • Adjust the position so that the hose is not placed over a high threshold.
	Is the drain hose blocked?	<ul style="list-style-type: none"> • Remove all foreign substances from inside the drain hose.
The touch buttons are not working.	Are you pressing the buttons with gloves on?	<ul style="list-style-type: none"> • The buttons may not work depending on the material or thickness of your gloves. Remove your gloves and try again.
	Are foreign substances on the panel or buttons?	<ul style="list-style-type: none"> • Wipe the panel or buttons clean and try again.
The washer stops after draining.	This is normal operation of the draining process. The washer may stop for up to 6 minutes depending on the type and amount of your laundry.	<ul style="list-style-type: none"> • No additional action is required.
The washer is emitting a strange odor.	There is a bad smell while using the washer.	<ul style="list-style-type: none"> • Foreign substances may accumulate in the dust net and smell bad if you do not clean the dust net regularly. Clean the dust net regularly. • If the drain hose is not installed correctly, drain water may flow back into the washer, causing odor. Ensure the drain hose is not bent or blocked. • Always use an adequate amount of regular washing detergent. If you use more than the suggested amount of detergent, undissolved detergent may accumulate inside the washer, causing odor. • If wet laundry is left inside the washing bucket for a long time after washing, the laundry may smell. Make sure to remove the laundry as soon as the washing is complete.

ENERGY EFFICIENCY LEVEL

According to the efficiency management material operation rules under the Act of Energy Use Rationalization, the energy efficiency class is determined by adopting a proper testing method to examine the amount of electricity and water used to wash the nominal amount of laundry in the Standard cycle.

In the actual washing cycle, depending on the type and amount of laundry, more electricity and water (per unit) may be consumed than indicated by the energy efficiency class.

PRODUCT WARRANTY

Model name		
Date of purchase		



128 Yeouidaero, Youndeungpo-gu Seoul City
(20 Yeouido-dong Youngdeungpo-gu Seoul city)

When you request a repair service, you need to present this warranty indicating the date of purchase.

1. The content of this warranty guarantees the benefits of the warranty for the product.
2. The free quality warranty period starts from the date of purchase. Mark down the date of purchase.
(If the date of purchase is not confirmed, then we assume that the quality warranty period starts 3 months after the date of manufacturing or custom clearance.)
3. If you use a household product for sales purpose or as a means of sale or if you use it in an abnormal environment, the free quality warranty period is reduced by 50 %.
4. This warranty cannot be issued again.
5. If an additional contract exists for supplies (procurement, host, single product), the main contract governs the warranty details.

Period of owning main parts

- Washer6 years

Quality warranty period for main parts

- Washer's motor3 years
(The free warranty period for the motor, a main part of the washer, is three years according to the standard for resolving consumers disputes but we guarantee 10 years of free warranty for DD motors. Travel expense, however, is charged.)

CONSUMER DISPUTE RESOLUTION

CONSUMER DISPUTE RESOLUTION			
Types of Consumer Damage	Compensations		
	Within Warranty Period	After the warranty period	
If a repair service is required because a functional or performance error occurs in the normal condition of use within 10 days from the date of purchase	Product replacement or full refund	Charged repairs	
If a repair service is required because a functional or performance error occurs in the normal condition of use within 1 month from the date of purchase	Product replacement or free repair	Charged repairs	
If a repair service is required because a functional or performance error occurs in the normal condition of use within the warranty period	If an error occurs	Free repairs	Charged repairs
	If it cannot be repaired	Product replacement or full refund	Charged repairs
	If it cannot be replaced	Full refund	Charged repairs
	If a major repair is required within 1 month after the date of purchase	Full refund	Charged repairs
	※ If an error occurs again after the second time of repairing the same error within the warranty period, or if an error occurs again after the four times of repairing various faulty parts within the warranty period, it is deemed that a repair is impossible.		
If the company loses the product that the consumer has submitted for repair service	Product replacement or full refund	Refund amount is obtained by adding 10 % to the depreciated fixed costs. (max: price of purchase)	
A damage caused by not having necessary repair parts within the period of owning main parts	If a repair service is required as a functional or performance error occurs in the normal condition of use	Product replacement or full refund	Refund amount is obtained by adding 5 % of the price of purchase to the depreciated fixed price. (If depreciated price <0, then assume 0.)
	If a malfunction is caused by the customer's negligence or fault	Product replacement after collecting the fees for charged repair service.	Refund amount is obtained by adding 5 % of the price of purchase to the depreciated fixed price. (If depreciated price <0, then assume 0.)
A damage caused during conveyance.	Product replacement (If a special conveyer is used, we will exercise the rights to ask for compensation.)	NA	
A damage caused while the company installs the product	Product replacement	NA	

- The compensation standard above is based on the standard for resolving consumers disputes posted by the Fair Trade Commission.
- Any issues not discussed above will be governed by the standards for resolving consumer disputes.
- Customer center (charged to callers): 080-023-7777
- Device washing, adjustment or instructions for use are not in the scope of malfunctions.

ABOUT CUSTOMER SERVICE

Consumer's rights

The customer has the valuable rights to receive free services for any malfunctions occurring while using the product for one year after the date of purchase. The free warranty period only applies to the Korean territory. However, if a malfunction occurs due to customers' negligence or natural disasters, service will be charged even within the free warranty period.

Responsibilities for Charged Service (Paid By Customers)

In the following cases, a service will be charged even within the free warranty period.

- If a metallic aine substance such as coins, pins, pens, or memory wire enters into the product, causing malfunctions
- If you drop the product, or impacts cause damage to the product or functional malfunctions
- If due to customers' negligence, liquid such as thinner or benzene damages or deforms the product exterior
- If a malfunction occurs as the result of using non-authentic LG Electronics parts (To get authentic LG Electronics parts, contact a nearby LG Electronics service center.)
- If you wish to replace a consumable part that is expected to wear out during the period of use
- If a malfunction occurs from a customer using the wrong voltage
- If a part is lost or damaged as a result of a customer disassembling the product on their own
- If simple adjustments are required without disassembling the product or if a product function needs to be explained
- If a malfunction occurs as the result of failing to obey the 'SAFETY PRECAUTIONS' of the LG Electronics user manual. Always follow the 'SAFETY PRECAUTIONS' to use the product for a long time. If you request a repair service when there is no malfunction, fees will be charged. Therefore, it is important to carefully read this manual.
- If a malfunction is caused by natural disasters such as lightning, fire, flooding, salt water, gas, or earthquake
- If a malfunction is caused by a customer's negligence
- If you request a service when a circuit breaker goes down but there is nothing wrong with the product
- If the power outlet is bad, if the power plug is not inserted, if a malfunction is caused by external factors such as clogged drain holes or freezing in the winter
- If a malfunction occurs due to a faulty power supply or connector failure
- If the original installation location is shifted as a customer requests, or if the product is installed again after moving to a new location
- If a malfunction occurs after someone other than an LG Electronics serviceman repairs or remodels the product
- If a service is requested due to other company product failures even if a customer requests a service with LG Electronics parts
- If a service is requested without fully understanding the exterior defects when a customer has purchased a product displayed on floor
- If the water supply is cut off because a customer closes the faucet or the water company stops it
- If a malfunction occurs after using the product for other purposes than washing, i.e., removing grain shells

PROCEDURE FOR DISPOSING ELECTRONICS WASTES

If You Purchased a New Product

If you purchased a new product from the LG Electronics shop, the old electronics will be disposed for free when a new product is delivered.

Simple Disposal

If you want to dispose of large sized electronics waste, call the resident center or waste disposal company.

OPEN SOURCE LICENSE INFORMATION

- This information applies to smart models.

Visit <http://opensource.lge.com> to obtain source codes included in this product which are developed under GPL, LGPL, MPL and other open source licenses.

You can download details and copyright information of all relevant licenses and disclaimers as well as the source codes.

You may request open source codes of the software included in this product by sending an email to opensource@lge.com within 3 years of purchase. We will provide the requested data on a CD-ROM for a nominal fee for the cost of the medium, shipping cost, etc.

Memo

Memo



LG Electronics service center telephone number

To report complaints or troubles, call (nationwide)

1544-7777, 1588-7777

• **Before making a call**

Make sure that you know the product model name, trouble status, telephone number and address to receive prompt service.

• **When making a call**

Select the product correctly according to the instructions on ARS, You will receive the best service from our special consultant for that product.

Customer center (suggestion or complaints) **080-023-7777**

Internet service request

www.lgservice.co.kr

- If you use the internet service, you can conveniently get self diagnosis, service request at the desired time/date, and real time PC remote consulting service.
- If you request a in-house service on the internet, we will give you discounts on your repair service (Subject to change depending on the circumstance of the company).



소 비 자 중 심 경 영
공정거래위원회 | 한국소비자원

Consumer Centered Management

This certification mark indicates products and services from customer oriented companies that value their customers most.

Evaluated by the KCA and certified by the FTC. (www.kca.go.kr)



What is an excellent Korean service company?
Under the supervision by the KOAS, the system gives prizes to companies with good service quality and customer satisfaction so that they can be publicized as excellent companies.

