Scan to see the online manual.

OWNER'S MANUAL

AIR CONDITIONER

In order to use the product safely and conveniently, please read the owner’s manual before using the product.

ENGLISH

TYPE: WALL MOUNTED
K*SAL**1A

MFL71982461
Rev.05_121725

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IMPORTANT SAFETY INSTRUCTIONS

READ ALL INSTRUCTIONS BEFORE USE

The following safety guidelines are intended to prevent unforeseen risks or damage from unsafe or incorrect operation of the appliance.

The guidelines are separated into ‘WARNING’ and ‘CAUTION’ as described below.

Safety Messages

Your safety and the safety of others are very important.

We have provided many important safety messages in this manual and on your appliance. Always read and follow all safety messages.

This is the safety alert symbol.

This symbol alerts you to potential hazards that can kill or injure you and others. All safety messages will follow the safety alert symbol and either the word WARNING or CAUTION.

These words mean:

WARNING

You may be killed or seriously injured if you do not follow instructions.

CAUTION

You may be injured or cause damage to the product if you do not follow instructions.

All safety messages will tell you what the potential hazard is, tell you how to reduce the chance of injury, and tell you what may happen if the instructions are not followed.

Notes for Flammable Refrigerant

The following symbols are displayed on units.

A2L A2L	This symbol indicates that this appliance uses a flammable refrigerant. If the refrigerant is leaked and exposed to an external ignition source, there is a risk of fire.
	This symbol indicates that the Owner's Manual should be read carefully.
	This symbol indicates that service personnel should be handling this equipment with reference to the Installation Manual.
	This symbol indicates that information is available in the Owner's Manual or Installation Manual.

Notes for Safety Guide

- This appliance is not accessible to the general public.
- This appliance uses a flammable refrigerant. If the refrigerant is leaked and exposed to an external ignition source, there is a risk of fire.
- This appliance includes a ground connection that can be used for functional purposes only.
- Refer space of installation guide.
- Refer to refrigerant charge in the installation manual for additional refrigerant charge.
- Outdoor unit can be installed and used outside.
- Means for disconnection must be incorporated in the fixed wiring in accordance with the wiring rules.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.

⚠ WARNING

- Do not use means to accelerate the defrosting process or to clean, other than those recommended by the manufacturer.
- The appliance shall be stored in a room without continuously operating ignition sources (for example: open flames, an operating gas appliance or an operating electric heater.)
- Do not pierce or burn.
- Be aware that refrigerants may not contain an odour.
- The manufacturer may provide other suitable examples or may provide additional information about the refrigerant odour.

- Pipe-work including piping material, pipe routing, and installation shall include protection from physical damage in operation and service, and be in compliance with national and local codes and standards, such as ASHRAE 15, ASHRAE 15.2, IAPMO Uniform Mechanical Code, ICC International Mechanical Code, or CSA B52. All field joints shall be accessible for inspection prior to being covered or enclosed.
- To ensure no leaking, field-made refrigerant joints indoors shall be tightness tested. The test method shall have a sensitivity of 5 grams (0.176 oz) per year of refrigerant or better under a pressure of at least 0.25 times the maximum allowable pressure. No leak shall be detected.
- **Technical Safety**
  - This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.

- **Installation**
  - Contact an authorized service center when installing or relocating the air conditioner.
  - Do not install the air conditioner on an unstable surface or in a place where there is danger of it falling.
- **Operation**
  - Do not modify or extend the power cable. Scratches or peeling insulation on the power cables may result in fire or electric shock, and should be replaced.
  - Make sure that the power cable is neither dirty, loose, nor broken.
- The refrigerant and insulation blowing gas used in the appliance require special disposal procedures.
- Consult a service agent or a similarly qualified person before disposing of them.
- This appliance is not intended for the purposes of cooling INFORMATION TECHNOLOGY EQUIPMENT.
- **Qualification of workers**

  The manual shall contain specific information about the required qualification of the working personnel for maintenance, service and repair operations. Every working procedure that affects safety means shall only be carried out by qualified person by manufacturer. Examples of such work procedures are as follows:
  - breaking into the refrigerating circuit;
  - opening of sealed components;
  - opening of ventilated enclosures.
- **Ventilated area**

  Ensure that the area is open and adequately ventilated before accessing the system or performing high-temperature work.

  A certain level of ventilation must be maintained for the duration of the work.

  Ventilation should be such that any refrigerant emitted is safely dispersed and preferably moistened into the outside atmosphere.
- **Cabling**

  Check that the cable is not subject to wear, corrosion, excessive pressure, vibration, sharp edges, or other adverse environmental influences. When checking, you should also take into account the effects of aging or continuous vibration of ignition sources such as compressors or fans.
- **Detection of flammable refrigerants**

  Under no circumstances should potential ignition sources be used to detect or detect refrigerant leaks. Do not use halide lamps (or other detectors that use fine salts).
- **Leak detection methods**

  The following leak detection methods are deemed acceptable for all refrigerant systems.

  Electronic leak detectors may be used to detect refrigerant leaks but, in the case of FLAMMABLE REFRIGERANTS, the sensitivity may not be adequate, or may need re-calibration. (Detection equipment shall be calibrated in a refrigerant-free area.) Ensure that the detector is not a potential source of ignition and is suitable for the refrigerant used. Leak detection equipment shall be set at a percentage of the LFL of the refrigerant and shall be calibrated to the refrigerant employed, and the appropriate percentage of gas (25 % maximum) is confirmed.Leak detection fluids are also suitable for use with most refrigerants but the use of detergents containing chlorine shall be avoided as the chlorine may react with the refrigerant and corrode the copper pipe-work.

  Examples of leak detection fluids are:
  - bubble method
  - fluorescent method agents

  If a leak is suspected, all naked flames shall be removed/extinguished.

  If a leakage of refrigerant is found which requires brazing, all of the refrigerant shall be recovered from the system, or isolated (by means of shutoff valves) in a part of the system remote from the leak.Removal of refrigerant shall be according to removal and evacuation procedure.
- **Removal and evacuation**

When breaking into the refrigerant circuit to make repairs – or for any other purpose – conventional procedures shall be used. However, for flammable refrigerants it is important that best practice be followed, since flammability is a consideration. The following procedure shall be adhered to:

- safely remove refrigerant following local and national regulations;
- evacuate;
- purge the circuit with inert gas (optional for A2L);
- evacuate (optional for A2L);
- continuously flush or purge with inert gas when using flame to open circuit; and
- open the circuit.

The refrigerant charge shall be recovered into the correct recovery cylinders if venting is not allowed by local and national codes. For appliances containing flammable refrigerants, the system shall be purged with oxygen-free nitrogen to render the appliance safe for flammable refrigerants. This process might need to be repeated several times.Compressed air or oxygen shall not be used for purging refrigerant systems.

For appliances containing flammable refrigerants, refrigerants purging shall be achieved by breaking the vacuum in the system with oxygen-free nitrogen and continuing to fill until the working pressure is achieved, then venting to atmosphere, and finally pulling down to a vacuum (optional for A2L). This process shall be repeated until no refrigerant is within the system (optional for A2L). When the final oxygen-free nitrogen charge is used, the system shall be vented down to atmospheric pressure to enable work to take place.

The outlet for the vacuum pump shall not be close to any potential ignition sources, and ventilation shall be available.

- **Charging procedures**

  In addition to the existing filling procedure, the following requirements must be observed: When using the charging device,make sure that it is not contaminated with other refrigerants. The hose or pipe should be as short as possible to minimize the amount of refrigerant in it.The cylinder should be stored in the proper location according to the instructions.Make sure the refrigeration system is grounded before filling the system with refrigerant.When charging is complete, label the system (if it is not already there).Be careful not to overfill there frigerant. Before recharging the system, a pressure test should be performed with an appropriate purge gas. After charging is complete and before Dry Run, the system must be inspected for leaks. Follow-up should be carried out before leaving the site.

- **Recovery**

  When removing refrigerant from a system, either for servicing or decommissioning, it is recommended good practice that all refrigerants are removed safely.

  When transferring refrigerant into cylinders, ensure that only appropriate refrigerant recovery cylinders are employed. Ensure that the correct number of cylinders for holding the total system charge is available. All cylinders to be used are designated for there covered refrigerant and labelled for that refrigerant (i.e. special cylinders for the recovery of refrigerant). Cylinders shall be complete with pressure-relief valve and associated shut-off valves in good working order. Empty recovery cylinders are evacuated and, if possible, cooled before recovery occurs.

  The recovery equipment shall be in good working order with a set of instructions concerning the equipment that is at hand and shall be suitable for the recovery of the flammable refrigerant. If in doubt, the manufacturer should be consulted. In addition, a set of calibrated weighing scales shall be available and in good working order. Hoses shall be complete with leak-free disconnect couplings and in good condition.

  The recovered refrigerant shall be processed according to local legislation in the correct recovery cylinder, and the relevant waste transfer note arranged. Do not mix refrigerants in recovery units and especially not in cylinders.

  If compressors or compressor oils are to be removed, ensure that they have been evacuated to an acceptable level to make certain that flammable refrigerant does not remain within the lubricant. The compressor body shall not be heated by an open flame or other ignition sources to accelerate this process. When oil is drained from a system,it shall be carried out safely.

- **Checks to the area**

Prior to beginning work on systems containing flammable refrigerants, safety checks are necessary to ensure that the risk of ignition is minimized. For repair to the refrigerating system, the following precautions shall be complied with prior to conducting work on the system.

- **Work procedure**

  Work shall be undertaken under a controlled procedure so as to minimize the risk of a flammable gas or vapour being present while the work is being performed.

- **General work area**

  All maintenance staff and others working in the local area shall be instructed on the nature of work being carried out. Work in confined spaces shall be avoided.

- **Checking for presence of refrigerant**

  The area shall be checked with an appropriate refrigerant detector prior to and during work, to ensure the technician is aware of potentially flammable atmospheres. Ensure that the leak detection equipment being used is suitable for use with flammable refrigerants,i.e. non-sparking, adequately sealed or intrinsically safe.

- **Presence of fire extinguisher**

  If any hot work is to be conducted on the refrigerating equipment or any associated parts, appropriate fire extinguishing equipment shall be available to hand. Have a dry powder or CO2 fire extinguisher adjacent to the charging area.

- **No ignition sources**

  No person carrying out work in relation to a refrigerating system which involves exposing any pipe work shall use any sources of ignition in such a manner that it may lead to the risk of fire or explosion.

  All possible ignition sources,including cigarette smoking, should be kept sufficiently far away from the site of installation, repairing, removing and disposal, during which refrigerant can possibly be released to the surrounding space.

  Prior to work taking place, the area around the equipment is to be surveyed to make sure that there are no flammable hazards or ignition risks. “No Smoking” signs shall be displayed.

- **Checks to the refrigerating equipment**

  Where electrical components are being changed, they shall be fit for the purpose and to the correct specification.

  At all times the manufacturer’s maintenance and service guidelines shall be followed. If in doubt consult the manufacturer’s technical department for assistance.

  The following checks shall be applied to installations using flammable refrigerants:

  - The actual refrigerant charge is in accordance with the room size within which the refrigerant containing parts are installed.
  - The ventilation machinery and outlets are operating adequately and are not obstructed.
  - If an indirect refrigerating circuit is being used, the secondary circuit shall be checked for the presence of refrigerant.
  - Marking to the equipment continues to be visible and legible. Markings and signs that are illegible shall be corrected.
  - Refrigerating pipe or components are installed in a position where they are unlikely to be exposed to any substance which may corrode refrigerant containing components, unless the components are constructed of materials which are inherently resistant to being corroded or are suitably protected against being so corroded.

- **Checks to electrical devices**

  Repair and maintenance to electrical components shall include initial safety checks and component inspection procedures. If a fault exists that could compromise safety, then no electrical supply shall be connected to the circuit until it is satisfactorily dealt with. If the fault cannot be corrected immediately but it is necessary to continue operation, an adequate temporary solution shall be used. This shall be reported to the owner of the equipment so all parties are advised.

  Initial safety checks shall include:

  - Capacitors are discharged: this shall be done in a safe manner to avoid possibility of sparking.

- No live electrical components and wiring are exposed while charging, recovering or purging the system.
- Continuity of earth bonding.

- **Repair to sealed components**

  "Sealed electrical components shall be replaced."

- **Repair to intrinsically safe components**

  "Intrinsically safe components must be replaced."

- **Decommissioning**

  Before carrying out this procedure,it is essential that the technician is completely familiar with the equipment and all its detail.

  It is recommended good practice that all refrigerants are recovered safely. Prior to the task being carried out, an oil and refrigerant sample shall be taken in case analysis is required prior to re-use of recovered refrigerant. It is essential that electrical power is available before the task is commenced.

  a) Become familiar with the equipment and its operation.

  b) Isolate system electrically.

  c) Before attempting the procedure ensure that:

  - mechanical handling equipment is available, if required, for handling refrigerant cylinders
  - all personal protective equipment is available and being used correctly
  - the recovery process is supervised at all times by a competent person
  - recovery equipment and cylinders conform to the appropriate standards.

  d) Pump down refrigerant system, if possible.

  e) If a vacuum is not possible,make a manifold so that refrigerant can be removed from various parts of the system.

  f) Make sure that cylinder is situated on the scales before recovery takes place.

  g) Start the recovery machine and operate in accordance with instructions.

  h) Do not overfill cylinders. (No more than 80 % volume liquid charge).

  i) Do not exceed the maximum working pressure of the cylinder, even temporarily.

  j) When the cylinders have been filled correctly and the process completed, make sure that the cylinders and the equipment are removed from site promptly and all isolation valves on the equipment are closed off.

  k) Recovered refrigerant shall not be charged into another refrigerating system unless it has been cleaned and checked.

- **Labelling**

  Equipment shall be labelled stating that it has been de-commissioned and emptied of refrigerant.

  The label shall be dated and signed.

  Ensure that there are labels on the equipment stating the equipment contains flammable refrigerant.

- Mechanical connections (mechanical connectors or flared joints) shall be accessible for maintenance purposes.
- When mechanical connectors are reused indoors, sealing parts shall be renewed.
- When flared joints are reused indoors, the flare part shall be re-fabricated.
- This appliance incorporates an earth connection for functional purposes only.
- Flexible pipe elements shall be protected against mechanical damage, excessive stress by torsion, or other forces. They should be checked for mechanical damage annually.
- Protection devices, piping and fittings shall be protected as far as possible against adverse environmental effects, for example, the danger of water collecting and freezing in relief pipes or the accumulation of dirt and debris.
- Precautions shall be taken to avoid excessive vibration or pulsation to refrigerating piping.

- Piping in refrigerating systems shall be so designed and installed to minimize the likelihood hydraulic shock damaging the system.
- Provision shall be made for expansion and contraction of long runs of piping.
- Use a supply cord shall be between 1.5~3 m(4.9~9.8 ft) long and shall be either and extra hard usage or a hard usage cord.
- Ampacities of supply cords and attachment plugs shall not be less than the current rating of the appliance and shall be suitable for the application in accordance with national electrical installation requirements.
- An unventilated area where the appliance using flammable refrigerants is installed shall be so constructed that should any refrigerant leak, it will not stagnate so as to create a fire or explosion hazard.
- Non-duct connected appliances containing A2L refrigerants with the supply and return air openings in the conditioned space may have the body of the appliance may be installed in open areas such as false ceilings not being used as return air plenums, as long as the conditioned air does not directly communicate with the air of the false ceiling.
- **For appliances with REFRIGERANT DETECTION SYSTEMS(Optional), the instructions shall include the following:**

  For REFRIGERANT DETECTION SYSTEMS, the function and operation and required servicing measures.

  For LIMITED LIFE REFRIGERANT SENSORS used in REFRIGERANT DETECTION SYSTEMS, the specified end of life and instructions for replacement.

  REFRIGERANT SENSORS for REFRIGERANT DETECTION SYSTEMS shall only be replaced with sensors specified by the appliance manufacture.

  LEAK DETECTION SYSTEM installed. Unit must be powered except for service.

  This unit is equipped with a refrigerant leak detector for safety. To be effective, the unit must be electrically powered at all times after installation, other than when servicing.

WARNING INSTRUCTIONS

⚠ WARNING

- To reduce the risk of explosion, fire, death, electric shock, injury or scalding to persons when using this product, follow basic precautions, including the following:

Technical Safety

- 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.
- Installation or repairs made by unauthorized persons can pose hazards to you and others.
- The information contained in the manual is intended for use by a qualified service technician who is familiar with the safety procedures and equipped with the proper tools and test instruments.
- Failure to read and follow all instructions in this manual can result in equipment malfunction, property damage, personal injury and/or death.
- When the power cord is to be replaced, the replacement work shall be performed by authorized personnel using only genuine replacement parts.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified person in order to avoid a hazard.
- Installation MUST conform to the local building codes or, in the absence of local codes, the National Electrical Code NFPA 70/ANSI C1-1003 or current edition and Canadian Electrical Code Part1 CSA C.22. 1.

- After completion of field piping for split systems, the field pipework shall be pressure tested with an inert gas and then vacuum tested prior to refrigerant charging, according to the following requirements:
  - The minimum test pressure for the low side of the system shall be the low side design pressure and the minimum test pressure for the high side of the system shall be the high side design pressure, unless the high side of the system, cannot be isolated from the low side of the system in which case the entire system shall be pressure tested to the low side design pressure.
  - The test pressure after removal of pressure source shall be maintained for at least 1 h with no decrease of pressure indicated by the test gauge, with test gauge resolution not exceeding 5% of the test pressure.
  - During the evacuation test, after achieving a vacuum level specified in the manual or less, the refrigeration system shall be isolated from the vacuum pump and the pressure shall not rise above 1500 microns within 10 min. The vacuum pressure level shall be specified in the manual, and shall be the lessor of 500 microns or the value equired for compliance with national and local codes and standards, which may vary between residential, commercial, and industrial buildings.
- Steel pipes and components shall be protected against corrosion with a rustproof coating before applying any insulation.
- If appliances with A2L refrigerants connected via an air duct system to one or more rooms are installed in a room with an area less than A min as determined in Clause GG.2, that room shall be without continuously operating open flames (for example an operating gas appliance) or other potential ignition sources (for example an operating electric heater, hot surfaces). A flame-producing device may be installed in the same space if the device is provided with an effective flame arrest;
- Auxiliary devices which can be potential ignition source shall not be installed in connecting ductwork. Examples of potential ignition sources are UV lights, electric heaters with a temperature exceeding 700 ℃, pilot flames, brushed motors and similar devices.
- Servicing shall be performed only as recommended by the manufacturer.

Installation

- Contact an authorized service center when installing or relocating the air conditioner.
- Do not install the air conditioner on an unstable surface or in a place where there is danger of it falling.
- Do not install the unit in potentially explosive atmospheres.
- Do not install the air conditioner in a place where flammable liquids or gases such as gasoline, propane, paint thinner, etc., are stored.
- Install the panel and the cover of the control box safely.
- Install a dedicated electric outlet and circuit breaker before using the air conditioner.
- Use standard circuit breaker and fuse that conform to the rating of the air conditioner.
- Make sure that the pipe and the power cable connecting the indoor and outdoor units are not pulled too tight when installing the air conditioner.
- The indoor/outdoor wiring connections must be secured tightly, and the cable should be routed properly so that there is no force pulling the cable from the connection terminals. Improper or loose connections can generate heat or cause a fire.
- Do not connect the ground wire to a gas pipe, a lightning rod, or a telephone ground wire.
- Use non-flammable gas (nitrogen) to check for leaks and to purge air; using compressed air or flammable gas may cause fire or explosion.
- The indoor unit got power from outdoor unit. Details of fuses or circuit breakers are indicated in installation manual of outdoor unit.

Operation

- Do not modify or extend the power cable. Scratches or peeling insulation on the power cables may result in fire or electric shock, and should be replaced.

- Make sure that the power cable is neither dirty, loose, nor broken.
- Do not place any objects on the power cable.
- Do not place a heater or other heating appliances near the power cable.
- Take care to ensure that the power cable could not be pulled out or damaged during operation.
- Never touch, operate, or repair the air conditioner with wet hands.
- Do not insert hands or other objects through the air inlet or outlet while the air conditioner is operating.
- Make sure that children do not climb on or hit the outdoor unit.
- Be sure to use only those parts listed in the service parts list. Never attempt to modify the equipment.
- Do not touch the refrigerant pipe, water pipe or any internal parts while the unit is operating or immediately after operation.
- Do not leave flammable substances such as gasoline, benzene, or thinner near the air conditioner.
- Do not use the air conditioner for an extended period of time in a small place without proper ventilation.
- Be sure to ventilate sufficiently when the air conditioner and a heating appliance such as a heater are used simultaneously.
- Do not block the inlet or outlet of airflow.
- Cut off the power supply if there is any noise, smell, or smoke coming from the air conditioner.
- Contact an authorized service center when the air conditioner is submerged by flood waters.
- In the event of a gas leak (such as Freon, propane gas, LP gas, etc.) ventilate sufficiently before using the air conditioner again.
- Cut off the power supply immediately in the event of a blackout or a thunderstorm.

Remote Control

- Remove the batteries if the remote control is not to be used for an extended period of time.
- Never mix different types of batteries, or old and new batteries for the remote control.
- Do not recharge or disassemble the batteries.
- Stop using the remote control if there is a fluid leak in the battery. If your clothes or skin is exposed to the leaking battery fluid, wash off with clean water.
- If the leaking battery fluid has been swallowed, rinse the inside of the mouth thoroughly and consult a doctor.
- Dispose of the batteries in a place where there is no danger of fire.

Maintenance

- Before cleaning or performing maintenance, disconnect the power supply and wait until the fan stops.
- Do not clean the appliance by spraying water directly onto the product.

Refrigerant

General

- Follow the standards of the corresponding region or country for handling the refrigerant and the air conditioner and for disassembling the air conditioner.
- Use only the refrigerant specified on the air conditioner label.
- Do not use uncertified refrigerants.
- Do not input air or gas into the system except the specified refrigerant.
- Do not touch the leaking refrigerant during installation or repair.

- Be sure to check for refrigerant leaks after installing or repairing the air conditioner.
- The appliance shall be stored so as to prevent mechanical damage from occurring.

R32 Only

- Any person who is involved with working on or breaking into a refrigerant circuit should hold a current valid certificate from an industry-accredited assessment authority, which authorizes their competence to handle refrigerants safely in accordance with an industry recognized assessment specification.
- Servicing shall only be performed as recommended by the equipment manufacturer. Maintenance and repair requiring the assistance of other skilled personnel shall be carried out under the supervision of the person competent in the use of flammable refrigerants.
- The appliance shall be stored in a well-ventilated area where the room size corresponds to the room area as specified for operation.
- Keep any required ventilation openings clear of obstruction.
- The appliance shall be stored in a room without continuously operating open flames (for example an operating gas appliance) and ignition sources (for example an operating electric heater).

CAUTION INSTRUCTIONS

⚠ CAUTION

- To reduce the risk of minor injury to persons, malfunction, or damage to the product or property when using this product, follow basic precautions, including the following:

Installation

- Transport the air conditioner with two or more people or use a forklift.
- Install the outdoor unit such that it is protected from direct sunlight. Do not place the indoor unit in a place where it is directly exposed to sunlight via the windows.
- Do not install the air conditioner in an area where it is directly exposed to sea wind (salt spray).
- Install the drain hose properly for the smooth drainage of water condensation.
- Install the air conditioner in a place where the noise from the outdoor unit or the exhaust fumes will not inconvenience the neighbors. Failure to do so may result in conflict with the neighbors.
- Safely dispose of packing materials such as screws, nails, plastic bags or batteries using proper packaging after installation or repair.
- Exercise caution when unpacking or installing the air conditioner.

Operation

- Make sure that the filter is installed before operating the air conditioner.
- Do not drink the water drained from the air conditioner.
- Do not place any object on the air conditioner.
- Do not let the air conditioner run for a long time when humidity is very high or when a door or a window has been left open.

- Do not expose people, animals, or plants to the cold or hot wind from the air conditioner for extended periods of time.
- Do not use the product for special purposes, such as preserving foods, works of art, etc. the air conditioner is designed for consumer purposes, and is not a precision refrigeration system. There is risk of damage or loss of property.

Maintenance

- Use a sturdy stool or ladder when cleaning, maintaining, or repairing the air conditioner at a height.
- Never use strong cleaning agents or solvents or spray water when cleaning the air conditioner. Use a soft cloth.
- Never touch the metal parts of the air conditioner when removing the air filter.
- To clean the interior, contact an authorized service center or dealer. Using harsh detergents may cause corrosion or damage to the unit.

Installation Guide

- The appliance shall be installed in accordance with national wiring regulations.
- Compliance with national gas regulations shall be observed.
- Appliance shall be disconnected from its power source during service and when replacing parts.
- Check that appliance’s voltage level is 90 % ~ 110 % of the rated voltage. (To check it, refer to the label attached to the side of the appliance.)
- Do not install the appliance on an unstable surface or in a place where there is danger of it falling.
- This appliance must be grounded. In the event of malfunction or breakdown, grounding will reduce the risk of electric shock by providing a path of least resistance for electric current.
- Improper connection of the equipment-grounding conductor can result in risk of electric shock. Check with a qualified electrician or service personnel if you are in doubt as to whether the appliance is properly grounded.
- If the power supply cable is damaged or the cable connection is loose, do not use the power supply cable and contact an authorized service center.
- Do not share the power supply for this unit with other appliances or devices, it must be a dedicated power source for this appliance.
- Ensure the power cable is secure so that it does not come out while the appliance is operating.
- Do not touch the power plug or the appliance controls with wet hands.
- Cut the power during a severe thunderstorm or lightening or when not in use for a long period of time.
- Do not grab the power cable when removing the plug, but rather hold the power plugtightly.
- Do not bend the power cable excessively or place a heavy object on it.
- Do not turn on the circuit breaker or power when covers are removed or opened.
- Make sure that the pipe and the power cable connecting the indoor and outdoor units are not pulled too tight when installing the appliance.
- Install dedicated electric outlet and circuit breaker for the appliance.
- Make sure to close the cover of the control box after connecting the wiring to the appliance.
- Loose connections may cause electrical sparks, injury, and death.
- Do not install the appliance in a place where flammable liquids or gases such as gasoline, propane, paint thinner, etc., are stored.
- Only use the refrigerant designated on the label, do not put any foreign substances into the appliance.
- Inert gas (oxygen free nitrogen) should be used when you checking for leaks, cleaning or repairs of pipes etc. If you are using combustible gases including oxygen, appliance may have the risk of fires and explosions.

- If the air conditioner is installed in a small room, measures must be taken to prevent the refrigerant concentration from exceeding the safety limit when the refrigerant leaks.
  - Consult the dealer regarding the appropriate measures to prevent the safety limit from being exceeded. Should the refrigerant leak and cause the safety limit to be exceeded, hazards due to lack of oxygen in the room could result.
- Do not use copper pipes which are deformed. Otherwise, the expansion valve or capillary tube may become blocked with contaminants.
- Ducts connected to an appliance shall not contain an ignition source.
- When installing or relocating the appliance, consult with a qualified technician to set up the appliance. The appliance should not be installed by someone without proper qualifications.
- After pump down, power must be turned off before removing the pipe. It may causeexplosion or injury.
- Operating the appliance while it is disconnected to the pipe could result in explosion and damage. Use the appliance after connecting it to the pipe once the appliance has been relocated and the refrigerant circuit repaired.
- Do not step on and climb on the outdoor unit. It may cause electric shock, fire or damage to the unit.
- Close the extra installation hole.
- Install at places where it can endure the weight and vibration/noise of the outdoor unit.
- Install the appliance in a place where the noise from the outdoor unit or the exhaust air will not inconvenience the neighbors. Failure to do so may result in conflict with the neighbors.
- Do not install the outdoor unit near the septic tank, drain or toilet exhaust duct. It results in a corrosion of a heat exchanger or pipe.
- Ensure the appliance is installed level. Otherwise, it may cause vibration or water leakage.
- Do not insert a drain hose in drain or soil pipe. Bad smells can occur and it results in a corrosion of a heat exchanger or pipe.
- Do not discharge the refrigerant into the atmosphere.
- If refrigerant leaks, ventilate the room.
- Always check for gas (refrigerant) leakage after installation or repair of appliance.
- Be cautious not to get injured by the sharp edges while installing the appliance or taking it out of its packaging.
- Ensure that you carry by the chassis when you lift the unit.
- This appliance should only be transported by two or more people holding the appliance securely.
- During working on heights fasten safety belt to put for personal safety.
- To avoid nitrogen entering the refrigerant system in a liquid state, the top of the cylinder must be higher than its bottom when you pressurize the system.
- The tubing shall be protected to the extent that it will not be handled or used for carrying during moving of the appliance.
- Ventilation system have to be installed in the space when appliance with R32 is using for cooling of electric equipment.
- Do not use the appliance for special purposes, such as preserving foods, works of art, and etc. It is an appliance for consumer purposes, not a precision refrigerant system. There is risk of damage or loss of property.
- This product has been designed and manufactured to meet ENERGY STAR criteria for energy efficiency when matched with appropriate coil components. However, proper refrigerant charge and proper air flow are critical to achieve rated capacity and efficiency. Installation of this product should follow the manufacturer’s refrigerant charging and air flow instructions. Failure to confirm proper charge and airflow may reduce energy efficiency and shorten equipment life.
- Refrigerant tubing shall be protected or enclosed to avoid damage.
- Flexible refrigerant connectors (such as connecting lines between the indoor and outdoor unit) that may be displaced during normal operations shall be protected against mechanical damage.

- The installation of pipe-work shall be kept to a minimum.
- A brazed, welded, or mechanical connection shall be made before opening the valves to permit refrigerant to flow between the refrigerating system parts.

SAVE THESE INSTRUCTIONS

OPERATION

Before Use

Notes for Operation

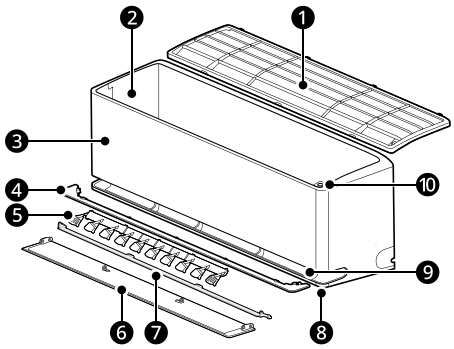
- Adjust the direction of the airflow vertically or horizontally to circulate indoor air.
- Speed up the fan to cool or warm indoor air quickly, within a short period of time.
- Turn off the appliance and periodically open windows for ventilation. The indoor air quality may deteriorate if the appliance is used for long durations.
- Clean the air filter once every 2 weeks. Dust and impurities collected in the air filter may block the airflow or reduce the appliance performance.

Suggestions for Energy Saving

- Do not over-cool the space. This may be harmful for your health and may consume more electricity.
- Block sunlight with blinds or curtains while you are operating the appliance.
- Keep doors or windows closed tightly while you are operating the appliance.

Product Overviews

Wall-Mounted



❶ Air Filter

❷ Air Intake Vents

❸ Front Cover

❹ Air Guide

❺ Air Deflector (Left-Right Louver)

❻ Air Deflector (Up-Down Vane)

❼ Air Deflector (Inner Vane)

❽ Main Air Outlet Vents

❾ Soft Air Outlet Vents

❿ Power Button

NOTE

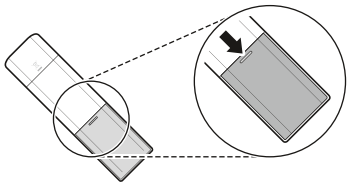
- Dual Vane: ❻ + ❼
- The number and location of parts may vary depending on the model of the appliance.
- Features may change depending on the model type.

Preparation before Operation

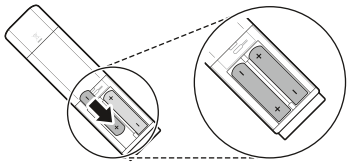
Inserting the Batteries into the Wireless Remote Control

Insert AAA (1.5 V) batteries into the wireless remote control.

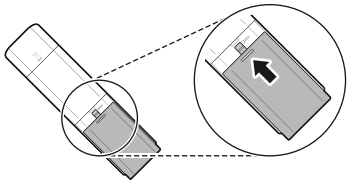
1 Remove the battery cover.



2 Insert the new batteries and make sure that the + and – terminals of the batteries are installed correctly.



3 Reattached the cover by sliding it back into position.



NOTE

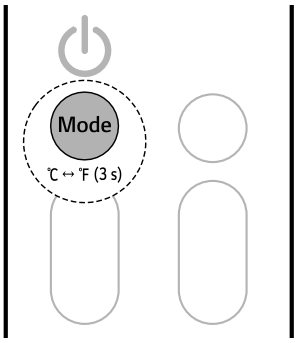
- When the wireless remote control display begins to fade, replace AAA (1.5 V) batteries.
- Do not use old and new batteries together.
- Do not use batteries other than alkaline.

Selecting Fahrenheit or Celsius

Set the temperature display to show either Fahrenheit (℉) or Celsius (℃) units.

1 Turn the appliance on.

2 Press and hold the **Mode** button for about 3 seconds, to change units between ℃ and ℉



Wireless Remote Control Overview

Wireless Remote Control

You can operate the appliance more conveniently with the wireless remote control.

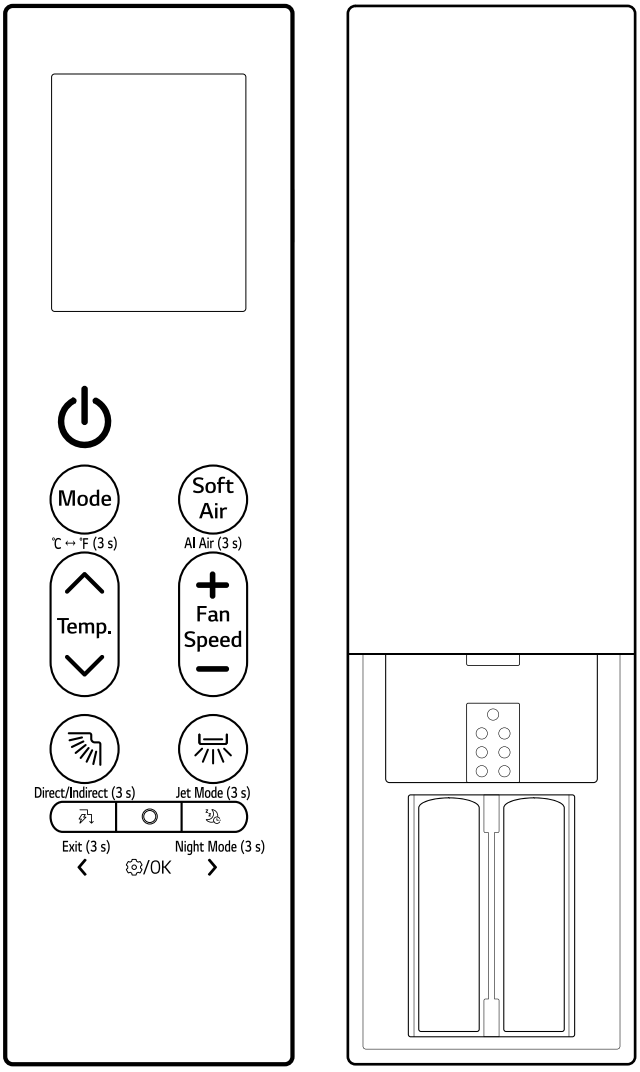


Image	Description
	Power Turns the appliance on or off.
	Connecting to LG ThinQ Press and hold the **Power** button for about 3 seconds to prepare the statue for connecting appliance and Wi-Fi.

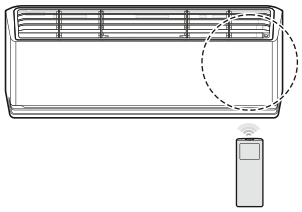
Image	Description
Mode ℃ ↔ ℉ (3 s)	**Mode** Selects the desired operation mode. • Each press changes the modes in this order: **Cooling ⟶ Auto ⟶ Dehumidification ⟶ Heating ⟶ Fan**
	℃ ↔ ℉ (3 s) Press and hold the **Mode** button for about 3 seconds to change units between ℃ and ℉
Soft Air AI Air (3 s)	**Soft Air** Keep you cool without feeling a draft.
	AI Air (3 s) Press and hold the **Soft Air** button for about 3 seconds to operate automatically by detecting the surrounding environment and user characteristics.
Temp.	**Temp. ∧, ∨** Adjusts the desired room temperature.
Fan Speed	**Fan Speed +, −** Adjust the fan speed.
Direct/Indirect (3 s)	**(Up-Down Swing)** Adjusts the airflow direction up and down.
	Direct/Indirect (3 s) Press and hold the button for about 3 seconds to set either a direct or indirect airflow based on your preferences.
	Cleaning Mode While the remote control and appliance are turned off, press and hold the button for about 5 seconds to fix the vane for cleaning the vane easily.
Jet Mode (3 s)	**(Left-Right Swing)** Adjusts the airflow direction left and right.
	Jet Mode (3 s) Press and hold the button for about 3 seconds to change the room temperature quickly.
Exit (3 s) <	**(Energy Control)** Decrease the power input. You can control energy consumption.
	Exit (3 s) When entering the settings, press and hold the button for about 3 seconds to return the previous setting.
/OK	**Function** Selects the desired function.

Image	Description
Night Mode (3 s)	**(Sleep)** Automatically turns the appliance off at a desired time. Use it before sleeping.
	Night Mode (3 s) Press and hold the button for about 3 seconds to turn off the display and the beep sound.

Using Operating Modes

Operating with the Wireless Remote Control

Point the wireless remote control towards the signal receiver at the right side of the appliance to operate it.



NOTE

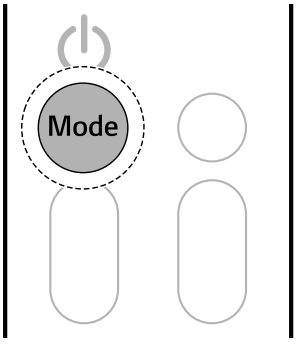
- The wireless remote control may operate other electronic devices if it is directed towards them. Make sure to point the wireless remote control towards the appliance signal receiver.
- For proper operation, use a soft cloth to clean the signal transmitter and receiver.
- If a function included on the remote is not supported on the appliance, the appliance may not indicate this by buzzing.

Cooling, Auto, Dehumidification, Heating, Fan Mode

You can change the operating mode when the appliance is turned on.

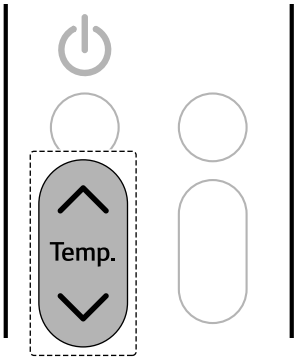
1 Turn the appliance on.

2 Press the **Mode** button repeatedly to change the operating mode.



	Cooling mode
A†	**Auto Operation** mode / **Auto changerover** mode † It automates the process of choosing the right settings for your space.
	Dehumidification mode
	Heating mode
	Fan mode

3 Press the ∧ or ∨ button to set the desired temperature.



Notes for Each Operation Mode

Dehumidification Mode

- In the **Dehumidification** mode, compressor and indoor fan may not operate, to prevent excessive cooling.

Fan Mode

- ⏍ or ⏻ is displayed on the indoor unit.
- You cannot adjust the temperature.

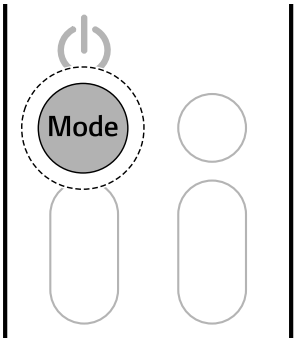
Jet Mode

You can change the room temperature quickly.

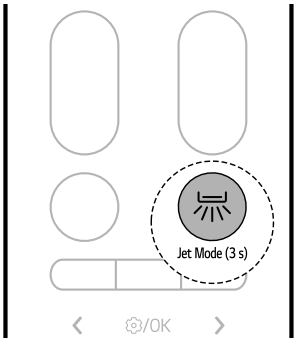
- The **Jet** mode is available with the **Cooling** and **Heating** modes.

1 Turn the appliance on.

2 Press the **Mode** button repeatedly to select the desired mode.



3 Press and hold the button for about 3 seconds.

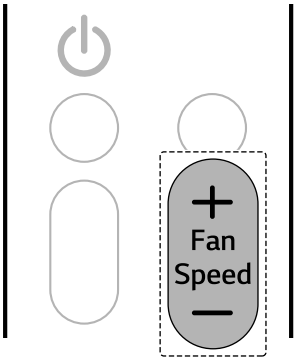


NOTE

- The **Jet Heating** mode is not available on some models.
- **Jet** mode may operate differently from the wireless remote control display.

Adjusting the Fan Speed

You can adjust the fan speed by pressing the + or — button repeatedly.



Speed	Wireless Remote Control Icon	Indoor Unit Icon
Natural Wind		
Auto		AU
High		F5
Medium - High		F4
Medium		F3
Medium - Low		F2
Low		F1

NOTE

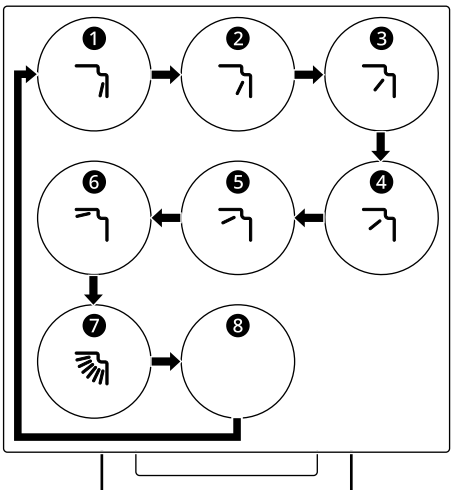
- The fan speed of Natural Wind is available with the Fan mode. The fan speed adjusts automatically.
- The fan speed of Auto is available with the Cooling and Heating modes. The fan speed adjusts automatically according to the temperature difference. The fan may turn off when the set temperature is reached.
- The indoor unit icons are displayed on some indoor units.
- The indoor unit display shows the fan speed icons for only 5 seconds and returns to the set temperature.

Adjusting the Airflow Direction

You can adjust the direction of the airflow vertically or horizontally.

Adjusting the Up-Down Direction

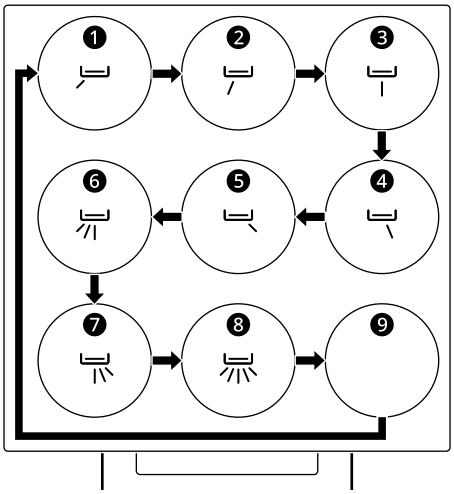
- Press the button repeatedly to adjust airflow direction.



- Select to adjust the up-down direction of the airflow automatically.

Adjusting the Left-Right Direction (On Some Models)

- Press the button repeatedly to adjust airflow direction.



- Select to adjust the left-right direction of the airflow automatically.

NOTE

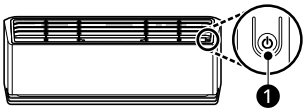
- Adjusting the air deflector arbitrarily may cause appliance failure.
- When restarted, the appliance uses the last set airflow direction. The position of the air deflector may not match the icon displayed on the wireless remote control. When this occurs, adjust the direction of the airflow again.
- This function may operate differently from the wireless remote control display.
- Adjusting the Left-Right Direction may not be supported, depending on the model.

Manual Operation

If your wireless remote control is unavailable, you can turn the appliance on and off by pressing the **POWER** button ❶ on the indoor unit.

1 Open the up-down vane.

2 Press the **POWER** button ❶.



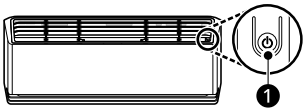
NOTE

- The stepping motor may be broken, if the up-down vane opens rapidly.
- The fan speed is set to high by default.
- Features may change depending on the model type.
- The temperature cannot be altered when using the **POWER** button ❶.
- The temperature is set between 72 ℉ (22 ℃) and 76 ℉ (24 ℃) by default.

Restoring the Previous Settings

When the air conditioner is turned on again after a power failure, **Auto Restart** function restores the previous settings.

When using the appliance for the first time, **Auto Restart** function is set. You can cancel and set this function by pressing the **POWER** button ❶ on the indoor unit.



Canceling Auto Restart

1 Open the up-down vane.

2 Press and hold the **POWER** button ❶ for 6 seconds.

3 When the appliance beeps twice, release the **POWER** button ❶. The lamp will flash twice. This repeats 4 times.

Setting Auto Restart

1 Open the up-down vane.

2 Press and hold the **POWER** button ❶ for 6 seconds.

3 When the appliance beeps twice, release the **POWER** button ❶. The lamp will flash. This repeats 4 times.

NOTE

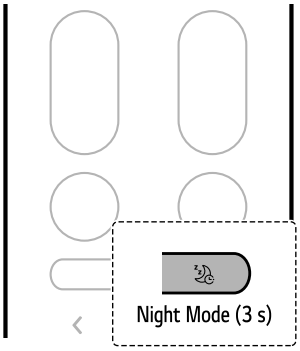
- The feature may change depending on the model type.
- If you press and hold the **POWER** button ❶ for 3 – 5 seconds, instead of 6 seconds, the appliance will switch to the test operation. In the test operation, the appliance blows out strong cooling air for 18 minutes and then returns to factory default settings.

Using Special Functions

Night Mode (On Some Models)

You can easily turn off the light and mute the buzzer simultaneously.

- Press and hold the button for about 3 seconds to set night mode.
  - Each time button pressed, the function changes in this order: ON ⟷ OFF



NOTE

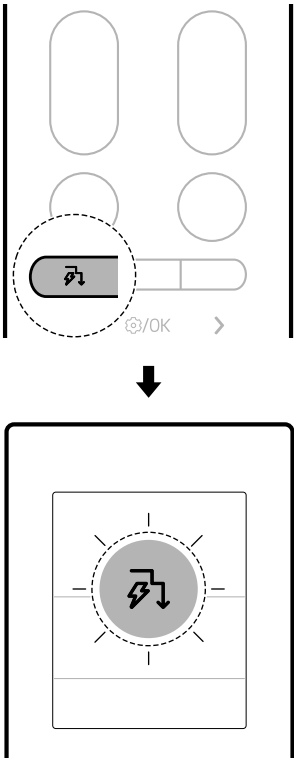
- When the Night Mode is on, pressing any buttons on the wireless remote control automatically turns the display on for a while.

Active Energy Control Function (On Some Models)

You can decrease the power input.

1 Turn the appliance on.

2 Press the button repeatedly to select the desired step.



Step	Display Screen	Description
1	80%	The power Input is decreased by 20% compared to rated power input.
2	60%	The power Input is decreased by 40% compared to rated power input.
3 (on some models)	40%	The power Input is decreased by 60% compared to rated power input.

NOTE

- 80, 60, 40 or L (step 1), LL (step 2) is displayed on some indoor units.
- This function is available with **Cooling** mode.
- Capacity may decrease when the **Active Energy Control** function is selected.
- The desired temperature is displayed for about 5 seconds if you press the ∧ or ∨ button.
- The fan speed is displayed for about 5 seconds if you press the + or — button.

- When connected to the Multi Outdoor unit, this functions may not be supported.

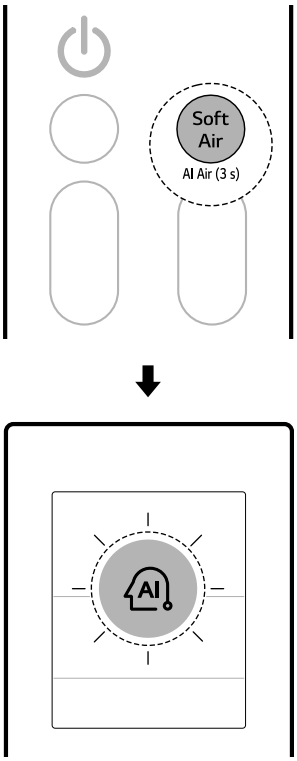
AI Air Mode

The fan speed and airflow direction change automatically based on learned usage patterns and ambient temperature changes.

If you select the **AI Air** mode, the air conditioner analyzes the surrounding environment to reach the desired temperature quickly. The airflow direction and fan speed are automatically adjusted to achieve the comfort settings.

1 Turn the appliance on.

2 Press and hold the **Soft Air** button for about 3 seconds.



NOTE

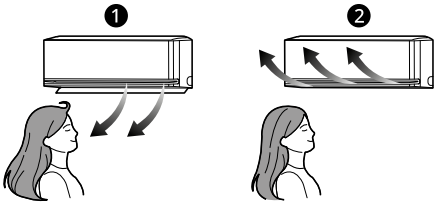
- This function is available with the **Cooling** and **Heating** modes.
- AI is displayed on the display screen.
- To change the desired temperature, press the **Temperature** ∧ or ∨ button on the remote control.

- Pressing the **Mode** or **Jet Mode** buttons while in the **AI Air** mode operates the selected function.
- This function may operate differently depending on the model.

Soft Air

This feature directs a soft airflow upwards to keep you cool without feeling a draft.

With the **LG ThinQ** application, you can fine-tune the temperature and strength of the airflow.

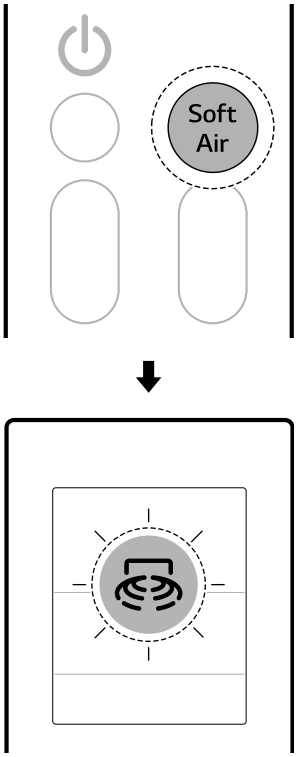


❶ Normal

❷ Soft Air

1 Turn the appliance on.

2 Press the **Soft Air** button.



NOTE

- When the **Soft Air** function is activated, the temperature of the air coming out of the appliance is changed and the airflow is directed upward.
- **Soft Air** function can be used with the **Cooling** and **Fan** modes.
- Sa is displayed on the display screen.
- To change the target temperature, press the **Temperature** ∧ or ∨ button on the remote control.
  - The temperature adjustment range may be limited while using the **Soft Air** function.
- Press the + or — button to adjust the fan speed.
- The airflow temperature may not increase or decrease depending on the indoor and outdoor temperatures.
- When connected to the Multi Outdoor unit, you cannot adjust the airflow temperature.

Human Detecting Sensor (On Some Models)

Direct and Indirect Airflow

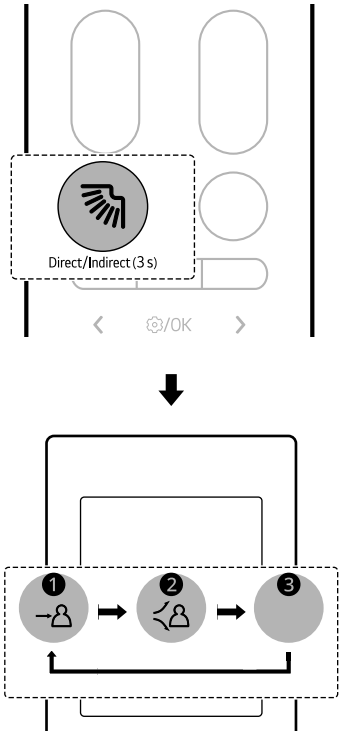
This feature detects people and sets either a **Direct** or **Indirect** airflow based on your preferences.

- **Direct Airflow**

  After detecting an occupied area, it directs the airflow to the occupied area.
- **Indirect Airflow**

  After detecting an occupied area, it directs the airflow to the unoccupied area.

- Press and hold the button for about 3 seconds to set direct and indirect function.
  - Each time button pressed, the function changes in this order: Direct ⟶ Indirect ⟶ Off



❶ Direct

❷ Indirect

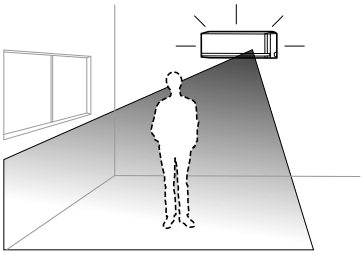
❸ Off

Absence Detection

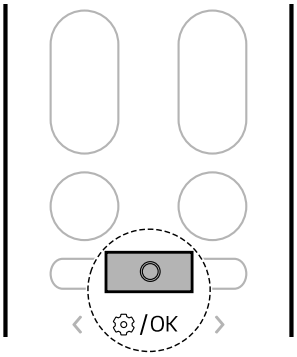
It automatically changes to energy saving operation when no one is present.

- If you leave the appliance turned on while you are out, the appliance automatically performs energy saving cooling operation or turns off the power when the absence detection time elapses, saving on electricity bills.

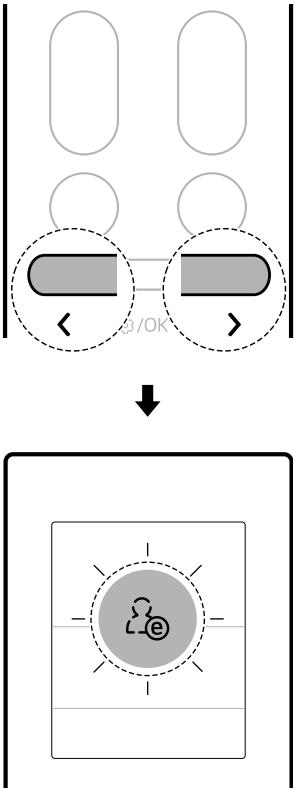
- Connect the appliance to the **LG ThinQ** application to set the absence detection time and absence detecting mode.



1 Press the **Function** button.



2 Press < or > button to set the below icon flashes at the bottom of the display screen. Then press the **Function** button.



3 Press the < or > button to set absence detection function.

- Each time button pressed, the function changes in this order: ON ⟷ OFF

4 Then press the **Function** button.

NOTE

- The **Direct and Indirect Airflow** operation are available with **Cooling**, **Heating** mode.
- The sensitivity of the radar sensor may vary depending on the indoor environment and conditions, including:
  - If there is little movement, such as while watching TV or sleeping
  - If you are sitting on the floor close to the appliance
  - If you are in a location far from the appliance approximately 5 m (16 ft) or more
- Moving objects such as fans, robot vacuum cleaners, or companion animals may be mistaken for people.

Sleep Timer

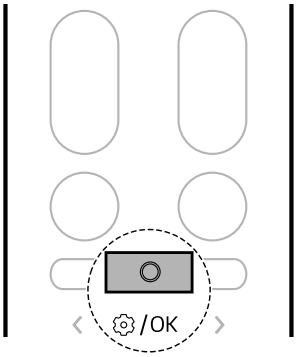
You can set the appliance to turn off automatically after a set time. The appliance will automatically change the temperature, fan speed and airflow direction. There are two ways to set the sleep timer.

This function can be set when the appliance is turned on.

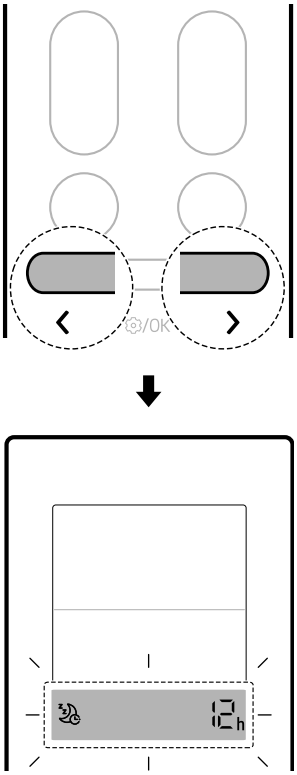
Method 1

1 Turn the appliance on.

2 Press the **Function** button.



3 Press the < or > button until the below icon flashes at the bottom of the display screen. Then press the **Function** button.



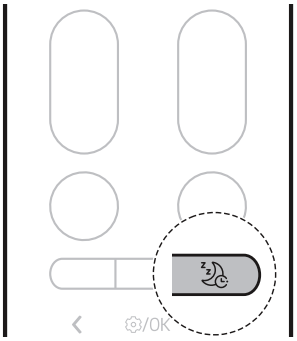
4 Press the < or > button to set the desired time. Then press the **Function** button.

- Starting from 30 minutes, the Sleep Timer can be set in hourly increments up to 12 hours.

Method 2

1 Turn the appliance on.

2 Press the button.



3 Press the < or > button to set the desired time. Then press the **Function** button.

- Starting from 30 minutes, the Sleep Timer can be set in hourly increments up to 12 hours.

NOTE

- Indoor unit display shows the set time from 1 Hr to 12 Hr for only 5 seconds then disappears on some models.
- In the **Cooling** and **Dehumidification** mode, the temperature increases by 1 ℉ (1 ℃) after 30 minutes and an additional 1 ℉ (1 ℃) after another 30 minutes for a more comfortable sleep. The temperature increases up to 2 ℉ (2 ℃) from the preset temperature and up to 86 ℉ (30 ℃).
- Although the remark for fan speed on the display screen may be changed, the fan speed is adjusted automatically.
- In the **Heating** mode, the temperature decreases by 1 ℉ (1 ℃) after 1 hours and an additional 1 ℉ (1 ℃) after another 1 hours for a more comfortable sleep. The temperature decreases up to 2 ℉ (2 ℃) from the preset temperature.
  - When connected to the Multi Outdoor unit, the temperature may not changed automatically.

On and Off Timer

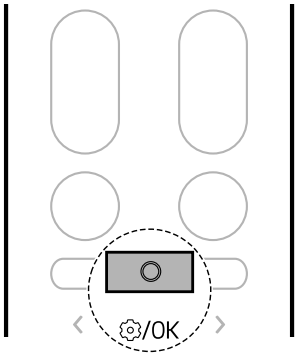
You can set the appliance to turn on and off automatically at a desired time.

The **On Timer** and **Off Timer** can be set together.

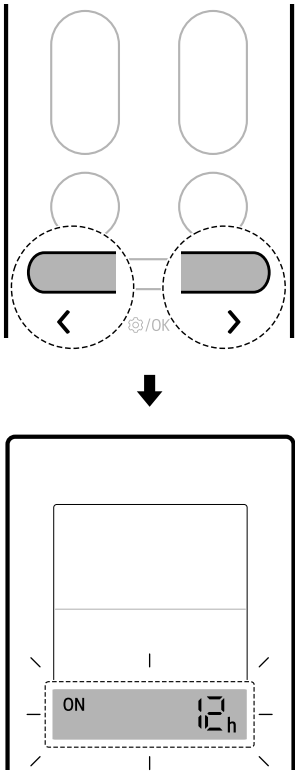
Setting the On Timer

You can set or cancel the function whether the appliance is turned on or off.

1 Press the **Function** button.



2 Press the < or > button until the below icon flashes at the bottom of the display screen. Then press the **Function** button.



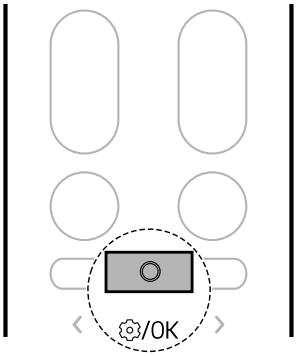
3 Press the < or > button to set the desired time. Then press the **Function** button.

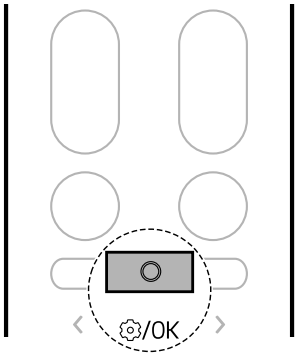
- The time can be set up to 24 hours.

Setting the Off Timer

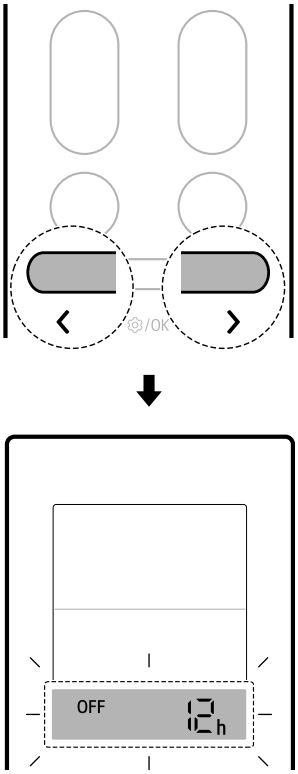
You can set or cancel the function whether the appliance is turned on or off.

1 Press the **Function** button.

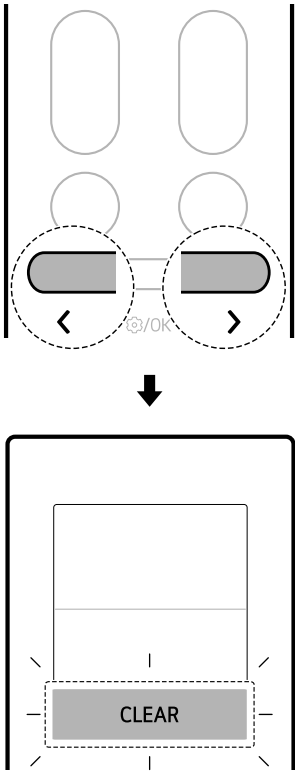




2 Press the < or > button until the below icon flashes at the bottom of the display screen. Then press the **Function** button.



2 Press the < or > button until the below icon flashes at the bottom of the display screen. Then press the **Function** button.



3 Press the < or > button to set the desired time. Then press the **Function** button.

- The time can be set up to 24 hours.

Canceling the Timer Setting

You can cancel all timer settings.

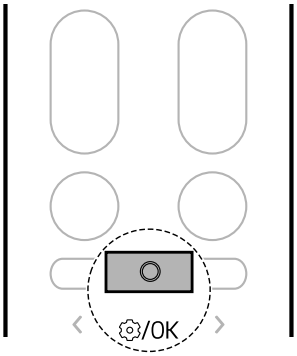
1 Press the **Function** button.

Mute Function

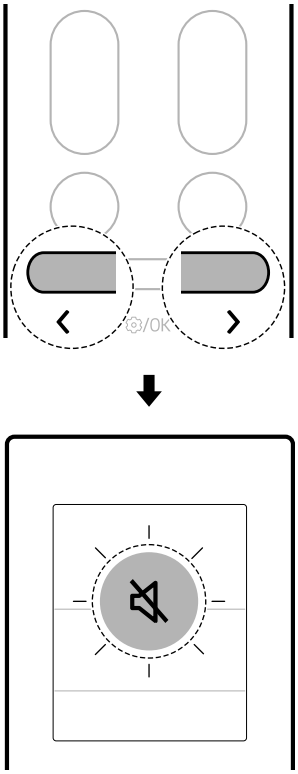
You can turn on or off the buzzer sound to notify you when you set or change the function of the air conditioner.

1 Turn the appliance on.

2 Press the **Function** button.



3 Press the < or > button until the below icon flashes at the bottom of the display screen. Then press the **Function** button.



4 Press the < or > button to set the mute function.

- Each time button pressed, the function changes in this order: ON ⟷ OFF

5 Then press the **Function** button.

NOTE

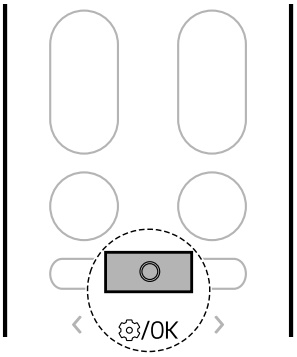
- Set the function each time, the function changes on and off.
- When the Mute is set, OF appears for a moment on the indoor unit display and the buzzer sound turned off.
- This function may operate differently depending on the model.

Light Off Function

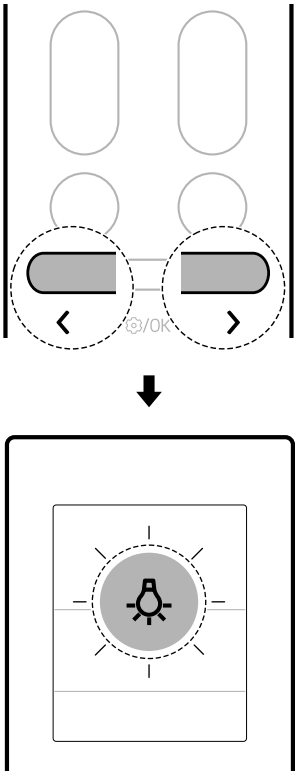
You can set the brightness of the indoor unit display screen.

1 Turn the appliance on.

2 Press the **Function** button.



3 Press the < or > button until the below icon flashes at the bottom of the display screen. Then press the **Function** button.



4 Press the < or > button to set the light off function.

- Each time button pressed, the function changes in this order: ON ⟷ OFF

5 Then press the **Function** button.

NOTE

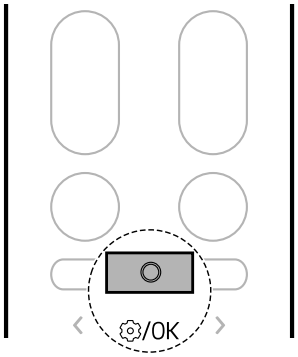
- The button turns the display screen on or off.
- If the brightness of an indoor unit's display is set to off, pressing a button on the wireless remote control temporarily turns the display on.
- This function may operate differently depending on the model.

Low Ambient Heating Function (On Some Models)

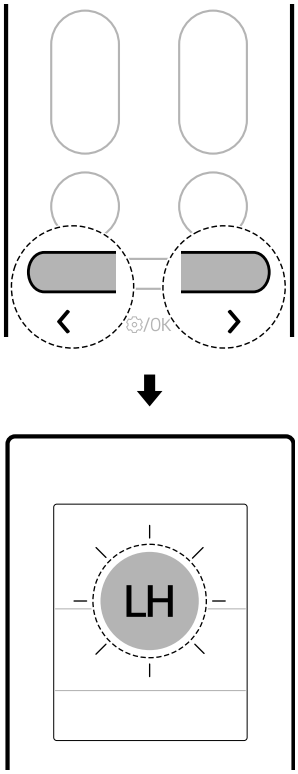
You can operate the heating system to maintain a minimum room temperature and prevent objects in the room from freezing when you are away from home for extended periods.

1 Turn the appliance on.

2 Press the **Function** button.



3 Press the < or > button until the below icon flashes at the bottom of the display screen. Then press the **Function** button.



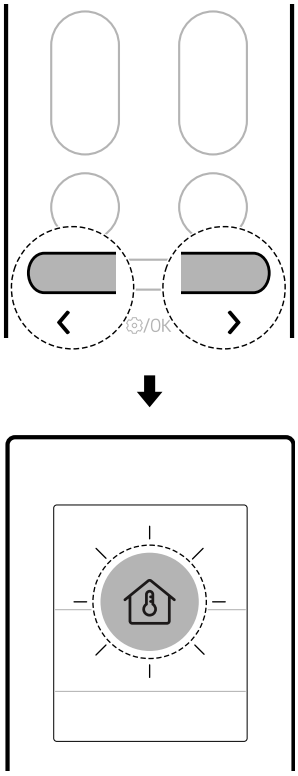
4 Press the < or > button to set the low ambient heating function.

- Each time button pressed, the function changes in this order: ON ⟷ OFF

5 Then press the **Function** button.

NOTE

- This function is available with the **Heating** mode.
- To return to the **Heating** mode, press the **Temperature** ∧, ∨, **Fan Speed** +, — or **Mode** button.
- If the **Jet Mode** button is pressed while the **Low Ambient Heating** function is running, the function is disabled and the **Jet Heating** mode is turned on immediately (on **Jet Heating** models).
- If an error occurs, operation may be interrupted to avoid damage to the appliance.
- The **Soft Air** and button cannot be used while the **Low Ambient Heating** function is in operation.
- LH is displayed on the indoor unit.
- The room temperature is controlled to around 50 ℉ (10 ℃). The temperature is changed according to the appliance.
- When connected to the Multi Outdoor unit, this functions may not be supported.

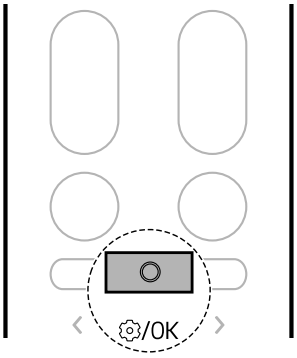


Checking Room Temperature

You can check the current room temperature.

1 Turn the appliance on.

2 Press the **Function** button.



3 Press the < or > button until the below icon flashes at the bottom of the display screen. Then press the **Function** button.

NOTE

- The room temperature displayed for 5 seconds before returning to the previous display.
- This function may operate differently depending on the model.
- In some functions, the temperature setting is displayed instead of the room temperature.

SMART FUNCTIONS

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 smartphone 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 appliance and in the application.

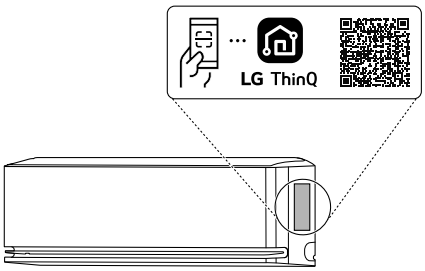
NOTE

- In the following cases, you must update the network information for each appliance in the **LG ThinQ** application under **Device Cards** ⟶ **Settings** ⟶ **Change Network**.
  - wireless router is changed
  - wireless router password is changed
  - Internet service provider is changed
- The application is subject to change for appliance improvement purposes without notice to users.
- Functions may vary by model.

Installing LG ThinQ Application and Connecting an LG Appliance

Models with QR Code

Scan the QR code attached to the product using the camera or a QR code reader application on your smartphone.



Models without QR Code

1. Search for and install the **LG ThinQ** application from the Google Play Store or Apple App Store on a smartphone.

2. Run the **LG ThinQ** application and sign in with your existing account or create an LG account to sign in.

3. Touch the add (+) button on the **LG ThinQ** application to connect your LG appliance. Follow the instructions in the application to complete the process.

NOTE

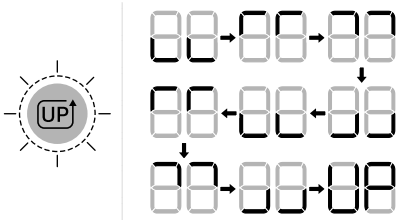
- To verify the Wi-Fi connection, check that the Wi-Fi indicator on the control panel is lit.
- The appliance supports 2.4 GHz Wi-Fi networks only. To check your network frequency, contact your Internet service provider or refer to your wireless router manual.
- **LG ThinQ** is not responsible for any network connection problems or any faults, malfunctions, or errors caused by network connection.
- The surrounding wireless environment can make the wireless network service run slowly.
- If the distance between the appliance and the wireless router is too far, the signal strength becomes weak. It may take a long time to connect or installation may fail.

- 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 network connection may not work properly depending on the Internet service provider.
- The Wi-Fi connection may not connect or may be interrupted because of the home network environment.
- The appliance cannot be connected 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 connect the product again.

Update Your Appliance

You can update your appliance with new features through the **LG ThinQ** app.

- When new features are available, an update notification will appear on the display as shown below when you turn on the appliance.



- After the update, the appliance function may change from what is indicated in the user manual.

1 Once you get an update notification, you will also receive an update notification on your smartphone.

2 Tap the update notification on your smartphone to enter the **Feature Updates** screen in the **LG ThinQ** app.

3 Once you enter the **Feature Updates** screen, select the new features and tap the **update** button.

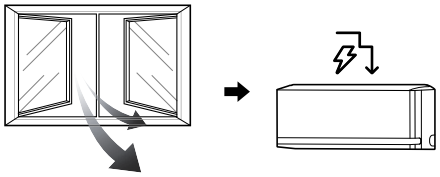
- The progress of the update can be checked on the appliance's control panel.
- Do not unplug the power plug of the appliance during the update, as it will interrupt the process.

4 After the update, to change the detailed settings of the updated features, refer to the guide within the **LG ThinQ** app.

NOTE

- When connected to the Multi Outdoor unit, this functions may not be supported.

Window Open Detection (On Some Models/LG ThinQ)



When a window is opened or outside air comes in, the temperature change can be detected and **Energy Control** mode is turned on.

To use the **Window Open Detection** function or set the **Energy Control Turn Off Time**, connect the appliance to the **LG ThinQ** application.

- If a window is opened, 80, 60 or 40 appear on the indoor unit display.

NOTE

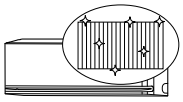
- The **Window Open Detection** function can be used with the **Cooling** and **Heating** modes.
- The **Window Open Detection** function is cancelled in the following situations.
  - If the appliance recognizes that the window is closed
  - If the **Energy Control Turn Off Time** has elapsed
  - If the operating mode is changed
- The **Window Open Detection** function does not work in the following cases.
  - If **Cooling** and **Heating** operation is run too soon after turning on the appliance

NOTE

- If the temperature difference between the indoors and outdoors is not large
- If there is insufficient ventilation through the windows

- When connected to the Multi Outdoor unit, this functions may not be supported.

All Cleaning (On Some Models/LG ThinQ)



By repeatedly freezing and thawing the heat exchanger of the air conditioner, contaminants such as dust are washed away and the appliance is kept clean.

After cleaning, it reduces moisture inside the indoor unit.

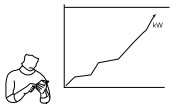
On some indoor units, AL appears on the display of the indoor unit.

NOTE

- The **All Cleaning** function will end after the appliance has dried.
- If the humidity in the room is high when the **All Cleaning** function is operating, the area near the indoor unit may become foggy.
- The **All Cleaning** function can be used indoors at 70 ℉ (21 ℃) to 89 ℉ (32 ℃) and outdoors at 70 ℉ (21 ℃) to 98 ℉ (37 ℃). The **All Cleaning** function is a hygiene management function, not a cooling function, so the usage conditions may vary from the verified operation range of the appliance.
- If the **All Cleaning** function is operated at a temperature outside of the allowable range, alarms in the **LG ThinQ** application and the function does not work.
- The **All Cleaning** function is available even when the appliance is running.
- If you press the ⏻ button on the appliance or on the remote control during the **All Cleaning**, the **All Cleaning** function is deactivated.
- During the **All Cleaning**, a “tick-tick-” or “tack-tack” noise may be heard as the appliance expands or contracts.
- After the **All Cleaning**, the appliance will automatically shut off. When the power is turned back on, it will operate in **Cooling** mode.
- If the **Timer** function is set, the **All Cleaning** function may not operate properly.
- Cool air comes out of the outlet when the **All Cleaning** function is activated.
- When connected to the Multi Outdoor unit, this functions may not be supported.

kW Manager (On Some Models/LG ThinQ)

The air conditioner power consumption is automatically adjusted based on a schedule and target power consumption set by the user.



E0 appears on the display of the indoor unit on some models.

NOTE

- When using **kW Manager** function, cooling output may be reduced, depending on the remaining target power amount.
- When the target electricity consumption is exceeded, the **kW Manager** function is disabled.
- When using the **Heating** and **Auto** modes, the **kW Manager** function is disabled.
- When connected to the Multi Outdoor unit, this functions may not be supported.
- The power usage shown through the **LG ThinQ** application may differ from the actual power usage shown on your utility bill.
- Power consumption information may vary depending on the appliance.
- Power consumption may differ from results measured using other measuring devices.
- Depending on the environment in which the device is installed, measured power consumption may vary.
- Measured power consumption may vary depending on the usage environment or usage method of the home appliance.
- When setting the usage time, the appliance does not automatically turn on or off.
- Even during the operation of the **kW Manager** function, the function set with the remote control is reflected first.

- Actual usage may differ.

Sleep+ (On Some Models/LG ThinQ)

Use it before sleeping. The appliance will automatically learn and adjust the temperature and fan speed to create an even more personalized sleep environment.

NOTE

- This function can be set when the appliance is turned on.
- This function is available with the **Cooling** mode.
- When connected to the Multi Outdoor unit, this functions may not be supported.

Open Source Software Notice Information

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

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

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

Smart Diagnosis™

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 application unavailability.
- The feature may be subject to change without prior notice and may have a different form depending on where you are located.

Using LG ThinQ to Diagnose

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

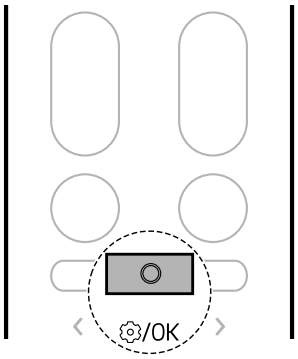
- Launch the **LG ThinQ** application and select the **Smart Diagnosis™** feature in the menu. Follow the instructions provided in the **LG ThinQ** application.

Using Audible Diagnosis to Diagnose Issues

Follow the instructions below to use the audible diagnosis method.

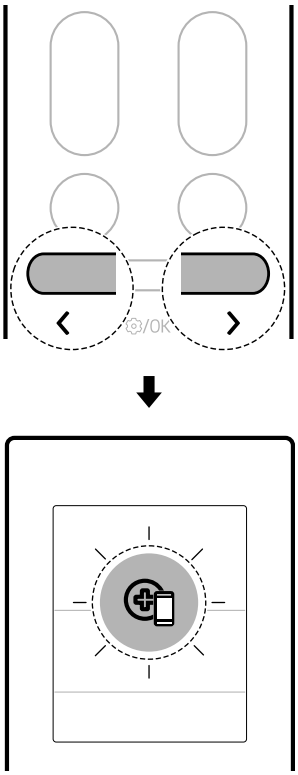
- Launch the **LG ThinQ** application and select the **Smart Diagnosis™** feature in the menu. Follow the instructions for audible diagnosis provided in the **LG ThinQ** application.

1. Plug the power plug in the outlet properly.
2. Place the mouthpiece of your smartphone close to the appliance.
3. Press the **Function** button.



4 Press the < or > button until the below icon flashes at the bottom of the display screen. Then press the **Function** button.

- Keep the smartphone in place until the data transfer has finished.



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.
- Be sure to keep ambient noise to a minimum or the phone may not correctly receive the buzzer beeps from the indoor unit.

MAINTENANCE

Cleaning

WARNING

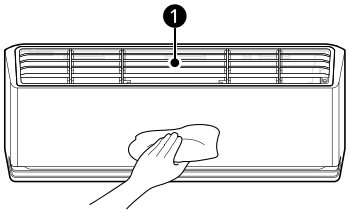
- Before cleaning or performing maintenance, disconnect the power supply and wait until the fan stops.

Cleaning Interval

Cleaning the Appliance

If the appliance will not be used for an extended period of time, dry the appliance to maintain it in the best condition. Clean the appliance regularly to maintain optimal performance and to prevent possible breakdown.

- Dry the appliance in **Fan** mode for 3 to 4 hours and disconnect the power. There may be internal damage if moisture is left in the appliance's components.
- Before using the appliance again, dry the inner components of the appliance in **Fan** mode for 3 to 4 hours. This will help to reduce the odor generated from moisture.



❶ Air Filter

NOTE

- The feature may vary depending on the model type.

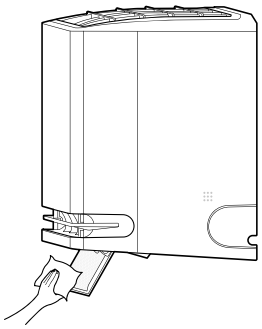
Type	Description	Interval
Indoor unit	Clean the surface of the indoor unit using a soft, dry cloth.	Regularly
	Have a professional clean the condensate drain pan.	Once a year
	Have a professional clean the condensate drain pipe.	Every 4 months
	Replace the wireless remote control batteries.	Once a year
Outdoor unit	Have a professional clean the heat exchanger coils and the panel vents. (Consult with technician.)	Once a year
	Have a professional clean the fan.	Once a year
	Have a professional clean the condensate drain pan.	Once a year
	Have a professional verify that all the fan assembly is firmly tightened.	Once a year
	Clean the electrical components with compressed air.	Once a year

Cleaning the Air Deflector

1 Turn off the appliance.

2 Press and hold the button for about 5 seconds to open the air deflector for cleaning it easily.

3 Clean the air deflector using a soft, dry cloth.



4 Press and hold the button for about 5 seconds to close the air deflector.

NOTE

- When you press the button while this function is turned on, it cannot turn on the appliance.
  - If you press button repeatedly, you can turn on the appliance.

Cleaning the Filter and Other parts

Type	Description	Interval
Air filter	Clean with a vacuum or hand wash.	2 weeks

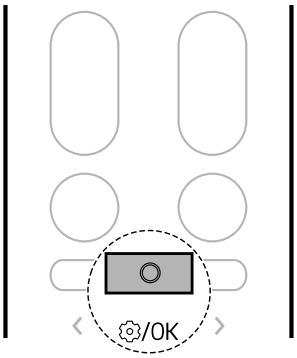
NOTE

- Never use water that is higher than 104 ℉ (40 ℃) when you clean the filters. It may cause deformation or discolouration.
- Never use volatile substances when you clean the filters. They may damage the surface of the appliance.

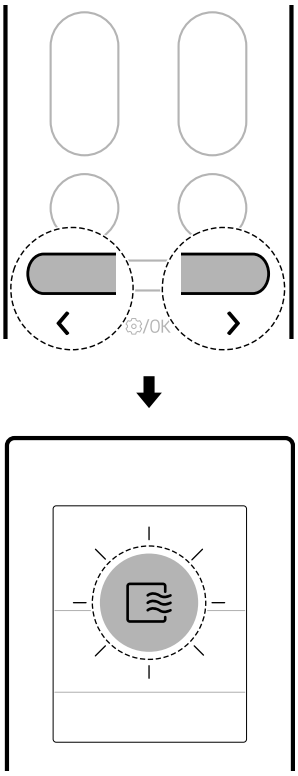
Using Auto Clean+ Function

In the **Cooling** and **Dehumidification** modes, moisture is generated inside the indoor unit. You can reduce that moisture.

1 Press the **Function** button.



2 Press the < or > button until the below icon flashes at the bottom of the display screen. Then press the **Function** button.



3 Press the < or > button to set the desired status of **Auto Clean+** function.

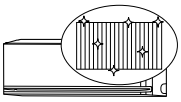
- Each time button pressed, the function changes in this order: Sto ⟷ ON ⟷ OFF

4 Then press the **Function** button.

NOTE

- The **Auto Clean+** function is set up when you purchased the appliance. If you don't want to use this function, turn it off.
- The **Auto Clean+** time is automatically set according to the appliance usage conditions, and the progress status is displayed as the remaining minutes on the indoor unit display.
  - The **Auto Clean+** time is up to 20 minutes.
- The drying condition inside the appliance may be different depending on the temperature or humidity of the indoor air.
  - To most effectively dry the inside of the appliance, operate the appliance in **Fan** mode for more than 1 hour.
- Once the **Auto Clean+** function is set, it remains enabled until turned off.
- If the appliance will not be used for a long period of time, run **Fan** mode for more than 1 hour to completely dry the inside of the appliance before storing it.
- You can set the **Auto Clean+** function even when the appliance is not operating.

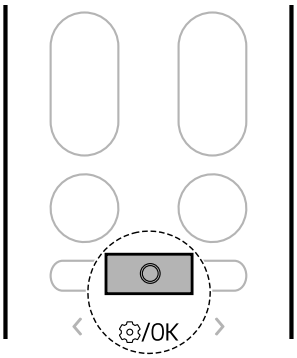
Freeze Cleaning (On Some Models)



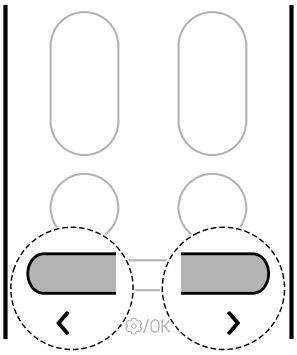
By repeatedly freezing and thawing the heat exchanger of the air conditioner, contaminants such as dust are washed away and the appliance is kept clean.

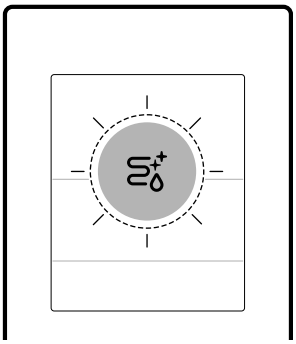
FC appears on the display of the indoor unit and the cleaning progress from 0 to 99 is displayed.

1 Press the **Function** button.



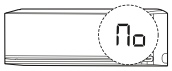
2 Press the < or > button until the below icon flashes at the display screen. Then press the **Function** button.





NOTE

- The **Freeze Cleaning** function will end after the appliance has dried.
- If the humidity in the room is high when the **Freeze Cleaning** function is operating, the area near the indoor unit may become foggy.
- The **Freeze Cleaning** function can be used indoors at 70 ℉ (21 ℃) to 89 ℉ (32 ℃) and outdoors at 70 ℉ (21 ℃) to 98 ℉ (37 ℃). The **Freeze Cleaning** function is a hygiene management function, not a cooling function, so the usage conditions may vary from the guaranteed cooling temperature of the appliance.
- If the **Freeze Cleaning** function is operated at a temperature outside of the allowable range, a beep sounds 5 times and the function does not work.
  - The code in the image below will be displayed on some indoor units.



- The **Freeze Cleaning** function is available even when the appliance is running.
- If you press the ⏻ button on the appliance or on the remote control during the **Freeze Cleaning**, the **Freeze Cleaning** function is deactivated.
- During the **Freeze Cleaning**, a “tick-tick-” or “tack-tack” noise may be heard as the appliance expands or contracts.
- After the **Freeze Cleaning**, the appliance will automatically shut off. When the power is turned back on, it will operate in **Cooling** mode.
- If the **Timer** function is set, the **Freeze Cleaning** function may not operate properly.
- Cool air comes out of the outlet when the **Freeze Cleaning** function is activated.
- When connected to the Multi Outdoor unit, this functions may not be supported.

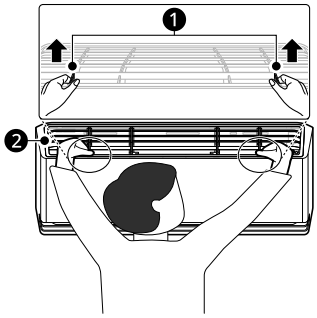
Removing and Replacing the Air Filter

NOTE

- Do not bend the air filter, as it may break.
- Assemble the air filter properly to prevent dust and other substances from entering the appliance.
- The number and location of hooks may vary depending on the model of the appliance.

1 Turn off the power to the appliance.

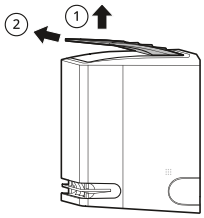
2 Locate the knobs of the air filter on the top front of the appliance.



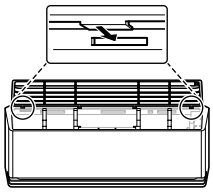
❶ Knobs

❷ Air Filter

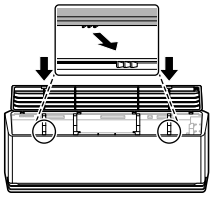
3 Pull the knobs upward slightly and then lift the entire filter to remove it.



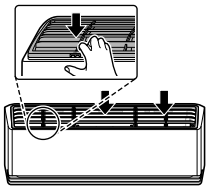
4 Insert the hooks on the air filter into the slots on the back of the front panel.



5 Push the hooks down until they click into place.



6 To make sure the filter is assembled properly, press down along the entire front length of the filter.

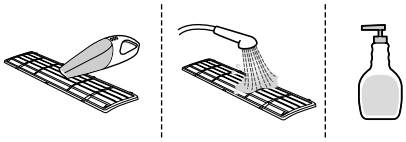


Cleaning the Air Filter

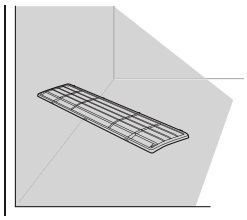
Clean the air filter once every 2 weeks, or more if needed.

1 Remove the air filter from the appliance.

2 Clean the air filter with a vacuum cleaner or wash it with lukewarm water and a mild detergent.



3 Dry the filter in the shade.



NOTE

- Do not operate the appliance without the filter in place.

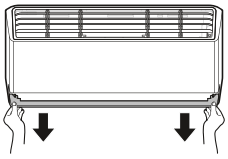
Removing and Replacing the Air Guide

NOTE

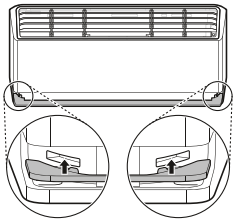
- The number and location of hooks may vary depending on the model of the appliance.

1 Turn off the power to the appliance.

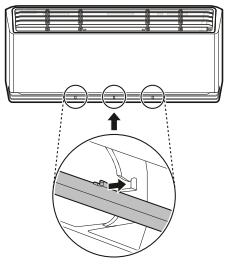
2 Pull out the air guide at the front of the indoor unit.



3 Insert the hooks on the air guide into the slots.



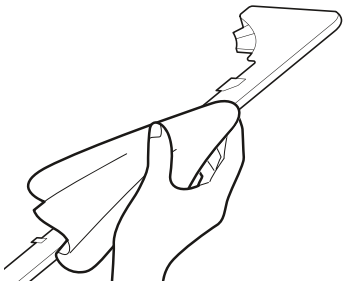
4 Push the hooks until the click into place.



Cleaning the Air Guide

1 Remove the air guide from the appliance.

2 Clean the air guide using a soft or dry cloth.



TROUBLESHOOTING

Before Calling for Service

Please check the following before you contact the service center. If the problem persists, contact your local service center.

NOTE

- Some functions may not be supported, depending on the model.

Self-Diagnosis Function

This appliance has a built-in **self-diagnosis** function. If an error occurs, the lamp of the indoor unit will flash in 2-second intervals. If this occurs, contact your local dealer or service center.

Operation

Problem	Possible Cause & Solution
The appliance does not work normally.	**Burning smell and strange sounds are coming from the appliance.** • Turn off the appliance, switch off or disconnect the power supply, and contact the service center.
	Water leaks from the indoor unit even when the humidity level is low. • Turn off the appliance, switch off or disconnect the power supply, and contact the service center.
	The power cable is damaged or it is generating excessive heat. • Turn off the appliance, switch off or disconnect the power supply, and contact the service center.
	A switch, a circuit breaker (safety, ground) or a fuse is not operating properly. • Turn off the appliance, switch off or disconnect the power supply, and contact the service center.
	The appliance generates an error code from its self-diagnosis. • Turn off the appliance, switch off or disconnect the power supply, and contact the service center.
The fan speed cannot be adjusted.	**The Jet mode or Auto Operation mode is selected.** • In some operating modes, you cannot adjust the fan speed. Select an operating mode in which you can adjust the fan speed.
The temperature cannot be adjusted.	**The Fan mode or Jet mode is selected.** • In some operating modes, you cannot adjust the temperature. Select an operating mode in which you can adjust the temperature.
The appliance stops during operation.	**The appliance is suddenly turned off.** • The **Off Timer** function may have timed out, which turns the appliance off. Check the timer settings.
	A power failure has occurred during operation. • Wait for the power to come back on. If you have the **Auto Restart** function enabled, your appliance will resume its last operation several minutes after power is restored.
The appliance does not work.	**The appliance is unplugged.** • Check whether the power cord is plugged into the outlet or the power isolators are switched on.

Problem	Possible Cause & Solution
The appliance does not work.	**A fuse exploded or the power supply is blocked.** • Replace the fuse or check if the circuit breaker has tripped.
	A power failure has occurred. • Turn off the appliance when a power failure occurs. • When the power is restored, wait 3 minutes, and then turn on the appliance.
	The voltage is too high or too low. • Check if the circuit breaker has tripped.
	The appliance was turned off automatically at a preset time. • Turn the appliance on.
	The battery setting in the wireless remote control is incorrect. • Make sure that the batteries are inserted correctly in your wireless remote control. • If the batteries are placed correctly, but the appliance still does not operate, replace the batteries and try again.
The appliance does not emit cool air.	**Air is not circulating properly.** • Make sure that there are no curtains, blinds, or pieces of furniture blocking the front of the appliance.
	The air filter is dirty. • Clean the air filter once every 2 weeks. • See "**Cleaning the Air Filter**" for more information.
	The room temperature is too high. • In summer, cooling the indoor air fully may take some time. In this case, select the **Jet** mode to cool the indoor air quickly.
	Cold air is escaping from the room. • Make sure that no cold air is escaping through the ventilation points in the room.
	The desired temperature is higher than the current temperature. • Set the desired temperature to a level lower than the current temperature.
	There is a heating source nearby. • Avoid using heat generators like electric ovens or gas burners while the air conditioner is in operation.
	Fan mode is selected. • During **Fan** mode, air blows from the appliance without cooling or heating the indoor air. • Switch the operating mode to cooling operation.
	Outside temperature is too high. • The cooling effect may not be sufficient.

Performance

Problem	Possible Cause & Solution
The indoor unit is still operating even when the appliance has been turned off.	**The Auto Clean+ function is being operated.** • Allow the **Auto Clean+** function to continue since it reduces any remaining moisture inside the indoor unit. If you do not want this function, you can turn the indoor unit off.
The air outlet on the indoor unit is discharging mist.	**The cooled air from the appliance makes mist.** • When the room temperature decreases, this phenomenon will disappear.

Problem	Possible Cause & Solution
Water leaks from the outdoor unit.	**In the heating operations, condensed water drops from the heat exchanger.** • This requires that a drain hose should be installed under the base pan. Contact the installer.
There is noise or vibration.	**A clicking sound can be heard when the appliance starts or stops due to movement of the reversing valve.** **Creaking sound: The plastic parts of the indoor unit creak when they shrink or expand due to sudden temperature changes.** **Flowing or blowing sound: This is the flow of refrigerant through the appliance.** • Noise is normal during or after operation. It is not a sign of malfunction.
The indoor unit gives off an odor.	**Odor (such as cigarette smoke) may be absorbed into the indoor unit and discharged with airflow.** • If the smell does not disappear, you need to wash the filter. If this does not work, contact the service center to clean your heat exchanger.
The appliance does not emit warm air.	**When the Heating mode starts, the vane is almost closed, and no air comes out, even though the outdoor unit is operating.** • This is normal. Please wait until the appliance has generated enough warm air to blow through the indoor unit.
	The outdoor unit is in Defrosting mode. • In **Heating** mode, ice and frost is built up on the coils when the outside temperature falls. The **Defrosting** mode reduces a layer of frost on the coil, and it should finish in approximately 15 minutes.
	Outside temperature is too low. • The heating effect may not be sufficient. • The appliance must be preheated if the outside temperature has been below 32°F (0°C) and the appliance is either not connected to the power supply or the power supply is turned off for an extended period. - For best performance, ensure that appliances remain powered when the outside temperature is below 32°F (0°C). - If the appliance is left unpowered for an extended period of time when the outside temperature is below 32°F (0°C), power it and wait at least 2 hours before operating it. If you supply power and operate the heating without waiting, the appliance will preheat for about an hour before you can operate the heating. However, doing so is not recommended as it may cause a malfunction.

Wi-Fi

Problem	Possible Cause & Solution
Trouble connecting appliance and smartphone to Wi-Fi network	**The password for the Wi-Fi network was entered incorrectly.** • Delete your home Wi-Fi network and begin the connection process again.
	Mobile data for your smartphone is turned on. • Turn off the **Mobile data** on your smartphone before connecting the appliance.
	The wireless network name (SSID) is set incorrectly. • The wireless network name (SSID) should be a combination of English letters and numbers. (Do not use special characters.)
	The router frequency is not 2.4 GHz. • Only a 2.4 GHz router frequency is supported. Set the wireless router to 2.4 GHz and connect the appliance to the wireless router. To check the router frequency, check with your Internet service provider or the router manufacturer.

Problem	Possible Cause & Solution
Trouble connecting appliance and smartphone to Wi-Fi network	**The appliance and the router are too far apart.** • If the appliance is too far from the router, the signal may be weak and the connection may not be configured correctly. Move the router closer to the appliance or purchase and install a Wi-Fi repeater.
	During Wi-Fi setup, the application is requesting a password to connect to the product (on certain phones). • Locate the network name which starts with "LG" under Settings > Networks. Note the last part of the network name. - If the network name looks like LGE_Appliance_XX-XX-XX, enter lge12345. - If the network name looks like LGE_Appliance_XXXX, enter XXXX twice as your password. For example, if the network name appears as LGE_Appliance_8b92, then you would enter 8b928b92 as your password. In this instance, the password is case sensitive and the last 4 characters are unique to your appliance.

LIMITED WARRANTY

USA

TERMS AND CONDITIONS

ARBITRATION NOTICE: THIS LIMITED WARRANTY CONTAINS AN ARBITRATION PROVISION THAT REQUIRES YOU AND LG ELECTRONICS (“LG”) TO RESOLVE DISPUTES BY BINDING ARBITRATION INSTEAD OF IN COURT, UNLESS YOU CHOOSE TO OPT OUT. IN ARBITRATION, CLASS ACTIONS AND JURY TRIALS ARE NOT PERMITTED. PLEASE SEE THE SECTION TITLED “PROCEDURE FOR RESOLVING DISPUTES” BELOW.

PROCEDURE FOR RESOLVING DISPUTES:

ALL DISPUTES BETWEEN YOU AND LG ARISING OUT OF OR RELATING IN ANY WAY TO THIS LIMITED WARRANTY OR THE PRODUCT SHALL BE RESOLVED EXCLUSIVELY THROUGH BINDING ARBITRATION, AND NOT IN A COURT OF GENERAL JURISDICTION. BINDING ARBITRATION MEANS THAT YOU AND LG ARE EACH WAIVING THE RIGHT TO A JURY TRIAL AND TO BRING OR PARTICIPATE IN A CLASS ACTION.

Definitions. For the purposes of this section, references to “LG” mean LG Electronics U.S.A., Inc., its parents, subsidiaries and affiliates, and each of their officers, directors, employees, agents, beneficiaries, predecessors in interest, successors, assigns and suppliers; references to “dispute” or “claim” shall include any dispute, claim or controversy of any kind whatsoever (whether based in contract, tort, statute, regulation, ordinance, fraud, misrepresentation or any other legal or equitable theory) arising out of or relating in any way to the sale, condition or performance of the product or this Limited Warranty.

Notice of Dispute. In the event you intend to commence an arbitration proceeding, you must first notify LG in writing at least 30 days in advance of initiating the arbitration by sending a letter to LG at LG Electronics, USA, Inc. Attn: Legal Department-Arbitration 111 Sylvan Avenue, Englewood Cliffs, NJ 07632. You and LG agree to engage in good faith discussions in an attempt to amicably resolve your claim. The notice must provide your name, address, and telephone number; identify the product that is the subject of the claim; and describe the nature of the claim and the relief being sought. If you and LG are unable to resolve the dispute within 30 days, either party may proceed to file a claim for arbitration.

Agreement to Binding Arbitration and Class Action Waiver. Upon failure to resolve the dispute during the 30 day period after sending written notice to LG, you and LG agree to resolve any claims between us only by binding arbitration on an individual basis, unless you opt out as provided below. Any dispute between you and LG shall not be combined or consolidated with a dispute involving any other person’s or entity’s product or claim. More specifically, without limitation of the foregoing, any dispute between you and LG shall not under any circumstances proceed as part of a class or representative action. Instead of arbitration, either party may bring an individual action in small claims court, but that small claims court action may not be brought on a class or representative basis.

Arbitration Rules and Procedures. To begin arbitration of a claim, either you or LG must make a written demand for arbitration. The arbitration will be administered by the American Arbitration Association (“AAA”) and will be conducted before a single arbitrator under the AAA’s Consumer Arbitration Rules that are in effect at the time the arbitration is initiated (referred to as the “AAA Rules”) and under the procedures set forth in this section. The AAA Rules are available online at www.adr.org/consumer. Send a copy of your written demand for arbitration, as well as a copy of this provision, to the AAA in the manner described in the AAA Rules. You must also send a copy of your written demand to LG at LG Electronics, USA, Inc. Attn: Legal Department-Arbitration 111 Sylvan Avenue, Englewood Cliffs, NJ 07632. If there is a conflict between the AAA Rules and the rules set forth in this section, the rules set forth in this section will govern. This arbitration provision is governed by the Federal Arbitration Act. Judgment may be entered on the arbitrator’s award in any court of competent jurisdiction. All issues are for the arbitrator to decide, except that issues relating to the scope and enforceability of the arbitration provision and to the arbitrability of the dispute are for the court to decide. The arbitrator is bound by the terms of this provision.

Governing Law. The law of the state of your residence shall govern this Limited Warranty and any disputes between us except to the extent that such law is preempted by or inconsistent with applicable federal law.

Fees/Costs. You do not need to pay any fee to begin an arbitration. Upon receipt of your written demand for arbitration, LG will promptly pay all arbitration filing fees to the AAA unless you seek more than $25,000 in damages, in which case the payment of these fees will be governed by the AAA Rules. Except as otherwise provided for herein, LG will pay all AAA filing, administration and arbitrator fees for any arbitration initiated in accordance with the AAA Rules and this arbitration provision. If you prevail in the arbitration, LG will pay your attorneys' fees and expenses as long as they are reasonable, by considering factors including, but not limited to, the purchase amount and claim amount. Notwithstanding the foregoing, if applicable law allows for an award of reasonable attorneys' fees and expenses, an arbitrator can award them to the same extent that a court would. If the arbitrator finds either the substance of your claim or the relief sought in the demand is frivolous or brought for an improper purpose (as measured by the standards set forth in Federal Rule of Civil Procedure 11(b)), then the payment of all arbitration fees will be governed by the AAA Rules. In such a situation, you agree to reimburse LG for all monies previously disbursed by it that are otherwise your obligation to pay under the AAA Rules. Except as otherwise provided for, LG waives any rights it may have to seek attorneys' fees and expenses from you if LG prevails in the arbitration.

Hearings and Location. If your claim is for $25,000 or less, you may choose to have the arbitration conducted solely on the basis of (1) documents submitted to the arbitrator, (2) through a telephonic hearing, or (3) by an in-person hearing as established by the AAA Rules. If your claim exceeds $25,000, the right to a hearing will be determined by the AAA Rules. Any in-person arbitration hearings will be held at a location within the federal judicial district in which you reside unless we both agree to another location or we agree to a telephonic arbitration.

Opt Out. You may opt out of this dispute resolution procedure. If you opt out, neither you nor LG can require the other to participate in an arbitration proceeding. To opt out, you must send notice to LG no later than 30 calendar days from the date of the first consumer purchaser's purchase of the product by either: (i) sending an e-mail to optout@lge.com, with the subject line: "Arbitration Opt Out" or (ii) calling 1-800-980-2973. You must include in the opt out e-mail or provide by telephone: (a) your name and address; (b) the date on which the product was purchased; (c) the product model name or model number; and (d) the serial number (the serial number can be found (i) on the product; or (ii) online by accessing https://www.lg.com/us/support and clicking on "How do I find my model number?").

You may only opt out of the dispute resolution procedure in the manner described above (that is, by e-mail or telephone); no other form of notice will be effective to opt out of this dispute resolution procedure. Opting out of this dispute resolution procedure will not affect the coverage of the Limited Warranty in any way, and you will continue to enjoy the full benefits of the Limited Warranty. If you keep this product and do not opt out, then you accept all terms and conditions of the arbitration provision described above.

CANADA

TERMS AND CONDITIONS

ARBITRATION NOTICE: THIS LIMITED WARRANTY CONTAINS AN ARBITRATION PROVISION THAT REQUIRES YOU AND LG TO RESOLVE DISPUTES BY BINDING ARBITRATION INSTEAD OF IN COURT, UNLESS THE LAWS OF YOUR PROVINCE OR TERRITORY DO NOT PERMIT THAT, OR, IN OTHER JURISDICTIONS, IF YOU CHOOSE TO OPT OUT. FOR FURTHER CLARITY, THIS ARBITRATION PROVISION IS NOT APPLICABLE TO CONSUMERS RESIDING IN ONTARIO, BRITISH COLUMBIA OR QUÉBEC. IN ARBITRATION, CLASS ACTIONS AND JURY TRIALS ARE NOT PERMITTED. PLEASE SEE THE SECTION TITLED "PROCEDURE FOR RESOLVING DISPUTES" BELOW.

QUEBEC ONLY: LG stands behind its products and makes every reasonable effort to ensure its products can be maintained and repaired, as required. You may access the catalogue of available parts and services at https://www.lg.com/ca_en/support/. HOWEVER, LG IN NO WAY GUARANTEES AND MAKES NO REPRESENTATIONS REGARDING THE AVAILABILITY OF ANY SPECIFIC SPARE OR REPLACEMENT PART, REPAIR SERVICE OR INFORMATION OR INSTRUCTIONS FOR SUCH MAINTENANCE AT ANY TIME. LG EXPRESSLY DISCLAIMS ANY GUARANTEE, WARRANTY OR OBLIGATION IN RESPECT OF THAT AVAILABILITY.

DISCLAIMER:

IF YOU ARE A CONSUMER SUBJECT TO QUÉBEC, BRITISH COLUMBIA OR ONTARIO'S CONSUMER PROTECTION LEGISLATION, THE EXCLUSION OF WARRANTIES CONTAINED IN THIS SECTION DO NOT EXCLUDE OR LIMIT THE RIGHTS AND REMEDIES THAT YOU MAY HAVE UNDER SUCH ACT, INCLUDING THE RIGHT TO MAKE A CLAIM UNDER ANY OF THE STATUTORY WARRANTIES PROVIDED THEREUNDER.

PROCEDURE FOR RESOLVING DISPUTES:

EXCEPT WHERE PROHIBITED AT LAW (INCLUDING WITH RESPECT TO QUÉBEC, BRITISH COLUMBIA AND ONTARIO CONSUMERS), ALL DISPUTES BETWEEN YOU AND LG ARISING OUT OF OR RELATING IN ANY WAY TO THIS LIMITED WARRANTY OR THE PRODUCT SHALL BE RESOLVED EXCLUSIVELY THROUGH BINDING ARBITRATION, AND NOT IN A COURT OF GENERAL JURISDICTION. EXCEPT WHERE PROHIBITED AT LAW (INCLUDING WITH RESPECT TO QUÉBEC, BRITISH COLUMBIA AND ONTARIO CONSUMERS), YOU AND LG BOTH IRREVOCABLY AGREE TO WAIVE THE RIGHT TO A JURY TRIAL AND TO BRING OR PARTICIPATE IN A CLASS ACTION.

Definitions. For the purposes of this section, references to "LG" mean LG Electronics Canada, Inc., its parents, subsidiaries and affiliates, and each of their officers, directors, employees, agents, beneficiaries, predecessors in interest, successors, assigns and suppliers; references to "dispute" or "claim" shall include any dispute, claim or controversy of any kind whatsoever (whether based in contract, tort, statute, regulation, ordinance, fraud, misrepresentation or any other legal or equitable theory) arising out of or relating in any way to the sale, condition or performance of the product or this Limited Warranty.

Notice of Dispute. In the event you intend to commence an arbitration proceeding, you must first notify LG in writing at least 30 days in advance of initiating the arbitration by sending a letter to LGECI Legal Team at 20 Norelco Drive, North York, Ontario, Canada M9L 2X6 (the "Notice of Dispute"). You and LG agree to engage in good faith discussions in an attempt to amicably resolve your claim. The notice must provide your name, address, and telephone number; identify the product that is the subject of the claim; and describe the nature of the claim and the relief being sought. If you and LG are unable to resolve the dispute within 30 days of LG's receipt of the Notice of Dispute, the dispute shall be resolved by binding arbitration in accordance with the procedure set out herein. You and LG both agree that, during the arbitration proceeding, the terms (including any amount) of any settlement offer made by either you or LG will not be disclosed to the arbitrator until the arbitrator determines the dispute.

Agreement to Binding Arbitration and Class Action Waiver. Upon failure to resolve the dispute during the 30 day period after LG's receipt of the Notice of Dispute, you and LG agree to resolve any claims between you and LG only by binding arbitration on an individual basis, unless you opt out as provided below, or you reside in a jurisdiction that prevents full application of this clause in the circumstances of the claims at issue (in which case if you are a consumer, this clause will only apply if you expressly agree to the arbitration). To the extent permitted by applicable law, any dispute between you and LG shall not be combined or consolidated with a dispute involving any other person's or entity's product or claim. More

specifically, without limitation of the foregoing, except to the extent such a prohibition is not permitted at law, any dispute between you and LG shall not under any circumstances proceed as part of a class or representative action. Instead of arbitration, either party may bring an individual action in small claims court, but that small claims court action may not be brought on a class or representative basis except to the extent this prohibition is not permitted at law in your province or territory of jurisdiction as it relates to the claims at issue between you and LG. This does not apply to consumers in Ontario, British Columbia and Québec. In accordance with provincial legislation, the consumer and LG may agree to resolve the dispute using any procedure available, including commencing the action before the competent courts of those provinces.

Arbitration Rules and Procedures. To begin arbitration of a claim, either you or LG must make a written demand for arbitration. The arbitration will be private and confidential, and conducted on a simplified and expedited basis before a single arbitrator chosen by the parties under the provincial or territorial commercial arbitration law and rules of the province or territory of your residence. You must also send a copy of your written demand to LG at LG Electronics, Canada, Inc., Attn: Legal Department- Arbitration, 20 Norelco Drive, North York, Ontario M9L 2X6. This arbitration provision is governed by your applicable provincial or territorial commercial arbitration legislation. For consumers in Ontario, British Columbia and Québec, the applicable arbitration legislation only applies if consumers agree to submit the dispute to arbitration. Judgment may be entered on the arbitrator's award in any court of competent jurisdiction. All issues are for the arbitrator to decide, except that, issues relating to the scope and enforceability of the arbitration provision and to the arbitrability of the dispute are for the court to decide. The arbitrator is bound by the terms of this provision.

Governing Law. The law of the province or territory of your purchase shall govern this Limited Warranty and any disputes between you and LG except to the extent that such law is preempted by or inconsistent with applicable federal or provincial/territorial law. Should arbitration not be permitted for any claim, action, dispute or controversy between you and LG, you and LG attorn to the exclusive jurisdiction of the courts of the province or territory of your purchase for the resolution of the claim, action, dispute or controversy between you and LG.

Fees/Costs. You do not need to pay any fee to begin an arbitration. Upon receipt of your written demand for arbitration, LG will promptly pay all arbitration filing fees unless you seek more than $25,000 in damages, in which case the payment of these fees will be governed by the applicable arbitration rules. Except as otherwise provided for herein, LG will pay all filing, administration and arbitrator fees for any arbitration initiated in accordance with the applicable arbitration rules and this arbitration provision. If you prevail in the arbitration, LG will pay your attorneys' fees and expenses as long as they are reasonable, by considering factors including, but not limited to, the purchase amount and claim amount. Notwithstanding the foregoing, if applicable law allows for an award of reasonable attorneys' fees and expenses, an arbitrator can award them to the same extent that a court would. If the arbitrator finds either the substance of your claim or the relief sought in the demand is frivolous or brought for an improper purpose (as measured by the applicable laws), then the payment of all arbitration fees will be governed by the applicable arbitration rules. In such a situation, you agree to reimburse LG for all monies previously disbursed by it that are otherwise your obligation to pay under the applicable arbitration rules. Except as otherwise provided for, LG waives any rights it may have to seek attorneys' fees and expenses from you if LG prevails in the arbitration.

Hearings and Location. If your claim is for $25,000 or less, you may choose to have the arbitration conducted solely (1) on the basis of documents submitted to the arbitrator, (2) through a telephonic hearing, or (3) by an in-person hearing as established by the applicable arbitration rules. If your claim exceeds $25,000, the right to a hearing will be determined by the applicable arbitration rules. Any in-person arbitration hearings will be held at the nearest, most mutually-convenient arbitration location available within the province or territory in which you reside unless you and LG both agree to another location or agree to a telephonic arbitration.

Severability and Waiver. If any portion of this Limited Warranty (including these arbitration procedures) is unenforceable, the remaining provisions will continue in full force and effect to the maximum extent permitted by applicable law. Should LG fail to enforce strict performance of any provision of this Limited Warranty (including these arbitration procedures), it does not mean that LG intends to waive or has waived any provision or part of this Limited Warranty.

Opt Out. The arbitration provision requires you and LG to resolve disputes by binding arbitration instead of court, unless the laws of your province or territory do not permit that, or, in other jurisdictions, if you

choose to opt out. The arbitration provision does not apply to consumers in Ontario, British Columbia and Québec.

For individuals that fall within the binding arbitration provisions, you may opt out of this dispute resolution procedure. If you opt out, neither you nor LG can require the other to participate in an arbitration proceeding. To opt out, you must send notice to LG no later than 30 calendar days from the date of the first consumer purchaser's purchase of the product by either (i) sending an e-mail to optout@lge.com, with the subject line: "Arbitration Opt Out;" or (ii) calling 1-800-980-2973. You must include in the opt out e-mail or provide by telephone: (a) your name and address; (b) the date on which the product was purchased; (c) the product model name or model number; and (d) the serial number (the serial number can be found (i) on the product; or (ii) online by accessing https://www.lg.com/ca_en/findmodel_serial/).

In the event that you "Opt Out", the law of the province or territory of your residence shall govern this Limited Warranty and any disputes between you and LG except to the extent that such law is preempted by or inconsistent with applicable federal or provincial/territorial law. Should arbitration not be permitted for any claim, action, dispute or controversy between you and LG, you and LG agree to attorn to the exclusive jurisdiction of the courts of the province or territory of your residence for the resolution of the claim, action, dispute or controversy between you and LG.

You may only opt out of the dispute resolution procedure in the manner described above (that is, by e-mail or telephone); no other form of notice will be effective to opt out of this dispute resolution procedure. Opting out of this dispute resolution procedure will not affect the coverage of the Limited Warranty in any way, and you will continue to enjoy the full benefits of the Limited Warranty. If you keep this product and do not opt out, then you accept all terms and conditions of the arbitration provision described above.

Conflict of Terms. In the event of a conflict or inconsistency between the terms of this Limited Warranty and the End User License Agreement ("EULA") in regards to dispute resolution, the terms of this Limited Warranty shall control and govern the rights and obligations of the parties and shall take precedence over the EULA.

US	Please call the installing contractor of your product, as warranty service will be provided by them.
CANADA	Service Call Number: (888) LG Canada, (888) 542-2623 Numéro pour les appels de service : LG Canada, 1-888-542-2623