



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: WINDOW
LW1522IVSM



MFL05817329
Rev.01_020426



www.lg.com

Copyright © 2025-2026 LG Electronics. All Rights Reserved

TABLE OF CONTENTS

3 IMPORTANT SAFETY INSTRUCTIONS

- 3 READ ALL INSTRUCTIONS BEFORE USE
- 3 WARNING INSTRUCTIONS
- 6 CAUTION INSTRUCTIONS

8 INSTALLATION

- 8 Before Installation
- 11 Installing the Unit

16 OPERATION

- 16 Control Panel and Remote Control
- 18 Additional Features

19 SMART FUNCTIONS

- 19 LG ThinQ Application
- 20 Smart Diagnosis™

22 MAINTENANCE

- 22 Cleaning

23 TROUBLESHOOTING

- 23 Before Calling for Service

26 LIMITED WARRANTY

- 26 CANADA

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 unit.



A2L

This symbol indicates that this appliance uses a flammable refrigerant. If the refrigerant is leaked and exposure to an external ignition source, there is a risk of fire.



A2L



This symbol indicates that the Operation Manual should be read carefully.



This symbol indicates that a service personnel should be handling this equipment with reference to the Installation Manual.



This symbol indicates that information is available such as the Operating Manual or Installation Manual.

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.
- Young children should be supervised to ensure that they do not play with the air conditioner.
- When the power cord is to be replaced, the replacement work must be performed by authorized personnel using only genuine replacement parts.

Installation

- Before use, the appliance must be properly installed as described in this manual.
- Contact an authorized service technician for repair or maintenance of this unit.
- Contact an installer for installation of this unit.
- When the power cord is to be replaced, replacement work shall be performed by authorized personnel only using only genuine replacement parts.
- Installation work must be performed in accordance with the National Electric Code by qualified and authorized personnel only.
- Connect to a properly rated, protected, and sized power circuit to avoid electrical overload.
- Always plug into a grounded outlet.
- Do not, under any circumstances, cut or remove the third (ground) prong from the power cord.
- When installing or moving the appliance, be careful not to pinch, crush, or damage the power cord.
- Plug in the power plug properly.
- Do not modify or extend the power cord.
- 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.
- Use a dedicated circuit.
- Do not disassemble or modify the product.
- Adhere to all industry recommended safety procedures including the use of long-sleeved gloves and safety glasses.
- Disconnect the power cord or circuit breaker before installing or servicing the appliance.
- Keep packaging materials out of the reach of children. These materials can pose a suffocation risk to children.
- Store and install the product where it will not be exposed to temperatures below freezing or exposed to outdoor weather conditions.
- Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.
- Do not install the unit in potentially explosive atmospheres.
- 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.
- In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.

Operation

- Do not start/stop operation by plugging/unplugging the power cord.

- Use this appliance only for its intended purpose.
- Repair or immediately replace all power cords that have become frayed or otherwise damaged. Do not use a cord that shows cracks or abrasion damage along its length or at either end.
- Never attempt to operate this appliance if it is damaged, malfunctioning, partially disassembled, or has missing or broken parts, including a damaged cord or plug.
- Do not run the cord under carpets or mats where it could be stepped on and damaged.
- Keep the power cord out from under heavy objects like tables or chairs.
- Do not place the power cord near a heat source.
- Do not use an adaptor or plug the product into a shared outlet.
- Do not tamper with controls.
- If you detect a strange sound, a chemical or burning smell, or smoke coming from the appliance, unplug it immediately, and contact an LG Electronics Customer Information Center.
- Never unplug the appliance by pulling on the power cord. Always grip the plug firmly and pull straight out from the outlet.
- Do not grasp the power cord or touch the appliance controls with wet hands.
- If water enters the product, turn off the power at the main circuit, then unplug the product and call for service.
- If the product has been submerged, contact an LG Electronics Customer Information Center for instructions before resuming use.
- Unplug the product when unused for long periods.
- Unplug the product before cleaning.
- In the event of a gas leak (propane gas, etc.) do not operate this or any other appliance. Open a window or door to ventilate the area immediately.
- The interior of the product must only be cleaned by an authorized service center or a dealer.
- Do not use solvent-based detergent on the product. Doing so can cause corrosion or damage, product failure, electrical shock, or fire.
- 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.
- 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.

Grounding Instructions

- The power cord of this appliance is equipped with a three-prong (grounding) plug. Use this with a standard three-slot (grounding) wall power outlet to minimize the hazard of electric shock. Have the wall receptacle and circuit checked by a qualified electrician to make sure the receptacle is properly grounded. **DO NOT CUT OR REMOVE THE THIRD (GROUND) PRONG FROM THE POWER PLUG.**
 - Situations when the appliance will be disconnected occasionally: Because of potential safety hazards, we strongly discourage the use of an adapter plug. However, if you wish to use an adapter, a **TEMPORARY CONNECTION** may be made. Use a UL-listed adapter, available from most local hardware stores. The large slot in the adapter must be aligned with the large slot in the receptacle to assure a proper polarity connection.
- Attaching the adapter ground terminal to the wall receptacle cover screw does not ground the appliance unless the cover screw is metal, is not insulated, and the wall receptacle is grounded through the house wiring. Have the circuit checked by a qualified electrician to make sure the receptacle is properly grounded.

6 IMPORTANT SAFETY INSTRUCTIONS

- Disconnect the power cord from the adapter, using one hand on each. Otherwise, the adapter ground terminal might break. Do not use the appliance with a broken adapter plug.
- Situations when the appliance will be disconnected often: Do not use an adapter plug in these situations. Unplugging the power cord frequently can lead to an eventual breakage of the ground terminal. The wall power outlet should be replaced by a three-slot (grounding) outlet instead.

Refrigerant (For R32 Only)



- 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 open flames (for example an operating gas appliance) and ignition sources (for example an operating electric heater).
- Do not pierce or burn.
- Be aware that flammable refrigerants may not contain an odor.
- The installation of pipe-work shall be kept to a minimum.
- National gas regulations shall be observed.
- Mechanical connections shall be accessible for maintenance purpose.
- The appliance shall be stored in a well-ventilated area where the room size corresponds to the room area as specified for operation.
- 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.
- Do not use uncertified refrigerants.

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

- Take care when installing the product that exhaust or condensation does not damage nearby property.
- Follow installation instructions exactly to avoid excessive vibration or water leakage.
- Wear gloves and use caution when unpacking and installing the appliance. Screws or sharp edges can cause injuries.
- When installing or moving the appliance, be careful not to pinch, crush, or damage the power cord.
- The supply and return air openings in 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.

Operation

- This appliance is not intended for use as a precision refrigeration system. Do not use it for special purposes such as maintaining pets, food, precision machinery, or art objects.
- Make sure the air inlet and outlet are free from obstructions.
- Do not step on or place heavy objects on top of the appliance.
- Do not operate the appliance without the filter securely installed.
- Do not drink water drained from the appliance.
- Be sure to ventilate sufficiently when the air conditioner and a heating appliance such as a heater are used simultaneously.
- Do not expose people, animals, or plants to the cold or hot wind from the air conditioner for extended periods of time.
- 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 in the remote control.
- Stop using the remote control if there is fluid leaking from the battery. If your clothes or skin are exposed to the leaking battery fluid, wash it off with clean water.
- If the leaking battery fluid has been swallowed, rinse the inside of the mouth thoroughly and consult a doctor.
- Do not recharge or disassemble the batteries.

Maintenance

- Clean the filter every two weeks.
- Never touch the metal parts of the air conditioner when removing the air filter.
- Never use strong cleaning agents or solvents or spray water when cleaning the air conditioner. Use a smooth cloth.
- Use a soft cloth to clean the appliance. Do not use waxes, thinners, or harsh detergents.

Refrigerant (For R32 Only)

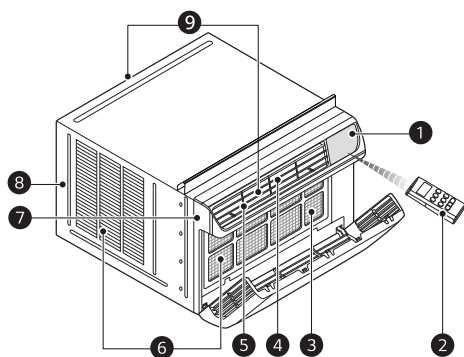
- This unit contains flammable refrigerant and has special safety precautions not normally associated with older air conditioners. Follow all precautions and advisories.
 - Use caution while handling and prevent damage to the product. Do not put any holes into the product for any reason. This can cause damage to the product and prevent it from cooling.
 - Maintenance and cleaning of the product should be performed by trained personnel. Failure to properly clean the product can result in damage to the refrigeration system and or the electrical system.
 - Keep any required ventilation openings clear of obstruction.
 - Service should only be performed by technicians properly trained and certified in the use of flammable refrigerants. Any service performed by unauthorized servicers/individuals will void all warranties.
 - Do not store the product near appliances with open flames, such as gas water heaters or furnaces. Do not store near electric heaters. Damaged products should be repaired before storing.
 - 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 so as to prevent mechanical damage from occurring.
 - 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.

SAVE THESE INSTRUCTIONS

INSTALLATION

Before Installation

Product Overviews



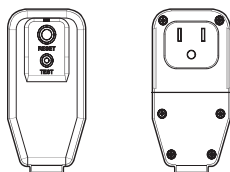
- ❶ Control Panel
- ❷ Remote Control
- ❸ Air Filter
- ❹ Vertical Air Deflector (Horizontal Louver)
- ❺ Horizontal Air Deflector (Vertical Louver)
- ❻ Air Inlet
- ❼ Front Grille
- ❽ Cabinet
- ❾ Air Outlet

Electrical Data

The power cord may include a current interrupter device. **TEST** and **RESET** buttons are provided on the plug case. The device should be tested on a periodic basis by first pressing the **TEST** button and then the **RESET** button. If the **TEST** button does not trip or if the **RESET** button will not stay engaged, discontinue use of the air conditioner and contact a qualified service technician.

product in the event the shields become exposed. Avoid shock hazard. This unit cannot be user-serviced. Do not open the tamper-resistant sealed portion. All warranties and performance will be voided. This unit is not intended to be used as an ON/OFF switch.

For 120 V



Use Wall Receptacle	Power Supply
 Standard 120 V, 3-wire grounding receptacle rated 15 A / 120 VAC / 60 Hz	Use 15 A time delay fuse or 15 A circuit breaker.

NOTE

- Features may change depending on the model type.

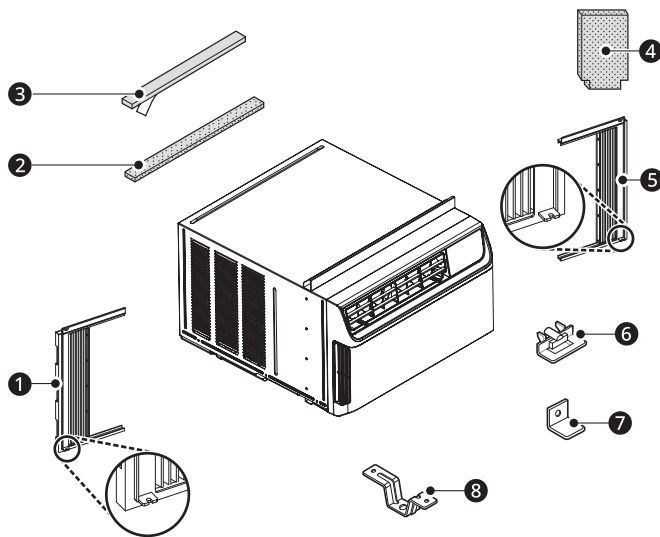
⚠ WARNING

- This appliance should be installed in accordance with the National Electrical Code.
- Use of extension cords could cause serious injury or death.
 - Do not use an extension cord with this window air conditioner.
 - Do not use surge protectors or multi-outlet adapters with this window air conditioner.
- Never push the **TEST** button during operation. Doing so can damage the plug.
 - Do not remove, modify, or immerse this plug. If this device trips, the cause should be corrected before further use.

⚠ CAUTION

- The conductors inside this cord are surrounded by shields, which monitor leakage current. These shields are not grounded. Periodically examine the cord for any damage. Do not use this

Parts Included (Appearance May Vary)



- 1 Left curtain panel
- 2 Foam strip (Non-adhesive)
- 3 Foam-PE (2) (Adhesive-backed)
- 4 Heatproof foam (2) (Adhesive-backed)
- 5 Right curtain panel
- 6 Frame guide (2)
- 7 Window locking bracket
- 8 Sill bracket (2)



Type A Screws (14)



Type B Screws (3)



Type C Screws (5)



Bolts (2)



Lock Nuts (2)

Tools Needed



Phillips-head screwdriver



Adjustable wrench



Level



Gloves



Tape measure



Scissors or Cutting knife

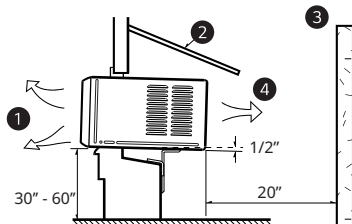


Pencil

Installing the Unit

How to Install the Unit

- 1 To prevent vibration and noise, make sure the unit is installed securely and firmly.
- 2 Install the unit out of direct sunlight.
- 3 There should be no obstacles, such as a fence or wall ③, within 20" from the back of the cabinet because it will prevent heat radiation ④ of the condenser. Restriction of outside air will greatly reduce the cooling efficiency of the air conditioner.



- ① Cooled air
- ② Awning

CAUTION

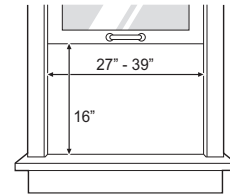
- DO NOT cover or block any of the side and top louvers. All side louvers of the cabinet must remain exposed to the outside of the structure and unobstructed.

- 4 Install the unit slightly tilted so the back is slightly lower than the front (about 1/2"). This will force condensed water to flow to the outside.
- 5 Install the unit with the bottom between 30" - 60" above the floor level.

Window Requirements

- This unit is designed for installation in standard double hung windows with actual opening widths from 27" to 39".
- The top and bottom window sashes must open sufficiently to allow a clear vertical opening of

16" from the bottom of the upper sash to the inside sill.

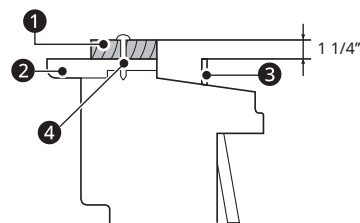


NOTE

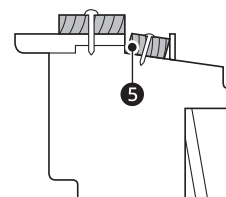
- All supporting parts should be secured to firm wood, masonry, vinyl, fiberglass, or metal.
- This product is a window air conditioner. As such, a standard single-hung or double-hung window is required for proper installation. Non-window installations, including using sleeves or wall openings, and other installation methods are not recommended.

Storm Window Requirements

- 1 Windows that include a storm window frame may prevent the air conditioner from tilting down toward the outside to drain properly. For proper drainage, attach a 2" x 2" piece of wood ① to the inner sill ②, trimmed to a length which fits inside the window frame. The top of the wood shim must be at least 1 1/4" higher than the top of the storm window frame ③. Attach the wood securely to the sill with nails or screws ④.

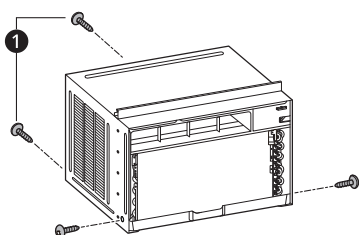


- 2 If necessary, attach another 2" x 2" wood strip flush ⑤ against the back of the inner sill.

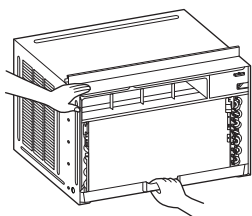


Preparation of the Cabinet

- 1 Remove 4 screws ❶ which fasten the cabinet at both sides and at the back.
 - Keep the screws for later use.



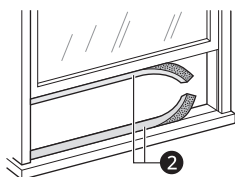
- 2 Slide the unit from the cabinet by gripping the base pan handle and pulling forward while bracing the cabinet.



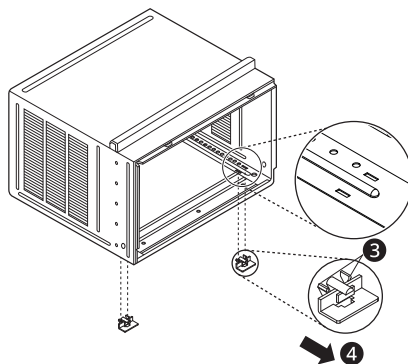
⚠ CAUTION

- The product is heavy. To prevent injury, use proper lifting techniques when pulling product forward from cabinet. Obtain assistance from another person if possible.

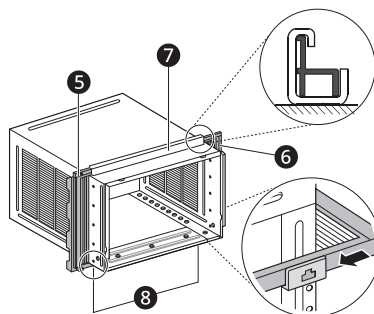
- 3 Cut the window sash seals (Foam-PE) to the proper length. Peel off the backing and attach the adhesive-backed foam ❷ to the underside of the window sash and the bottom of the window frame.



- 4 Insert the hooks ❸ on the lower panel guides into the slots on the bottom of the cabinet. Make sure that the flanges on the lower panel guides will face toward the inside of the room ❹.



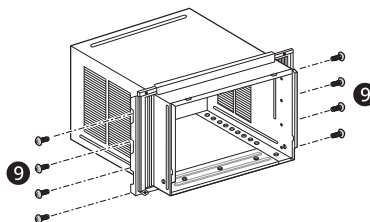
- 5 Insert the top and bottom rails of the left curtain panel ❺ and right curtain panel ❻ into the upper panel guide ❷ and lower panel guides ❸.



⚠ CAUTION

- The lower panel guides are easily broken. Be careful with them when installing the cabinet.

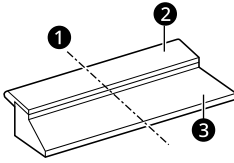
- 6 Fasten the curtain panels to the unit with 8 type A screws ❹. Fasten the screws behind the curtain panel.



NOTE

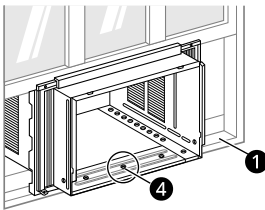
- Use a long screwdriver to make installing the screws easier.

Cabinet Installation

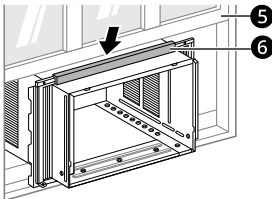


3 Outside Sill

- 1 Open the window. Mark a line on the center ① of the inside sill ②. Carefully place the cabinet in the window and align the center hole ④ on the cabinet bottom front with the center line on the sill.



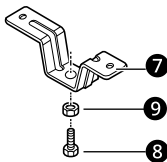
- 2 Pull the bottom window sash ⑤ down behind the upper guide ⑥ until it meets the cabinet.



NOTE

- Do not pull the window sash down so tightly that the movement of the curtain panels is restricted.

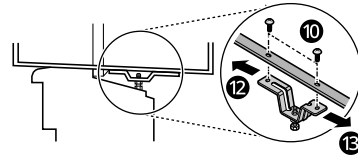
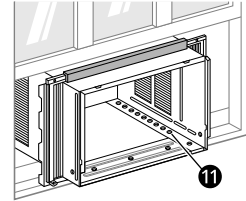
- 3 Loosely assemble each sill support ⑦.



NOTE

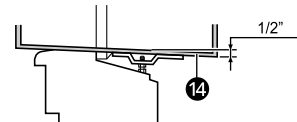
- If the distance to the outer window sill is not that deep, you may not need the bolt ⑧ and nut ⑨.

- 4 Use 2 type A screws ⑩ to attach a sill support to the cabinet track holes ⑪ on one side. Use the cabinet track holes that will place the sill support nearest to the outer edge of the sill. The longer side of the sill support should be facing outside the window. Repeat with the second sill support on the opposite side of the cabinet.



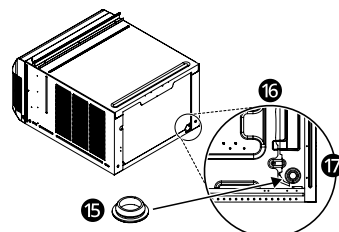
- ⑫ Outdoor
- ⑬ Indoor

- 5 Install the cabinet with a slight tilt (about 1/2") downward on the outside. Use the bolt and nut to adjust the tilt of the cabinet ⑭.



CAUTION

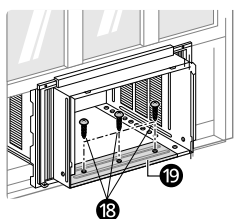
- Do not drill a hole in the bottom pan. The product is designed to operate with approximately 1/2" of water in the bottom pan. There is no need to add water if the pan is dry.
- Under normal circumstances, this drain cap should not be removed. The drain cap ⑮ allows water removal if the air conditioner is being stored for the season or if a technician needs to remove the water.



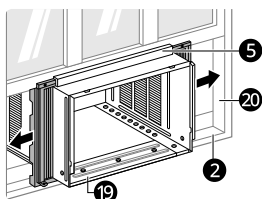
⚠ CAUTION

- 16 Bottom View
- 17 Outdoor

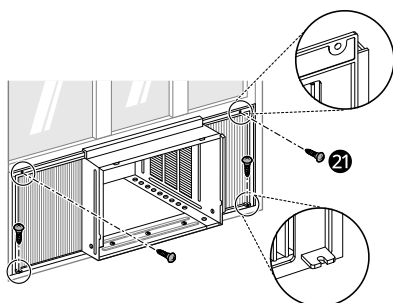
- 6 Mount the cabinet to the window sill using 3 type B screws 18 in the holes on the front angle 19.



- 7 Pull each curtain panel out until it meets the window sash track 20.



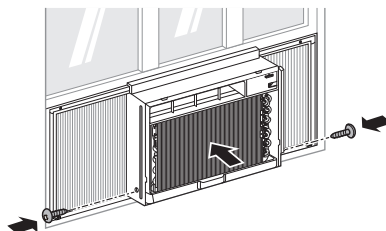
- 8 Use a screwdriver or power drill to attach the curtain panels to the window sashes by inserting type C screws 21 into the sashes through the cabinet holes shown in the figure below.



Unit Installation

- 1 With the aid of an assistant, slide the unit into the cabinet. Do not push on the controls or the finned coils. Reinstall the screws removed

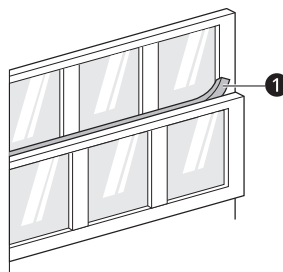
from the cabinet sides in step 1 of preparation of cabinet.



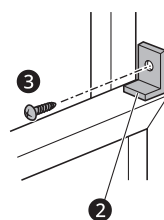
⚠ CAUTION

- The unit is heavy. Use an assistant to help lift the unit and set it in place. Lifting and maneuvering the unit by yourself could result in injury.
- Hold the unit firmly in place until the window frame is lowered to meet the top surface of the unit directly behind the upper guide. If the unit falls from the window, it could cause personal injury or property damage.

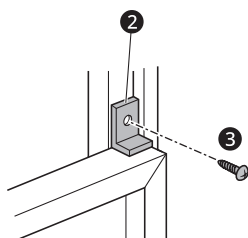
- 2 Cut the non-adhesive foam strip 1 to the proper length and insert it between the upper window sash and the lower window sash.



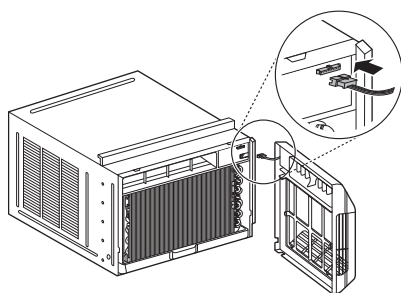
- 3 To prevent broken glass or damage to windows, on vinyl or other similarly constructed windows, attach the window locking bracket 2 with a type C screw 3.
- Vinyl**



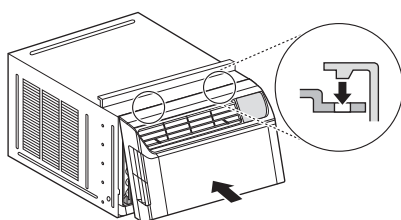
Wood



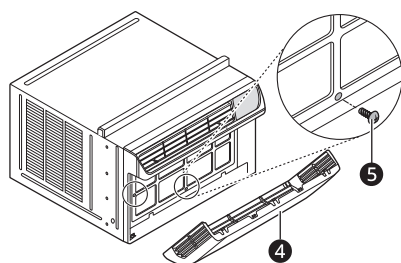
- 4** Connect the wire harness before assembling the front grille.



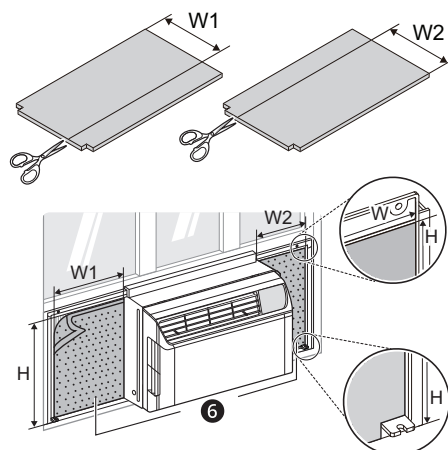
- 5** Attach the front grille to the cabinet by inserting the tabs on the grille into the slots on the front top of the cabinet. Push the grille in until it snaps into place.



- 6** Open and remove the inlet grille (4) from the product. Secure the front grille assembly with 2 type A screws (5). Assemble the inlet grille to the front grille again.



- 7** After the air conditioner is installed, measure the curtain panel on each side and cut the adhesive-backed heatproof foam (6) to fit each panel. The size of the panels may differ. Remove the backing from the heatproof foam and attach the foam to the curtain panels.



NOTE

- Heatproof foam improves the cooling capability of the air conditioner.
- See the Electrical Data section for information on attaching the power cord to an electrical outlet.

OPERATION

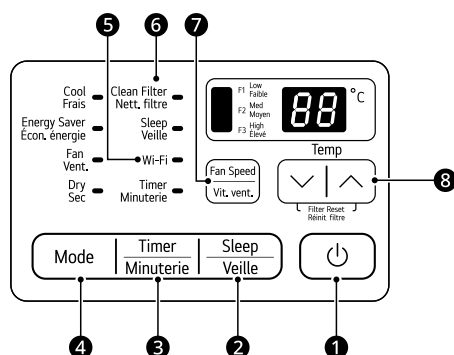
Control Panel and Remote Control

NOTE

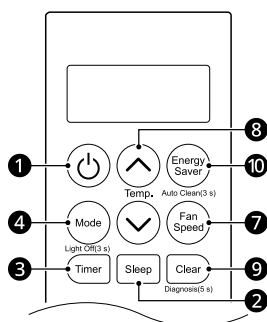
- Features may change depending on the model type.
- The product ships with protective film on the control panel. Remove the film before use.

Overviews

Control Panel



Remote Control



1 Power

Press to turn the air conditioner ON or OFF.

2 Sleep

This mode keeps operating noise to a minimum and turns the air conditioner off after a set time. The timer can be set from 1 to 7 hours.

Each press of the **Sleep** button advances the timer by 1 hour. The timer can be set from 1 to 7 hours.

- The setting temperature increases by 2 °F (1 °C) after 30 minutes and additional 2 °F (1 °C) after another 30 minutes for a more comfortable sleep.

- The setting temperature increases up to 4 °F (2 °C) from the preset temperature.

3 Timer

• ON Timer

When the air conditioner is off, set it to automatically turn on from 1 to 24 hours later, at its previous mode and fan settings.

• OFF Timer

When the air conditioner is on, set it to automatically turn off from 1 to 24 hours later.

NOTE

- Each press of the **Timer** button advances the timer by 1 hour. After the last press the display returns to the temperature setting.

4 Operating Mode

Press the **Mode** button to cycle between 4 operating modes: **Energy Saver** / **Cool** / **Fan** / **Dry**.

• Energy Saver

Operation is similar to the Cool mode, but saves more energy. When the set temperature is reached, the compressor and fan turn off. Approximately every 3 minutes the fan turns on to allow the unit sensor to accurately determine if more cooling is needed.

NOTE

- Press the **Mode** button repeatedly to select the **Cool** mode, then press the **Energy Saver** **10** button on remote control.

• Cool

This mode is ideal on hot days to cool and dehumidify the room quickly. Use the **Temp** buttons to set the desired room temperature and the **Fan Speed** button to set the desired fan circulation speed.

• Fan

In this mode the fan circulates air but the compressor does not run. Use the **Fan Speed** button to set fan speed to **High, Med** or **Low**. In this mode, you cannot adjust the set temperature.

• Dry

This mode is ideal for rainy and damp days to dehumidify the room rather than cooling it significantly. Humidity is reduced from the room by the combination of compressor operation and the fan speed fixed at Low. The compressor and fan turn off once the set temperature is reached. Fan speed cannot be adjusted in Dry mode.

5 Wi-Fi (On Some Models)

Enables connection of the air conditioner to a home Wi-Fi network.

Press and hold the **Power** button for about 3 seconds.

NOTE

- Follow the instructions on **LG ThinQ** application to connect the product.

6 Clean Filter

The Clean Filter LED lights up to remind you that the filter needs cleaning.

After cleaning the filter, press and hold **Temp** **▲** and **▼** together on the control panel to turn off the Clean Filter LED.

NOTE

- This feature is a reminder to clean the air filter for more efficient operation.
- The LED light turns on after 250 hours of operation.

7 Fan Speed

Press to set the fan speed to **Low (F1)**, **Med (F2)** or **High (F3)**.

8 Temperature Control

The thermostat monitors the room temperature to maintain the desired temperature.

Press the **▲** or **▼** arrows to increase or decrease the temperature setting.

The thermostat can be set between 60 °F - 86 °F (16 °C - 30 °C).

9 Clear

Cancel Sleep and Timer settings.

NOTE

- Auto Restart** : If the air conditioner turns off due to a power outage, it will restart automatically once the power is restored, with the same settings as were set before the unit turned off.
- Energy Saver** : The unit defaults to the Energy Saver mode each time the unit is switched on except in Fan mode or when power is restored after an electrical power outage.
- The remote control will not function properly if the AC infrared sensor is exposed to direct light or if there are obstacles between the remote control and the air conditioner.

Using the Light Off Function

You can set the brightness of the control panel.

There are two ways to use the light off function with the remote control and the control panel.

- Press and hold the **Mode** button on the remote control for about 3 seconds.
- Press the **Mode** and **Sleep** button together on the control panel.

NOTE

- Turn on/off the control panel.

Using the Auto Clean Function

In the Cool and Dry modes, moisture is generated inside the indoor unit. This function reduces such moisture.

- Press and hold the **Energy Saver** button on the remote control for about 3 seconds.
-  is displayed on the remote control.

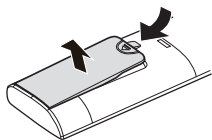
NOTE

- If you turn off the unit, the fan continues to run for 10 minutes and cleans the inside of the indoor unit.

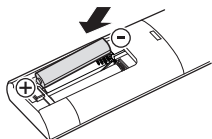
Inserting Batteries in Remote

If the display screen of the remote control begins to fade, replace the batteries. Insert AAA (1.5 V) batteries before using the remote control.

- 1 Remove the cover on the back of the remote control.



- 2** With the plus and minus poles facing as marked, and insert two new AAA 1.5 V batteries.



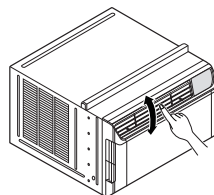
- 3** Reattach the cover.

NOTE

- Two new batteries are supplied with the air conditioner for use in the remote control.
- Do not use a rechargeable battery. Make sure that the batteries are new.
- Do not use batteries other than alkaline.
- In order to prevent discharge, remove the batteries from the remote control if the air conditioner is not going to be used for an extended period of time.
- Keep the remote control away from extremely hot or humid places.
- To maintain optimal operation of the remote control, the remote sensor should not be exposed to direct sunlight.

Adjusting Vertical Airflow Direction

Touch the horizontal louvers to adjust the airflow up or down.



NOTE

- When the weather is extremely hot, the unit may turn off automatically to protect the compressor.

Slinger Fan

This air conditioner is equipped with a slinger fan. (See drawing.)

The fan's outer ring ❶ picks up the condensed water from the base pan if the water level gets high enough. The water is then picked up by the fan and expelled through the condenser, making the air conditioner more efficient.



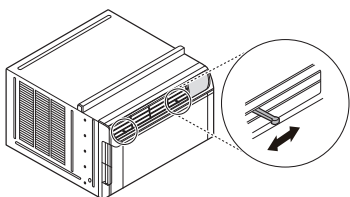
Additional Features

Air Direction

Airflow can be adjusted by changing the direction of the air conditioner's louvers.

Adjusting Horizontal Airflow Direction

The horizontal airflow is adjusted by moving the levers of the vertical louvers to the left or right.



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, the **Smart Diagnosis™** feature will help you diagnose the problem.
- **Settings**
 - Allows you to set various options on the appliance and in the application.

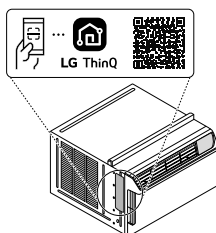
NOTE

- 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.
- If 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.)

NOTE

- 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 another security protocol (**WPA2** is recommended) and connect the product again.

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.

Industry Canada Statement

This device contains licence-exempt transmitter(s)/ receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

- (1) This device may not cause interference.
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

IC Radiation Exposure Statement

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment.

This equipment should be installed and operated with a minimum distance of 20 cm (7.8 inches) between the antenna and your body.

NOTE

- THE MANUFACTURER IS NOT RESPONSIBLE FOR ANY RADIO OR TV INTERFERENCE CAUSED BY

UNAUTHORIZED MODIFICATIONS TO THIS EQUIPMENT. SUCH MODIFICATIONS COULD VOID THE USER'S AUTHORITY TO OPERATE THE EQUIPMENT.

Radio Equipment Specifications

Type	Operating Frequency Range	Output Power (Max.)
Wireless LAN	2400 MHz ~ 2472 MHz	< 1 W
Bluetooth†	2400 MHz ~ 2483.5 MHz	

† This feature is only available on some models.

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 into the outlet properly.
- 2** Place the mouthpiece of your smartphone close to the appliance.
- 3** Press and hold the **Clear** button on the remote control for 5 seconds or longer.
 - Keep the smartphone in place until the data transfer has finished. The time remaining for data transfer is displayed.
- 4** 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

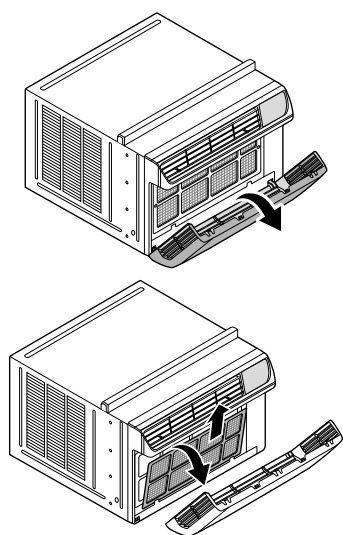
⚠ WARNING

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

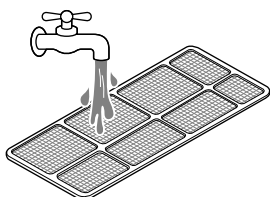
Check the air filter at least twice a month to see if cleaning is necessary. Trapped particles in the filter can build up and block the airflow, reducing cooling capacity and causing an accumulation of frost on the evaporator.

Cleaning the Air Filter

- 1 Remove the air filter from the front grille by pulling the filter forward and then up slightly.



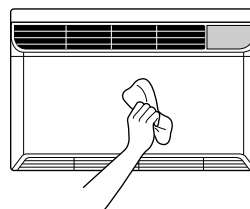
- 2 Wash the filter using lukewarm water below 104 °F (40 °C).



- 3 Gently shake the excess water from the filter and replace it.

Cleaning the Air Conditioner

- Wipe the front grille and inlet grille with a cloth dampened with a mild detergent solution.
- Wash the cabinet with mild soap or detergent and lukewarm water, then polish using liquid appliance wax.



NOTE

- To ensure continued peak efficiency, the condenser coils (outside of product) should be checked periodically and cleaned if clogged with soot or dirt from outside air.
- For repair and maintenance, contact an Authorized Service Center. See the warranty page for details or call 1 888 LG-CANADA(542-2623). Have your model number and serial number available. They can be found on the side of the cabinet. Record them for future reference.

Energy Star



- You can refer to the Energy Star program in detail at www.energystar.gov.

TROUBLESHOOTING

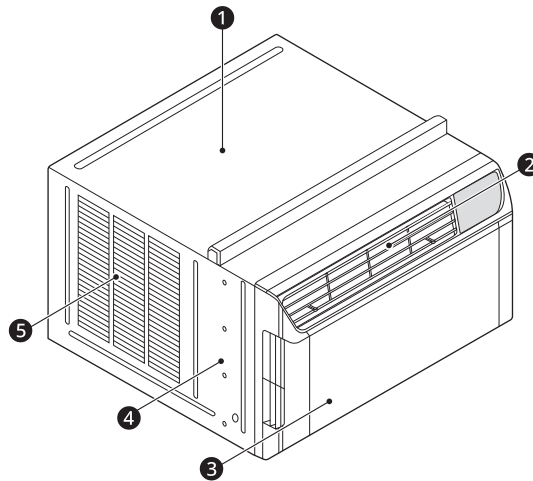
Before Calling for Service

The appliance is equipped with an automatic error-monitoring system to detect and diagnose problems at an early stage. If the appliance does not function properly or does not function at all, check the following before you call for service.

NOTE

- If you see "CH" in the display, please call [1 888 LG-CANADA\(542-2623\)](tel:1888LG-CANADA).

Normal Sounds You May Hear



❶ High-Pitched Chatter

Today's high efficiency compressors may have a high-pitched chatter during the cooling cycle.

❷ Sound of Rushing Air

At the front of the unit, you may hear the sound of rushing air being moved by the fan.

❸ Gurgles/Hiss

Gurgling or hissing noises may be heard due to refrigerant passing through the evaporator during normal operation.

❹ Vibration

Product may vibrate and make noise because of poor wall or window construction or incorrect installation.

❺ Pinging or Swishing

Droplets of water hitting the condenser during normal operation may cause pinging or swishing sounds.

Operation

Problem	Possible Cause & Solution
Air conditioner does not start.	The air conditioner is unplugged. Make sure the air conditioner plug is pushed completely into the outlet.
	The fuse is blown/circuit breaker is tripped. Check the house fuse/circuit breaker box and replace the fuse or reset the breaker.
	Power failure. If a power failure occurs, turn the mode control to off. When power is restored, wait 3 minutes to restart the air conditioner to prevent tripping the compressor overload.
	The current interrupter device is tripped. Press the RESET button located on the power cord plug. If the RESET button will not stay engaged, discontinue use of the air conditioner and contact a qualified service technician.
Air conditioner does not cool as it should.	Airflow is restricted. Make sure there are no curtains, blinds, or furniture blocking the front of the air conditioner.
	The temp control may not be set correctly. Set the target temperature to a level lower than the current temperature.
	The air filter is dirty. Clean the filter at least every 2 weeks. See the MAINTENANCE section.
	The room may have been hot. When the air conditioner is first turned on, you need to allow time for the room to cool down.
	Cold air is escaping. Check for open furnace floor registers and cold air returns.
	Cooling coils have iced up. See 'Air conditioner freezing up' below.
Air conditioner freezing up.	The cooling coils are iced over. Ice may block the airflow and obstruct the air conditioner from properly cooling the room. Set the mode control to High Fan or High Cool.
Water drips outside.	Hot, humid weather. This is normal.
Water drips Indoors.	The air conditioner is not tilted to the outside. For proper water disposal, make sure the air conditioner slants down slightly from the cabinet front to the rear.
Water collects in base pan.	Moisture reduced from air and drains into base pan. This is normal for a short period in areas with little humidity and normal for a longer period in very humid areas.
Air conditioner turns on and off rapidly.	Dirty air filter - air restricted. Clean air filter.
	Outside temperature extremely hot. Refer to installation instructions or check with installer.
Noise when unit is cooling.	Air movement sound. This is normal. If too loud, set to lower fan setting.
	Window vibration - poor installation. Refer to installation instructions or check with installer.

Problem	Possible Cause & Solution
Room too cold.	Set temperature too low. • Increase set temperature.
Remote sensing deactivating prematurely.	Remote control not located within range. • Place remote control within 20 feet & 120° radius of the front of the unit. Remote control signal obstructed. • Remove obstruction.

Wi-Fi

Problem	Possible Cause & Solution
Can't connect the LG ThinQ Application to the air conditioner.	Air conditioner is turned off. • Turn the air conditioner on. Wireless router is turned off. • Turn the router on.
The air conditioner is not connecting to the Wi-Fi.	The Wi-Fi router is too far from the air conditioner. • Move the router closer to the air conditioner or purchase and install a Wi-Fi repeater (signal booster). You do not have permission to use the router or it is incompatible. • Make sure you are selecting the correct wireless router from the list. The router must be set to 2.4 GHz.
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. 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

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.

Should your LG **Room Air Conditioner** ("Product") fail due to a defect in materials or workmanship under normal and proper use, during the warranty period set forth below, LG Electronics Canada, Inc. ("LGECI") will, at its option, repair, replace or pro rate the Product upon receipt of proof of the original retail purchase. This limited warranty is valid only to the original retail purchaser of the Product and applies only to a Product distributed, purchased from an authorized retailer and used within Canada, as determined at the sole discretion of LGECI.

WARRANTY PERIOD:

1 year from the Date of Purchase: **Any internal/ functional Parts and Labor**

HOW SERVICE IS HANDLED: In-Home Service or Swap SVC

LG may elect, at our option, to provide Swap or In home Service. To receive in-home service, the product must be unobstructed and accessible to service personnel. If during in-home service repair cannot be completed, it may be necessary to remove, repair and return the product. OR LG may elect, at our option, to provide Swap Service by providing an authorized service exchange through the distribution center you originally purchased the product from.

- Replacement products and parts are warranted for the remaining portion of the original warranty period or ninety (90) days, whichever is greater.
- Replacement products and parts may be new, reconditioned, refurbished, or otherwise factory remanufactured, all at the sole discretion of LGECI.
- Proof of original retail purchase specifying the Product model and date of purchase is required to obtain warranty service under this Limited Warranty.

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.

LGECI'S SOLE LIABILITY IS LIMITED TO THE LIMITED WARRANTY SET OUT ABOVE, UNLESS SUCH LIMITATION IS PROHIBITED BY THE LAWS OF THE PROVINCE IN WHICH YOU RESIDE. EXCEPT AS EXPRESSLY PROVIDED ABOVE, OR IF OTHERWISE PROHIBITED BY THE LAW OF THE PROVINCE IN WHICH YOU RESIDE, LGECI DOES NOT MAKE ANY OTHER WARRANTIES OR CONDITIONS RESPECTING THE PRODUCT, AND HEREBY DISCLAIMS, ALL OTHER WARRANTIES AND CONDITIONS RESPECTING THE PRODUCT, WHETHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OR CONDITION OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NO REPRESENTATIONS SHALL BE BINDING ON LGECI. LGECI DOES NOT AUTHORIZE ANY PERSON TO CREATE OR ASSUME FOR IT ANY OTHER WARRANTY OBLIGATION OR LIABILITY IN CONNECTION

WITH THE PRODUCT. TO THE EXTENT THAT ANY WARRANTY OR CONDITION IS IMPLIED BY LAW, IT IS LIMITED TO THE WARRANTY PERIOD SET OUT ABOVE. UNDER NO CIRCUMSTANCES SHALL LGECI, THE MANUFACTURER OR DISTRIBUTOR OF THE PRODUCT, BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, SPECIAL, DIRECT, INDIRECT, PUNITIVE OR EXEMPLARY DAMAGES, INCLUDING, WITHOUT LIMITATION, LOSS OF GOODWILL, LOST PROFITS, LOSS OF ANTICIPATED PROFITS, LOST REVENUE, LOSS OF USE, OR ANY OTHER DAMAGE, WHETHER ARISING DIRECTLY OR INDIRECTLY FROM ANY CONTRACTUAL BREACH, FUNDAMENTAL BREACH, TORT OR OTHERWISE, OR FROM ANY ACTS OR OMISSIONS. LGECI'S TOTAL LIABILITY, IF ANY, SHALL NOT EXCEED THE PURCHASE PRICE PAID BY YOU FOR THE PRODUCT.

This Limited Warranty gives you specific legal rights. You may also have other rights that vary from province to province depending on applicable provincial laws. Any term of this Limited Warranty that negates or varies any implied condition or warranty under provincial law is severable where it conflicts with such provincial law without affecting the remainder of this warranty's terms.

THIS LIMITED WARRANTY DOES NOT COVER:

- Service trips to deliver, pick up, or install or set up the Product; Instruction on Product use.
- Adjustments of user controls.
- Products that have had a serial number or any part thereof altered, defaced or removed.
- Property damages, malfunction or failure of the product, or personal injury caused by or resulting from:
 - accident, abuse, negligence or misuse;
 - operating the Product in a corrosive or wet environment containing chlorine, fluorine or any other hazardous chemicals;
 - installation, alteration, repair or service by anyone other than a licensed, authorized LG contractor or other than pursuant to the manufacturer's instructions, including installation not in accordance with applicable laws, codes and standards applying in the province in which the Product is installed;
 - improper matching of Product components;
 - improper sizing or design of the Product;
 - improper or deferred maintenance contrary to the manufacturer's instructions;
 - physical abuse to or misuse of the Product (including failure to perform any maintenance as described in the Operation Manual such as air filter cleaning, or any Product damaged by excessive physical or electrical stress)
 - Product used in other than normal use or in any manner contrary to the Operation Manual;
 - freight damage or damage caused by force majeure or other factors such as power surge damage caused by lightning and fluctuations in or interruptions of electrical power.

All costs and expenses associated with the above excluded circumstances, listed under the heading, This Limited Warranty Does Not Cover, shall be borne by the consumer.

TO OBTAIN WARRANTY SERVICE AND ADDITIONAL INFORMATION, PLEASE CALL OR VISIT OUR WEBSITE:

Call 1-888-542-2623 (8 am - 9 pm EST, 365 days) and select the appropriate option from the menu, or visit our website at <http://www.lg.com>

Or by mail: LG Electronics Canada Inc. 20 Norelco Drive North York, ON M9L 2X6

FOR YOUR RECORDS

Write the model and serial numbers here:

Model No.	
Serial No.	

- This information is located on a label on the side of the unit.

Dealer's Name	
Date Purchased	

- Staple your receipt to this page in the event you need it to prove date of purchase or for warranty issues.

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.

Memo



LG ELECTRONICS CANADA INC.
20 Norelco Drive
North York, ON M9L 2X6

LG Customer Information Center

For inquiries or comments,
visit **www.lg.com** or call:

1-800-243-0000 U.S.A.

1-888-542-2623 CANADA

Register your product Online!

www.lg.com

Centro de Información al Cliente LG

Para consultas o comentarios, visite
www.lg.com o llame por teléfono:

1-800-243-0000 EE.UU.

1-888-542-2623 CANADÁ

¡Registre su producto en línea!

www.lg.com

Centre de Service à la Clientèle de LG

Pour des questions ou des commentaires,
visitez **www.lg.com/ca_fr** ou appelez :

1-800-243-0000 ÉTATS-UNIS

1-888-542-2623 CANADA

Enregistrez votre produit en ligne!

www.lg.com/ca_fr