



OWNER'S MANUAL

AIR CONDITIONER

Read this owner's manual thoroughly before operating the appliance and keep it handy for reference at all times.

ENGLISH

Vertical Air Handling Unit

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IMPORTANT SAFETY INSTRUCTIONS

READ ALL INSTRUCTIONS BEFORE USE

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.

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.
- 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 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.
- 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.
- When the power cord is to be replaced, the replacement work shall be performed by authorized personnel using only genuine replacement parts.

4 IMPORTANT SAFETY INSTRUCTIONS

- If the supply cord is damaged, it must be replaced by the manufacturer or its service agents or a similarly qualified person in order to avoid a hazard.
- The appliance shall be installed in accordance with national wiring regulations.
- This appliance must be properly grounded.
- Do not cut or remove the grounding prong from the power plug.
- Attaching the earth wire to the power outlet cover screw does not ground the appliance unless the cover screw is metal, uninsulated, and the power outlet is grounded through house wiring.
- If you have any doubt whether the air conditioner is properly grounded, have the power outlet and circuit checked by a qualified electrician.
- 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.

Installation

- Contact the dealer, seller, qualified electrician or authorized service center when installing or relocating the air conditioner.
- Contact the dealer, seller, qualified electrician or authorized service center for cleaning or maintenance the air conditioner.
- Do not install, remove, or re-install the unit by yourself (customer). Installation or repairs done by unauthorized persons can pose hazards to you and others.
- For electrical work, contact the dealer, seller, a qualified electrician or an authorized service center.
- Do not attempt to do electrical work or grounding work unless you are licensed to do so. Consult with the dealer for electrical work and grounding work.
- Do not install the product on a defective installation stand.
- Be sure the installation area does not deteriorate with age.
- Be sure to only use accessories made by LG which are specifically designed for use with the equipment and have them installed by a professional.
- Never install the outdoor unit on a moving base or a place from where it can fall down.
- 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, or paint thinner are stored.
- Install the panel and the cover of the control box safely.
- Install a dedicated electric outlet and earth leakage breaker before using the appliance.
- Use a standard circuit breaker and fuse that conform to the rating of the air conditioner.
- Do not use a multiple socket, extension power cable or adapter with this appliance.
- 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.

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 the cables should be replaced.
- Make sure that the power cable is neither dirty, loose, nor broken.
- Do not place any objects on 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 nobody, especially children, climbs on or hits 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 airflow.
- Cut off the power supply if there is any noise, smell, or smoke coming from the air conditioner.
- Contact an authorized service center if the air conditioner is submerged by flood waters.
- In the event of a gas leak (such as Freon, propane gas, or LP gas), ventilate sufficiently before using the air conditioner again.
- Stop operation and close the window during a storm or hurricane. If possible, remove the product from the window before the hurricane arrives.

Maintenance

- Before cleaning or performing maintenance, disconnect the power supply and wait until the fan stops.
- Appliance shall be disconnected from its power source during service and replacing parts.

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

- Use a forklift or 2 or more people to transport the air conditioner.
- 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.
- 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.
- Be especially careful of the case edges and the fins on the condenser and evaporator.
- To avoid vibration or water leakage, keep the product level even when installing it.
- When installing the unit, use the installation kit provided with the product.
- The edges of heat exchanger fins are sharp enough to cut. To avoid injury, wear gloves or cover the fins while working around them.
- Means for disconnection must be incorporated in the fixed wiring in accordance with the wiring rules.

Operation

- Do not drink water drained from the air conditioner.
- Do not place objects in direct proximity to the outdoor unit and do not let leaves and other debris accumulate around the unit. Leaves are a hotbed for small animals which can enter the unit. Once inside the unit, such animals can cause malfunctions, smoke or fire if they come into contact with electrical parts.
- 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.
- Do not turn on the breaker or power when the front panel, cabinet, top cover, or control box cover are removed or opened.
- Do not open the front grille of the product during operation. Do not touch the electrostatic filter, if the unit is so equipped.
- Take care to prevent water from entering the product.
- Make sure that there are no obstacles close to the outdoor unit. The presence of obstacles close to the outdoor unit may reduce the performance of the outdoor unit or increase its operating sound.
- Do not turn off the power immediately after stopping operation. Always wait for at least five minutes before turning off the power.

Maintenance

- Use a sturdy stool or ladder when cleaning, maintaining, or repairing the air conditioner at a height.
- Do not plug or unplug the power supply plug to turn the unit on or off.
- 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.
- Tear apart and throw away plastic packaging bags so that children will not play with them.
- When the product will not be used for a long time, disconnect the power supply plug or turn off the breaker.
- Do not tilt the unit when removing or uninstalling it. The condensed water inside can spill.
- Check the foundation for damage on a regular basis, especially if the product has been in use for a long time.
- Always insert the filter securely. Clean the filter every two weeks or more often if necessary. A dirty filter reduces the efficiency of the air conditioner and could cause product malfunction or damage.

SAVE THESE INSTRUCTIONS

OPERATION

Before Use

Notes for Operation

- 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 periods.
- 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 to 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.

Using the Appliance with Remote Control

Follow these steps to see a detailed guide for using the product with the remote control.

- 1** Click the below website address.
 - For US: www.lghvac.com
 - For Canada: www.lg.com
 - For Canada: www.lgdfs.ca

- 2** Insert the model name in the search box.
 - The model name is on the remote control or printed on the box in which the remote control is packed.

- 3** Select the manual that you want to see.

NOTE

- Some models do not have a manual on the website. For those models, refer to the manual included with the remote control.
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MAINTENANCE

Cleaning

Air Filter

⚠ WARNING

- Before cleaning or performing maintenance, disconnect the power supply and wait until the fan stops.
- When you remove the air filter, do not touch the metal parts of the indoor unit. Doing so may cause an injury.

Air filters must be purchased separately. Dirty filters greatly restrict the flow of air and may cause damage to the moving parts. If the filters become clogged the Electric Heaters and blower motor could overheat resulting in a potentially dangerous situation. The filters should be replaced at least once a month. On new construction, check the filters every week for the first four weeks and every three weeks after that, especially if the indoor fan is running continuously. When replacing the Filter you must use filters that are the same size as those recommended in Table.

Capacity	Disposable Filter Size for Built-in Filter Compartment
Unit : kBtu/h(RT)	Unit : Inch (mm)
9(0.75)	16 x 20 x 1(406 x 508 x 25)
12(1.0)	
18(1.5)	
24(2.0)	
30(2.5)	
36(3.0)	
42(3.5)	20 x 24 x 1(508 x 610 x 25)
48(4.0)	
54(4.5)	

NOTE

- Filters should be used a rating of MERV 4 or less. If you use filters that has a rating MERV 5 or above, it can cause cooling & heating capacity down.

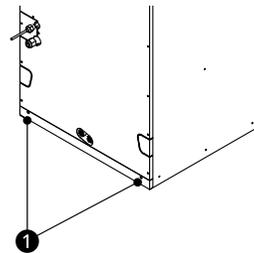
Filter Care

Inspect the air filter every month. If dirty, wash reusable filters with a mild detergent. Replace disposable filters with new filters. Filters should be clean to assure maximum efficiency and adequate air circulation. Drapes, furniture or other obstructions blocking your supply and return air grilles will also decrease efficiency.

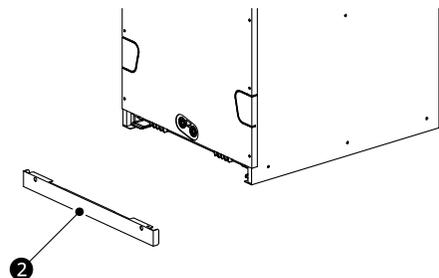
Cleaning the Air Filter

Permanent type, washable, High-velocity filters may be cleaned with a vacuum cleaner or taken away from the unit & washed with a garden hose. Be sure to shake off excess water and allow filter to completely dry before re-installing the filter.

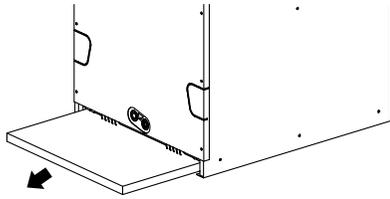
- 1 Turn off the power to the appliance.
- 2 Release the thumbscrew ①.



- 3 Take out the filter cover ②.



- 4 Slide dirty filter out, replace with a new filter.



- 5** To assemble in reverse order.

Tips for Maintenance

Before Long Periods of Disuse

- 1** Operate the air conditioner in the **Fan mode** for 2 to 3 hours.
 - This will dry out the internal mechanisms.
- 2** Turn off the appliance.
- 3** Turn off the breaker.

After Long Periods of Disuse

- 1** Clean the air filter and install it in the indoor unit.
- 2** Check that the air inlet and outlet of the indoor/outdoor unit are not blocked.
- 3** Check that the ground wire is connected correctly.
 - The ground wire may be connected to the side of the indoor unit.

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.

Operation

Problem	Possible Cause & Solution
The appliance does not work normally.	Burning smell and strange sounds are coming from the appliance. <ul style="list-style-type: none"> • Turn off the appliance, switch off or disconnect the power supply, and contact a service center.
	Water leaks from the indoor unit even when the humidity level is low. <ul style="list-style-type: none"> • Turn off the appliance, switch off or disconnect the power supply, and contact a service center.
	The power cable is damaged or it is generating excessive heat. <ul style="list-style-type: none"> • Turn off the appliance, switch off or disconnect the power supply, and contact a service center.
	A switch, a circuit breaker (safety, ground) or a fuse is not operating properly. Has the fuse blown or has the circuit breaker been tripped? <ul style="list-style-type: none"> • Turn off the appliance, switch off or disconnect the power supply, and contact a service center.
	The appliance generates an error code from its self-diagnosis. <ul style="list-style-type: none"> • Turn off the appliance, switch off or disconnect the power supply, and contact a service center.
The fan speed cannot be adjusted.	The Jet mode or Auto Operation mode is selected. <ul style="list-style-type: none"> • In some operating modes, you cannot adjust the fan speed. Select an operating mode in which you can adjust the fan speed.
	The airflow generated by the air conditioner may be automatically adjusted during operation. <ul style="list-style-type: none"> • When the air conditioner reaches the set temperature, it reduces the airflow rate to avoid generating cool airflow when heating, or to minimize energy consumption and indoor humidity change when cooling.
The temperature cannot be adjusted.	The Fan mode or Jet mode is selected. <ul style="list-style-type: none"> • 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. <ul style="list-style-type: none"> • The Off Timer function may have timed out, which turns the appliance off. Check the timer settings.
	Have you made a mistake in time operation? <ul style="list-style-type: none"> • Set the timer correctly.
	A power failure has occurred during operation. <ul style="list-style-type: none"> • 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.

12 TROUBLESHOOTING

Problem	Possible Cause & Solution
The appliance does not work.	A fuse blew or the power supply is blocked. <ul style="list-style-type: none"> • Replace the fuse or check if the circuit breaker has tripped.
	The appliance is unplugged. <ul style="list-style-type: none"> • Check whether the power cord is plugged into the outlet or the power isolators are switched on.
	A power failure has occurred. <ul style="list-style-type: none"> • 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. <ul style="list-style-type: none"> • Check if the circuit breaker has tripped.
	The appliance was turned off automatically at a preset time. <ul style="list-style-type: none"> • Turn the appliance on.
	The battery orientation in the wireless remote control is incorrect. <ul style="list-style-type: none"> • 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.
	Are the indoor unit's air inlet or outlet vents obstructed? <ul style="list-style-type: none"> • Remove the obstacles.
The appliance does not emit cool air.	Air is not circulating properly. <ul style="list-style-type: none"> • Make sure that there are no curtains, blinds, or pieces of furniture blocking the front of the appliance.
	The air filter is dirty. <ul style="list-style-type: none"> • Clean the air filter once every 2 weeks. • See "Cleaning the Air Filter" for more information.
	The room temperature is too high. <ul style="list-style-type: none"> • In summer, cooling the indoor air fully may take some time. In this case, select the Jet mode to cool the indoor air quickly.
	The room may have been very hot when the room air conditioner was first turned on. <ul style="list-style-type: none"> • Allow time for it to cool down.
	Cold air is escaping from the room. <ul style="list-style-type: none"> • Make sure that no cold air is escaping through the ventilation points in the room.
	The desired temperature is higher than the current temperature. <ul style="list-style-type: none"> • Set the desired temperature to a level lower than the current temperature.
	There is a heating source nearby. <ul style="list-style-type: none"> • Avoid using heat generators like electric ovens or gas hobs while the air conditioner is in operation.
	Fan mode is selected. <ul style="list-style-type: none"> • During Fan mode, air blows from the appliance without cooling or heating the indoor air. • Switch the operating mode to a cooling operation.
	Outside temperature is too high. <ul style="list-style-type: none"> • The cooling effect may not be sufficient.
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. <ul style="list-style-type: none"> • This is normal. Please wait until the appliance has generated enough warm air to blow through the indoor unit.

Problem	Possible Cause & Solution
The appliance does not emit warm air.	The outdoor unit is in Defrosting mode. <ul style="list-style-type: none"> 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. <ul style="list-style-type: none"> The heating effect may not be sufficient.
The air conditioner changes generated airflow during operation.	When the appliance reaches the desired temperature, the airflow rate reduces in order to avoid generating cool airflow during heating, or to minimize energy consumption and indoor humidity change during cooling. <ul style="list-style-type: none"> This symptom is normal.
It seems that condensation is leaking from the air conditioner.	Condensation occurs when the airflow from the air conditioner cools the warm room air. <ul style="list-style-type: none"> This symptom is normal.

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. <ul style="list-style-type: none"> 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. <ul style="list-style-type: none"> When the room temperature decreases, this phenomenon will disappear.
Water leaks from the outdoor unit.	In the heating operations, condensed water drops from the heat exchanger. <ul style="list-style-type: none"> Install a drain hose 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. <ul style="list-style-type: none"> Noise is normal during or after operation. It is not a sign of malfunction.
	Flowing sound: This is the flow of refrigerant through the appliance. Blowing sound: This sound generates when compressed air is released into the atmosphere. This is the sound of the dehumidifying water being processed inside the air conditioning unit. <ul style="list-style-type: none"> These are normal symptoms. The noise will stop.
Crack sound is heard.	This sound is generated by the expansion or constriction of the front panel, etc. due to changes of temperature. <ul style="list-style-type: none"> These are normal symptoms. The noise will stop.
The indoor unit gives off an odor.	Odors (such as cigarette smoke) may be absorbed into the indoor unit and discharged with airflow. <ul style="list-style-type: none"> 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.
	Check that this is not a damp smell exuded by the walls, carpet, furniture or cloth items in the room. <ul style="list-style-type: none"> If the smell comes out from walls, carpet, furniture or cloth item, clean it.

Problem	Possible Cause & Solution
Remote control display is faint, or no display at all.	Are the batteries depleted? <ul style="list-style-type: none">• Replace the batteries with a new one.
	Are the batteries inserted in the opposite + and - directions? <ul style="list-style-type: none">• Make sure that the + and - terminals of the batteries are oriented correctly.

Calling for Service

Situations in which Calling for Service is Necessary

If the appliance is in one of the following situations, please call the service.

- Anything abnormal, such as a burning smell, loud noises, etc., occur;
 - Turn off the appliance and circuit breaker.
 - Never try to repair or restart the appliance yourself.
- Main power cord is too hot or damaged.
- Error code is generated by self diagnosis.
- Water leaks from the appliance even if the humidity is low.
- Any switch, circuit breaker(safety, earth) or fuse fails to work properly.

NOTE

- The user is responsible for routine checks and cleaning to avoid poor appliance performance.
 - In cases involving unusual or special situations and circumstances servicing must be carried out only by trained service personnel.
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LIMITED WARRANTY

USA

LIMITED WARRANTY(USA)

The product's full Limited Warranty terms and conditions and arbitration requirements are available at <https://www.lghvac.com>.

CANADA

LIMITED WARRANTY(CANADA)

THE PRODUCT'S FULL LIMITED WARRANTY TERMS AND CONDITIONS ARE AVAILABLE AT [HTTPS://WWW.LGHVAC.COM](https://www.lghvac.com).

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.

QUÉBEC 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.

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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](tel: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