OWNER’S MANUAL

# WASHING MACHINE

Before beginning installation, read these instructions carefully. This will simplify installation and ensure that the product is installed correctly and safely. Leave these instructions near the product after installation for future reference.

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This manual may contain images or content different from the model you purchased.

This manual is subject to revision by the manufacturer.


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# SAFETY INSTRUCTIONS

**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.**

**This symbol is displayed to indicate matters and operations that can cause risk. Read the part with this symbol carefully and follow the instructions in order to avoid risk.**

**WARNING**

**This indicates that the failure to follow the instructions can cause serious injury or death.**

**CAUTION**

**This indicates that the failure to follow the instructions can cause the minor injury or damage to the product.**

## IMPORTANT SAFETY 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:**

### Children in the Household

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

## Installation

- Never attempt to operate the appliance if it is damaged, malfunctioning, partially disassembled, or has missing or broken parts, including a damaged cord or plug.
- This appliance should only be transported by two or more people holding the appliance securely.
- Tighten the drain hose to avoid separation.
- If the power cord is damaged or the hole of the socket outlet is loose, do not use the power cord and contact an authorized service centre.
- Make sure the plug is completely pushed into the outlet.
- Do not install the appliance in a damp and dusty place. Do not install or store the appliance in any outdoor area, or any area that is subject to weathering conditions such as direct sunlight, wind, or rain or temperatures below freezing.
- Ventilation openings must not be obstructed by a carpet.
- Do not plug the appliance into multiple socket outlets or extension power cable.
- This appliance must be grounded. In the event of malfunction or breakdown, grounding will reduce the risk of electric shock by providing a path of least resistance for electric current.
- This appliance is equipped with a power cord having an equipment-grounding conductor and a grounding power plug. The power plug must be plugged into an appropriate socket outlet that is installed and grounded in accordance with all local codes and ordinances.
- Improper connection of the equipment-grounding conductor can result in risk of electric shock. Check with a qualified electrician or service personnel if you are in doubt as to whether the appliance is properly grounded.
- Do not modify the power cord provided with the appliance.

## Operation

- Do not use a sharp object like drill or pin to press or separate an operation unit.
- Keep the area underneath and around the appliance free of combustible materials such as lint, paper, rags, chemicals, etc.
- Do not put animals, such as pets into the appliance.
- Do not leave the appliance door open. Children may hang on the door or crawl inside the appliance, causing damage or injury.
- Use new hose or hose-set supplied with the appliance. Reusing old hoses can cause a water leak and subsequent property damage.
- Turn off water taps to relieve pressure on hoses and valves and to minimize leakage if a break or rupture should occur. Check the condition of the fill hoses; they may need replacement after 5 years.
- Never reach into the appliance while it is operating. Wait until the drum has completely stopped.
- Do not put in, wash or dry articles that have been cleaned in, washed in, soaked in, or spotted with combustible or explosive substances (such as waxes, wax removers, oil, paint, gasoline, degreasers, drycleaning solvents, kerosene, petrol, spot removers, turpentine, vegetable oil, cooking oil, acetone, alcohol, etc.). Improper use can cause fire or explosion.
- In case of flood, disconnect the power plug and contact the LG Electronics customer information centre.
- Do not use or store flammable or combustible substances (ether, benzene, alcohol, chemical, LPG, combustible spray, insecticide, air freshener, cosmetics, etc.) near the appliance.
- If there is a gas leakage (isobutane, propane, natural gas, etc.), do not touch the appliance or power plug and ventilate the area immediately.
- If the drain hose or inlet hose is frozen during winter, use it only after thawing.
- Keep all washing detergents, softener and bleach away from children.
- Do not touch the power plug or the appliance controls with wet hands.
- Do not bend the power cable excessively or place a heavy object on it.

- Do not put your hand, foot or anything under the washing machine while the washing machine is in operation.
- The hands shall not be inserted into running water-extracting drum.
- Make sure that drainage is working properly. If water is not drained properly, your floor may get flooded.
- If, during spinning, opening the door does not stop the drum within about 15 seconds, immediately discontinue operating the appliance and contact your dealer or LG Electronics service centre.
- Do not use a plug socket and wiring equipment for more than their rated capacity.
- When the air temperature is high and the water temperature is low, condensation may occur and thus wet the floor.
- Wipe off dirt or dust on the contacts of the power plug.
- Under certain conditions hydrogen gas may be produced in a water heater that has not been used for two weeks or more. Hydrogen gas can be explosive under these circumstances. If the HOT water has not been used for two weeks or more, prevent the possibility of damage or injury by turning on all Hot water taps and allowing them to run for several minutes. Do this before using any electrical appliance which is connected to the HOT water system. This simple procedure will allow any built-up hydrogen gas to escape. Since the gas is flammable, do not smoke or use an open flame or appliance during this process.

## Maintenance

- Remove the power plug when you clean the appliance.
- Securely plug the power plug in the socket outlet after completely removing any moisture and dust.
- Do not spray water inside or outside the appliance to clean it.
- Never unplug the appliance by pulling on the power cable. Always grip the power plug firmly and pull straight out from the socket outlet.
- Only qualified service personnel from LG Electronics service centre should disassemble, repair, or modify the appliance. Contact an LG Electronics customer information centre if you move and install the appliance in a different location.

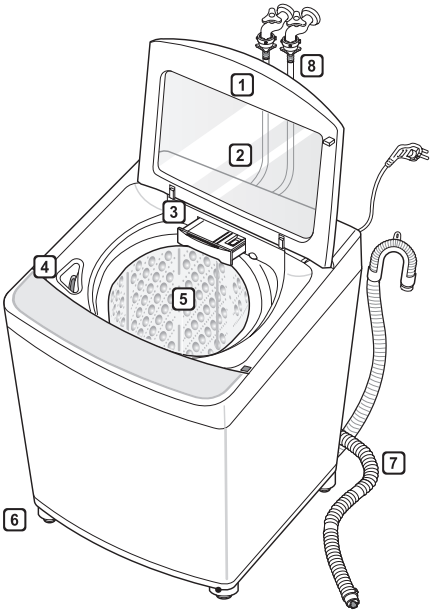
## Disposal

- Before discarding an old appliance, unplug it. Cut off the cable directly behind the appliance to prevent misuse.
- Dispose of all packaging materials (such as plastic bags and styrofoam) away from children. The packaging materials can cause suffocation.
- Remove the door before disposing of or discarding this appliance to avoid the danger of children or small animals getting trapped inside.

## For One Valve Model

- Do not connect to hot water supply.

## Parts




1 Door
2 Tempered Glass
3 Dispenser Drawer
4 Bleach Dispenser
5 Drum
6 Leveling Feet
7 Drain hose
8 Water Supply Hose

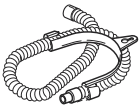
- Appearance and specifications may change without notice to improve the quality of the product.

## Accessories

or

2 water supply hoses
(Hot + Cold)

or



Drain hose

or

Anti-rat cover
(Optional)

Tie strap (Optional)

Screw for Anti-rat cover
(Optional)

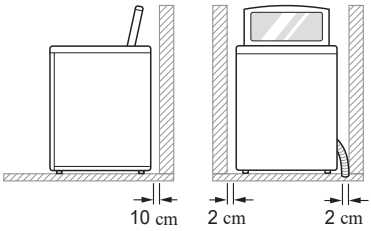
# Specifications

| Model | TH2112DSAL<br>TH2112DSAB | TH2113DSAK |
|---|---|---|
| Power Supply | 220 V~, 50 Hz | |
| Size | 540 mm (W) x 540 mm (D) x 945 mm (H) | |
| Product Weight | 38 kg | |
| Allowable Water Pressure | 30 - 800 kPa | |
| Max. Capacity | 12 kg | 13 kg |

- Appearance and specifications may change without notice to improve the quality of the product.
- Capacity is the maximum mass of dry cloth in kilograms.

# Installation Place Requirements

## Location




**Level floor** : Allowable slope under the entire appliance is 1°.

**Power outlet** : Must be within 1.5 meters of either side of the location of the appliance.

- Do not overload the outlet with more than one appliance.

**Additional Clearance** : For the wall, 10 cm: rear/2 cm: right & left side.

- Do not place or store laundry products on top of the appliance at any time. These products may damage the finish or controls.

### ⚠ WARNING

- The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.

## Positioning

- Install the appliance on a flat hard floor.
- Make sure that air circulation around the appliance is not impeded by carpets, rugs, etc.
- Never try to correct any unevenness in the floor with pieces of wood, cardboard or similar materials under the appliance.
- If it is impossible to avoid positioning the appliance next to a gas cooker or coal burning stove, an insulation (85x60 cm) covered with aluminum foil on the side facing the cooker or stove must be inserted between the two appliances.
- Do not install the appliance in rooms where freezing temperatures may occur. Frozen hoses may burst under pressure. The reliability of the electronic control unit may be impaired at temperatures below freezing point.
- Ensure that when the appliance is installed, it is easily accessible for an engineer in the event of a breakdown.
- If the appliance is delivered in winter and temperatures are below freezing, place the appliance at room temperature for a few hours before putting it into operation.

### ⚠ WARNING

- This equipment is not designed for maritime use or for use in mobile installations such as caravans, aircraft etc.

## Electrical Connection

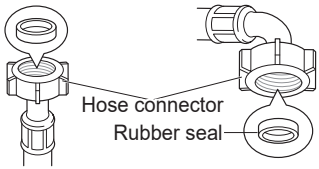
- Do not use an extension cord or double adapter.
- Always unplug the appliance and turn off the water supply after use.
- Connect the appliance to an earthed socket in accordance with current wiring regulations.
- The appliance must be positioned so that the plug is easily accessible.
- Repairs to the appliance must only be carried out by qualified personnel. Repairs carried out by inexperienced persons may cause injury or serious malfunctioning. Contact your local service centre.

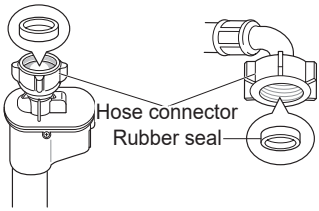
# Connecting the Supply Hose

- Before connecting the water supply hose to the water tap, check the hose type and then choose the correct instruction.
- The water supply hose supplied may vary from country to country. Make sure to connect the blue supply hose to the COLD water tap, and the orange supply hose to the HOT water tap.
- Water supply pressure must be between 30 kPa and 800 kPa (0.3 - 8.0 kgf / cm²).
- Do not overtighten the water supply hose.
- If the water supply pressure is more than 800 kPa, a decompression device should be installed.
- Periodically check the condition of the hose and replace the hose if necessary.

## Checking the Rubber Seal on the Supply Hose

Two rubber seals are supplied with the water supply hoses. They are used for preventing water leaks. Make sure the connection to taps is sufficiently tight.

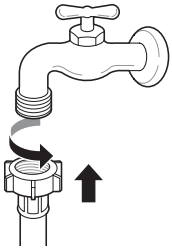



## Connecting Hose to Water Tap

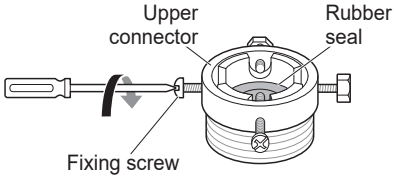
### Connecting Screw-Type Hose to Tap with Thread

Screw the hose connector onto the water supply tap.

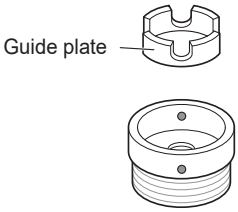


### Connecting Screw-Type Hose to Tap Without Thread

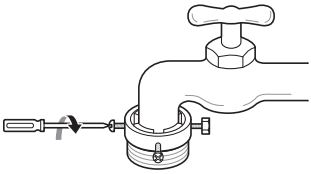
1 Loose the four fixing screws.



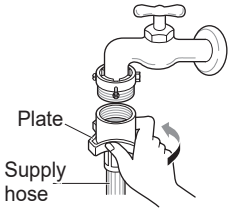

2 Remove the guide plate if the tap is too large to fit the adapter.



3 Push the adapter onto the end of the tap so that the rubber seal forms a watertight connection. Tighten the four fixing screws.

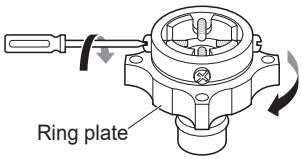


4 Push the supply hose vertically upwards so that the rubber seal within the hose can adhere completely to the tap and then tighten it by screwing it to the right.

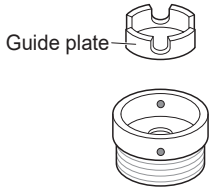



## Connecting One Touch Type Hose to Tap Without Thread

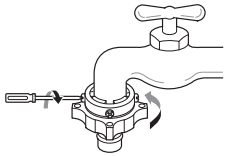
1 Unscrew the adapter ring plate and loose the four fixing screws.



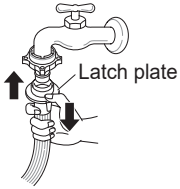

2 Remove the guide plate if the tap is too large to fit the adapter.




3 Push the adapter onto the end of the tap so that the rubber seal forms a watertight connection. Tighten the four fixing screws and the adapter ring plate.



4 Pull the connector latch plate down, push the supply hose onto the adapter, and release the connector latch plate. Make sure the adapter locks into place.

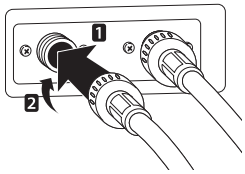



### NOTE

- After connecting the supply hose to the water tap, turn on the water tap to flush out foreign substances (dirt, sand, sawdust, and etc.) in the water lines. Let the water drain into a bucket, and check the water temperature.

## Connecting Hose to Appliance

Attach the hot water line to the hot water inlet on the back of the washing machine. Attach the cold water line to the cold water inlet on the back of the washing machine.




### NOTE

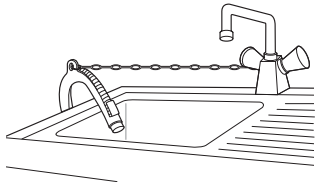
- After completing connection, if water leaks from the hose, repeat the same steps. Use the most conventional type of tap for the water supply. In case the tap is square or too big, remove the guide plate before inserting the tap into the adaptor.

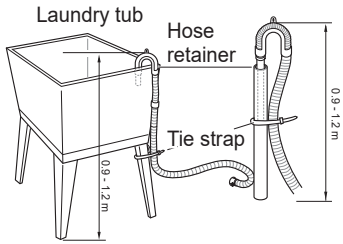
# Installing the Drain Hose

Before connecting the drain hose, check your drain hose model and choose the correct instruction.

## Pump Model

- The drain hose should not be placed higher than 120 cm above the floor. Water in the washing machine may not drain or may drain slowly.
- Securing the drain hose correctly will protect the floor from damage due to water leakage.
- If the drain hose is too long, do not force it back into the washing machine. This will cause abnormal noise.
- When installing the drain hose to a sink, secure it tightly with string.



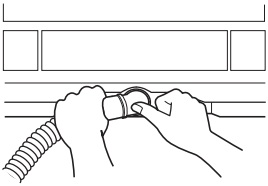



### NOTE

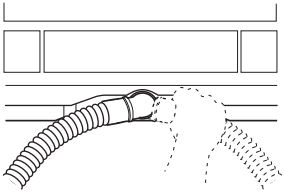
- The discharge height should be approximately 0.9 - 1.2 m from the floor.

## Non-pump Model

1 Push the elbow hose toward the body of the washing machine.

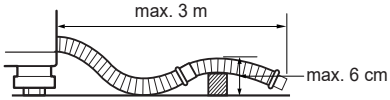


2 To change the direction of the hose, pull out the elbow hose and change the direction. Repeat Step 1.

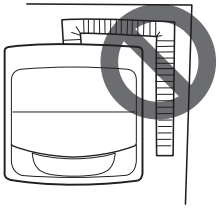


## Positioning the Drain Hose

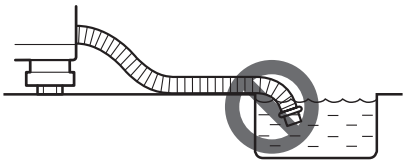
- The length of the drain hose should not exceed 3 m.
- Do not place the drain hose on a threshhold of 6 cm or more.




- Make sure the drain hose is not kinked.

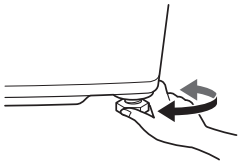


- The outlet of the drain hose should not be submerged in water.
- Make sure the drain hose is not kinked.



# Leveling the Appliance

If the floor is uneven, turn the adjustable feet as required (Do not insert pieces of wood etc. under the feet). Make sure that all four feet are stable and resting on the floor and then check that the appliance is perfectly level.



**Diagonal Check**

When pushing down the edges of the appliance top plate diagonally, the appliance should not move up and down at all (Check both directions). If the appliance rocks when pushing the machine top plate diagonally, adjust the feet again.

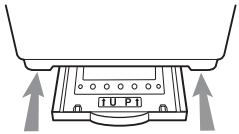
## NOTE

- Timber or suspended type flooring may contribute to excessive vibration and unbalance.
- If the washing machine is installed on a raised platform, it must be securely fastened in order to eliminate the risk of falling off.
- If the washing machine is installed on a uneven, weak or tilted floor causing excessive vibration, spin failure or “UE” error can occur. It must be placed on a firm and level floor to prevent spin failure.

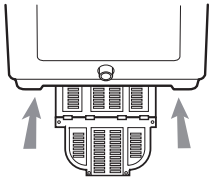
# Assembling the Anti-Rat Cover (Optional)

Insert the Anti-Rat cover to the assembling hole from the front or back of the washing machine.

## Type 1



## Type 2

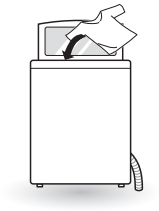


# Using the Appliance

Before the first wash, select a washing programme (**Normal**, add a half load of detergent), allow the washing machine to wash without clothing. This will remove residue and water from the drum that may have been left during manufacturing.

1 Sort laundry and load items.

- Sort laundry by fabric type, soil level, colour and load size as needed. Open the door and load items into the washing machine.

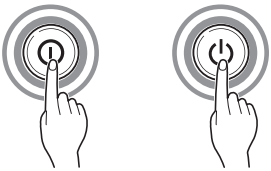


2 Add cleaning products and/or detergent and softener.

- Add the proper amount of detergent to the detergent dispenser drawer. If desired, add bleach or fabric softener to the appropriate areas of the dispenser.

3 Turn on the washing machine.

- Press the **POWER** button to turn on the washing machine.



4 Choose the desired wash programme.

- Press the **Program** button repeatedly until the desired programme is selected.

5 Begin programme.

- Press the **START/PAUSE** button to begin the programme. The washing machine will agitate briefly without water to measure the weight of the load. If the **START/PAUSE** button is not pressed within 60 minutes, the washing machine will shut off and all settings will be lost.

6 End of programme.

- When the programme is finished, a melody will sound. Immediately remove your clothing from the washing machine to reduce wrinkling.

**NOTE**

- The Auto Restart function allows the programme to restart by itself in case of power failure. It resumes from the stage where it stopped.

# Sorting Laundry

**1** Look for a care label on your clothes.

- This will tell you about the fabric content of your garment and how it should be washed.
- Symbols on the care labels.

[Wash temperature]

[Normal machine wash]

[Permanent press]

[Delicate]

[Hand wash]

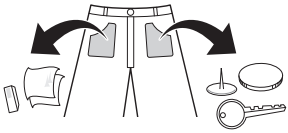
[Do not wash]

**2** Sorting laundry.

- To get the best results, sort clothes into loads that can be washed with the same wash cycle.
- Different fabrics need to be washed at varying temperatures and spin speeds.
- Always sort dark colours from pale colours and whites. Wash separately as dye and lint transfer can occur causing discolouration of white and pale garments. If possible, do not wash heavily soiled items with lightly soiled ones.
  - Soil (Heavy, Normal, Light) : Separate clothes according to amount of soil.
  - Colour (White, Lights, Darks): Separate white fabrics from coloured fabrics.
  - Lint (Lint producers, Collectors): Wash lint producers and lint collectors separately.

**3** Caring before loading.

- Combine large and small items in a load. Load large items first.
- Large items should not be more than half the total wash load. Do not wash single items. This may cause an unbalanced load. Add one or two similar items.
- Check all pockets to make sure that they are empty. Items such as nails, hair clips, matches, pens, coins and keys can damage both your washing machine and your clothes.



- Close zippers, hooks and strings to make sure that these items don’t snag on other clothes.
- Pre-treat dirt and stains by brushing a small amount of detergent dissolved water onto stains to help lift dirt.

## ⚠ CAUTION

- Do not wash or spin any item labeled or known to be water-proof or water-resistant, even if the product care label on the item permits machine washing. Failure to follow these instructions could result in severe damage to your laundry, your washing machine and/or property damage as a result of abnormal vibration of the washing machine.
  - Examples of water-proof or water-resistant items include certain mattress pads, mattress covers, rain gear, camping gear, skiing apparel, outdoor gear and similar items.

# Adding Cleaning Products

## Detergent Dosage

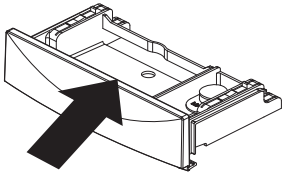
- Detergent should be used according to the instruction of the detergent manufacturer and selected according to type, colour, soiling of the fabric and washing temperature.
- If too much detergent is used, too many suds can occur and this will result in poor washing results or cause heavy load to the motor.
- If you wish to use liquid detergent follow the guidelines provided by the detergent manufacturer.
- You can pour liquid detergent directly into the main detergent drawer if you are starting the cycle immediately.
- Do not use liquid detergent if you are using **Time Delay**, or if you have selected **Pre Wash+Normal**, as the liquid may harden.
- If too many suds occur, reduce the detergent amount.
- Detergent usage may need to be adjusted for water temperature, water hardness, size and soil level of the load. For best results, avoid oversudsing.
- Refer to the label of the clothes, before choosing the detergent and water temperature.
- When using the washing machine, use designated detergent for each type of clothing only:
  - General powdered detergents for all types of fabric
  - Powdered detergents for delicate fabric
  - Liquid detergents for all types of fabric or designated detergents only for wool
- For better washing performance and whitening, use detergent with the general powdered bleach.
- Detergent is flushed from the dispenser at the beginning of the cycle.
- Dilute liquid detergent with water and pour into the drum, start the cycle.
- Using liquid detergent without diluting, or leaving laundry for a long time after pouring diluted liquid detergent into the drum might cause damage, bleaching or discoloration of cloth.

**NOTE**

- Do not let the detergent harden. Doing so may lead to blockages, poor rinse performance or odour.
- Full load : According to manufacturer's recommendation.
- Part load : 3/4 of the normal amount
- Minimum load : 1/2 of full load

## Adding Detergent

- Follow the detergent package directions. Using too little detergent is a common cause of laundry problems. Use more detergent if you have hard water, large loads, greasy or oily soils or lower water temperature.
- Soap flakes or granulated soap powders should not be used in your washing machine. When washing woolens, remember to use detergent suitable for washing woolens.

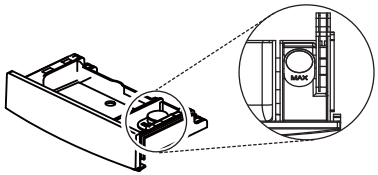


**NOTE**

- Too much detergent, bleach or softener may cause an overflow.

## Adding Fabric Softener

- Do not exceed the maximum fill line. Overfilling can cause early dispensing of the fabric softener, which may stain clothes. Close the dispenser drawer slowly.



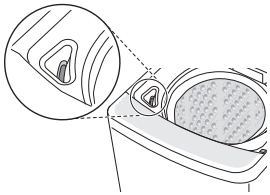

- Do not leave the fabric softener in the detergent drawer for more than 2 days (Fabric softener may harden).
- Softener will automatically be added during the last rinse cycle.
- Do not open the drawer when water is being supplied.
- Solvents (benzene, etc.) should not be used.

### NOTE

- Do not pour fabric softener directly on the clothes.

## Adding Liquid Bleach

- Check clothing care label for special instructions and separate the laundry to be bleached.
- Dilute liquid chlorine bleach.
- Measure the recommended amount of liquid bleach carefully following instructions on the bottle.
- Before starting the washing machine, pour the measured amount of bleach directly into the bleach dispenser. Avoid splashing or overfilling. Powdered bleach should be mixed with water before being poured into the dispenser.

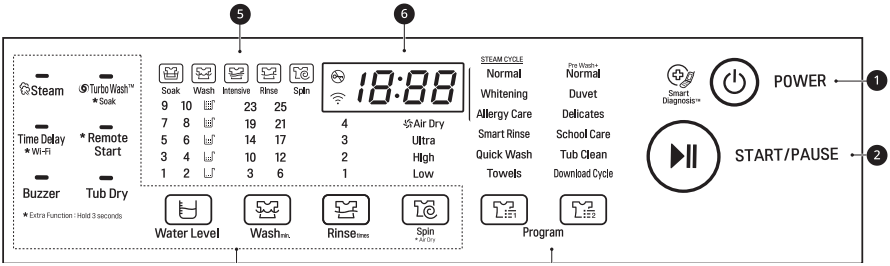


### NOTE

- Never pour undiluted liquid bleach directly onto clothes or into the wash basket. This may cause change of color or damage the laundry.
- Do not pour powdered bleach into the bleach dispenser.

# Control Panel

## For Steam Models




### 1 POWER Button

- Press the **POWER** button to turn the washing machine on.
- The appliance will automatically turn off once a certain time has passed after the wash has completed.

### 2 START/PAUSE Button

- Press the **START/PAUSE** button to start the wash cycle or pause the wash cycle.
- If a temporary stop of the wash cycle is needed, press the **START/PAUSE** button.

### NOTE

- For customer safety, the door will be locked automatically during operation. If there are additional laundry to put in, press **START/PAUSE** to unlock.
- Press **START/PAUSE** button again to resume operation.

### 3 Program Button

- Programmes are available according to laundry type.
- Lamp will light up to indicate the selected programme.

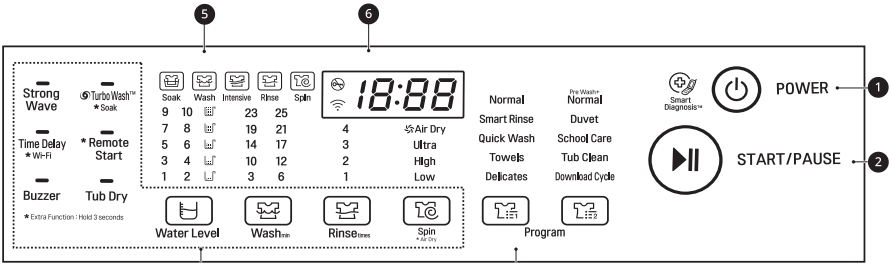
### 4 Option Button

- Press buttons to select the desired options.

### 5 Display

- The display shows the settings, estimated time remaining, options, and status messages. When the product is turned on, the default settings in the display will illuminate.
- The process lamp will remain prior to it beginning. The process lamp will blink during that process, and the lamp will then turn off when that process has completed.

## For Non-Steam Models

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# Washing Programme

Wash cycles are designed for the best wash performance for each type of load. Select the programme that best matches the load contents for maximum wash performance and fabric care. Press the **Program** button to select the desired programme. When you select a wash programme, the light for the corresponding wash programme will turn on.

## Normal

Use this programme to wash normal loads. The built-in sensor detects the size of the load, calculating wash, rinse and, spin settings accordingly.

- If water or wet laundry is already in the drum before starting, the water level will be increased.
- For lightweight bulky loads, the water level may be too low and should be increased manually.

## Whitening (for steam models)

Use this programme to remove stains efficiently. Water will be heated up to about 40 °C under this programme for the best washing result.

- This programme uses more warm water than other programmes as it has higher set temperature for heating.
- Stains that can be easily removed with this programme are coffee, soda, juice, soy sauce etc.
- If only cold water is connected, it takes longer laundry time as heating time lengthens.
- While heating, there might be water drops at the glass of the door due to humidity differences. Wipe it after laundry as this is normal phenomenon.
- Be careful as the exterior of the machine is hot by heating.
- This programme's recommended laundry amount is under 3.5 kg.

## Allergy Care (for steam models)

This programme is a powerful, high temperature programme designed specifically to reduce certain allergens.

- Stains that can be easily removed with this programme are milk, blood, sebum, egg.
- If only cold water is connected, it takes longer laundry time as heating time lengthens.
- While heating, there might be water drops at the glass of the door due to humidity differences. Wipe it after laundry as this is normal phenomenon.
- Be careful as the exterior of the machine is hot by heating.
- Due to higher water temperatures used, this programme is not recommended for wool, silk, leather, or any other delicates or temperature sensitive items.
- This programme's recommended laundry amount is under 2.5 kg.

## Smart Rinse

Use this programme to increase rinsing performance. This would include underwear and baby clothes. If someone has sensitive skin or skin trouble, use this programme.

## Quick Wash

Use this programme to wash lightly soiled clothes for a short time.

- This programme's recommended laundry amount is under 2.5 kg.

## Towels

Use this programme to wash bath towels, bathrobes, hand towels etc.

- To wash bulky loads, increase the water level manually to reduce linting and detergent residue.

## Pre Wash+Normal

Use this programme to pretreat immediate stain without handwash. It is necessary for clothes which could smell bad without prompt laundry.

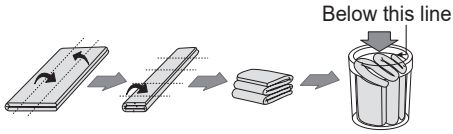
## Duvet

Use this programme to wash a blanket or bedclothes with hand wash sign.

- Cashmere bedclothes, acrylic blanket, mixed spinning blanket, woolen blanket, infilling (polyester 101), and bed sheet might be damaged by floating. Please purchase a separate laundry net to wash.
- Separate bed clothes from general clothes. It might cause laundry to askew and results in abnormal washing.
- Spin dry might take longer to spread out laundry if bedclothes are lumped to a side.
- Never wash an electric blanket and a carpet. It cause damage to a laundry machine and the laundry.
- Please use a laundry net to soak and sink bedclothes that are easily inflated. It might cause damage to laundry and machine parts if inflated.
- Regardless of its size, we recommend to wash one by one. If two bedclothes with different materials are washed at a time, it might cause abnormal spin dry due to imbalance.

### NOTE

- How to put a blanket into the drum




## Delicates

Use this programme to wash delicate fabrics such as lingerie and woolens. Before washing, check the care label for the washing instructions.

- This programme uses a slow spin to extract water from laundry, so the laundry has more moisture than normal.
- Only cold water will be used for this programme as hot water may damage laundry.

### NOTE

- Hang or lay flat to dry your delicates.

## School Care

Use this programme to wash school uniform.

- This programme has a longer washing time than the **Normal** programme.
- To reduce noise in spinning, this programme uses a slow spin to extract water from the clothes, so the clothes will have more moisture than normal.

# Option Programme

## Water Level

- Press the **Water Level** button to adjust water level.
- It can be changed during operation.
- This machine detects the quantity of laundry automatically, then sets **Water Level**. It may be necessary to increase the water level manually when washing bulky light weight clothes.
- When you select a wash programme, the **Water Level** will be shown on the control panel.
- When **Water Level** is automatically detected, it may differ depending on the quantity of laundry even though the same **Water Level** is indicated on the control panel.

## Wash

- Press the **Wash** button to change laundry time.
- Adjusting the wash level setting will modify the cycle times and/or wash actions. Press the **Wash** button until the desired wash level is selected.

## Rinse

- Press the **Rinse** button to change the number of rinses.

### Intensive Rinse

- Selectable options will differ depending on selected programme.

### NOTE

- Selectable options will differ depending on selected programme.

## Spin

- Press the **Spin** button to change spin strength.
- Press **START/PAUSE** button to indicate remaining time.

### To use the Air Dry function

- When you select **Air Dry**, you can reduce the drying time by minimizing the moisture in the laundry.
- Press the **Spin** button for 3 seconds to select and press the **POWER** button to deselect.

### NOTE

- Always keep the laundry amount to 2 kg or less and make sure to spread it out evenly.
- Select 60 minutes for cotton laundry and 120 minutes for synthetic fiber laundry for effective moisture removal.

## Steam (for steam models)

- Press the **Steam** button to use steam.
- Steam is automatically selected under the **Allergy Care** programme.

## Strong Wave (for non-steam models)

- Press the **Strong Wave** button to control water wave.
- Initially set at “medium” but will not be indicated. To control wave power, press the **Strong Wave** button.

## Turbo Wash™

- Press the **Turbo Wash™** button to save time and energy with jet spray.

## Soak

- **Soak** can be selected to wash heavily soiled laundry by soaking in water for some time to remove dirt and grime.

1. Press the **POWER** button.
2. Select a washing programme.
3. Press the **Soak** button to set time required.
4. Press each of **Rinse** and **Spin** button to select the number of **Rinse** and **Spin**.
5. Press the **START/PAUSE** button.

## Time Delay

- You can set a **Time Delay** so that the washing machine will start automatically and finish after a specified time interval.

1. Press the **POWER** button.
2. Select a washing programme.
3. Press the **Time Delay** button to set the required Delay time.
4. Press the **START/PAUSE** button.

### NOTE

- The **Time Delay** is the time to the end of the programme, not the start. The actual running time may vary due to water temperature, wash load and other factors.
- Reservation can be made up to 18 hours by 1-hour interval up to 3 - 12 hours and 2-hour interval for 12 - 18 hours.The **Time Delay** cannot be set for less than 3 hours.
- To cancel the **Time Delay** function, press **Time Delay** button repeatedly until the reservation is canceled or press the **POWER** button to turn off and on power.

## Buzzer

- If you want to use the washing machine without the alarm signal sounds, press the **Buzzer** button to allow you to select On or Off.
- Default setting is On.

## Tub Dry

- Press the **Tub Dry** button to dry the empty tub after a wash.

# Manual Washing

When you need a **Rinse**/**Spin**, **Spin**, **Rinse**, or **Wash** cycle only, these can be set manually.

| | Rinse, Spin | Spin only | Rinse only | Wash only |
|---|---|---|---|---|
| 1 | or<br>Press the **POWER** button. | | | |
| 2 | Press the **Rinse** button. | Press the **Spin** button. | Press the **Rinse** button. | Press the **Wash** button. |
| 3 | **Rinse** and **Spin** are automatically selected. | Press the **Spin** button to adjust spin duration. | Press the **Spin** button until the spin function is canceled. | **Rinse** and **Spin** are automatically selected. |
| 4 | Press the **Rinse** and **Spin** buttons to adjust the number of rinses and spin times. | | Press the **Rinse** button to adjust the number of rinses. | Press the **Rinse** and **Spin** buttons until the rinse and spin functions are canceled. |
| 5 | Press the **START/PAUSE** button. | | | |

## NOTE

- When a **Wash**, **Wash**/**Rinse** or **Rinse** only option is selected, the water will not be drained out after the wash is completed. If you wish to drain the water, select **Spin** only.
- If **Rinse** only is selected, the process will start from the inlet water being supplied.
- If you do not choose anything for **Water Level**, the **Water Level** is set automatically.

# Special Functions

## Child Lock

Use this option to disable the controls. This feature can prevent children from changing programmes or operating the appliance.

### Locking the Control Panel

1 Press and hold the **Water Level** and **Spin** buttons simultaneously for 3 seconds.

2 'CL' and the remaining time are alternatively shown on the display while they are locked.

- When the **Child Lock** is set, all buttons are locked except the **POWER** button.

### NOTE

- Turning off the power will not reset the **Child Lock** function. You must deactivate child lock before you can access any other functions.
- To see the remaining time for each process, press one of the **Wash**, **Rinse** and **Spin** buttons. The remaining time for each process will appear for about 1 second.

### Unlocking the Control Panel

Press and hold the **Water Level** and **Spin** buttons simultaneously for 3 seconds.

- A beeper will sound and the remaining time for the current programme will reappear on the display.

# LG ThinQ Application

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.

### Washer Cycle (Remote Start, Download Cycle)

Set or download any preferred cycle and operate by remote control.

### Tub Clean Coach

This function shows how many cycles remain before running the **Tub Clean** function.

### Energy Monitoring

This function checks the energy consumption of the recently used cycles and monthly average.

### Smart Diagnosis

This function provides useful information for diagnosing and solving issues with the appliance based on the pattern of use.

### Settings

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

### Push Alert

When the cycle is complete or the appliance has problems, you have the option of receiving push notifications on a smartphone. The notifications are triggered even if the **LG ThinQ** application is off.

**NOTE**

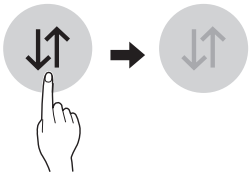
- If you change your wireless router, Internet service provider, or password, delete the registered appliance from the **LG ThinQ** application and register it again.
- The application is subject to change for appliance improvement purposes without notice to users.
- Functions may vary by model.

## Before Using LG ThinQ Application

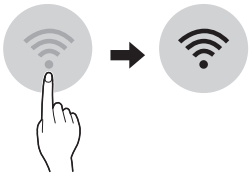
1 Check the distance between the appliance and the wireless router (Wi-Fi network).

- If the distance between the appliance and the wireless router is too far, the signal strength becomes weak. It may take a long time to register or installation may fail.

2 Turn off the **Mobile data** or **Cellular Data** on your smartphone.



3 Connect your smartphone to the wireless router.



**NOTE**

- To verify the Wi-Fi connection, check that icon on the control panel is lit.
- The appliance supports 2.4 GHz Wi-Fi networks only. To check your network frequency, contact your Internet service provider or refer to your wireless router manual.
- **LG ThinQ** is not responsible for any network connection problems or any faults, malfunctions, or errors caused by network connection.

**NOTE**

- If the appliance is having trouble connecting to the Wi-Fi network, it may be too far from the router. Purchase a Wi-Fi repeater (range extender) to improve the Wi-Fi signal strength.
- The Wi-Fi connection may not connect or may be interrupted because of the home network environment.
- The network connection may not work properly depending on the Internet service provider.
- The surrounding wireless environment can make the wireless network service run slowly.
- The appliance cannot be registered due to problems with the wireless signal transmission. Unplug the appliance and wait about a minute before trying again.
- If the firewall on your wireless router is enabled, disable the firewall or add an exception to it.
- The wireless network name (SSID) should be a combination of English letters and numbers. (Do not use special characters.)
- Smartphone user interface (UI) may vary depending on the mobile operating system (OS) and the manufacturer.
- If the security protocol of the router is set to **WEP**, you may fail to set up the network. Please change it to other security protocols (**WPA2** is recommended) and register the product again.

## Installing the LG ThinQ Application

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

## Using the Appliance Remotely

### Remote Start

Use a smartphone to control your appliance remotely. You can also monitor your cycle operation so you know how much time is left in the cycle.

### Using this function

1. Put the laundry into the drum and add detergent into the detergent dispenser drawer.
   - If desired, add bleach or fabric softener to the appropriate areas of the dispenser.
2. Press the **Power** button.
3. Press and hold **Remote Start** button for 3 seconds to enable the remote control function.
4. Start a cycle from the **LG ThinQ** application on your smartphone.

**NOTE**

- Once this function is enabled, you can only start a cycle from the **LG ThinQ** smartphone application. If the cycle is not started, the appliance will wait to start the cycle until it is turned off remotely from the application or this function is disabled.
- If the door has been opened, you can not start a cycle remotely.

### Disable this function manually

When this function is activated, press and hold the **Remote Start** button for 3 seconds.

### Download Cycle

You can download new and special cycles that are not included in the basic cycles on the appliance. Appliances that have been successfully registered can download a variety of specialty cycles specific to the appliance.
Once cycle download is completed in the appliance, the product keeps the downloaded cycle until a new cycle is downloaded.

**NOTE**

- Only one downloaded cycle can be stored on the appliance at a time.

## Wireless LAN Module Specifications

| | |
|---|---|
| **Model** | LCW-004 |
| **Frequency Range** | 2412 - 2472 MHz |
| **Output Power(Max.)** | IEEE 802.11 b : 17.82 dBm<br>IEEE 802.11 g : 17.72 dBm<br>IEEE 802.11 n : 16.61 dBm |

## Open Source Software Notice Information

To obtain the source code under GPL, LGPL, MPL, and other open source licenses, that is contained in this product, please visit http:// opensource.lge.com.
In addition to the source code, all referred license terms, warranty disclaimers and copyright notices are available for download.
LG Electronics will also provide open source code to you on CD-ROM for a charge covering the cost of performing such distribution (such as the cost of media, shipping, and handling) upon email request to opensource@lge.com.com. This offer is valid for a period of three years after our last shipment of this product. This offer is valid to anyone in receipt of this information.

## Smart Diagnosis

This feature is only available on models with the or logo.
Use this feature to help you diagnose and solve problems with your appliance.

**NOTE**

- For reasons not attributable to LGE's negligence, the service may not operate due to external factors such as, but not limited to, Wi-Fi unavailability, Wi-Fi disconnection, local app store policy, or app unavailability.
- The feature may be subject to change without prior notice and may have a different form depending on where you are located.
-

## Using LG ThinQ to Diagnose Issues

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

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

# Using Smart Diagnosis™

## Diagnose Issues

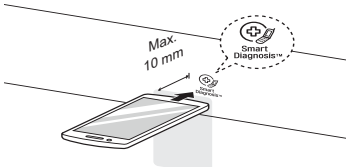
Follow the instructions below to use the audible diagnosis method.

- 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 Press the **Power** button to turn on the appliance.

- Do not press any other buttons.

2 Place the mouthpiece of your smartphone close to the or logo.




3 Press and hold the **Tub Dry** button for 3 seconds or longer while holding the smartphone mouthpiece to the logo until the data transfer is complete.

- Keep the smartphone in place until the data transfer has finished. 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 smartphone while the tones are being transmitted.

## WARNING

- Unplug the washing machine before cleaning to avoid the risk of electric shock. Failure to follow this warning may result in serious injury, fire, electric shock, or death.
- Never use harsh chemicals, abrasive cleaners, or solvents to clean the washing machine. They may damage the finish.

# Cleaning the Washing Machine

## Care After Wash

- If you always use COLD water, we recommend that a WARM or HOT wash be used at regular intervals e.g. every 5th wash should be at least a WARM one.
- Turn off taps to prevent the chance of flooding should a hose burst.
- Always unplug the power cord after use.
- After the cycle is finished, wipe the door and the inside of the door seal to remove any moisture.
- Leave the door open to dry the drum interior.
- Wipe the body of the washing machine with a dry cloth to remove any moisture.

## Cleaning the Exterior

Proper care of your washing machine can extend its life.

**Exterior:**

- Immediately wipe off any spills.
- Wipe with a damp cloth.
- Do not press the surface or the display with sharp objects.

**Dispenser Drawer:**

Detergent and fabric softener may build up in the dispenser drawer. Remove the drawer and inserts and check for buildup once or twice a month.

## Tub Clean

**Tub Clean** is a special cycle to clean the inside of the washing machine. Perform this cycle regularly.

1. Remove any clothing or items from the washing machine.
2. Open the dispenser drawer and add antilimescale to the main wash compartment.
3. Close the dispenser drawer slowly. Close the door.
4. Press the **Program** button to select **Tub Clean**.
5. Press the **START/PAUSE** button to start.
6. After the cycle is complete, leave the door open to allow the washing machine door opening, flexible gasket and door glass to dry.

## CAUTION

- Children should be supervised if leaving the washing machine’s door open.

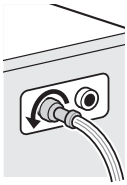
**NOTE**

- Do not add any detergent to the detergent dispenser drawer. Excessive suds may generate and leak from the washing machine.

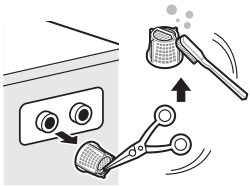
# Cleaning the Water Inlet Filter

- Turn off the supply taps to the machine if the washing machine is to be left for any length of time (e.g. holiday), especially if there is no floor drain (gully) in the immediate vicinity.
- 'IE' error message will be displayed on the control panel when water is not entering the detergent drawer.
- If water is very hard or contains traces of lime deposit, the water inlet filter may become clogged. It is therefore a good idea to clean it occasionally.

1 Turn off the water tap and unscrew the water supply hose.



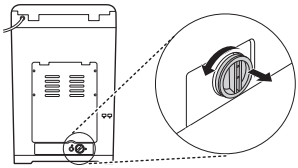
2 Clean the filter using a hard bristle brush.



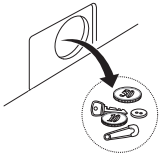
# Cleaning the Drain Pump Filter (Optional)

- The drain filter collects threads and small objects left in the laundry. Check regularly that the filter is clean to ensure smooth running of your washing machine.
- Empty all the water from the tub by running a spin only cycle for a few minutes then unplug the machine off from the power outlet socket.

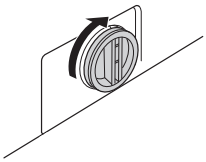
1 Turn the cap on the rear of the machine counter-clockwise and pull it out.



2 Remove any foreign objects and fluff inside pump casing and from the filter.



3 Replace the cap. Insert the filter along the guide ribs inside the pump casing. Filter must face the guide ribs inside pump casing and securely turn the cap clockwise.



## ⚠ CAUTION

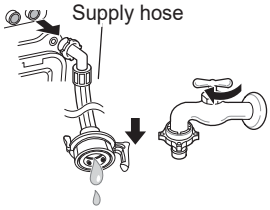
- Be careful when draining, as any residual water may be hot.

# Care in Cold Climates

- When frozen, the product does not operate normally. Make sure to install the product where it will not freeze during winter.
- Make sure to check the following.

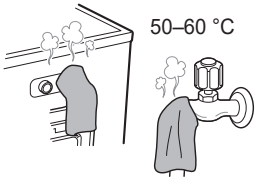
## How to Keep the Product from Freezing

- After closing the tap, disconnect the cold supply hose from the tap, and remove water while keeping the hose facing downwards.




## How to Handle Freezing

- When water supply problems occur, take the following measures.
  - Turn off the tap, and thaw out the tap and both connection areas of supply hose of the product using a hot water cloth.
  - Take out supply hose and immerse in warm water below 50–60 °C.



# TROUBLESHOOTING

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:

## Diagnosing Problems

| Symptoms | Reason | Solution |
|---|---|---|
| **Rattling and clanking noise** | **Foreign objects, such as keys, coins, or safety pins may be in drum.** | • Stop washing machine, check drum for foreign objects. If noise continues after washing machine is restarted, call for service. |
| **Thumping sound** | **Heavy wash loads may produce a thumping sound. This is usually normal.** | • If sound continues, washing machine is probably out of balance. Stop and redistribute wash load. |
| | **Wash load may be out of balance.** | • Pause the cycle and redistribute the load after the door unlocks. |
| **Vibrating noise** | **Packaging materials were not removed.** | • Remove packing materials |
| | **Wash load may be unevenly distributed in the drum.** | • Pause the cycle and redistribute the load after the door unlocks. |
| | **Not all leveling feet are resting firmly and evenly on the floor.** | • See Leveling the Appliance in the Installation section. |
| | **Floor not rigid enough.** | • Make sure that the floor is solid and does not flex. See the Installation Place Requirements section. |
| **Poor stain removal** | **Proper options not selected.** | • Heavier soils and tougher stains may require extra cleaning power. Select the **Soak** feature to boost the cleaning power of the selected cycle. |
| | **Previously set stains.** | • Articles that have previously been washed may have stains that have been set. These stains may be difficult to remove and may require hand washing or pretreating to aid in stain removal. |

| Symptoms | Reason | Solution |
|---|---|---|
| **Staining** | **Bleach or softener dispensed too soon.** | • Dispenser compartment is overfilled causing bleach or softener to dispense immediately. ALWAYS measure bleach to prevent overfilling.<br>• Close the dispenser drawer slowly. |
| | **Bleach or softener was added directly to the wash load in the drum.** | • Always use the dispensers to ensure that laundry products are properly dispensed at the right time in the cycle. |
| | **Clothes were not properly sorted.** | • Always wash dark colours separately from light colours and whites to prevent discoloration.<br>• Never wash heavily soiled items with lightly soiled items. |
| **Water leaking** | **Supply hose connection is loose at tap or washing machine.** | • Check hoses for leaks, cracks and splits.<br>• Tighten hose connections. |
| | **House drain pipes are clogged.** | • The washing machine pumps out water very rapidly. Check for water backing up out of the drain pipe during drain. If water is seen coming out of the drain, check for proper drain hose installation and check for restrictions in the drain. Contact a plumber to repair drain pipe. |
| | **Drain hose has come out of drain or is not inserted far enough.** | • Tie drain hose to supply hose or standpipe to prevent it from coming out during drain. For smaller drain pipes, insert the drain hose into the pipe as far as the drain hose flange. For larger drain pipes, insert the drain hose into the pipe 2.5 - 5 cm past the flange. |
| | **A large item such as a pillow or blanket is above the top of the drum.** | • Stop the washing machine and check the load. Make sure the load does not crest above the top edge of the drum. |

| Symptoms | Reason | Solution |
|---|---|---|
| Washing machine will not operate | **Control panel has powered off due to inactivity.** | • This is normal. Press the **POWER** button to turn the washing machine on. |
| | **Washing machine is unplugged.** | • Make sure cord is plugged securely into a working outlet. |
| | **Water supply is turned off.** | • Turn both hot and cold taps fully on. |
| | **Controls are not set properly.** | • Make sure the cycle was set correctly, close the door and press the **START/PAUSE** button. |
| | **Door is open.** | • Close the door and make sure that nothing is caught under the door preventing it from closing completely. |
| | **Circuit breaker/fuse is tripped/blown.** | • Check house circuit breakers/fuses. Replace fuses or reset breaker. The washing machine should be on a dedicated branch circuit. The washing machine will resume the cycle where it stopped once power is restored. |
| | **Control needs to be reset.** | • Press the **POWER** button, then reselect the desired cycle and press the **START/PAUSE** button. |
| | **START/PAUSE was not pressed after a cycle was set.** | • Press the **POWER** button then reselect the desired cycle and press the **START/PAUSE** button. The washing machine will shut off if the **START/PAUSE** button is not pressed within 60 minutes. |
| | **Extremely low water pressure.** | • Check another tap in the house to make sure that household water pressure is adequate. |
| | **Washing machine is too cold.** | • If the washing machine has been exposed to temperatures below freezing for an extended period of time, allow it to warm up before pressing the **POWER** button. |
| | **Washing machine is heating the water or making steam.** | • The washing machine drum may stop operating temporarily during certain cycles, while water is safely heated to a set temperature. |
| Washing machine not filling properly | **Filter clogged.** | • Make sure the inlet filters on the fill valves are not clogged. |
| | **Supply hoses may be kinked.** | • Check that supply hoses are not kinked or clogged. |
| | **Insufficient water supply.** | • Make sure that both hot and cold water taps are turned on all the way. |
| | **Hot and cold supply hoses are reversed.** | • Check supply hose connections. |
| Washing machine will not drain water | **Kinked drain hose.** | • Ensure that the drain hose is not kinked. |
| | **Drain located higher than 1.2 m above the floor.** | • Make sure that the drain hose is no higher than 1.2 m above the bottom of the washing machine. |

| Symptoms | Reason | Solution |
|---|---|---|
| **Wrinkling** | **Washing machine not unloaded promptly.** | • Always remove items from the washing machine as soon as the cycle is complete. |
| | **Washing machine overloaded.** | • The washing machine can be fully loaded, but the drum should not be tightly packed with items. The door of the washing machine should close easily. |
| | **Hot and cold water supply hoses are reversed.** | • Hot water rinse can set wrinkles in garments. Check the supply hose connections. |
| **Incomplete or no dispensing of detergent** | **Too much detergent used.** | • Follow the guidelines provided by the detergent manufacturer. |
| **Musty or mildewy odor in washing machine** | **Inside of drum was not cleaned properly.** | • Run the **Tub Clean** programme regularly. |
| **Cycle time is longer than usual** | **The load is too small.** | • Add more items to allow the washing machine to balance the loads. |
| | **Heavy articles are mixed with lighter items.** | • Always try to wash articles of somewhat similar weight to allow the washing machine to evenly distribute the weight of the load for spinning. |
| | **The load is out of balance.** | • Manually redistribute the load if articles have become tangled. |
| **Your home appliance and smartphone is not connected to the Wi-Fi network.** | **The password for the Wi-Fi that you are trying to connect to is incorrect.** | • Find the Wi-Fi network connected to your smartphone and remove it, then register your appliance on LG SmartThinQ. |
| | **Mobile data for your smartphone is turned on.** | • Turn off the **Mobile data** of your smartphone and register the appliance using the Wi-Fi network. |
| | **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 distance between the appliance and the router is too far.** | • If the distance between the appliance and the router is too far, the signal may be weak and the connection may not be configured correctly. Move the location of the router so that it is closer to the appliance. |

# Error Messages

| Symptoms | Reason | Solution |
|---|---|---|
| dE | **The door is not closed properly.** | • Close the door completely. If the error code is not released, call for service. |
| dL | **Door lock switch error.** | • Check nothing is caught under the door, including shipping materials or lothing.<br>• Close the door completely. If the error code is not released, call for service. |
| dr | **Special Drain Feature.** | • If the washing machine is paused during a cycle for a few minutes, the cycle will be cancelled and any water remaining in the drum will be drained. |
| IE | **Water supply taps are not fully open.** | • Fully open tap. |
| | **Water line hoses are kinked, pinched, or crushed.** | • Straighten the hose(s). |
| | **Water inlet filters are clogged.** | • Clean the inlet filters. |
| | **Water supply pressure to tap or house is too low.** | • Contact a plumber to have the water lines repaired. |
| | **Water supply connected with leaklimiting hoses.** | • Do not use leak limiting hoses. |
| LE1 | **Foreign objects, such as coins, pins, clips, etc., caught between the wash plate and the inner basket.** | • Turn off the washing machine and then press the **POWER** button. Press the **Spin** button without selecting a cycle to drain and spin the load. When the spin is complete, remove the clothes and then find and remove any objects caught in the wash plate. |
| OE | **Drain hose is kinked, pinched, or clogged.** | • Straighten the hose(s). |
| | **Drain discharge is more than 1.2 m above bottom of washing machine.** | • Adjust or repair drain. Maximum drain height is 1.2 m. |
| UE | **UE rebalancing operation is not successful.** | • The automatic attempt to rebalance the load was not successful. The cycle has been paused to allow the load to be manually adjusted. |
| | **The load is too small.** | • Add more items to allow the washing machine to balance the loads. |
| | **Heavy articles are mixed with lighter items.** | • Wash articles of somewhat similar weight. |
| | **The load is out of balance.** | • Manually redistribute the load if articles have become tangled. |
| tE | **Control error.** | • Unplug the washing machine and wait 60 seconds. Reconnect power and try again. If the error code is not released, call for service. |

| Symptoms | Reason | Solution |
|---|---|---|
| FE | **Water level is too high due to a faulty water valve.** | • Close the water taps, unplug the washing machine, and call for service. |
| PE | **The water level sensor is not working correctly.** | • Close the water taps, unplug the washing machine, and call for service. |
| LE | **A motor error has occurred.** | • Allow the washing machine to stand for 30 minutes and then restart the cycle. If the error code is not released, call for service. |
| AE | **Clutch error.** | • Unplug the washing machine and call for service. |
| tcL | **Tub Clean Alarm.** | • Run the **Tub Clean** programme. |
| E3 | **Sensor for cloth-sensing is defective.** | • Manually redistribute the load if articles have become tangled. |
| | **Motor's revolution is too low.** | • Unplug the washing machine and wait 60 seconds. Reconnect power and try again.<br>• Call for service. |
| | **Contact-point of Connector is defective.** | |
| CL | **CL is not an error. This prevents children from changing cycles or operating the appliance.** | • To deactivate, press and hold the **Water Level** and **Spin** buttons simultaneously for 3 seconds. |

**THIS LIMITED WARRANTY DOES NOT COVER:**

- Service trips to deliver, pick up, or install or repair the product; instruction to the customer on operation of the product; repair or replacement of fuses or correction of wiring or plumbing, or correction of unauthorized repairs/installation.
- Failure of the product to perform during power failures and interruptions or inadequate electrical service.
- Damage caused by leaky or broken water pipes, frozen water pipes, restricted drain lines, inadequate or interrupted water supply or inadequate supply of air.
- Damage resulting from operating the Product in a corrosive atmosphere or contrary to the instructions outlined in the Product's owner's manual.
- Damage to the Product caused by accidents, pests and vermin, lightning, wind, fire, floods, or acts of God.
- Damage or failure caused by unauthorized modification or alteration, or if it is used for other than the intended purpose, or any water leakage where the unit was not properly installed.
- Damage or failure caused by incorrect electrical current, voltage, or plumbing codes, commercial or industrial use, or use of accessories, components, or consumable cleaning products that are not approved by LG.
- Damage caused by transportation and handling, including scratches, dents, chips, and/or other damage to the finish of your product, unless such damage results from defects in materials or workmanship and is reported within one (1) week of delivery.
- Damage or missing items to any display, open box, discounted, or refurbished Product.
- Products with original serial numbers that have been removed, altered, or cannot be readily determined. Model and Serial numbers, along with original retail sales receipt, are required for warranty validation.
- Increases in utility costs and additional utility expenses.
- Repairs when your Product is used in other than normal and usual household use (e.g. commercial use, in offices and recreational facilities) or contrary to the instructions outlined in the Product's owner's manual.
- Costs associated with removal of your Product from your home for repairs.
- The removal and reinstallation of the Product if it is installed in an inaccessible location or is not installed in accordance with published installation instructions, including LG's owner's and installation manuals.
- Damage resulting from misuse, abuse, improper installation, repair, or maintenance. Improper repair includes use of parts not approved or specified by LG.

## Memo

## LG Electronics Indonesia

**PT.LG Electronics Indonesia**
**Gandaria 8 Office Tower LT.29 BC& 31 ABCD**
**JL.Sultan Iskandar Muda, Kebayoran Lama**
**Utara - Kebayoran Lama,**
**Jakarta Selatan - DKI Jakarta Raya, 12240, Indonesia**

**Layanan Konsumen/Customer Information Center:**

**14010**

**Tanda Pendaftaran**
**Petunjuk Penggunaan Manual Dan**
**Kartu Jaminan/Garansi**
**Dalam Bahasa Indonesia Bagi Produk Elektronik**
**Nomor: I.14.LEI2.01105.0119 (TH2112DSAL / TH2113DSAK)**
**Nomor: IMKG.583.02.2020 (TH2112DSAB)**