

# LG SIGNATURE

## OWNER'S MANUAL REFRIGERATOR

Please read this owner's manual thoroughly before operating and keep it handy for reference at all times.

URNTS3106N  
URNTC2306N



MFL71439502\_Rev.02

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# PRODUCT FEATURES

Depending on the model, some of the following functions may not be available.



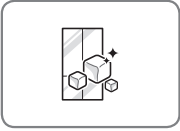
## DOOR ALARM

The Door Alarm function is designed to prevent refrigerator malfunctioning that could occur if a refrigerator door or freezer door remains open. If a refrigerator door or freezer door is left open for more than 60 seconds, a warning alarm sounds at 30 second intervals until it is closed.



## AUTO CLOSING HINGE

The refrigerator doors close automatically with a slight push. (The door only closes automatically when it is open at an angle less than 30°.)



## ICE PLUS

Ice production can be increased by approximately 20 percent when the freezer section is maintained at the coldest temperature for a 24-hour period.



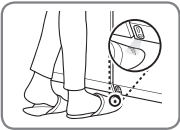
## MEASURED FILL DISPENSER

Select from the Measured Fill menu on the dispenser to quickly dispense pre-measured amounts automatically.



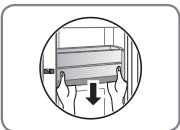
## InstaView™ Door-in-Door®

Two quick knocks on the sleek, mirrored glass panel allow you to see inside the easy access compartment without opening the door. This reduces cold air loss, and helps keep food fresh longer.



## AUTO OPEN DOOR

This smart sensor is located at the foot of the refrigerator and opens the door automatically. When you stand in front of the refrigerator, lighted "Door Open" text is projected onto the floor. Step on the text and the door gently opens.



## FOLD-DOWN BIN RAILS

Use the metal bars on the Door-in-Door bins as either bin dividers or as rails to keep tall items secure.

# IMPORTANT SAFETY INSTRUCTIONS

## READ ALL INSTRUCTIONS BEFORE USING THE APPLIANCE.

This guide contains many important safety messages. Always **read and obey** all safety messages.



This is the safety alert symbol. It alerts you to safety messages that inform you of hazards that can kill or hurt you or others, or cause damage to the product.

All safety messages will be preceded by the safety alert symbol and the hazard signal word WARNING or CAUTION. These words mean:



**WARNING** You can be killed or seriously injured if you do not follow instructions.



**CAUTION** Indicates an imminently hazardous situation which, if not avoided, may result in minor or moderate injury, or product damage.



**WARNING**

To reduce the risk of fire, electric shock, or personal injury when using your product, basic safety precautions should be followed, including the following:

### Power

- NEVER unplug your refrigerator by pulling on the power cord. Always grip the plug firmly and pull it straight out from the outlet.
- If the supply cord is damaged, it must be replaced by the manufacturer or its service agent or a similarly qualified person in order to avoid a hazard. Do not use a cord that shows cracks or abrasion damage along its length or at either the plug or connector end.
- Do not use an uncertified power outlet.
- Unplug the power plug immediately in the event of a blackout or thunderstorm.
- Plug in the power plug with the power cord facing downward.

### Installation

- Contact an authorized service center before you install or relocate the refrigerator.
- When moving your refrigerator away from the wall, be careful not to roll over or damage the power cord.
- Prior to use, ensure that you are connecting this product to a dedicated, grounded electrical outlet rated for use with this product (115V, 60Hz, AC only). It is the user's responsibility to replace a standard 2-prong wall outlet with a standard 3-prong wall outlet.
- Do not install the refrigerator where there may be a danger of the unit falling.

### Use

- DO NOT allow children to climb, stand, or hang on the refrigerator doors or on the shelves in the refrigerator. They could damage the refrigerator and seriously injure themselves.
- Do not hang on to or place heavy objects on the refrigerator's dispenser.
- Do not place heavy or dangerous objects (bottles with liquid) on the refrigerator.
- Do not put live animals inside the refrigerator.
- Do not allow children to climb into the product when it is in use.
- In the event of a gas leak (propane/LPG), ensure adequate ventilation and contact an authorized service center before resuming use. Do not touch or disassemble the electric outlet of the refrigerator.
- In the event of a refrigerant leak, move flammable objects away from the refrigerator. Ensure adequate ventilation and contact an authorized service center.
- Do not use or place flammable substances (chemicals, medicine, cosmetics, etc) near the refrigerator or store them inside the refrigerator. Do not place the refrigerator in the vicinity of flammable gas.
- Do not overfill or pack items too tightly into door bins. Doing so may cause damage to the bin or personal injury if items are removed with excessive force.

## **READ ALL INSTRUCTIONS BEFORE USING THE APPLIANCE.**

**To reduce the risk of fire, electric shock, or personal injury when using your product, basic safety precautions should be followed, including the following:**

- Do not hit the glass door panel with excessive force. Do not allow hard objects like cookware or glass bottles to hit the glass door panel. The glass could break, resulting in a risk of personal injury or product damage.
- This product is not to be used for special purposes such as the storage of medicine or test materials or for use on ships, etc.
- Unplug the power plug before cleaning or repairing the refrigerator.
- When you replace the light bulb in the refrigerator, unplug the refrigerator or turn off the power.
- Do not modify or extend the power cord.
- Do not use a dryer to dry the interior. Do not light a candle to remove interior odors.
- For your safety, this appliance must be properly grounded. Have the wall outlet and the circuit checked by a qualified electrician to make sure the outlet is properly grounded.
- Do not use an outlet that can be turned off with a switch. Do not use an extension cord. It is the user's responsibility to replace a standard 2-prong wall outlet with a standard 3-prong wall outlet.
- Do not, under any circumstances, cut or remove the third (ground) prong from the power cord.
- Do not use an adapter plug and plug the power plug into a multi-outlet extension cord.
- Disconnect the power cord immediately if you hear a noise, smell a strange odor or detect smoke coming from the appliance.
- Turn the power off if water or dust penetrates into the refrigerator. Call a service agent.
- Do not disassemble or modify the refrigerator.
- Do not put hands, feet, or metal objects below or behind the refrigerator.
- Do not operate the refrigerator or touch the power cord with wet hands.
- In refrigerators with automatic icemakers, avoid contact with the moving parts of the ejector mechanism or with the heating element that releases the cubes. Do not place fingers or hands on the automatic ice-making mechanism while the refrigerator is plugged in.
- When dispensing ice from the dispenser, do not use crystal ceramics.
- Do not touch the cold surfaces in the freezer compartment with wet or damp hands, when your refrigerator is in operation.
- Do not put glass containers, glass bottles or soda in the freezer.
- 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 the use of the appliance by a person responsible for their safety.
- Do not refreeze frozen food that has thawed completely. Doing so may result in a serious health issue.
- If you are throwing away your old refrigerator, make sure the CFC coolant is removed for proper disposal by a qualified servicer. If you release CFC coolant, you may be fined or imprisoned in accordance with the relevant environmental law.
- Junked or abandoned refrigerators are dangerous, even if they are sitting for only a few days. When disposing of the refrigerator, remove the packing materials from the door or take off the doors but leave the shelves in place so that children may not easily climb inside.
- If connected to a circuit protected by fuses, use time delay fuse.

**READ ALL INSTRUCTIONS BEFORE USING THE APPLIANCE.**

To reduce the risk of fire, electric shock, or personal injury when using your product, basic safety precautions should be followed, including the following:

**CAUTION****Installation**

- The refrigerator must be properly installed in accordance with the Installer Instructions that were taped to the front of the refrigerator.
- Be careful when you unpack and install the refrigerator. Immediately dispose of plastic and other packing materials out of reach of children.
- The appliance must be positioned for easy access to a power source.

**Use**

- Close the door carefully when children are around.
- Keep fingers out of pinch point areas; clearances between the doors and cabinets are necessarily small. Be careful closing doors when children are nearby.
- If you store food improperly, be aware that it may fall and cause injury.
- Do not use aerosols near the refrigerator.
- Do not store articles on the top of the appliance.

**Maintenance**

- Do not use strong detergents like wax or thinners for cleaning. Clean with a soft cloth.
- Wipe foreign objects (such as dust and water) off the prongs of the power plug and contact areas regularly.
- Do not store, disassemble or repair the refrigerator by yourself.
- Remove any dust or foreign matter from the power plug pins.
- Do not use a wet or damp cloth when cleaning the plug.
- If the refrigerator is disconnected from the power supply, you should wait for at least five minutes before plugging it back in.
- If you notice a chemical or burning plastic smell or see smoke, unplug the refrigerator immediately and contact your LG Electronics Service Center.

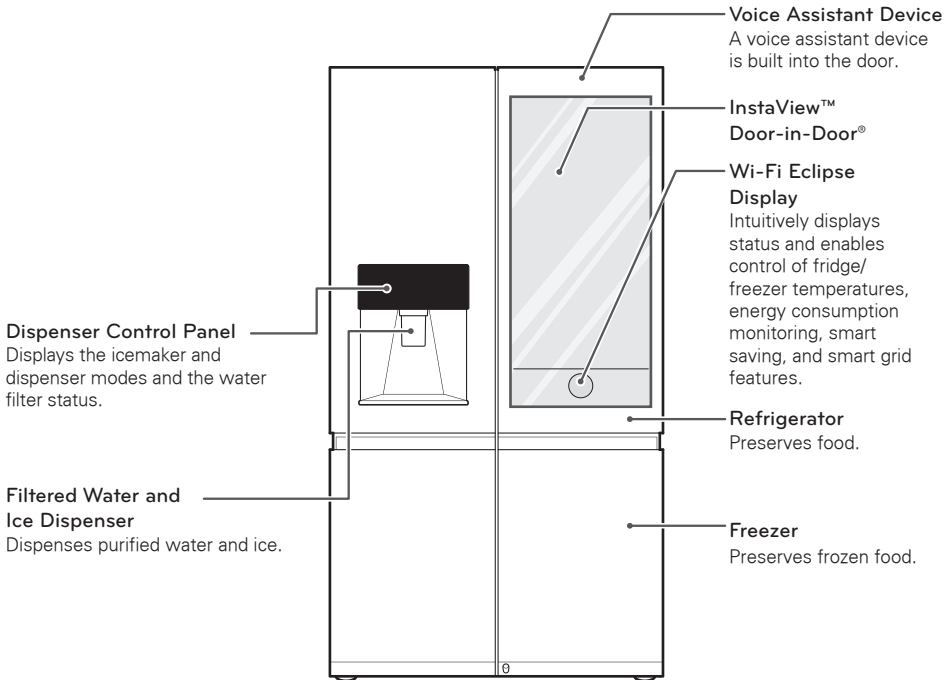
**SAVE THESE INSTRUCTIONS**

# COMPONENTS

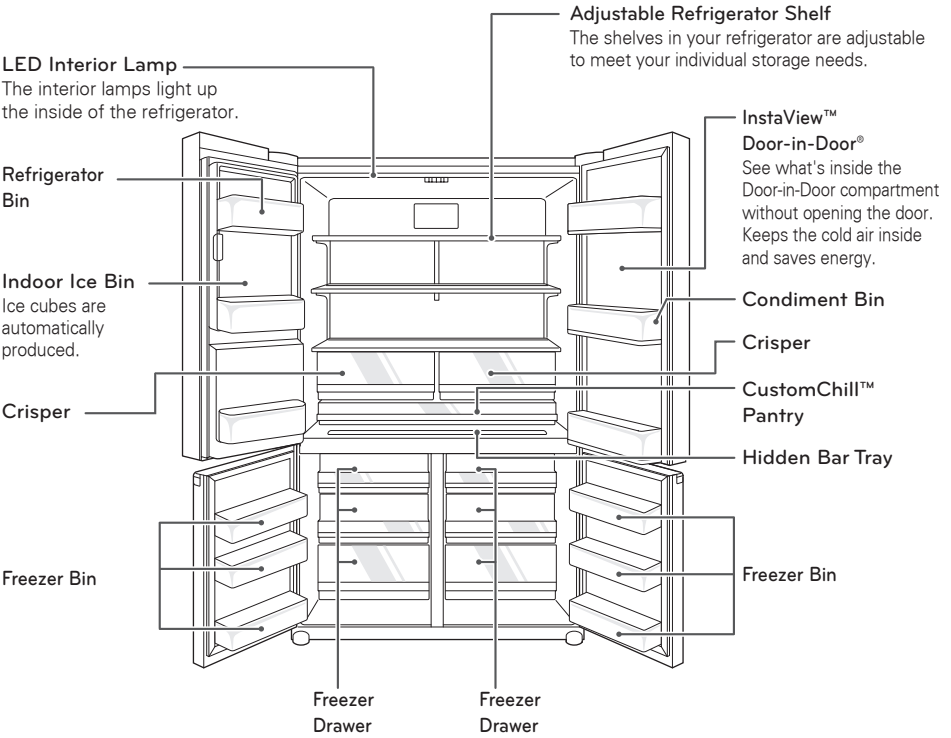
Use this page to become more familiar with the parts and features of your refrigerator.

\*The appearance and specifications of the actual product may differ depending on the model.

## Refrigerator Exterior



# Refrigerator Interior

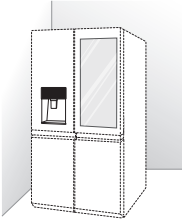




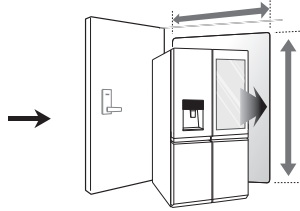
# INSTALLATION

## Installation Overview

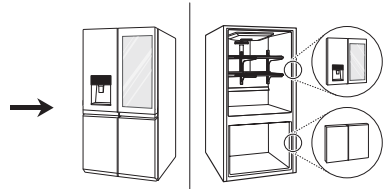
Please read the following installation instructions first after purchasing this product or transporting it to another location.



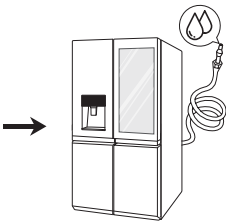
1 Unpacking your refrigerator



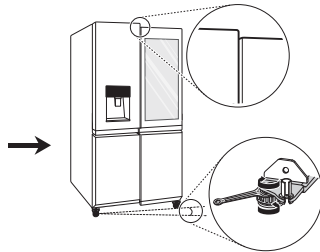
2 Choosing the proper location



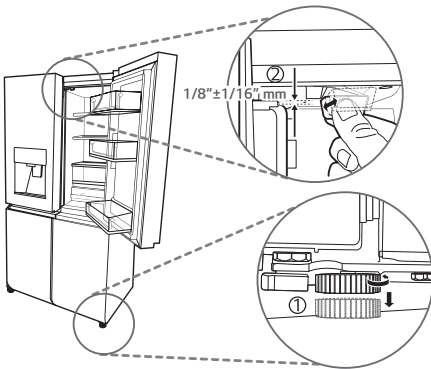
3 Disassembling/Assembling



4 Connecting the water supply and water line



5 Leveling and Door Alignment



- It may be necessary to increase the refrigerator's tilt after the door bins are filled to compensate for the increased weight of the doors.
- Check if the gap between Holder and Pillar is  $1/8 \pm 1/16''$  ( $4 \pm 2$  mm). As in the figure, pull forward and backward with hand with speedy feeling, and check if Pillar is normally folded and spread.

### NOTE

Connect to potable water supply only.

## Specifications

The appearance and specifications listed in this manual may vary due to constant product improvements.

Bottom-freezer refrigerator model URNTS3106N	
Description	French-door refrigerator
Electrical requirements	115 VAC @ 60 Hz
Min./Max. Water pressure	20 - 120psi (138 - 827kPa)
Dimensions	35 7/8" (W) x 36 1/2" (D) x 70 1/4" (H) x 51 1/8" (D w/ door open) 912(W) X 929(D) X 1784(H) X 1298 mm (D w/ door open)
Net weight	483 lb. (219 kg)

Bottom-freezer refrigerator model URNTC2306N	
Description	French-door refrigerator
Electrical requirements	115 VAC @ 60 Hz
Min./Max. Water pressure	20 - 120psi (138 - 827kPa)
Dimensions	35 7/8" (W) x 29 5/8" (D) x 70 1/4" (H) x 44 3/16" (D w/ door open) 912(W) X 754(D) X 1784(H) X 1123 mm (D w/ door open)
Net weight	430 lb. (195 kg)

## Unpacking the Refrigerator

### WARNING

- Use two or more people to move and install the refrigerator. Failure to do so can result in back or other injury.
- Your refrigerator is heavy. When moving the refrigerator for cleaning or service, be sure to protect the floor. Always pull the refrigerator straight out when moving it. Do not wiggle or walk the refrigerator when trying to move it, as floor damage could occur.
- Keep flammable materials and vapors, such as gasoline, away from the refrigerator. Failure to do so can result in fire, explosion, or death.

Remove tape and any temporary labels from your refrigerator before using. Do not remove any warning-type labels, the model and serial number label, or the Tech Sheet that is located under the front of the refrigerator.

But, when you remove tape and temporary label, remove them after pulling out the power plug.

To remove any remaining tape or glue, rub the area briskly with your thumb. Tape or glue residue can also be easily removed by rubbing a small amount of liquid dish soap over the adhesive with your fingers. Wipe with warm water and dry.

Do not use sharp instruments, rubbing alcohol, flammable fluids, or abrasive cleaners to remove tape or glue. These products can damage the surface of your refrigerator.

Refrigerator shelves are installed in the shipping position. Please reinstall shelves according to your individual storage needs.

## Choosing the Proper Location

- Select a place where a water supply can be easily connected for the automatic icemaker.

### NOTE

The water pressure must be 20~120 psi or 138~827 kPa or 1.4~8.4 kgf/cm<sup>2</sup> on models without a water filter and 40~120 psi or 276~827 kPa or 2.8~8.4 kgf/cm<sup>2</sup> on models with a water filter.

- The refrigerator should always be plugged into its own individual properly grounded electrical outlet rated for 115 Volts, 60 Hz, AC only, and fused at 15 or 20 amperes. This provides the best performance and also prevents overloading house wiring circuits which could cause a fire hazard from overheated wires. It is recommended that a separate circuit serving only this appliance be provided.

### WARNING

To reduce the risk of electric shock, do not install the refrigerator in a wet or damp area.

## Flooring

To avoid noise and vibration, the unit must be leveled and installed on a solidly constructed floor. If required, adjust the leveling legs to compensate for unevenness of the floor. The front should be slightly higher than the rear to aid in door closing. Leveling legs can be turned easily by tipping the cabinet slightly. Turn the leveling legs to the left to raise the unit or to the right to lower it. (See Leveling and Door Alignment.)

### NOTE

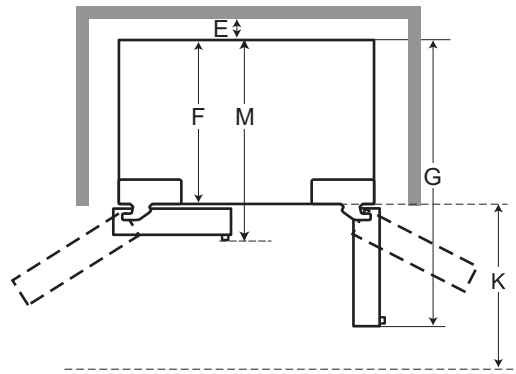
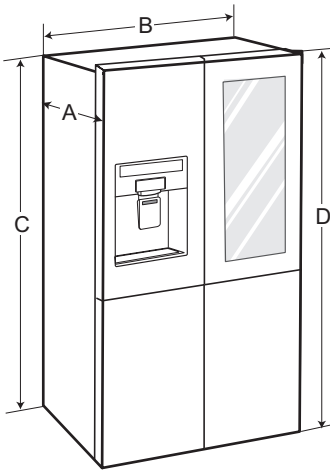
Installing on carpeting, soft tile surfaces, a platform or weakly supported structure is not recommended.

## Ambient Temperature

Install this appliance in an area where the temperature is between 55°F (13°C) and 110°F (43°C). If the temperature around the appliance is too low or high, cooling ability may be adversely affected.

### Dimensions and Clearances

- Check the dimensions of the appliance and the installation path to ensure there is sufficient room to move the refrigerator through doors or narrow openings.
- If an opening is too narrow to fit the refrigerator through, the doors must be removed.
- The installation location chosen for the refrigerator should allow space behind the unit for connections and airflow and space in front to open the doors and drawers.
- Too small of a distance from adjacent items may result in lowered freezing capability and increased electricity consumption charges. Allow at least 24 inches (610 mm) in front of the refrigerator to open the doors, and at least 2 inches (50.8 mm) between the back of the refrigerator and the wall.

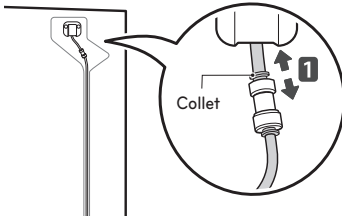


-	List	URNTS3106N	URNTC2306N
A	Depth without handle	36 1/2" (929 mm)	29 5/8" (754 mm)
B	Width	35 7/8" (912 mm)	35 7/8" (912 mm)
C	Height to Top of Case	68 7/8" (1751 mm)	68 7/8" (1751 mm)
D	Height to Top of Hinge	70 1/4" (1784 mm)	70 1/4" (1784 mm)
E	Back Clearance	2" (50 mm)	2" (50 mm)
F	Depth without Door	31 7/8" (811 mm)	25" (636 mm)
G	Depth (Total with Door Open 90°)	51 1/8" (1298 mm)	44 3/16" (1123 mm)
K	Front Clearance	24" (610 mm)	24" (610 mm)
M	Depth with Handle	36 1/2" (929 mm)	29 5/8" (754 mm)

## Removing/Assembling the Doors

### Removing the Left Refrigerator Door

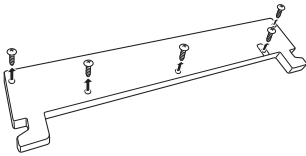
- 1 The water supply is connected to the upper right part of the rear surface of the refrigerator. Remove the ring in the joint area. Hold the water supply connection and gently push the collet to detach the water supply line as shown in **1**.



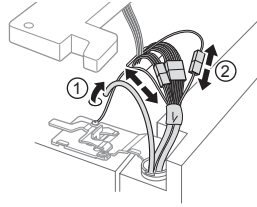
#### NOTE

Detachment of the water supply line is applicable only when detaching the left refrigerator door.

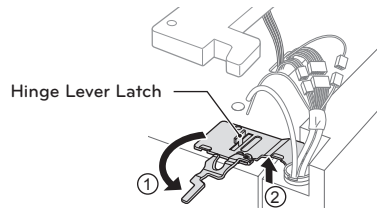
- 2 Remove the screws from the hinge cover at the top of the refrigerator. Lift the hook(not visible), located on the side of the cover at the bottom edge, with a flat-head screwdriver.



- 3 Remove the cover and pull out the tube **1**. Disconnect all wire harnesses **2**.



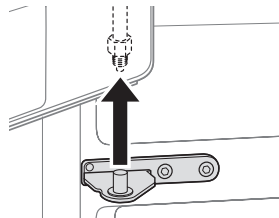
- 4 Rotate the hinge lever counterclockwise **1**. Lift the top hinge **2** free of the hinge lever latch.



#### CAUTION

When lifting the hinge free of the latch, be careful that the door does not fall forward.

- 5 Lift the door from the middle hinge pin and remove the door.

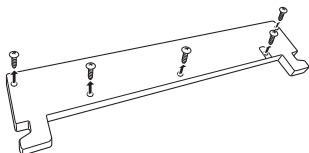


#### CAUTION

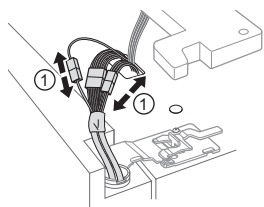
Place the door, inside facing up, on a non-scratching surface.

## Removing the Right Refrigerator Door

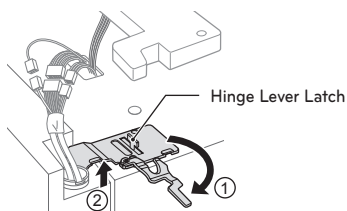
- 1 Remove the screws from the hinge cover at the top of the refrigerator. Lift the hook (not visible), located on the side of the cover at the bottom edge, with a flat-head screwdriver.



- 2 Detach the wire harness 1.



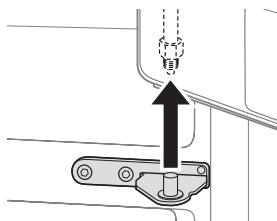
- 3 Rotate the hinge lever 1 clockwise. Lift the top hinge 2 free of the hinge lever latch.



### CAUTION

When lifting the hinge free of the hinge lever latch, be careful that the door does not fall forward.

- 4 Lift the door from the middle hinge pin and remove the door.

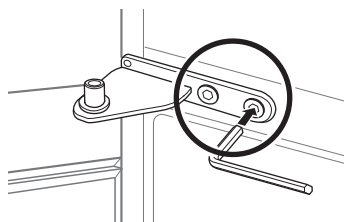


### CAUTION

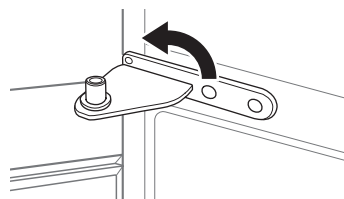
Place the door, inside facing up, on a non-scratching surface.

## Removing the Freezer Doors

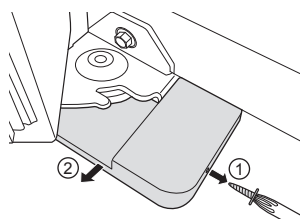
- 1 Remove the two hinge bolts.



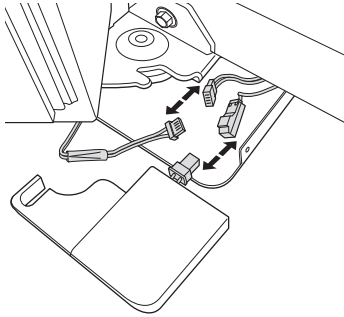
- 2 Twist the hinge to raise the pivoting end so that the door can be lifted off. Lift the door off the lower hinge pin and remove it.



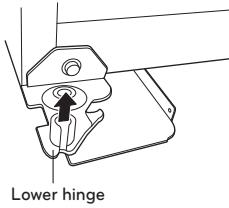
- 3 Unscrew the screw that attaches the lower hinge cover and remove the cover.



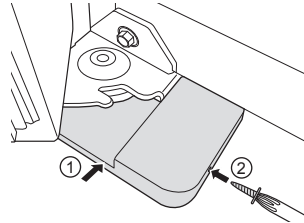
- 4 Disconnect all wire harnesses.



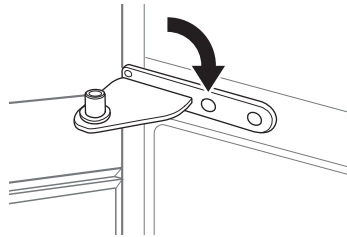
- 5 Remove the door by lifting it off the lower hinge pin.



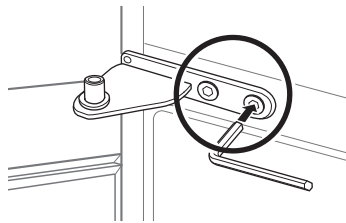
- 3 Position the bottom hinge cover in its place **1** and tighten the cover screw **2**.



- 4 Position the middle hinge pin in place to hold the door and insert the two hinge bolts.

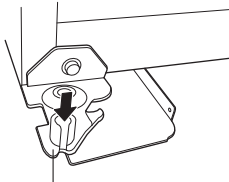


- 5 Tighten the two hinge bolts.

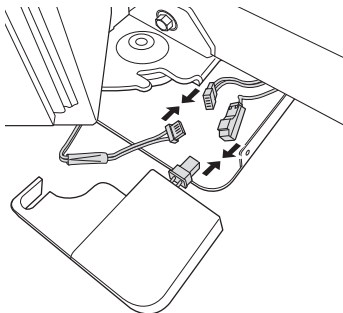


### Assembling the Freezer Doors

- 1 Lower the door onto the lower hinge pin.



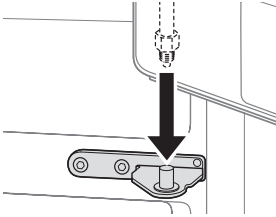
- 2 Connect the wire harnesses.



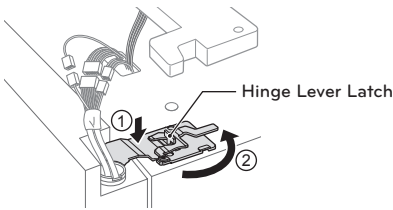
### Assembling the Right Refrigerator Door

Install the right refrigerator door first.

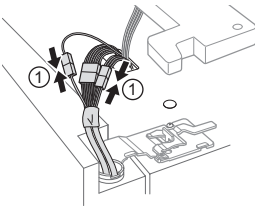
- 1 Make sure that the plastic sleeve is inserted in the bottom of the door. Lower the door onto the middle hinge pin as shown in the figure.



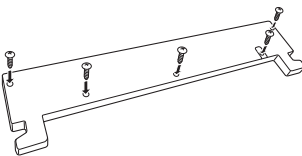
- 2 Fit the hinge **1** over the hinge lever latch and slot it into place. Rotate the lever **2** counterclockwise to secure the hinge.



- 3 Connect the wire harness **1**.



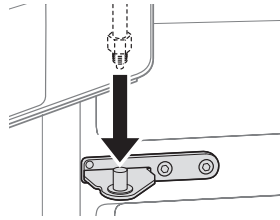
- 4 Position the cover in its place. Insert and tighten the cover screws.



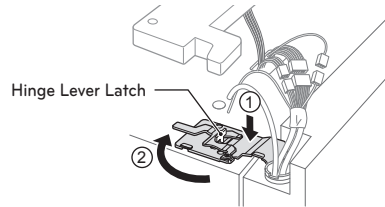
### Assembling the Left Refrigerator Door

Install the left refrigerator door after the right door is installed.

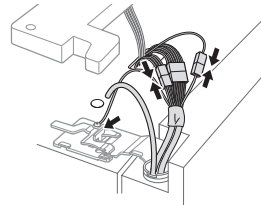
- 1 Make sure that the plastic sleeve is inserted in the bottom of the door. Install the refrigerator door onto the middle hinge pin.



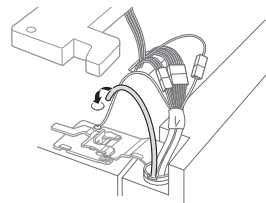
- 2 Fit the hinge **1** over the hinge lever latch and slot it into place. Rotate the lever **2** clockwise and fasten the hinge.



- 3 Connect all the wire harnesses.

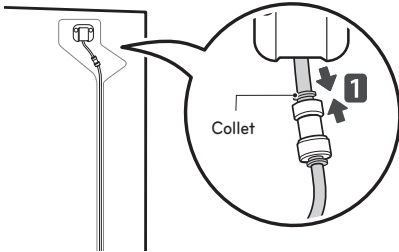


- 4 Push the water supply tube into the hole on the top case and pull it through the backplate.

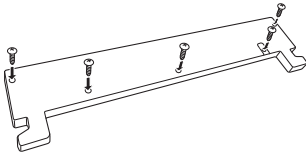




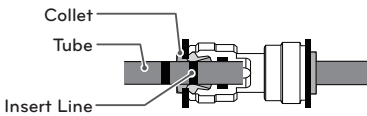
- 5 Hold the water supply connection and gently push in the collet to connect the water supply line as shown in **1**. Insert the tube at least  $\frac{5}{8}$  inch (15 mm) into the connector.



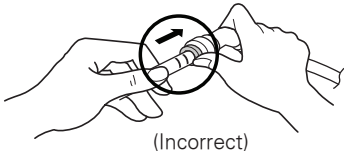
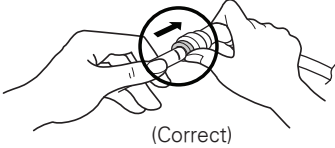
- 6 Position the cover in its place. Insert and tighten the cover screws.



**NOTE**



- 1) Gently insert the tube until only one line shows on the tube.



- 2) Pull the tube to make sure that the tube is tightly fastened.

## Connecting the Water Line

### Before You Begin

This water line installation is not covered by the refrigerator warranty. Follow these instructions carefully to minimize the risk of expensive water damage.

Water hammer (water banging in the pipes) in house plumbing can cause damage to refrigerator parts and can lead to water leakage or flooding. Call a qualified plumber to correct water hammer before installing the water supply line to the refrigerator.

**CAUTION**

To prevent burns and product damage, only connect the refrigerator water line to a cold water supply.

If you use your refrigerator before connecting the water line, make sure the icemaker power switch on the control panel is in the OFF position.

**CAUTION**

Do not install the icemaker tubing in areas where temperatures fall below freezing.

## Water Pressure

The water pressure must be 20~120 psi or 138~827 kPa or 1.4~8.4 kgf/cm<sup>2</sup> on models without a water filter and 40~120 psi or 276~827 kPa or 2.8~8.4 kgf/cm<sup>2</sup> on models with a water filter.

If a reverse osmosis water filtration system is connected to the cold water supply, this water line installation is not covered by the refrigerator warranty. Follow the instructions carefully to minimize the risk of expensive water damage.

If a reverse osmosis water filtration system is connected to the cold water supply, the water pressure to the reverse osmosis system needs to be a minimum of 40 to 60 psi (276~414 kPa or 2.8~4.2 kgf/cm<sup>2</sup>, less than 2.0~3.0 sec. to fill a cup of 7 oz or 198 cc capacity).



### CAUTION

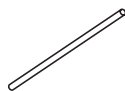
Wear eye protection during installation to prevent injury.

If the water pressure from the reverse osmosis system is less than 20 psi or 138 kPa or 1.4 kgf/cm<sup>2</sup> (takes more than 4.0 sec to fill a cup of 7 oz or 198 cc capacity):

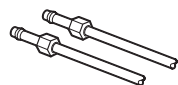
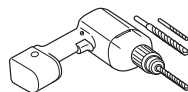
- Check to see if the sediment filter in the reverse osmosis system is blocked. Replace the filter if necessary.
- Allow the storage tank on the reverse osmosis system to refill after heavy usage.
- If the issue concerning water pressure from reverse osmosis remains, call a licensed, qualified plumber.
- All installations must be in accordance with local plumbing code requirements.

## What You Will Need

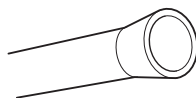
- **Copper Tubing**, ¼ in. outer diameter, to connect the refrigerator to the water supply. Be sure both ends of the tubing are cut square.
- To determine how much tubing you need: measure the distance from the water valve on the back of the refrigerator to the water supply pipe. Then, add 8 feet (2.4 m). Be sure there is sufficient extra tubing (about 8 feet [2.4 m] coiled into 3 turns of about 10 in. [25 cm] diameter) to allow the refrigerator to move out from the wall after installation.



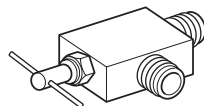
- **Power drill.**
- **½ in. or adjustable wrench.**
- **Flat blade and Phillips head screwdrivers.**
- **Two ¼ in. outer diameter compression nuts and 2 ferrules (sleeves)** to connect the copper tubing to the shutoff valve and the refrigerator water valve.



- If your existing copper water line has a flared fitting at the end, you will need an adapter (available at plumbing supply stores) to connect the water line to the refrigerator OR you can cut off the flared fitting with a tube cutter and then use a compression fitting.



- **Shutoff valve** to connect to the cold water line. The shutoff valve should have a water inlet with a minimum inside diameter of 5/32 in. at the point of connection to the COLD WATER LINE. Saddle-type shutoff valves are included in many water supply kits. Before purchasing, make sure a saddle-type valve complies with your local plumbing codes.



### NOTE

A self piercing saddle type water valve should not be used.

## Water Line Installation Instructions

### WARNING

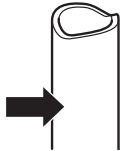
When using any electrical device (such as a power drill) during installation, be sure the device is battery powered, double insulated or grounded in a manner that will prevent the hazard of electric shock.

Install the shutoff valve on the nearest frequently used drinking water line.

- 1 SHUT OFF THE MAIN WATER SUPPLY**  
Turn on the nearest faucet to relieve the pressure on the line.

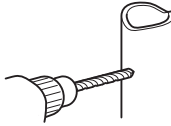
- 2 CHOOSE THE VALVE LOCATION**

Choose a location for the valve that is easily accessible. It is best to connect into the side of a vertical water pipe. When it is necessary to connect into a horizontal water pipe, make the connection to the top or side, rather than at the bottom, to avoid drawing off any sediment from the water pipe.



- 3 DRILL THE HOLE FOR THE VALVE**

Drill a 1/4 in. hole in the water pipe using a sharp bit. Remove any burrs resulting from drilling the hole in the pipe. Be careful not to allow water to drain into the drill. Failure to drill a 1/4 in. hole may result in reduced ice production or smaller cubes.

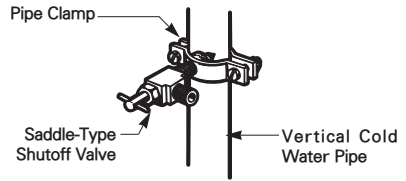


### NOTE

The hookup line cannot be white, plastic tubing. Licensed plumbers must use only copper tubing (NDA tubing #49595 or #49599) or Cross Link Polyethylene (PEX) tubing.

- 4 FASTEN THE SHUTOFF VALVE**

Fasten the shutoff valve to the cold water pipe with the pipe clamp.



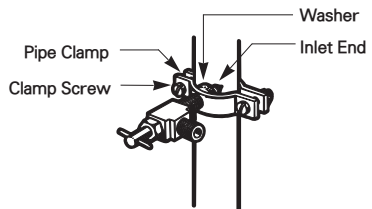
### NOTE

Commonwealth of Massachusetts Plumbing Codes 248CMR shall be adhered to. Saddle valves are illegal and their use is not permitted in Massachusetts. Consult with your licensed plumber.

- 5 TIGHTEN THE PIPE CLAMP**

Tighten the clamp screws until the sealing washer begins to swell.

**NOTE:** Do not overtighten the clamp or you may crush the tubing.



- 6 ROUTE THE TUBING**

Route the tubing between the cold water line and the refrigerator.

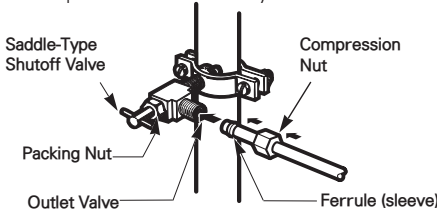
Route the tubing through a hole drilled in the wall or floor (behind the refrigerator or adjacent base cabinet) as close to the wall as possible.

### NOTE

Be sure there is sufficient extra tubing (about 8 feet coiled into 3 turns of about 10 in. diameter) to allow the refrigerator to move out from the wall after installation.

7 CONNECT THE TUBING TO THE VALVE

Place the compression nut and ferrule (sleeve) for the copper tubing onto the end of the tubing and connect it to the shutoff valve. Make sure the tubing is fully inserted into the valve. Tighten the compression nut securely.



8 FLUSH OUT THE TUBING

Turn the main water supply on and flush out the tubing until the water is clear.

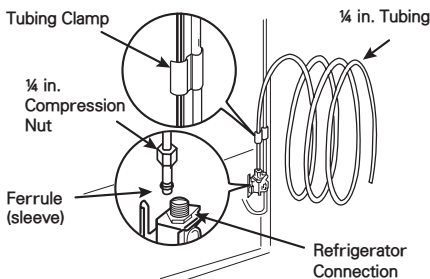
Shut the water off at the water valve after about one quart of water has been flushed through the tubing.



9 CONNECT THE TUBING TO THE REFRIGERATOR

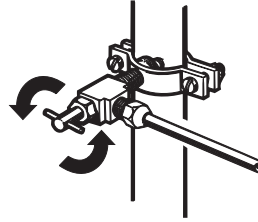
**NOTE:** Before making the connection to the refrigerator, be sure that the refrigerator power cord is not plugged into the wall outlet.

- Remove the plastic flexible cap from the water valve.
- Place the compression nut and ferrule (sleeve) onto the end of the tubing as shown.
- Insert the end of the copper tubing into the connection as far as possible. While holding the tubing, tighten the fitting.



10 TURN THE WATER ON AT THE SHUTOFF VALVE

Tighten any connections that leak.



**CAUTION**

Check to see if leaks occur at the water line connections.

11 PLUG IN THE REFRIGERATOR

Arrange the coil of tubing so that it does not vibrate against the back of the refrigerator or against the wall. Push the refrigerator back to the wall.

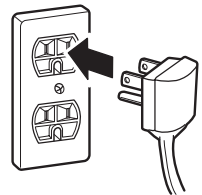
12 START THE ICEMAKER

Turn the icemaker ON at the control panel.

The icemaker will not begin to operate until it reaches its operating temperature of 15°F (-9°C) or below. It will then begin operation automatically if the icemaker has been turned ON.

Turning On The Power

Plug in the refrigerator.



**CAUTION**

- Connect to a rated power outlet.
- Have a certified electrician check the wall outlet and wiring for proper grounding.
- Do not damage or cut off the ground terminal of the power plug.

**NOTE**

The front leveling legs must be extended fully so they are in firm contact with the floor (even if leveling or door alignment is not needed).

**Leveling**

After installing, plug the refrigerator's power cord into a 3-prong grounded outlet and push the refrigerator into the final position.

The refrigerator has two front leveling legs—one on the right and one on the left. Adjust the legs to alter the tilt from front-to-back or side-to-side. If the refrigerator seems unsteady, or you want the doors to close more easily, adjust the refrigerator's tilt using the instructions below:

- 1 Turn the leveling leg to the left to raise that side of the refrigerator or to the right to lower it. It may take several turns of the leveling leg to adjust the tilt of the refrigerator.

**NOTE**

A flare nut wrench works best, but an open-end wrench will suffice. Do not over-tighten.

- 2 Open both doors again and check to make sure that they close easily. If the doors do not close easily, tilt the refrigerator slightly more to the rear by turning both leveling legs to the left. It may take several more turns, and you should turn both leveling legs the same amount.

**Door Mullion and Auto Open Door**

Once the door bins are filled, the doors may become misaligned, preventing the door mullion or the Auto Open Door function from working properly.

If the mullion on the left refrigerator door does not open and close properly or the right door stays ajar after the Auto Open Door function, follow the directions below.

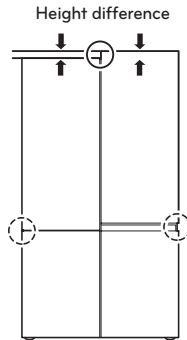
- 1 Make sure both front leveling legs are extended fully and in firm contact with the floor.
- 2 Follow the instructions in the Door Alignment section to raise the left refrigerator door until the door mullion is once again working properly.
- 3 Adjust the right refrigerator door so it aligns with the left refrigerator door.

**Door Alignment**

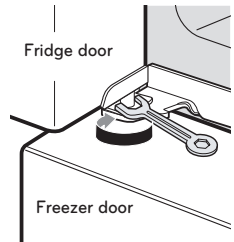
If the floor is not flat, the door heights may differ. In this case, use the following method to adjust the difference.

**Adjusting Door Height**

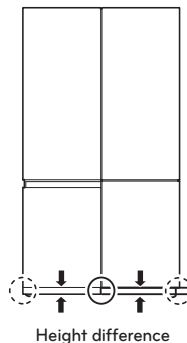
Adjusting Fridge Door Height



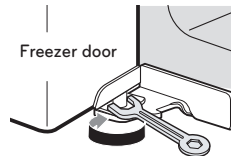
Open the fridge door and use a wrench to rotate the door hinge bolt as shown.



Adjusting Freezer Door Height

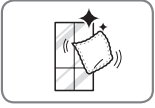


Open the freezer door and use a wrench to rotate the door hinge bolt as shown.



# HOW TO USE

## Before use



### Clean the refrigerator.

Clean the refrigerator thoroughly and wipe off all dust that accumulated during shipping.

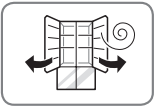


#### CAUTION

- Do not scratch the refrigerator with a sharp object or use a detergent that contains alcohol, a flammable liquid or an abrasive when removing any tape or adhesive from the refrigerator.
- Do not peel off the model or serial number label or the technical information on the rear surface of the refrigerator.

#### NOTE

Remove adhesive residue by wiping it off with your thumb or dish detergent.



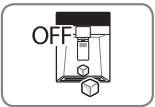
### Open refrigerator and freezer doors to ventilate the interior.

The inside of the refrigerator may smell like plastic at first. Remove any adhesive tape from inside the refrigerator and open the refrigerator and the freezer doors for ventilation.



### Connect the power supply.

Check if the power supply is connected before use.  
Read the "Turning On The Power" section.



### Turn off the icemaker if the refrigerator is not yet connected to the water supply.

Turn off the automatic icemaker and then plug the power plug of the refrigerator into the grounded electrical outlet.

\* This is applicable only to certain models.



#### CAUTION

Running the automatic icemaker before connecting it to the water supply may cause the refrigerator to malfunction.



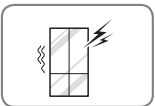
### Wait for the refrigerator to cool.

Allow your refrigerator to run for at least two to three hours before putting food in it. Check the flow of cold air in the freezer compartment to ensure proper cooling.



#### CAUTION

Putting food in the refrigerator before it has cooled could cause the food to spoil, or a bad odor could linger inside the refrigerator.



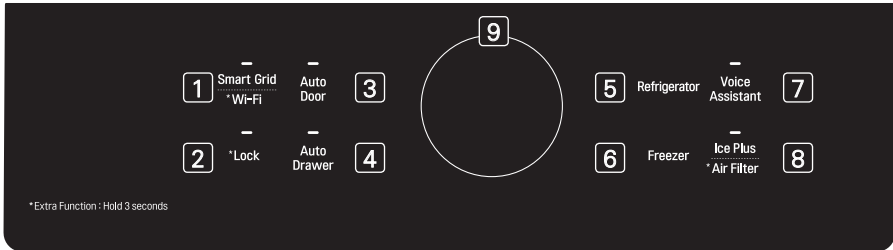
### The refrigerator makes a loud noise after initial operation.

This is normal. The volume will decrease as the temperature lowers.

## Wi-Fi Eclipse Display

Depending on the model, some of the following functions may not be available.

### Wi-Fi Eclipse Display Features



#### 1 Smart Grid / Wi-Fi

##### Smart Grid

Press the Smart Grid button to turn the Smart Grid function On/Off. When the function is on, the icon illuminates. The Smart Grid function automatically turns on when the refrigerator is connected to the Wi-Fi network. When the refrigerator is responding to a Demand Response (DR) message from the electric company, the Grid text illuminates.

##### Wi-Fi

The Wi-Fi button, when used with the LG Smart Refrigerator smart phone app, allows the refrigerator to connect to a home Wi-Fi network. Refer to Smart Function for information on the initial setup of the application.

The Wi-Fi icon shows the status of the refrigerator's network connection. The icon illuminates when the refrigerator is connected to the Wi-Fi network.

Press and hold the Wi-Fi button for 3 seconds to connect to the network. The icon blinks while the connection is being made, then turns on once the connection is successfully made.

#### 2 Lock

The Lock function disables every other button on the display.

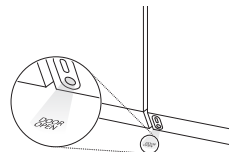
- When power is initially connected to the refrigerator, the Lock function is off.
- To activate the Lock function, press and hold the Lock button until the lock indicator appears in the display. The other buttons are now disabled.
- To disable the Lock function, press and hold the Lock button for approximately three seconds.

#### 3 Auto Open Door

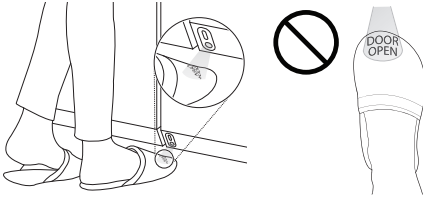
The right refrigerator door opens automatically if you place a foot near the motion sensor at the bottom of the door. This is convenient when you have both hands full of groceries and need to open the refrigerator door. To set the Auto Open Door function, press the button repeatedly to toggle between the ON, Sound Off, and OFF settings.

##### Using the Auto Open Door Function

1. When the Auto Open Door Function is enabled, text is displayed on the floor near the motion sensor.



2. Pass one foot in front of the motion sensor and step on the displayed text. The right door opens. If the door opens less than 20 degrees and is not opened further, it will close automatically after 3 seconds.

**NOTE**

Place your foot close enough to the sensor that the text appears on top of the foot, not just on the toes.

**⚠ CAUTION**

Disable the Auto Open Door function if you have young children or people lacking in cognitive ability in the home. They could be injured if the door opens unexpectedly while they are nearby.

**NOTE**

- The displayed text may not be readable on some flooring materials, but this will not affect the performance of the Auto Open Door function.
- If flooring material is highly reflective (metal, glass tile), the motion sensor may malfunction and the Auto Open Door function may not work properly.
- Reflective objects placed in front of the motion sensor may cause the text to display, but the text disappears if no movement is detected.
- If a pet passes by below when a person stands in front of the product, automatic door open function may be operated.

**4 Auto Open Drawer**

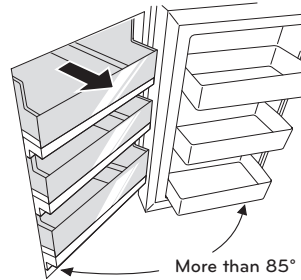
When Auto Open Drawer is enabled, the freezer drawers automatically open when the freezer door is opened. The drawers automatically close when the freezer door is closed.

**Setting Auto Open Drawer**

Press Auto Drawer to activate or deactivate the function. When the function is activated, an icon appears on the display.

**Using Auto Open Drawer**

Open the freezer door at least 85 degrees to automatically open the drawers. Slowly close the door to automatically close the drawers.

**⚠ CAUTION**

- Do not use excessive force to push or pull the freezer drawers.
- Do not slam the freezer door shut while the drawers are open. Failure to follow these warnings may result in personal injury or damage to the product.

**5 Refrigerator**

- Indicates the set temperature of the refrigerator compartment in Celsius (°C) or Fahrenheit (°F). The refrigerator temperature control ranges from 33°F to 46°F (1°C to 8°C). The recommended temperature setting for the refrigerator compartment is 37°F (3°C).

To change the temperature mode from °F to °C (or vice versa) press and hold the Refrigerator and Freezer temperature buttons simultaneously until the temperature indication on the display window switches between Celsius and Fahrenheit.

**6 Freezer**

Indicates the set temperature of the freezer compartment in Celsius (°C) or Fahrenheit (°F). The freezer temperature control ranges from -6°F to 8°F (-21°C to -13°C). The recommended temperature setting for the freezer compartment is 0°F (-18°C).



To change the temperature mode from °F to °C (or vice versa) press and hold the Refrigerator and Freezer temperature buttons simultaneously for approximately five seconds. The temperature indication on the display window switches between Celsius and Fahrenheit.

#### NOTE

The displayed temperature is the target temperature, and not the actual temperature of the refrigerator. The actual refrigerator temperature depends on the food inside the refrigerator.

### 7 Voice Assistant

Changes voice assistant settings. This button allows the appliance to connect to a home **Wi-Fi** network. Refer to **SMART FUNCTIONS** for information on the initial setup of the **LG ThinQ** application.

### 8 Ice Plus / Air Filter

#### Ice Plus

This function increases both ice making and freezing capabilities.

- Press Ice Plus to illuminate the icon in the display and activate the function for 24 hours. After 24 hours, the icon and the function automatically turn off.
- To deactivate the function manually, press Ice Plus again.

#### Air Filter

The Fresh Air Filter helps remove odors from the refrigerator. The Fresh Air Filter will cycle on and off in increments of ten minutes on and 110 minutes off.

### 9 Display

The display indicates the current status of the refrigerator. Press any button to display the current setting for that function.

#### Using the Wi-Fi Eclipse Display

- To turn the display on, open a refrigerator or freezer door or knock twice on the InstaView™Door-in-Door® to activate the interior LED
- The display turns off automatically five seconds after all the doors are closed or five seconds after you have knocked twice on the InstaView™Door-in-Door®.
- The display buttons operate using static electricity. Wear gloves while cleaning to avoid activating button functions.
- Keep the display clean and free from foreign substances. Skin must contact the buttons directly for them to properly function.
- Wipe any moisture off the display before using it. Moisture on the display may interfere with the functioning of the buttons.



#### CAUTION

##### Display Mode (For Store Use Only)

The Display Mode disables all cooling in the refrigerator and freezer sections to conserve energy while on display in a retail store. When you turn on the interior display, "Demo Mode" appears in the display.

##### To deactivate / activate:

With InstaView™Door-in-Door® opened, press and hold the Refrigerator and Ice Plus buttons at the same time for five seconds. When demo mode is activated, the control panel will beep and the temperature settings will display as "Demo Mode" for five seconds and then return to normal temperature display. Use the same procedure to deactivate the Display Mode.

## Sabbath Mode

### Using the Sabbath Mode

Sabbath mode is used on the Jewish Sabbath and holidays.

- 1 To turn Sabbath mode on, close all doors or drawers.
- 2 Touch the display to activate it, then press and hold the **Wi-Fi** and **Freezer** buttons for 3 seconds until both LEDs turn on.

#### NOTE

- Sabbath mode automatically turns off after 96 hours.
- To turn Sabbath mode off manually, press and hold the **Wi-Fi** and **Freezer** buttons for 3 seconds.
- Once turned on, Sabbath mode is maintained even after a power outage.
- Selecting Sabbath mode automatically turns off the alarm, auto drawer, InstaView door, and auto door opening functions.
- You may hear a clicking sound when the refrigerator returns from the Sabbath mode to the normal operation mode. It is normal to hear the clicking sound made during the operation check.
- You can activate or deactivate the Sabbath mode and set schedule for the mode activation through the **LG ThinQ** application. Before activating this mode, close the doors and drawers.

## In-Door Ice Bin

Depending on the model, some of the following functions may not be available.

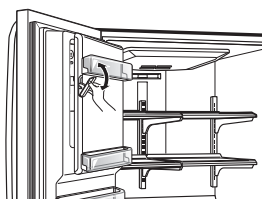


#### CAUTION

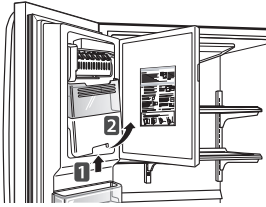
- Keep hands and tools out of the ice compartment door and dispenser chute. Failure to do so may result in damage or personal injury.
- The icemaker stops producing ice when the in-door ice bin is full. If you need more ice, empty the ice bin into the extra ice bin in the freezer compartment. During use, ice may build up higher around the sensor than in the rest of the bin, causing the icemaker to stop producing ice before the bin is full. Shaking the ice bin to level the ice within it can reduce this problem.
- To avoid damaging the icemaker, do not store cans or other items in the ice bin.
- Keep the ice compartment door closed tightly. If the ice compartment door is not closed tightly, the cold air in the ice bin will freeze food in the refrigerator compartment. This could also cause the icemaker to stop producing ice.
- If the icemaker is turned OFF for an extended period of time, the ice compartment will gradually warm up to the temperature of the refrigerator compartment. To prevent ice cubes from melting and leaking from the dispenser, ALWAYS empty the ice bin when the icemaker is set to OFF for more than a few hours.

## Detaching the In-Door Ice Bin

- 1 Gently pull the handle to open the ice compartment.

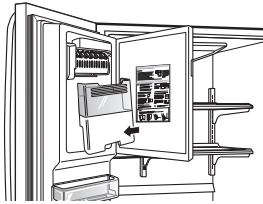


- To remove the in-door ice bin, grip the front handle, slightly lift the lower part, and slowly pull out the bin as shown.

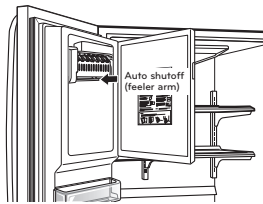


### Assembling the In-Door Ice Bin

- Carefully insert the in-door ice bin while slightly slanting it to avoid contact with the icemaker.



- Avoid touching the auto shutoff (feeler arm) when replacing the ice bin. See the label on the ice compartment door for details.



### CAUTION

When handling the ice bin, keep hands away from the icemaker tray area to avoid personal injury.



## Automatic Icemaker

Depending on the model, some of the following functions may not be available.

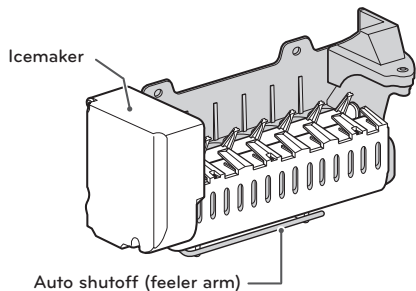
Ice is made in the automatic icemaker and sent to the dispenser. The icemaker will produce 70-182 cubes in a 24-hour period, depending on freezer compartment temperature, room temperature, number of door openings and other operating conditions.

- It takes about 12 to 24 hours for a newly installed refrigerator to begin making ice. Wait 72 hours for full ice production to occur.
- Ice making stops when the in-door ice bin is full. When full, the in-door ice bin holds approximately 6 to 8 (12-16 oz) glasses of ice.
- Foreign substances or frost on the auto shutoff (feeler arm) can interrupt ice production. Make sure the feeler arm is clean at all times for proper operation.
- To increase ice production, use the Ice Plus function. The function increases both ice making and freezing capabilities.

### WARNING

#### Personal Injury Hazard

DO NOT place fingers or hands on the automatic ice making mechanism while the refrigerator is plugged in.



### Turning the Automatic Icemaker On or Off

To turn the automatic icemaker On/Off, press and hold the Ice On/Off button on the control panel for 3 seconds.

## Automatic Icemaker (continued)

### CAUTION

- The first ice and water dispensed may include particles or odor from the water supply line or the water tank.
- Throw away the first few batches of ice. This is also necessary if the refrigerator has not been used for a long time.
- Never store beverage cans or other items in the ice bin for the purpose of rapid cooling. Doing so may damage the icemaker or the containers may burst.
- If discolored ice is dispensed, check the water filter and water supply. If the problem continues, contact a qualified service center. Do not use the ice or water until the problem is corrected.
- Keep children away from the dispenser. Children may play with or damage the controls.
- The ice passage may become blocked with frost if only crushed ice is used. Remove the frost that accumulates by removing the ice bin and clearing the passage with a rubber spatula. Dispensing cubed ice can also help prevent frost buildup.
- Never use thin crystal glass or crockery to collect ice. Such containers may chip or break resulting in glass fragments in the ice.
- Dispense ice into a glass before filling it with water or other beverages. Splashing may occur if ice is dispensed into a glass that already contains liquid.
- Never use a glass that is exceptionally narrow or deep. Ice may jam in the ice passage and refrigerator performance may be affected.
- Keep the glass at a proper distance from the ice outlet. A glass held too close to the outlet may prevent ice from dispensing.
- To avoid personal injury, keep hands out of the ice door and passage.
- Never remove the dispenser cover.
- If ice or water dispenses unexpectedly, turn off the water supply and contact a qualified service center.

## When You Should Turn the Icemaker Off

- When the water supply will be shut off for several hours.
- When the ice bin is removed for more than one or two minutes.
- When the refrigerator will not be used for several days.

### NOTE

The ice bin should be emptied when the Ice On/Off button is set to the Off mode.

## Normal Sounds You May Hear

- The icemaker water valve will buzz as the icemaker fills with water. If the Ice on/off button is set to On, the icemaker will buzz even if it has not yet been hooked up to water. To stop the buzzing, press the Ice on/off button to set it to the Off position.

### NOTE

Keeping the icemaker on before the water line is connected can damage the icemaker.

- You will hear the sound of cubes dropping into the bin and water running in the pipes as the icemaker refills.

## Preparing for Vacation

Set the Ice On/Off button to Off and shut off the water supply to the refrigerator.

### NOTE

The ice bin should be emptied any time the Ice On/Off button is turned Off.

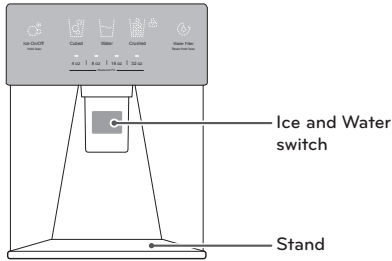
If the ambient temperature is expected to drop below freezing, have a qualified technician drain the water supply system to prevent serious property damage due to flooding caused by ruptured water lines or connections.

## Ice and Water Dispenser

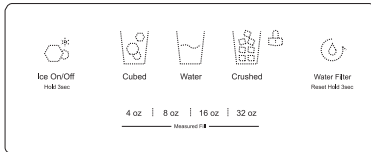
### CAUTION

Keep children away from the dispenser to prevent them from playing with or damaging the controls.

### Dispenser



### Using the Dispenser



- 1 Turn the icemaker on or off by pressing and holding Ice On/Off for three seconds.
- 2 To dispense cold water or ice, press the text on the dispenser control panel to select Cubed ice (🧊), Water (🥛), or Crushed ice (🧊).

### CAUTION

Throw away the first few batches of ice (about 24 cubes). This is also necessary if the refrigerator has not been used for a long time.

### Using the Measured Fill

The measured fill function dispenses pre-measured amounts of water automatically.

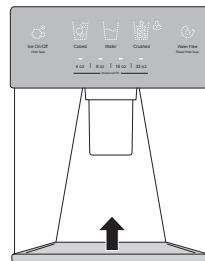
- 1 Select the desired amount from the Measured Fill buttons on the dispenser control panel.
- 2 Depress the dispenser switch with a container.
- 3 To stop the measured fill, release the dispenser switch.

### NOTE

- If discolored ice is dispensed, check the water filter and water supply. If the problem continues, contact a qualified service center. Do not use the ice or water until the problem is corrected.
- The dispenser will not operate when either of the refrigerator doors are open.
- If dispensing water or ice into a container with a small opening, place it as close to the dispenser as possible.
- Some dripping may occur after dispensing. Hold the cup beneath the dispenser for a few seconds after dispensing to catch all of the drops.

### Cleaning the Dispenser Stand

- 1 Raise up, holding both ends.



- 2 Wipe out dirty areas with a clean cloth.

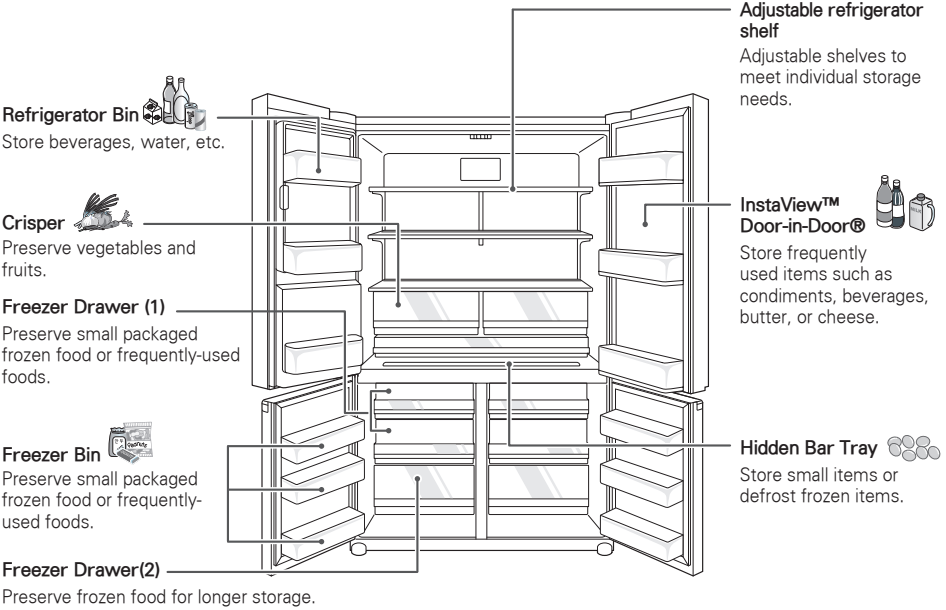
### Locking the Dispenser

Press and hold the Lock button on the interior display for three seconds to lock the dispenser and all of the display panel functions. Follow the same instructions to unlock.

## Storing Food

### Food Preservation Location

Each compartment inside the refrigerator is designed to store different types of food. Store your food in the optimal space to enjoy the freshest taste.



### CAUTION

- Do not store food with high moisture content toward the top of the refrigerator. The moisture could come in direct contact with the cold air and freeze.
- Wash food before storing it in the refrigerator. Vegetables and fruit should be washed, and food packaging should be wiped down to prevent adjacent foods from being contaminated.
- If the refrigerator is kept in a hot and humid place, frequent opening of the door or storing a lot of vegetables in the refrigerator may cause condensation to form. Wipe off the condensation with a clean cloth or a paper towel.
- If the refrigerator door or freezer drawer is opened too often, warm air may penetrate the refrigerator and raise its temperature. It can also increase the cost to run the appliance.
- Do not overfill or pack items too tightly into door bins. Doing so may cause damage to the bin or personal injury if items are removed with excessive force.
- The temperature inside the FRESHSteel Container is slightly lower than in the shelf or door bin area.

### NOTE

- If you are leaving home for a short period of time, like a short vacation, the refrigerator should be left on. Refrigerated foods that are able to be frozen will stay preserved longer if stored in the freezer.
- If you are leaving the refrigerator turned off for an extended period of time, remove all food and unplug the power cord. Clean the interior, and leave the door open to prevent fungi from growing in the refrigerator.

## Food Storage Tips

The following tips may not be applicable depending on the model.

Wrap or store food in the refrigerator in airtight and moisture-proof material unless otherwise noted. This prevents food odor and taste transfer throughout the refrigerator. For dated products, check date code to ensure freshness.

Food	How to
<b>Butter or Margarine</b>	Keep opened butter in a covered dish or closed compartment. When storing an extra supply, wrap in freezer packaging and freeze.
<b>Cheese</b>	Store in the original wrapping until you are ready to use it. Once opened, rewrap tightly in plastic wrap or aluminum foil.
<b>Milk</b>	Wipe milk cartons. For coldest milk, place containers on interior shelf.
<b>Eggs</b>	Store in original carton on interior shelf, not on door shelf.
<b>Fruit</b>	Do not wash or hull the fruit until it is ready to be used. Sort and keep fruit in its original container, in a crisper, or store in a completely closed paper bag on a refrigerator shelf.
<b>Leafy Vegetables</b>	Remove store wrapping and trim or tear off bruised and discolored areas. Wash in cold water and drain. Place in plastic bag or plastic container and store in crisper.
<b>Vegetables with skins (carrots, peppers)</b>	Place in plastic bags or plastic container and store in crisper.
<b>Fish</b>	Store fresh fish and shellfish in the freezer section if they are not being consumed the same day of purchase. It is recommended to consume fresh fish and shellfish the same day purchased.
<b>Leftovers</b>	Cover leftovers with plastic wrap or aluminum foil, or store in plastic containers with tight lids.

## Storing Frozen Food

### NOTE

Check a freezer guide or a reliable cookbook for further information about preparing food for freezing or food storage times.

### Freezing

Your freezer will not quick-freeze a large quantity of food. Do not put more unfrozen food into the freezer than will freeze within 24 hours (no more than 2 to 3 lbs. of food per cubic foot of freezer space). Leave enough space in the freezer for air to circulate around packages. Be careful to leave enough room at the front so the door can close tightly.

Storage times will vary according to the quality and type of food, the type of packaging or wrap used (how airtight and moisture-proof) and the storage temperature. Ice crystals inside a sealed package are normal. This simply means that moisture in the food and air inside the package have condensed, creating ice crystals.

### NOTE

Allow hot foods to cool at room temperature for 30 minutes, then package and freeze. Cooling hot foods before freezing saves energy.

## Storing Frozen Food (continued)

### Packaging

Successful freezing depends on correct packaging. When you close and seal the package, it must not allow air or moisture in or out. If it does, you could have food odor and taste transfer throughout the refrigerator and could also dry out frozen food.

### Packaging recommendations:

- Rigid plastic containers with tight-fitting lids
- Straight-sided canning/freezing jars
- Heavy-duty aluminum foil
- Plastic-coated paper
- Non-permeable plastic wraps
- Specified freezer-grade self-sealing plastic bags

Follow package or container instructions for proper freezing methods.

### Do not use

- Bread wrappers
- Non-polyethylene plastic containers
- Containers without tight lids
- Wax paper or wax-coated freezer wrap
- Thin, semi-permeable wrap

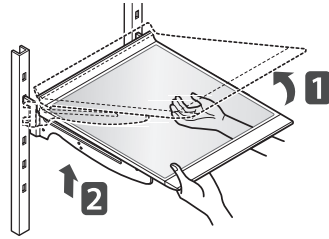
## Adjusting the Refrigerator Shelves

The shelves in the refrigerator are adjustable to meet individual storage needs. Your model may have either glass or wire shelves.

Adjusting the shelves to fit items of different heights will make finding the exact item you want easier. Doing so will also reduce the amount of time the refrigerator door is open which will save energy.

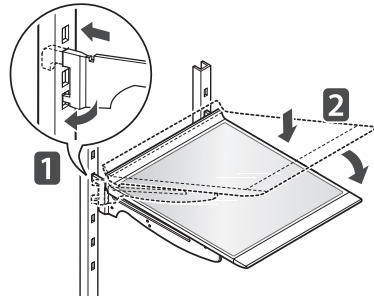
## Detaching the Shelf

Tilt up the front of the shelf and lift it straight up. Pull the shelf out.



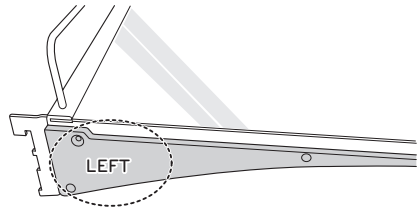
## Assembling the Shelf

Tilt the front of the shelf up and guide the rear shelf hooks into the slots at the desired height. Then, lower the front of the shelf so that the hooks drop into the slots.



### CAUTION

Make sure that shelves are level from one side to the other. Failure to do so may result in the shelf falling or food spilling.

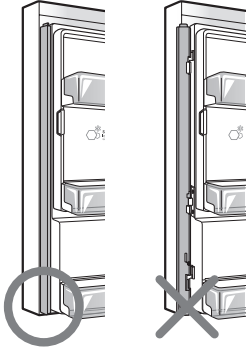


### NOTE

- The left side shelf has "LEFT" marking.
- If left and right side shelves are switched, they will not be assembled.



## When Closing the Door



### CAUTION

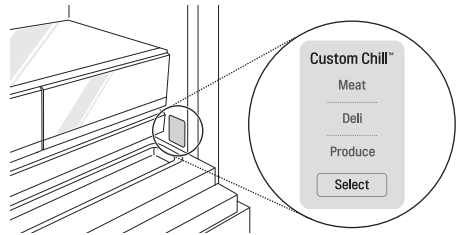
- To reduce the risk of door scratches and breaking the center door mullion, make sure that the refrigerator door mullion is always folded in.
- The door alarm sounds every 30 seconds if the door remains open longer than one minute. Ensure that the folding mullion is folded in before closing the left-hand door.

## CustomChill™ Pantry

This space is used to store meat, fish, dairy products, beverages, and other items that need to be kept chilled.

### Setting the CustomChill™ Pantry

Choose a temperature setting for the CustomChill™ pantry by pressing the Select button repeatedly to toggle between Meat, Deli, or Produce.



The temperature setting becomes progressively colder from Produce → Deli → Meat.

### CAUTION

- Vegetables or fruit may freeze if placed in the CustomChill™ pantry when it is set to Meat or Deli.
- To keep frozen meat from thawing, store it in the freezer not the pantry. During the food storage, be careful not to block the cold air outlet.
- When storing food, take care not to block the cold air outlet at the back of the pantry drawer.

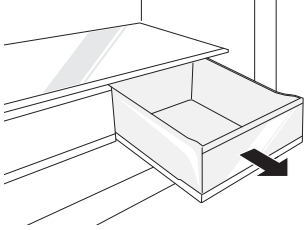
### NOTE

- If storing meat or fish for more than a few days, store it in the freezer.
- The optimal storage temperature for meat or fish in the refrigerator is at or below 37°F (3°C).

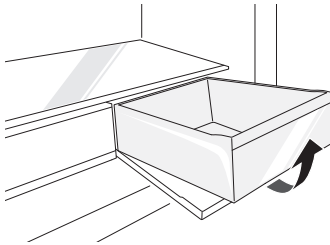
## Crisper Drawers

### Removing the Crisper Drawers

- 1 Pull the crisper drawer out until it stops.



- 2 Slightly lift the crisper drawer to remove it from the support.

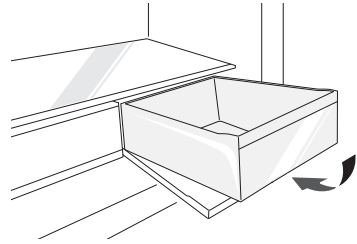


### ! CAUTION

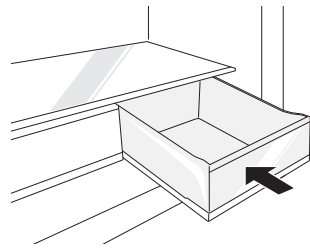
- Always empty the crispers before removing them, and use both hands when removing and assembling them.
- Make sure that the refrigerator doors are fully open before removing and assembling the crispers.

### Assembling the Crisper Drawers

- 1 Pull out the crisper drawer support until it stops. Angle the crisper drawer into the opening to place it on the support.

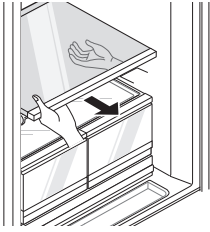


- 2 Slide the crisper drawer back on the support until it drops into place and then close the crisper drawer.



## Removing the Crisper Support Box

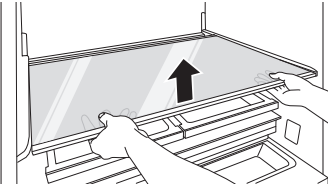
- 1 Fully open the fridge door and pull out all the shelves.



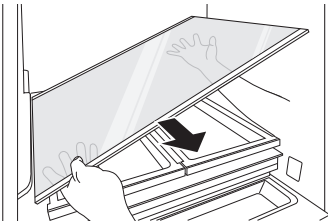
### CAUTION

- To avoid injury, always empty the shelves and crisper drawers before removing them.

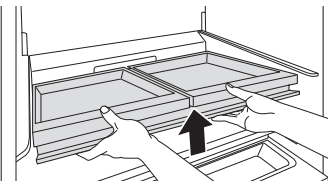
- 2 Lift the front of the crisper cover until you hear a loud click.



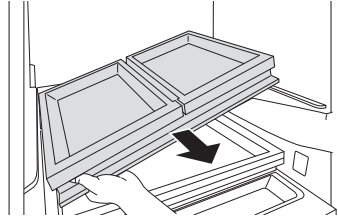
- 3 Tilt the cover slightly and support it with one hand while pulling it out.



- 4 Open the convertible pantry and lift the front side of the crisper support box with both hands.

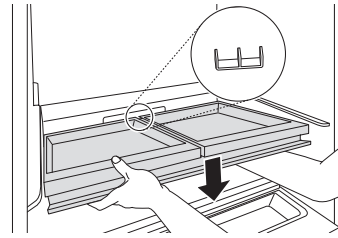


- 5 Slide one hand under the crisper support box and tilt the box up slightly to remove it.

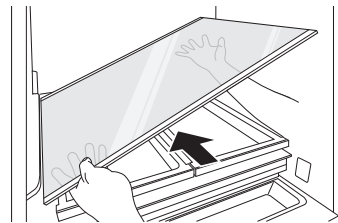


## Assembling the Crisper Support Box

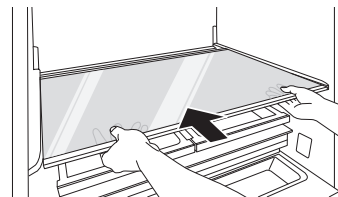
- 1 Use one hand to support the bottom of the crisper support box while aligning the inner edge of the box with the groove inside the refrigerator. Lower the box into place.



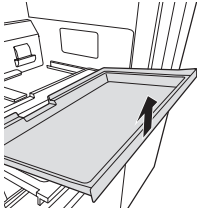
- 2 Angle the crisper cover into the refrigerator and then lower it into place.



- 3 Slide the crisper cover back until it stops.



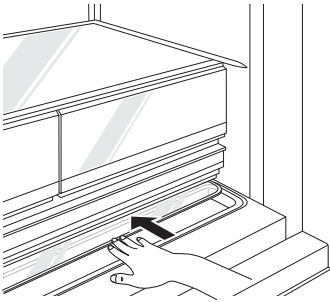
## Removing the CustomChill™ Pantry Insert



Remove the contents from the CustomChill™ pantry before removing the insert. To remove, open the drawer to full extension, lift the front of the insert, and pull it out.

## Hidden Bar Tray

The Hidden Bar Tray compartment is slightly cooler than the shelf or door bin areas, so it is a convenient place to store dairy snacks or other small items you want to keep especially cold. It is also a handy place to defrost meat.



### NOTE

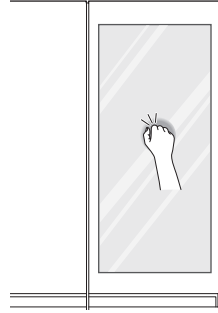
To open cover, push handle toward rear of bin to release catch.  
To close cover, slide cover over bin until catch clicks into place.

### CAUTION

- Be careful when handling and storing larger eggs. They can be broken if the cover is not completely closed and the drawer above is pushed in.
- Store foods like tofu, celery or lettuce which have high water content or freeze easily on the interior shelves at the front.

## InstaView™ Door-in-Door®

Knock twice on the center of the glass panel to reveal the contents of the door bins without opening the door and allowing the cold air to escape.



- Knocking twice on the glass panel turns the interior LED on or off.
- The LED turns off automatically after 5 seconds.
- The InstaView™ function is disabled when the right refrigerator door is open, for two seconds after closing the door, and when the ice dispenser is in use.

### WARNING

Do not hit the glass door panel with excessive force. Do not allow hard objects like cookware or glass bottles to hit the glass door panel. The glass could break, resulting in a risk of personal injury or product damage.

### NOTE

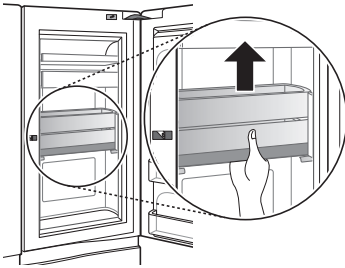
- Tapping the edges of the glass panel may not activate the InstaView™ function.
- The taps on the glass panel must be hard enough to be audible.
- Loud noises near the refrigerator may activate the InstaView™ function.
- The InstaView™ Door-in-Door® will not open if the right refrigerator door is open.

## EasyLift Bin

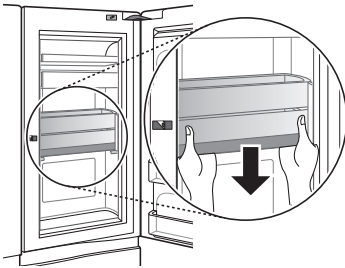
Move the EasyLift bin up and down easily and conveniently as necessary.

- Remove all items from the EasyLift bin before moving it up or down.
- Adjusting the EasyLift Bin allows taller food items to be stored more conveniently.

- 1 To raise the EasyLift bin, hold the bottom of the bin in the center and push the bin up until it clicks into place.



- 2 To lower the EasyLift bin, press up to release the levers at the bottom of the bin and lower the bin until it clicks into place.



### CAUTION

- To avoid personal injury or damage to the bin or its contents, empty the EasyLift bin before moving it up or down.

## Freezer Drawer

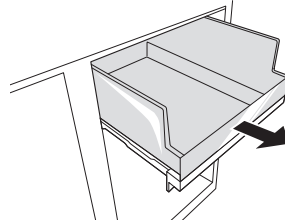
Use the upper compartments to store packaged frozen foods and frequently-used foods.

Use the lower compartments for larger frozen foods and items stored for longer periods.

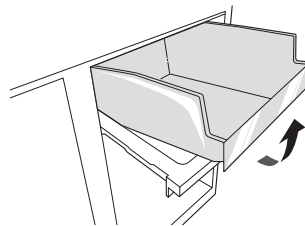
- The sliding freezer drawers allow easy access and convenience of use.

### Removing the Freezer Drawer

- 1 Pull the freezer drawer out until it stops. Empty all contents out of the drawer before removing it.



- 2 Lift the empty freezer drawer slightly to remove it from the support.

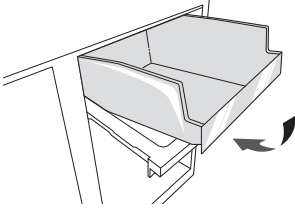


### CAUTION

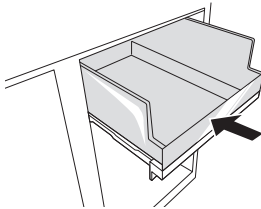
- The drawers are heavy. Always use two hands when removing or assembling the drawers to avoid product damage or personal injury. Always empty drawers before removing them.
- Always open the freezer doors completely before removing or assembling the drawers.

## Assembling the Freezer Drawer

- 1 Pull out the drawer support until it stops. Angle the drawer into the space and set it on the support.



- 2 Slide the drawer back until it lowers into place on the support. Close the drawer.

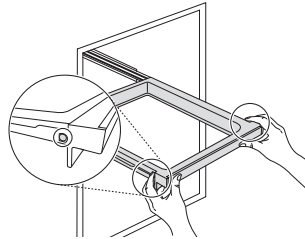


### CAUTION

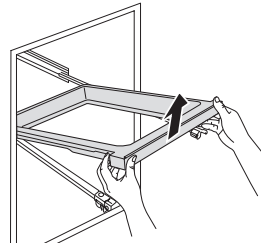
- The drawers are heavy. Always use two hands when removing or assembling the drawers to avoid product damage or personal injury. Always empty drawers before removing or assembling them.
- Always open the freezer doors completely before removing or assembling the drawers.

## Removing the Drawer Support

- 1 Press the levers on either side of the drawer support.

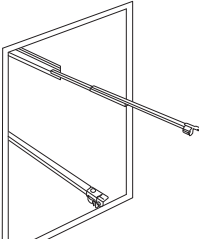


- 2 Keeping both levers pressed, lift the drawer support slightly and remove it from the rail system.

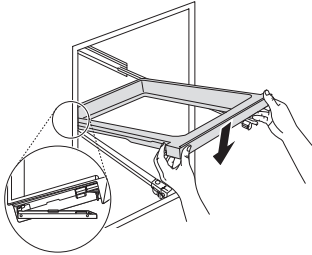


## Assembling the Drawer Support

- 1 Pull both drawer rails out until they stop.



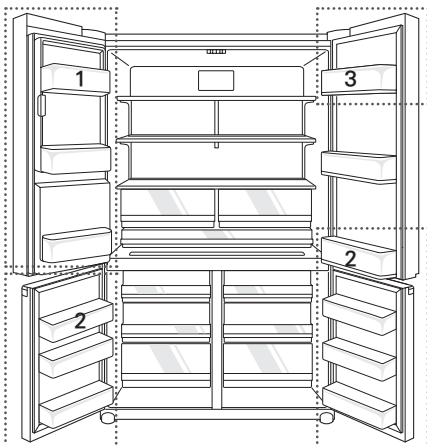
- 2 Line up the bottom edges on the sides of the drawer support with the groove in each rail and then lower the support until it clicks into place.



## Refrigerator/Freezer Door Bins

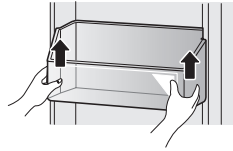
You can store small packaged frozen food in the freezer door bins, or small packaged refrigerated food or beverages in the refrigerator door bins, such as milk, water, juice, beer, etc.

Do not store ice cream or foods intended for long-term storage in the freezer door bins.

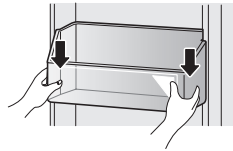


## 1. Left Refrigerator Door Bins

To remove the door bins, hold the bin with both hands and lift up to remove it.



To replace the freezer door bin, align both sides of the bin with the guides and push the bin down until it snaps into place.



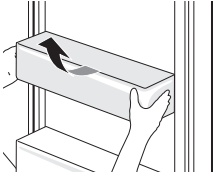
## Using the Door-in-Door Bin Bars

The metal bars attached to the Door-in-Door bins can be used as either rails or dividers.

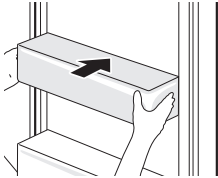
- 1 To keep tall items secure in the door bin, unfold the bar and extend it upward from the top of the bin as a rail.
- 2 To keep bin contents organized, unfold the bar and extend it back into the bin as a divider.
- 3 Fold the bar down into the front of the bin when not in use.

## 2. Freezer Bins and Lower InstaView™ Door-in-Door® bin

To remove the door bins, tilt the front of the bin up slightly while pulling the sides forward.



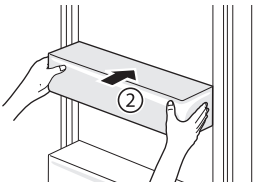
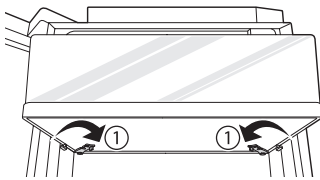
To replace, align the bottom bin tabs with the rail slots then push the bin in until it clicks into place.



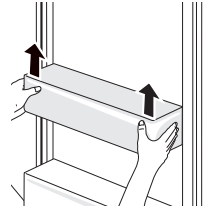
## 3. Upper InstaView™ Door-in-Door® bin

### Removing

- 1 Open the latches underneath the bin by rotating them inwards. Tilt the front of the bin up until the tabs on the top sides clear the rails, then push the bin slightly backward. (It may help to open the glass InstaView™ door.)

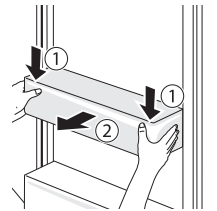
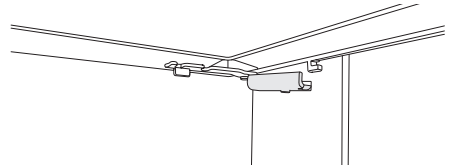


- 2 Hold both ends of the bin and lift.

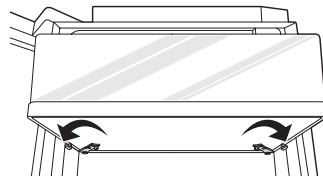


### Assembling

- 1 Make sure the bin latches are fully open. Slightly tilt the front of the bin up to align and insert the plastic tabs on the sides of the bin into the indents in the rails. Hold the sides of the bin and pull it slightly forward to correctly position the latches.



- 2 Close the latches by rotating them toward the sides of the bin.





# SMART FUNCTIONS

## LG ThinQ Application

This feature is only available on models with Wi-Fi.

The **LG ThinQ** application allows you to communicate with the appliance using a smartphone.

### LG ThinQ Application Features

#### Energy Monitoring (On Some Models)

This feature keeps track of the refrigerator's power consumption and the number of door openings.

#### Remote Control

Control the Refrigerator Temperature, Fresh Air Filter and Ice Plus from the smart phone app.

#### Push Messages

If the door remains open for more than ten minutes, you will receive a push message. When Ice Plus is finished, you will receive a push message.

#### Smart Diagnosis™

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

#### Settings

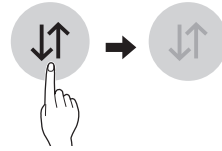
Allows you to set various options on the refrigerator and in the application.

#### NOTE

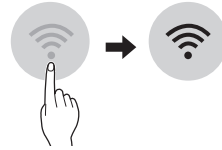
- If you change your wireless router, Internet service provider, or password, delete the registered appliance from the **LG ThinQ** application and register it again.
- This information is current at the time of publication. The application is subject to change for product improvement purposes without notice to users.

## Before Using LG ThinQ Application


- 1 Use a smartphone to check the strength of the wireless router (Wi-Fi network) near the appliance.
  - 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 **Wi-Fi**  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.
- The surrounding wireless environment can make the wireless network service run slowly.
- If the appliance is having trouble connecting to the Wi-Fi network, it may be too far from the router. Purchase a Wi-Fi repeater (range extender) to improve the Wi-Fi signal strength.
- The network connection may not work properly depending on the Internet service provider.
- The Wi-Fi connection may not connect or may be interrupted because of the home network environment.

**NOTE**

- If 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**, network setup may fail. Change the security protocol (**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 smart phone. Follow instructions to download and install the application.

**Connecting to Wi-Fi**

The **Wi-Fi** button, when used with the LG ThinQ application, allows the refrigerator to connect to a home Wi-Fi network. The **Wi-Fi** icon shows the status of the refrigerator's network connection. The icon illuminates when the refrigerator is connected to the Wi-Fi network.

**Initial Appliance Registration**

Run the LG ThinQ application and follow the instructions in the application to register the appliance.

**Re-registering the Appliance or Registering Another User**

Press and hold the **Wi-Fi** button for 3 seconds to temporarily turn it off. Run the LG ThinQ application and follow the instructions in the application to register the appliance.

**NOTE**

- To disable the Wi-Fi function, press and hold the **Wi-Fi** button for 3 seconds. Wi-Fi icon will be turned off.

**Wireless LAN Module Specifications**

<b>Model</b>	PWFSA2
<b>Frequency Range</b>	2412 to 2462 MHz
<b>Output Power(Max)</b>	< 30 dBm

## FCC Notice

- The following notice covers the transmitter module contained in this product.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules and also Part 18 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with part 15 and part 18 of the FCC Rules. Operation is subject to the following two conditions:

This device may not cause harmful interference and

(2) This device must accept any interference received, including interference that may cause undesired operation.

Any changes or modifications in construction of this device which are not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

The manufacturer is not responsible for any radio or TV interference caused by unauthorized modification to this device. It is the responsibility of the user to correct such interference.

## FCC RF Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

This equipment should be installed and operated with a minimum distance of 20 cm (7.8 inches) between the antenna and your body. Users must follow the specific operating instructions for satisfying RF exposure compliance.

## Industry Canada Statement

- For transmitter module contained in this product

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

(1) This device may not cause interference.

(2) This device must accept any interference, including interference that may cause undesired operation of the device.

## IC Radiation Exposure Statement

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

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

### NOTE

- THE MANUFACTURER IS NOT RESPONSIBLE FOR ANY RADIO OR TV INTERFERENCE CAUSED BY UNAUTHORIZED MODIFICATIONS TO THIS EQUIPMENT. SUCH MODIFICATIONS COULD VOID THE USER'S AUTHORITY TO OPERATE THE EQUIPMENT

## Open Source Software Notice Information

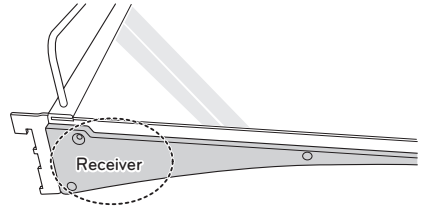
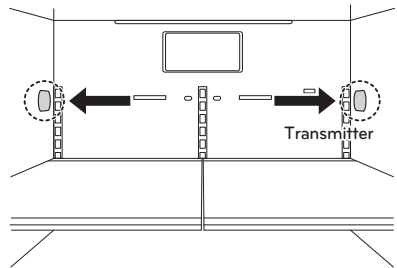
To obtain the source code under GPL, LGPL, MPL, and other open source licenses, that is contained in this product, please visit <http://opensource.lge.com>.

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](mailto:opensource@lge.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.

Wireless Power Transfer Specifications	
Frequency	350 kHz $\pm$ 20kHz
Rated voltage	DC 12V
Delivered power	Less than or equal to 1.2W per shelf
Transmission mode	Electromagnetic induction mode



### NOTE

- Installing the shelf on the right side will disable the shelf light.
- The shelf light turns on only when the shelf is installed in the highest or lowest positions.
- Foreign objects and dirt between the shelf and the inner cabinet wall could prevent the shelf light from turning on.
- The shelf light turns on when the door is opened.
- The shelf light turns off after seven minutes or when the door is closed.

## Smart Grid Function

When the refrigerator operates in Smart Grid mode, the Smart Refrigerator function can control energy usage or delay the operation of some functions to save energy during peak usage periods.

- You can override the Smart Grid function any time (using the Smart Grid button or application).
- To use the Smart Grid function, you need to register your application with your electric utility company, provided that, your electric utility company supports the function. In other words, the Smart Grid function will not be available if your electric utility company does not support the function or does not have the capability to support the function.

## Smart Grid Application Features

### Smart Saving\_Demand Response

You can lower energy usage based on Demand Response (DR) signals from the utility company. If the refrigerator is operating in Smart Saving mode according to the DR signal, you can see a pop up.

### Seasonal Energy Savings

Lower energy usage based on time period.

## Using the Smart Grid Function

This feature responds to notification events from your utility company to run high energy consuming tasks during off-peak periods when demand is lower. These notification events are known as Demand Response signals.

If the refrigerator receives a Demand Response signal from the utility company, the refrigerator will turn on the Grid LED on the refrigerator display and control its power consumption according to the signal.

The refrigerator will respond to the signals received from the utility company as long as product performance is maintained.

If the refrigerator receives a Demand Response signal, the refrigerator will operate in Delay Appliance Load (DAL) or Temporary Appliance Load Reduction (TALR) mode.

### Delay Appliance Load (DAL)

The refrigerator responds to a DAL signal by providing a moderate load reduction for the duration of the delay period.

This mode controls functions that consume a lot of energy such as adjusting the cooling system, running the defrost cycle, and making ice.

- When the refrigerator operates in DAL mode, the Grid LED is illuminated on the refrigerator display.
- DAL mode is automatically deactivated after the period stipulated by the DAL signal (max. 4 hours) or when you override the Smart Grid function.

### Temporary Appliance Load Reduction (TALR)

The refrigerator responds to a TALR signal by aggressively reducing the load for a short time period, typically 10 minutes. This mode reduces energy consumption by stopping the compressor and controlling the functions that consume a lot of energy such as the defrost cycle and fan.

- When the refrigerator operates in TALR mode, the Grid LED is illuminated on the refrigerator display.
- TALR mode is automatically deactivated after the received duration (max. 10 minutes), or when you override the Smart Grid function. The mode is immediately deactivated and the refrigerator returns to its normal state when the door is opened or closed, or the dispenser is used.

## Override Smart Grid Mode

To ignore the Demand Response signal from the utility company and override the Smart Grid function, push the Smart Grid button while the refrigerator is in Smart Grid mode.

When you override the Smart Grid function, the refrigerator ignores the Demand Response signal and is no longer controlled by the utility company until the next Demand Response signal is sent. You can also override the Smart Grid function using the smart phone app.

## LG Open API

You can manage Smart Grid features for the LG Smart Refrigerator.

Please check the detailed specifications on the notice page on [us.smarthinq.com](http://us.smarthinq.com).

### API list

Demand Response

- Send demand response signal

Power Saving

- Set saving mode
- Get schedule of DR/Delay Defrost

Energy Monitoring

- Get door open event
- Get energy consumption

Delay Defrost Capability

- Insert a delay defrost schedule event
- Update a delay defrost schedule event
- Delete a delay defrost schedule event
- Get the delay defrost schedule

## Using the Voice Assistant

### Before Using

The product must be connected to the **LG ThinQ** app in order to use the voice assistant feature.

For more information on connecting the product, refer to the **SMART FUNCTIONS** section.

#### NOTE

Voice assistant supports English commands only, so it will not be responded to other than English language.

### Voice Assistant Features

Use your voice to automatically open the door and get information such as the weather or time of day.

Function	Command (example)
Open Door	<b>Open the refrigerator door.</b>
	<b>Could you open the refrigerator door?</b>
	<b>Please open the refrigerator door.</b>
Ice and Water Dispenser	<b>Set Water to 'one glass'.</b>
	<b>Set to 16 oz of water.</b>
	<b>Set to Cubed Ice.</b>
Information	<b>What is the Status of the refrigerator dispenser?</b>
	<b>What day is it today?</b>
	<b>What time is it now?</b>

#### NOTE

- Voice assistant results may vary based on the volume of the user's voice, their intonation, and the ambient noise.
- For best results, keep background noise to a minimum and stand within 10 ft. (3 m) of the refrigerator.
- On some models, the motion sensor works with the voice assistant to answer certain voice commands.

## Setting up the Voice Assistant

You must wake the voice assistant up before it can assist you. You can select 2 different ways to do this.

Mode	Details
<b>Wake Zone + Wake Word</b>	This mode allows you to use either motion sensor activation or voice activation. <ul style="list-style-type: none"> <li>• <b>Wake Zone:</b> Stand close enough to the front of the product and the voice assistant will wake automatically without the wake word.</li> <li>• <b>Wake Word:</b> Stand within 10 feet (3 m) of the refrigerator and clearly say, "Hi, LG".</li> </ul>
<b>Wake Word</b>	This mode allows you to use voice activation. <ul style="list-style-type: none"> <li>• <b>Wake Word:</b> Stand within 10 feet (3 m) of the refrigerator and clearly say, "Hi, LG".</li> </ul>
<b>OFF</b>	This mode turns off the voice assistant



### CAUTION

- When the voice assistant function is in standby mode, the built-in microphone is activated whether the display is on or off. Voice is then sent over the network to the server.

### NOTE

- When the voice assistant is set to the **Wake Zone + Wake Word** mode:
  - Every time you pass in front of the refrigerator, the voice assistant is activated by the wake zone and enters the standby mode to recognize voice commands. Saying "Hi, LG" will not activate the wake word function in this case.

## Using Wake Word

To use the wake word, stand within 10 feet (3 m) of the refrigerator.

- 1 To wake the voice assistant, say, "Hi, LG".
  - The voice assistant control window automatically displays "Go ahead, I'm listening." and enters the ready mode.
- 2 Clearly issue your command.
  - Example: **Open the refrigerator door.**
  - If the voice assistant does not recognize the command, repeat it or try a different command.

## Using Wake Zone

To use the wake zone, stand near the front of the refrigerator and the voice assistant will automatically wake and enter standby mode to receive voice commands.



- 1 Stand in front of the product and wait a moment.
  - The voice assistant control window automatically displays "Go ahead, I'm listening." and enters the ready mode.
- 2 Clearly issue your command.
  - Example: **Open the refrigerator door.**

### NOTE

Voice assistant supports English commands only, so it will not be responded to other than English language.

- To issue a new voice command, say, "Hi, LG" or move away from the refrigerator and then move close again (within 3.25 ft. or 1 m).
- If the voice command is not recognized, the voice assistant function exits the standby mode.

## Smart Diagnosis™ Feature

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 Audible Diagnosis to Diagnose Issues

Follow the instructions below to use the audible diagnosis method.

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

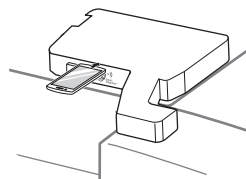
- 1 Lock the display. To lock the display, open the InstaView™ Door-in-Door® and press and hold the Lock button for three seconds. (If the display has been locked for over five minutes, you must deactivate the lock and then reactivate it.)



- 2 Press and hold the **Freezer** button for three seconds or longer while holding your phone to the speaker until the data transfer is complete.



- 3 After the display indicates "Smart Diagnosis" and number "3", release the Freezer button.
- 4 When instructed to do so by the call center, close the Door-in-Door and open the right refrigerator door.
- 5 Immediately hold the mouthpiece of your phone in front of the speaker that is located on the right hinge of the refrigerator door.



- 6 Keep the phone in place until the tone transmission has finished. The display will count down the time. Once the countdown is over and the tones have stopped, the diagnosis will be displayed in the application.

### NOTE

- For best results, do not move the phone while the tones are being transmitted.



# MAINTENANCE

## Cleaning

- Both the refrigerator and freezer sections defrost automatically; however, clean both sections about once a month to prevent odors.
- Wipe up spills immediately.
- Always unplug the refrigerator before cleaning.

### General Cleaning Tips

- Unplug refrigerator or disconnect power.
- Remove all removable parts, such as shelves, crispers, etc.
- Use a clean sponge or soft cloth and a mild detergent in warm water. Do not use abrasive or harsh cleaners.
- Hand wash, rinse and dry all surfaces thoroughly.

### Exterior

Waxing external painted metal surfaces helps provide rust protection. Do not wax plastic parts. Wax painted metal surfaces at least twice a year using appliance wax (or auto paste wax). Apply wax with a clean, soft cloth.

For products with a stainless steel exterior, use a clean sponge or soft cloth and a mild detergent in warm water. Do not use abrasive or harsh cleaners. Dry thoroughly with a soft cloth.



#### CAUTION

- Do not use a rough cloth or sponge when cleaning the interior and exterior of the refrigerator.
- Do not place your hand on the bottom surface of the refrigerator when opening and closing.



#### WARNING

Use non-flammable cleaner. Failure to do so can result in fire, explosion, or death.

### Inside Walls (allow freezer to warm up so the cloth will not stick)

To help remove odors, you can wash the inside of the refrigerator with a mixture of baking soda and warm water. Mix 2 tablespoons of baking soda to 1 quart of water (26 g soda to 1 liter water) Be sure the baking soda is completely dissolved so it does not scratch the surfaces of the refrigerator.

### Door Liners and Gaskets

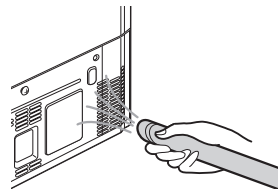
Use a clean sponge or soft cloth and a mild detergent in warm water. Do not use cleaning waxes, concentrated detergents, bleaches, or cleaners containing petroleum on plastic refrigerator parts.

### Plastic Parts (covers and panels)

Use a clean sponge or soft cloth and a mild detergent in warm water. Do not use glass cleaners, abrasive cleansers, or flammable fluids. These can scratch or damage the material.

### Condenser Coils

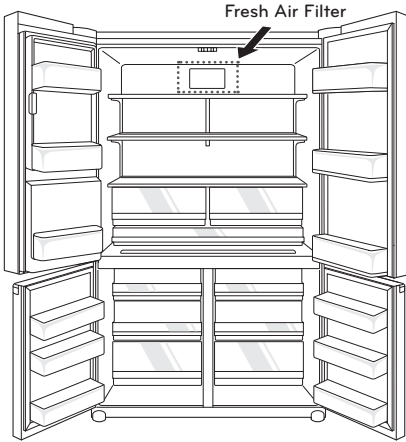
Use a vacuum cleaner with an attachment to clean the condenser cover and vents. Do not remove the panel covering the condenser coil area.



## Replacing the Fresh Air Filter

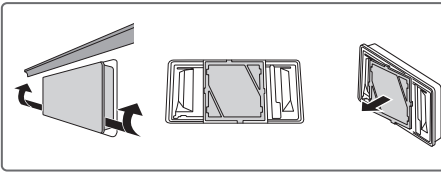
Replace the air filter:

- Approximately every six months.
- When the Replace Filter icon is displayed.



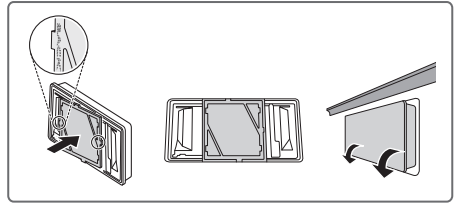
### 1 Remove the old filter.

Grab and hold lower right and left side of cover and tilt upward. The air filter is on the inside of the cover. Press outward on the sides of the central cover compartment to release the tabs of the air filter. Remove the air filter.



### 2 Install a new air filter.

Insert the side tab of the new filter into the slot on the side of the central cover compartment. Snap the other side of the filter down into place. It may help to press the side of the central compartment outward while pressing down on the filter. Make sure the side of the filter labeled "Back" is facing out. Snap the cover of the filter back onto the filter compartment in the refrigerator.



After changing the filter, push and hold the Ice Plus / Air Filter button for three seconds to reset the filter sensor.

## Replacing the Water Filter

### NOTE

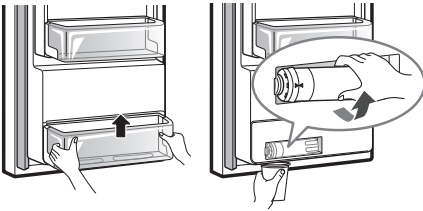
This refrigerator does not require a filter bypass plug when the filter is not in place.

Replace the water filter:

- Approximately every six months.
- When the water filter indicator blinks.
- When the water dispenser output decreases.
- When the ice cubes are smaller than normal.

### 1 Remove the old water filter.

Lift up and remove the lower door bin. Swing the right end of the water filter out of the compartment and then grasp and rotate the filter counterclockwise to remove it from the filter head.

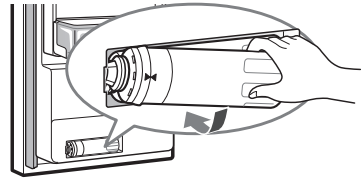


### NOTE

Replacing the water filter could cause a small amount of water to drain. Place a cup under the filter head to catch any water.

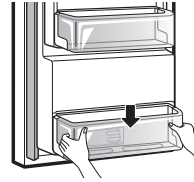
### 2 Replace with a new water filter.

Insert the new filter into the filter head and rotate it clockwise until the arrow on the new filter lines up with the arrow on the filter head. Swing the filter back into the compartment.



### 3 Assemble the door bin.

After changing the filter, push and hold the Water Filter button for three seconds to reset the filter.



## Performance Data Sheet

### Use Replacement Cartridge: ADQ73613401

The concentration of the indicated substances in water entering the system was reduced to a concentration less than or equal to the permissible limit for water leaving the system as specified in NSF/ANSI Standard 42 and Standard 53.



System tested and certified by NSF International against NSF/ANSI Standard 42 and Standard 53 for the reduction of substances listed below.

Capacity 200 Gallons (757 Liters) Contaminant Reduction Determined by NSF testing.

Contaminant Reduction	Average Influent	NSF specified Challenge Concentration	Avg % Reduction	Average Product Water Concentration	Max Permissible Product Water Concentration	NSF Reduction requirements
Chlorine Taste and Odor	2.0 mg/L	2.0 mg/L $\pm$ 10%	97.5%	0.05 mg/L	N/A	$\geq$ 50%
Nominal Particulate Class I, $\geq$ 0.5 to < 1.0 $\mu$ m	5,600,000 pts/mL	At least 10,000 particles/mL	99.3%	73,000 pts/ml	N/A	$\geq$ 85%
Asbestos	170 MFL	10 <sup>7</sup> to 10 <sup>8</sup> MFL; fibers greater than 10 $\mu$ m in length	>99%	< 1MLF	N/A	$\geq$ 99%
Atrazine	0.0087 mg/L	0.009 mg/L $\pm$ 10%	94.2%	0.0005 mg/L	0.003 mg/L	N/A
Benzene	0.017 mg/L	0.015 mg/L $\pm$ 10%	97.0%	< 0.0005 mg/L	0.005 mg/L	N/A
Carbofuran	0.073 mg/L	0.08 mg/L $\pm$ 10%	98.8%	0.001 mg/L	0.04 mg/L	N/A
Lindane	0.002 mg/L	0.002 mg/L $\pm$ 10%	98.8%	0.00002 mg/L	0.0002 mg/L	N/A
P-Dichlorobenzene	0.263 mg/L	0.225 mg/L $\pm$ 10%	99.6%	0.001 mg/L	0.075 mg/L	N/A
Toxaphene	0.015 mg/L	0.015 mg/L $\pm$ 10%	93.5%	0.001 mg/L	0.003 mg/L	N/A
2,4-D	0.25 mg/L	0.210 mg/L $\pm$ 10%	99.5%	0.0012 mg/L	0.07 mg/L	N/A
Lead pH @6.5	0.150 mg/L	0.15 mg/L $\pm$ 10%	>99.3%	0.001 mg/L	0.010 mg/L	N/A
Lead pH @8.5	0.150 mg/L	0.15 mg/L $\pm$ 10%	>99.3%	0.001 mg/L	0.010 mg/L	N/A
Mercury @ pH 6.5	0.006 mg/L	0.006 mg/L $\pm$ 10%	96.5	0.0002 mg/L	0.002 mg/L	N/A
Mercury @ pH 8.5	0.0062 mg/L	0.006 mg/L $\pm$ 10%	86.9	0.0081 mg/L	0.002 mg/L	N/A
Cyst*	200,000 cysts/L	Minimum 50,000 cysts/L	>99.99%	<1 cyst/L	N/A	$\geq$ 99.95%

\* Based on the use of Cryptosporidium parvum oocysts.

## Application Guidelines / Water Supply Parameters

Note that while the testing was performed under standard laboratory conditions, actual performance may vary.

It is essential that the manufacturer’s recommended installation, maintenance and filter replacement requirements be carried out for the product to perform as advertised.

<b>Service Flow</b>	0.5 gpm (1.9 lpm)
<b>Water Supply</b>	Community or private well — Potable Water
<b>Water Pressure</b>	20 -120 psi (138 - 827 kPa)
<b>Water Temperature</b>	33-100°F (0.6 -37.8°C)
<b>Capacity</b>	200 gallons (757 liters)

Replacement Cartridge: ADQ73613401

For estimated costs of replacement elements please call 1-877-714-7486 or visit our website at [www.LGSIGNATURE.com](http://www.LGSIGNATURE.com)

Refer to the “warranty” section of the Refrigerator Owner’s Manual for Limited Warranty information.

NSF System Trade Name Code : ADQ73613401-S  
NSF Replacement Code : ADQ73613401

## SAFETY INFORMATION

Read, understand, and follow all safety Information contained in these instructions prior to installation and use of this product. Retain these instructions for future reference.

### WARNING

**To reduce the risk associated with the ingestion of contaminants:**

- **Do not** use with water that is microbiologically unsafe or of unknown quality without adequate disinfection before or after the system. Systems certified for cyst reduction may be used on disinfected water that may contain filterable cysts.

### CAUTION

**Please note that water could leak while replacing the filter which could result in property damage.**

**To reduce the risk associated with property damage due to water leakage:**

- **Read and follow** Use Instructions before installation and use of this system.
- Installation **must** comply with existing state or local plumbing codes.
- **Protect filter from freezing** Drain filter when room temperature drops below 33°F (0.6°C).
- **Do not** install if water pressure exceeds 120 psi (827 kPa). If your water pressure exceeds 80 psi, you must install a pressure limiting valve. Contact a plumbing professional if you are uncertain how to check your water pressure.
- **Do not** install where water hammer conditions may occur. If water hammer conditions exist you must install a water hammer arrester. Contact a plumbing professional if you are uncertain how to check for this condition.
- **Do not** install on hot water supply lines. Install on cold water lines only. The maximum operating water temperature of this filter system is 100°F (37.8°C).
- Where a backflow prevention device is installed on a water system, a device for controlling pressure due to thermal expansion must be installed.
- The disposable filter cartridge **must** be replaced every six months, at the rated capacity or if a noticeable reduction in flow rate occurs.

# NSF International

RECOGNIZES

MCM Co., Ltd.

Republic of Korea

AS COMPLYING WITH NSF/ANSI 42, 53 AND ALL APPLICABLE REQUIREMENTS.  
PRODUCTS APPEARING IN THE NSF OFFICIAL LISTING ARE  
AUTHORIZED TO BEAR THE NSF MARK.



ANSI Accredited Program  
Product Certification  
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Certification Program  
Accredited by the  
American National  
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NSF/ANSI 42, 53  
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This certificate is the property of NSF International and must be returned upon request. For the most current and complete information, please access NSF's website ([www.nsf.org](http://www.nsf.org)).

October 4, 2013  
Certificate# C0174200 - 02

David Purkiss  
General Manager, Water Systems

California Department of Public Health Certification 14-3015

# TROUBLESHOOTING

Review the Troubleshooting section before calling for service; doing so will save you both time and money.

Problem	Possible Causes	Solutions
Refrigerator and Freezer section are not cooling.	The refrigerator control is set to OFF (some models).	Turn the control ON. Refer to the Setting the Controls section for proper temperature settings.
	Refrigerator is in the defrost cycle.	During the defrost cycle, the temperature of each compartment may rise slightly. Wait 30 minutes and confirm the proper temperature has been restored once the defrost cycle has completed.
	Refrigerator was recently installed.	It may take up to 24 hours for each compartment to reach the desired temperature.
	Refrigerator was recently relocated.	If the refrigerator was stored for a long period of time or moved on its side, it is necessary for the refrigerator to stand upright for 24 hours before connecting it to power.
	May be in Display mode.	Refer to page 25 for Display mode instructions.
Cooling system runs too much.	Refrigerator is replacing an older model.	Modern refrigerators require more operating time but use less energy due to more efficient technology.
	Refrigerator was recently plugged in or power restored.	The refrigerator will take up to 24 hours to cool completely.
	Door opened often or a large amount of food / hot food was added.	Adding food and opening the door warms the refrigerator, requiring the compressor to run longer in order to cool the refrigerator back down. In order to conserve energy, try to get everything you need out of the refrigerator at once, keep food organized so it is easy to find, and close the door as soon as the food is removed. (Refer to the Food Storage Guide.)
	Doors are not closed completely.	Firmly push the doors shut. If they will not shut all the way, see the Doors will not close completely or pop open section in Troubleshooting.
	Refrigerator is installed in a hot location.	The compressor will run longer under warm conditions. At normal room temperatures (70°F) expect your compressor to run about 40% to 80% of the time. Under warmer conditions, expect it to run even more often. The refrigerator should not be operated above 110°F.
	Condenser / back cover is clogged.	Use a vacuum cleaner with an attachment to clean the condenser cover and vents. Do not remove the panel covering the condenser coil area. Unplug the cord or switch off the breaker before cleaning.

Problem	Possible Causes	Solutions
Refrigerator or Freezer section is too warm.	Refrigerator was recently installed.	It may take up to 24 hours for each compartment to reach the desired temperature.
	Air vents are blocked.	Rearrange items to allow air to flow throughout the compartment. Refer to the Airflow diagram in the Using Your Refrigerator section.
	Doors are opened often or for long periods of time.	When the doors are opened often or for long periods of time, warm, humid air enters the compartment. This raises the temperature and moisture level within the compartment. To lessen the effect, reduce the frequency and duration of door openings.
	Unit is installed in a hot location.	The refrigerator should not be operated in temperatures above 110°F.
	A large amount of food or hot food was added to either compartment.	Adding food warms the compartment requiring the cooling system to run. Allowing hot food to cool to room temperature before putting it in the refrigerator will reduce this effect.
	Doors not closed correctly.	See the Doors will not close correctly or pop open section in Troubleshooting.
	Temperature control is not set correctly.	If the temperature is too warm, adjust the control one increment at a time and wait for the temperature to stabilize. Refer to the Setting the Controls section for more information.
	Defrost cycle has recently completed.	During the defrost cycle, the temperature of each compartment may rise slightly and condensation may form on the back wall. Wait 30 minutes and confirm the proper temperature has been restored once the defrost cycle has completed.




Problem	Possible Causes	Solutions
Interior moisture buildup.	Doors are opened often or for long periods of time.	When the doors are opened often or for long periods of time, warm, humid air enters the compartment. This raises the temperature and moisture level within the compartment. To lessen the effect, reduce the frequency and duration of door openings.
	Doors not closed correctly.	See the Doors will not close correctly section in the Troubleshooting section.
	Weather is humid.	Humid weather allows additional moisture to enter the compartments when the doors are opened leading to condensation or frost. Maintaining a reasonable level of humidity in the home will help to control the amount of moisture that can enter the compartments.
	Defrost cycle recently completed.	During the defrost cycle, the temperature of each compartment may rise slightly and condensation may form on the back wall. Wait 30 minutes and confirm that the proper temperature has been restored once the defrost cycle has completed.
	Food is not packaged correctly.	Food stored uncovered or unwrapped, and damp containers can lead to moisture accumulation within each compartment. Wipe all containers dry and store food in sealed packaging to prevent condensation and frost.
Food is freezing in the refrigerator compartment.	Food with high water content was placed near an air vent.	Rearrange items with high water content away from air vents.
	Refrigerator temperature control is set incorrectly.	If the temperature is too cold, adjust the control one increment at a time and wait for the temperature to stabilize. Refer to the Setting the Controls section for more information.
	Refrigerator is installed in a cold location.	When the refrigerator is operated in temperatures below 41°F (5°C), food can freeze in the refrigerator compartment. The refrigerator should not be operated in temperatures below 55°F (13°C).
Frost or ice crystals form on frozen food (outside of package).	Door is opened frequently or for long periods of time.	When the doors are opened often or for long periods of time, warm, humid air enters the compartment. This raises the temperature and moisture level within the compartment. Increased moisture will lead to frost and condensation. To lessen the effect, reduce the frequency and duration of door openings.
	Door is not closing properly.	Refer to the Doors will not close correctly or pop open section in the Troubleshooting section.
Refrigerator or Freezer section is too cold.	Incorrect temperature control settings.	If the temperature is too cold, adjust the control one increment at a time and wait for the temperature to stabilize. Refer to the Setting the Controls section for more information.

Problem	Possible Causes	Solutions
Frost or ice crystals on frozen food (inside of sealed package).	Condensation from food with a high water content has frozen inside of the food package.	This is normal for food items with a high water content.
	Food has been left in the freezer for a long period of time.	Do not store food items with high water content in the freezer for a long period of time.
Icemaker is not making enough ice.	Demand exceeds ice storage capacity.	The icemaker will produce approximately 70~182 cubes in a 24 hour period.
	House water supply is not connected, valve is not turned on fully, or valve is clogged.	Connect the refrigerator to a cold water supply with adequate pressure and turn the water shutoff valve fully open.  If the problem persists, it may be necessary to contact a plumber.
	Water filter has been exhausted.	It is recommended that you replace the water filter: <ul style="list-style-type: none"> <li>• Approximately every six months.</li> <li>• When the water filter indicator blinks.</li> <li>• When the water dispenser output decreases.</li> <li>• When the ice cubes are smaller than normal.</li> </ul>
	Low house water supply pressure.	The water pressure must be 20~120 psi or 138~827 kPa or 1.4~8.4 kgf/cm <sup>2</sup> on models without a water filter and 40~120 psi or 276~827 kPa or 2.8~8.4 kgf/cm <sup>2</sup> on models with a water filter.  If the problem persists, it may be necessary to contact a plumber.
	Reverse Osmosis filtration system is used.	Reverse osmosis filtration systems can reduce the water pressure below the minimum amount and result in icemaker issues. (Refer to Water Pressure section.)
	Tubing connecting refrigerator to house supply valve is kinked.	The tubing can kink when the refrigerator is moved during installation or cleaning resulting in reduced water flow. Straighten or repair the water supply line and arrange it to prevent future kinks.

Problem	Possible Causes	Solutions
Icemaker is not making enough ice (continued).	Doors are opened often or for long periods of time.	If the doors of the unit are opened often, ambient air will warm the refrigerator which will prevent the unit from maintaining the set temperature. Lowering the refrigerator temperature can help, as well as not opening the doors as frequently.
	Doors are not closed completely.	If the doors are not properly closed, ice production will be affected. See the Doors will not close completely or pop open section in Troubleshooting for more information.
	The temperature setting for the freezer is too warm.	The recommended temperature for the freezer compartment for normal ice production is 0°F. If the freezer temperature is warmer, ice production will be affected.
Dispensing water slowly.	Water filter has been exhausted.	It is recommended that you replace the water filter: <ul style="list-style-type: none"> <li>• Approximately every six months.</li> <li>• When the water filter indicator blinks.</li> <li>• When the water dispenser output decreases.</li> <li>• When the ice cubes are smaller than normal.</li> </ul>
	Reverse osmosis filtration system is used.	Reverse osmosis filtration systems can reduce the water pressure below the minimum amount and result in icemaker issues.  If the problem persists, it may be necessary to contact a plumber.
	Low house water supply pressure.	The water pressure must be 20~120 psi or 138~827 kPa or 1.4~8.4 kgf/cm <sup>2</sup> on models without a water filter and 40~120 psi or 276~827 kPa or 2.8~8.4 kgf/cm <sup>2</sup> on models with a water filter.  If the problem persists, it may be necessary to contact a plumber.

Problem	Possible Causes	Solutions
Not dispensing ice.	Doors are not closed completely.	Ice will not dispense if any of the refrigerator doors are left open.
	Infrequent use of the dispenser.	Infrequent use of the ice dispenser will cause the cubes to stick together over time, which will prevent them from properly dispensing. Check the ice bin for ice cubes clumping/sticking together. If they are, break up the ice cubes to allow for proper operation.
	The delivery chute is clogged with frost or ice fragments.	Eliminate the frost or ice fragments by removing the ice bin and clearing the chute with a plastic utensil. Dispensing cubed ice can also help prevent frost or ice fragment buildup.
	The dispenser display is locked.	Press and hold the Lock button for three seconds to unlock the control panel and dispenser.
	Ice bin is empty.	It may take up to 24 hours for each compartment to reach the desired temperature and for the icemaker to begin making ice. Make sure that the shutoff (arm/sensor) is not obstructed.  Once the ice supply in the bin has been completely exhausted, it may take up to 90 minutes before additional ice is available, and approximately 24 hours to completely refill the bin.
Icemaker is not making ice.	Refrigerator was recently installed or icemaker recently connected.	It may take up to 24 hours for each compartment to reach the desired temperature and for the icemaker to begin making ice.
	Icemaker not turned on.	Locate the Ice On/Off button on the display and confirm that it is turned On.
	The ice detecting sensor is obstructed.	Foreign substances or frost on the ice-detecting sensor can interrupt ice production. Make sure that the sensor area is clean at all times for proper operation.
	The refrigerator is not connected to a water supply or the supply shutoff valve is not turned on.	Connect refrigerator to the water supply and turn the water shutoff valve fully open.
	Icemaker shutoff (arm or sensor) obstructed.	If your icemaker is equipped with an ice shutoff arm, make sure that the arm moves freely. If your icemaker is equipped with the electronic ice shutoff sensor, make sure that there is a clear path between the two sensors.
	Reverse osmosis water filtration system is connected to your cold water supply.	Reverse osmosis filtration systems can reduce the water pressure below the minimum amount and result in icemaker issues. (Refer to the Water Pressure section.)

Problem	Possible Causes	Solutions
Not dispensing water.	New installation or water line recently connected.	Dispense 2.5 gallons of water (flush for approximately 5 minutes) to remove trapped air and contaminants from the system. Do not dispense the entire 2.5 gallon amount continuously. Depress and release the dispenser pad for cycles of 30 seconds ON and 60 seconds OFF.
	The dispenser panel is locked.	Press and hold the Lock button for three seconds to unlock the control panel and dispenser.
	The dispenser is not set for water dispensing.	The dispenser can be set for ice or water. Make certain that the control panel is set for the proper operation. Press the Water button on the control panel to dispense water.
	Refrigerator or freezer doors are not closed properly.	Water will not dispense if any of the refrigerator doors are left open.
	Water filter has been recently removed or replaced.	After the water filter is replaced, dispense 2.5 gallons of water (flush for approximately 5 minutes) to remove trapped air and contaminants from the system. Do not dispense the entire 2.5 gallon amount continuously. Depress and release the dispenser pad for cycles of 30 seconds ON and 60 seconds OFF.
	Tubing connecting refrigerator to house supply valve is kinked.	The tubing can kink when the refrigerator is moved during installation or cleaning resulting in reduced water flow. Straighten or repair the water supply line and arrange it to prevent future kinks.
	The house water supply is not connected, the valve is not turned on fully, or the valve is clogged.	Connect refrigerator to the water supply and turn the water shutoff valve fully open.  If the problem persists, it may be necessary to contact a plumber.

Problem	Possible Causes	Solutions
Ice has bad taste or odor.	Water supply contains minerals such as sulfur.	A water filter may need to be installed to eliminate taste and odor problems.  NOTE: In some cases, a filter may not help. It may not be possible to remove all minerals / odor / taste in all water supplies.
	Icemaker was recently installed.	Discard the first few batches of ice to avoid discolored or bad tasting ice.
	Ice has been stored for too long.	Ice that has been stored for too long will shrink, become cloudy, and may develop a stale taste. Throw away old ice and make a new supply.
	The food has not been stored properly in either compartment.	Rewrap the food. Odors may migrate to the ice if food is not wrapped properly.
	The interior of the refrigerator needs to be cleaned.	See the Care and Cleaning section for more information.
	The ice storage bin needs to be cleaned.	Empty and wash the bin (discard old cubes). Make sure that the bin is completely dry before reinstalling it.
Dispensing warm water.	Refrigerator was recently installed.	Allow 24 hours after installation for the water storage tank to cool completely.
	The water dispenser has been used recently and the storage tank was exhausted.	Depending on your specific model, the water storage capacity will range from approximately 20 to 30 oz.
	Dispenser has not been used for several hours.	If the dispenser has not been used for several hours, the first glass dispensed may be warm. Discard the first 10 oz.
	Refrigerator is connected to the hot water supply.	Make sure that the refrigerator is connected to a cold water pipe.   <b>WARNING:</b> Connecting the refrigerator to a hot water line may damage the icemaker.
Water has bad taste or odor.	Water supply contains minerals such as sulfur.	A water filter may need to be installed to eliminate taste and odor problems.
	Water filter has been exhausted.	It is recommended that you replace the water filter: <ul style="list-style-type: none"> <li>• Approximately every 6 months.</li> <li>• When the water filter indicator blinks.</li> <li>• When the water dispenser output decreases.</li> <li>• When the ice cubes are smaller than normal.</li> </ul>
	Refrigerator was recently installed.	Dispense 2.5 gallons of water (flush for approximately 5 minutes) to remove trapped air and contaminants from the system. Do not dispense the entire 2.5 gallon amount continuously. Depress and release the dispenser pad for cycles of 30 seconds ON and 60 seconds OFF.

Problem	Possible Causes	Solutions
Icemaker is making too much ice.	Icemaker shutoff (arm/sensor) is obstructed.	Empty the ice bin. If your icemaker is equipped with an ice shutoff arm, make sure that the arm moves freely. If your icemaker is equipped with the electronic ice shutoff sensor, make sure that there is a clear path between the two sensors. Reinstall the ice bin and wait 24 hours to confirm proper operation.
Clicking	The defrost control will click when the automatic defrost cycle begins and ends. The thermostat control (or refrigerator control on some models) will also click when cycling on and off.	Normal Operation
Rattling	Rattling noises may come from the flow of refrigerant, the water line on the back of the unit, or items stored on top of or around the refrigerator.	Normal Operation
	Refrigerator is not resting solidly on the floor.	Floor is weak or uneven or leveling legs need to be adjusted. See the Door Alignment section.
	Refrigerator with linear compressor was jarred while running.	Normal Operation
Whooshing	Evaporator fan motor is circulating air through the refrigerator and freezer compartments.	Normal Operation
	Air is being forced over the condenser by the condenser fan.	Normal Operation
Gurgling	Refrigerant flowing through the cooling system.	Normal Operation
Popping	Contraction and expansion of the inside walls due to changes in temperature.	Normal Operation
Sizzling	Water dripping on the defrost heater during a defrost cycle.	Normal Operation
Vibrating	If the side or back of the refrigerator is touching a cabinet or wall, some of the normal vibrations may make an audible sound.	To eliminate the noise, make sure that the sides and back cannot vibrate against any wall or cabinet.
Dripping	Water running into the drain pan during the defrost cycle.	Normal Operation

Problem	Possible Causes	Solutions
Pulsating or High-Pitched Sound	Your refrigerator is designed to run more efficiently to keep your food items at the desired temperature. The high efficiency compressor may cause your new refrigerator to run longer than your old one, but it is still more energy efficient than previous models. While the refrigerator is running, it is normal to hear a pulsating or high-pitched sound.	Normal Operation
Doors will not close correctly or pop open.	Food packages are blocking the door open.	Rearrange food containers to clear the door and door shelves.
	Ice bin, crisper cover, pans, shelves, door bins, or baskets are out of position.	Push bins all the way in and put crisper cover, pans, shelves and baskets into their correct positions. See the Using Your Refrigerator section for more information.
	The doors were removed during product installation and not properly replaced.	Remove and replace the doors according to the Removing and Replacing Refrigerator Handles and Doors section.
	Refrigerator is not leveled properly.	See Door Alignment in the Refrigerator Installation section to level refrigerator.
Doors are difficult to open.	The gaskets are dirty or sticky.	Clean the gaskets and the surfaces that they touch. Rub a thin coat of appliance polish or kitchen wax on the gaskets after cleaning.
	Door was recently closed.	When you open the door, warmer air enters the refrigerator. As the warm air cools, it can create a vacuum. If the door is hard to open, wait one minute to allow the air pressure to equalize, then see if it opens more easily.
InstaView™ Door-in-Door® panel doesn't work properly.	Knocking too softly or on edges of panel. Loud noise near refrigerator.	Knock twice near the center of the glass panel. Tap hard enough so the taps are audible. Loud noises may activate InstaView™ function. The LED turns off automatically after 5 seconds.
Auto Open Door does not work properly.	Motion sensor not activated or flooring material too reflective.	Make sure your foot passes in front of the motion sensor before you step on the displayed text. If the flooring material is highly reflective, the Auto Door sensor may malfunction.
Auto Open Drawer does not work properly.	Door not open wide enough. Closing door too quickly.	Open the door at least 85 degrees. Close the door to less than 85 degrees, then allow the sensor to react and the drawers to close before fully closing the door.



Problem	Possible Causes	Solutions
Refrigerator wobbles or seems unstable.	Leveling legs are not adjusted properly.	Refer to the Leveling and Door Alignment section.
	Floor is not level.	It may be necessary to add shims under the leveling legs or rollers to complete installation.
Door mullion does not fold in and out properly. Door remains ajar after Auto Door Open function.	Front leveling legs not extended, refrigerator not level, doors misaligned.	Once the door bins are filled, the doors may become misaligned, preventing the door mullion or the Auto Door Open function from working properly.  Extend both front leveling legs fully so they are in firm contact with the floor. Follow the instructions in the Door Alignment section to raise the left refrigerator door until the door mullion is once again working properly. Adjust the right refrigerator door so it aligns with the left refrigerator door.
Lights do not work.	LED interior lighting failure.	The refrigerator compartment lamp is LED interior lighting, and service should be performed by a qualified technician.
The interior of the refrigerator is covered with dust or soot.	The refrigerator is located near a fire source, such as a fireplace, chimney or candle.	Make sure that the refrigerator is not located near a fire source, such as a fireplace, chimney or candle.
Trouble connecting appliance and smartphone to Wi-Fi network	The password for the Wi-Fi network was entered incorrectly.	Delete your home Wi-Fi network and begin the registration process again.
	Mobile data for your smartphone is turned on.	Turn off the <b>Mobile data</b> on your smartphone before registering the appliance.
	The wireless network name (SSID) is set incorrectly.	The wireless network name (SSID) should be a combination of English letters and numbers. (Do not use special characters.)
	The router frequency is not 2.4 GHz.	Only a 2.4 GHz router frequency is supported. Set the wireless router to 2.4 GHz and connect the appliance to the wireless router. To check the router frequency, check with your Internet service provider or the router manufacturer.
	The distance between the appliance and the router is too far.	If the appliance is too far from the router, the signal may be weak and the connection may not be configured correctly. Move the router closer to the appliance or purchase and install a Wi-Fi repeater.
Voice Assistant function turns on automatically.	The voice assistant is set to the Wake Zone + Wake Word mode. Every time you pass in front of the refrigerator, the voice assistant wakes and enters the standby mode to recognize voice commands.	Change Voice Assistant from Wake Zone + Wake Word to Wake Word.

# LIMITED WARRANTY

## FOR USA

**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 YOU CHOOSE TO OPT OUT. IN ARBITRATION, CLASS ACTIONS AND JURY TRIALS ARE NOT PERMITTED. PLEASE SEE THE SECTION TITLED "PROCEDURE FOR RESOLVING DISPUTES" BELOW.**

Should your LG Refrigerator ("Product") fail due to a defect in materials or workmanship under normal and proper use, during the warranty period set forth below, LG Electronics ("LG") will, at its option, repair or replace the Product. This limited warranty is valid only to the original retail purchaser of the Product and applies only when purchased and used within the United States including U.S. Territories.

WARRANTY PERIOD			
Refrigerator/ Freezer	Sealed System (Condenser, Dryer, Connecting Tube and Evaporator)	Compressor	
One (1) year from the date of original retail purchase	Five (5) years from the date of original retail purchase	Five (5) years from the date of original retail purchase	Linear / Inverter Compressor Only : Parts Only for years 6-10 from the date of original retail purchase (Consumer will be charged for labor)
Parts and Labor (internal/ functional parts only)	Parts and Labor	Parts and Labor	

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

**EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THE PRODUCT IS LIMITED IN DURATION TO THE DURATION OF THE ABOVE LIMITED WARRANTY. UNDER NO CIRCUMSTANCES SHALL LG OR ITS U.S. DISTRIBUTORS/DEALERS BE LIABLE FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, OR PUNITIVE DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST GOODWILL, LOST REVENUES OR PROFITS, WORK STOPPAGE, IMPAIRMENT OF OTHER GOODS, COST OF REMOVAL AND REINSTALLATION OF THE PRODUCT, LOSS OF USE, OR ANY OTHER DAMAGES WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE. LG'S TOTAL LIABILITY, IF ANY, SHALL NOT EXCEED THE PURCHASE PRICE PAID BY YOU FOR THE PRODUCT**

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above exclusions or limitations may not apply to you. This limited warranty gives you specific legal rights and you may also have other rights that vary from state to state.

### THIS LIMITED WARRANTY DOES NOT COVER:

- Service trips to deliver, pick up, or install, educate how to operate, correct wiring, or correct unauthorized repairs.
- Damage or failure of the Product to perform during power failures and interrupted or inadequate electrical service.
- Damage or failure 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 product owner's manual.

- Damage or failure to the Product caused by accidents, pests and vermin, lightning, wind, fire, floods, acts of God, or any other causes beyond the control of LG.
- Damage or failure caused by unauthorized modification or alteration, or if used for other than the intended purpose.
- Damage or failure resulting from misuse, abuse, improper installation, repair, or maintenance. Improper repair includes use of parts not authorized by LG. Improper installation or maintenance includes installation or maintenance contrary to the Product owner's manual.
- Damage or failure caused by incorrect electrical current, voltage, or plumbing codes.
- Damage or failure caused by transportation and handling, including scratches, dents, chips, and/or other damage to the finish of the Product, unless such damage is reported within one (1) week of delivery.
- Damage or missing items to any display, open box, or discounted Product.
- Refurbished Product or any Product sold "As Is", "Where Is", "With all Faults", or similar disclaimer.
- Products with original serial numbers that have been removed, altered, or cannot be readily determined.
- Increases in utility costs and additional utility expenses.
- Any noises associated with normal operation.
- Use of accessories (e.g., water filters, etc.), components, or consumable cleaning products that are not authorized by LG.
- Replacement of light bulbs, filters, or any consumable parts.
- When Product is used for other than normal and proper household use (e.g. commercial or industrial use, offices, and recreational facilities or vehicles) or contrary to the instructions outlined in the Product's owner's manual.
- Costs associated with removal and reinstallation of your Product for repairs.
- Shelves, door bins, drawers, handle and accessories, except for internal/functional parts covered under this limited warranty.

**The cost of repair or replacement under these excluded circumstances shall be borne by the consumer.**

TO OBTAIN WARRANTY SERVICE AND ADDITIONAL INFORMATION

Call the Customer Information Center number on the back cover of the manual (365 days a year) and select the appropriate option from the menu.

Or visit our website at <http://www.LGSIGNATURE.com>.

Or by mail: LG Electronics Customer Service P.O. Box 240007 Huntsville, AL 35813 ATTN: CIC

#### PROCEDURE FOR RESOLVING DISPUTES:

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

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

**Notice of Dispute.** In the event you intend to commence an arbitration proceeding, you must first notify LG in writing at least 30 days in advance of initiating the arbitration by sending a letter to LG at LG Electronics, USA, Inc. Attn: Legal Department- Arbitration 1000 Sylvan Ave, Englewood Cliffs 07632. You and LG agree to engage in good faith discussions in an attempt to amicably resolve your claim. The notice must provide your name, address, and telephone number; identify the product that is the subject of the claim; and describe the nature of the claim and the relief being sought. If you and LG are unable to resolve the dispute within 30 days, either party may proceed to file a claim for arbitration.

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

**Arbitration Rules and Procedures.** To begin arbitration of a claim, either you or LG must make a written demand for arbitration. The arbitration will be administered by the American Arbitration Association ("AAA") and will be conducted before a single arbitrator under the AAA's Consumer Arbitration Rules that are in effect at the time the arbitration is initiated (referred to as the "AAA Rules") and under the procedures set forth in this section. The AAA Rules are available online at [www.adr.org/consumer](http://www.adr.org/consumer). Send a copy of your written demand for arbitration, as well as a copy of this provision, to the AAA in the manner described in the AAA Rules. You must also send a copy of your written demand to LG at LG Electronics, USA, Inc. Attn: Legal Department- Arbitration 1000 Sylvan Avenue Englewood Cliffs, NJ 07632. If there is a conflict between the AAA Rules and the rules set forth in this section, the rules set forth in this section will govern. This arbitration provision is governed by the Federal Arbitration Act. Judgment may be entered on the arbitrator's award in any court of competent jurisdiction. All issues are for the arbitrator to decide, except that issues relating to the scope and enforceability of the arbitration provision and to the arbitrability of the dispute are for the court to decide. The arbitrator is bound by the terms of this provision.

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

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

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

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

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

## FOR CANADA

**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. IN ARBITRATION, CLASS ACTIONS AND JURY TRIALS ARE NOT PERMITTED. PLEASE SEE THE SECTION TITLED "PROCEDURE FOR RESOLVING DISPUTES" BELOW.**

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

WARRANTY PERIOD (Note: If the original date of purchase cannot be verified, the warranty will begin sixty (60) days from the date of manufacture)			
Refrigerator	Sealed System (Condenser, Dryer, Connecting Tube and Evaporator)		Linear / Inverter Compressor
One (1) year from the date of original retail purchase	One (1) year from the date of original retail purchase	Seven (7) years from the date of original retail purchase	Ten (10) years from the date of original retail purchase
Parts and Labor (internal/functional parts only)	Parts and Labor	Parts only (Consumer will be charged for labor)	Part only (Consumer will be charged for labor)

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

**LGECI'S SOLE LIABILITY IS LIMITED TO THE LIMITED WARRANTY SET OUT ABOVE. EXCEPT AS EXPRESSLY PROVIDED ABOVE, LGECI MAKES NO, AND HEREBY DISCLAIMS, ALL OTHER WARRANTIES AND CONDITIONS RESPECTING THE PRODUCT, WHETHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OR CONDITION OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NO REPRESENTATIONS SHALL BE BINDING ON LGECI. LGECI DOES NOT AUTHORIZE ANY PERSON TO CREATE OR ASSUME FOR IT ANY OTHER WARRANTY OBLIGATION OR LIABILITY IN CONNECTION WITH THE PRODUCT. TO THE EXTENT THAT ANY WARRANTY OR CONDITION IS IMPLIED BY LAW, IT IS LIMITED TO THE WARRANTY PERIOD SET OUT ABOVE. UNDER NO CIRCUMSTANCES SHALL LGECI, THE MANUFACTURER OR DISTRIBUTOR OF THE PRODUCT, BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, SPECIAL, DIRECT, INDIRECT, PUNITIVE OR EXEMPLARY DAMAGES, INCLUDING, WITHOUT LIMITATION, LOSS OF GOODWILL, LOST PROFITS, LOSS OF ANTICIPATED PROFITS, LOST REVENUE, LOSS OF USE, OR ANY OTHER DAMAGE, WHETHER ARISING DIRECTLY OR INDIRECTLY FROM ANY CONTRACTUAL BREACH, FUNDAMENTAL BREACH, TORT OR OTHERWISE, OR FROM ANY ACTS OR OMISSIONS. LGECI'S TOTAL LIABILITY, IF ANY, SHALL NOT EXCEED THE PURCHASE PRICE PAID BY YOU FOR THE PRODUCT.**

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

**THIS LIMITED WARRANTY DOES NOT COVER:**

- Service trips to i) deliver, pick up, or install or; educate on how to operate the Product; ii) correct wiring or plumbing; or iii) correct unauthorized repairs or installations of the Product;
- Damage or failure of the Product to perform during power failures and interrupted or inadequate electrical service;
- Damage or failure caused by leaky or broken water pipes, frozen water pipes, restricted drain lines, inadequate or interrupted water supply or inadequate supply of air;
- Damage or failure resulting from operating the Product in a corrosive atmosphere or contrary to the instructions outlined in the Product's owner's manual;
- Damage or failure to the Product caused by accidents, pests and vermin, lightning, wind, fire, floods, acts of God, or any other causes beyond the control of LGECI or the manufacturer;
- Damage or failure resulting from misuse, abuse, improper installation, repair, or maintenance of the Product. Improper repair includes use of parts not authorized or specified by LGECI. Improper installation or maintenance includes installation or maintenance contrary to the Product's owner's manual;
- Damage or failure caused by unauthorized modification or alteration of the Product, or if used for other than the intended household purpose/use of the Product, or damage or failure resulting from any water leakage due to improper installation of the Product;
- Damage or failure caused by incorrect electrical current, voltage or plumbing codes;
- Damage or failure caused by use that is other than normal household use, including, without limitation, commercial or industrial use, including use in commercial offices or recreational facilities, or as otherwise outlined in the Product's owner's manual;
- Damage or failure caused by the use of any accessories, components or cleaning products, including, without limitation, water filters, that are not approved/authorized by LGECI;
- Replacement of the water filter cartridge due to water pressure that is outside the specified operating range or due to excessive sediment in the water supply;
- Damage or failure caused by transportation and handling, including scratches, dents, chips and/or other damage to the finish of the Product, **unless** such damage results from defects in materials or workmanship and is reported to LGECI within one (1) week of delivery of the Products;
- Damage or missing items to any display, open box, refurbished or discounted Product;
- Refurbished Product or any Product sold "As Is", "Where Is", "With all Faults", or any similar disclaimer;
- Products with original serial numbers that have been removed, altered or cannot be readily determined at the discretion of LGECI;
- Increases in utility costs and additional utility expenses in any way associated with the Product;
- Any noises associated with normal operation of the Product;
- Replacement of light bulbs, filters, fuses or any other consumable parts;
- Replacement of any part that was not originally included with the Product;
- Costs associated with removal and/or reinstallation of the Product for repairs; and
- Shelves, door bins, drawers, handle and accessories to the Product, except for internal/functional parts covered under this Limited Warranty.
- Coverage for "in Home" repairs, for products in-warranty, will be provided if the Product is within a 150 km radius from the nearest authorized service center (ASC), as determined by LG Canada. If your Product is located outside a 150 km radius from a ASC, as determined by LG Canada, it will be your responsibility to bring the Product, at your sole expense, to the ASC for in-warranty repair.

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

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

Call the Customer Information Center number on the back cover of the manual (7 A.M. to 12 A.M., 365 days a year) and select the appropriate option from the menu, or. Visit our website at <http://www.LGSIGNATURE.com>

## PROCEDURE FOR RESOLVING DISPUTES:

EXCEPT WHERE PROHIBITED AT LAW, 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, 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.

**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. 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.** 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](mailto:optout@lge.com), with the subject line: "Arbitration Opt Out;" or (ii) calling 1-800-980-2973. You must include in the opt out e-mail or provide by telephone: (a) your name and address; (b) the date on which the product was purchased; (c) the product model name or model number; and (d) the serial number (the serial number can be found (i) on the product; or (ii) online by accessing [https://www.lg.com/ca\\_en/support/repair-service/schedulerepair](https://www.lg.com/ca_en/support/repair-service/schedulerepair) and clicking on "Find My Model & Serial Number").

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.





