

OPERATION

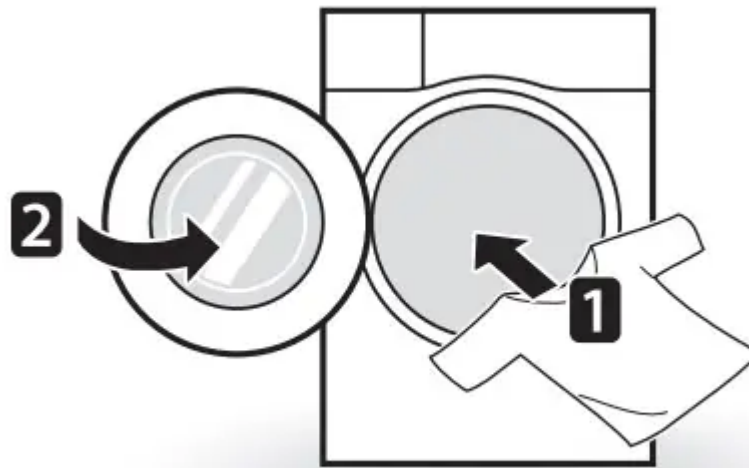
Using the Washing Machine

Before the first wash, select a washing programme, allow the washing machine to wash without clothing.

This will remove residue and water from the drum that may have been left during manufacturing.

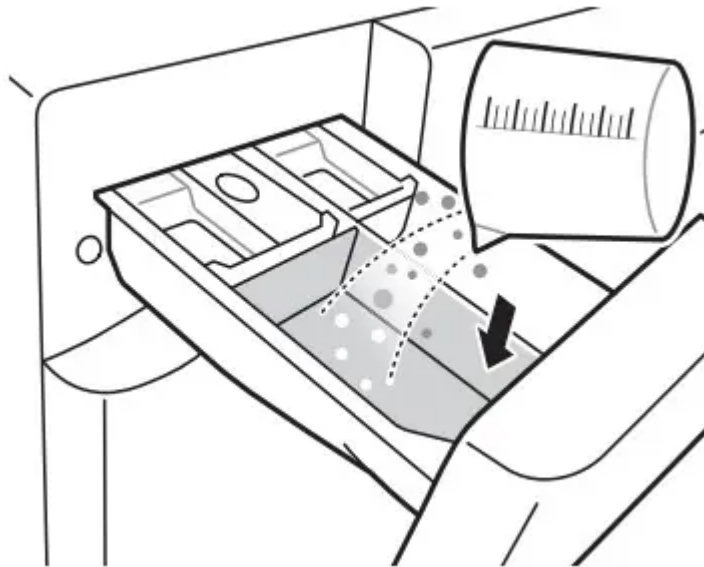
1. Sort laundry and load items.

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



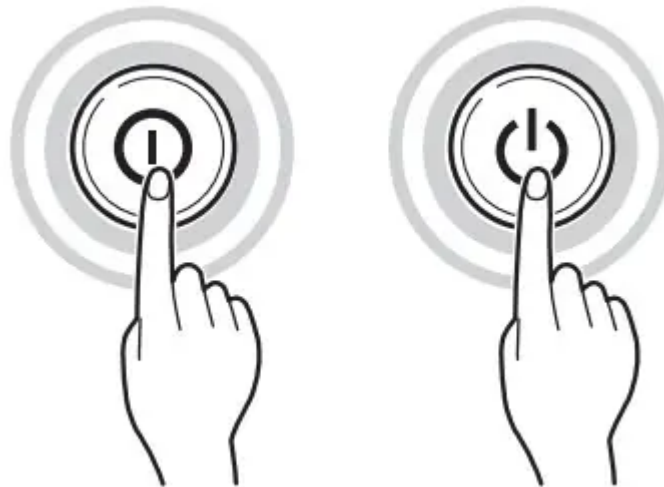
2. Add cleaning products and/or detergent and softener.

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

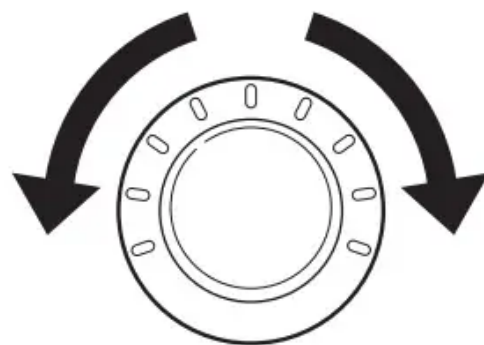


3. Turn on the washing machine.

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Press the button to turn on the washing machine.



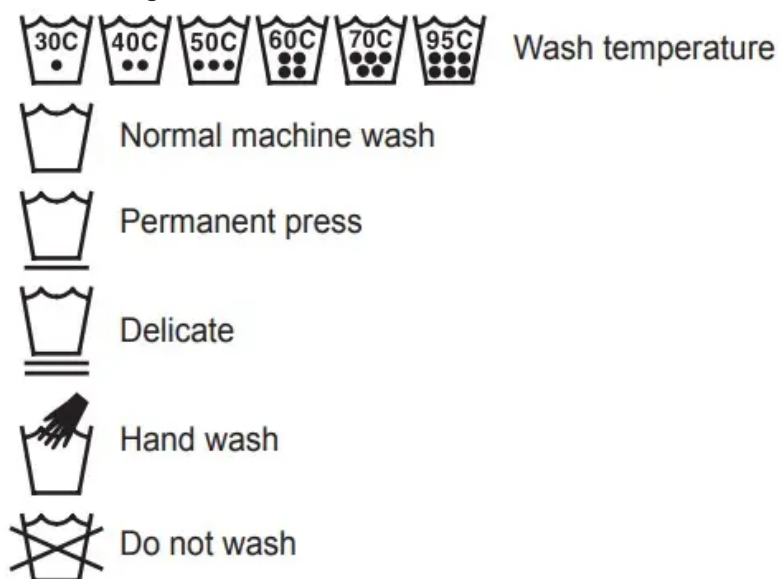
4. Choose the desired washing cycle.

- Press the programme button repeatedly or turn the cycle selector knob until the desired cycle is selected.



5. Begin cycle.

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



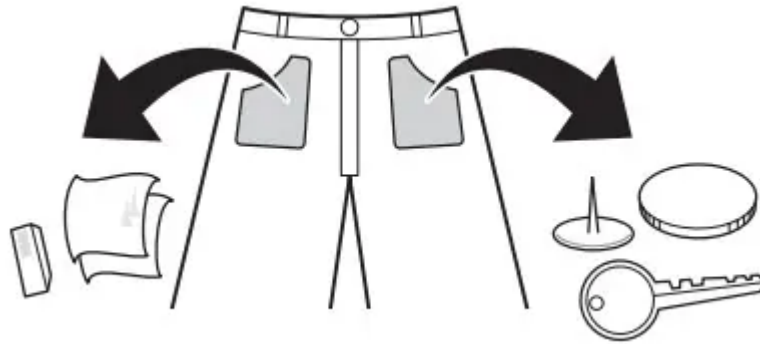
6. End of cycle.

- When the cycle is finished, a melody will sound. Immediately remove your clothing from the washing machine to reduce wrinkling. Check around the door seal when removing the load for small items that may be caught in the seal.

Sorting Laundry

1. Look for a care label on your clothes.

- This will tell you about the fabric content of your garment and how it should be



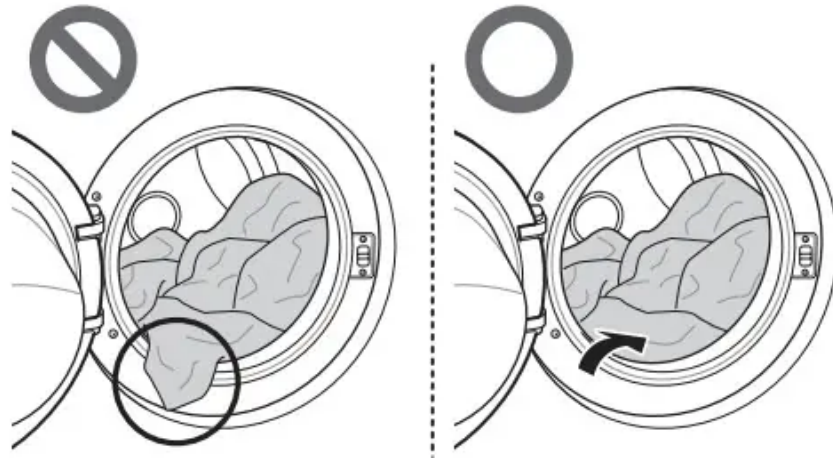
2. Sorting laundry.

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

3. Caring before loading.

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

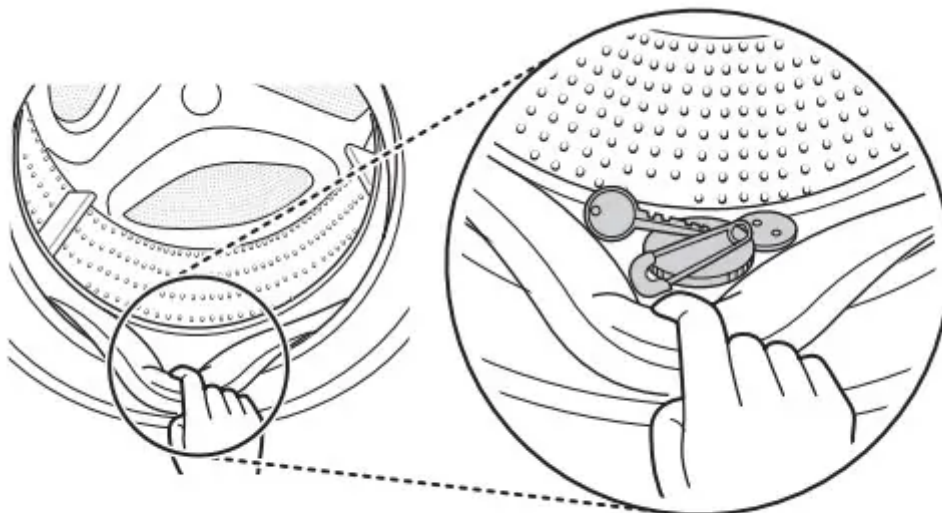
and your clothes.



- Close zippers, hooks and strings to make sure that these items don't snag on other clothes.
- Pre-treat dirt and stains by brushing a small amount of detergent dissolved water onto stains to help lift dirt.
- Check the folds of the flexible gasket (gray) and remove any small articles.

CAUTION

- Check inside the drum and remove any items from a previous wash.
- Remove any clothing or items from the flexible gasket to prevent clothing and gasket damage.



Adding Cleaning Products

Detergent Dosage


- Detergent should be used according to the instruction of the detergent manufacturer and selected according to type, colour, soiling of the fabric and washing temperature.
- If too much detergent is used, too many suds can occur and this will result in poor washing results or cause heavy load to the motor and cause a malfunction.
- If you wish to use liquid detergent, follow the guidelines provided by the detergent manufacturer.
- You can pour liquid detergent directly into the main detergent drawer if you are starting the cycle immediately.
- Do not use liquid detergent if you are using Delay End, or if you have selected Pre Wash, as the liquid may harden.
- If too many suds occur, reduce the detergent amount.
Drum type detergent must only be used in Front loaders. excessive suds can be caused by using the wrong type of detergent.
- Detergent usage may need to be adjusted for water temperature, water hardness, size and soil level of the load. For best results, avoid oversudsing.
- Refer to the label of the clothes, before choosing the detergent and water temperature.
- When using the washing machine, use designated detergent for each type of clothing only:
 - General powdered detergents for all types of fabric
 - Powdered detergents for delicate fabric
 - Liquid detergents for all types of fabric or designated detergents only for wool
- For better washing performance and whitening, use detergent with the general powdered bleach.
- Detergent is flushed from the dispenser at the beginning of the cycle.


NOTE

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

Adding Detergent and Fabric Softener

Adding Detergent

- Main wash only → 

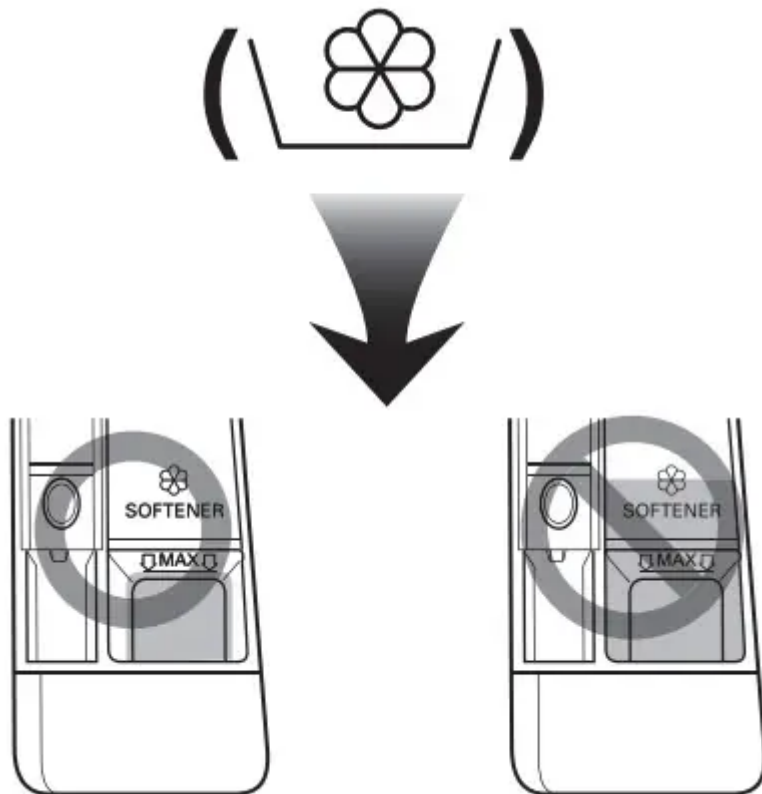
- Pre wash+Main wash → 

NOTE

- Too much detergent, bleach or softener may cause an overflow of that liquid and cause damage or staining to the clothes.
- Be sure to use the appropriate amount of detergent.

Adding Fabric Softener

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



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

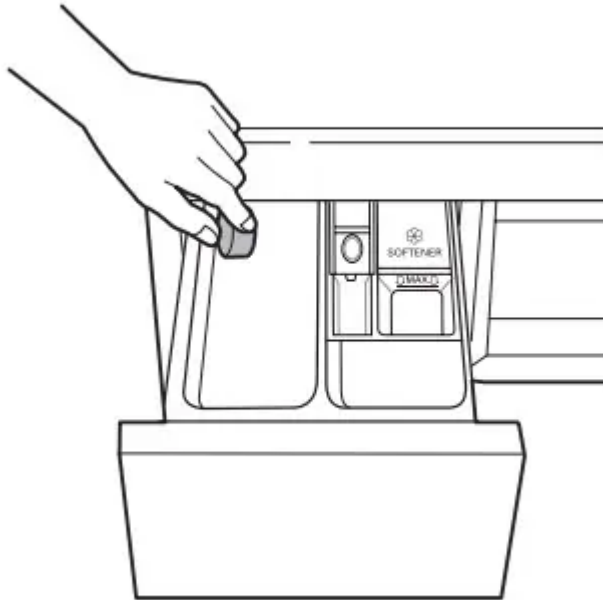
NOTE

- Do not pour fabric softener directly on the clothes.



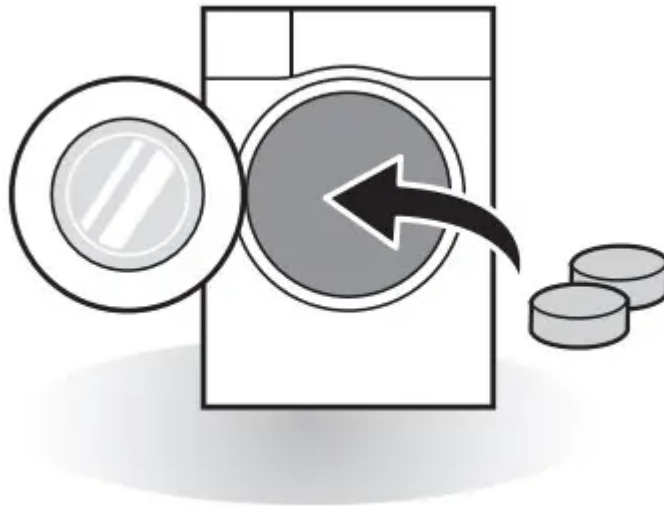
Adding Water Softener

- A water softener, such as anti-limescale (e.g. Calgon) can be used to cut down on the use of detergent in extremely hard water areas. Dispense according to the amount specified on the packaging. First add detergent and then the water softener.
- Use the quantity of detergent required for soft water.

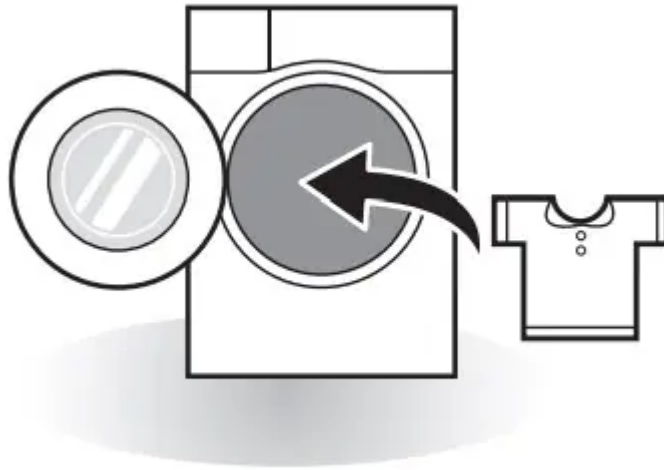


Using tablet

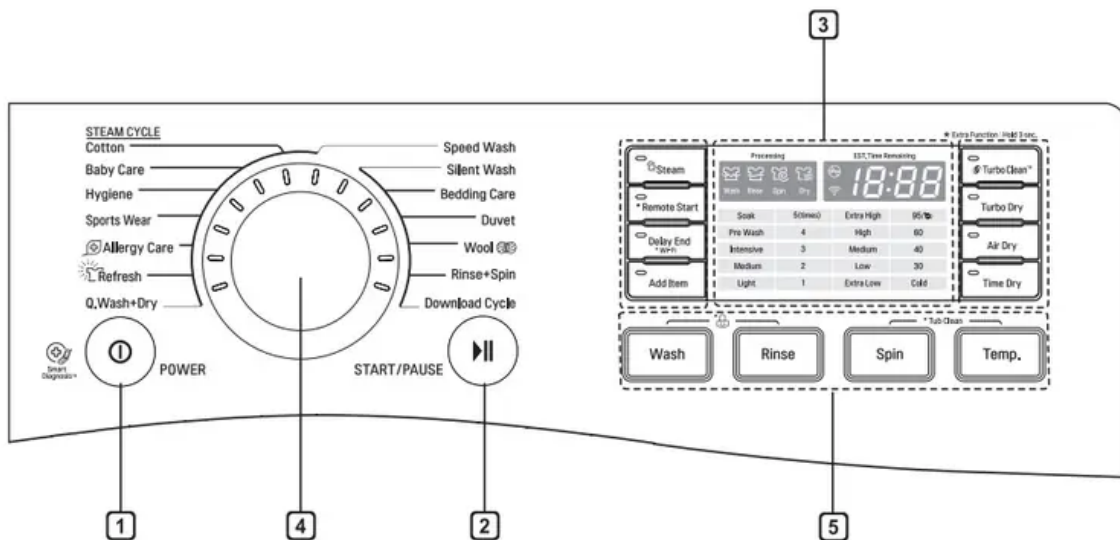
1. Open the door and put tablets into the drum.



2. Load the laundry into the drum and close the door



Control Panel



1. Power button

- Press the Power button to turn the washing machine on.
- To cancel the Delay End function, the Power button should be pressed.

2. Start/Pause button

- This Start/Pause button is used to start the wash cycle or pause the wash cycle.
- If a temporary stop of the wash cycle is needed, press the Start/Pause button.

3. Display

- The display shows the settings, estimated time remaining, options, and status messages. When the product is turned on, the default settings in the display will illuminate.
- The display shows estimate time remaining. While the size of the load is being calculated automatically, blinking '88:88' or 'Detecting' appears.



4. Programme dial

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

5. Options

- This allows you to select an additional programme and will light when selected.
- Use these buttons to select the desired programme options for the selected cycle.

Programme Table

Washing Programme

Programme	Description	Fabric Type	Proper Temp.	Maximum Load Weight
Cotton	Provides better performance by combining various drum motions.	Coloured fast garments (shirts, nightdresses, pajamas, etc) and normally soiled cotton load (underwear).	40 °C (Cold to 60 °C)	Rated Capacity
Allergy Care	Removes pet hair and allergens such as house mite and pollen	Cotton, underwear, pillow covers, bed sheets, baby wear.	No choice	3.0 kg
Hygiene	Washes laundry in a hot cycle	Cotton, underwear, pillow covers, bed sheets, baby wear.	95 °C	3.0 kg
Refresh	Helps to remove wrinkles within 25 mins with steam	Cotton mixed, Polyester mixed Dress shirts, blouses.	No choice	3 items
Baby Care	Removes solid and protein stains, provides better rinse performance.	Lightly soiled baby wear.	No choice	5.0 kg
Duvet	This cycle is for large items such as bed cover, pillows, sofa covers, etc.	Cotton bedding except special garments (delicates, wool, silk, etc.) with filling: duvets, pillows, blankets, sofa covers with light filling.	Cold (Cold to 40 °C)	1 king size
Sports Wear	This cycle is suitable for sports wear such as		*30 °C (Cold	3.0 kg

	jogging clothes and sports wear.	Coolmax, Gore-tex, Fleece and Sympatex.	to 30 °C)	
Wool	Enables to wash wool fabrics. (Please use detergent for machinewashable woolens).	Machine washable woolens with pure wool and new wool only.	40 °C (Cold to 40 °C)	3.0 kg
Silent Wash	Provides less noise and vibration and saves money by using overnight electricity	Coloured fast garments (shirts, nightdresses, pajamas, etc) and normally soiled cotton load (underwear)	40 °C (Cold to 40 °C)	3.0 kg
Speed Wash	This cycle provides a fast washing time for small loads and lightly soiled clothes.	Coloured laundry which is lightly soiled for fast wash. CAUTION : Use less than 20 g of detergent (for 2.0 kg load) otherwise detergent may remain on the clothes.	*40 °C (Cold to 40 °C)	3.0 kg
Q.Wash+Dry	Speed Wash and Dry	A small amount of laundry which can be dried in an hour.	40 °C	1.0 kg
Rinse+Spin	Use for laundry that need rinsing only of to add rinse-added fabric softener to laundry	Normal fabrics which can be washable.	No choice	Rating
Bedding Care		Duvets, blankets, pillowcases,	No choice	1 item

		shams, and other bedding. CAUTION : Check fabric care labels on blankets or duvets before using the Bedding care programme. The heated air of the programme may shrink or damage some items		
Download Cycle	For downloadable cycles. If you did not download any cycles, the default is Cold Wash.			

- *Proper temperature can be selected after deleting the steam option, automatically-included in the cycle.
- Water Temperature: Select the appropriate water temperature for chosen wash programme. Always follow garment manufacturer's care label or instructions when washing.
- If you select the Hygiene cycle and change the spin mode to No Spin, the drum may still spin very slowly. This is normal and will not affect performance.
- Set program at "Cotton, Intensive Wash, Rinse 3, Extra High Spin, 40 °C, Turbo Clean" option for a normally soiled cotton load and test in accordance or in conformity with AS/NZS 2040.1.
- Set program at "Air Dry, Extra High Spin" option for test in accordance or in conformity with AS/NZS 2442.1.

NOTE

- Neutral detergent is recommended.

Drying Programme

Programme	Description	Fabric Type
Turbo Dry	Select this cycle to reduce the cycle time during the drying cycle.	Cotton or linen fabrics such as cotton towels, t-shirts, and linen garments.
Air Dry	Select this cycle to reduce water and energy usage during the drying cycle.	
<ul style="list-style-type: none"> • Time 30 min. • Time 60 min. • Time 90 min. • Time 120 min. • Time 150 min. 	You can change the drying time according to the maximum load. Cotton, towel	Cotton, towel

NOTE

- Select maximum selectable spin speed of washing programme to improve the drying results.
- Where the amount of laundry to be washed and dried in one programme does not exceed the maximum weight permitted for the drying programme, washing and drying in one continuous sequence is recommended.

Extra Options

Programme	Delay End	Steam	Add Item	Turbo Clean™	Turbo Dry	Air Dry	Time Dry
Cotton	●	●	●	●**	●	●	●
Allergy Care	●	●*	●	●	●	●	●
Hygiene	●	●	●	●	●	●	●
Refresh	●	●*					
Baby Care	●	●*	●	●	●	●	●
Duvet	●		●	●			
Sports Wear	●	●**	●	●			
Wool	●		●				
Silent Wash	●		●		●	●	●
Speed Wash	●	●**	●	●**	●	●	●
Q.Wash+Dry	●	●*	●	●*		●*	
Rinse+Spin	●		●		●	●	●
Bedding Care	●		●				
Download Cycle	●		●	●	●	●	●

* : This option is automatically included in the cycle and can not be deleted.

** : This option is automatically included in the cycle and can be deleted.

Option Programme

Delay End

You can set a time delay so that the washing machine will start automatically and finish after a specified time interval.

1. Press the Power button.
2. Select a washing programme.
3. Press the Delay End button and set time required.
4. Press the Start/Pause button.

NOTE

- The delay time is the time to the end of the programme, not the start. The actual running time may vary due to water temperature, wash load and other factors. Do not use Liquid detergent for this operation.

Turbo Clean™

Adding the Turbo Clean™ option reduces cycle time and provides good performance in normal cycle. Using Turbo Clean™ saves time without sacrificing performance.

1. Press the Power button.
2. Select a washing programme.
3. Press the Turbo Clean™ button..
4. Press the Start/Pause button.

NOTE

- Turbo Clean™ function of Some courses is selected automatically.

Add Item

Use this function to add loads or remove the foreign material.

1. Press the Add Item button.
2. Close the door after add loads or remove the foreign material (e.g. coin or pin etc.)
3. Press the Start/Pause button.

- Results when choosing Add Item during cycles.
 - When the tub is spinning : Tub stops and Door Lock is off.
 - When water temperature in the tub is higher than 45°C : Add Item is not available with short warning sound for safety.
 - When lots of water is in the tub : Door Lock is off after draining by safe water level.

NOTE

- Open the door when Door Lock is off after checking the safety.
- Add Item doesn't work when Tub Cleaning course is in progress for safety.
- Put the laundry into the tub completely. Laundry caught in between door closing part can damage door packing (rubber part) and might cause failure

Steam

Steam Wash features enhance washing performance with low energy consumption.

1. Press the Power button.
2. Select steam course.

3. Press the Steam button.
4. Press the Start/Pause button.

Steam Wash

- For heavily stained clothes, underwear, or baby clothes.
- Do not use Steam Wash for delicates such as wool, silk, and easily discoloured clothes.

Wash

Soak

Use this mode to wash normal clothes or thick and heavy clothes which are excessively dirty.

Pre Wash

If the laundry is heavily soiled, the Pre Wash cycle is recommended.

Intensive

If the load is normal and heavily soiled, the Intensive option is effective.

Medium

This option is automatically selected in every course except for Rinse+Spin, Baby Care.

Light

This cycle is suitable for lightly soiled clothing.

NOTE

- Selectable options will differ depending on selected course.

Rinse

By pressing the Rinse button the Rinse times can be selected. (times)

- 1 / 2 / 3 / 4 / 5 (times)

Spin

- Spin speed level can be selected by pressing the Spin button repeatedly.
 - Extra High / High / Medium / Low / Extra Low

- **Spin Only**

1. Press the Power button.
2. Press the Spin button to select spin speed.
3. Press the Start/Pause button.

Temp.

The Temp. button selects the wash temperature for the selected cycle. Press this button until the desired setting is lit. All rinses use the water from the cold water hose connection.

- Select the water temperature suitable for the type of load you are washing. Follow the garment fabric care labels for best results.

Child Lock ()

Select this function to lock the buttons on the control assembly to prevent tampering.

Locking the control panel

1. Press and hold the Wash and Rinse button for 3 seconds.
2. A beep will sound, and 'CL' will appear on the display.
When the child lock is set, all buttons are locked except the Power button.

NOTE


- Turning off the power will not reset the child lock function. You must deactivate child lock before you can access any other functions.

Unlocking the control panel

Press and hold the Wash and Rinse button for 3 seconds.

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

Wi-Fi ()

Press and hold the Wi-Fi button for 3 seconds. When Wi-Fi is turned on, the Wi-Fi icon () on the control panel is lit.

Remote Start

Use a smart phone to control your appliance remotely.

You can also monitor your cycle operation so you know how much time is left in the cycle.

NOTE

- You must first connect to a gateway and register your appliance in order to use the Remote Start function.

To use Remote Start:

1. Press the Power button.
2. Put the laundry in the drum.
3. Press and hold Remote Start button for 3 seconds to enable Remote Start function.

4. Start a cycle from the LG SmartThinQ application on your smart phone.

NOTE

- The appliance cannot be used manually if the Remote Start function is turned on. The Remote Start function must be turned off from the app or by disabling it directly from the unit itself before using the machine manually.
- When Remote Start is turned on, the door is automatically locked.

To disable Remote Start:

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

Download Cycle

The Download Cycle features of this appliance allow you to download new and special cycles that are not included in the appliance's basic cycles.

Appliances that have been successfully registered can download a variety of specialty cycles specific to the appliance. Only one cycle can be stored on the appliance at a time.

Once Cycle Download is completed in the washer, the product keeps the downloaded cycle until you change it to a new downloaded cycle.

NOTE

- You can download cycles after registering the product and configuring the Wi-Fi connection.
- You can download a desired cycle through the 'LG SmartThinQ' app. For more information on each cycle, refer to the 'LG SmartThinQ' app.
- Depending on the type of washer purchased, different cycles will be available.
- The downloaded cycles may be different depending on the updated version of the 'LG SmartThinQ' app

Dry

Use the Automatic cycles to dry most loads. Electronic sensors measure the temperature of the exhaust to increase or decrease drying temperatures for faster reaction time and tighter temperature control.

- Cold water tap must be left on during drying cycles.
- This washing machine's automatic process from washing to drying can be selected easily.
- For most even drying, make sure all articles in the clothes load are similar in material and thickness.
- Do not overload the washing machine by stuffing too many articles into the drum. Items must be able to tumble freely.

- If you open the door and remove the load before the washing machine has finished its cycle, remember to press the Start/Pause button.
- After the end of the dry cycle, 'Cd' is displayed. 'Cd' means crease reduction. The drying cycle is already done. Press any button to terminate the 'Cd' function and unlock the door. If you do not press any button, the 'Cd' function will end after about 4 hours.

NOTE

- When you turn the washing machine off of the drying cycle, the drying fan motor can be operated to save itself for 1 minute.
- Be careful when removing your clothing from the washing machine, as the clothing or washing machine may be hot.

Woolen Articles

- Do not tumble dry woolen articles. Pull them to their original shape and dry them flat.

Woven and Loopknit Materials

- Some woven and loopknit materials may shrink, by varying amounts, depending on their quality.
- Always stretch these materials out immediately after drying.

Permanent Press and Synthetics

- Do not overload your washing machine
- Take out permanent press articles as soon as the washing machine stops to reduce wrinkles.

Baby clothes and Night Gowns

- Always check the manufacturer's instructions.

Rubber and Plastics

- Do not dry any items made from or containing rubber or plastics, such as:
 - aprons, bibs, chair covers
 - curtains and table cloths
 - bathmats

Fiber glass

- Do not dry fiberglass articles in your washing machine. Glass particles left in the washing machine may be picked up by your clothes the next time you use the washing machine and cause skin irritation.

Drying Time Guide



- The drying time can be selected by pressing the Time Dry button.
- These drying times are given as a guide to help you set your washing machine for manual drying.

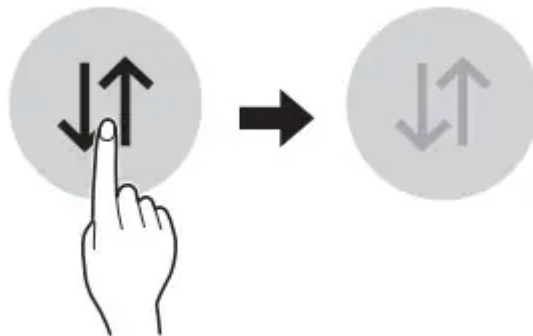
NOTE

- The estimated drying time varies from the actual drying time during the Automatic cycle. The type of fabric, size of the load, and the dryness selected affect drying time.
- When you select drying only, spinning runs automatically for energy efficiency

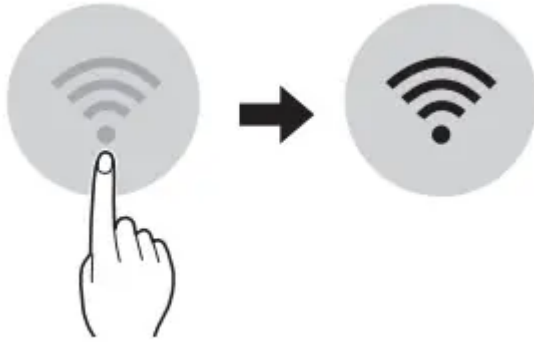
SMART FUNCTIONS

Using SmartThinQ Application Things to check before using LG SmartThinQ


- For appliances with the  or  logo
 1. Check the distance between the appliance and the wireless router (Wi-Fi network).
 - If the distance between the appliance and the wireless router is too far, the signal strength becomes weak. It may take a long time to register or installation may fail.
 2. Turn off the Mobile data or Cellular Data on your smartphone.
 - For iPhones, turn data off by going to Settings → Cellular → Cellular Data.



3. Connect your smartphone to the wireless router.



NOTE

- To verify the Wi-Fi connection, check the 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 SmartThinQ is not responsible for any network connection problems or any faults, malfunctions, or errors caused by network connection.
- If the appliance is having trouble connecting to the WiFi network, it may be too far from the router. Purchase a Wi-Fi repeater (range extender) to improve the Wi-Fi signal strength.
- The Wi-Fi connection may not connect or may be interrupted because of the home network environment.
- The network connection may not work properly depending on the Internet service provider.
- The surrounding wireless environment can make the wireless network service run slowly.
- The appliance cannot be registered due to problems with the wireless signal transmission. Unplug the appliance and wait about a minute before trying again.
- If the firewall on your wireless router is enabled, disable the firewall or add an exception to it.
- The wireless network name (SSID) should be a combination of English letters and numbers. (Do not use special characters.)



Installing SmartThinQ

Search for the LG SmartThinQ application from the Google Play Store or Apple App Store on a smart phone. Follow instructions to download and install the application.

NOTE

If you choose the simple login to access the LG SmartThinQ application, you must go through the appliance registration process each time you change your smartphone or reinstall the application.

Wi-Fi Function

- For appliances with the  or  logo Communicate with the appliance from a smart phone using the convenient smart features.

Washer Cycle

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

Tub Clean Coach

Check the appropriate Tub Clean period based on the washing frequency.

Energy Monitoring

Check the energy consumption of the recently used cycles and monthly average.

Smart Diagnosis

If you use the Smart Diagnosis function, you will be provided with the useful information such as a correct way of using the appliance based on the pattern of use.

Settings

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

Push Alert

Turn on the Push Alerts to receive appliance status notifications. The notifications are triggered even if the LG SmartThinQ application is off.

NOTE

- If you change your wireless router, your Internet service provider or your password after registering the appliance, please delete it from the LG SmartThinQ Settings → Edit Product and register again.
- The application is subject to change for appliance improvement purposes without notice to users.
- Functions may vary by model.

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. This offer is valid for three (3) years from the date on which you purchased the product.

RF Radiation Exposure Statement

This equipment should be installed and operated with minimum distance of 20 cm between the radiator and your body

Smart Diagnosis™ Using a Smart Phone

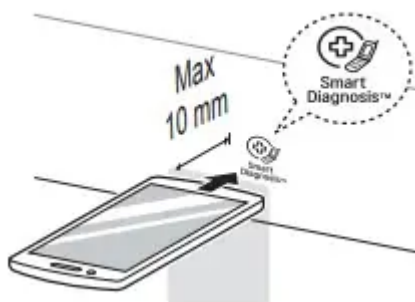
- For appliances with the  or  logo
Use this function if you need an accurate diagnosis by an LG Electronics customer information centre when the appliance malfunctions or fails.
Smart Diagnosis™ can not be activated unless the appliance is connected to power. If the appliance is unable to turn on, then troubleshooting must be done without using Smart Diagnosis™.

Using Smart Diagnosis™

Smart Diagnosis™ Through the Customer Information Centre

Use this function if you need an accurate diagnosis by an LG Electronics customer information center when the appliance malfunctions or fails. Use this function only to contact the service representative, not during normal operation.

1. Press the Power button to turn on the washing machine. Do not press any other buttons or turn the cycle selector knob.
2. When instructed to do so by the call centre, place the mouthpiece of your phone close to the Power button.



3. Press and hold the Temp. button for 3 seconds, while holding the phone mouthpiece to the icon or Power button.

4. Keep the phone in place until the tone transmission has finished. Time remaining for data transfer is displayed.
 - For best results, do not move the phone while the tones are being transmitted.
 - If the call centre agent is not able to get an accurate recording of the data, you may be asked to try again.
5. Once the countdown is over and the tones have stopped, resume your conversation with the call centre agent, who will then be able to assist you using the information transmitted for analysis.

NOTE

- The Smart Diagnosis™ function depends on the local call quality.
- The communication performance will improve and you can receive better service if you use the home phone.
- If the Smart Diagnosis™ data transfer is poor due to poor call quality, you may not receive the best Smart Diagnosis™ service.

MAINTENANCE

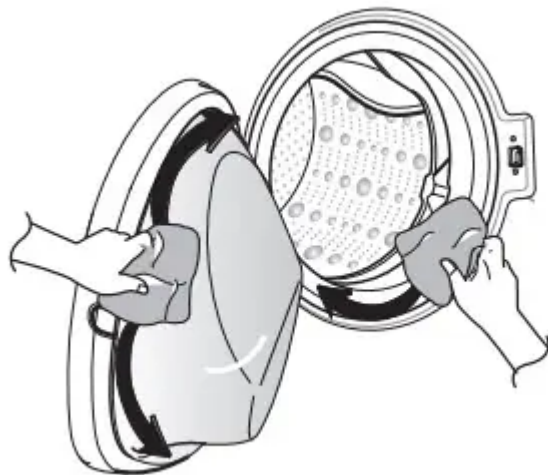
WARNING

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

Cleaning Your Washing Machine Care After Wash

- After the cycle is finished, wipe the door and the inside of the door seal to remove any moisture.
- Leave the door open if it is safe to do so to dry the drum interior.

- Wipe the body of the washing machine with a dry cloth to remove any moisture.



Cleaning the Exterior

Proper care of your washing machine can extend its life.

Door:

- Wash with a damp cloth on the outside and inside and then dry with a soft cloth.

Exterior:

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

Cleaning the Interior

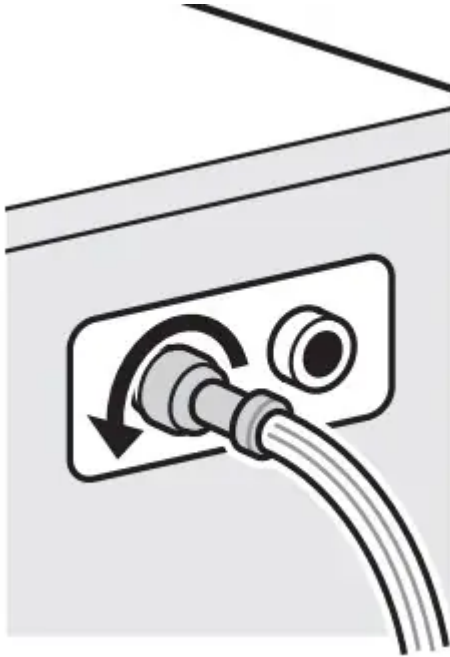
- Use a towel or soft cloth to wipe around the washing machine door opening and door glass.
- Always remove items from the washing machine as soon as the cycle is complete. Leaving damp items in the washing machine can cause wrinkling, colour transfer, and odour.
- Run the Tub Clean programme once a month (or more often if needed) to remove detergent buildup and other residue.

Cleaning the Water Inlet Filter

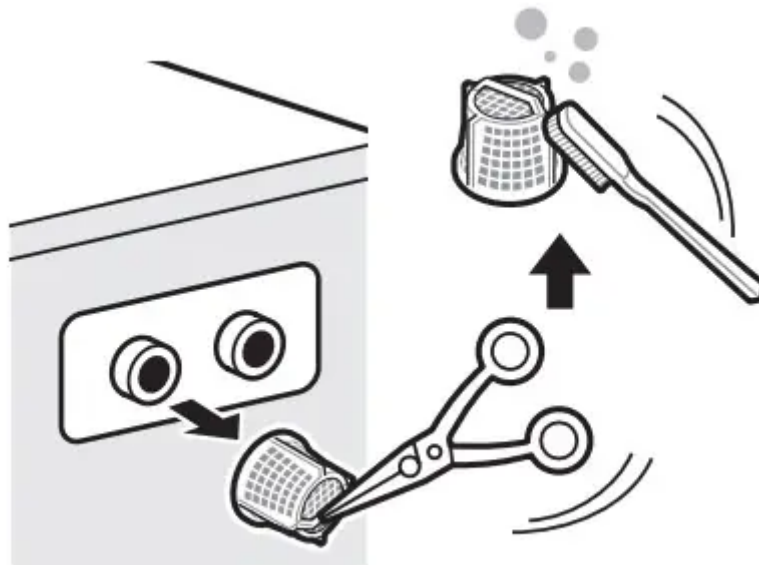
- Turn off the supply taps to the machine if the washing machine is to be left for any length of time (e.g. holiday), especially if there is no floor drain (gully) in the immediate vicinity.
- **1 E** icon will be displayed on the control panel when water is not entering the detergent drawer.

- If water is very hard or contains traces of lime deposit, the water inlet filter may become clogged. It is therefore a good idea to clean it occasionally.

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



2. Remove the filter with pincers or long nose pliers. Clean the filter using a hard bristle



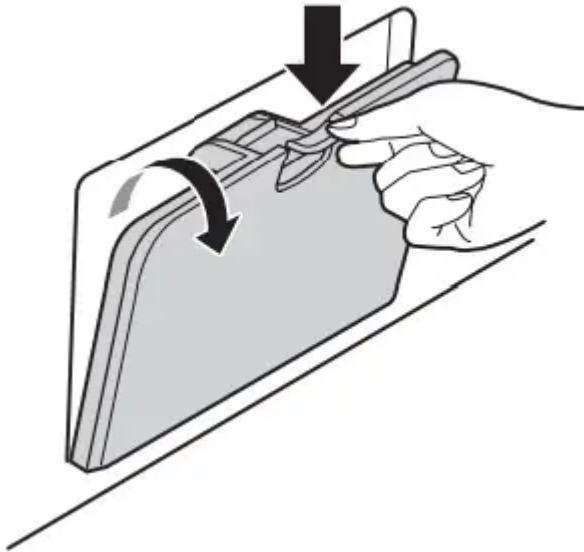
brush.

Cleaning the Drain Pump Filter

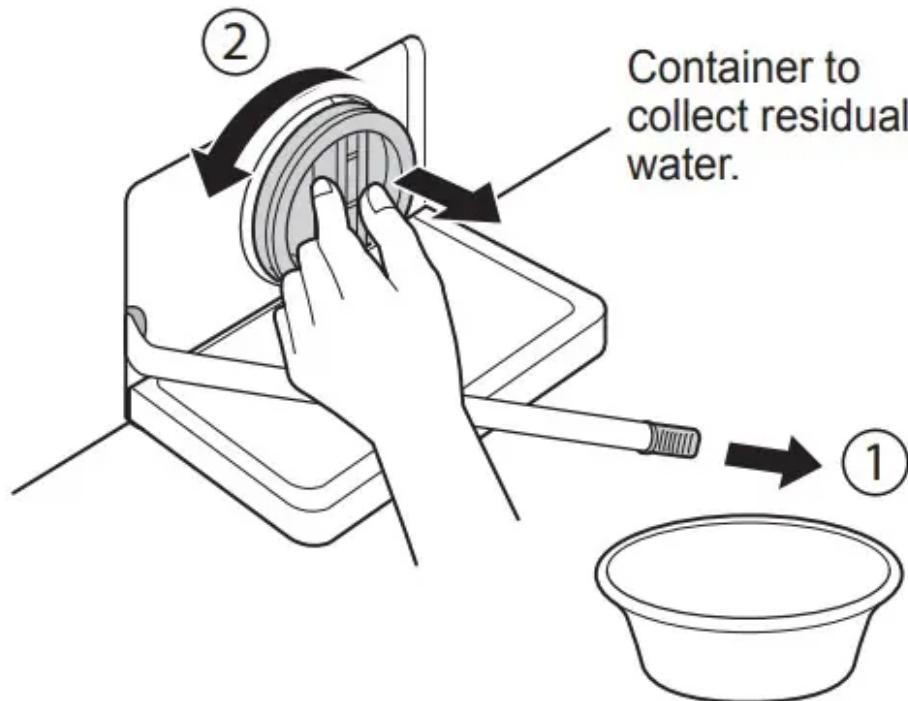
- The drain filter collects threads and small objects left in the laundry. Check regularly that the filter is clean to ensure smooth running of your washing machine.

- Allow the water to cool down before cleaning the drain pump, carrying out emergency emptying, or opening the door in an emergency.

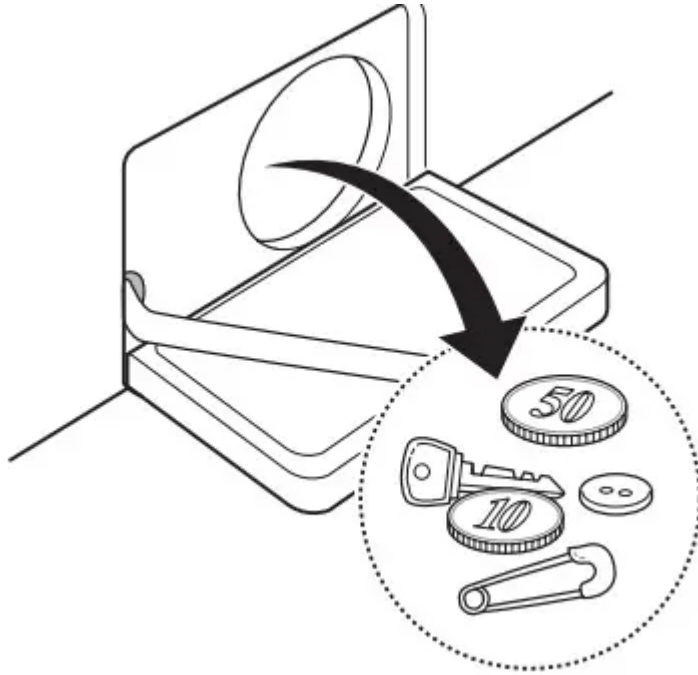
1. Open the cover cap and pull out the hose.



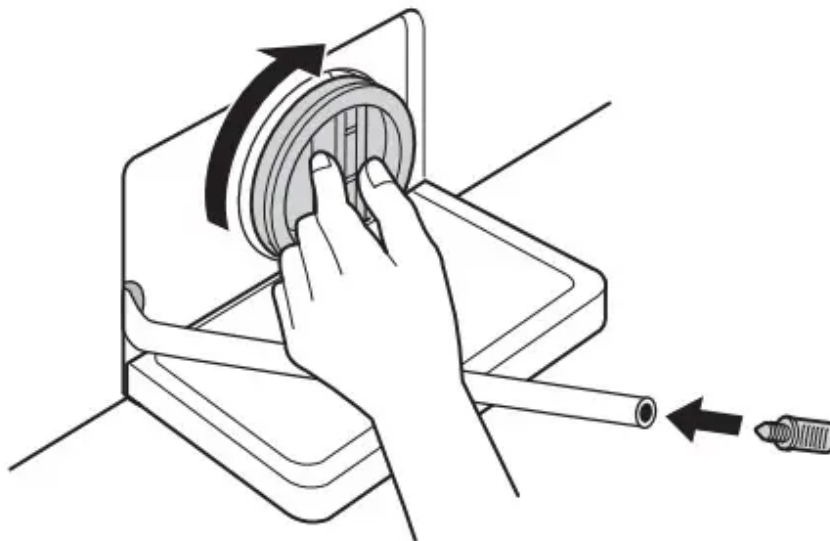
2. Unplug the drain plug and allow all the excess water to drain into a vessel before opening the filter by turning it to the left.



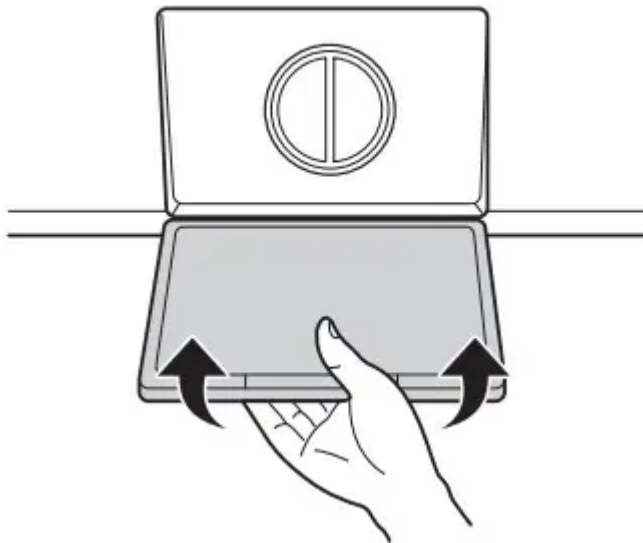
3. Remove any extraneous matter, foreign debris and lint from the pump filter trap.



4. After cleaning, refit the pump filter cap by turning it to the right and insert the drain plug back onto the drain tube.



5. Close the cover cap.



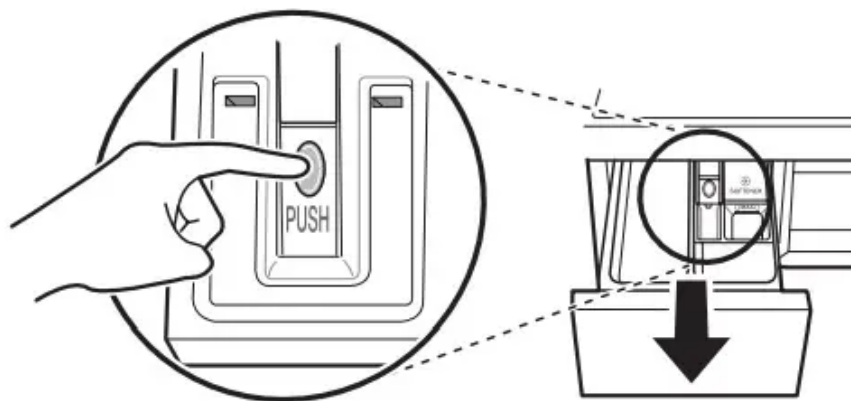
CAUTION

- First drain using the drain tube and then open the pump filter cap to remove any threads or objects.
- Be careful when draining, as the water may be hot.

Cleaning the Dispenser Drawer

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

1. Remove the detergent dispenser drawer by pulling it straight out until it stops.
 - Press down hard on the disengage button and remove the drawer.



2. Remove the inserts from the drawer.

- Rinse the inserts and the drawer with warm water to remove buildup from laundry products. Use only water to clean the dispenser drawer. Dry the inserts and drawer with a soft cloth or towel.

3. To clean the drawer opening, use a cloth or small, non-metal brush to clean the recess.
 - Remove all residue from the upper and lower parts of the recess.
4. Wipe any moisture off the recess with a soft cloth or towel.
5. Return the inserts to the proper compartments and replace the drawer.

Tub Clean

Tub Clean is a special cycle to clean the inside of the washing machine.

A higher water level is used in this cycle at higher spin speed. Perform this cycle regularly.

1. Remove any clothing or items from the washing machine and close the door.
2. Open the dispenser drawer and add Anti limescale (e.g. Calgon) to the main wash compartment.
 1. Cleaning tablets can be placed directly into the drum.
3. Close the dispenser drawer slowly.
4. Power On and then press and hold the Spin and Temp. button for 3 seconds.

Then 'tcl' will be displayed on the display.

5. Press the Start/Pause button to start.
6. After the cycle is complete, leave the door open to allow the washing machine and the flexible door gasket and door glass to dry.

CAUTION

- If there is a child present, be careful not to leave the door open unless it is supervised by an adult

NOTE

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

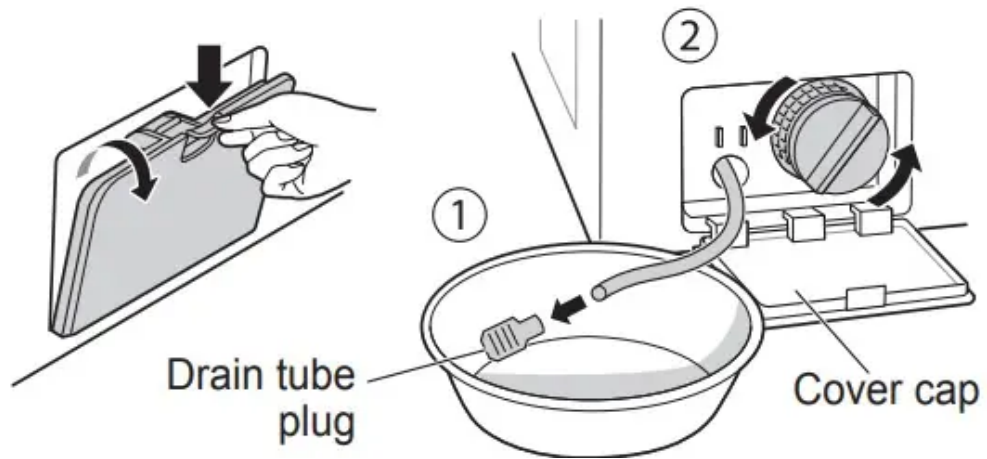
Caution on Freezing During Winter

- When frozen, the product does not operate normally. Install the product where it will not freeze during winter.
- Do not install the washer in any outdoor or sheltered outdoor location as this will contribute water freezing within the unit.

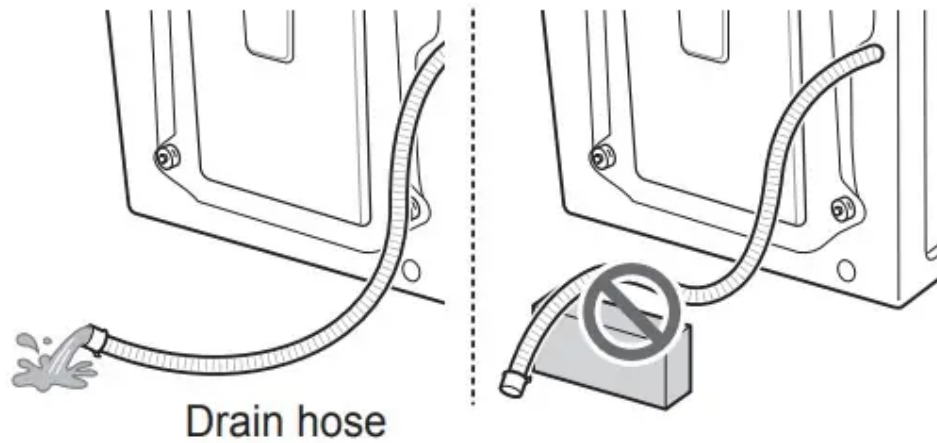
How to Keep the Product from Freezing

- After washing, remove any water remaining inside the pump by opening the drain tube plug that's used for removal of residual water. When the water is removed completely,

refit the drain tube and filter cap and then close the filter cover cap.



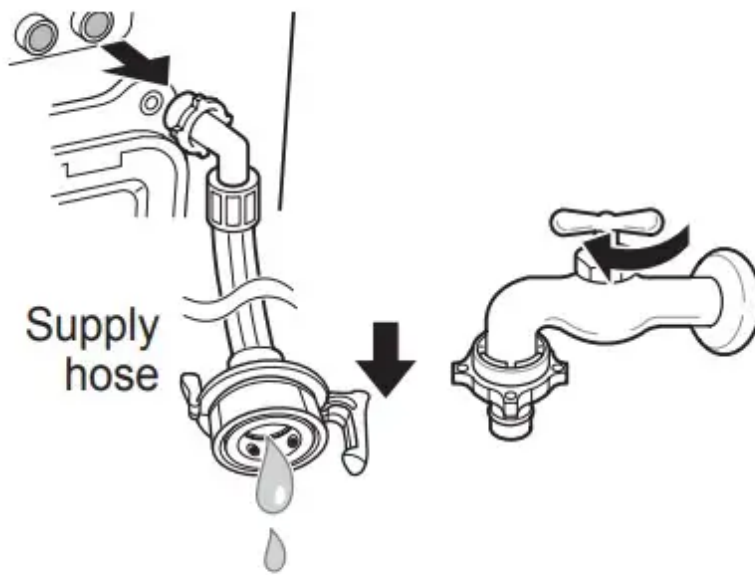
- Lower the Drain tube so that any residual water remaining in the tub can be drained into a low profile vessel.



CAUTION

- When the drain hose is installed in a curved shape, the water within the curve of the hose may freeze.

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

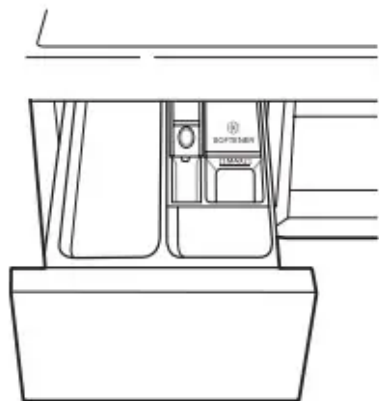


Check for Freezing

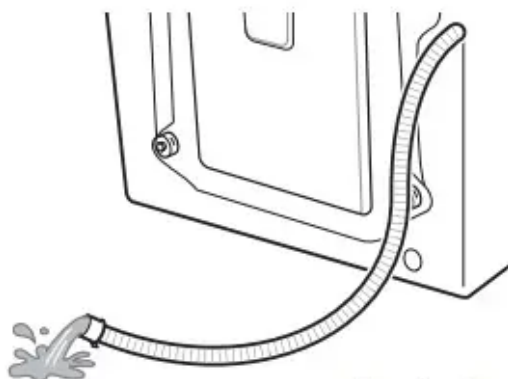
- If water does not drain when opening the drain tube plug, check the drain pump body for ice by removing the drain filter cap.



- Turn the power on, choose a washing programme, and press the Start/Pause button.



Detergent drawer



Drain hose

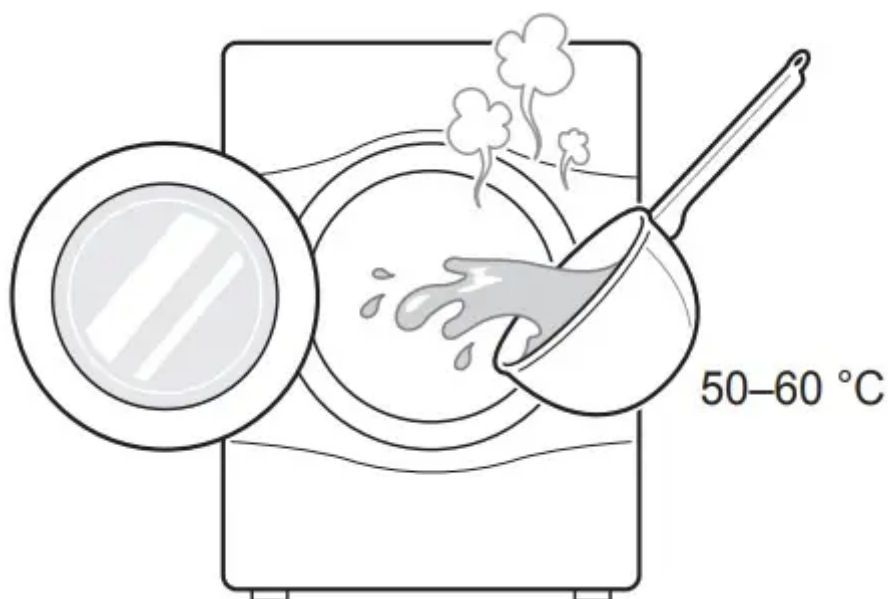
- If **FF** is shown in the display window while the product is in operation, check water supply taps, and all hoses for ice build up (Some models do not have an **FF** alarm function that indicates freezing).

NOTE

- Check that water is coming into the detergent drawer while rinsing, and water is draining through the drain hose while spinning

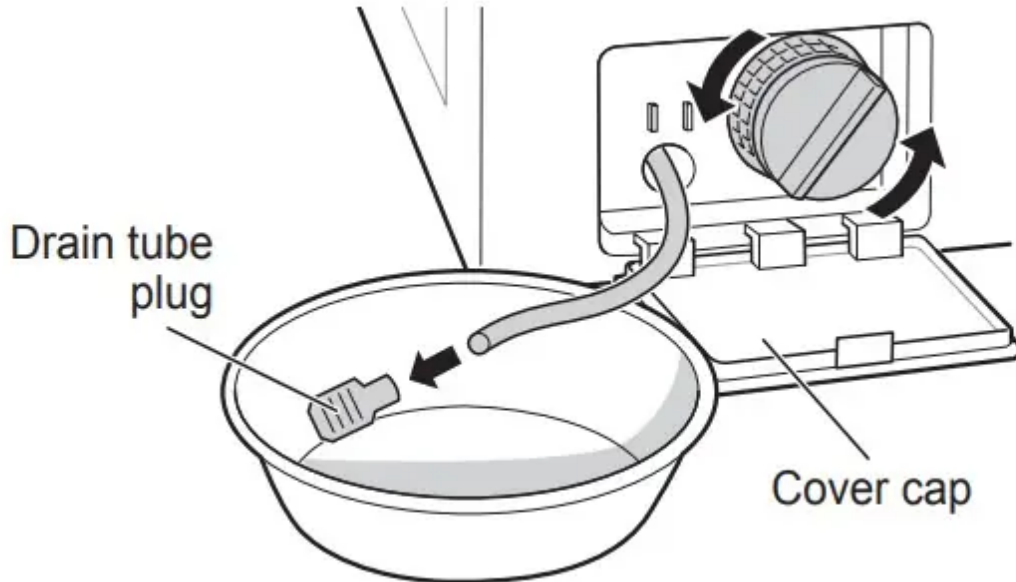
How to Handle Freezing

- Make sure to empty the drum, pour warm water of 50–60 °C up to the rubber part inside the drum, close the door, and wait for 1–2 hours.



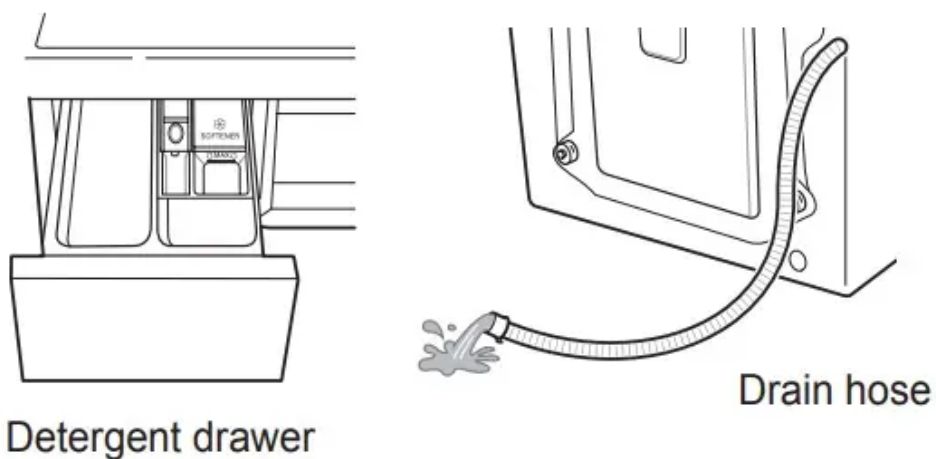
CAUTION

- When the drain hose is installed in a curved shape, the inner hose may freeze.
- Open the cover cap and drain tube plug used for removal of residual water to extract water completely



NOTE

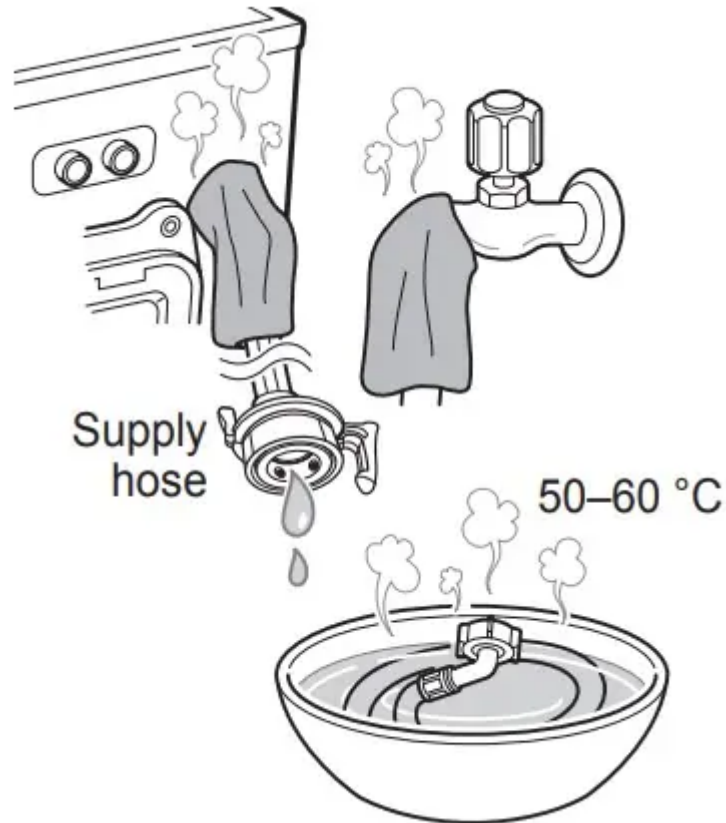
- If water does not drain, this means the ice is not melted completely, or lint may be trapped inside.
- When water is removed completely from the drum, close the drain tube plug used for removal of residual water, choose a washing programme, and press the Start/Pause button.



NOTE

- Check that water is coming into the detergent drawer while rinsing, and water is draining through the drain hose while spinning.

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



TROUBLESHOOTING

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

Diagnosing Problems

Symptoms	Reason	Solution
Rattling and clanking noise	<ul style="list-style-type: none"> • Foreign objects such as coins or safety pins may be in drum or pump. 	<ul style="list-style-type: none"> • Check all pockets to make sure that they are empty. Items such as clips, matches, pens, coins, and keys can damage both your washer and your clothes. • Close zippers, hooks, and drawstrings to prevent these items from snagging or tangling on other clothes.
Thumping sound	<ul style="list-style-type: none"> • Heavy wash loads may produce a thumping sound. This is usually normal 	<ul style="list-style-type: none"> • If sound continues, washing machine is probably out of balance. Stop and redistribute wash load.
Vibrating noise	<ul style="list-style-type: none"> • Have all the transit bolts and tub support been removed? • Are all the feet resting firmly on the ground? 	<ul style="list-style-type: none"> • If not removed during installation, refer to Installation guide for removing transit bolts. • Make sure the washing machine is level and tighten the lock nuts up towards the base of the appliance.



<p>Water leaks</p>	<ul style="list-style-type: none"> • Supply hoses or drain hose are loose at tap or washing machine. • House drain pipes are clogged. 	<ul style="list-style-type: none"> • Check and tighten hose connections. • Unclog drain pipe. Contact plumber if necessary
<p>Oversudsing</p>		<ul style="list-style-type: none"> • Too much detergent or unsuitable detergent may cause excessive foaming which may result in water leaks
	<ul style="list-style-type: none"> • Water supply is not adequate in that location. • Water supply tap is not completely open. • Water supply hose(s) are kinked. • The filter of the supply hose(s) clogged. 	<ul style="list-style-type: none"> • Check another tap in the house. • Fully open tap. • Straighten hose. • Check the filter of the supply hose.
<p>Water in the washing machine does not drain or drains slowly</p>	<ul style="list-style-type: none"> • Drain hose is kinked or clogged. • The drain filter is clogged. 	<ul style="list-style-type: none"> • Clean and straighten the drain hose. • Clean the drain filter.
<p>Washing machine does not start</p>	<ul style="list-style-type: none"> • Electrical power cord may not be plugged in or 	<ul style="list-style-type: none"> • Make sure plug fits tightly in wall outlet

	<p>connection may be loose</p> <ul style="list-style-type: none"> • House fuse blown, circuit breaker tripped, or a power outage has occurred. • Water supply tap is not turned on. 	<ul style="list-style-type: none"> • Reset circuit breaker or replace fuse. Do not increase fuse capacity. If problem is a circuit overload, have it corrected by a qualified electrician. • Turn on water supply tap
<p>Washing machine will not spin</p>	<ul style="list-style-type: none"> • Check that the door is firmly shut. 	<ul style="list-style-type: none"> • Close the door and press the Start/ Pause button. After pressing the Start/ Pause button, it may take a few moments before the washing machine begins to spin. The door must be locked before spin can be achieved. Add 1 or 2 similar items to help balance the load. Rearrange load to allow proper spinning.
<p>Door does not open</p>		<ul style="list-style-type: none"> • Once washing machine has started, the door cannot be opened for safety reasons. Check if the 'Door Lock' icon is illuminated. You can safely open the door after the 'Door Lock' icon turns off.
<p>Wash cycle time delayed</p>		<ul style="list-style-type: none"> • The washing time may vary by the amount of laundry, water pressure, water temperature and other usage conditions. If an imbalance is detected

		or if the suds removing programme is on, the wash time will increase.
Fabric softener overflow	<ul style="list-style-type: none"> • Too much softener may cause an overflow. 	<ul style="list-style-type: none"> • Follow softener guidelines to ensure appropriate amount is used. Do not exceed the maximum fill line.
Softeners dispensed too early	<ul style="list-style-type: none"> • Too much softener may cause an premature dispensing. 	<ul style="list-style-type: none"> • Follow the guidelines provided by the detergent manufacturer. • • Close the dispenser drawer slowly. Do not open the drawer during the wash cycle
Dry problem	<ul style="list-style-type: none"> • Check water supply. 	<ul style="list-style-type: none"> • Do not overload. Check that the washing machine is draining properly to extract adequate water from the load. Clothes load is too small to tumble properly. Add a few towels. • Turn off water supply tap
Odor	<ul style="list-style-type: none"> • This odor is caused by the rubber attached to the washing machine. • If the rubber door gasket and door seal area are not cleaned regularly, odors can occur from 	<ul style="list-style-type: none"> • It is the normal odor of new rubber and will disappear after the machine has been run a few times. • Be sure to clean the gasket and door seal regularly and check under the door seal for small items when unloading the washer.








	<p>mold or foreign substances.</p> <ul style="list-style-type: none"> • Odors can occur if foreign substances are left in the drainage pump filter. • Odors can occur if the drainage hose is not properly installed, causing siphoning (water flowing back inside the washing machine). • Using the dry function, odors can occur from lint and other laundry matter sticking to the heater. (Dryer model only) • A particular odor can occur from drying wet clothes with hot air. (Dryer model only) 	<ul style="list-style-type: none"> • Be sure to clean the drainage pump filter regularly. • When installing the drainage hose, be sure that it doesn't become kinked or blocked. • This is not a malfunction. • The odor will disappear after a short while.
<p>Your home appliance and smartphone is not connected</p>	<ul style="list-style-type: none"> • The password for the Wi-Fi that you are trying to 	<ul style="list-style-type: none"> • Find the Wi-Fi network connected to your smartphone and remove it, then register your


















<p>to the Wi-Fi network.</p>	<p>connect to is incorrect.</p> <ul style="list-style-type: none"> • Mobile data for your smartphone is turned on. • The wireless network name (SSID) is set incorrectly. • The router frequency is not 2.4 GHz. • The distance between the appliance and the router is too far. 	<p>appliance on LGSmartThinQ.</p> <ul style="list-style-type: none"> • Turn off the Mobile data of your smartphone and register the appliance using the Wi-Fi network. • The wireless network name (SSID) should be a combination of English letters and numbers. (Do not use special characters.) • Only signal may router frequency is supported. Set the wireless route to 2.4.4 GHz and connect the appliance to the wireless router. To check the router frequency, with your Internet service provider or the router manufacturer • If the distance between the a router manufacturer router is too far, the signal may be weak and the connection may not be configured correctly. Move the location of the router so that it is closer to the appliance.
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Error Messages



Symptoms	Reason	Solution
 	<p>Water supply pressure is not adequate in area.</p> <p>Water supply taps are not completely open.</p> <p>Water supply hose(s) are kinked.</p> <p>The filter of the supply hose(s) are clogged.</p> <p>If water leakage occurred in the supply hose (aqua stop hose), indicator [A] will become red.</p>  <p>• May vary depending on the model</p>	<ul style="list-style-type: none"> • Check another tap in the house • Fully open tap • Straighten hose(s) • Check the filter of the supply hose
 	<p>Drain hose may not be installed as per installation instructions.</p> <p>The drain filter is clogged.</p>	<ul style="list-style-type: none"> • Ensure that the drain hose is installed as per the installation instructions. • Clean the drain filter
 	<p>Load is too small</p> <p>Feet are not adjusted correctly</p> <p>The appliance has an imbalance detection and correction system. If individual heavy articles are loaded (e.g. bath mat, bath robe, etc.) this system may stop</p>	<ul style="list-style-type: none"> • Add 1 or 2 similar items to help balance the load • Adjust the front feet(or foot) so that there is no rocking from corner to corner.

		<p>spinning or even interrupt the spin cycle altogether.</p> <p>If the laundry is still too wet at the end of the cycle, add smaller articles of laundry to balance the load and repeat the spin cycle.</p>	<ul style="list-style-type: none"> • Rearrange load to allow proper spinning. • Rearrange load to allow proper spinning.
		Door is not closed properly.	<ul style="list-style-type: none"> • Close the door completely. If 'dE, dE1, dE2, dE4' is not released, call for service.
		Door sensor has malfunctioned	
		Thermistor control error	<ul style="list-style-type: none"> • Unplug the power plug and call for service.
		Water overfills due to a malfunction or excessively high water pressures.	<ul style="list-style-type: none"> • Close the water tap. • Unplug the power plug. • Call for service.
		Malfunction of water level sensor	<ul style="list-style-type: none"> • Close the water tap. • Unplug the power plug. • Call for service.
		Over load in motor.	<ul style="list-style-type: none"> • Allow the washing machine to stand for 30 minutes to allow the motor to cool, then restart the cycle.
		Water leaks.	<ul style="list-style-type: none"> • Call for service
		The washer experienced a power failure.	<ul style="list-style-type: none"> • Restart the cycle.

dHE	dHE	Does not dry (only on combo dryer models)	<ul style="list-style-type: none"> • Call for service
FF	FF	Is Inlet/outlet hose or drainage pump frozen?	<ul style="list-style-type: none"> • Supply warm water into the tub and unfreeze outlet hose and drainage pump. Wet a towel in warm water and apply to inlet hose.

Warning

This content is compiled from multiple sources and is provided for reference purposes only. It may not be complete or fully applicable to all situations. If you are unable to resolve your issue, please contact the product manufacturer or an authorized service provider for official support.

