

## OPERATION

### Using the Appliance

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

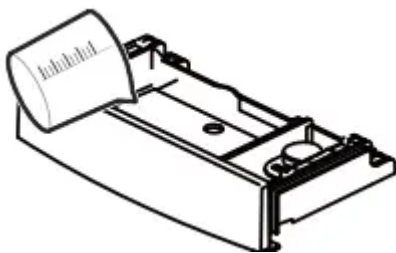
1. Sort laundry and load items.

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



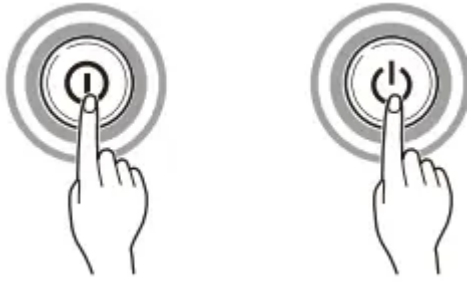
2. Add cleaning products and/or detergent and softener.

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



3. Turn on the washing machine.

- Press the Power button to turn on the washing machine.



4. Choose the desired wash programme.

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



5. Begin programme.

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



6. End of programme.

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

#### **NOTE**

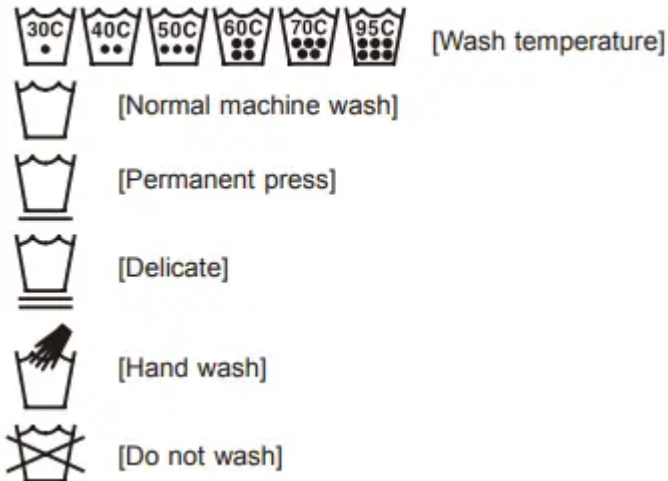
- The Auto Restart function allows the programme to restart by itself in case of power failure. It resumes from the stage where it stopped.

### **Sorting Laundry**

1. Look for the care label on your clothes.

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

- Symbols on the care labels.



## 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. Do not wash heavily soiled loads in the washing machine.
  - Soil (Heavy, Normal, Light) : eparate clothes according to amount of soil.
  - Colour (White, Lights, Darks): Separate white fabrics from coloured fabrics.
  - Lint (Lint producers, Collectors): Wash lint producers and lint collectors separately.

## 3. Caring before loading.

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



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

## CAUTION

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

## Adding Cleaning Products

### Detergent Dosage

- Detergent should be used according to the instruction of the detergent manufacturer and selected according to type, colour, soiling of the fabric and washing temperature.
- If too much detergent is used, too many suds can occur and this will result in poor washing results or cause heavy load to the motor. If the water temperature is too cold, then the detergent will not dissolve and can remain inside the machine causing odors.
- If you wish to use liquid detergent follow the guidelines provided by the detergent manufacturer.
- You can pour liquid detergent directly into the main detergent drawer if you are starting the cycle immediately.
- Do not use liquid detergent if you are using Time delay, or if you have selected Pre Wash, as the liquid may harden.
- If too many suds occur, reduce the detergent amount.
- Detergent usage may need to be adjusted for water temperature, water hardness, size and soil level of the load. For best results, avoid oversudsing.
- Refer to the label of the clothes, before choosing the detergent and water temperature.

- When using the washing machine, use designated detergent for each type of clothing only:
  - General powdered detergents for all types of fabric
  - Powdered detergents for delicate fabric
  - Liquid detergents for all types of fabric or designated detergents only for wool
- For better washing performance and whitening, use detergent with the general powdered bleach.
- Detergent is flushed from the dispenser at the beginning of the cycle.
- Dilute liquid detergent with water and pour into the drum, start the cycle.
- Using liquid detergent without diluting, or leaving laundry for a long time after pouring diluted liquid detergent into the drum might cause damage, bleaching or discoloration of cloth.

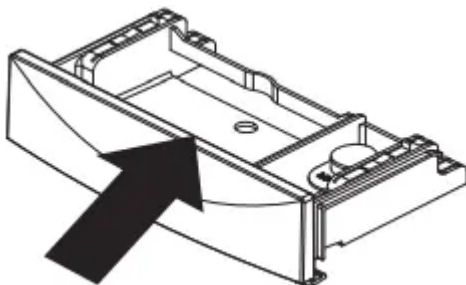
#### NOTE

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

#### Adding Detergent

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

When washing woolens, remember to use detergent suitable for washing woolens.



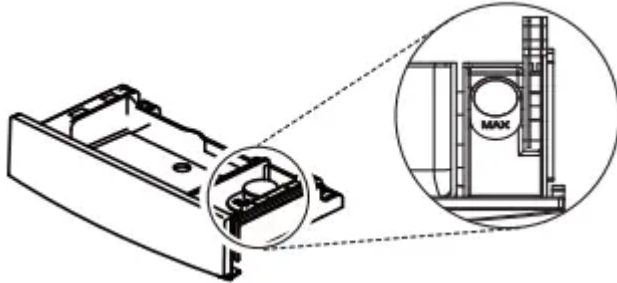
#### NOTE

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

## 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. If the softener consistency is thick, then it should be diluted.



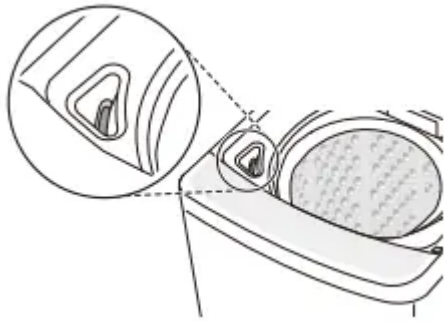
- Do not leave the fabric softener in the detergent drawer for more than 2 days (Fabric softener may harden).
- Softener will automatically be added during the last rinse cycle.
- Do not open the drawer when water is being supplied.
- Solvents (benzene, etc.) should not be used.

### NOTE

Do not pour fabric softener directly on the clothes as it may stain the clothes.

## Adding Liquid Bleach

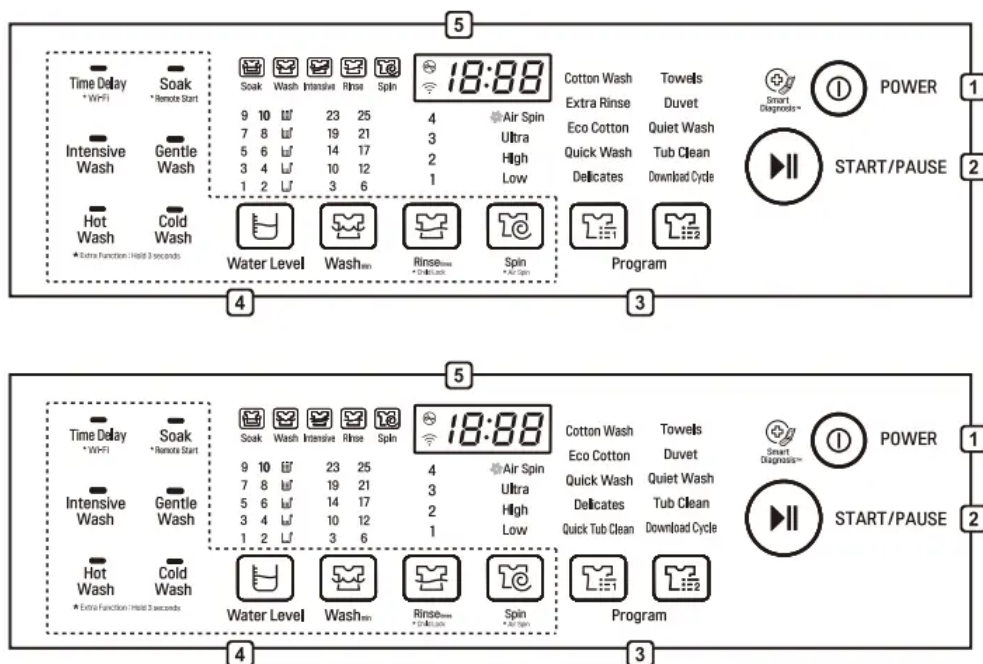
- Check clothing care label for special instructions and separate the laundry to be bleached.
- Dilute liquid chlorine bleach.
- Measure the recommended amount of liquid bleach carefully following instructions on the bottle.
- Before starting the washing machine, pour the measured amount of bleach directly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



## NOTE

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

## Control Panel



### 1. Power Button

Press the Power button to turn the washing machine on, or off if washing hasn't commenced.

The power goes off automatically about 30 seconds after the wash is finished.

### 2. Start/Pause Button

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

## NOTE

- If the wash is not recommenced within 60 minutes when in pause, then the appliance will automatically turn off.
- For customer safety, the door will be locked automatically during operation. If there are additional laundry to put in, press Start/Pause to unlock.
- Press Start/Pause button again to resume operation.

### 3. Program Button

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

### 4. Option Button

Press buttons to select the desired options.

### 5. Display

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

## Washing Programme

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

### Cotton Wash

Use this programme to wash cotton wash loads.

- This programme automatically selects the most appropriate conditions and completes the sequence in one operation.
- The built-in sensor detects the weight of the load and the ideal wash power and wash, rinse and spin times are set accordingly.
- If water is already in the tub, or putting wet laundry into the tub before starting increases the water level.
- Water level can be set low with lightweight bulky loads.
- Changes to water temperature (Hot Wash/Cold Wash) and wash level are possible during operation.

## **Extra Rinse (some models only)**

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

## **Eco Cotton**

Use this programme to consume less water and electricity to wash normal clothes.

### **Information for Energy Test**

Select the water temperature to suit wash cycles. Always follow garment manufacture's care label or instructions when washing.

- Set program of Eco cotton, Spin Ultra, Rinse 4, Wash 6, Water Level 2, Cold Wash, Hot Wash, Soak 1:00 is for normally soiled load and testing in accordance or in conformity with AS/NZS 2040. 1.
- The test results depend on water pressure, water hardness, water inlet temperature, room temperature, type and amount of load, degree of soiling utilized detergent, fluctuations in the main electricity supply and chosen additional options.
- For best washing results, we recommend dilute the detergent powder (drum type) in warm water and pour directly into tub.

## **Quick Wash**

Use this programme to wash lightly soiled clothes for a short time. This programme's recommended laundry amount is under 3 kg.

## **Delicates**

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

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

### **NOTE**

Hang or lay flat to dry your delicates.

## **Towels**

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

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

## Duvet

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

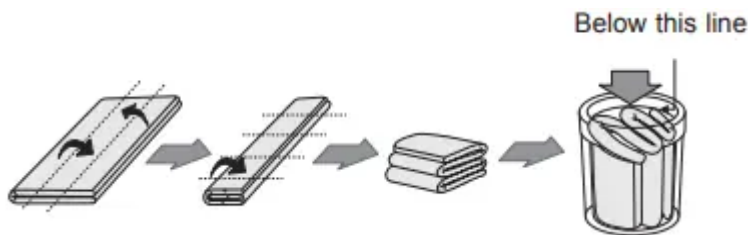
- Cashmere bedsheets, acrylic blanket, mixed spinning blanket, woolen blanket, infilling polyester 101), and bed sheet might be damaged by floating. Please purchase a separate laundry net to wash.
- Separate bed clothes from general clothes.

Not doing so might cause laundry to askew and may result in abnormal washing.

- Spin dry might take longer if bedsheets are lumped to a side.
- Never wash an electric blanket or carpets. It can cause damage to the machine.
- Please use a laundry net to soak and sink bedsheets that may float easily. it may damage the machine if the items float during the wash or spin.
- Regardless of size, we recommend to washing bedsheets individually. If two bedsheets with different materials are washed at the same time, it might cause a spin malfunction due to imbalance.

## NOTE

- How to put a blanket into the drum



## Quiet Wash

Use this programme to wash clothes quietly especially during late night and dawn.

This programme has a longer washing time than the Cotton Wash programme.

To reduce noise in spinning, this programme uses a slow spin to extract water from the clothes, so the clothes will have more moisture than normal.

## Option Programme

### Water Level

- Press the Water Level button to adjust water level. This may be required to avoid linting and unbalanced errors when the load is bulky but lightweight.
- It can be changed during operation.

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

## Wash

- Press the Wash button to change the wash time.
- Adjusting the wash level setting will modify the cycle times and/or wash actions. Press the

Wash button until the desired wash level is selected.

## Rinse

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

## Intensive Rinse

- Use Intensive Rinse to remove detergents more effectively.
- Press the Rinse button to start Intensive Rinse.



## Spin

- Press the Spin button to change spin strength.
- Press Start/Pause button to indicate remaining time.

## To use the Air Spin function

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

## NOTE

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

## Time Delay

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

1. Press the Power button.
2. Select a washing programme.
3. Press the Time Delay button to set the required Delay ending time.
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.
- Reservation can be made up to 18 hours by 1-hour interval up to 3 - 12 hours and 2-hour interval for 12 - 18 hours. The Time Delay cannot be set for less than 3 hours.
- To cancel the Time Delay function, press Time Delay button repeatedly until the reservation is canceled or press the Power button to turn off and on power.

## Intensive Wash

Press the Intensive Wash to allow a higher agitation intensity.

- It is set to medium intensity by default. It can be set on all programmes except Delicates, Quiet Wash and Tub Clean.

## Soak

- Soak can be selected to wash heavily soiled clothes by soaking in water for some time to remove dirt and grime.
1. Press the Power button.
  2. Select a washing programme.
  3. Press the Soak button to set time required.
  4. Press each of the Rinse or Spin button to select the number of Rinses or the Spin strength.
  5. Press the Start/Pause button.

## Gentle Wash















Press the Gentle Wash to allow a lower agitation intensity.

## Hot Wash / Cold Wash

- Press the Hot Wash and Cold Wash buttons to select hot water, cold water, or hot and cold water(warm water).
- It can be changed during operation.
- If hot wash is selected, the washing will be done with hot water and rinse will be done with cold water.
- Hot and cold water selected together allows a warm water temperature by mixing them during the filling. It is normal for cold water to enter the tub first.
- Delicates programme is cold water only. If hot water is used, the laundry can be damaged.
- Both Hot Wash and Cold Wash are automatically selected for the Extra Rinse Programme and the Tub Clean Function.

## Manual Washing

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

	Rinse, Spin	Spin only	Rinse only	Wash only
1	 or  Press the <b>Power</b> button.			
2	 Press the <b>Rinse</b> button.	 Press the <b>Spin</b> button.	 Press the <b>Rinse</b> button.	 Press the <b>Wash</b> button.
3	Rinse and Spin are automatically selected.	 Press the <b>Spin</b> button to adjust spin strength.	 Press the <b>Spin</b> button until the spin function is canceled.	Rinse and Spin are automatically selected.
4	  Press the <b>Rinse</b> or <b>Spin</b> buttons to adjust the number of rinses or the spin strength.		 Press the <b>Rinse</b> button to adjust the number of rinses.	  Press the <b>Rinse</b> and <b>Spin</b> buttons until the rinse and spin functions are canceled.
5	 Press the <b>Start/Pause</b> button.			

### NOTE


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

## Special Functions

### Child Lock

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

#### Locking the Control Panel

1. Press and hold the Rinse button for 3 seconds.
2.  and the remaining time are alternatively shown on the display while they are locked.
  - When the Child Lock is set, all buttons are locked except the Power button.

#### NOTE

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

#### Unlocking the Control Panel

Press and hold the Rinse buttons for three seconds.

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

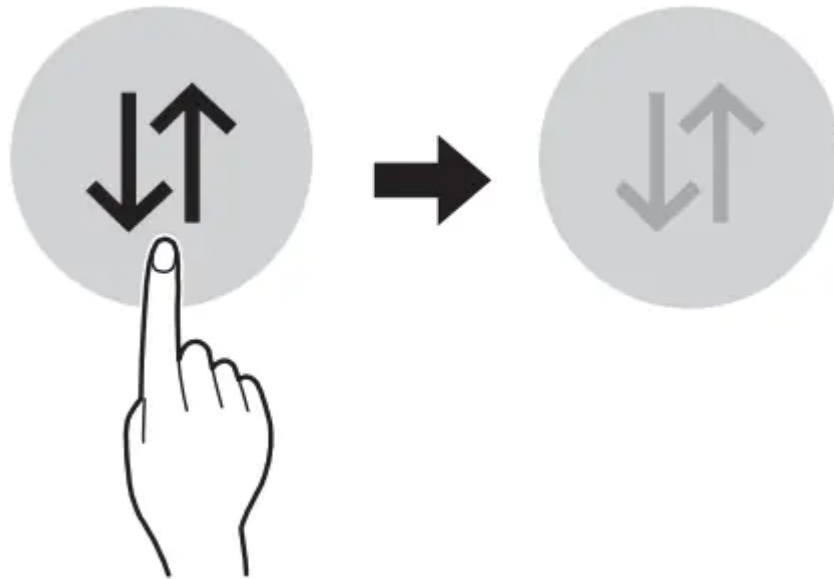
## SMART FUNCTIONS

### Using LG SmartThinQ Application

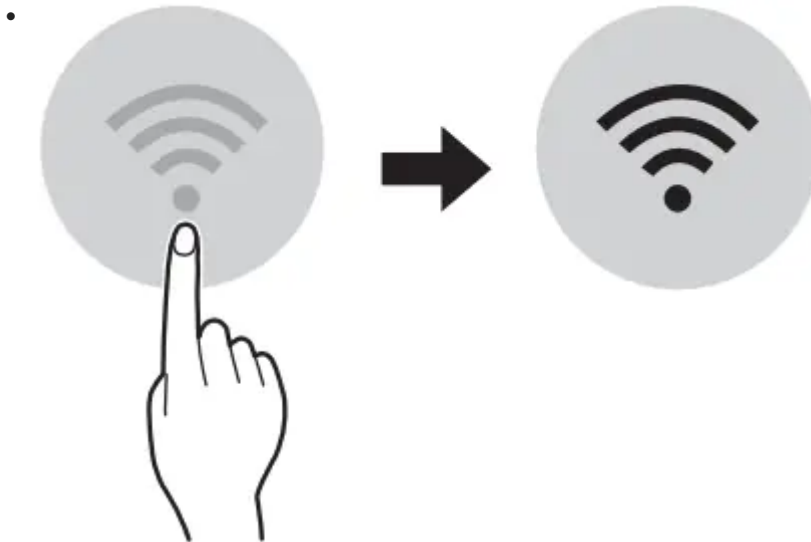


This feature is only available on the model with  or  logo


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 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 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 Wi-Fi network, it may be too far from the router.
- Purchase a Wi-Fi repeater (range extender) to improve the Wi-Fi signal strength.
- The Wi-Fi connection may not connect or may be interrupted because of the home network environment.

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

## Installing LG 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

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For appliances with the SmartThinQ or SmartThinQ<sup>TM</sup> logo

Communicate with the appliance from a smart phone using the convenient smart features.

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

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

### Tub Clean Coach

This function shows how many cycles remain before it is time to run the Tub Clean cycle.

### Energy Monitoring

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

### **Smart Diagnosis™**

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

### **Settings**

Various functions are available.

### **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.

## **Using the Washer Remotely**

### **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.

#### ***To Use Remote Start:***

1. Press the Power button.
2. Put the laundry into 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 smartphone.

### **NOTE**

- Once the Remote Start mode is enabled, you can start a cycle from the LG SmartThinQ smartphone application. If the cycle is not started, the machine will wait to start the cycle until it is turned off remotely from the application or the Remote Start mode is disabled.
- When Remote Start is turned on, the door is automatically locked.

#### ***To Disable Remote Start:***

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

The machine cannot be manually operated in the home whilst the Remote function is activated. The Remote feature must be turned off so that the machine can be used manually.

### **Download Cycle**

Download a new or special cycle that is not included in the basic cycles on the appliance.

Appliances that have been successfully registered can download from 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 appliance, the product keeps the downloaded cycle until a new cycle is downloaded.

### **RF Radiation Exposure Statement**

This equipment shall be installed and used at a minimum distance of 20 cm from the human body.



### **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.

### **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™.

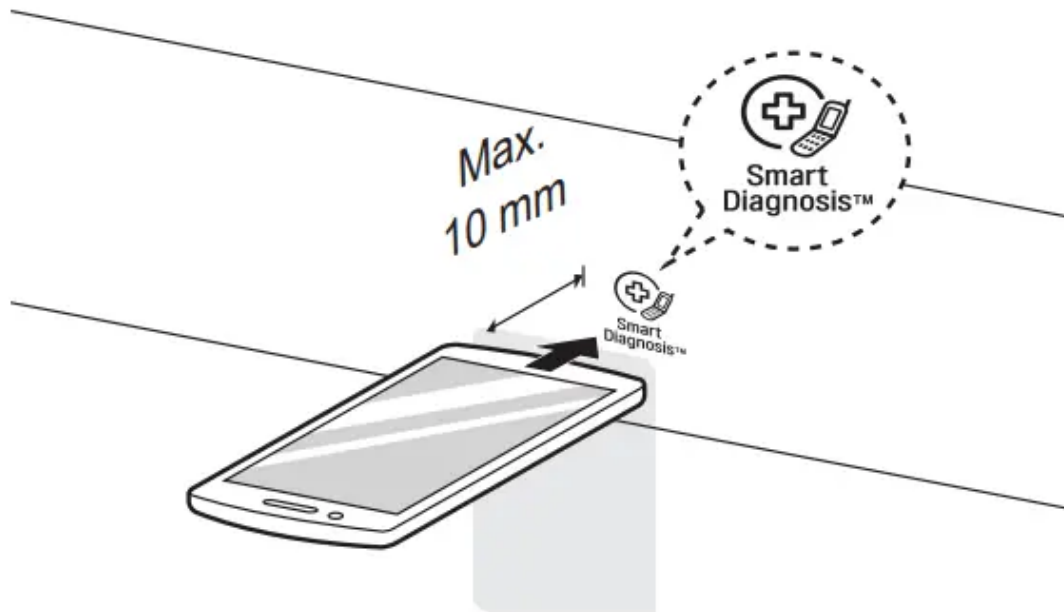
### **Smart Diagnosis**

#### **Smart Diagnosis™ Through the Customer Information Centre**

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

1. Press the Power button to turn on the appliance. Do not press any other buttons

2. When instructed to do so by the call centre, place the mouthpiece of your phone close to the Smart Diagnosis icon.



3. Press and hold the Temp. button for 3 seconds. for data transfer is displayed.

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**

- This 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 data transfer is poor due to poor call quality, you may not receive the best 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 the Washing Machine**

### **Care After Wash**

- If you always use COLD water, we recommend that a WARM or HOT wash be used at regular intervals e.g. every 5th wash should be at least a WARM one.
- Turn off taps to prevent the chance of flooding should an inlet hose burst.
- Always unplug the power cord after use.
- After the cycle is finished, wipe the door and the inside of the door seal to remove any moisture.
- Leave the door open to dry the drum interior but only if there no unsupervised children in the home.
- Wipe the body of the washing machine with a dry cloth to remove any moisture.

### **Cleaning the Exterior**

Proper care of your washing machine can extend its life.

#### **Exterior:**

- Immediately wipe off any spills and avoid using excessive detergent.
- Wipe with a damp cloth.
- Do not press on the surface or the display with sharp objects.

#### **Dispenser Drawer:**

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

### **Tub Clean**

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

1. Remove any clothing or items from the washing machine.
2. Open the dispenser drawer and add antilimescale to the main wash compartment.
3. Close the dispenser drawer slowly. Close the door.
4. Press the Program button to select Tub Clean.
5. Press the Start/Pause button to start.

6. After the cycle is complete, leave the door open to allow the washing machine door opening, flexible seals and door glass to dry.

### **CAUTION**

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

### **NOTE**

Do not add any detergents to the detergent dispenser drawer for the Tub Clean function.

Excessive suds may generate and leak from the washing machine.

### **Quick Tub Clean (some models only)**

Use this programme to clean the inner and outer tubs quickly. It is recommended to use this programme before washing baby clothes.

### **Cleaning the Water Inlet Filter**

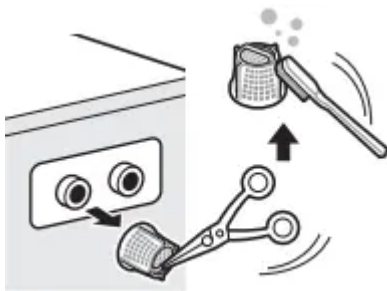
Turn off the supply taps to the machine if the washing machine is to be left for any length of time (e.g. holiday), especially if there is no floor drain (gully) in the immediate vicinity. Error message will be displayed on the control panel when water is not entering the detergent drawer.

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

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

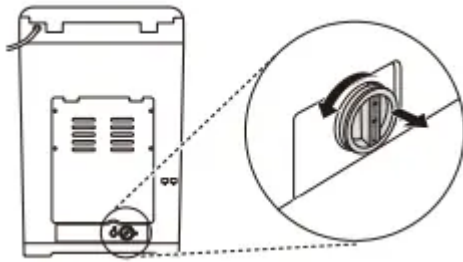


2. Clean the filter using a medium bristle tooth brush.

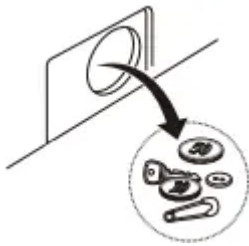


## Cleaning the Drain Pump Filter (some models only)

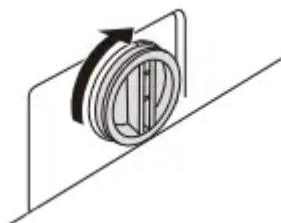
- The drain filter collects threads and small objects left in the laundry. Check regularly that the filter is clean to ensure smooth running of your washing machine.
  - Empty all the water from the tub by running a spin only cycle for a few minutes then unplug the machine off from the power outlet socket.
1. Turn the cap on the rear of the machine counter-clockwise and pull it out. There will be some residual water remaining in the drain hose that will pour out. Prepare an old towel for this purpose.



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



3. Replace the cap. Insert the filter along the guide ribs inside the pump casing. Ensure the Filter faces the guide ribs inside the pump casing when reinserting, and then firmly turn the cap clockwise by hand to close it.



### CAUTION

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

### Caution on Freezing During Winter

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

- In case the product must be installed outside on a porch or in other outdoor conditions, make sure to check the following.

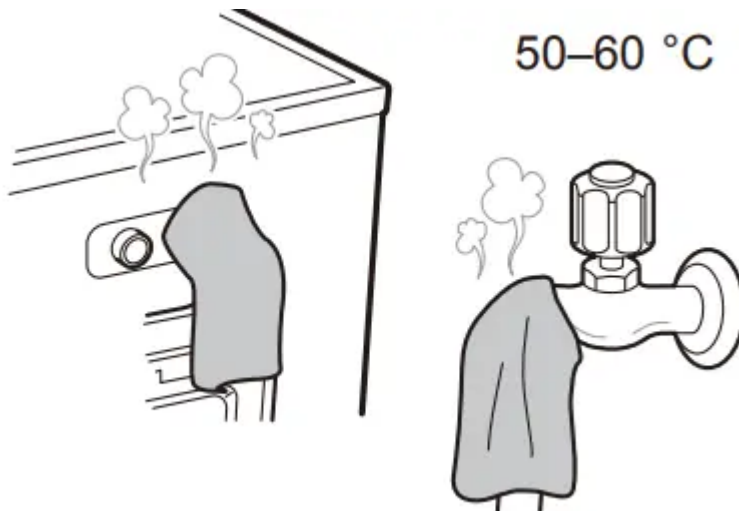
## How to Keep the Product from Freezing

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

### Supply hose

## How to Handle Freezing

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



# TROUBLESHOOTING

## Diagnosing Problems



Symptoms	Reason	Solution
Rattling and clanking noise	Foreign objects, such as keys, coins, or safety pins may be in the drum.	<ul style="list-style-type: none"> <li>• Stop the washing machine, remove the clothes and check the drum for foreign objects. If noise continues after washing machine is restarted, call for service.</li> </ul>
Thumping sound	Heavy wash loads may produce a thumping sound. This is usually normal.	<ul style="list-style-type: none"> <li>• If sound continues, washing machine is probably out of balance. Stop and redistribute the wash load.</li> </ul>
	Wash load may be out of balance.	<ul style="list-style-type: none"> <li>• Pause the cycle and redistribute the load after the door unlocks.</li> </ul>
Vibrating noise	Packaging materials were not removed.	<ul style="list-style-type: none"> <li>• Remove packing materials</li> </ul>
	Wash load may be unevenly distributed in the drum.	<ul style="list-style-type: none"> <li>• Pause the cycle and redistribute the load after the door unlocks.</li> </ul>
	Not all leveling feet are resting firmly and evenly on the floor.	<ul style="list-style-type: none"> <li>• See Leveling the Appliance in the Installation section.</li> </ul>
	Floor not rigid enough.	<ul style="list-style-type: none"> <li>• Make sure that the floor is solid and does not flex. See the Installation Place Requirements section.</li> </ul>
Poor stain removal	Proper options not selected.	<ul style="list-style-type: none"> <li>• Heavier soils and tougher stains may require extra cleaning power. Select the <b>Soak</b> feature to boost the cleaning power of the selected cycle.</li> </ul>
	Previously set stains.	<ul style="list-style-type: none"> <li>• Articles that have previously been washed may have stains that have been set. These stains may be difficult to remove and may require hand washing or pretreating to aid in stain removal.</li> </ul>
Staining	Bleach or softener dispensed too soon.	<ul style="list-style-type: none"> <li>• Dispenser compartment is overfilled causing bleach or softener to dispense immediately. ALWAYS measure bleach to prevent overfilling.</li> </ul>



Symptoms	Reason	Solution
		<ul style="list-style-type: none"> <li>• Close the dispenser drawer slowly.</li> </ul>
	Bleach or softener was added directly to the wash load in the drum.	<ul style="list-style-type: none"> <li>• Always use the dispensers to ensure that laundry products are properly dispensed at the right time in the cycle.'</li> </ul>
	Clothes were not properly sorted.	<ul style="list-style-type: none"> <li>• Always wash dark colours separately from light colours and whites to prevent discoloration.</li> <li>• Never wash heavily soiled items with lightly soiled items.</li> </ul>
Water leaking	Supply hose connection is loose at tap or washing machine.	<ul style="list-style-type: none"> <li>• Check hoses for leaks, cracks and splits.</li> <li>• Tighten hose connections.</li> </ul>
	House drain pipes are clogged.	<ul style="list-style-type: none"> <li>• The washing machine pumps out water very rapidly. Check for water backing up out of the drain pipe during drain. If water is seen coming out of the drain, check for proper drain hose installation and check for restrictions in the drain. Contact a plumber to repair the drain pipe.</li> </ul>
	Drain hose has come out of drain or is not inserted far enough.	<ul style="list-style-type: none"> <li>• Tie drain hose to supply hose or standpipe to prevent it from coming out during drain. For smaller drain pipes, insert the drain hose into the pipe as far as the drain hose flange. For larger drain pipes, insert the drain hose into the pipe 2.5 - 5 cm past the flange.</li> </ul>
	A large item such as a pillow or blanket is above the top of the drum.	<ul style="list-style-type: none"> <li>• Stop the washing machine and check the load. Make sure the load does not crest above the top edge of the drum and is fully submerged in the water.</li> </ul>
	Control panel has powered off due to inactivity.	<ul style="list-style-type: none"> <li>• This is normal. Press the <b>Power</b> button to turn the washing machine back on.</li> </ul>







Symptoms	Reason	Solution
	Washing machine is unplugged.	<ul style="list-style-type: none"> <li>• Make sure the power cord is plugged securely into a working outlet.</li> </ul>
	Water supply is turned off.	<ul style="list-style-type: none"> <li>• Turn both hot and cold taps fully on.</li> </ul>
	Controls are not set properly.	<ul style="list-style-type: none"> <li>• Make sure the cycle was set correctly, close the door and press the <b>Start/Pause</b> button.</li> </ul>
	Door is open.	<ul style="list-style-type: none"> <li>• Close the door and make sure that nothing is caught under the door preventing it from closing completely.</li> </ul>
	Circuit breaker/fuse is tripped/blown.	<ul style="list-style-type: none"> <li>• Check house circuit breakers/fuses. Replace fuses or reset breaker. The washing machine should be on a dedicated circuit. The washing machine will resume the cycle from where it stopped once power is restored.</li> </ul>
Washing machine will not operate	Control needs to be reset.	<ul style="list-style-type: none"> <li>• Press the <b>Power</b> button, then reselect the desired cycle and press the <b>Start/ Pause</b> button.</li> </ul>
	Start/Pause was not pressed after a cycle was set.	<ul style="list-style-type: none"> <li>• Press the <b>Power</b> button then reselect the desired cycle and press the <b>Start/Pause</b> button. The washing machine will shut off if the <b>Start/Pause</b> button is not pressed within 60 minutes.</li> </ul>
	Extremely low water pressure.	<ul style="list-style-type: none"> <li>• Check another tap in the house to make sure that household water pressure is adequate.</li> </ul>
	Washing machine is too cold.	<ul style="list-style-type: none"> <li>• If the washing machine has been exposed to temperatures below freezing for an extended period of time, allow it to warm up before pressing the <b>Power</b> button.</li> </ul>








Symptoms	Reason	Solution
	Washing machine is heating the water or making vapour. (some models only)	<ul style="list-style-type: none"> <li>The washing machine drum may stop operating temporarily during certain cycles, while water is safely heated to a set temperature.</li> </ul>
Washing machine not filling properly	Filter clogged.	<ul style="list-style-type: none"> <li>Make sure the inlet filters on the fill valves are not clogged.</li> </ul>
	Supply hoses may be kinked.	<ul style="list-style-type: none"> <li>Check that supply hoses are not kinked or clogged.</li> </ul>
	Insufficient water supply.	<ul style="list-style-type: none"> <li>Make sure that both hot and cold water taps are turned on all the way.</li> </ul>
	Hot and cold supply hoses are reversed.	<ul style="list-style-type: none"> <li>Check supply hose connections.</li> </ul>
Washing machine will not drain water	Kinked drain hose.	<ul style="list-style-type: none"> <li>Ensure that the drain hose is not kinked.</li> </ul>
	Drain located higher than 1.2 m above the floor.	<ul style="list-style-type: none"> <li>Make sure that the drain hose is no higher than 1.2 m above the bottom of the washing machine.</li> </ul>
Wrinkling	Washing machine not unloaded promptly.	<ul style="list-style-type: none"> <li>Always remove items from the washing machine as soon as the cycle is completed.</li> </ul>
	Washing machine overloaded.	<ul style="list-style-type: none"> <li>The washing machine can be fully loaded, but the drum should not be tightly packed with items. The door of the washing machine should close easily.</li> </ul>
	Hot and cold water supply hoses are reversed.	<ul style="list-style-type: none"> <li>Hot water rinse can set wrinkles in garments. Check the supply hose connections.</li> </ul>
Incomplete or no dispensing of detergent	Too much detergent used.	<ul style="list-style-type: none"> <li>Follow the guidelines provided by the detergent manufacturer.</li> </ul>
Musty or mildewy odor in	Inside of drum was not cleaned properly.	<ul style="list-style-type: none"> <li>Run the Tub clean cycle regularly.</li> </ul>


Symptoms	Reason	Solution
washing machine		
Cycle time is longer than usual	The load is too small.	<ul style="list-style-type: none"> <li>• Add more items to allow the washing machine to balance the loads.</li> </ul>
	Heavy articles are mixed with lighter items.	<ul style="list-style-type: none"> <li>• Always try to wash articles of somewhat similar weight to allow the washing machine to evenly distribute the weight of the load for spinning.</li> </ul>
	The load is out of balance.	<ul style="list-style-type: none"> <li>• Manually redistribute the load if articles have become tangled.</li> </ul>
	The password for the Wi-Fi that you are trying to connect to is incorrect.	<ul style="list-style-type: none"> <li>• Find the Wi-Fi network connected to your smartphone and remove it, then register your appliance on LG SmartThinQ.</li> </ul>
	Mobile data for your smartphone is turned on.	<ul style="list-style-type: none"> <li>• Turn off the <b>Mobile data</b> of your smartphone and register the appliance using the Wi-Fi network.</li> </ul>
Your home appliance and smartphone is not connected to the Wi-Fi network.	The wireless network name (SSID) is set incorrectly.	<ul style="list-style-type: none"> <li>• The wireless network name (SSID) should be a combination of English letters and numbers. (Do not use special characters.)</li> </ul>
	The router frequency is not 2.4 GHz.	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
	The distance between the appliance and the router is too far.	<ul style="list-style-type: none"> <li>• If the distance between the appliance and the router is too far, the signal may be weak and the connection may not be configured correctly. Move the location of the router so that it is closer to the appliance.</li> </ul>

## Error Messages



Symptoms	Reason	Solution
	The door is not closed properly.	<ul style="list-style-type: none"> <li>• Close the door completely. If the error code is not released, call for service.</li> </ul>
	Door lock switch error.	<ul style="list-style-type: none"> <li>• Check nothing is caught under the door, including shipping materials or lothing.</li> <li>• Close the door completely. If the error code is not released, call for service.</li> </ul>
	Special Drain Feature.	<ul style="list-style-type: none"> <li>• If the washing machine is paused during a cycle for a few minutes, the cycle will be cancelled and any water remaining in the drum will be drained.</li> </ul>
	Water supply taps are not fully open.	<ul style="list-style-type: none"> <li>• Fully open tap.</li> </ul>
	Water line hoses are kinked, pinched, or crushed.	<ul style="list-style-type: none"> <li>• Straighten the hose(s).</li> </ul>
	Water inlet filters are clogged.	<ul style="list-style-type: none"> <li>• Clean the inlet filters.</li> </ul>
	Water supply pressure to tap or house is too low or very high.	<ul style="list-style-type: none"> <li>• Contact a plumber to have the water lines repaired.</li> </ul>
	Water supply connected with leaklimiting hoses.	<ul style="list-style-type: none"> <li>• Do not use leak limiting hoses.</li> </ul>
	Foreign objects, such as coins, pins, clips, etc., caught between the wash plate and the inner basket.	<ul style="list-style-type: none"> <li>• Turn off the washing machine and then press the <b>Power</b> button. Press the <b>Spin</b> button without selecting a cycle to drain and spin the load. When the spin is complete, remove the clothes and then find and remove any objects caught in the wash plate.</li> </ul>
	Drain hose is kinked, pinched, or clogged.	<ul style="list-style-type: none"> <li>• Straighten the hose(s).</li> </ul>

Symptoms	Reason	Solution
	Drain discharge is more than 1.2 m above bottom of washing machine.	<ul style="list-style-type: none"> <li>Adjust or repair drain. Maximum drain height is 1.2 m.</li> </ul>
	UE rebalancing operation was not successful.	<ul style="list-style-type: none"> <li>The automatic attempt to rebalance the load was not successful. The cycle has been paused to allow the load to be manually adjusted.</li> </ul>
	The load is too small.	<ul style="list-style-type: none"> <li>Add more items to allow the washing machine to balance the loads.</li> </ul>
	Heavy articles are mixed with lighter items.	<ul style="list-style-type: none"> <li>Wash articles of somewhat similar weight.</li> </ul>
	The load is out of balance.	<ul style="list-style-type: none"> <li>Manually redistribute the load if articles have become tangled.</li> </ul>
	Control error.	<ul style="list-style-type: none"> <li>Unplug the washing machine and wait 60 seconds. Reconnect power and try again. If the error code is not released, call for service.</li> </ul>
	Water level is too high due to a faulty water valve.	<ul style="list-style-type: none"> <li>Close the water taps, unplug the washing machine, and call for service.</li> </ul>
	The water level sensor is not working correctly.	<ul style="list-style-type: none"> <li>Close the water taps, unplug the washing machine, and call for service.</li> </ul>
	A motor error has occurred.	<ul style="list-style-type: none"> <li>Allow the washing machine to stand for 30 minutes and then restart the cycle. If the error code is not released, call for service.</li> </ul>
	Clutch error.	<ul style="list-style-type: none"> <li>Unplug the washing machine and call for service.</li> </ul>
	Tub clean Alarm.	<ul style="list-style-type: none"> <li>Run the <b>Tub Clean</b> programme.</li> </ul>

Symptoms	Reason	Solution
	Sensing malfunction.	<ul style="list-style-type: none"> <li>Manually redistribute the load if articles have become tangled.</li> </ul>
	Motor's revolution is too low.	<ul style="list-style-type: none"> <li>Unplug the washing machine and wait 60 seconds. Reconnect power and try again.</li> <li>Call for service.</li> </ul>

### 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.