

OPERATION

Before Use

Notes for Operation

- Users should keep in mind that frost can form if the door is not closed completely or if the humidity is high during the summer.
- Ensure there is sufficient space between food stored on the shelf or door basket to allow the door to close completely.
- Opening the door for long periods can cause a significant increase of the temperature in the compartments of the appliance.
- If the refrigerating appliance is left empty for long periods, switch off, defrost, clean, dry, and leave the door open to prevent mould developing within the appliance.

Door Open Alarm

The alarm sounds 3 times in 30 second intervals if the door is left open or not completely closed for 1 minute.

NOTE

- Contact the LG Electronics customer information centre if the alarm sound continues after 30 seconds even after closing all doors.

Failure Detection

The appliance can automatically detect problems during the operation.

NOTE

- If a problem is detected, the appliance may not operate and an error code is displayed even when any button is pressed.
- If an error code is indicated on the display, do not turn off the power. Immediately contact the LG Electronics customer information centre and report the error code. If you turn off the power, the repair technician from the our information centre may have difficulty finding the problem.

Suggestion for Energy Saving

- Ensure there is sufficient space between stored foods. This allows cold air to be circulated evenly and lowers electricity bills.
- Store hot food only after it has cooled in order to prevent dew or frost.

- When storing food in the freezer compartment, set the freezer temperature lower than the temperature indicated on the food.
- Do not set the temperature of the appliance lower than needed.
- Do not put food near the temperature sensor of the fridge compartment. Keep a distance of at least 3 cm from the sensor.
- Note that a temperature rise after defrosting has a permissible range in the appliance specifications. If you wish to minimise the impact on the food storage due to a temperature rise, seal or wrap the stored food in several layers.
- The automatic defrosting system in the appliance ensures that the compartment remains free of ice buildup under normal operating conditions.

Storing Foods Effectively

- Store frozen food or refrigerated food inside sealed containers.
- Check the expiration date and label (storage instructions) before storing food in the appliance.
- Do not store food for a long period of time (more than 4 weeks) if it spoils easily at a low temperature.
- Place the refrigerated food or frozen food in each fridge or freezer compartment immediately after purchasing.
- Store raw meat and fish in suitable containers in the refrigerator, so that it is not in contact with or drip onto other food.
- Refrigerated foods and other food items can be stored on top of the vegetable drawer.
- Avoid refreezing any food which has been completely thawed. Freezing any food which has been completely thawed again will lower its taste and nutrition.
- Do not overfill the appliance. Cold air can not circulate properly if the appliance is overfilled.
- Cool hot food before storing. If too much hot food is placed inside, the internal temperature of the appliance can increase and negatively affect other foods stored in the appliance.
- If you set an excessively low temperature for food, it may become frozen. Do not set a temperature lower than the required temperature for the food to be stored correctly.
- If there are chill compartments in the appliance, do not store vegetables and fruits with higher moisture content in the chill compartments as they may freeze due to the lower temperature.
- In the event of a blackout, call the electricity company and ask how long it is going to last.
 - You should avoid door openings while the power is off.
 - When the power supply gets back to normal, check the condition of the food.

Max Freezing Capacity

- Express Freeze function will allow the freezer to reach its maximum freezing capacity. This generally takes up to 24 hours and automatically switches off.
- Express Freeze must be switched on for 2 hours before fresh products are placed in the freezer compartment.
- To get better air circulation, insert all inner parts like baskets, drawers, and shelves.

Freezing the Maximum Amount of Food

If large quantities of food are to be stored, all the freezer drawers should be taken out of the appliance except the bottom one and the food should be stacked directly on the freezer shelves in the freezer compartment.

CAUTION

- To remove the drawers, first remove the food from drawers and then pull out the drawers carefully. Not doing so could cause injury or damage to the drawers.

NOTE

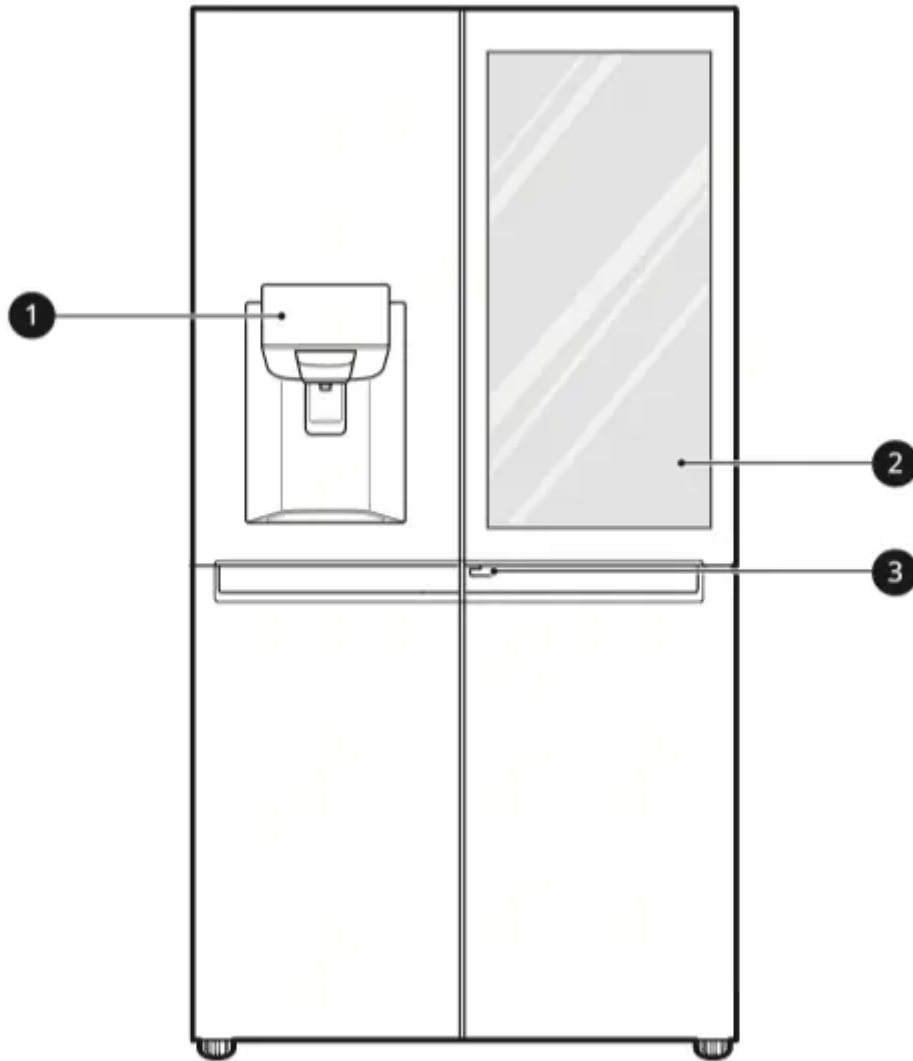
- The shape of each drawer may be different, insert in the right position.

Product Features

The appearance or components of the appliance may differ from model to model.

Exterior

*1: This feature is only available on some models.



1. Control Panel

Sets the fridge temperature and freezer temperature, the water filter condition and the dispenser mode.

2. InstaView Door in Door*1

The InstaView Door in Door compartment allows for easy access to frequently used food items.

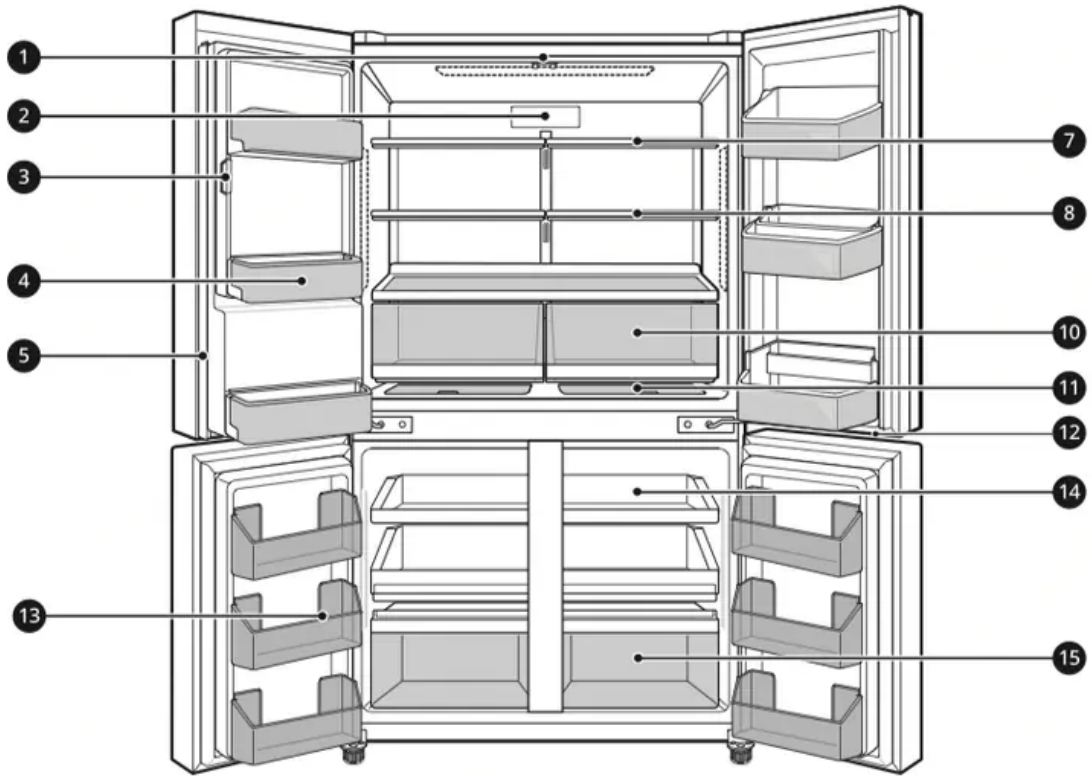
3. Door in Door Lever*1

Opens the Door in Door.

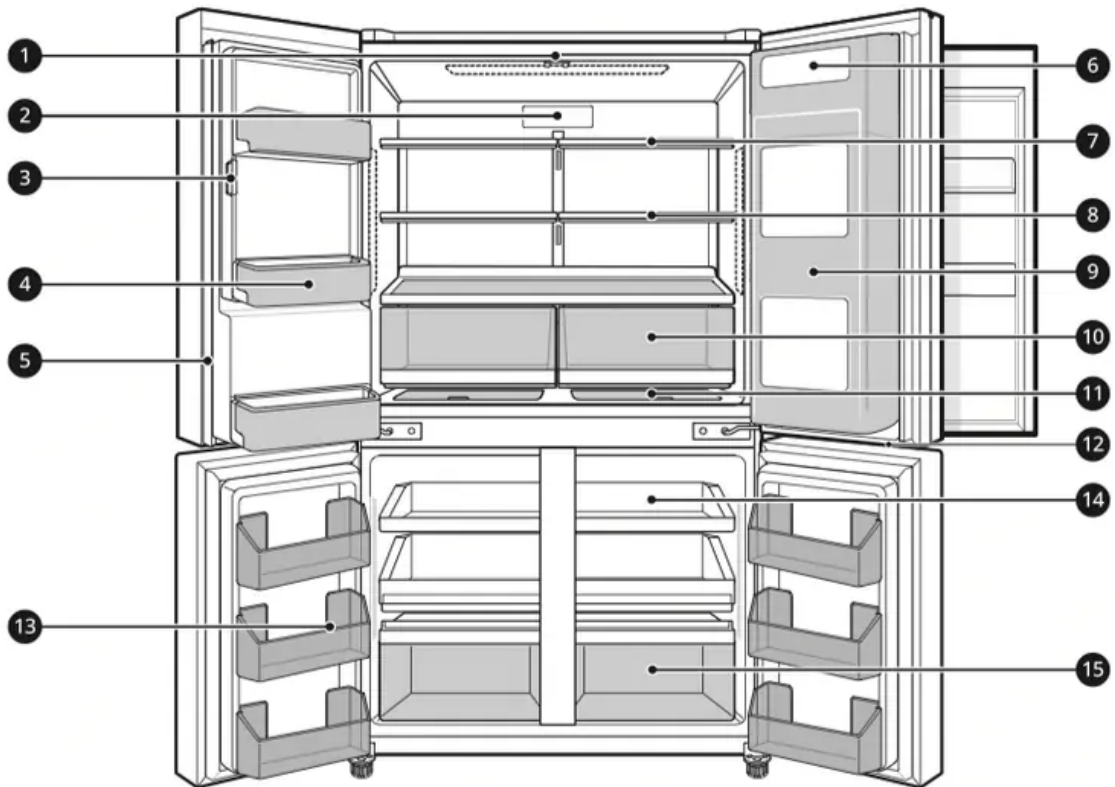
Interior

*1: This feature is only available on some models.

Standard Door Model:

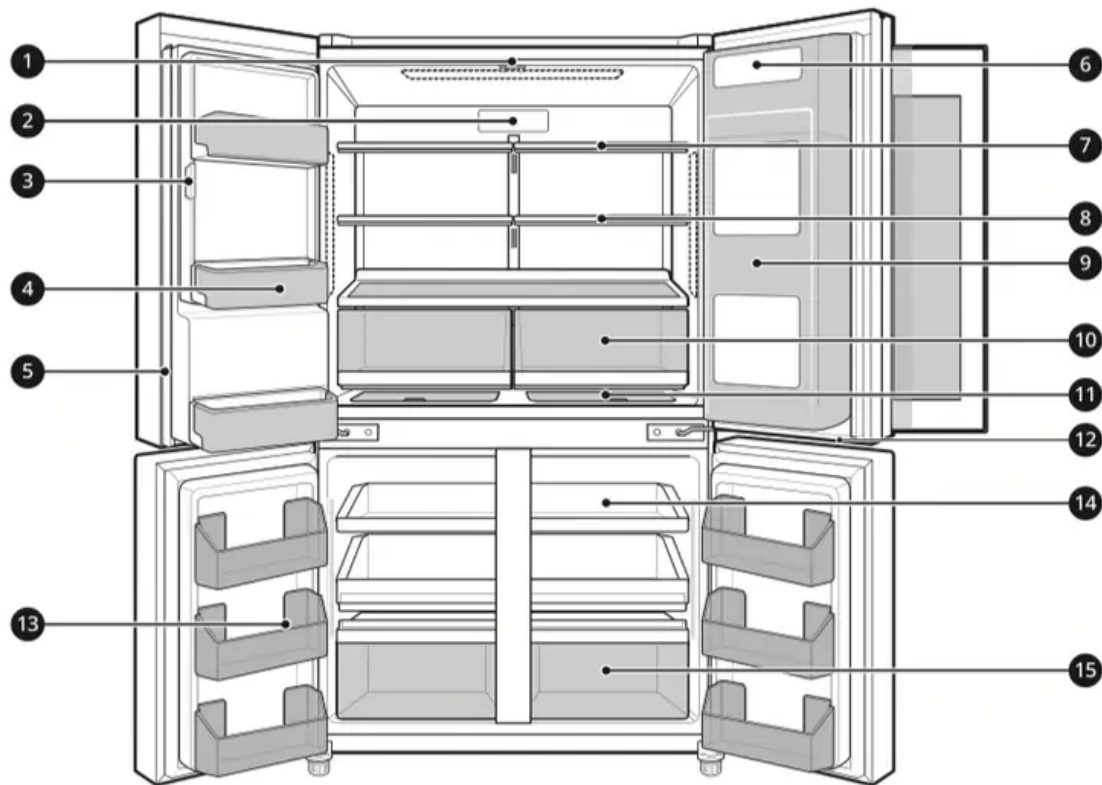


Door in Door Model:



InstaView Door in Door Model:





1. LED Lamp

The LED lamps inside the fridge light up when you open the door.

2. Air Filter

Reduces odours inside the fridge compartment.

3. Automatic Icemaker

This is where ice is automatically produced and stored.

4. Fridge Door Basket

Stores small packages of refrigerated foods, drinks and sauce containers.

5. Door Mullion

Prevents the cold air of the fridge from leaking.

CAUTION

- To reduce the risk of scratching the door or breaking the center door mullion, make sure that the refrigerator door mullion is always folded in.

6. Dairy Basket

Stores dairy foods such as butter and cheese.

7. Fridge Shelf

Stores refrigerated foods and fresh foods.

Stores the foods with higher moisture content at the front of the shelf.

The shelf height can be adjusted by inserting the shelf in another groove of different height.

8. Folding Shelf*1

This is adjustable to meet individual storage needs.

9. Door in Door Compartment*1

Stores commonly used food items such as beverages and snacks.

10. Vegetable Box

Stores fruits and vegetables to keep fresh for as long as possible.

11. Extra Space*1

Stores small food items such as cheese and ham.

12. LED Lamp

The LED lamp on the bottom of the fridge door lights up when you open the freezer door.

13. Freezer Door Basket

Stores small packages of frozen food. Do not store ice cream or food which will be stored for a long period of time.

14. Freezer Tray

Stores small packaged frozen food or frequently-used foods. The sliding trays allow easy access and convenience of use.

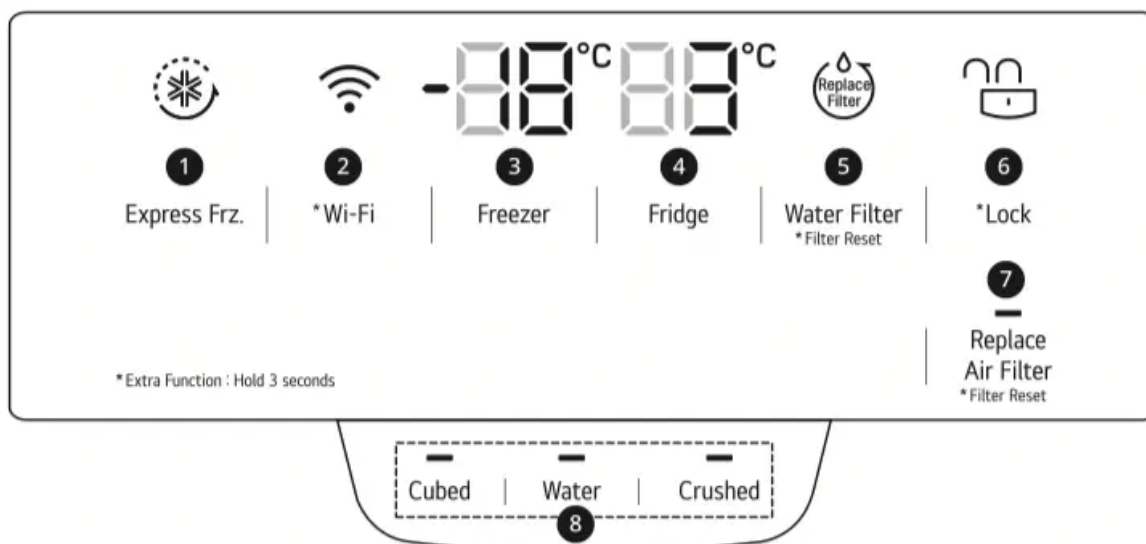
15. Freezer Drawer

Preserve frozen food to keep longer.

Control Panel

The actual control panel may differ from model to model.

Control Panel and Functions



1. Express Frz.

This function can quickly freeze a large amount of ice or frozen foods.

- This function is enabled and disabled in turn each time you press the button.
- This function automatically terminates after a specific period has passed.

2. Wi-Fi

This button allows the appliance to connect to a home Wi-Fi network. Refer to Smart Functions for information on the initial setup of the LG ThinQ application.

3. Freezer

Press this button repeatedly to select a desired temperature between -23 °C and -15 °C.

- The default freezer temperature is -18 °C.

4. Fridge


Press this button repeatedly to select a desired temperature between 1 °C and 7 °C.

- The default fridge temperature is 3 °C.

NOTE


- The actual inner temperature varies depending on the food status, as the indicated setting temperature is a target temperature, not actual temperature within the appliance.


5. Water Filter

Replace the water filter when the  indicator lights up.

6. Lock

This locks buttons on the control panel.

- To lock the control panel buttons, press and hold the Lock button for 3 seconds until the  icon appears and the function is activated.

- To disable the function, press and hold the Lock button for 3 seconds until the  icon appears and the function is deactivated.

7. Replace Air Filter

This function reduces odours inside the fridge. If the indicator lights up, replace the filter.

8. Water & Ice Type

Select a desired dispenser mode from the buttons on the control panel. Press the dispenser switch with a glass or other container to dispense cubed ice, water or crushed ice.

NOTE

- The control panel automatically turns off for energy saving.
- When the appliance is in the energy saving mode, the display remains off until a door is opened or a button is pressed. Once on, the display remains on for 20 seconds.
- If there is any finger or skin contacts to the control panel while cleaning it, the button function may operate.
- This appliance incorporates an earth connection for functional purposes only.

Ice and Water Dispenser

Before Using the Ice and Water Dispenser

NOTE

- If the cup rim is small, water may splash out of the glass or miss it completely.
- Use a cup with a rim of over 68 mm in diameter when dispensing water, cubed ice or crushed ice.

CAUTION

- Keep children away from the dispenser to prevent children playing with or damaging the controls.
- Throw away the first few batches of ice (about 20 cubes and 7 cups of water). This is also necessary if the appliance has not been used for a long time.
- It is normal for milky / cloudy water to be dispensed after replacing the water filter. This air in the water will eventually clear and is safe to drink during this transition.

NOTE

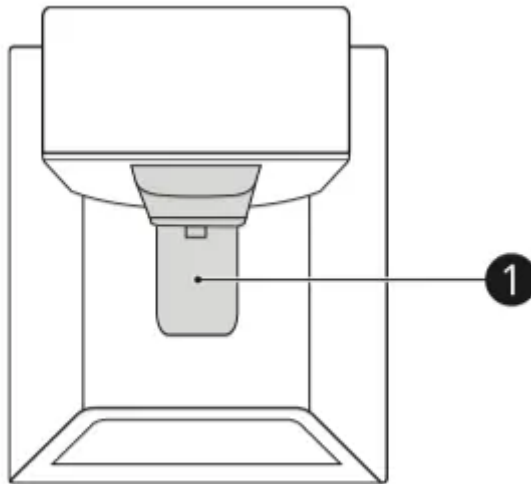
- If you open the freezer door while water is being dispensed, the water dispensing will stop.

- If you open the fridge door while water, cubed ice or crushed ice is being dispensed, dispensing will be paused. When you close the door, the selected item will continue to be dispensed.
- When the ice maker produces smaller ice cubes, or the cubes become lumped together, the amount of water supplied to the ice maker may be low due to insufficient water in the water tank. If ice is not used frequently or the freezer set temperature is too warm, it may also lump together.

Using the Ice and Water Dispenser

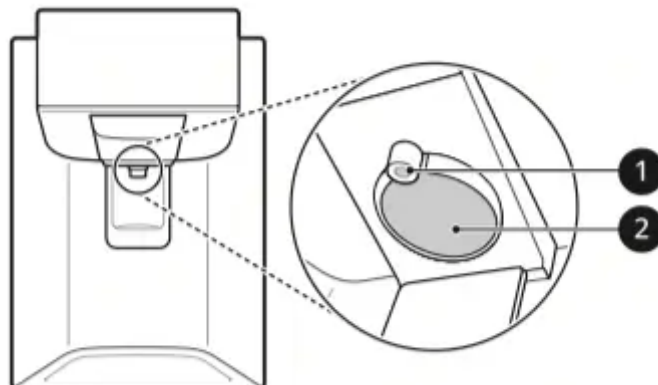
Press the dispenser selection button repeatedly until the light above the icon that you want illuminates.

Press the dispenser paddle **1** with a glass or other container to dispense cubed ice, water or crushed ice.



Cleaning the Dispenser

Cleaning the Ice and Water Outlet Wipe the water outlet **1** or ice outlet **2** frequently with a clean cloth as it may get dirty easily.



NOTE

- Lint from a cloth may adhere to the outlets.

Cleaning the Dispenser Tray

Wipe the entire area with a damp cloth. The dispenser tray may become wet easily due to spilled ice or water.



Automatic Icemaker

This feature is only available on some models. This feature may vary depending on model purchased.

Before Using the In-Door Icemaker

- The icemaker produces ice normally when approximately 48 hours have passed after the appliance is initially installed.
- If the ice bin is completely filled with ice, ice production will stop.
- Sound of ice dropping into the ice bin is normal.
- If ice cubes are stored in the ice bin for a long period of time, they may clump together and may not be separated easily. In such a case, empty the ice bin and allow fresh ice to be made.

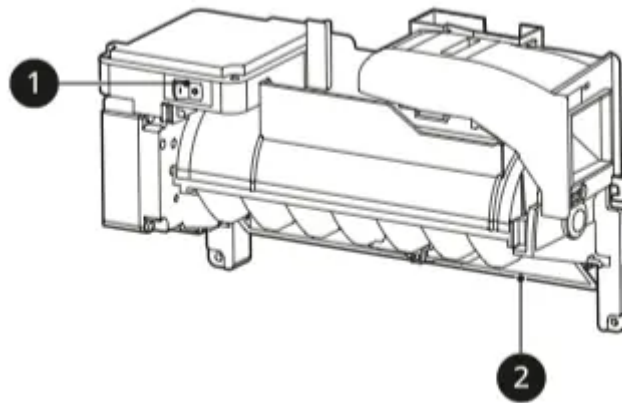
CAUTION

- It is normal for milky or cloudy water to be dispensed after replacing the water filter. This air in the water will clear eventually and is safe to drink.
- The first ice and water dispensed may include particles or odour from the water supply line or the water tank.
- If discolored ice is dispensed, check the water tank and the water supply for a possible source. If the problem continues, contact the LG Electronics customer information centre. Do not use the ice or water until the problem is corrected.

- Do not touch the ice outlet or the automatic icemaker with your hand or a tool.
- Dispense ice into a glass before filling it with water or other beverages. Splashing will occur if ice is dispensed into a glass that already contains liquid.
- Never use a glass that is exceptionally narrow or deep. Ice may jam in the ice passage, affecting the performance of the appliance.
- Keep the glass at a proper distance from the ice outlet. A glass held too close to the outlet may prevent ice from dispensing.
- Dispose of the ice inside the ice bin if you go on vacation or if an extended power outage occurs. Water from melting ice may drop from the dispenser onto the floor.

In-Door Icemaker

The automatic icemaker can automatically make 70 - 182 cubes at a time, within a 24-hour period if conditions are favorable. This amount may vary according to the environment (ambient temperature around the appliance, frequency of the door being opened, amount of food stored in the appliance, etc.).



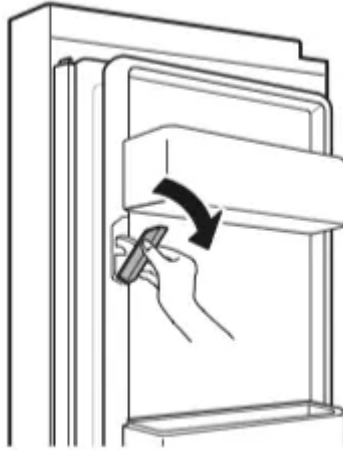
1 Power Switch

2 Auto Shutoff (feeler arm)

Removing/Refitting the Ice Storage Bin

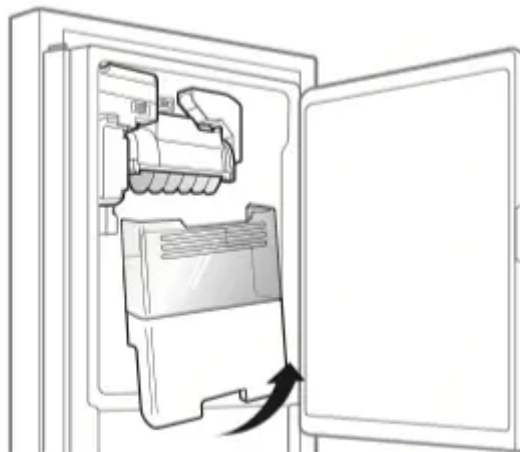
The ice dispensing chute may become blocked with frost if only crushed ice is used. Remove the frost that accumulates by removing the ice bin and clearing the passage with a rubber spatula. Dispensing cubed ice periodically can also help prevent frost buildup.

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



2. To turn off the automatic icemaker, set the icemaker switch to OFF (O).

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



4. Refit the in-door ice bin in the reverse sequence of their removal.

CAUTION

- Do not touch the automatic icemaker's mechanical parts with your hand or any mechanical implement. Doing so may cause serious injury or damage to the appliance.
- Do not disassemble, repair or alter the automatic icemaker. These tasks should only be done by a service technician.
- Caution should be taken, as the automatic icemaker operates continuously after the freezer door is opened when the automatic icemaker switch is set to the ON position.
- Keep children away from the dispenser.
- When refitting the ice bin, ensure that it is placed correctly. If it is tilted or unlevel, it may not continue to make ice due to sensor disruption.

Turning the Automatic Icemaker On or Off

To turn the automatic icemaker On/Off, press the power switch on the icemaker to the ON (I) or OFF (O) position.

Normal Sounds You May Hear

The icemaker water valve will buzz as the icemaker fills with water. If the power switch is in the ON (I) position, it will buzz even if it has not yet been hooked up to water. To stop the buzzing, move the power switch to OFF (O).

NOTE

- Do not keep the power turned on to the icemaker if the water line is not connected. Doing so can damage the icemaker.

Preparing for Vacation

If the ambient temperature will drop below freezing, have a qualified technician drain the water supply system to prevent serious property damage due to flooding caused by ruptured water lines or connections. Set the icemaker power switch to OFF (O) and shut off the water supply to the appliance.

NOTE

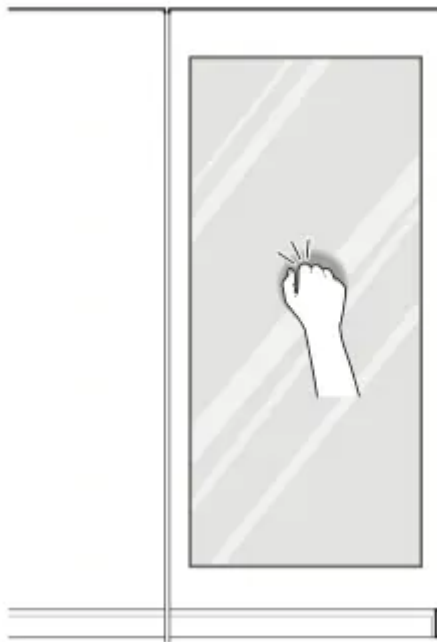
- The ice bin should be emptied any time the icemaker on/off switch is turned to the OFF (O) position.

InstaView

This feature is only available on some models.

Using the InstaView Door in Door

The InstaView Door in Door lets you see if you're running low on frequently used items like beverages and snacks, without opening the fridge door.



1. Knock twice on the glass to turn the LED light inside the Door in Door on or off.
2. The LED light turns off automatically after ten seconds.

CAUTION

- Do not open the door of the appliance with the door in door open, or do not open the door in door while the door of the appliance is open. The door in door may be struck by the edge of the appliance and damaged.

NOTE

- The InstaView Door in Door function is disabled for 2 seconds after closing the left or right freezer door.
- Knock near the center of the glass. Knocking near the edges of the glass may not activate the InstaView Door in Door function.
- Knock hard enough so that the knocking sound is audible.
- The InstaView Door in Door function may activate if a loud noise occurs near the refrigerator.
- Clean the glass door with a dry cloth. To remove stubborn stains, slightly moisten a clean cloth with lukewarm water or a glass cleaner. Do not spray glass cleaner directly at the glass door.

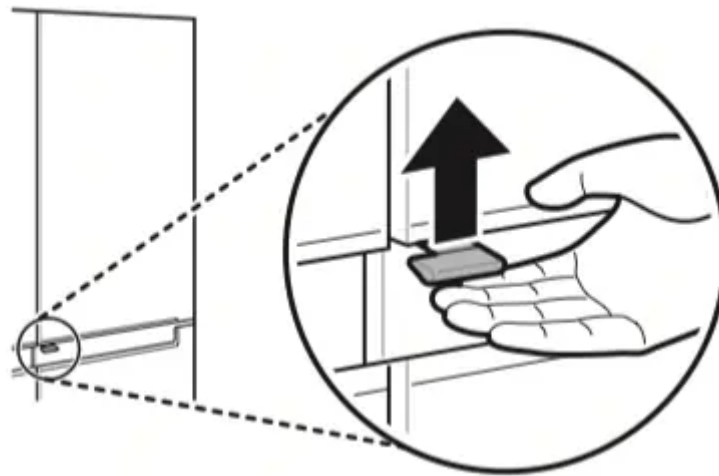
Door in Door

This feature is only available on some models.

Using the Door in Door

Pull the lever at the bottom of the door upwards until the door in door opens.

There is plenty of storage space inside the door in door and its surrounding baskets, allowing you to store food in an organized manner.



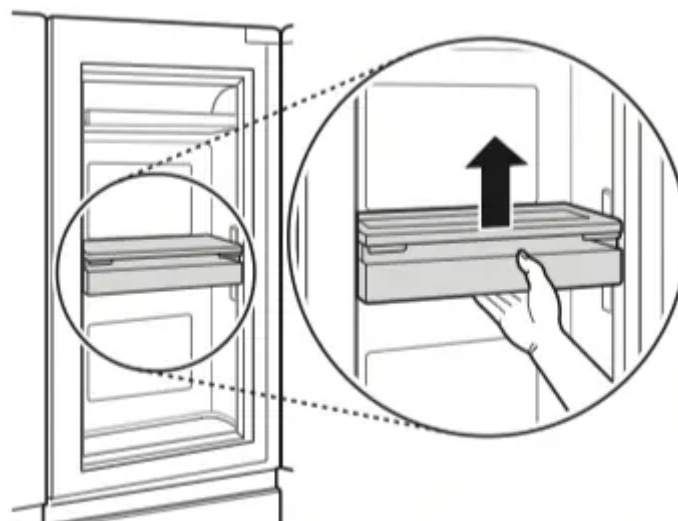
CAUTION

- Do not open the door of the appliance with the door in door open, or do not open the door in door while the door of the appliance is open. The door in door may be struck by the edge of the appliance and damaged.

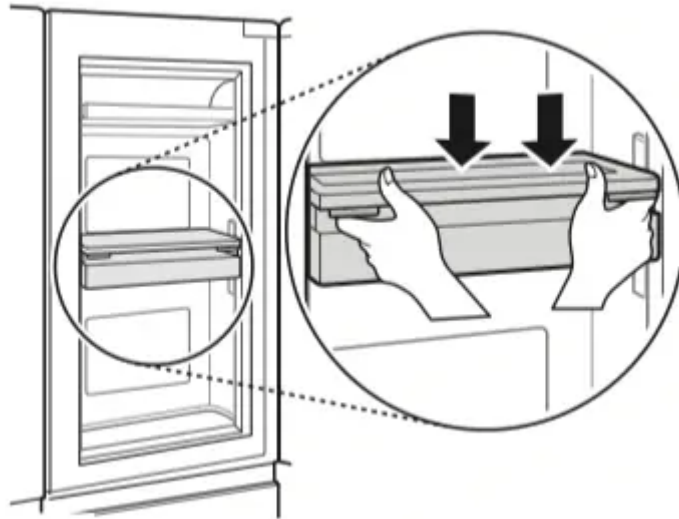
Using the Moving Basket

Adjusting the moving basket allows taller food items to be stored more conveniently.

1. To raise the moving basket, hold the basket in the centre and push the basket up until it clicks into place.



2. To lower the moving basket, press up to release the levers at the side of the basket lower the basket until it clicks into place.



CAUTION

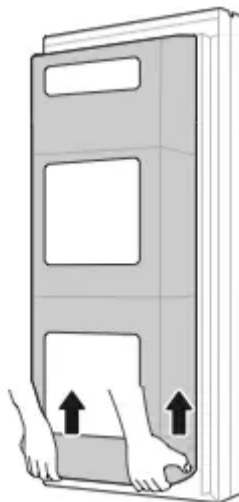
- To avoid personal injury or damage to the basket or its contents, empty the moving basket before moving it up or down.

Removing/Refitting the Door in Door Case

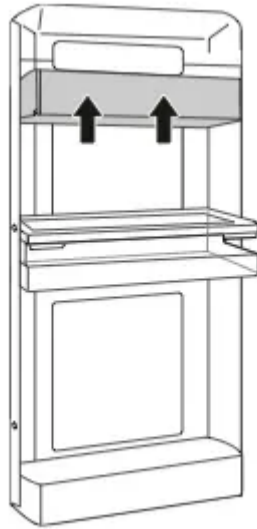
CAUTION

- Remove contents from the Door in Door compartment before removal.

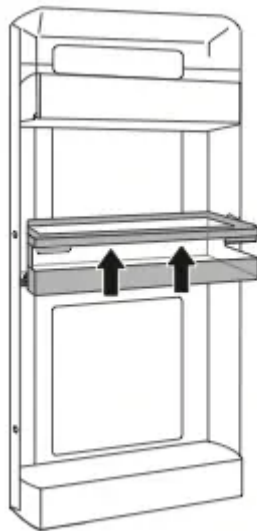
1. Open the doors completely and remove the contents of the Door in Door case. Lift up and pull out the Door in Door case.



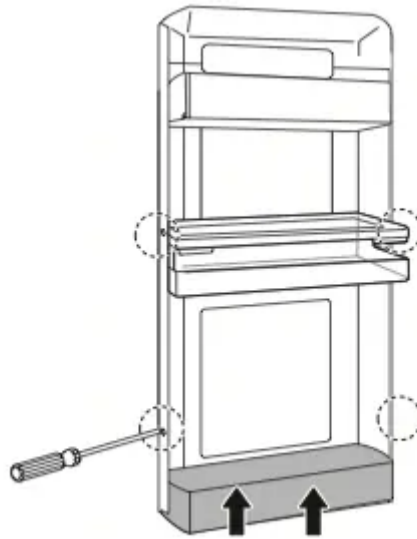
2. Lift up and remove the dairy basket from the whole case.



3. Lift up the basket to the top position.



4. Remove the screws from each of the side rails, and lift up and remove the basket from the case.



5. Refit the Door in Door case in the reverse order of the removal process.

Fridge and Freezer Drawer

CAUTION

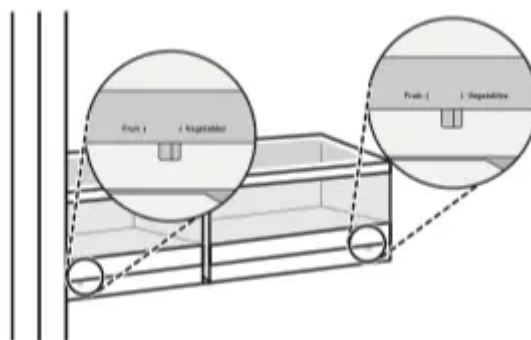
- Always empty the drawers before removing them, and use both hands when removing and refitting them.
- Make sure that the fridge doors are fully open before removing and refitting the drawers.

Using the Fridge Drawer

This feature is only available on some models. The crispers provide fresher tasting fruit and vegetables by letting you easily control humidity inside the drawer.

You can control the amount of humidity in the moisture-sealed crispers by adjusting the control to any setting between Vegetables and Fruit.

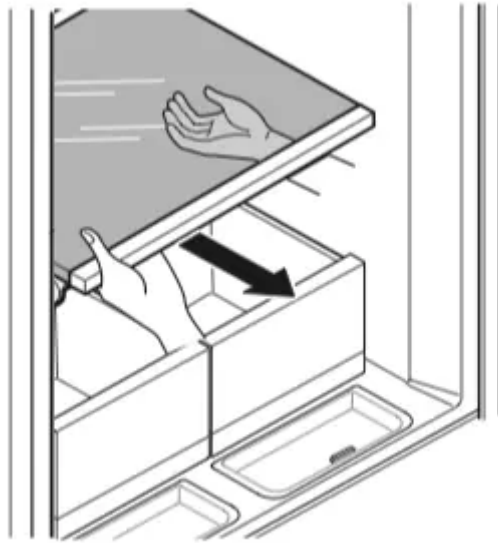
- Vegetables keeps moist air in the crisper for best storage of fresh, leafy vegetables.
- Fruit lets moist air out of the crisper for best storage of fruit.



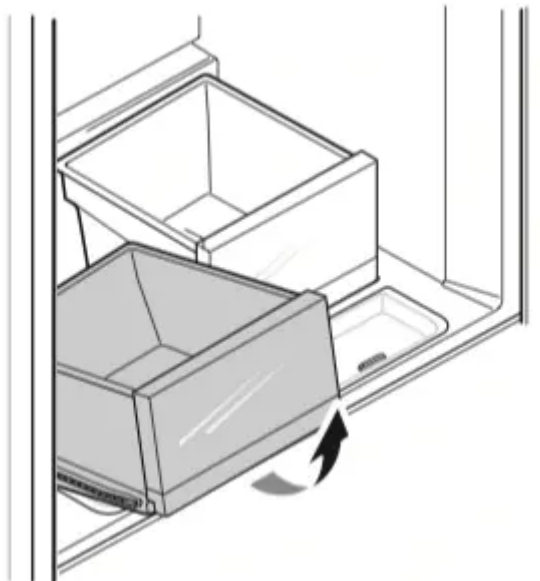
Removing/Refitting the Fridge Drawer

This feature may vary depending on model purchased.

1. Open both fridge doors completely. Hold the cover with both hands and tilt the cover slightly while pulling it out.



2. Remove the contents of the drawer. Hold the handle of the vegetable drawer and gently pull it out.



3. Mount the fridge drawer in the reverse order of the removal process.

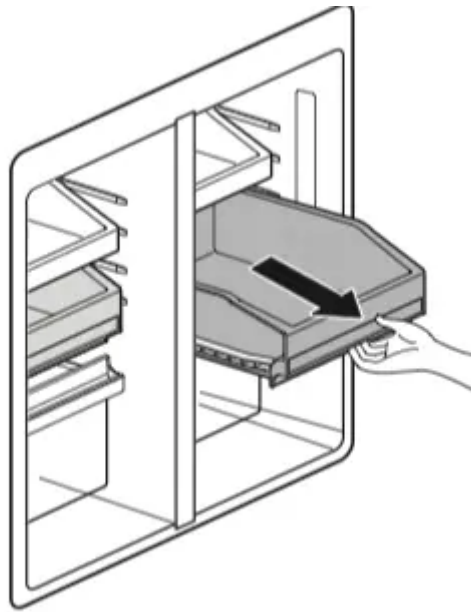
Using the Freezer Drawer

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

- Use the upper compartment to store packaged frozen foods and frequently-used foods.
- Use the lower compartment for larger frozen foods and items stored for longer periods.

Removing/Refitting the Freezer Drawer

1. Open both freezer doors completely. Pull out the freezer drawer to full extension and remove all of the contents.



2. With the drawer fully extended, lift up the front and pull the drawer out to remove it.

3. Mount the freezer drawer in the reverse order of the removal process.

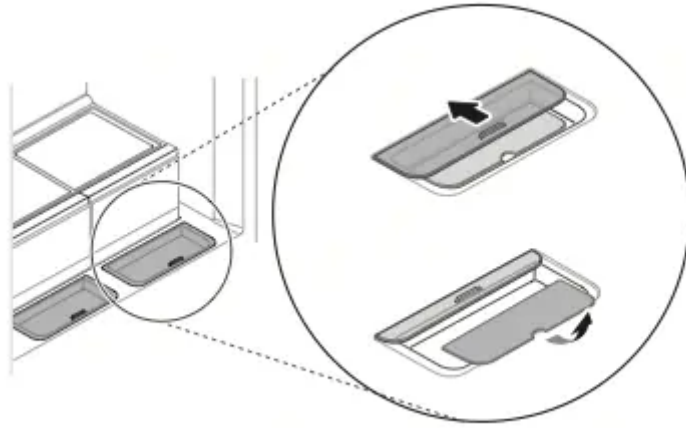
CAUTION

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

Extra Space

Using the Extra Space

This feature is only available on some models. The Extra Space compartment is always slightly cooler than the shelf or door bin areas, so it is a convenient place to store dairy snacks or other small items you want to keep especially cold. It is also a handy place to defrost meat.



NOTE

- Be careful when handling and storing larger eggs. They can break if the drawer is pushed in or pulled out while the cover is not completely closed.
- Items can also freeze in the Extra Space compartments if the fridge compartment set temperatures are too cold.

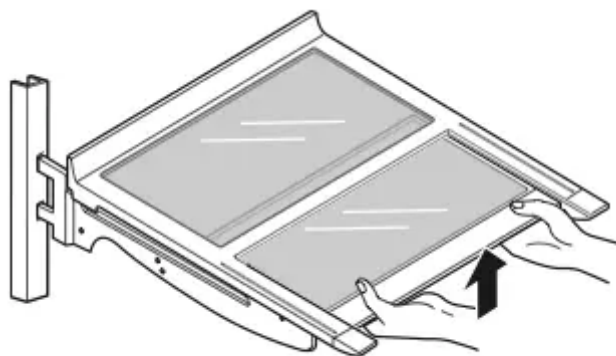
Shelf

CAUTION

- Glass shelves are heavy. Use special care when removing them.
- Do not clean glass shelves with warm water while they are cold. Shelves may break if exposed to sudden temperature changes or impact.

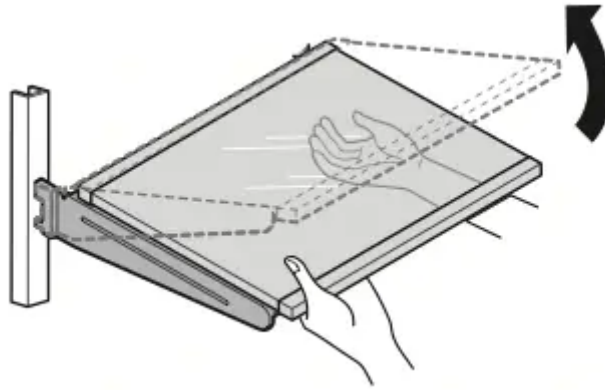
Using the Folding Shelf

Store taller items, such as a gallon container or bottles, by pushing the front half of the shelf underneath the back half of the shelf. Pull the front of the shelf forward to return to a full shelf.



Removing/Refitting the Shelf

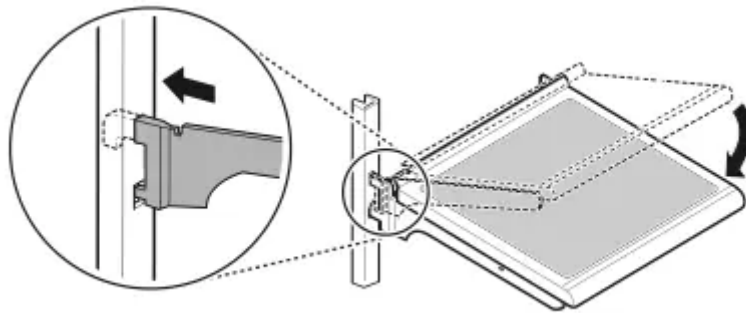
1. Tilt up the front of the shelf and then lift the shelf straight up.



2. Pull the shelf out.

3. Tilt the front of the shelf up and guide the shelf hooks into the slots at a desired height.

4. Lower the front of the shelf so that the hooks drop into the slots.



CAUTION

- Glass shelves are heavy. Use special care when removing them.

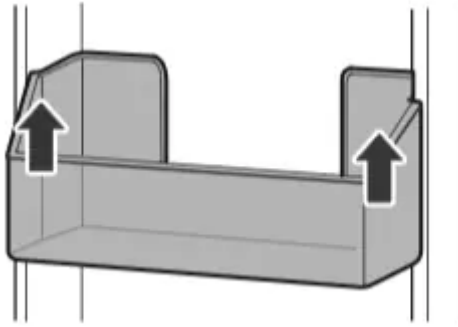
CAUTION

- Do not clean glass shelves with warm water while they are cold. Shelves may break if exposed to sudden temperature changes or impact.

Door Basket

Removing/Refitting the Door Basket

1. To remove the baskets, simply lift the basket up and pull straight out.



2. To refit the the basket, slide the bin in the above the desired support and gently push down until it snaps into place.

MAINTENANCE

Cleaning

General Cleaning Tips

- When cleaning the inside or outside of the appliance, do not wipe it with a rough brush, toothpaste, or flammable materials. Do not use cleaning agents containing flammable substances. This may cause discolouration or damage to the appliance.
- Flammable substances: alcohol (ethanol, methanol, isopropyl alcohol, isobutyl alcohol, etc.), thinner, bleach, benzene, flammable liquid, abrasive, etc.
- After cleaning, check if the power cable is damaged.

Cleaning the Exterior

- When cleaning the outside air vents of the appliance by means of vacuuming, then the power cord should be unplugged from the outlet to avoid any static discharge that can damage the electronics or cause an electric shock. Regular cleaning of the rear and side ventilation covers is recommended to maintain reliable and economical operation of the unit.
- Keep the air vents on the exterior of the appliance clean. Blocked air vents can cause fire or appliance damage.
- For the appliance exterior, use a clean sponge or soft cloth and a mild detergent in warm water. Do not use abrasive or harsh cleaners. Dry thoroughly with a soft cloth. Do not use contaminated cloths when cleaning the stainless steel doors. Always use a dedicated cloth and wipe in the same direction as the grain. This helps reduce surface staining and tarnishing. A Stainless Steel protection solution can also be applied to further protect the finish.

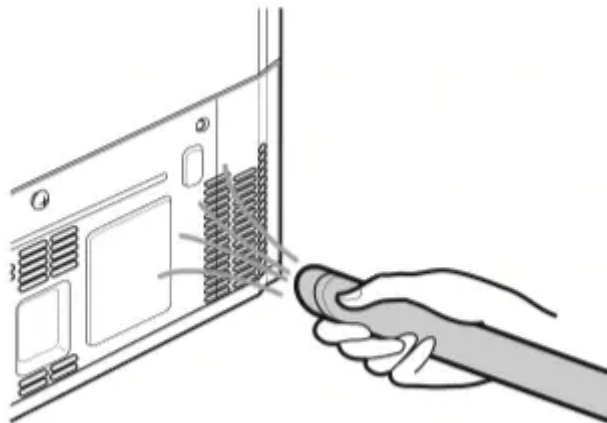
Cleaning the Interior

- When removing a shelf or drawer from inside the appliance, remove all stored foods from the shelf or drawer to prevent injury or damage to the appliance. Otherwise, injury may occur due to the weight of stored foods.
- Detach the shelves and drawers and clean them with water, and then dry them sufficiently, before replacing them.
- Regularly wipe the door gaskets with a wet soft towel.
- Door basket spills and stains should be cleaned as they can compromise storage ability of the basket and could even be damaged.
- Never clean the shelves or containers in the dishwasher. The parts may become deformed due to the heat.

Cleaning the Condenser Cover

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

We recommend that this be done every 12 months to maintain operating efficiency.



Water Filter

Before Replacing the Water Filter

WARNING

- Do not allow children to have access to small parts during the installation of this product.
- Do not use with water that is microbiologically unsafe or of unknown quality without adequate disinfection before or after the system. Systems certified for cyst reduction may be used on disinfected water that may contain filterable cysts.

CAUTION

- Do not install if water pressure exceeds 827 kPa. If your water pressure exceeds 827 kPa, you must install a pressure limiting valve. Contact a plumbing professional if you are uncertain how to check your water pressure.
- Do not install where water hammer conditions may occur. If water hammer conditions exist, you must install a water hammer arrester. Contact a plumbing professional if you are uncertain how to check for this condition.
- Do not install on hot water supply lines. The maximum operating water temperature of this filter system is 37.8 °C.
- Protect filter from freezing. Drain filter when temperatures drop below 4.4 °C.
- The disposable filter cartridge MUST be replaced every 6 months, at the rated capacity or if a noticeable reduction in flow rate occurs.
- Where a backflow prevention device is installed on a water system, a device for controlling pressure due to thermal expansion must be installed.
- Ensure all tubing and fittings are secure and free of leaks.

NOTE

- While the testing was performed under standard laboratory conditions, actual performance may vary.
- It is essential that the manufacturer’s recommended installation, maintenance and filter replacement requirements be carried out for the product to perform as advertised.

Application Guidelines/Water Supply Parameters	
Service Flow	1.9 lpm
Water Supply	Community or Private Well - Potable Water
Water Pressure	138 - 827 kPa
Water Temperature	0.6 - 37.8 °C
Capacity	757 litres

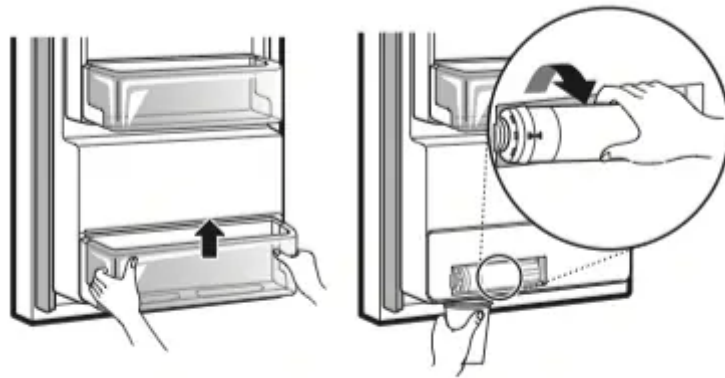
Replacing the Water Filter



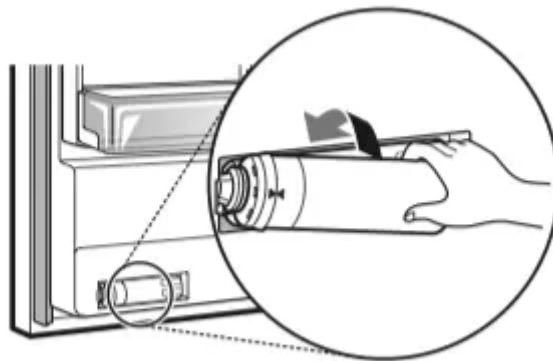
The filter must be changed every 6 months or when the water filter indicator on the control panel lights turns on or the water dispenser output decreases.

- To purchase a replacement water filter:
 - Use replacement cartridge: LT1000P, LT1000PC, LT1000PCS or ADQ747935**
 - Visit your local dealer or distributor or contact the LG Electronics Customer Information Centre. For further assistance, visit our website at lg.com

1. Remove the door basket.
2. Remove the disposable water filter.



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



4. Refit the door basket.
5. Press and hold the Water Filter button for three seconds. The new water filter has been activated.
6. Dispense water for approximately 5 minutes to remove trapped air and contaminants from the system.

CAUTION

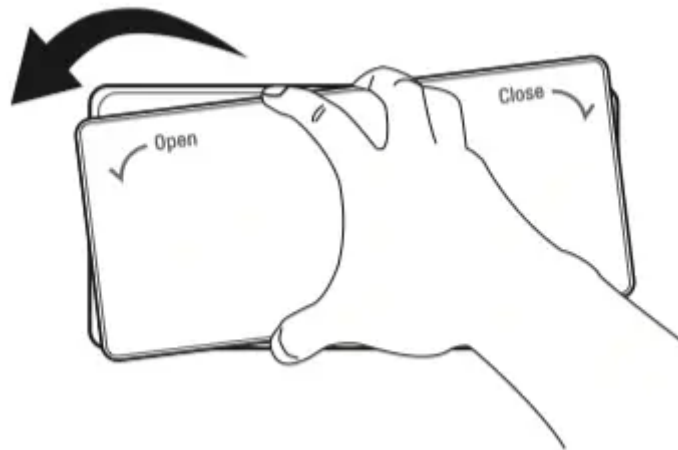


- Failure to replace filters when required or using non LG authorised water filters can cause the filter cartridge to leak and result in property damage.

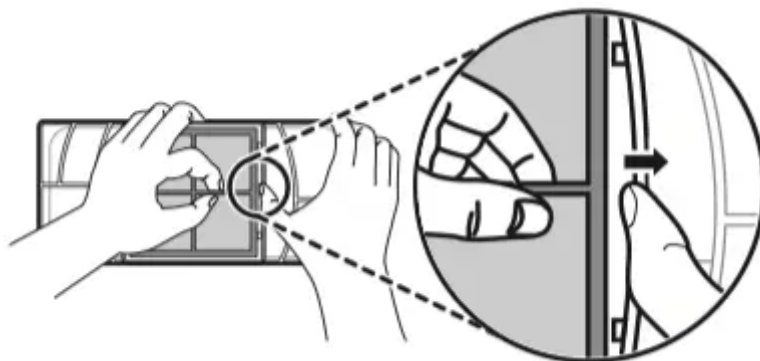
Air Filter

Replacing the Air Filter

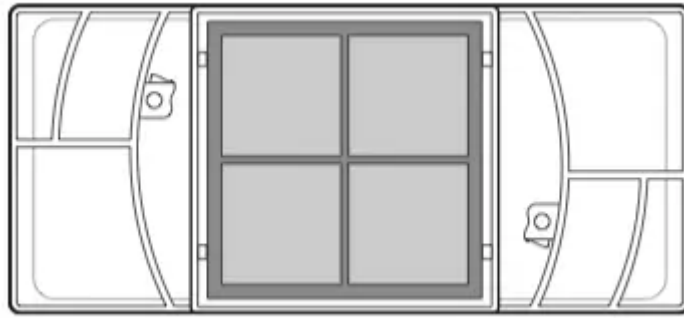
- Replace the air filter:
 - Approximately every six months.
 - When the air filter indicator lights up.
 - To purchase the air filter:
 - Visit your local dealer or distributor or contact the LG Electronics Customer Information Centre. For further assistance, visit our website at lg.
1. Rotate the filter cover counterclockwise to release the tabs, and remove the cover.



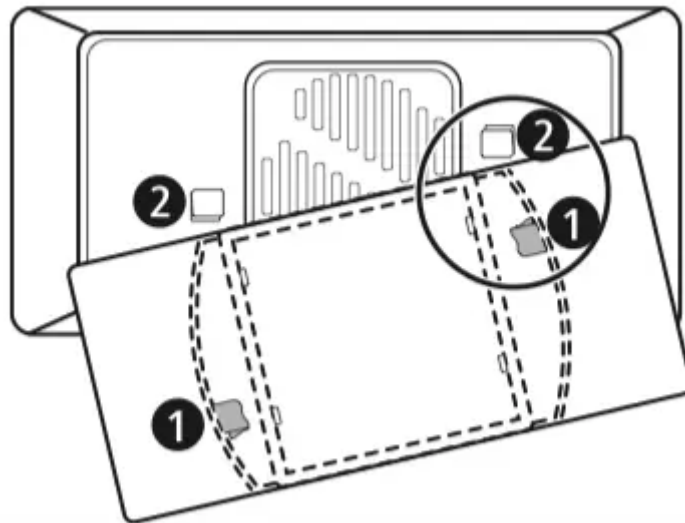
2. Remove the filter from the inside of the cover by pressing the side of the filter in and pulling the center out.



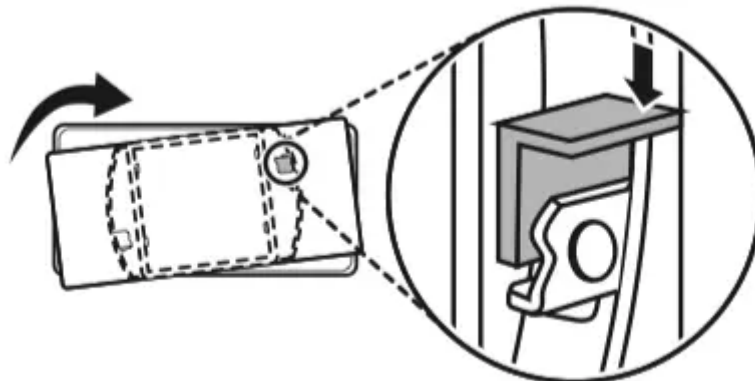
3. Place the new filter inside of the cover with the side that says FRONT facing outward.



4. Align tabs **1** on the filter cover with hooks **2** on the refrigerator wall.



5. Rotate the air filter cover clockwise until the hooks engage and the cover locks in place.



6. Press and hold the Replace Air Filter button on the control panel for 3 seconds to reset the filter sensor.



CAUTION

- If you wash the filter with water, the filter performance may also deteriorate.
- Caution should be taken not to change the direction of the filter to be inserted into the filter cover.

TROUBLESHOOTING

Before Calling for Service

Cooling

Symptoms	Possible Cause & Solution
There is no refrigeration or freezing.	Is there a power interruption? <ul style="list-style-type: none"> • Check the power of other appliances.
	Check the power of other appliances. <ul style="list-style-type: none"> • Plug the power plug in the outlet properly.
There is poor refrigeration or freezing.	Is the fridge or freezer temperature set to its warmest setting? <ul style="list-style-type: none"> • Set the fridge or freezer temperature to a colder setting.
	Is the appliance in direct sunlight, or is it near a heat generating object such as cooking oven or heater? <ul style="list-style-type: none"> • Check the installation area and reinstall it away from heat generating objects.
	Did you store hot food without cooling it first? <ul style="list-style-type: none"> • Cool the hot food first before putting it in the fridge or freezer compartment.
	Did you put in too much food? <ul style="list-style-type: none"> • Maintain an appropriate space between food.
	Are the appliance doors completely closed? <ul style="list-style-type: none"> • Completely close the door and make sure that stored food is not obstructing in the door.
	Is there enough space around the appliance? <ul style="list-style-type: none"> • Adjust the installation position to make enough space around the appliance.
The appliance contains a bad smell.	Is the fridge or freezer temperature set to 'Warm'? <ul style="list-style-type: none"> • Set the fridge or freezer temperature to a colder setting.
	Did you put in food with a strong smell?

- Store foods with strong smells in sealed containers.

Vegetables or fruit may have spoiled in the drawer.

- Throw away rotten vegetables and clean the vegetable drawer. Do not store vegetables too long in the vegetable drawer.

Ice & Water

Symptoms	Possible Cause & Solution
<p>The automatic icemaker does not produce ice or produces a small amount of ice.</p>	<p>Did you install the appliance recently?</p> <ul style="list-style-type: none"> • The ice maker produces ice normally when approximately 48 hours have passed after the appliance is installed. • If the fridge compartment temperature is too cold, the water filter can freeze and block the water flow to the ice maker.
	<p>Did you connect the water supply pipe to the appliance and open the supply valve?</p> <ul style="list-style-type: none"> • Connect the water supply pipe to the appliance and open the supply valve completely.
	<p>Is the water supply hose bent?</p> <ul style="list-style-type: none"> • If the water supply hose is bent, the water flow could be compromised.
	<p>Have you dispensed a large amount of ice recently?</p> <ul style="list-style-type: none"> • It takes approximately 24 hours to produce more ice in the automatic icemaker. Please wait.
	<p>Did you set the ice maker switch or the automatic icemaker button on the control panel to ON?</p> <ul style="list-style-type: none"> • Press I on the automatic icemaker switch or set ON for the automatic icemaker button on the control panel. (For more details on how to use, visit LG Electronics website or use your smart device.)
	<p>Is the temperature of the freezer compartment set too high?</p> <ul style="list-style-type: none"> • If the set temperature is too warm, ice will be produced slowly or not at all. <p>Set the Freezer temperature to -18 °C for normal operation of the automatic icemaker.</p>
	<p>Have you been opening the appliance door frequently?</p>



	<ul style="list-style-type: none"> • If you open the appliance door frequently, cold air will escape, lowering the speed of ice production. Do not open and close the appliance door frequently.
	<p>Is the appliance door completely closed?</p> <ul style="list-style-type: none"> • If the appliance door is not completely closed, the temperature of the freezer compartment will increase, slowing down the ice production speed. Close the appliance door completely.
<p>Ice is not dispensed.</p>	<p>Unable to hear the sound of ice coming out?</p> <ul style="list-style-type: none"> • In the control panel, select the modes for cubed ice and crushed ice alternately to dispense the ice. <p>Is the ice path blocked? (You can check the ice passage by separating the ice bin.)</p> <ul style="list-style-type: none"> • Ice may not be dispensed properly if the ice passage is blocked. Check the ice and clean the ice path regularly.



Symptoms	Possible Cause & Solution
Water does not come out.	<p>The supply valve may be turned off. (For Plumbed models Only)</p> <ul style="list-style-type: none"> • Open the water supply valve. • Check if the fridge compartment temperature is too cold, as the water filter can freeze and block the water flow to the dispenser.
	<p>The water dispenser tank may be empty. (Non plumbed models only)</p> <ul style="list-style-type: none"> • Fill the water dispenser tank.
	<p>Is the water supply valve closed? (For Plumbed models Only)</p> <ul style="list-style-type: none"> • Open the water supply valve.
	<p>Are you using unfiltered water?</p> <ul style="list-style-type: none"> • Unfiltered water can contain a large amount of various heavy metals or foreign substances, so the filter may be clogged in the early stage regardless of the life of the filter.
Water tastes strange.	<p>Is the taste of water different when comparing it with the taste of water from the previous water purifier?</p> <ul style="list-style-type: none"> • Has the purified water or cold water not been used for an extended period of time?
	<p>Has it been a long time since you installed and replaced the filter?</p> <ul style="list-style-type: none"> • If an expired filter is used, the purification performance may decline. It is recommended to replace the filter according to the filter replacement period.
	<p>Have you flushed out the filter properly in the initial stage after installing it?</p> <ul style="list-style-type: none"> • When you install or replace the filter for the first time, you need to remove air and activated carbon residue from inside the filter. Use the appliance after dispensing and discharging approximately 5 litres of purified water from the dispenser by pressing the water dispensing lever. (Activated carbon is harmless to humans.)

Has the purified water or cold water not been used for an extended period of time?

- The taste of old water may change due to bacterial growth. Use the product after dispensing and discharging approximately 5 litres (approximately three minutes) from the water dispenser.

Condensation & Frost

Symptoms	Possible Cause & Solution
<p>There is condensation inside the appliance or on the bottom of the vegetable drawer cover.</p>	<p>Did you store hot food without cooling it first?</p> <ul style="list-style-type: none"> • Cool the hot food first before putting it inside the fridge or freezer.
	<p>Did you leave the appliance door open?</p> <ul style="list-style-type: none"> • Although the condensation will disappear soon after you close the appliance door, you can wipe it with a dry cloth.
	<p>Do you open and close the appliance door too frequently?</p> <ul style="list-style-type: none"> • Condensation can form due to the temperature difference from the outside. Wipe out the dampness with a dry cloth.
	<p>Did you put warm or moist food inside without sealing it in a container?</p> <ul style="list-style-type: none"> • Store food in a covered or sealed container.
<p>Frost has formed in the freezer compartment.</p>	<p>Doors may not be closed properly.</p> <ul style="list-style-type: none"> • Check if the food item inside the appliance is blocking the door and make sure that the door is tightly closed.
	<p>Did you store hot food without cooling it first?</p> <ul style="list-style-type: none"> • Cool the hot food first before putting it in the fridge or freezer compartment.
	<p>Is the air entry or exit of the freezer compartment blocked?</p> <ul style="list-style-type: none"> • Make sure that air entry or exit is not blocked so that the air can circulate inside.
	<p>Is the freezer compartment overfilled?</p> <ul style="list-style-type: none"> • Maintain an appropriate space between items.
	<p>Did you open and close the appliance door frequently or is the appliance door improperly closed?</p>

<p>Frost or condensation has formed inside or outside the appliance.</p>	<ul style="list-style-type: none"> • Frosts or condensation can form if the outside air penetrates inside the appliance.
<p>The side or front of the appliance is warm.</p>	<p>Is the installation environment humid?</p> <ul style="list-style-type: none"> • Condensation can appear on the exterior of the appliance if the installation area is too humid or on a humid day such as a rainy day. Wipe off any moisture with a dry cloth. <p>There are anti condensation pipes fitted to these areas of the appliance to reduce condensation forming from around the door area.</p> <ul style="list-style-type: none"> • The heat releasing pipe to prevent condensation is installed on the front and side of the appliance. You may feel it particularly hot right after the appliance is installed or during the summer. You can be assured that this is not a problem and is quite normal.
<p>There is water inside or outside of the appliance.</p>	<p>Is there water leakage around the appliance?</p> <ul style="list-style-type: none"> • Check if the water has leaked from a sink or another place. <p>Is there water on the bottom of the appliance?</p> <ul style="list-style-type: none"> • Check if the water is from the thawed frozen food or a broken or dropped container.

Parts & Features

Symptoms	Possible Cause & Solution
<p>The appliance door is not closed tightly.</p>	<p>Is the appliance leaning forward?</p> <ul style="list-style-type: none"> • Adjust the front feet to raise the front side slightly.
	<p>Were the shelves properly assembled?</p> <ul style="list-style-type: none"> • Refit the shelves if needed.
	<p>Did you close the door with excessive force?</p> <ul style="list-style-type: none"> • If you apply too much force or speed when closing the door, it may remain briefly open before closing. Make sure that you do not slam the door closed. Close the door gently.
<p>It is difficult to open the appliance door.</p>	<p>Did you open the door right after you closed it?</p> <ul style="list-style-type: none"> • If you try to open the appliance door within one minute after you closed it, you may have difficulties because of the pressure inside the appliance. Try to open the appliance door again in a few minutes so that the internal pressure stabilizes.
<p>Door mullion does not fold in and out properly.</p>	<p>Are front levelling legs extended, the appliance level, and doors aligned?</p> <ul style="list-style-type: none"> • Once the door baskets are filled, the doors may become misaligned, preventing the door mullion or the Auto Open Door function from working properly. Extend both front levelling legs fully so they are in firm contact with the floor. Follow the instruction in the Door Alignment section to raise the left fridge door until the door mullion is once again working properly. Adjust the right fridge door so it aligns with the left fridge door.
<p>The inside lamp in the appliance does not turn on.</p>	<p>Lamp failure</p> <ul style="list-style-type: none"> • Close the door and re-open. If the lamp does not turn on, please contact the LG Electronics customer information centre. Do not attempt removal of the lamp.

Noises

Symptoms	Possible Cause & Solution
<p>The appliance is noisy and generates abnormal sounds.</p>	<p>Is the appliance installed on a weak floor or improperly levelled?</p> <ul style="list-style-type: none"> • Install the appliance on a solid and flat area.
	<p>Does the rear of the appliance touch the wall?</p> <ul style="list-style-type: none"> • Adjust the installation position to allow enough clearance around the appliance.
	<p>Are objects scattered behind the appliance?</p> <ul style="list-style-type: none"> • Remove the scattered objects from behind the appliance.
	<p>Is there an object on top of the appliance?</p> <ul style="list-style-type: none"> • Remove the object on top of the appliance.
<p>Clicking noises</p>	<p>The defrost control will click when the automatic defrost cycle begins and ends. The thermostat control (or appliance control on some models) will also click when cycling on and off.</p> <ul style="list-style-type: none"> • Normal Operation
<p>Rattling noises</p>	<p>Rattling noises may come from the flow of appliance, the water line on the back of the unit (for plumbed models only), or items stored on top of or around the appliance.</p> <ul style="list-style-type: none"> • Normal Operation
	<p>Appliance is not resting evenly on the floor.</p> <ul style="list-style-type: none"> • Floor is weak or uneven or levelling legs need to be adjusted. See the Door Alignment section.
	<p>Appliance with linear compressor was moved while operating.</p> <ul style="list-style-type: none"> • Normal operation. If the compressor does not stop rattling after three minutes, turn the power to the appliance off and then on again.

Whooshing noises



	<p>Evaporator fan motor is circulating air through the fridge and freezer compartments.</p> <ul style="list-style-type: none"> • Normal Operation
	<p>Air is being forced over the condenser by the condenser fan.</p> <ul style="list-style-type: none"> • Normal Operation
Gurgling noises	<p>Appliance flowing through the cooling system.</p> <ul style="list-style-type: none"> • Normal Operation
Popping noises	<p>Contraction and expansion of the inside walls due to changes in temperature.</p> <ul style="list-style-type: none"> • Normal Operation
Vibrating	<p>If the side or back of the appliance is touching a cabinet or wall, some of the normal vibrations may make an audible sound.</p> <ul style="list-style-type: none"> • To eliminate the noise, make sure that the sides and back do not make any contact with any wall or cabinet.

Wi-Fi

Symptoms	Possible Cause & Solution
<p>Your home appliance and smartphone are not connected to the Wi-Fi network.</p>	<p>The password for the Wi-Fi that you are trying to connect to is incorrect. • Find the Wi-Fi network connected to your smartphone and remove it, then register your appliance on LG ThinQ.</p>
	<p>Mobile data for your smartphone is turned on.</p> <ul style="list-style-type: none"> • Turn off the Mobile data of your smartphone and register the appliance using the Wi-Fi network.
	<p>The wireless network name (SSID) is set incorrectly.</p> <ul style="list-style-type: none"> • The wireless network name (SSID) should be a combination of English letters and numbers. (Do not use special characters.)
	<p>The router frequency is not 2.4 GHz.</p> <ul style="list-style-type: none"> • 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.
	<p>The distance between the appliance and the router is too far.</p> <ul style="list-style-type: none"> • 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.

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.

