

## **OWNER'S MANUAL WASHER AND DRYER**

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

## **CARING FOR THE ENVIRONMENT**

Environmental and Economical Tips Energy and water consumption

- Water consumption and energy usage can be affected by the weight of the load. To make the best use of your appliance, load the maximum amount of dry clothes for the particular programme.
- The most efficient programmes in terms of energy consumption are generally those that perform at lower temperatures and longer duration.
- Noise and remaining moisture content are influenced by the spinning speed: the higher the spinning speed in the spinning phase, the higher the noise and the lower the remaining moisture content.
- Evenly loading laundry up to the capacity indicated by the manufacturer for the respective programmes will contribute to energy and water savings.
- For washing smaller amounts of clothes, the automatic load recognition system will help reduce the amount of water and energy usage.
- Use the Speed programme for small, lightly soiled loads.
- Cold water laundry detergents can be as effective at lower temperatures (about 20 °C). Using 20 °C settings will use less energy than 30 °C or higher temperatures.

### **Detergent**

- Detergent should be chosen according to type, colour, soiling of the fabric and the washing temperature. And it should be used according to the instruction of the detergent manufacturer. Use only detergents that are suitable for Drum (front load) type washers.
- Use less detergent on smaller loads.
  - Partial load: 1/2 of the normal amount.
  - Minimum load: 1/3 of full load.

### **Selecting Extra Options and Functions**

- Select the water temperature suitable for the type of load you are washing. Follow the garment fabric care labels for best results.
- The Pre Wash option is recommended for washing a heavily soiled load.

## When Using a Dry Programme

- To save energy, choose the highest possible spin speed for the wash programme when drying in a tumble dryer.
- For most drying, make sure all clothes are similar in material and thickness.
- When you select drying only, spinning runs automatically for energy efficiency.

## Disposal of the Packaging Material

- The packaging materials are designed to protect the appliance from unexpected damage during transportation.
- After installing the appliance, dispose of the packaging waste according to recycling symbols of material types. Put the packaging waste in relevant containers to recycle it.

## OPERATION

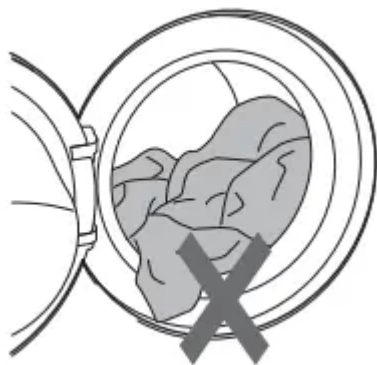
### Operation Overview

Using the Appliance Before the first wash, select the Cotton wash programme and add a half amount of the detergent. Start the appliance without clothes. This will remove possible residues and water from the drum that may have been left during manufacturing.

- 1 Sort clothes by fabric type, soil level, colour and load size as needed.
- 2 Open the door and load items into the appliance.

### CAUTION

- Before closing the door, ensure that all clothes and items are inside the tub and not overhanging on the rubber door seal where they will become caught when the door is closed. Failing to do so will cause damage to the door seal and the clothes.



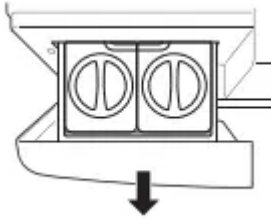
- 3 Close the door.

### CAUTION

- Remove items from the flexible door seal gasket to prevent clothing and door seal damage.

4 Add cleaning products or detergent and softener.

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

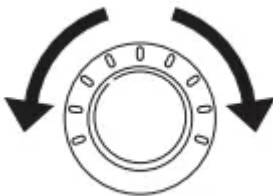


5 Press the Power button to turn on the appliance.



6 Choose the desired cycle.

- Press the cycle button repeatedly or turn the cycle selector knob until the desired cycle is selected.
- Now select a wash temperature and spin speed. Pay attention to the fabric care label of your clothes.



7 Begin cycle.

- • Press the Start/Pause button to begin the cycle. The appliance will agitate briefly without water to measure the weight of the load. If the Start/Pause button is not pressed within a certain time, the appliance will shut off and all settings will be lost.

#### NOTE

- In the following case, the door will not open even if you pause the washing programme or turn the washing machine off.
  - When the washing machine starts a washing programme and has water inside the drum, the door will not open in order to prevent a flood until the washing machine drains the water completely.

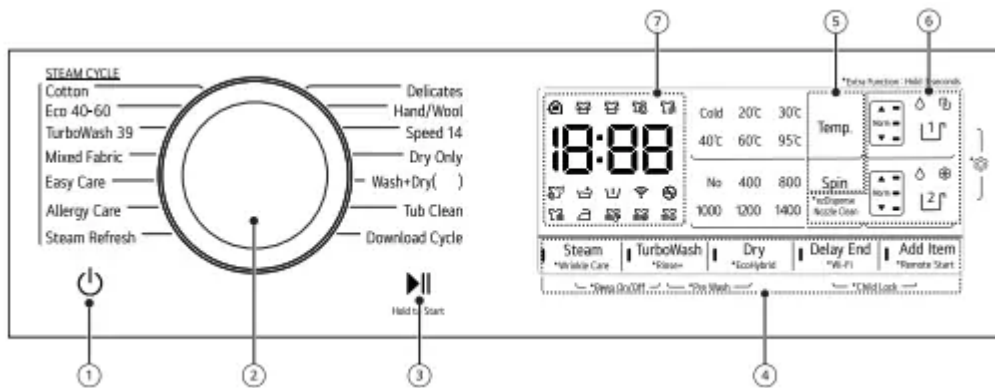
8 End of cycle.

- When the cycle is finished, a melody will sound. Immediately remove your clothing from the appliance to reduce wrinkling.

## Control Panel

The actual control panel may differ from model to model.

### Control Panel Features



#### 1. Power On/Off Button

- Press this button to turn the washing machine on.

#### 2. Programme Knob

- Programmes are available according to the clothes type.
- The lamp will light up to indicate the selected programme.

### NOTE

- Wash+Dry( ): ( ) indicates the drying capacity, which varies depending on the model.

#### 3. Start/Pause Button

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

#### 4. Extra Options and Functions

- To use the extra functions, press and hold the corresponding button for 3 seconds. The corresponding symbol lights up in the display.
- This allows you to select an additional programmes and will light when selected. Remote Start With the LG ThinQ app, you can use a smartphone to control your appliance remotely.
- In order to use this function, refer to SMART FUNCTIONS.

- Wi-Fi

- Press and hold the Delay End button for 3 seconds to initiate the connection of the appliance to the LG ThinQ application.

## 5. Customizing Washing Programme Buttons

Use these buttons to adjust the water temperature or spin speed settings for the selected programme.

- The current settings are shown in the display.
- Press the button for that option to select other settings.

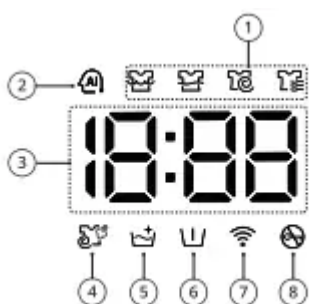
## 6. ezDispense Buttons

- Press the Dispenser 1 or Dispenser 2 to select ezDispense function.
- LED will light up to indicate the selected detergent type and amount.
- When the detergent or softener is insufficient;
  - In case of pressing the Power button : The LED will blink and the chime will sound.
  - In case of running the appliance : The LED will blink .
- Press and hold the Spin button for 3 seconds to use the ezDispense Nozzle Clean function. Use this function to change the type of detergent or softener. This function cleans residual detergent or softener in the hose connected to the ezDispense (when changing the type of detergent or softener).

## 7. Display

- The display shows the settings, estimated remaining time, options, and status messages. When the appliance is turned on, the default settings in the display will illuminate
- While the load weight is sensed automatically, the display on the control panel blinks.

## Time and Status Display



### Programme Status Indicators

- When a washing programme is running, LED for the active stage will blink, and the LEDs for the remaining stages will remain steady. Once a stage is complete, the LED will turn off. If a cycle is paused, the active stage LED will stop blinking. B AI DD
- AI DD M provides the appropriate drum rotation actions after load sensing is completed.

- M is activated when the Cotton, Mixed Fabric, and Easy Care programmes are selected and operated.

- If too much detergent is used, too many suds can occur and this will cause poor AI DD performance.

### **Estimated Time Remaining**

- When a washing programme is selected, the default time for that programme is displayed. This time will change as options are selected.

- If the display shows --- , then the time will be displayed after the load sensing has detected the load size. This is normal.

- The time shown is only an estimate. This time is based on normal operating conditions. Several external factors (load weight, room temperature, incoming water temperature, etc.) can affect the actual time.

Steam Indicator \ lights up when the programme uses steam.

Rinse+ Indicator G lights up when the Rinse+ option is activated.

Pre Wash Indicator d lights up when the Pre Wash option is activated.

Wi-Fi Indicator f lights up when the appliance is connected to Wi-Fi network at home.

Door Lock Indicator H lights up when the programme starts and the door is locked.

### **Preparing the Wash Load**

Sort the wash load for best washing results, and then prepare the clothes according to the symbols on their care labels. Sorting the Clothes

- For best washing results, sort your clothes according to the care label stating fabric type and washing temperature. Adjust the spin speed or spin intensity in accordance with the fabric type.

- Soil level (Heavy, Normal, Light): Separate clothes according to soil level. If possible, do not wash heavily soiled items with lightly soiled ones.



- Colour (White, Lights, Darks): Wash dark or dyed clothes separately from whites or light colours. Mixing dyed clothes with light clothes can result in dye transfer or discolouration of lighter clothes.

- Lint (Lint producers, Collectors): Wash separately lint producing fabrics from lint collecting fabrics. Lint producers can result in pilling and linting on the lint collectors.

### **Checking the Clothes Care Label**

The symbols tell you about the fabric content of your garment and how it should be washed.

### **Symbols on the Care Labels**

Symbol	Wash / Fabric type
	<ul style="list-style-type: none"> <li>• Normal Wash</li> <li>• Cotton, Mixed Fabrics</li> </ul>
	<ul style="list-style-type: none"> <li>• Easy Care</li> <li>• Synthetic, Mixed Fabrics</li> </ul>

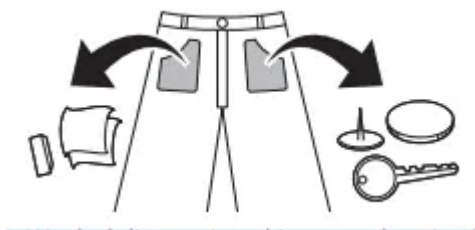
Symbol	Wash / Fabric type
	<ul style="list-style-type: none"> <li>• Special Delicate Wash</li> <li>• Delicates</li> </ul>
	<ul style="list-style-type: none"> <li>• Hand Wash Only</li> <li>• Wool, Silk</li> </ul>
	<ul style="list-style-type: none"> <li>• Do not wash</li> </ul>

## NOTE

- The dashes under the symbol give you information about the type of fabric and the maximum allowance of mechanical stress.

## Checking the Clothes before Loading

- Combine large and small items in a load. Load large items first.
- Large items should not be more than half of 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 appliance and clothes.



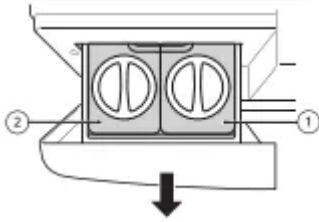
- Wash delicates (stockings, underwired bras) in a wash net.
- Close zippers, hooks and strings to make sure that these items do not snag on other clothes.
- Pre-treat dirt and stains by brushing a small amount of detergent dissolved water onto stains to help lift dirt.

## Using the ezDispense Function

When the ezDispense function is turned on, the liquid detergent and softener are dispensed in the set amounts, at the appropriate time during the cycle.

- A full detergent compartment will last for about 20 standard cycles, with the drum loaded halfway up with clothes.
- The default settings are configured to dispense 42 ml of detergent and 30 ml of softener for 4-6 kg of normally soiled laundry. This can be changed using the Dispenser 1 or Dispenser 2 button. Please refer to Extra Options and Functions in OPERATION chapter for further details.

1 Slowly slide the detergent dispenser drawer out as far as it will go.



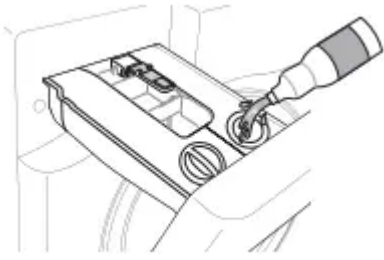
1. Liquid detergent compartment
2. Liquid fabric softener or Liquid detergent compartment

2 Turn the lids on the ezDispense compartments counterclockwise to open them.



3 Pour the detergent and softener into their respective compartments, up to the MAX line.

- The ezDispense drawer has two compartments. Put the liquid detergent into the right hand side compartment and the liquid fabric softener or liquid detergent into the left hand side compartment. If detergent is added to the B compartment, the fabric softener cannot be used.
- Do not put liquid or powdered bleach, or powdered, gel or sheet type detergents into the ezDispense compartments.
- Remove any residual detergent on the outside of the ezDispense drawer before inserting it.
- Do not try to fill the compartments too quickly. Add detergent and softener slowly to avoid overflows.



4 After filling the compartments, insert the lids and turn them clockwise until they are tightly closed.

- Securely close the lids to the ezDispense compartments to minimize airflow which can harden these additives and prevent them from dispensing properly. Be careful not to lose the lids.

5 Close the dispenser drawer slowly before starting the cycle.

- Slamming the drawer closed may result in the detergent overflowing into another compartment or dispensing into the drum earlier than programmed.
- Be careful not to get a hand caught in the drawer while closing.
- It is normal for a small amount of water to remain in the manual dispenser compartments at the end of the cycle.

### **Manual Main Wash Detergent Compartment**

This compartment holds laundry detergent for the main wash cycle. It is recommended that powdered detergent be used in this compartment.

- Liquid or powdered color-safe bleach may be added to the manual main wash compartment with detergent of the same type. Do not mix liquids and powders.
- If you use a detergent that does not dissolve easily or a detergent with high viscosity, it will leave a residue and clog the dispenser.
- Be sure to turn off the ezDispense function.

### **Programme Table**

Washing Programme

<b>Cotton</b>	<b>40 °C (Cold to 95 °C)</b>	<b>Max. Load: Rating</b>
Description	Washes normally soiled clothes by combining various drum motions.	
<b>Eco 40-60</b>	<b>40 °C (40 °C to 60 °C)</b>	<b>Max. Load: Rating</b>
Description	Washes normally soiled cotton clothes declared to be washable at 40 °C or 60 °C.	
<b>TurboWash 39</b>	<b>40 °C (Cold to 60 °C)</b>	<b>Max. Load 5 kg</b>
Description	With 4 water jets operating during the wash and rinse, this washing machine can wash a half load of lightly soiled clothes for approximately 39 minutes.	
<b>Mixed Fabric</b>	<b>40 °C (Cold to 60 °C)</b>	<b>Max. Load 5 kg</b>
Description	Washes mixed fabrics simultaneously. <ul style="list-style-type: none"> <li>• Use for various kind of fabrics except special garments (silk/ delicate, sports wear, dark clothes, wool, duvet/curtains).</li> </ul>	
<b>Easy Care</b>	<b>40 °C (Cold to 60 °C)</b>	<b>Max. Load 5 kg</b>
Description	Washes clothes that do not need ironing after washing. <ul style="list-style-type: none"> <li>• Use for Polyamide, acrylic, polyester.</li> </ul>	
<b>Allergy Care</b>	<b>60 °C</b>	<b>Max. Load 5 kg</b>
Description	Helps minimise substances that cause an allergic reaction. <ul style="list-style-type: none"> <li>• Use for cotton, underwear, pillow covers, bed sheets, baby wear.</li> </ul>	
<b>Steam Refresh</b>	<b>-</b>	<b>3 items</b>
Description	Uses steam to help reduce wrinkles from dry clothes such as cotton, polyester blend shirts or blouses. <ul style="list-style-type: none"> <li>• Clothes may be wet right after the programme is completed. Put the clothes on a hangar to dry out.</li> </ul>	

<b>Delicates</b>	<b>20 °C (Cold to 40 °C)</b>	<b>Max. Load 4 kg</b>
Description	Washes machine-washable lingerie, sheer and lacy clothes.	
<b>Hand/Wool</b>	<b>30 °C (Cold to 40 °C)</b>	<b>Max. Load 2 kg</b>
Description	Washes hand-washable and machine-washable delicate clothes such as washable wool, lingerie, dresses etc. • Use detergent for machine washable woolens	
<b>Speed 14</b>	<b>20 °C (20 °C to 40 °C)</b>	<b>Max. Load 2 kg</b>
Description	Washes small loads of lightly soiled clothes for approximately 14 minutes.	
<b>Dry Only</b>	-	<b>Rating (Dry)</b>
Description	Uses the automatic programmes to dry most loads. • For most drying, make sure all laundry are similar in material and thickness.	
<b>Wash+Dry</b>	<b>40 °C (Cold to 95 °C)</b>	<b>Rating (Dry)</b>
Description	Washes and dries clothes in the same programme.	
<b>Tub Clean</b>	-	-
Description	This function helps clean the inside of your appliance's tub.	
<b>Download Cycle</b>	-	-
Description	This programme allows you to download a new and special washing programme to your appliance with a smartphone. The default programme is <b>Rinse+Spin</b> .	

## Extra Options

\*1 This option is automatically inserted in the programme and can not be deselected.

### NOTE

- Rinse+ option can be selected for every washing programme in this table except the Dry Only and Steam Refresh programmes.
- Delay End and Add Item options can be selected for every washing programme in this table except the Steam Refresh programme.

Program me	Steam	Wrinkle Care	TurboWash	Dry	EcoHybrid	Pre Wash
Cotton	●	●	●	●	●	●
Eco 40-60	●	●	●	●	●	●
TurboWash 39	●	●	●*1	●	●	●
Mixed Fabric	●	●	●	●	●	●
Easy Care	●	●	●	●	●	●
Allergy Care	●*1			●	●	
Steam Refresh	●*1					
Delicates			●			
Hand/Wool						
Speed 14			●*1	●	●	

Program me	Steam	Wrinkle Care	TurboWash	Dry	EcoHybrid	Pre Wash
Dry Only				●*1	●	
Wash+Dry	●			●*1	●	●



## Selectable Maximum Spin Speed

Programme	Spin Speed	
	Default	Available
Cotton	1400 rpm	All
Eco 40-60	1400 rpm	All
TurboWash 39	1200 rpm	400 to 1400 rpm
Mixed Fabric	1000 rpm	All
Easy Care	1400 rpm	All
Allergy Care	1400 rpm	All
Steam Refresh	-	-
Delicates	800 rpm	Up to 800 rpm
Hand/Wool	800 rpm	Up to 800 rpm
Speed 14	400 rpm	All
Dry Only	-	-/1000/1200/1400 rpm
Wash+Dry	1400 rpm	1000 to 1400 rpm

### Using a Wash and Dry Function.

1 Prepare the clothes and load the drum.




- For consistently dry loads, all articles in the load should be similar in material and thickness.
- Do not overload the drum. Items must have room to tumble freely.

2 Press the Power button.

3 Select a wash programme.

4 Add detergent.

5 Press the Dry button repeatedly to toggle through the selections:

- Normal  - For general drying
- Time 30/60/120 minutes - For timed drying
- Iron  - For damp drying items for ironing
- Low Temperature  - For delicate fabrics

6 Press the Start/Pause button.

## Using Special Options

You can customize the programmes by using the following special options:

- Steam
  - Adding this option helps provide better cleaning results.
- Wrinkle Care
  - Adding this option reduces wrinkles by steaming after spin.

### **NOTE**

• Selecting this option will tumble the clothes briefly every few minutes for up to 30 minutes after the selected programme finishes. While this option is running, ENd appears on the display.

## TurboWash

Adding this option reduces the programme time but the similar washing results will be provided.

Follow the next steps to use a special option.

- 1 Press the Power button.
- 2 Select a washing programme.
- 3 Customize the washing programme (Temp., Spin and Rinse+) as necessary.
- 4 To use special options,
  - Optional 1: Press Steam or TurboWash button.
  - Optional 2: Press and hold Steam button for 3 seconds to select the Wrinkle Care option.
- 5 Press the Start/Pause butt

## Using Basic Options

You can customize the programmes by using the following basic options:

### **Pre Wash**

This option is recommended when washing a heavily soiled load.

- 1 Press the Power button.
- 2 Select a washing programme.
- 3 Press and hold the TurboWash and Dry buttons at the same time for 3 seconds.
- 4 Press the Start/Pause button.

## **Add Item**

You can use this option in order to add or remove clothes after the washing programme has started.

- 1 Press the Power button.
- 2 Select a washing programme.
- 3 Press the Start/Pause button.
- 4 Press the Add Item button as necessary.
- 5 Open the door after it unlocks itself and add or remove necessary clothing items.
- 6 Close the door and press the Start/ Pause button.

### **NOTE**

- For safety reasons, the door remains locked when the water level or temperature inside of the drum is high. It is not possible to add clothes at this time.

## **Delay End**

You can set this function so that the appliance starts automatically and finishes after a specified time interval.





- 1 Press the Power button.
- 2 Select a washing programme.
- 3 Press the Delay End button as necessary.
- 4 Press the Start/Pause button.

### **NOTE**

- Except for LED of the Delay End button, all LEDs on the control panel will be turned off within 20 minutes. This feature may vary depending on the model purchased.

## **Changing Dispense Level for a Single Load**

- 1 Press the Power button.
- 2 Turn the knob to select the desired cycle.
- 3 Press the Dispenser 1 or Dispenser 2 button to increase or decrease the dispensed amount from the set defaults.

Buttons Indicator	Dispensed Amount* <sup>1</sup>
	More (110%)
	Normal (100%)
	Less (90%)
	Off (0%)

\*1 The default settings are configured to dispense 42 ml of detergent and 30 ml of softener for 4-6 kg of normally soiled laundry.

4 Press the Start/Pause button.

#### NOTE

- Use the manufacturer's recommendations on the detergent or fabric softener package when setting the ezDispense amounts for a standard 4-6 kg load.
- Most cycles will automatically use the default amounts you have set, indicated by the Normal LED light on the Dispenser 1 and Dispenser 2 buttons.
- The Delicates and Tub Clean cycles turn the ezDispense function off by default.

### Unlocking the Control Panel

1 Turn on the power.

2 Press and hold the Delay End and Add Item buttons at the same time for 3 seconds to deactivate this function.

### Beep On/Off

This appliance plays a melody when it starts and stops.

- Press and hold the Steam and TurboWash buttons simultaneously for 3 seconds to deactivate/activate this function.

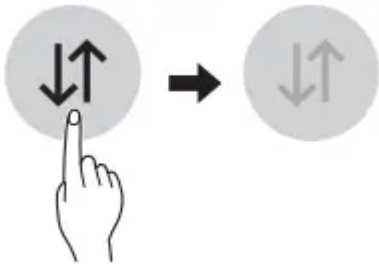
## SMART FUNCTIONS

### Before Using LG ThinQ Application

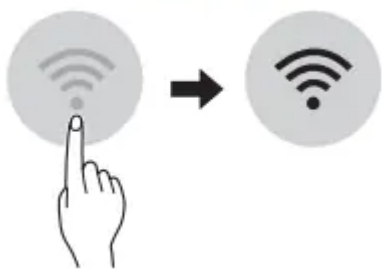
1 Check the distance between the appliance and the wireless router (WiFi network).

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

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



3 Connect your smartphone to the wireless router.



## Activating Network Connection

- 1 Run the LG ThinQ application.
- 2 Select and touch the Front Load Washer in the application.
- 3 Press the Power button on the control panel.
- 4 Press and hold Wi-Fi button for 3 seconds on the control panel.
  - The Wi-Fi LED blinks during the connection process.

## Using the Appliance Remotely

### *Remote Start*

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

Using this function

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

## Deactivating Network Connection

- 1 Press the Power button on the control panel.
- 2 Press and hold the Spin and Delay End buttons simultaneously for 3 seconds to deactivate Network Connection.

## Standby Power Consumption

Standby power consumption - 0.5 W

Network standby power consumption - 2.0 W

The period of time after which the power management function, or a similar function, switches the equipment automatically into standby and/or off mode and/or the condition providing networked standby - 20 minutes

### NOTE

- The activation of the network connection may increase the power consumption of the appliance.

## 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.

## Using Audible Diagnosis to Diagnose Issues

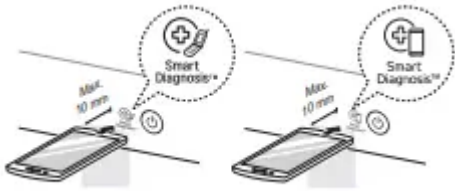
Follow the instructions below to use the audible diagnosis method.

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

1 Press the Power button to turn on the appliance.

- Do not press any other buttons.

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



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

- Keep the smartphone in place until the data transfer has finished. Time remaining for data transfer is displayed.

4 After the data transfer is complete, the diagnosis will be displayed in the application.

#### NOTE

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

## MAINTENANCE

### Cleaning After Every Wash

#### What to Clean

Always remove items from the washing machine as soon as the cycle is complete. Leaving damp items in the washing machine can cause wrinkling, colour transfer, and odour.

- After the wash cycle is finished, wipe the door and door seal to remove any moisture.
- Leave the door slightly open to dry the drum.
- Wipe the appliance with a dry cloth to remove any moisture.



#### WARNING

Leave the door open to dry inside of the appliance only if the children are supervised at home.

#### Cleaning the Exterior

Proper care of your appliance can extend the service life.

## **Exterior**

- Immediately wipe off any spills.
- Wipe with a damp cloth and then again with a dry cloth ensuring there is no moisture in cabinet joints or crevices.
- Do not press on the surface or the display with sharp objects.

## **Door**

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

## **Cleaning the Appliance Periodically & Performing an Emergency Water Evacuation**

### **Tub Clean**

This is a special function to help clean the inside of the appliance by soaking, washing, rinsing and spinning. Run this function once a month (or more often if needed) to reduce build-up of detergent and softener and other residue.

- If there is a bad smell or mildew inside the appliance, run this function once a week for 3 weeks in addition to the regularly prompted intervals.

### **NOTE**

- The tcL message will be displayed to alert to the recommendation of operating this function.
  - 1 Remove any clothing or items from the appliance and close the door.
  - 2 Open the dispenser drawer and add anti limescale powder to the main wash compartment.
    - Tablets can be placed directly into the drum as an alternative to powder.
  - 3 Close the dispenser drawer slowly.
  - 4 Turn on the power, and then select the Tub Clean.
  - 5 Press the Start/Pause button to start.
  - 6 Leave the door open to dry the inside of the appliance completely.
    - When the inside of the appliance is not dried completely, it may cause a bad smell or mildew.

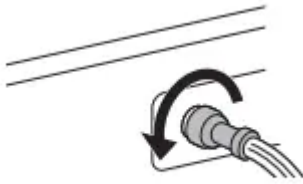
## **Cleaning the Water Inlet Filter**

The water inlet filter collects lime or any sediment that may be in water that is supplied to the appliance. Clean the inlet filter every six months or so, or more often if the water is very hard or contains traces of limescale.

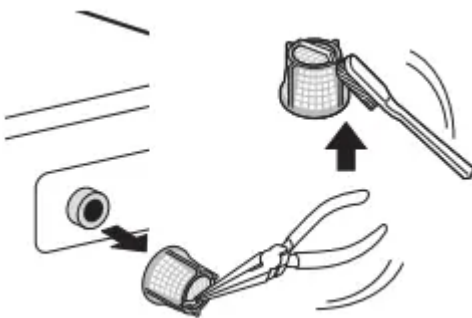
- Turn off the water supply taps to the appliance if the appliance is to be left for a certain period of time (e.g. holiday), especially if there is no floor drain (gully) in the immediate vicinity.

- 1E error message will be displayed on the control panel when the water is not entering the detergent drawer.

1 Turn off the power and the water tap and then unscrew the water inlet hose.



2 Remove the water inlet filter with small pliers and then clean the filter using a medium bristle tooth brush.



## TROUBLESHOOTING

Operation of your appliance can lead to errors and malfunctions. The following tables contain possible causes and notes for resolving an error message or malfunction. It is recommended to read the tables carefully below in order to save your time and money that may cost for calling to LG Electronics service centre.

### Before Calling for Service

Your appliance is equipped with an automatic error-monitoring system to detect and diagnose problems at an early stage. If the appliance does not function properly or does not function at all, check the following tables before calling to LG Electronics service centre.

#### IE INLET ERROR

Water supply is not adequate in that location. Water does not enter appliance or it enters slowly.

- Check another tap in the house.

Water supply tap is not completely open. Water does not enter the appliance or it enters slowly.

- Open fully tap.

Water supply hose(s) are kinked.

- Straighten hose or reinstall the water inlet hose

The filter of the supply hose(s) are clogged.

- Check and clean the inlet valve filter after turning off the taps and removing the hose connections to the washing machine.

### **UE UNBALANCE ERROR**

The appliance has a system which detects and corrects the unbalance of the appliance.

- The clothes may be too wet at the end of the cycle, rearrange the load to allow proper spinning. Close the door and press Start/Pause button. It may take a few moments before the appliance begins to spin. The door must be locked before spin can be achieved.

Load is too small. This system may stop spinning or even interrupt the spin cycle altogether if individual heavy articles (e.g. bath mat, bath robe, etc.) are loaded.

- Add 1 or 2 similar items or smaller articles of clothes to help balance the load. Close the door and press Start/Pause button. It may take a few moments before the appliance begins to spin. The door must be locked before spin can be achieved.

### **OE WATER OUTLET ERROR**

Drain hose is kinked or clogged. Water in the appliance does not drain or drains slowly.

- Clean and straighten the drain hose.

The drain filter is clogged.

- Check and clean the drain filter

### **dE dE1 dEz dE4 DOOR ERROR**

Door sensor malfunctions.

- Please call LG service centre. You can find your local LG service centre phone number in the warranty card.

### **tE CONTROL ERROR**

This is a control error.

- Unplug the power plug and call for service.

### **LE MOTOR LOCKED ERROR**

Over load in motor.

- Let the appliance wait for 30 minutes until the motor is cooled down and then, restart the cycle.

### **FE OVERFLOW ERROR**

Water overfills due to a possible faulty water valve.

- Close the water tap. Unplug the power plug. Call for service.

### **PE PRESSURE SENSOR ERROR**

Water level sensor malfunctions.

- Close the water tap. Unplug the power plug. Call for service.

### **u5 SENSOR ERROR**

Vibration sensor malfunctions.

- Call for service.

### **FF FROZEN FAILURE**

Is supply/drain hose or drain pump frozen?

- Supply warm water into the drum in order to unfreeze the drain hose and the drain pump.  
Cover the supply hose with wet and warm towel.

### **AE ATER LEAKAGE**

Water leaks.

- Call for service.

### **PF POWER FAILURE**

Power failure or inadequate electrical service may have occurred during operation.

- Press the Start/Pause button to restart the cycle.

### **dHE DRY ERROR**

Drying functions only are not working.

- Call for service.

### **E d l ezDispense ERROR 1**

The amount of liquid detergent in the detergent compartment did not decrease. After putting the detergent into the detergent compartment, it was left for a long time and the detergent hardened.

- Clean the detergent compartment thoroughly, fill it with liquid detergent, install it in the drawer, and run a wash cycle. If E d1 is displayed continuously, call for service.

### **E dz ezDispense ERROR 2**

The amount of liquid detergent in the detergent compartment did not decrease.

- Call for service.

### **E d3 ezDispense ERROR 3**

The amount of fabric softener in the liquid fabric softener or liquid detergent compartment did not decrease. After putting the fabric softener into the liquid fabric softener or liquid detergent compartment, it was left for a long time and the fabric softener hardened.

- Clean the liquid fabric softener or liquid detergent compartment thoroughly, fill it with liquid fabric softener, install it in the drawer, and run a wash cycle. If E d3 is displayed continuously, call for service.

#### **E d4 ezDispense ERROR 4**

The amount of liquid fabric softener in the liquid fabric softener or liquid detergent compartment did not decrease.

- Call for service.

#### **E ds ezDispense ERROR 5**

The amount of liquid detergent or fabric softener in the liquid fabric softener or liquid detergent compartment did not decrease.

- Call for service.

#### **O PN ezDispense OPEN ERROR**

The washer was operated without completely closing the drawer. The drawer was opened during the washer operation.

- Push the drawer completely closed. If O PN is displayed continuously, call for service.

#### **Rattling and clanking noise**

Foreign objects, such as keys, coins, or safety pins may be in the drum.

Stop the appliance, check the drum for foreign objects. If the noise continues after the appliance is restarted, call for service.

#### **Thumping sound**

Heavy clothes may produce a thumping sound. This is usually normal.

- If the sound continues, the appliance is probably out of balance. Stop and redistribute the clothes.

The clothes may be out of balance.

- Pause the programme and redistribute the clothes after the door unlocks.

#### **Vibrating noise**

Package materials are not removed.

- Remove package materials.

The clothes may be unevenly distributed in the drum.

- Pause the programme and redistribute the clothes after the door unlocks.

Not all levelling feet are resting firmly and evenly on the floor.

- See the Levelling the Appliance instruction to adjust the levelling of the appliance.

Floor not rigid enough.

- Check if the floor is solid and does not flex. See the Installation Place Requirements to select the proper location.

### **Water is leaking**

. House drain pipes are clogged.

- Unclog waste pipes. Contact plumber if necessary.

Leakage is caused by improper installation of drain hose or clogged drain hose.

- Clean and straighten the drain hose. Check and clean the drain filter regularly.

Drain pump filter cap is not fitted correctly.

- Refit the drain pump filter.

### **Appliance does not operate.**

Control needs to be reset.

- Press the Power button, then reselect the desired programme and press the Start/Pause button.

Start/Pause was not pressed after a programme was set.

- Press the Power button, then reselect the desired programme and press the Start/Pause button. The appliance is turned off if the Start/Pause button is not pressed within a certain time.

Extremely low water pressure.

- Check another tap in the house to make sure that household water pressure is adequate.

Appliance is heating the water or making steam.

- The drum may stop operating temporarily during certain cycles, while water is safely heated to a set temperature.

### **Appliance does not operate.**

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- Press the Power button, then reselect the desired programme and press the Start/Pause button.

Start/Pause was not pressed after a programme was set.

- Press the Power button, then reselect the desired programme and press the Start/Pause button. The appliance is turned off if the Start/Pause button is not pressed within a certain time.

Extremely low water pressure.

- Check another tap in the house to make sure that household water pressure is adequate.

Appliance is heating the water or making steam.

- The drum may stop operating temporarily during certain cycles, while water is safely heated to a set temperature.

### **Buttons may not function properly.**

The Child Lock option is activated.

- Deactivate the Child Lock option if necessary

### **Door does not open.**

The door cannot be opened for safety reasons once the appliance starts.

- This is normal. You can safely open the door after H turns off.

### **Appliance is not filling properly.**

Inlet filter clogged.

- Make sure the inlet filters on the fill valves are not clogged.

Inlet hoses may be kinked.

- Check that inlet hoses are not kinked or clogged.

Insufficient water supply.

- Make sure that both hot and cold water taps are turned on all the way.

Hot and cold supply hoses are reversed.

- Check supply hose connections.

### **Appliance does not drain water.**

Kinked drain hose.

- Ensure that the drain hose is not kinked.

Drain located higher than 1.2 m above the floor.

Make sure that the drain hose is no higher than 1.2 m above the bottom of the appliance.

### **Detergent is not dispensed completely or not dispensed at all.**

Too much detergent is used.

- Follow the guidelines provided by the detergent manufacturer.

Drain Pump Filter may be blocked.

- Clean the Drain filter.

### **Cycle time is longer than usual.**

The load is too small.

- Add more items to allow the appliance to balance the loads.

Heavy articles are mixed with lighter items.

- Always try to wash articles with similar weight in order to allow the appliance to evenly distribute the weight of the load for spinning.

The load is out of balance.

- Manually redistribute the load if articles have become tangled.

### **Cycle end is delayed**

Unbalance is detected or suds removing programme is on.

- This is normal. The time remaining shown on the display is only an estimated duration. Actual time may vary

### **Poor stain removal**

Previously set stains.

- Articles that have been previously washed may have stains which have been set. These stains may be difficult to remove and may require hand washing or pre-treating to aid in stain removal.

### **Staining**

Bleach or softener is dispensed too soon.

- Dispenser compartment is overfilled. It makes bleach or softer dispensed rapidly. Always measure bleach or softener to prevent overfilling.
- Close the detergent dispenser slowly.

Bleach or softener was added directly to the clothes in the drum.

- Always use the detergent dispenser to ensure that bleach or softener is properly dispensed at the right time in the programme.

Clothes were not properly sorted.

- Always wash dark colours separately from light colours and whites to prevent discoloration.

- Never wash heavily soiled items with lightly soiled items.

### **Wrinkling**

Appliance is not unloaded promptly.

- Always remove items from the appliance as soon as the programme is complete.

Appliance is overloaded.

- The appliance can be fully loaded, but the drum should not be tightly packed with items. The door of the appliance should be closed easily.

Hot and cold water supply hoses are reversed.

- Hot water rinse can set wrinkles in garments. Check the supply hose connections.

Spin speed may be too high.

- Set the spin speed to suit the garment type.

### **Musty or mildewy odour in appliance**

Inside of drum is not cleaned properly.

- Run the Tub Clean function regularly.

Odours can occur if the drain hose is not properly installed, causing siphoning (water flowing back inside of the appliance).

- When installing the drain hose, make sure that it does not get kinked or blocked.

If the detergent dispenser is not cleaned regularly, odours can occur from mold or foreign substances.

- Remove and clean the detergent dispenser, especially the top and bottom of the dispenser's opening.

### **Refill Alarm continues to display when detergent/ softener is added.**

Detergent/softener has built up on the fluid level sensor.

- Open the compartment covers and clean the insides of the ezDispense compartments with warm water. Use a soft brush to remove any residue. If the Refill Alarm is displayed continuously, call for service.

The amount of detergent/softener is not enough for the sensor to detect.

- Fill the detergent/softener up to the MAX line in the compartment.

### **Too much/too little detergent or softener dispensed.**

The default dispense amounts setting may need to be changed.

1. Check and change the default dispense amounts setting.

### **The ezDispense doesn't dispense detergent/ softener.**

The ezDispense function is off.

- Turn on the ezDispense function.

The ventilation holes are blocked.

- Clean the ventilation holes for the lids on the compartments with warm water.

The detergent or softener in the ezDispense compartments has hardened.

Clean the ezDispense compartments and change the detergent or softener.

**There's foam on the rinsing course, and there's detergent left on the clothes after the washing.**

Detergent was used when rinsing.

- Please make sure that the detergent/softener is stored correctly. (right: detergent / left: softener)

**After the washing, there's a scum on the cloth.**

You need to clean the inside of the ezDispense system.

- When using both dispensers for liquid detergent, make sure to run the ezDispense Nozzle Clean in advance.

**Detergent, softener leaks from the lid of the ezDispense compartments.**

You need the ezDispense compartment's horizontal maintenance.

- Leakage occurs when the ezDispense compartment is tilted. Slide the ezDispense compartment out or in slowly and use both hands for safety.

The lid isn't fully closed.

- Securely close the lids to the ezDispense compartments. Be careful not to lose the lids.

**Dry problem**

Check water supply tap.

- Do not overload. Check that the washing machine is draining properly to extract adequate water from the load. When load of laundry is too small to tumble properly. Add a few towels.
- Turn off water supply tap.

**Drying time is too long.**

The ambient temperature is low.

- Make sure the temperature is allowable range.

**Drying performance is too low or bad.**

Water is not properly supplied. The water is used for autocleaning of lint-filter on drum during the drying.

- Make sure the water supply tap is open.

Water does not properly drain.

- Make sure the drain filter is not clogged.

The appliance is overloaded.

- Check the load capacity for the selected programme. If necessary, add a time dry programme.

The spin speed is too low.

- Select the highest spin speed allowed for the wash programme.

### **A warm air comes out from the rear side of the appliance.**

This appliance makes a warm air to dry the clothes.

- This warm air dries the clothes and comes out from the rear side of the appliance

### **Your home appliance and smartphone are not connected to the Wi-Fi network.**

The password for the Wi-Fi that you are trying to connect to is incorrect.

- Find the Wi-Fi network connected to your smartphone and remove it, then register your appliance on LG ThinQ.

Mobile data for your smartphone is turned on.

- Turn off the Mobile data of your smartphone and register the appliance using the Wi-Fi network.

The wireless network name (SSID) is set incorrectly.

- The wireless network name (SSID) should be a combination of English letters and numbers. (Do not use special characters).

The router frequency is not 2.4 GHz.

- Only a 2.4 GHz router frequency is supported. Set the wireless router to 2.4 GHz and connect the appliance to the wireless router. To check the router frequency, check with your internet service provider or the router manufacturer.

The distance between the appliance and the router is too far.

- If the distance between the appliance and the router is too far, the signal may be weak and the connection may not be configured correctly. Move the location of the router so that it is closer to the appliance.

## Customer Care and Service

Contact an LG Electronics customer information centre.

- To find an LG Electronics authorised service personnel, visit our website at [www.lg.com](http://www.lg.com) and follow the instructions found there.
- Self-repair is not recommended as it could further damage the device and void the guarantee.
- Spare parts referenced in Regulation 2019/2023 are available for a minimum duration of 10 years.

## Ventilation

Make sure that air circulation around the appliance should not be impeded by carpets, rugs, etc.

## Ambient Temperature

- Do not install the appliance in rooms where freezing temperatures may occur. Frozen hoses may burst under pressure. The reliability of the electronic control unit may be impaired at temperatures below freezing point.
- If the appliance is delivered in winter and temperatures are below freezing, place the appliance at room temperature for a few hours before putting it into operation.

## Electrical Connection

- Do not use an extension cord or double adapter.
- Always unplug the appliance and turn off the water supply after use.
- Connect the appliance to an earthed socket in accordance with current wiring regulations.
- The appliance must be positioned so that the plug is easily accessible.
- Power outlet must be within 1 meter of either side of 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.