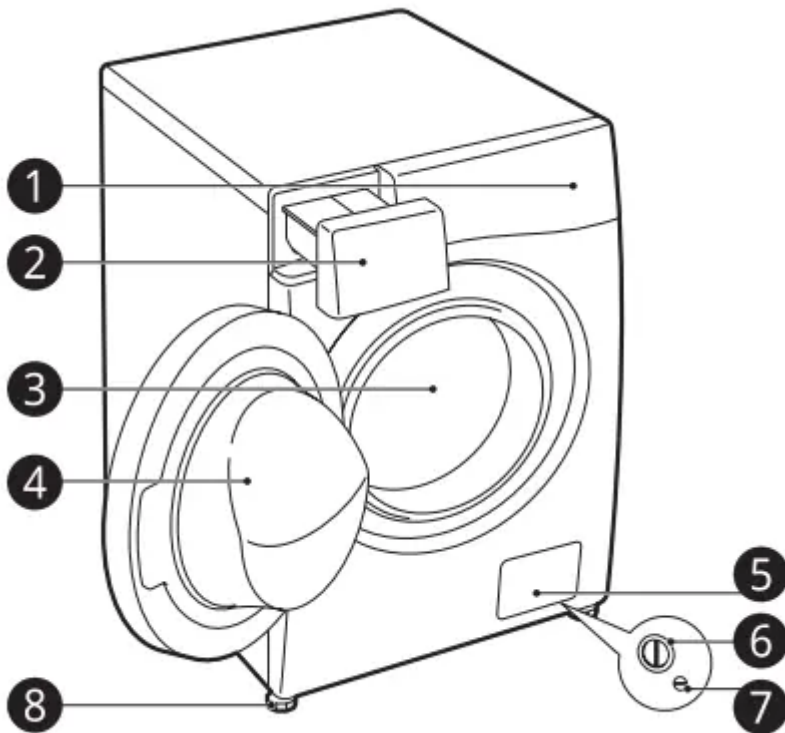


INSTALLATION

Parts and Specifications

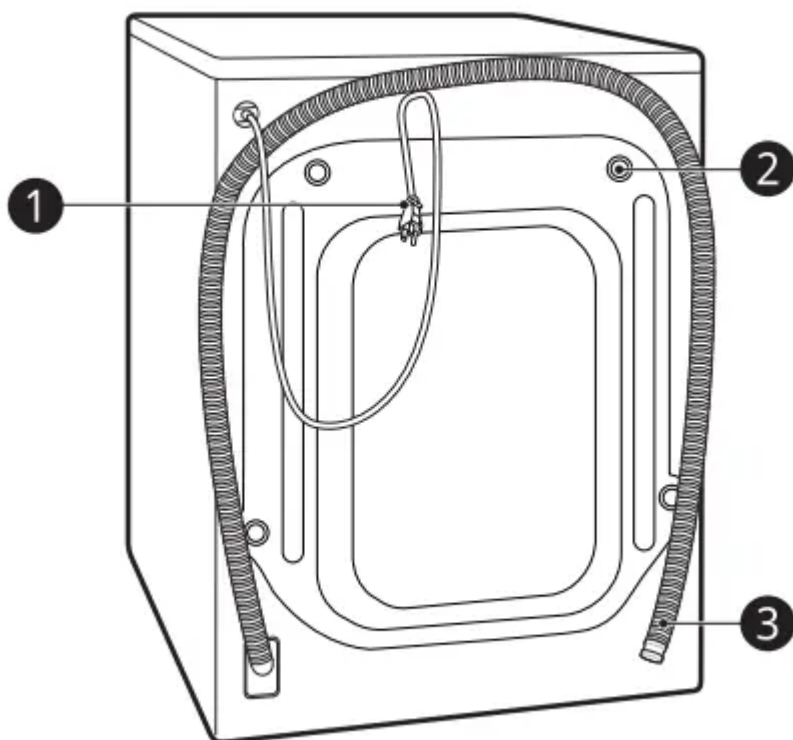
NOTE: Appearance and specifications may change without notice to improve the quality of the appliance.

Front View



1. Control Panel
2. Detergent Dispenser Drawer
3. Drum
4. Door
5. Cover Cap
6. Drain Pump Filter
7. Drain Plug
8. Levelling Feet

Rear View



1. Power Plug
2. Transit Bolts
3. Drain Hose

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

1. Sort laundry and load items.
 - Sort laundry by fabric type, soil level, colour and load size as needed. Open the door and load items into the appliance.
2. Add detergent or softener.
 - Add the proper amount of detergent to the detergent dispenser drawer. If desired, add bleach or fabric softener to the appropriate areas of the dispenser.
3. Turn on the appliance.
 - Press the Power button to turn on the appliance.

4. 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 care labeling of your clothes.

5. 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 15 minutes, the appliance will shut off and all settings will be lost.

6. End of cycle.

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

Preparing the Wash Load

Sort laundry for best washing results, and then prepare laundry according to the symbols on the care labels.






Sorting the Wash Load

- For best washing results, sort your clothes according to the symbol on the care labels according to the type of fabric and washing temperature and wash them with adapted spin speed.
- Always sort dark colours from pale colours and whites. Wash separately as dye and lint transfer can occur causing discolouration of white and pale garments. If possible, do not wash heavily soiled items with lightly soiled ones.

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"> • Normal Wash • Cotton, Mixed Fabrics
	<ul style="list-style-type: none"> • Easy Care • Synthetic, Mixed Fabrics
	<ul style="list-style-type: none"> • Special Delicate Wash • Delicates
	<ul style="list-style-type: none"> • Hand Wash Only • Wool, Silk
	<ul style="list-style-type: none"> • Do not wash

Checking the Clothes before Loading

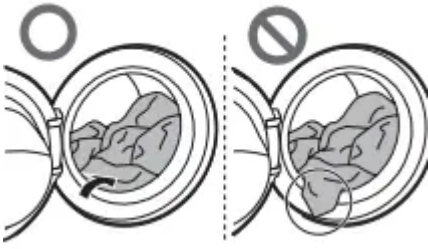
- Combine large and small items in a load. Load large items first.
- Large items should not be more than half of the total wash load. Do not wash single items. This may cause an unbalanced load. Add one or two similar items.
- Check all pockets to make sure that they are empty. Items such as nails, hair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



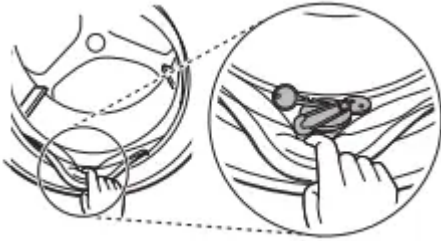
- Wash delicates (stockings, underwired bras) in a wash net.
- Close zippers, hooks and strings to make sure that these items do not snag on other clothes.
- Pre-treat dirt and stains by brushing a small amount of detergent dissolved water onto stains to help lift dirt.
- Check the folds of the flexible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

CAUTION

- Check that the clothes are not stuck between the door and the seal, otherwise the clothes and the seal may get damaged while washing.



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






Adding Detergents and Softeners

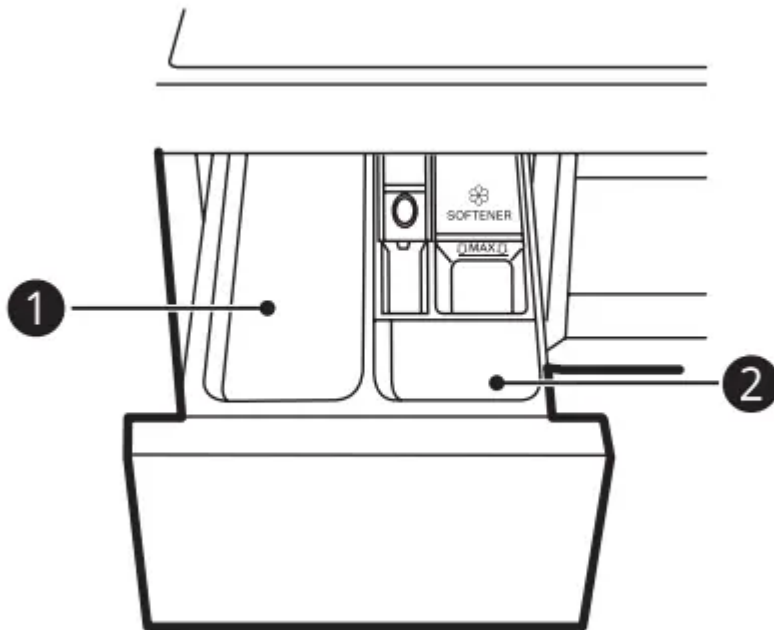
Detergent Dosage

- Detergent should be used according to the instruction of the detergent manufacturer and selected according to type, colour, soiling of the fabric and the washing temperature. Use only detergents that are suitable for Drum (front load) type washers.
- If too many suds occur, reduce the detergent amount.
- If too much detergent is used, too many suds can occur and this will result in poor washing results or cause heavy load to the motor.
- If you wish to use liquid detergent, follow the guidelines provided by the detergent manufacturer.
- You can pour liquid detergent directly into the main detergent drawer if you are starting the wash cycle immediately.
- Do not use liquid detergent if you are using Delay End function, or if you have selected Pre Wash option, as the liquid will dispense immediately and may harden in the drawer or the tub.
- Detergent usage may need to be adjusted for water temperature, water hardness, size and soil level of the load. For best results, avoid oversudsing.
- Refer to the label of the clothes, before choosing the detergent and water temperature.
- Use only suitable detergents for the respective type of clothing:
 - Liquid detergent is often designed for special applications, e.g. for coloured fabric, wool, delicate or dark laundry.
 - Powdered detergent is suitable for all types of fabric.

- For better washing results of white and pale garments, use powdered detergent with bleach.
- Detergent is flushed from the dispenser at the beginning of the wash cycle

Adding Detergent

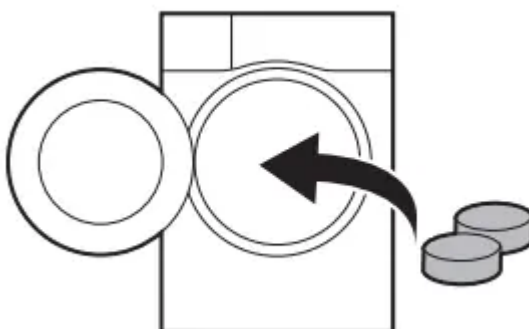
- Detergent for main wash 1 only → 
- Detergent for pre wash 2 and main wash 1 →  ● 



Adding Detergent Tablet

Detergent tablets can also be used when washing as an alternative to powder or liquid.

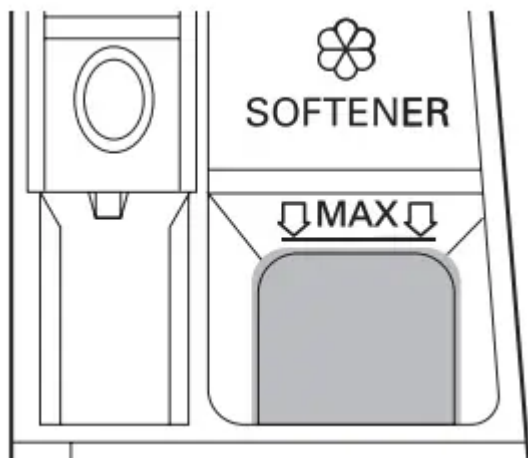
1. Open the door and put detergent tablets into the drum.



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

Adding Fabric Softener

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



- Do not leave the fabric softener in the detergent drawer for more than 1 day (Fabric softener may harden).
- Softener will automatically be added during the last rinse cycle.
- Do not open the drawer when water is being supplied.
- Solvents (e.g. benzene, etc.) must not be used.

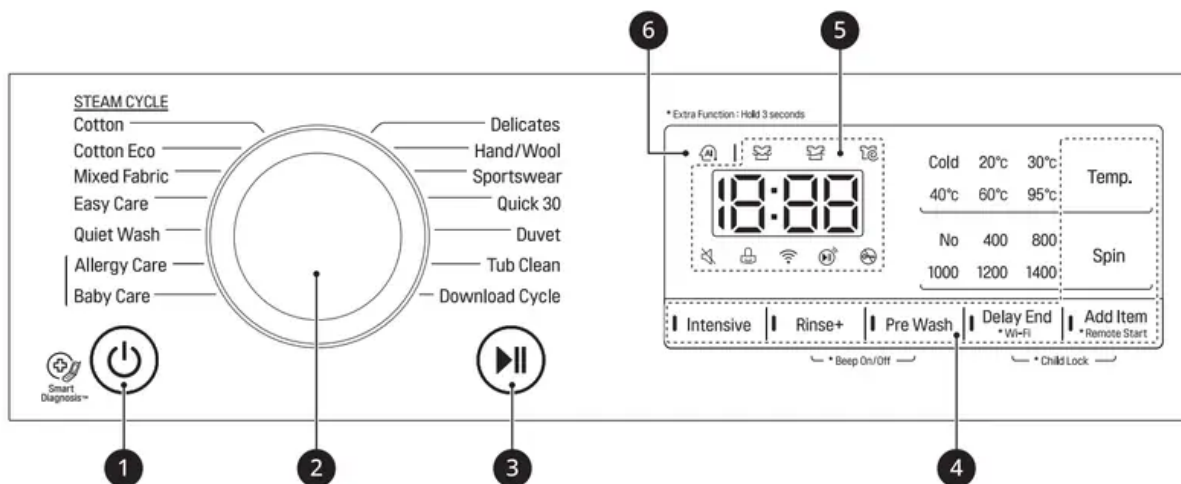
Adding Water Softener

A water softener, such as anti-limescale can be used to cut down on the use of detergent in areas with high water hardness level.

- First add detergent, and then the water softener. Dispense according to the amount specified on the packaging

Control Panel

Control Panel Features



1. Power Button

- Press the Power button to turn on or off the appliance.

2. Programme Knob

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

3. Start/Pause Button






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

4. Extra Options and Functions



- Extra options and functions are available for better washing performance. Several options and functions can be customized.
- To use the extra functions, press and hold the corresponding button for 3 seconds. The corresponding symbol lights up in the display.
- In order to use the Remote Start function, refer to SMART FUNCTIONS.
- This allows you to select an additional programmes and will light when selected.
 - : When this icon is illuminated, the beep sound is off simultaneously.
 - : When this icon is illuminated, the control panel is locked except for the power button.
 - : This icon is illuminated when the appliance is connected to WLAN network.

5. Display

6. 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.

- : When a programme is selected, the default time for that programme is displayed. The default time can be changed according to the selected option.
- : When the laundry is being washed, this icon is illuminated.
- : When the laundry is being rinsed after completion of washing programme, this icon is illuminated.
- : When the laundry is spun to remove the water in the laundry, this icon is illuminated.
- : When this icon is illuminated, the door cannot be opened.

7. AI DD

- AI DD  provides automatic load sensing that determines the best wash action.
-  is activated when Cotton, Mixed Fabric and Easy Care programmes are selected and operates when these selected programmes are in operation.

Extra Options and Functions


You can use the extra options and functions to customize the programmes

Intensive

You can use this option to wash heavily soiled laundry.

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

Rinse

- You can select an additional Rinse by pressing the Rinse+ button. This option is recommended for people with detergent allergies.
- Rinse+ : This option is used to add an additional rinse to the wash cycle.

Pre Wash

This option is recommended when washing a heavily soiled load.

1. Press the Power button.
2. Select a washing programme.
3. Press the Pre Wash button.
4. Press the Start/Pause button.

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 to set a required time.
4. Press the Start/Pause button.

Wi-Fi

- When WLAN is connected, the Wi-Fi icon on the control panel is lit.

Add Item

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

1. Press the Add Item button when the LED is turned on. If the LED is not illuminated, the Add item opportunity time has expired and the function will not operate.
2. Open the door after it unlocks itself.
3. Add or remove laundry.
4. Close the door and press the Start/Pause button.

Temp.

You can use this option to select the wash temperature for the selected programme. Press this button until the desired setting is lit. Not all temperatures will be available in certain cycles. All rinses are in cold water.

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

Spin

Spin speed can be selected by pressing the Spin button repeatedly.

1. Press the Power button.
2. Select a washing programme.

3. Press the Spin button to select the appropriate spin speed.
4. Press the Start/Pause button.

Beep On/Off

This function can only be selected when the appliance is in operation and a wash is in progress.

- Press and hold the Rinse+ and Pre Wash button simultaneously for 3 seconds to set the this function.

Child Lock

Use this function to disable the controls. This function can prevent children from changing cycles or operating the appliance.

Locking the Control Panel



1. Press and hold the Delay End and Add Item button for 3 seconds.
2. A beeper will sound, and CL will appear on the display. When the Child Lock is set, all buttons are locked except for the Power button.

Unlocking the Control Panel

- Press and hold the Delay End and Add Item button for 3 seconds.

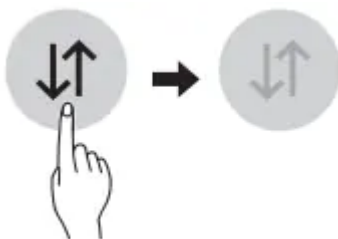
SMART FUNCTIONS

Using LG SmartThinQ Application

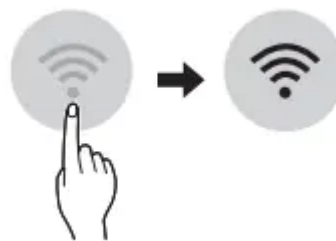
This feature is only available on the model with  or  logo.

Before Using LG SmartThinQ

1. Check the distance between the appliance and the wireless router (WLAN 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.

Installing LG SmartThinQ

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

Wi-Fi Function

- Communicate with the appliance from a smartphone using the convenient smart features.
- Washer Cycle (Remote Start, Download Cycle): Set or download any preferred cycle and operate by remote control.
- Tub Clean Coach: This function shows how many cycles remain before it is time to run the Tub Clean cycle.
- Energy Monitoring: Check the energy consumption of the recently used cycles and monthly average.
- Smart Diagnosis: This function provides useful information for diagnosing and solving issues with the appliance based on the pattern of use.
- Settings: Various functions are available.
- Push Alert: This function is to notify the status notification so that the user can recognize the appliance status. The notifications are triggered even if the LG SmartThinQ application is off.

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. Press the Power button.
2. Put the laundry into the drum.
3. Press and hold Remote Start button for 3 seconds to enable this function.
4. Start a cycle from the LG SmartThinQ application on your smartphone.

NOTE

- Once this function is enabled, you can only start a cycle from the LG SmartThinQ smartphone application. If the cycle is not started, the appliance will wait to start the cycle until it is turned off remotely from the application or this function is disabled.
- When this function is turned on, the door is automatically locked. Disabling this function manually When this function is activated, press and hold Remote Start button for 3 seconds to disable this function. This function must be turned off, so that the appliance can be used manually.

Download Cycle

- Download a new and special cycle that is not included in the basic cycles on the appliance. A variety of specialty cycles specific to the appliance can be downloaded to the successfully registered appliances. Only one cycle can be stored on the appliance at any one time. Once cycle download is completed in the appliance, the product keeps the downloaded cycle until a new cycle is downloaded.

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 min.



RF Radiation Exposure Statement: This equipment shall be installed and used at a minimum distance of 20 cm from the human body

Open Source Software Notice Information

- To obtain the source code under GPL, LGPL, MPL, and other open source licenses, that is contained in this product, please visit <http://opensource.lge.com>. In addition to the source code, all referred license terms, warranty disclaimers and copyright notices are available for download.

- LG Electronics will also provide open source code to you on CD-ROM for a charge covering the cost of performing such distribution (such as the cost of media, shipping, and handling) upon email request to opensource@lge.com.
- 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.

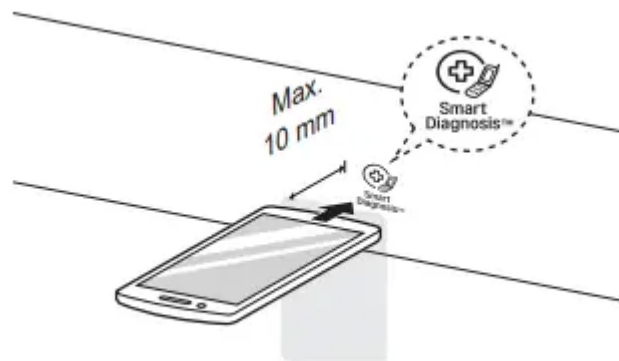
Using Smart Diagnosis

This feature is only available on the model with  or  logo.

Smart Diagnosis through the Customer Information Centre

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

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



the Smart Diagnosis icon.

3. Press and hold the Temp. button for 3 seconds.
4. Keep the phone in place until the tone transmission has finished. Time remaining for data transfer is displayed.
 - For best results, do not move the phone while the tones are being transmitted.
 - If the call centre agent is not able to get an accurate recording of the data, you may be asked to try again.
5. Once the countdown is over and the tones have stopped, resume your conversation with the call centre agent, who will then be able to assist you using the information transmitted for analysis.

MAINTENANCE

WARNING

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

Cleaning After Every Wash

Care After Wash

- 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.



Cleaning the Exterior

- Proper care of your appliance can extend the service life.
- Door: Wash with a damp cloth on the outside and inside and then dry with a soft cloth.
- Exterior: Immediately wipe off any spills. Wipe with a damp cloth.

WARNING: Do not attempt to separate any panels or disassemble the appliance. Do not apply any sharp objects to the control panel in order to operate the appliance.

Cleaning the Interior

- Use a towel or soft cloth to wipe around the door opening and door glass.
- Always remove items from the appliance as soon as the cycle is complete. Leaving damp items in the appliance can cause wrinkling, colour transfer, and odour.

Cleaning the Appliance Periodically

Tub Clean

This function is used to clean inside of the appliance.

A higher water level is used in this programme at higher spin speed. Run this function once a month (or more often if needed) to remove detergent buildup and other residue.

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.

◦ **tcl** will be displayed on the display.

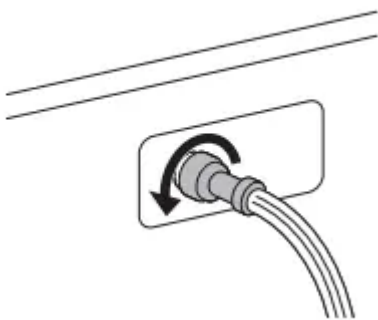
5. Press the Start/Pause button to start.
6. After the programme is complete, leave the door open to dry the door opening, gasket, and door glass.

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

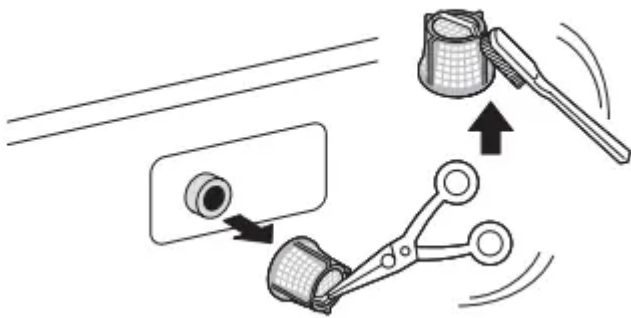
Cleaning the Water Inlet Filter

The water inlet filter collects lime or any sediment that may be in water that is supplied to the appliance. If the water is very hard or contains traces of limescale, the filter on the water inlet may clog regularly

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



2. Remove the Hot and Cold filters with tweezers and clean them by using a medium bristle tooth brush.



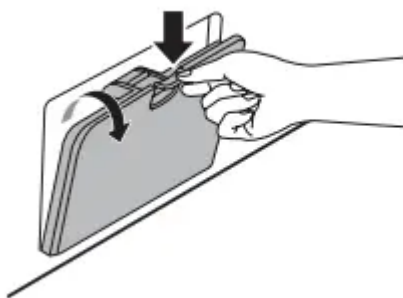
NOTE

- Turn off the supply tap 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.
- **IE** will be displayed on the control panel when the water is not entering the detergent drawer.

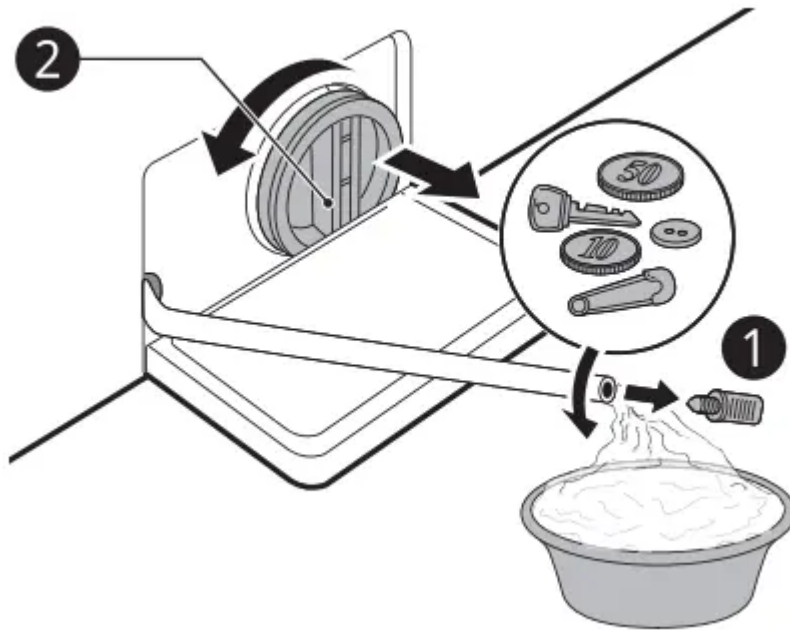
Cleaning the Drain Pump Filter and Performing an Emergency Water Evacuation

The drain filter collects threads and small objects that may have been accidentally left in the laundry. Check regularly that the filter is clean to ensure smooth running of your appliance. Allow the water to cool before cleaning the drain pump filter. Open the door in an emergency or perform an emergency water evacuation.

1. Unplug the appliance.
2. Open the cover cap and pull out the drain tube.



3. Remove the drain plug from the drain tube first 1, and then drain the water. Then slowly unscrew the drain pump filter 2 to drain the remaining water and then proceed to remove any debris or objects from the filter.



4. After cleaning the drain pump filter, carefully reinsert the filter and screw the Drain cap back in clockwise carefully to avoid cross threading and leakage. Reinsert the plug back into the drain tube and place the tube into its holder.

5. Close the cover cap.

CAUTION

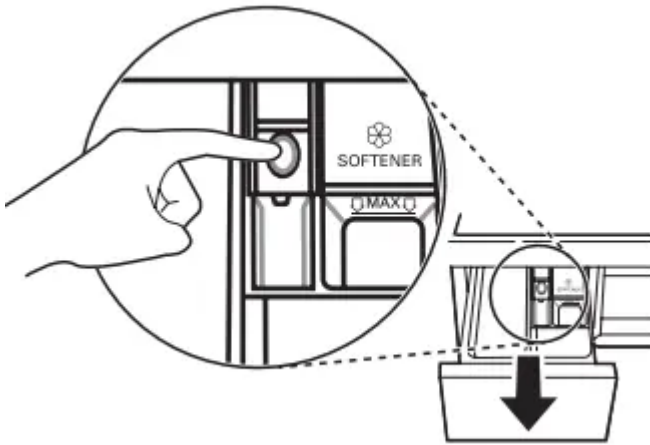
- Be careful when draining, as the water may be hot.
- Run the drum cleaning programme once a month (or more often, as needed) to remove excess detergent and other debris.

Cleaning the Dispenser Drawer

Detergent and fabric softener can build up in the dispenser drawer. Remove the drawer and the components of the drawer in the drawer and check for build-up of detergents or softeners once or twice a month.

1. Remove the detergent dispenser drawer by pulling the drawer straight out until the drawer stops.

- Then gently pull the drawer outward while pressing the disengage button.



2 Remove the build-up of detergent and softener.

- Rinse the drawer and the components of the drawer with warm water to remove the buildup from detergent and softener. Use only water to clean the dispenser drawer. Dry the drawer and the components of the drawer with a soft cloth or towel.

3. To clean the drawer opening, use a cloth or small, non-metal brush to clean the recess.

- Remove all residue from the upper and lower parts of the recess.

4. Wipe any moisture off the recess with a soft cloth or towel.

5. Re-assemble the components of the drawer to the proper compartments and insert the drawer

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.

Error Messages

Symptoms	Possible Cause & Solution
IE INLET ERROR	<p>Water supply is not adequate in that location. Water does not enter appliance or it enters slowly.</p> <ul style="list-style-type: none"> • Check another tap in the house.
	<p>Water supply tap is not completely open. Water does not enter the appliance or it enters slowly.</p> <ul style="list-style-type: none"> • Open fully tap.
	<p>Water supply hose(s) are kinked.</p> <ul style="list-style-type: none"> • Straighten hose or reinstall the water inlet hose
	<p>The filter of the supply hose(s) are clogged.</p> <ul style="list-style-type: none"> • Check and clean the filter of the inlet hose.
	<p>If water leakage occurs in the aqua stop supply hose, indicator will become red.</p> <ul style="list-style-type: none"> • Replace the aqua stop supply hose.
DE WATER OUTLET ERROR	<p>Drain hose is kinked or clogged. Water in the appliance does not drain or drains slowly.</p> <ul style="list-style-type: none"> • Clean and straighten the drain hose.
	<p>The drain filter is clogged.</p> <ul style="list-style-type: none"> • Check and clean the drain filter.



<p>UE</p> <p>UNBALANCE ERROR</p>	<p>The appliance has a system which detects and corrects the unbalance of the appliance.</p> <ul style="list-style-type: none"> • The laundry 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.
	<p>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.</p> <ul style="list-style-type: none"> • Add 1 or 2 similar items or smaller articles of laundry 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
<p>DOOR ERROR</p>	<p>Door sensor malfunctions.</p> <ul style="list-style-type: none"> • Please call LG Electronics service centre. You can find your local LG Electronics service centre phone number in the warranty card.
<p>CONTROL ERROR</p>	<p>This is a control error.</p> <ul style="list-style-type: none"> • Unplug the power plug and call for service.
<p>MOTOR LOCKED ERROR</p>	<p>Over load in motor</p> <ul style="list-style-type: none"> • Let the appliance wait for 30 minutes until the motor is cooled down and then, restart the cycle.

<p>OVERFLOW ERROR</p>	<p>Water overfills due to the faulty water valve.</p> <ul style="list-style-type: none"> • Close the water tap. • Unplug the power plug. • Call for service.
<p>PRESSURE SENSOR ERROR</p>	<p>Water level sensor malfunctions.</p> <ul style="list-style-type: none"> • Close the water tap. • Unplug the power plug. • Call for service.
<p>VIBRATION SENSOR ERROR</p>	<p>Vibration sensor malfunctions.</p> <ul style="list-style-type: none"> • Call for service.
<p>FROZEN FAILURE</p>	<p>Is supply/drain hose or drain pump frozen?</p> <ul style="list-style-type: none"> • 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.
<p>WATER LEAKAGE</p>	<p>Water leaks.</p> <ul style="list-style-type: none"> • Call for service.
<p>POWER FAILURE</p>	<p>The appliance experienced a mains power failure.</p> <ul style="list-style-type: none"> • Restart the cycle.

Noises You Might Hear



Symptoms	Possible Cause & Solution
Rattling and clanking noise	<p>Foreign objects, such as keys, coins, or safety pins may be in the drum.</p> <ul style="list-style-type: none"> • Stop the appliance, check the drum for foreign objects. If the noise continues after the appliance is restarted, call for service.
Thumping sound	<p>Heavy wash loads may produce a thumping sound. This is usually normal.</p> <ul style="list-style-type: none"> • If the sound continues, the appliance is probably out of balance. Stop and redistribute the wash load.
Thumping sound	<p>Wash load may be out of balance.</p> <ul style="list-style-type: none"> • Pause the cycle and redistribute the load after the door unlocks.
Vibrating noise	<p>Package materials are not removed.</p> <ul style="list-style-type: none"> • Remove package materials.
	<p>Wash load may be unevenly distributed in the drum.</p> <ul style="list-style-type: none"> • Pause the cycle and redistribute the load after the door unlocks.
	<p>Not all leveling feet are resting firmly and evenly on the floor.</p> <ul style="list-style-type: none"> • See the Leveling the Appliance to adjust the leveling of the appliance.
	<p>Floor not rigid enough.</p> <ul style="list-style-type: none"> • Check if the floor is solid and does not flex. See the Installation Place Requirements to select the proper location.

Operation

Symptoms	Possible Cause & Solution
Rattling and clanking noise	<p>Foreign objects, such as keys, coins, or safety pins may be in the drum.</p> <ul style="list-style-type: none"> • Stop the appliance, check the drum for foreign objects. If the noise continues after the appliance is restarted, call for service.
Thumping sound	<p>Heavy wash loads may produce a thumping sound. This is usually normal.</p> <ul style="list-style-type: none"> • If the sound continues, the appliance is probably out of balance. Stop and redistribute the wash load.
Thumping sound	<p>Wash load may be out of balance.</p> <ul style="list-style-type: none"> • Pause the cycle and redistribute the load after the door unlocks.
Vibrating noise	<p>Package materials are not removed.</p> <ul style="list-style-type: none"> • Remove package materials.
	<p>Wash load may be unevenly distributed in the drum.</p> <ul style="list-style-type: none"> • Pause the cycle and redistribute the load after the door unlocks.
	<p>Not all leveling feet are resting firmly and evenly on the floor.</p> <ul style="list-style-type: none"> • See the Leveling the Appliance to adjust the leveling of the appliance.
	<p>Floor not rigid enough.</p> <ul style="list-style-type: none"> • Check if the floor is solid and does not flex. See the Installation Place Requirements to select the proper location.

Performance

Symptoms	Possible Cause & Solution
<p>Poor stain removal</p>	<p>Previously set stains.</p> <ul style="list-style-type: none"> 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.
<p>Staining</p>	<p>Bleach or softener is dispensed too soon.</p> <ul style="list-style-type: none"> Dispenser compartment is overfilled. It makes bleach or softer dispensed rapidly. Always measure bleach or softener to prevent overfilling. Close the dispenser drawer slowly.
	<p>Bleach or softener was added directly to the wash load in the drum.</p> <ul style="list-style-type: none"> Always use the dispensers to ensure that laundry products are properly dispensed at the right time in the cycle.
	<p>Clothes were not properly sorted.</p> <ul style="list-style-type: none"> Always wash dark colours separately from light colours and whites to prevent discolouration. Never wash heavily soiled items with lightly soiled items.
<p>Wrinkling</p>	<p>Appliance is not unloaded promptly.</p> <ul style="list-style-type: none"> Always remove items from the appliance as soon as the cycle is complete.
	<p>Appliance is overloaded.</p> <ul style="list-style-type: none"> 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.

	<p>Hot and cold water inlet hoses are reversed.</p> <ul style="list-style-type: none"> • Hot water rinse can set wrinkles in garments. Check the inlet hose connections.
	<p>Spin speed may be too high.</p> <ul style="list-style-type: none"> • Set the spin speed to suit the garment type.
<p>Musty or mildewy odour in appliance</p>	<p>Inside of drum is not cleaned properly.</p> <ul style="list-style-type: none"> • Run the Tub Clean function regularly.
	<p>The drain hose is not properly installed, causing siphoning (water flowing back inside of the appliance).</p> <ul style="list-style-type: none"> • When installing the drain hose, make sure that it does not get kinked or blocked.
	<p>The detergent dispenser drawer is not cleaned regularly.</p> <ul style="list-style-type: none"> • Clean the detergent dispenser drawer, especially the top and the bottom of the drawer's opening.
	<p>Odours can occur if the drain hose is not properly installed, causing siphoning (water flowing back inside of the appliance).</p> <ul style="list-style-type: none"> • When installing the drain hose, make sure that it does not get kinked or blocked.
	<p>If the detergent dispenser drawer is not cleaned regularly, odours can occur from mold or foreign substances.</p> <ul style="list-style-type: none"> • Clean the detergent dispenser drawer, especially the top and bottom of the drawer's opening.

Wi-Fi



Symptoms	Possible Cause & Solution
<p>Your home appliance and smart phone is not connected to the Wi-Fi network.</p>	<p>The password for the Wi-Fi that you are trying to connect to is incorrect.</p> <ul style="list-style-type: none"> • Find the Wi-Fi network connected to your smartphone and remove it, then register your appliance on LG SmartThinQ.
	<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.



