

# LG Electronics Monterrey México S.A.

PART NUMBER: MFL67851401


DATE: AUG 17th, 2013

<b>DESCRIPTION: OWNER'S MANUAL</b>	Part No. <b>MFL67851401</b>
<b>MODEL DESCRIPTION:</b>	
Product: Bottom Freezer Refrigerator	Project: QUANTUM-B DRAWER/SWING
Brand: LG	Customer: LGEUS
<b>PRINTING SPECIFICATION:</b>	
1. Trim Size (mm): 182±1 (W), 257±1 (H)	4. Printing Method: Off Set
2. Printing Color: Black	5. Bindery Type: Saddle Stitch
3. Paper Type:	6. Language: English
- Cover: Bond 63 gr	7. Number of Pages: 60
- Content : Bond 63 gr	8. Number of Sheets: 15
<b>NOTES:</b>	
1. This part should comply with the criteria of Level A-I, A-II restricted hazardous substances which refers to LGE standard LG(10)-A-9023 and the hazardous substance management manual for the suppliers.	
2. Blank sheets should be distributed as follows: 1st Blank sheet after cover.	
3. For Owner's Manuals with less than 100 pages the bindery type will be Saddle Stitch, those with more than 100 pages can use Perfect Bind. <b>CONSIDERING NO VARIATION ON PRICE BETWEEN SADDLE STITCH AND PERFECT BIND.</b>	
The Owner's Manual specification must be the same according to First Parts Approval (FPA). Owners Manual quality must not be modified.	


<b>DESCRIPCIÓN: MANUAL DE USUARIO</b>	Número de Parte: <b>MFL67851401</b>
<b>DESCRIPCIÓN DEL MODELO:</b>	
Producto: Refrigerador con Congelador Inferior	Proyecto: QUANTUM-B DRAWER/SWING
Marca: LG	Cliente: LGEUS
<b>ESPECIFICACIONES DE IMPRESIÓN:</b>	
1. Dimensiones (mm): 182±1 (A), 257±1 (L)	4. Método de Impresión: Off Set
2. Color de Impresión: Negro	5. Modo de Unión: Engrapado
3. Tipo de Papel:	6. Idioma: Inglés
- Portada: Papel Bond 63 gr	7. Número de Páginas: 60
- Contenido: Papel Bond 63 gr	8. Número de Pliegos: 15
<b>NOTAS:</b>	
1. La parte debe de cumplir con el criterio de las sustancias peligrosas restringidas del nivel AI, A-II del estándar LG(10)-A-9023, y al manual de gestión de manejo de sustancias peligrosas para proveedores.	
2. Las páginas en blanco deben distribuirse de la siguiente manera: 1ra página en blanco después de la portada.	
3. Para Manuales de Usuario con menos de 100 páginas el método de unión será de Engrapado, aquellos con más de 100 páginas pueden usar Engomado. <b>CONSIDERANDO QUE NO HAY VARIACIÓN EN EL PRECIO ENTRE ENGRAPADO Y ENGOMADO.</b>	
Mantener especificación de Manual de Usuario de acuerdo a Aprobación de Primeras Partes (FPA). La calidad del Manual no debe de ser modificada.	

 EGV600102 18/JUN/18: Delete California proposition 65 sentence.

 EGVJA00124 15/OCT/19: add new note

 EGVK200142 18/FEB/20: Add notes for R600 / Change Smart Functions / delete Wax note

 EGVKB00018 5/NOV/20: update GFCL and warranty address

 EGVLA00142 10/OCT/21: Add new sales model for new inverter development

# OWNER'S MANUAL

# BOTTOM FREEZER

# REFRIGERATOR

Please read this owner's manual thoroughly before operating and keep it handy for reference at all times.

**Model Name/Nombre del modelo**    \*\*=color number/número de color

GM-B22*QTB	LBN22370**	LDN22470**	GF22BGS
GM-B24*QTB	LDC22370**	LDCS24223*	GF24BGS
LBC24360**	LDC24370**	LDNS22220*	LDCS22220*
LRDNS2200*			



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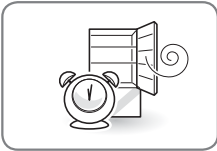
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## 52 WARRANTY

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# PRODUCT FEATURES

\* Depending on the model, some of the following functions may not be available.



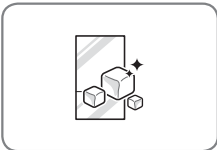
## DOOR ALARM

The Door Alarm function is designed to prevent refrigerator malfunctioning that could occur if a refrigerator door or freezer drawer remains open. If a refrigerator door or freezer drawer is left open for more than 60 seconds, a warning alarm sounds at 30 second intervals.



## HUMIDITY CONTROLLED CRISPERS

The Humidity Controlled Crispers are designed to help keep fruits and vegetables fresh and crisp. You can control the amount of humidity in the crispers by adjusting the settings between Low and High.



## ICE PLUS

Ice production can be increased by approximately 20 percent when the freezer section is maintained at the coldest temperature for a 24-hour period.

# IMPORTANT SAFETY INSTRUCTIONS

## READ ALL INSTRUCTIONS BEFORE USING THE APPLIANCE.

This guide contains many important safety messages. Always read and obey all safety messages.



This is the safety alert symbol. It alerts you to safety messages that inform you of hazards that can kill or hurt you or others, or cause damage to the product.

All safety messages will be preceded by the safety alert symbol and the hazard signal word DANGER, WARNING or CAUTION. These words mean:



**WARNING** You can be killed or seriously injured if you do not follow instructions.



**CAUTION** Indicates an imminently hazardous situation which, if not avoided, may result in minor or moderate injury, or product damage.



**WARNING** To reduce the risk of fire, electric shock, or personal injury when using your product, basic safety precautions should be followed, including the following :

### Power

- NEVER unplug your refrigerator by pulling on the power cord. Always grip the plug firmly and pull it straight out from the outlet.
- If the supply cord is damaged, it must be replaced by the manufacturer or its service agent or a similarly qualified person in order to avoid a safety hazard. Do not use a cord that shows cracks or abrasion damage along its length or at either the plug or connector end.
- Do not use an uncertified power outlet.
- Unplug the power plug immediately in the event of a blackout or thunderstorm.
- Plug in the power plug with the power cord facing downward.

### Installation

- Contact an authorized service center before you install or relocate the refrigerator.
- When moving the refrigerator away from the wall, be careful not to roll over or damage the power cord.
- Prior to use, ensure that you are connecting this product to a dedicated grounded electrical outlet rated for use with this product (115V, 60Hz, AC only). It is the user's responsibility to replace a standard 2-prong wall outlet with a standard 3-prong wall outlet.
- Do not install the refrigerator where there may be a danger of the unit falling.

### Use

- DO NOT allow children to climb, stand, or hang on the refrigerator doors or on the shelves in the refrigerator. They could damage the refrigerator and seriously injure themselves.
- Do not hang on to or place heavy objects on the refrigerator's dispenser.
- Do not place heavy or dangerous objects (bottles with liquid) on the refrigerator.
- Do not put live animals inside the refrigerator.
- Do not allow children to climb into the product when it is in use.
- In the event of a gas leak (propane/LPG), ensure adequate ventilation and contact an authorized service center before resuming use. Do not touch or disassemble the electrical outlet of the refrigerator.
- In the event of a refrigerant leak, move flammable objects away from the refrigerator. Ensure adequate ventilation and contact an authorized service center.
- Do not use or place flammable substances (chemicals, medicine, cosmetics, etc) near the refrigerator or store them inside the refrigerator. Do not place the refrigerator in the vicinity of flammable gas.

**READ ALL INSTRUCTIONS BEFORE USING THE APPLIANCE.**

To reduce the risk of fire, electric shock, or personal injury when using your product, basic safety precautions should be followed, including the following:

- This product is not to be used for special purposes such as the storage of medicine or test materials or for use on ships, etc.
- Unplug the power plug before cleaning or repairing the refrigerator, when finished reconnects refrigerator and reset the control of thermostat (refrigerator or freezer) to the desire position.
- When you replace the light bulb in the refrigerator, unplug the refrigerator or turn off the power.
- Do not modify or extend the power cord.
- Do not use a dryer to dry the interior. Do not light a candle to remove interior odors.
- For your safety, this appliance must be properly grounded. Have the wall outlet and the circuit checked by a qualified electrician to make sure the outlet is properly grounded.
- Do not use an outlet that can be turned off with a switch. Do not use an extension cord. It is the user's responsibility to replace a standard 2-prong wall outlet with a standard 3-prong wall outlet.
- Do not, under any circumstances, cut or remove the third (ground) prong from the power cord.
- Do not use an adapter plug and plug the power plug into a multi-outlet extension cord.
- Disconnect the power cord immediately if you hear a noise, smell a strange odor or detect smoke coming from the appliance.
- Turn the power off if water or dust penetrates into the refrigerator. Call a service agent.
- Do not disassemble or modify the refrigerator.
- Do not put hands, feet, or metal objects below or behind the refrigerator.
- Do not operate the refrigerator or touch the power cord with wet hands.
- In refrigerators with automatic icemakers, avoid contact with the moving parts of the ejector mechanism or with the heating element that releases the cubes. Do not place fingers or hands on the automatic ice-making mechanism while the refrigerator is plugged in.
- When dispensing ice from the dispenser, do not use crystal ceramics.
- Do not touch the cold surfaces in the freezer compartment with wet or damp hands, when your refrigerator is in operation.
- Do not put glass containers, glass bottles or soda in the freezer.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning the use of the appliance by a person responsible for their safety. Children should be supervised to assure that they do not play with the appliance.
- Do not refreeze frozen food that has thawed completely. Doing so may result in a serious health issue.
- If you are throwing away your old refrigerator, make sure the CFC or HCFC coolant is removed for proper disposal by a qualified servicer. If you release CFC/HCFC coolant, you may be fined or imprisoned in accordance with the relevant environmental law.
- Junked or abandoned refrigerators are dangerous, even if they are sitting for only a few days. When disposing of the refrigerator, remove the packing materials from the door or take off the doors but leave the shelves in place so that children may not easily climb inside.
- If the refrigerator is connected to a circuit protected by fuses, use time delay fuses.
- If the use of this unit is no longer needed, please contact local authorities to dispose of this product in a safe way due contains Pentane-cycle or pentane like gas for insulation. Insulation gases require a special elimination process. This product contains flammable.
- Keep ventilation openings, in the appliance enclosure or in the built-in structure, clear of obstruction.
- This appliance is intended to be used in household and similar applications such as:
  - Staff kitchen areas in shops, offices and other working environments; farms houses and by clients in hotel, motels and others residential type environments.
  - Bed and breakfast type environments; catering and similar non-reatil applications.

**READ ALL INSTRUCTIONS BEFORE USING THE APPLIANCE.**

To reduce the risk of fire, electric shock, or personal injury when using your product, basic safety precautions should be followed, including the following:

**Risk of Fire and Flammable Materials**

\*Refrigerant type is indicated in the label inside your refrigerator, this warning apply just for models with R600a refrigerant.



This appliance contains a small amount of isobutane refrigerant (R600a), which is combustible. When transporting and installing the appliance, care should be taken to ensure that no parts of the refrigerating circuit are damaged. Refrigerant squirting out of the pipes could ignite or cause an eye injury. If a leak is detected, avoid any naked flames or potential sources of ignition and air the room in which the appliance is standing for several minutes.

In order to avoid the creation of a flammable gas air mixture if a leak in the refrigerating circuit occurs, the size of the room in which the appliance may be sited depends on the amount of refrigerant used. The room must be 10.8 square feet (1 square meter) in size for every 8g R600a refrigerant inside the appliance. The amount of refrigerant in your particular appliance is shown on the identification plate inside the appliance. Never start up an appliance showing any signs of damage. If in doubt, consult your dealer.

**CAUTION****Installation**

- The refrigerator must be properly installed in accordance with the Installer Instructions that were taped to the front of the refrigerator.
- Be careful when you unpack and install the refrigerator. Immediately dispose of plastic and other packing materials out of the reach of children.
- The appliance must be positioned for easy access to a power source.

**Use**

- Close the door carefully when children are around.
- Keep fingers out of pinch point areas; clearances between the doors and cabinets are necessarily small. Be careful closing doors when children are nearby.
- If you store food improperly, be aware that it may fall and cause injury.
- Do not use aerosols near the refrigerator.
- Do not store articles on the top of the appliance.

**Maintenance**

- Do not use strong detergents like wax or thinners for cleaning. Clean with a soft cloth.
- Wipe foreign objects (such as dust and water) off the prongs of the power plug and contact areas regularly.
- Do not store, disassemble or repair the refrigerator by yourself.
- Remove any dust or foreign matter from the power plug pins.
- Do not use a wet or damp cloth when cleaning the plug.
- If the refrigerator is disconnected from the power supply, wait for at least five minutes before plugging it back in.
- If you notice a chemical or burning plastic smell or see smoke, unplug the refrigerator immediately and contact your LG Electronics Service Center.

**WARNING****DO NOT USE MECHANICAL DEVICES**

Do not use mechanical devices or other means to accelerate the defrosting process, only those recommended by the manufacturer.

**WARNING****DO NOT STORE ELECTRICAL**

**APPLIANCES**, do not use electrical appliances inside the food storage compartment, unless they are recommended by the manufacturer.

# SAVE THESE INSTRUCTIONS

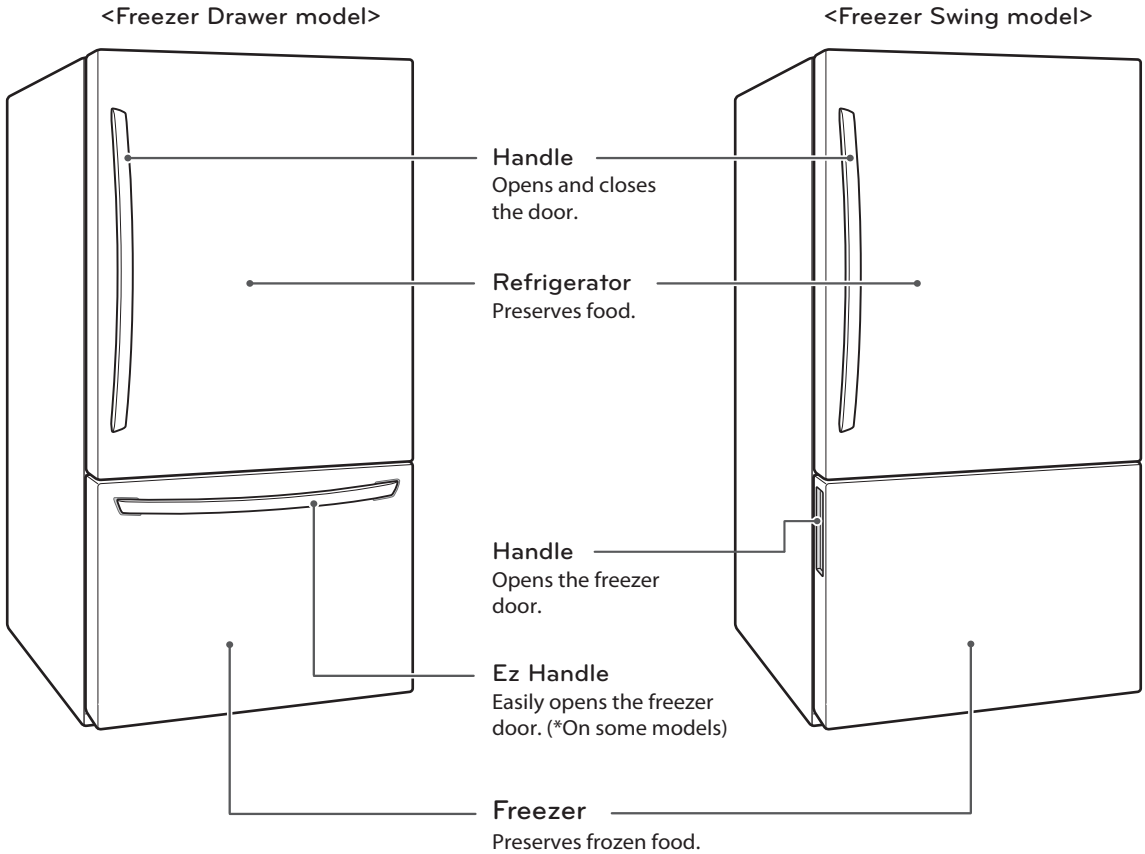


# COMPONENTS

Use this page to become more familiar with the parts and features of your refrigerator. Page references are included for your convenience.

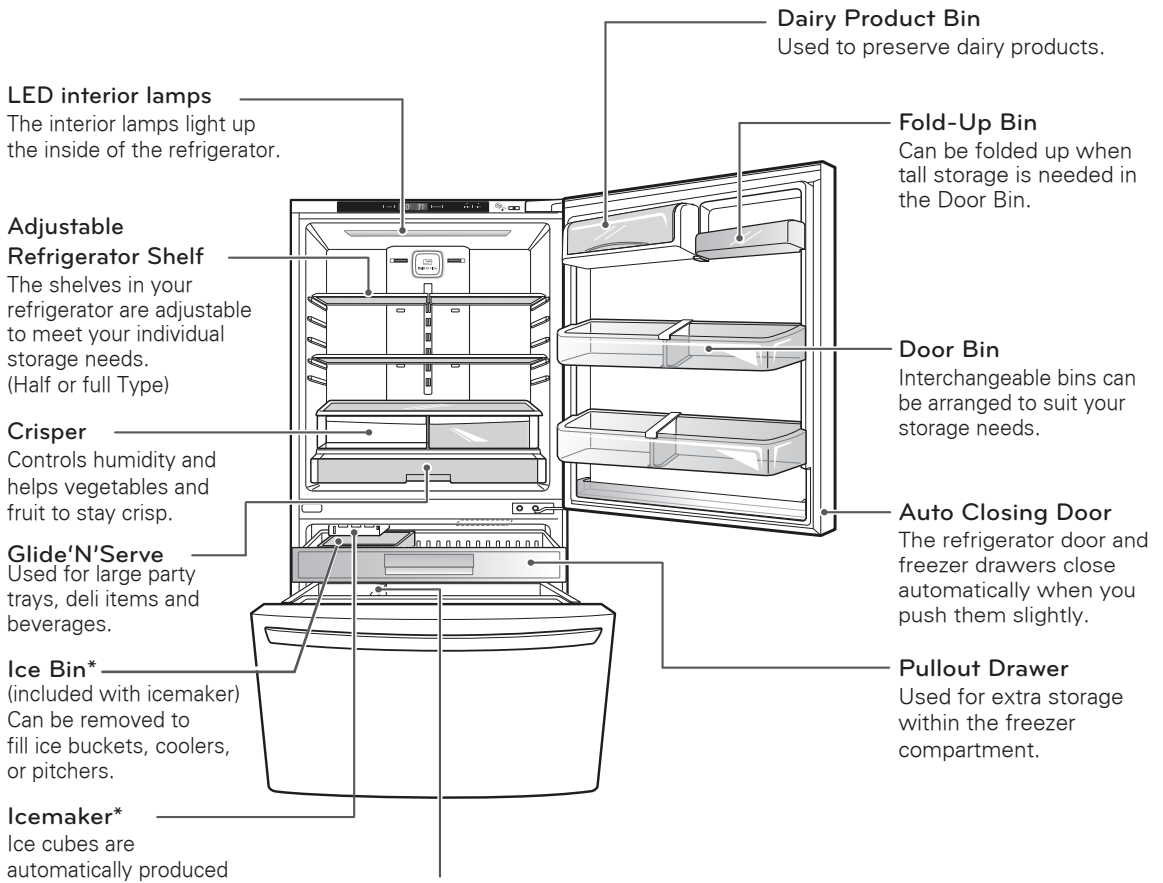
\*The appearance and specifications of the actual product may differ depending on the model.

## Refrigerator Exterior



## Refrigerator Interior (Freezer Drawer Model)

\* Optional Parts : Not included with all models.

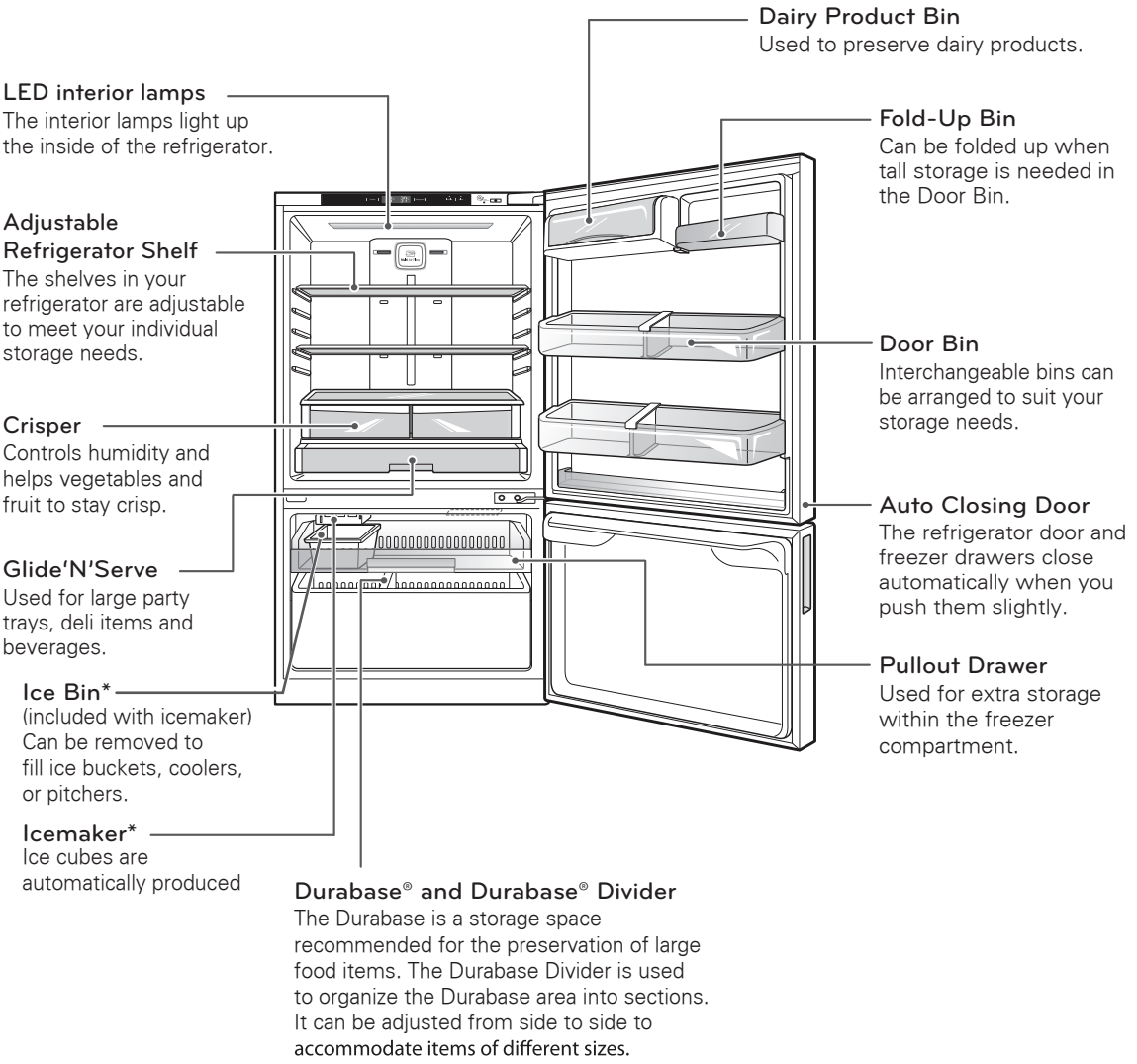


### Durabase® and Durabase® Divider

The Durabase is a storage space recommended for the preservation of large food items. The Durabase Divider is used to organize the Durabase area into sections. It can be adjusted from side to side to accommodate items of different sizes.

# Refrigerator Interior (Freezer Swing Model)

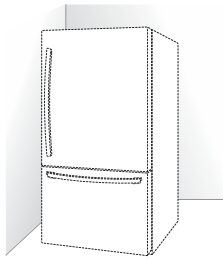
\* Optional Parts : Not included with all models.



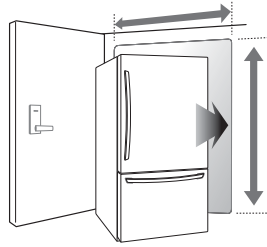
# INSTALLATION

## Installation Overview

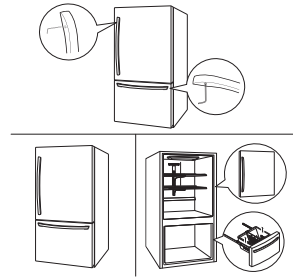
Please read the following installation instructions first after purchasing this product or transporting it to another location.



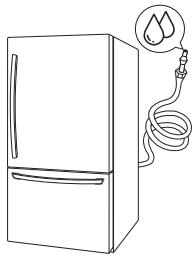
1 Unpacking your refrigerator



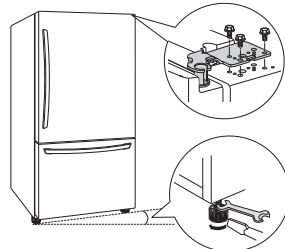
2 Choosing the proper location



3 Disassembling/Assembling



4 Connecting the water supply and water line  
(Ice maker installed only)



5 Leveling and Door Alignment

## Specifications

The appearance and specifications listed in this manual may vary due to constant product improvements.

Dimensions	24 cu. ft. models	32 3/4" (W) X 34 7/8" (D) X 69 7/8" (H), 62 3/4" (D w/ door open) 833.1 mm (W) X 886.4 mm (D) X 1775.5 mm (H), 1592.5 mm (D w/ door open)
	22 cu. ft. models	29 3/4" (W) X 34 7/8" (D) X 68 1/2" (H), 59 3/4" (D w/ door open) 756.9 mm (W) X 886.4 mm (D) X 1739.9 mm (H), 1516.5 mm (D w/ door open)
Net weight	24 cu. ft. models	248.5 lb. (112.7 Kg) – Freezer Drawer models 235.2 lb. (106.7 Kg) – Freezer Swing models
	22 cu. ft. models	230.8 lb. (104.7 Kg) – Freezer Drawer models 216.3 lb. (98.1 Kg) – Freezer Swing models

## Unpacking Your Refrigerator

### DANGER

- Use two or more people to move and install the refrigerator. Failure to do so can result in back or other injury.
- Your refrigerator is heavy. When moving the refrigerator for cleaning or service, be sure to protect the floor. Always pull the refrigerator straight out when moving it. Do not wiggle or walk the refrigerator when trying to move it, as floor damage could occur.
- Keep flammable materials and vapors, such as gasoline, away from the refrigerator. Failure to do so can result in fire, explosion, or death.

Remove tape and any temporary labels from your refrigerator before using. Please remove vinyl from doors before connecting unit to the electrical supply (on some models). Do not remove any warning-type labels, the model and serial number label, Installations labels or the Circuit Diagram located in the backward of refrigerator.

To remove any remaining tape or glue, rub the area briskly with your thumb. Tape or glue residue can also be easily removed by rubbing a small amount of liquid dish soap over the adhesive with your fingers. Wipe with warm water and dry.

Do not use sharp instruments, rubbing alcohol, flammable fluids, or abrasive cleaners to remove tape or glue. These products can damage the surface of your refrigerator.

Refrigerator shelves are installed in the shipping position. Please reinstall shelves according to your individual storage needs.

## Choosing the Proper Location

- Select a place where a water supply can be easily connected for the automatic icemaker.

### NOTE

The water pressure must be between 20 and 120 psi (0,138 - 0,82 MPa) on models without a water filter and between 40 and 120 psi (0,276 - 0,82 MPa) on models with a water filter.

- The refrigerator should always be plugged into its own individual properly grounded electrical outlet rated for 115/127 V ~ 60 Hz, AC only, and fused at 15 A. This provides the best performance and also prevents overloading house wiring circuits which could cause a fire hazard from overheated wires. It is recommended that a separate circuit serving only this appliance be provided.

### CAUTION

To reduce the risk of electric shock, do not install the refrigerator in a wet or damp area.

## Flooring

To avoid noise and vibration, the unit must be leveled and installed on a solidly constructed floor. If required, adjust the leveling legs to compensate for unevenness of the floor. The front should be slightly higher than the rear to aid in door closing. The leveling legs can be turned easily by tipping the cabinet slightly. Turn the leveling legs to the left to raise the unit or to the right to lower it. (See Leveling and Door Alignment.)

### NOTE

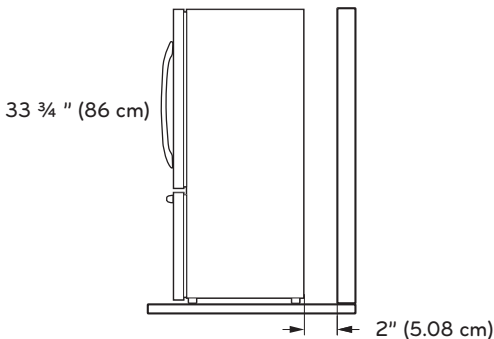
Installing on carpeting, soft tile surfaces, a platform or weakly supported structure is not recommended.

## Ambient Temperature

Install this appliance in an area where the temperature is between 55°F (13°C) and 110°F (43°C). If the temperature around the appliance is too low or high, cooling ability may be adversely affected.

## Measuring the Clearances

Too small of a distance from adjacent items may result in lowered freezing capability and increased electricity consumption charges. Allow at least 33 ¾ inches (86 cm) in front of the refrigerator to open the doors, and at least 2 inches (5.08 cm) between the back of the refrigerator and the wall.



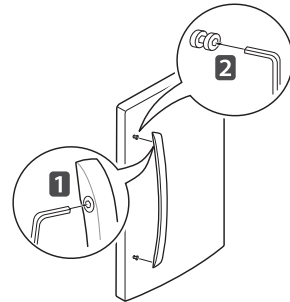
## Removing/Assembling the Refrigerator Door Handles

### NOTE

When it is necessary to move the refrigerator through a narrow opening, removing the doors is the recommended procedure. If it is necessary to remove the handles, follow the directions below. The appearance of the handle may vary from what is shown in the illustrations.

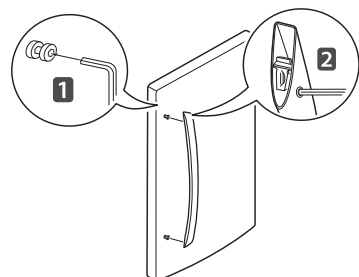
### Removing the Handles

- 1 Loosen the set screws **1** with a  $\frac{3}{32}$  in. (2.5 mm) Allen wrench and remove the handle.
- 2 Loosen the mounting fasteners **2** that connect to the refrigerator door and handle using a  $\frac{1}{4}$  in. (6.35 mm) Allen wrench, and remove the mounting fasteners.



### Assembling the Handles

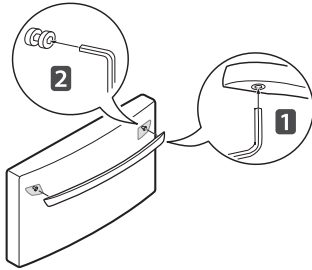
- 1 Assemble the mounting fasteners **1** at both ends of the handle using a  $\frac{1}{4}$  in. (6.35 mm) Allen wrench.
- 2 Place the handle on the door by fitting the handle footprints over the mounting fasteners and tightening the set screws **2** with a  $\frac{3}{32}$  in. (2.5 mm) Allen wrench.



## Removing/Assembling the Freezer Drawer Handle (On Freezer Drawer Models)

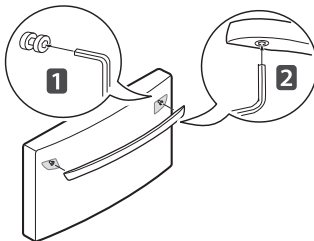
### Removing the Handle

- 1 Loosen the set screws **1** located on the lower side of the handle with a  $\frac{3}{32}$  in. (2.5 mm) Allen wrench and remove the handle.
- 2 Loosen the mounting fasteners **2** that connect to the freezer drawer and handle using a  $\frac{1}{4}$  in. (6.35 mm) Allen wrench, and remove the mounting fasteners.



### Assembling the Handle

- 1 Assemble the mounting fasteners **1** at both ends of the handle using a  $\frac{1}{4}$  in. (6.35 mm) Allen wrench.
- 2 Place the handle on the door by fitting the handle footprints over the mounting fasteners and tightening the set screws **2** with a  $\frac{3}{32}$  in. (2.5 mm) Allen wrench.



## Removing/Assembling the Doors and Drawers

When it is necessary to move the refrigerator through a narrow opening, removing the doors is the recommended procedure.



### CAUTION

- If your entrance door is too narrow for the refrigerator to pass through, remove the refrigerator doors and move the refrigerator sideways through the doorway.
- Use two or more people to remove and install the refrigerator doors. Failure to do so can result in back or other injury.
- Disconnect the electrical supply to the refrigerator before installation. Failure to do so could result in serious injury or death.
- Do not put hands, feet or other objects into the air vents or bottom of the refrigerator. You may be injured or receive an electrical shock.
- Be careful when handling the hinge and stopper. You may be injured.
- Remove food and bins before detaching the doors and drawers.



### CAUTION

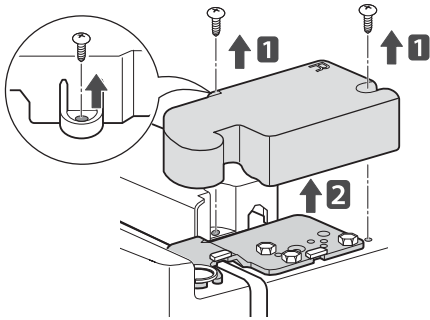
When assembling or disassembling the handles:

- Grasp the handle tightly to avoid dropping it.
- Do not swing the handle into nearby people or animals.
- Make sure that the bracket hole of the handle fits properly into the stopper bolt of the door. Assemble the set screws to fix the handle into place.
- Make sure that there is not a gap between the door and handle after assembling the handle.

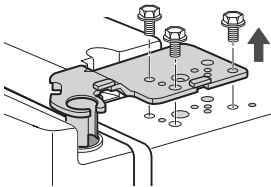


### Removing the Refrigerator Door

- 1 Remove the top hinge cover screws **1**. Lift the hook (not visible), located at the bottom of the front side of the cover **2**, with a flat-head screwdriver.



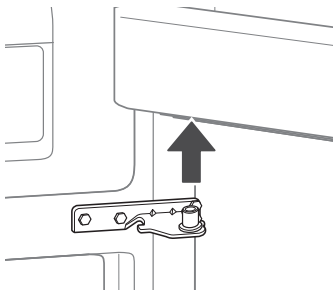
- 2 Remove the three bolts using a 10mm or 13/32-inch socket wrench and lift off the top hinge. Set parts aside.



**WARNING**

When lifting the hinge, be careful that the door does not fall forward.

- 3 Lift the door from the middle hinge pin and remove the door.

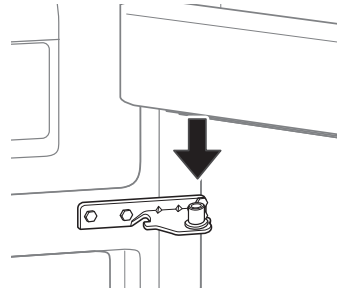


**WARNING**

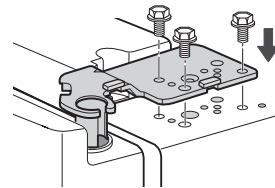
Place the door, inside facing up, on a non-scratching surface.

### Assembling the Refrigerator Door

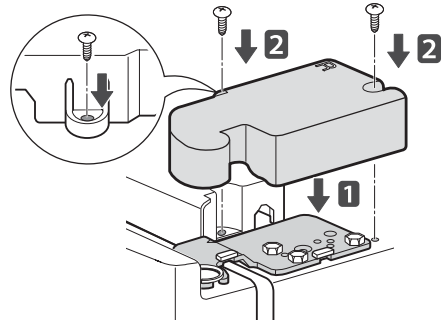
- 1 Make sure that the plastic sleeve is inserted in the bottom of the door. Lower the door onto the middle hinge pin as shown in the figure.



- 2 Line up the top hinge with the holes in the top of the refrigerator. Use the three bolts to replace the hinge. Tighten the bolts.



- 3 Replace the cover. Insert and tighten the cover screws **2**.



## Removing the Freezer Drawers (On Freezer Drawer Models)

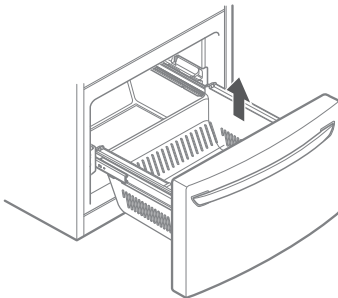
The top and bottom drawers are all removed in the same way. In the following figures, the Pullout Drawer located above the freezer drawer is not shown for clarity.



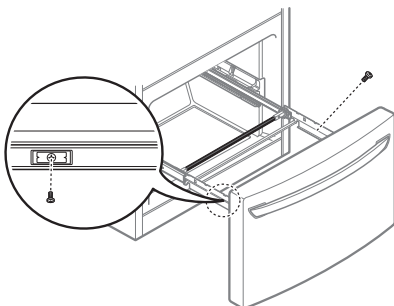
### WARNING

- Use two or more people to remove and install the freezer drawer. Failure to do so can result in back or other injury.
- Do not hold the handle when removing or replacing the drawer. The handle may come off, causing personal injury.
- Be careful of sharp hinges on both sides of the drawer.
- When you lay the drawer down, be careful not to damage the floor.
- Do not sit or stand on the freezer drawer.
- To prevent accidents, keep children and pets away from the drawer. Do not leave the drawer open.

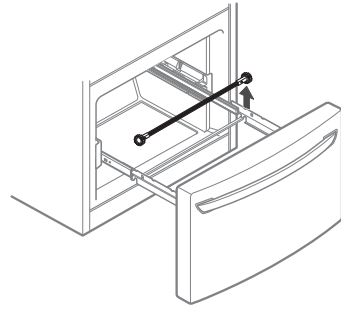
- 1 Pull the drawer open to full extension.
- 2 Lift the Durabase basket up and out, making sure to clear the rail system.



- 3 Remove the screws at the ends of both rails.



- 4 Slide out the bar.

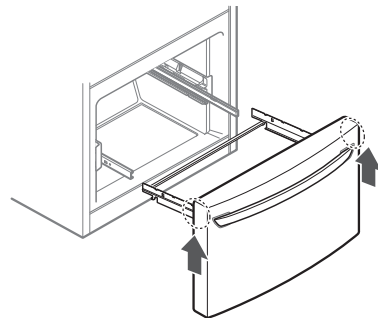


- 5 Grip both sides of the drawer and pull it up to remove it from the rails.

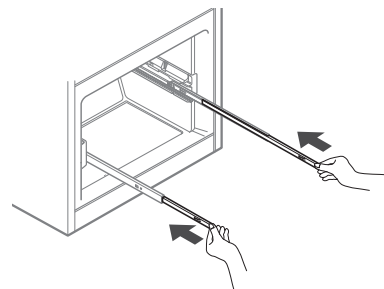


### WARNING

Do not hold the handle when removing or replacing the drawer. The handle may come off, causing personal injury.



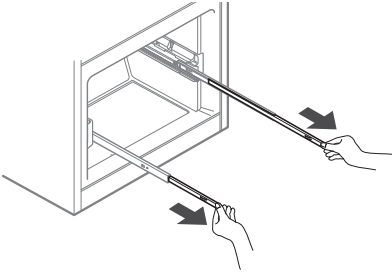
- 6 Holding one rail with each hand, push the rails in simultaneously.



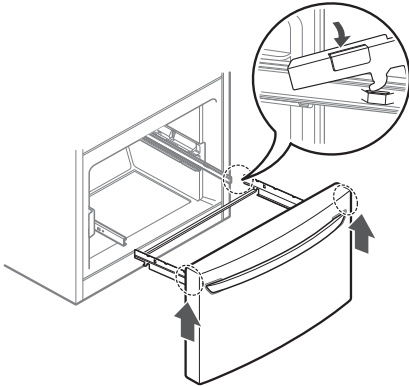
## Assembling the Freezer Drawers (On Freezer Drawer Models)

The top and bottom drawers are all assembled in the same way.

- 1 Using two hands, pull out both rails simultaneously until they are fully extended.



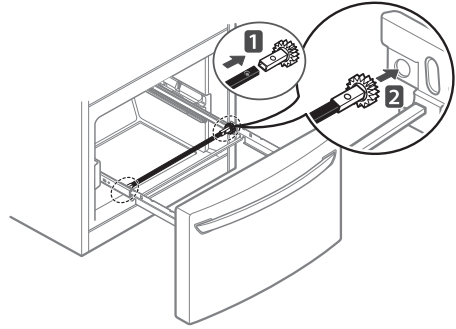
- 2 Grasp the drawer on each side and hook the drawer supports into the rail tabs located on both sides.



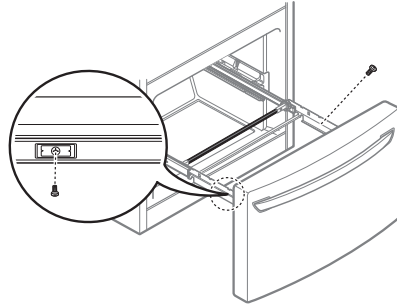
### CAUTION

Do not hold the handle when removing or replacing the drawer. The handle may come off, causing personal injury.

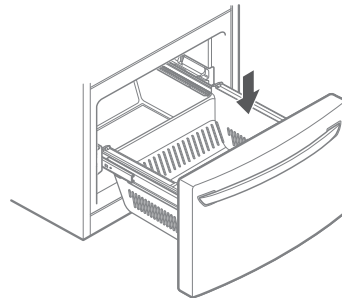
- 3 Reinstall the bar in the drawer supports.



- 4 Lower the door into final position and tighten the screws located on both sides.



- 5 With the drawer pulled out to full extension, insert the lower basket in the rail assembly.



## Removing the Freezer Door (On Freezer Swing Models)

Before beginning, make sure you completely remove the refrigerator door.

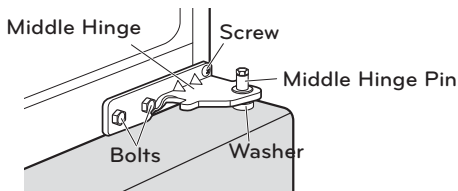
See Removing the Refrigerator Door (p.15)



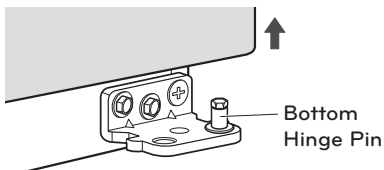
### WARNING

- Use two or more people to remove and install the freezer door. Failure to do so can result in back or other injury.
- When you lay the door down, be careful not to damage the floor.
- Do not sit or stand on the freezer door.
- To prevent accidents, keep children and pets away from the door. Do not leave the door open.

- 1 Use a 1/4 in. (6.35 mm) hex socket wrench to loosen and remove the hinge pin from the middle hinge bracket. Use a 13/32 in. or 10 mm socket wrench to remove the two bolts. Remove the screw and the washer, and set the middle hinge and other parts aside.

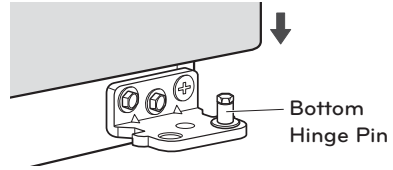


- 2 Carefully lift up the freezer door. Remove and place it on a non-scratching surface.

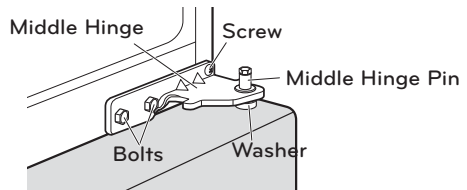


## Assembling the Freezer Door (On Freezer Swing Models)

- 1 Place the freezer door down on the bottom hinge pin.



- 2 Put the washer between the freezer door and the middle hinge.
- 3 Attach the middle hinge with the previously removed two bolts and screw. Reattach the middle hinge pin using a 1/4 in. (6.35 mm) hex socket wrench.



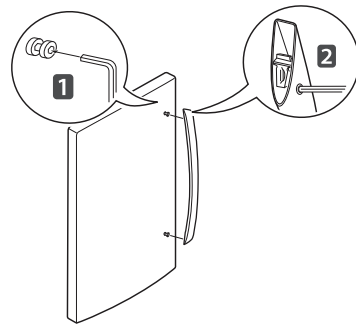
## Reversing Door Opening Direction

Door reversal must be done by an authorized installer or service person. If it is not, the doors will not be covered by the warranty.

### NOTE

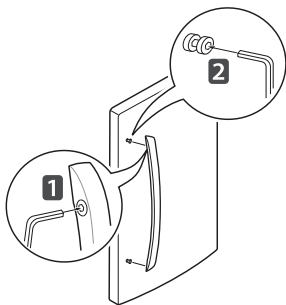
- To assist in the installation of the handle on the right side, place a piece of masking tape near the top of the handle before removing it.
- The appearance of the handle may vary from what is shown in the illustrations

- 4 Assemble the mounting fastener **1** at both ends of the handle using  $\frac{1}{4}$  in. (6.35 mm) Allen wrench.
- 5 Place the handle on the door by fitting the handle footprints over the mounting fasteners and tightening the set screw **2** with a  $\frac{3}{32}$  in. (2.5 mm) Allen wrench.

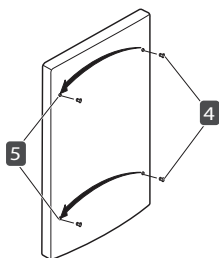


## Reversing the Refrigerator Handle

- 1 Loosen the set screw **1** with a  $\frac{3}{32}$  in. (2.5 mm) Allen wrench and remove the handle.
- 2 Loosen the mounting fastener **2** that connect to the refrigerator door and handle using a  $\frac{1}{4}$  in. (6.35 mm) Allen wrench, and remove the mounting fasteners.

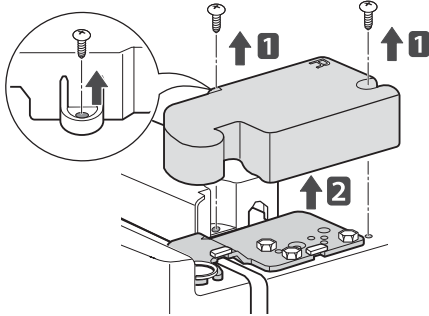


- 3 Carefully loosen the plug button **4** with your fingers. The buttons can be unscrewed with the fingers by rotating them counter-clockwise and continuing until they loosen and fall out. The buttons were installed without pressure, and for this reason, they can be unscrewed using your index finger, thumb or both. Install the plug buttons **5** on the left side.

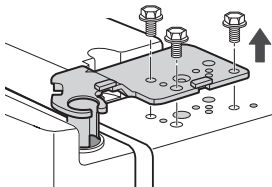


## Reversing the Doors (On Freezer Drawer Models)

- 1 Remove the top hinge cover screws **1**. Lift the hook (not visible), located at the bottom of the front side of the cover **2**, with a flat-head screwdriver.



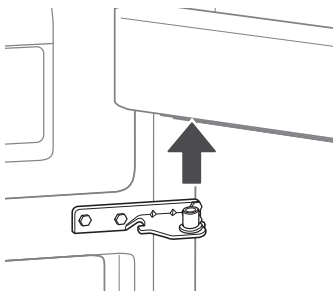
- 2 Using a 13/32 in. or 10 mm socket wrench, remove the three bolts and lift off the top hinge. Set parts aside.



### WARNING

When lifting the hinge, be careful that the door does not fall forward.

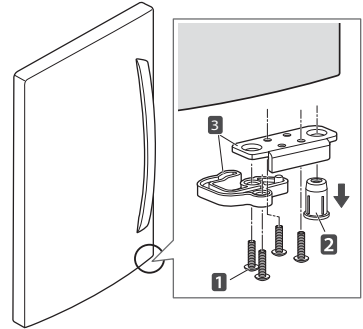
- 3 Lift the door from the middle hinge pin and remove the door.



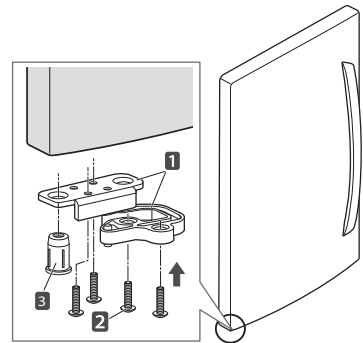
### WARNING

Place the door, inside facing up, on a non-scratching surface.

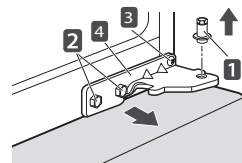
- 4 Remove the four screws **1**, the hinge pin insert **2** and the hinge pin brackets **3** from the bottom right side of the door.



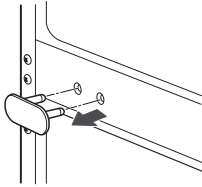
- 5 Reinstall the hinge pin brackets **1**, screws **2** and hinge pin insert **3** on the bottom left side of the door.



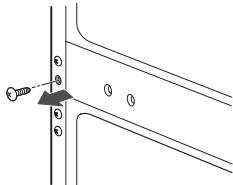
- 6 Use a 1/4 in (6.35 mm) hex socket wrench to loosen the hinge pin **1** and remove. Remove the two bolts **2**, the screw **3** and the hinge **4**.



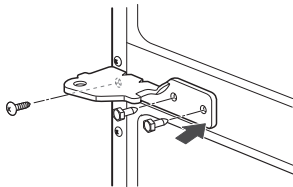
- 7 With a flat-head screwdriver, carefully pry off and remove the cover over the bolt holes on the left side of the refrigerator.



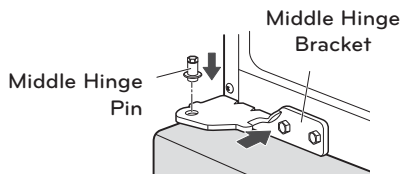
- 8 Remove the outer lower decorative screw from the flange on the frame between the freezer and refrigerator doors. (You will need this hole for the middle hinge bracket.)



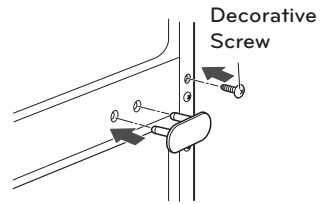
- 9 Flip the middle hinge bracket and position it on the left side of refrigerator and reattach with two bolts and a screw.



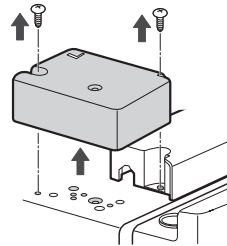
- 10 Reattach middle hinge pin using a ¼ in. (6.35 mm) socket wrench.



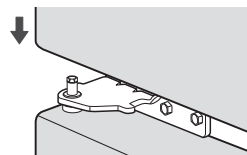
- 11 Insert the decorative screw into the outer hole on the right side of the flange. Attach the cover on the right side. Cover is force-fitted.



- 12 Loosen the two screws and remove the left hinge cap.



- 13 Place the refrigerator door down over the hinge pin on the middle hinge pin bracket.



**NOTE**

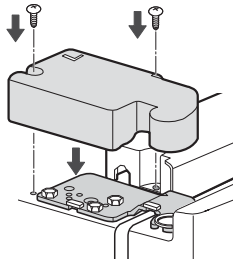
The bracket has been flipped, but the hinge pin stays in the same orientation with its hexagonal end facing upward.

**NOTE**

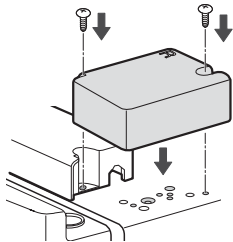
The left top hinge, right hinge cap and left hinge cover are provided for reversing doors.

- Line up the left top hinge with the holes in the top of the refrigerator. Use the three bolts to replace the hinge.

Assemble the left hinge cover with the two screws.

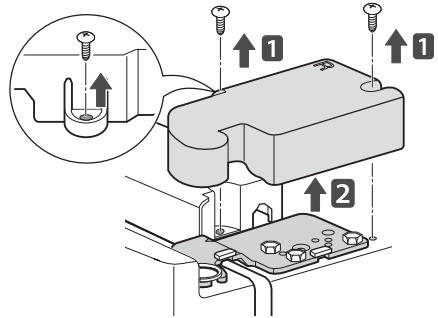


- Assemble the right hinge cap with the two screws.

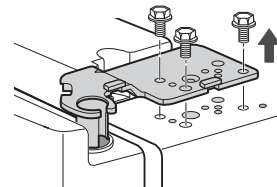


**Reversing the Doors  
(On Freezer Swing Models)**

- Remove the top hinge cover screws **1**. Lift the hook (not visible), located at the bottom of the front side of the cover **2**, with a flat-head screwdriver.



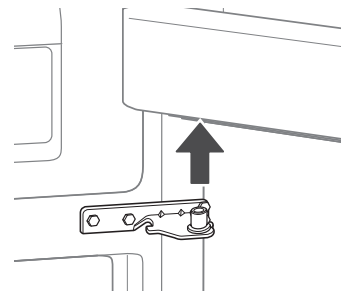
- Using a 10mm or 13/32 in. socket wrench, remove the three bolts and lift off the top hinge. Set parts aside.



**WARNING**

When lifting the hinge, be careful that the door does not fall forward.

- Lift the door from the middle hinge pin and remove the door.

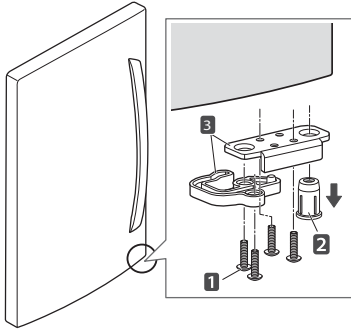


**WARNING**

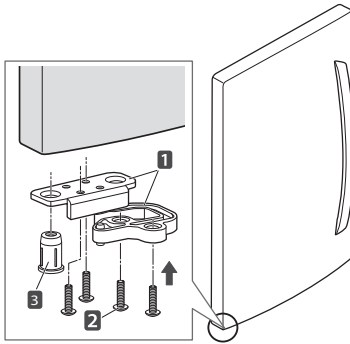
Place the door, inside facing up, on a non-scratching surface.



- 4 Remove the four screws **1**, the hinge pin insert **2** and the hinge pin brackets **3** from the bottom right side of the door.



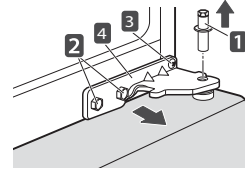
- 5 Reinstall the hinge pin brackets **1**, screws **2** and hinge pin insert **3** on the bottom left side of the door.



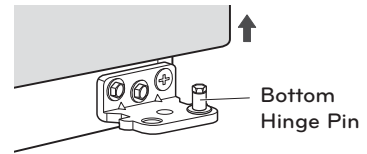
**!** NOTE

Before removing the freezer door, make sure you completely remove the refrigerator door.

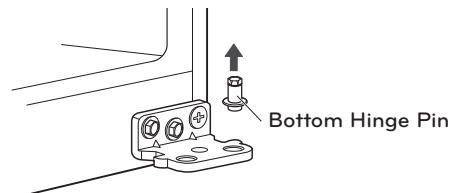
- 6 Use a ¼ in. (6.35 mm) hex socket wrench to loosen the hinge pin **1** and remove it. Remove the two bolts **2**, the screw **3** and the hinge **4**. Remove the washer.



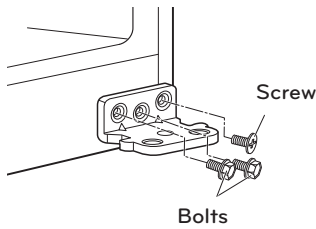
- 7 Carefully lift up the freezer door. Remove and place it on a non-scratching surface.



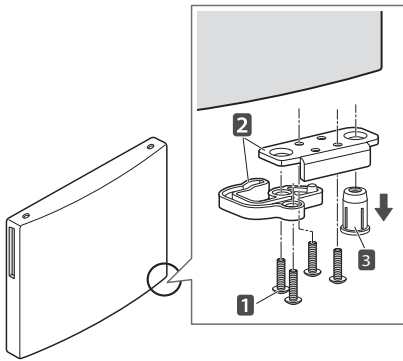
- 8 Using a ¼" (6.35 mm) socket wrench, loosen and remove the hinge pin from the bottom hinge.



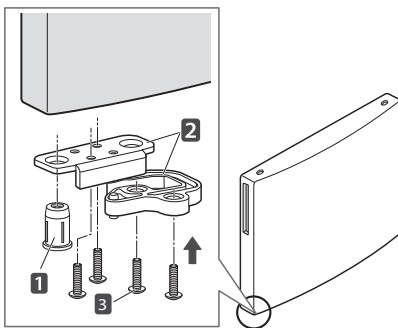
- 9 Using a 13/32-in. or 10mm socket wrench with a 2 in. (50 mm) extension and a screwdriver, loosen the two bolts and the screw, and remove the bottom hinge from the right side.



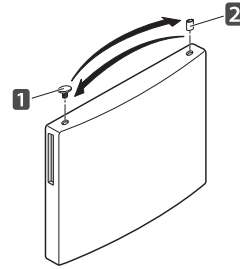
- 10 Remove the four screws **1**, the hinge pin brackets **2** and the hinge pin insert **3** from the bottom right side of the freezer door.



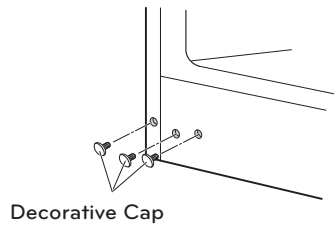
- 11 Reinstall the hinge pin insert **1**, the hinge pin brackets **2** and the screws **3** on the bottom left side of the door.



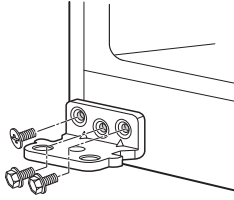
- 12 On the top part of the door, you will find a cap **1** and a pivot **2**. Remove them with a flat head screwdriver and install them on the opposite side ( the cap goes on the right and the pivot on the left).



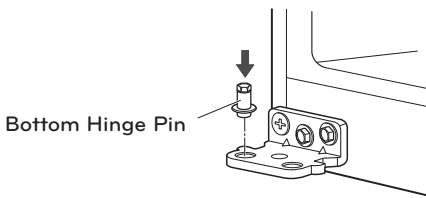
- 13 Remove the decorative caps on the bottom of the refrigerator housing. You will need these holes for the bottom hinge.



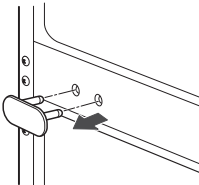
- 14 Using a 13/32 in. or 10 mm socket wrench with a 2 in. (50.8 mm) extension and a screwdriver, tighten the two bolts and the screw, and assemble the bottom hinge on the left side of the flange.



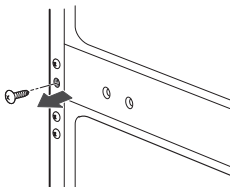
- 15 Attach the hinge pin using a 1/4 in. (6.35 mm) socket wrench.



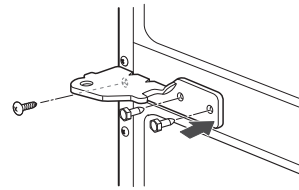
- 16 With a flat-head screwdriver, carefully pry off and remove the cover over the bolt holes on the left side of the refrigerator.



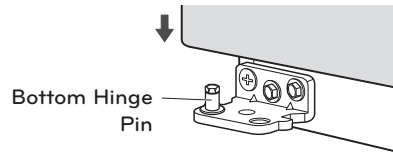
- 17 Remove the outer lower decorative screw from the flange on the frame between the freezer and refrigerator doors. (You will need this hole for the middle hinge bracket.)



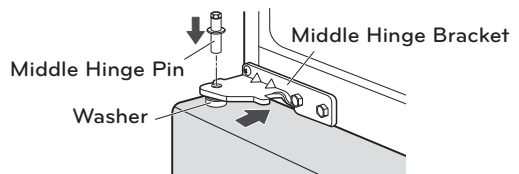
- 18 Flip the middle hinge bracket and position it on the left side of the refrigerator and reattach it with two bolts and a screw.



- 19 Place the freezer door down on the bottom hinge pin.



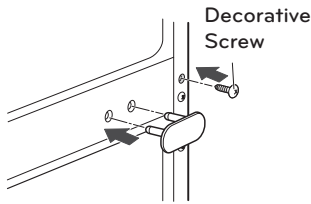
- 20 Reattach the middle hinge pin using a 1/4 in (6.35 mm) socket wrench. Replace the washer.



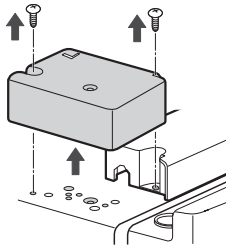
**NOTE**

The bracket has been flipped, but the hinge pin stays in the same orientation with its hexagonal end facing upward.

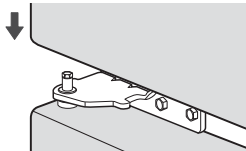
- 21 Insert the decorative screw into the outer hole on the right side of the flange. Attach the cover on the right side. Cover is force-fitted.



- 22 Loosen the two screws and remove the left hinge cap.



- 23 Place the refrigerator door down over the hinge pin on the middle hinge pin bracket.

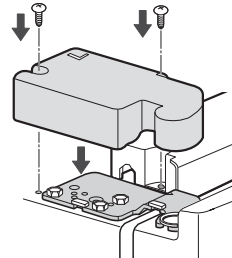


**NOTE**

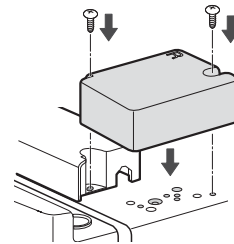
The left top hinge, right hinge cap and left hinge cover are provided for reversing doors.

- 24 Line up the left top hinge with the holes in the top of refrigerator. Use the three bolts to replace the the hinge.

Assemble the left hinge cover with the two screws.



- 25 Assemble the right hinge cap with the two screws.



## Connecting the Water Line (Ice maker installed only)

### Before You Begin

This water line installation is not covered by the refrigerator warranty. Follow these instructions carefully to minimize the risk of expensive water damage.

Water hammer (water banging in the pipes) in house plumbing can cause damage to refrigerator parts and can lead to water leakage or flooding. Call a qualified plumber to correct water hammer before installing the water supply line to the refrigerator.



#### WARNING

To prevent burns and product damage, only connect the refrigerator water line to a cold water supply.

If you use your refrigerator before connecting the water line, make sure the icemaker power switch is in the OFF (O) position.



#### WARNING

Do not install the icemaker tubing in areas where temperatures fall below freezing.

### Water Pressure

The water pressure must be between 20 and 120 psi on models without a water filter and between 40 and 120 psi on models with a water filter.

If a reverse osmosis water filtration system is connected to your cold water supply, this water line installation is not covered by the refrigerator warranty. Follow the instructions carefully to minimize the risk of expensive water damage.

If a reverse osmosis water filtration system is connected to your cold water supply, the water pressure to the reverse osmosis system needs to be a minimum of 40 to 60 psi (0,28 y 0,41 MPa) less than 2.0~3.0 sec. to fill a cup of 7 oz (0.2 L) capacity.



#### WARNING

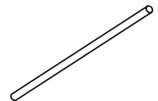
Wear eye protection during installation to prevent injury.

If the water pressure from the reverse osmosis system is less than 21 psi or 0,14 MPa takes more than 4.0 sec to fill a cup of 7 oz capacity:

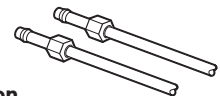
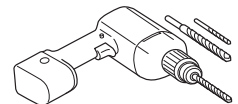
- Check to see if the sediment filter in the reverse osmosis system is blocked. Replace the filter if necessary.
- Allow the storage tank on the reverse osmosis system to refill after heavy usage.
- If water pressure issues associated with a reverse osmosis system persist, call a licensed, qualified plumber.
- All installations must be in accordance with local plumbing code requirements.

### What You Will Need

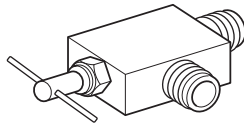
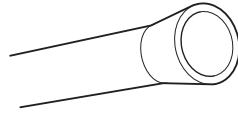
- **Copper Tubing**, ¼ in. (6.35 mm) outer diameter, to connect the refrigerator to the water supply. Be sure both ends of the tubing are cut square. To determine how much tubing you need: measure the distance from the water valve on the back of the refrigerator to the water supply pipe. Then, add 8 feet (2.4 m). Be sure there is sufficient extra tubing (about 8 feet [2.4 m] coiled into three turns of about 10 in. [25 cm] diameter) to allow the refrigerator to move out from the wall after installation.



- **Power drill.**
- **½ in. (13 mm) or adjustable wrench.**
- **Flat blade and Phillips head screwdrivers.**
- **Two ¼ in. (6.35 mm) outer diameter compression nuts and 2 ferrules (sleeves)** to connect the copper tubing to the shutoff valve and the refrigerator water valve.



- If your existing copper water line has a flared fitting at the end, you will need an adapter (available at plumbing supply stores) to connect the water line to the refrigerator OR you can cut off the flared fitting with a tube cutter and then use a compression fitting.
- Shutoff valve to connect to the cold water line. The shutoff valve should have a water inlet with a minimum inside diameter of 5/32 in. (4 mm) at the point of connection to the COLD WATER LINE. Saddle-type shutoff valves are included in many water supply kits. Before purchasing, make sure a saddle-type valve complies with your local plumbing codes.



**NOTE**

A self piercing saddle type water valve should not be used.

**Water Line Installation Instructions**



**CAUTION**

When using any electrical device (such as a power drill) during installation, be sure the device is battery powered, double insulated or grounded in a manner that will prevent the hazard of electric shock.

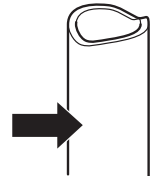
Install the shutoff valve on the nearest frequently used drinking water line.

**1 SHUT OFF THE MAIN WATER SUPPLY**

Turn on the nearest faucet to relieve the pressure on the line.

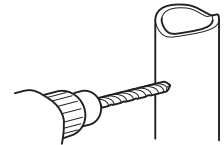
**2 CHOOSE THE VALVE LOCATION**

Choose a location for the valve that is easily accessible. It is best to connect into the side of a vertical water pipe. When it is necessary to connect into a horizontal water pipe, make the connection to the top or side, rather than at the bottom, to avoid drawing off any sediment from the water pipe.



**3 DRILL THE HOLE FOR THE VALVE**

Drill a 1/4 in. (6.35 mm) hole in the water pipe using a sharp bit. Remove any burrs resulting from drilling the hole in the pipe. Be careful not to allow water to drain into the drill. Failure to drill a 1/4 in. (6.35 mm) hole may result in reduced ice production or smaller cubes.

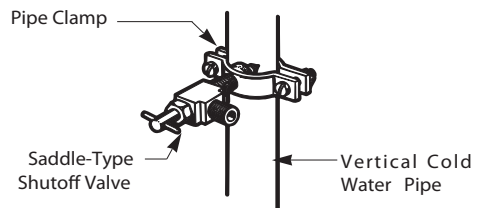


**NOTE**

The hookup line cannot be white, plastic tubing. Licensed plumbers must use only copper tubing (NDA tubing #49595 or #49599) or Cross Link Polyethylene (PEX) tubing.

**4 FASTEN THE SHUTOFF VALVE**

Fasten the shutoff valve to the cold water pipe with the pipe clamp.



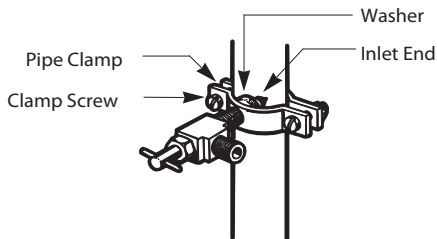
**NOTE**

Commonwealth of Massachusetts Plumbing Codes 248CMR shall be adhered to. Saddle valves are illegal and use is not permitted in Massachusetts. Consult with your licensed plumber by norms and regulations of your country.

5 TIGHTEN THE PIPE CLAMP

Tighten the clamp screws until the sealing washer begins to swell.

NOTE: Do not overtighten the clamp or you may crush the tubing.



6 ROUTE THE TUBING

Route the tubing between the cold water line and the refrigerator.

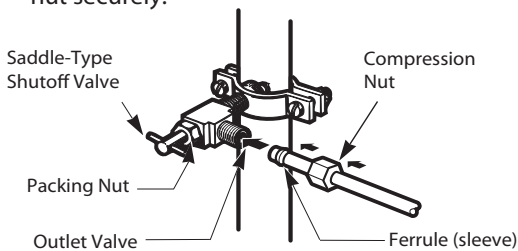
Route the tubing through a hole drilled in the wall or floor (behind the refrigerator or adjacent base cabinet) as close to the wall as possible.

**!** NOTE

Be sure there is sufficient extra tubing (about 8 feet or 2.4 m coiled into 3 turns of about 10 in. or 25 cm diameter) to allow the refrigerator to move out from the wall after installation.

7 CONNECT THE TUBING TO THE VALVE

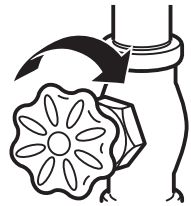
Place the compression nut and ferrule (sleeve) for copper tubing onto the end of the tubing and connect it to the shutoff valve. Make sure the tubing is fully inserted into the valve. Tighten the compression nut securely.



8 FLUSH OUT THE TUBING

Turn the main water supply on and flush out the tubing until the water is clear.

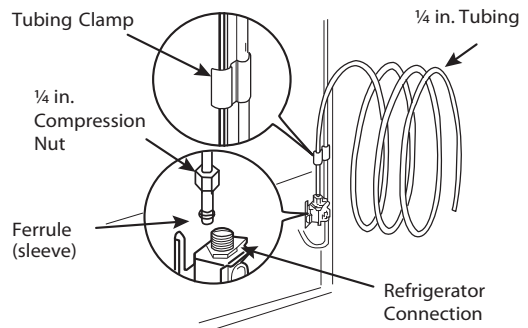
Shut the water off at the water valve after about one quart of water has been flushed through the tubing.



9 CONNECT THE TUBING TO THE REFRIGERATOR

NOTE: Before making the connection to the refrigerator, be sure that the refrigerator power cord is not plugged into the wall outlet.

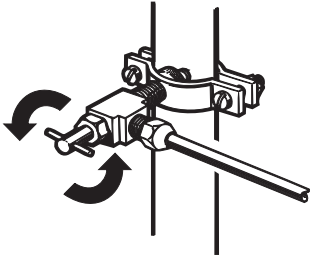
- a. Remove the plastic flexible cap from the water valve.
- b. Place the compression nut and ferrule (sleeve) onto the end of the tubing as shown.
- c. Insert the end of the copper tubing into the connection as far as possible. While holding the tubing, tighten the fitting.



**!** NOTE

Never use old or used hoses. Always use new ones to have a better use and experience. Connect always to a potable water source to avoid security and health issues.

- 10 TURN THE WATER ON AT THE SHUTOFF VALVE  
Tighten any connections that leak.



**CAUTION**

Check to see if leaks occur at the water line connections.

- 11 PLUG IN THE REFRIGERATOR

Arrange the coil of tubing so that it does not vibrate against the back of the refrigerator or against the wall. Push the refrigerator back to the wall.

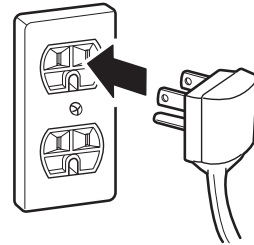
- 12 START THE ICEMAKER

Set the icemaker power switch to the ON position.

The icemaker will not begin to operate until it reaches its operating temperature of 15°F (-9°C) or below. It will then begin operation automatically if the icemaker power switch is in the ON (I) position.

## Turning On The Power

- 1 Plug in the refrigerator.



**CAUTION**

- Connect to a rated power outlet.
- Have a certified electrician check the wall outlet and wiring for proper grounding.
- Do not damage or cut off the ground terminal of the power plug.



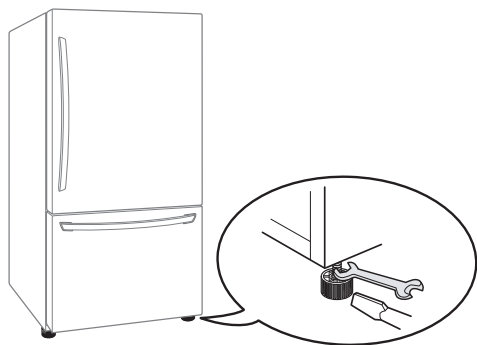
## Leveling and Door Alignment

### Leveling

After installing, plug the refrigerator's power cord into a 3-prong grounded outlet and push the refrigerator into the final position.

Your refrigerator has two front leveling legs—one on the right and one on the left. Adjust the legs to alter the tilt from front-to-back or side-to-side. If your refrigerator seems unsteady, or you want the doors to close more easily, adjust the refrigerator's tilt using the instructions below:

- 1 Turn the leveling leg to the left to raise that side of the refrigerator or to the right to lower it. It may take several turns of the leveling leg to adjust the tilt of the refrigerator.



#### ! NOTE

A flare nut wrench works best, but an open-end wrench will suffice. Do not over-tighten.

- 2 Open the doors again and check to make sure that they close easily. If the doors do not close easily, tilt the refrigerator slightly more to the rear by turning both leveling legs to the left. It may take several more turns, and you should turn both leveling legs the same amounts.

### Door Alignment

If the space between your doors is uneven, follow the instructions below to align the doors.

- 1 Remove the top hinge cover screws.  
Lift the hook located at the bottom of the front side of the cover with a flat-head screwdriver.
- 2 Loosen the top hinge bolts using a 10mm or 13/32 in. socket wrench or open-end wrench.
- 3 Have someone hold the refrigerator door so the space between the two door is even, and retighten the top hinge bolts.
- 4 Replace the top hinge cover.

# HOW TO USE

## Before use



### Clean the refrigerator.

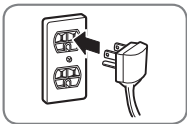
Clean your refrigerator thoroughly and wipe off all dust that accumulated during shipping.

#### WARNING

- Do not scratch the refrigerator with a sharp object or use a detergent that contains alcohol, a flammable liquid or an abrasive when removing any tape or adhesive from the refrigerator.
- Do not peel off the model or serial number label or the technical information on the rear surface of the refrigerator.

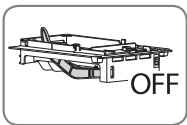
#### NOTE

Remove adhesive residue by wiping it off with your thumb or dish detergent.



### Connect the power supply.

Check if the power supply is connected before use.  
Read the "Turning On The Power" section.



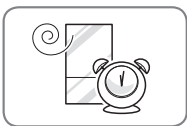
### Turn off the icemaker if the refrigerator is not yet connected to the water supply. (Ice maker installed only)

Turn off the automatic icemaker and then plug the power plug of the refrigerator into the grounded electric outlet.

\* This is applicable only to certain models.

#### WARNING

Running the automatic icemaker before connecting it to the water supply may cause the refrigerator to malfunction.

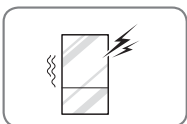


### Wait for the refrigerator to cool.

Allow your refrigerator to run for at least two to three hours before putting food in it. Check the flow of cold air in the freezer compartment to ensure proper cooling.

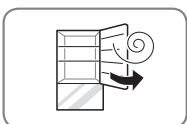
#### WARNING

Putting food in the refrigerator before it has cooled could cause the food to spoil, or a bad odor could linger inside the refrigerator.



### The refrigerator makes a loud noise after initial operation.

This is normal. The volume will decrease as the temperature lowers.



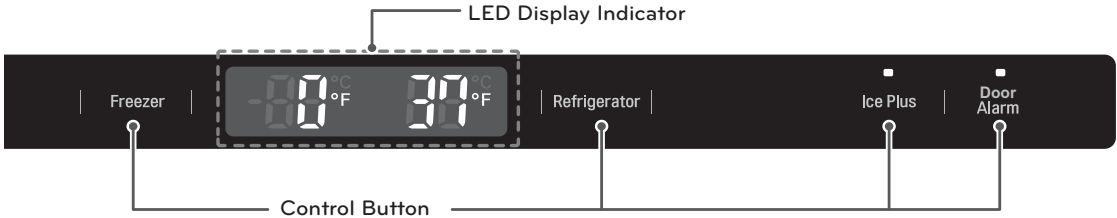
### Open refrigerator doors and freezer drawers to ventilate the interior.

The inside of the refrigerator may smell like plastic at first. Remove any adhesive tape from inside the refrigerator and open the refrigerator doors and the freezer drawers for ventilation.

## Control Pad

\* Depending on the model, some of the following functions may not be available.

### Control Pad Features



#### Refrigerator Temperature



Indicates the set temperature of the refrigerator compartment in Celsius (°C) or Fahrenheit (°F).

#### Freezer Temperature



Indicates the set temperature of the freezer compartment in Celsius (°C) or Fahrenheit (°F).

To change the temperature mode from °F to °C (or vice versa) press and hold the **Refrigerator** and **Freezer** temperature buttons simultaneously for approximately five seconds. The temperature indicator on the display window switches between Celsius and Fahrenheit.

#### NOTE

The displayed temperature is the target temperature, and not the actual temperature of the refrigerator. The actual refrigerator temperature depends on the food inside the refrigerator.

#### Ice Plus



This function increases both ice making and freezing capabilities.

- When you press the **Ice Plus** button, the light will be on in the display and will continue for 24 hours. The function will automatically shut off after 24 hours.
- You can stop this function manually by pressing the button one more time.

#### Door Alarm



- When power is connected to the refrigerator, the door alarm is initially set to ON. When you press the **Door Alarm** button, the light will change to OFF and the Door Alarm function will deactivate.
- When either the refrigerator or the freezer door is left open for more than 60 seconds, the alarm tone will sound to let you know that the door is open.
- When you close the door, the door alarm will stop.

#### WARNING

##### Display Mode (For Store Use Only)

The Display Mode disables all cooling in the refrigerator and freezer sections to conserve energy while on display in a retail store. When activated, OFF will display on the control panel and the display will remain on for 20 seconds.

To deactivate / activate:

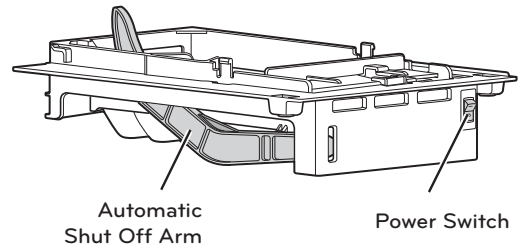
With either refrigerator door opened, press and hold the **Refrigerator** and **Ice Plus** buttons at the same time for five seconds. The control panel will beep and the temperature settings will display to confirm that Display Mode is deactivated. Use the same procedure to activate the Display Mode.

## Automatic Icemaker (Freezer Room) (Ice maker installed only)

\* Depending on the model, some of the following functions may not be available.

Ice is made in the automatic icemaker and sent to the dispenser. The icemaker will produce 12 cubes per cycle—approximately 100 cubes in a 24-hour period, depending on freezer compartment temperature, room temperature, number of door openings and other operating conditions.

- It takes about 12 to 24 hours for a newly installed refrigerator to begin making ice.
- The water pressure must be between 20 and 120 psi (0,14 y 0,82 MPa) on models without a water filter and between 40 and 120 psi (0,28 y 0,82 MPa) on models with a water filter to produce the normal amount and size of ice cubes.
- Foreign substances or frost on the ice-detecting sensor can interrupt ice production. Make sure the sensor area is clean at all times for proper operation.



### Turning the Automatic Icemaker On or Off

To turn off the automatic icemaker, set the icemaker switch to OFF (O). To turn on the automatic icemaker, set the switch to ON (I) .

## Automatic Icemaker (continued)



### WARNING

- The first ice produced may include particles or odor from the water supply line or the water tank.
- Throw away the first few batches of ice. This is also necessary if the refrigerator has not been used for a long time.
- If discolored ice is produced, check the water supply. If the problem continues, contact a qualified service center. Do not use the ice or water until the problem is corrected.
- Be sure nothing interferes with the sweep of the automatic shut off arm.
- When the bin fills to the level of the automatic shut off arm, the icemaker will stop producing ice.
- It is normal for some cubes to be stuck together.
- If ice is not used frequently, old ice cubes will become cloudy, taste stale, and shrink.

### When You Should Turn the Icemaker Off

- When the water supply will be shut off for several hours.
- When the ice bin is removed for more than one or two minutes.
- When the refrigerator will not be used for several days.



### NOTE

The ice bin should be emptied when the icemaker on/off switch is turned to the OFF 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

Keeping the power switch in the **ON (I)** position before the water line is connected can damage the icemaker.

- You will hear the sound of cubes dropping into the bin and water running in the pipes as the icemaker refills.

### Preparing For Vacation

Set the icemaker power switch to **OFF (O)** and shut off the water supply to the refrigerator.



### NOTE

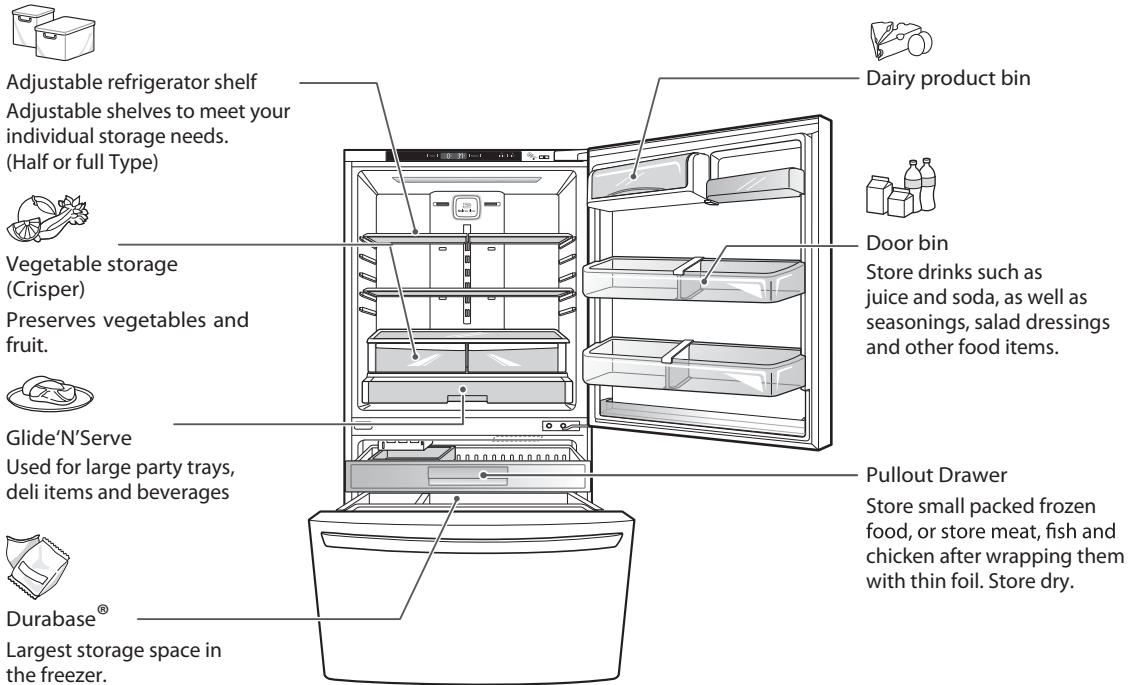
The ice bin should be emptied anytime the icemaker on/off switch is turned to the **OFF (O)** position.

If the ambient temperature is expected to 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.

## Storing Food

### Food Preservation Location (On Freezer Drawer Models)

Each compartment inside the refrigerator is designed to store different types of food. Store your food in the optimal space to enjoy the freshest taste.



### ⚠ WARNING

- Do not store food with high moisture content towards the top of the refrigerator. The moisture could come in direct contact with the cold air and freeze.
- Wash food before storing it in the refrigerator. If necessary, rinse and thoroughly pat dry vegetables and fruit to remove obvious soil, juice, or blemished areas, and wipe down food packaging to prevent adjacent foods from being contaminated.
- If the refrigerator is kept in a hot and humid place, frequent opening of the door or storing a lot of vegetables in the refrigerator may cause condensation to form. Wipe off the condensation with a clean cloth or a paper towel.
- If the refrigerator door or freezer drawer is opened too often, warm air may penetrate the refrigerator and raise its temperature. This can increase the running costs of the unit.

### ⓘ NOTE

- If you are leaving home for a short period of time, like a short vacation, the refrigerator should be left on. Refrigerated foods that are able to be frozen will stay preserved longer if stored in the freezer.
- If you are leaving the refrigerator turned off for an extended period of time, remove all food and unplug the power cord. Clean the interior, and leave the door open to prevent fungi from growing in the refrigerator.

## Food Preservation Location (On Freezer Swing Models)

Each compartment inside the refrigerator is designed to store different types of food. Store your food in the optimal space to enjoy the freshest taste.



**Adjustable refrigerator shelf**  
Adjustable shelves to meet your individual storage needs.



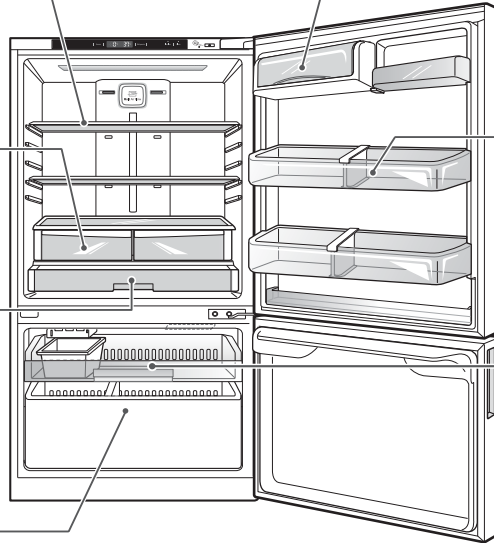
**Vegetable storage (Crisper)**  
Preserves vegetables and fruit.



**Glide'N'Serve**  
Used for large party trays, deli items and beverages



**Durabase®**  
Largest storage space in the freezer.



**Dairy product bin**



**Door bin**  
Store drinks such as juice and soda, as well as seasonings, salad dressings and other food items.

**Pullout Drawer**

Store small packed frozen food, or store meat, fish and chicken after wrapping them with thin foil. Store dry.



### WARNING

- Do not store food with high moisture content towards the top of the refrigerator. The moisture could come in direct contact with the cold air and freeze.
- Wash food before storing it in the refrigerator. If necessary, rinse and thoroughly pat dry vegetables and fruit to remove obvious soil, juice, or blemished areas, and wipe down food packaging to prevent adjacent foods from being contaminated.
- If the refrigerator is kept in a hot and humid place, frequent opening of the door or storing a lot of vegetables in the refrigerator may cause condensation to form. Wipe off the condensation with a clean cloth or a paper towel.
- If the refrigerator door or freezer drawer is opened too often, warm air may penetrate the refrigerator and raise its temperature. This can increase the running costs of the unit.



### NOTE

- If you are leaving home for a short period of time, like a short vacation, the refrigerator should be left on. Refrigerated foods that are able to be frozen will stay preserved longer if stored in the freezer.
- If you are leaving the refrigerator turned off for an extended period of time, remove all food and unplug the power cord. Clean the interior, and leave the door open to prevent fungi from growing in the refrigerator.

## Food Storage Tips

\* The following tips may not be applicable depending on the model.

Wrap or store food in the refrigerator in airtight and moisture-proof material unless otherwise noted. This prevents food odor and taste transfer throughout the refrigerator. For dated products, check date code to ensure freshness.

Food	How to
Butter or Margarine	Keep opened butter in a covered dish or closed compartment. When storing an extra supply, wrap in freezer packaging and freeze.
Cheese	Store in the original wrapping until you are ready to use it. Once opened, re-wrap tightly in plastic wrap or aluminum foil.
Milk	Wipe milk cartons. For coldest milk, place containers on interior shelf.
Eggs	Store in the original carton on interior shelf, not on the door shelf.
Fruit	Do not wash or hull the fruit until it is ready to be used. Sort and keep fruit in its original container, in a crisper, or store it in a completely closed paper bag on a refrigerator shelf.
Leafy Vegetables	Remove store wrapping and trim or tear off bruised and discolored areas. Wash in cold water and drain. Place in a plastic bag or plastic container and store in the crisper.
Vegetables with skins (carrots, peppers)	Place in plastic bags or plastic container and store in crisper.
Fish	Store fresh fish and shellfish in the freezer section if they are not being consumed the same day of purchase. It is recommended to consume fresh fish and shellfish the same day as purchased.
Leftovers	Cover leftovers with plastic wrap or aluminum foil or store in plastic containers with tight lids.

## Storing Frozen Food

### ! NOTE

Check a freezer guide or a reliable cookbook for further information about preparing food for freezing or food storage times.

### Freezing

Your freezer will not quick-freeze a large quantity of food. Do not put more unfrozen food into the freezer than will freeze within 24 hours (no more than 2 to 3 lbs. of food per cubic foot of freezer space). Leave enough space in the freezer for air to circulate around packages. Be careful to leave enough room at the front so the door can close tightly.

Storage times will vary according to the quality and type of food, the type of packaging or wrap used (how airtight and moisture-proof) and the storage temperature. Ice crystals inside a sealed package are normal. This simply means that moisture in the food and air inside the package have condensed, creating ice crystals.

### ! NOTE

Allow hot foods to cool at room temperature for 30 minutes, then package and freeze. Cooling hot foods before freezing saves energy.



## Storing Frozen Food (continued)

### Packaging

Successful freezing depends on correct packaging. When you close and seal the package, it must not allow air or moisture in or out. If it does, you could have food odor and taste transfer throughout the refrigerator and could also dry out frozen food.

### Packaging recommendations:

- Rigid plastic containers with tight-fitting lids
- Straight-sided canning/freezing jars
- Heavy-duty aluminum foil
- Plastic-coated paper
- Non-permeable plastic wraps
- Specified freezer-grade self-sealing plastic bags

Follow package or container instructions for proper freezing methods.

### Do not use

- Bread wrappers
- Non-polyethylene plastic containers
- Containers without tight lids
- Wax paper or wax-coated freezer wrap
- Thin, semi-permeable wrap

## Humidity Controlled Crisper and Glide'N'Serve

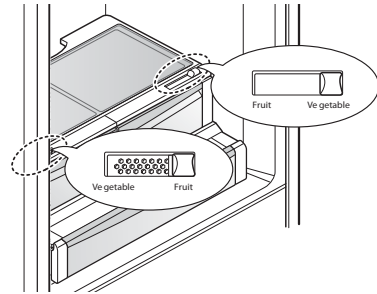
### Humidity Controlled Crisper

\* Depending on the model, some of the following functions may not be available.

The crispers provide fresher tasting fruit and vegetables by letting you easily control humidity inside the drawer.

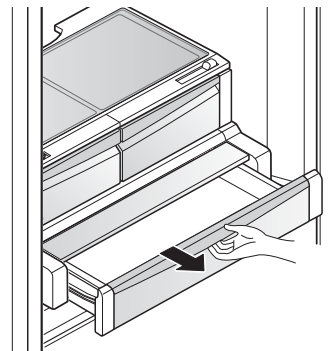
You can control the amount of humidity in the moisture-sealed crispers by adjusting the control to any setting between Vegetable and Fruit.

- Vegetable 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.



### Glide'N'Serve

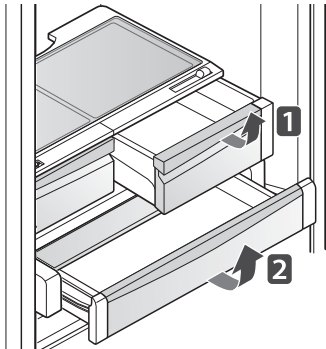
This drawer can be used for large party trays, deli items and beverages. (This drawer should not be used for vegetables that require high humidity.)



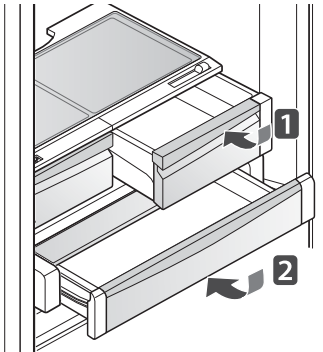
## Detaching and Assembling the Storage Bins

### Glide'N'Serve and Humidity Controlled Crisper

To remove the Humidity Controlled Crisper and the Glide'N'Serve, pull out the Crisper **1** and Glide'N'Serve **2** to full extension, lift the front up, and pull straight out.

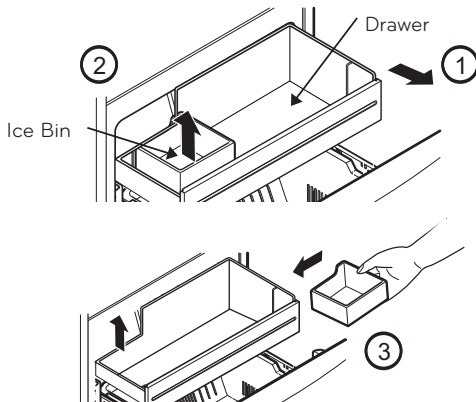


To install, slightly tilt up the front, insert the drawer into the frame and push it back into place.



### ICE BIN (In some models)

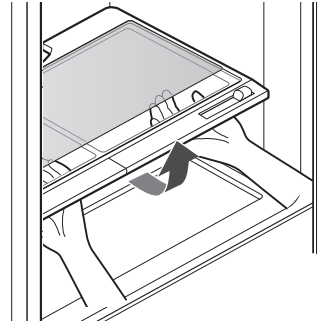
- Pull the drawer as much as possible (1).
- Raise the ice box and take it out carefully (2).
- Take the drawer off as much as possible and put the ice bin in the right position (3).



### To Remove the Glass

(Glide'N'Serve not shown for clarity.)

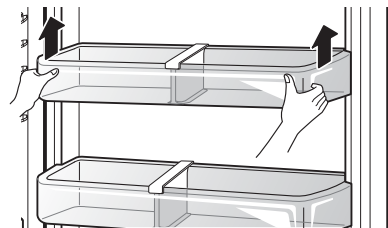
Lift up the glass under the crisper cover, and pull up and out.



### Door Bins

The door bins are removable for easy cleaning and adjustment.

- 1 To remove a bin, simply lift the bin up and pull straight out.
- 2 To replace the bin, slide it in above the desired support and push down until it snaps into place.



### NOTE

Some bins may vary in appearance and will only fit in one location.

### CAUTION

- Do not apply excessive force while detaching or assembling the storage bins.
- Do not use the dishwasher to clean the storage bins and shelves.
- Regularly detach and wash the storage bins and shelves; they can become easily contaminated by the food.

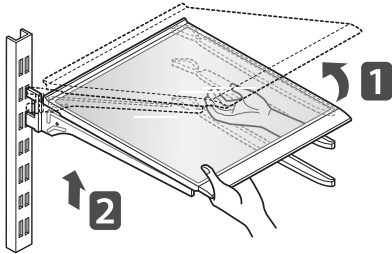
## Adjusting the Refrigerator Shelves

The shelves in your refrigerator are adjustable to meet your individual storage needs. Your model may have full or split shelves.

Adjusting the shelves to fit items of different heights will make finding the exact item you want easier. Doing so will also reduce the amount of time the refrigerator door is open which will save energy.

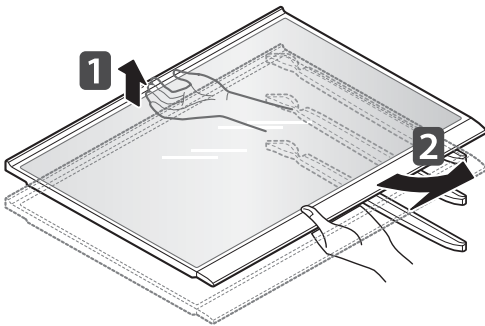
### Detaching the Split Shelf (Half Shelf Type)

Tilt up the front of the shelf and then lift the shelf straight up. Pull the shelf out.



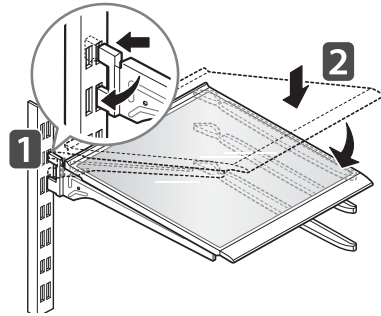
### Detaching the Full Shelf (Full Shelf Type)

Tilt up the back of the shelf and pull the shelf out.



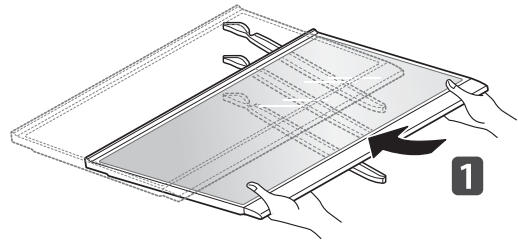
### Assembling the Split Shelf (Half Shelf Type)

Tilt the front of the shelf up and guide the shelf hooks into the slots at a desired height. Then, lower the front of the shelf so that the hooks drop into the slots.



### Assembling the Full Shelf (Full Shelf Type)

Slide the shelf into the guides until it stops.



#### ! WARNING

Make sure that shelves are level from one side to the other. Failure to do so may result in the shelf falling or spilling food.

#### ! WARNING

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

# MAINTENANCE

## Cleaning

- Both the refrigerator and freezer sections defrost automatically; however, clean both sections about once a month to prevent odors.
- Wipe up spills immediately.  
Always unplug the refrigerator before cleaning.

## General Cleaning Tips

- Unplug refrigerator or disconnect the power.
- Remove all removable parts, such as shelves, crispers, etc.
- Use a clean sponge or soft cloth and a mild detergent in warm water. Do not use abrasive or harsh cleaners.
- Hand wash, rinse and dry all surfaces thoroughly.

## Exterior

For products with a stainless steel exterior, use a clean, non-scratch sponge or soft cloth and a mild detergent in warm water. Do not use abrasive or harsh cleaners. Dry thoroughly with a soft cloth.

### WARNING

- Do not use a cloth or sponge with a rough, abrasive surface when cleaning the interior and exterior of the refrigerator.
- Do not place your hand on the bottom surface of the refrigerator when opening and closing it.

### DANGER

Use non-flammable cleaner. Failure to do so can result in fire, explosion, or death.

## Inside Walls (allow freezer to warm up so the cloth will not stick)

To help remove odors, you can wash the inside of the refrigerator with a mixture of baking soda and warm water. Mix 2 tablespoons of baking soda to 1 quart of water (26 g soda to 1 liter water). Be sure the baking soda is completely dissolved so it does not scratch the surfaces of the refrigerator.

## Door Liners and Gaskets

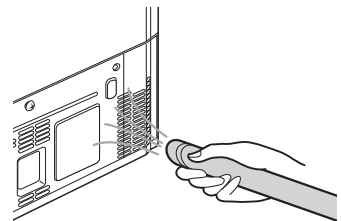
Use a clean sponge or soft cloth and a mild detergent in warm water. Do not use cleaning waxes, concentrated detergents, bleaches, or cleaners containing petroleum on plastic refrigerator parts.

## Plastic Parts (covers and panels)

Use a clean sponge or soft cloth and a mild detergent in warm water. Do not use glass cleaners, abrasive cleansers, or flammable fluids. These can scratch or damage the material.

## Condenser Coils

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



## LIGHT (LED) REPLACEMENT

Note: Do not remove the LED, it is only to be removed by a qualified technician.

# SMART FUNCTIONS

## LG ThinQ Application

This feature is only available on models with Wi-Fi.

The **LG ThinQ** application allows you to communicate with the appliance using a smartphone.

### LG ThinQ Application Features

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

#### Smart Diagnosis

- If you experience a problem while using the appliance, this smart diagnosis feature will help you diagnose the problem.

#### NOTE



- This information is current at the time of publication.
- The application is subject to change for appliance improvement purposes without notice to users.
- Functions may vary by model

### Installing the LG ThinQ Application

Search for the LG ThinQ application from the Google Play Store or Apple App Store on a smart phone.

- Follow instructions to download and install the application.
- Run the LG ThinQ application and follow the instructions in the application to register the appliance.

### Smart Diagnosis

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

Use this feature to help you diagnose and solve problems with your appliance.

#### NOTE

- For reasons not attributable to LGE's negligence, the service may not operate due to external factors such as, but not limited to, Wi-Fi unavailability, Wi-Fi disconnection, local app store policy, or app unavailability.
- The feature may be subject to change without prior notice and may have a different form depending on where you are located.

### Using Audible Diagnosis to Diagnose Issues

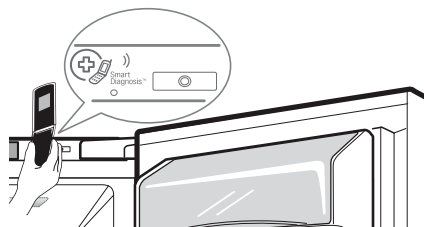
Follow the instructions below to use the audible diagnosis method.

- 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 Open the refrigerator door.
- 2 Press and hold the **Freezer** button for 3 seconds or longer.
  - The control panel will be turned off, and then '3' will be displayed on the refrigerator temperature display part.



- 3 Hold the phone on the upper right speaker hole.



- 4 After the data transfer is complete, the diagnosis will be displayed in the application.
- 5 Keep the phone in place until the tone transmission has finished. The display will count down the time. Once the countdown is over and the tones have stopped, the diagnosis will be displayed in the application.

#### NOTE

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

# TROUBLESHOOTING

Review the Troubleshooting section before calling for service; doing so will save you both time and money.

Problem	Possible Causes	Solutions
Refrigerator and Freezer section are not cooling.	A fuse in your home may be blown or the circuit breaker tripped. Or the appliance is connected to a GFCI (Ground Fault Circuit Interrupter) outlet, and the outlet's circuit breaker has tripped.	Check the main electrical box and replace the fuse or reset the circuit breaker. Do not increase fuse capacity. If the problem is a circuit overload, have it corrected by a qualified electrician. Reset the circuit breaker on the GFCI. If the problem persists, contact an electrician.
	The refrigerator control is set to OFF (some models).	Turn the control ON. Refer to the Setting the Controls section for proper temperature settings.
	The refrigerator is in the defrost cycle.	During the defrost cycle, the temperature of each compartment may rise slightly. Wait 30 minutes and confirm the proper temperature has been restored once the defrost cycle has completed.
	The refrigerator was recently installed.	It may take up to 24 hours for each compartment to reach the desired temperature.
	The refrigerator was recently relocated.	If the refrigerator was stored for a long period of time or moved on its side, it is necessary for the refrigerator to stand upright for 24 hours before connecting it to power.
Cooling System runs too much.	The refrigerator is replacing an older model.	Modern refrigerators require more operating time but use less energy due to more efficient technology.
	The refrigerator was recently plugged in or the power was restored.	The refrigerator will take up to 24 hours to cool completely.
	The door opened often or a large amount of food / hot food was added.	Adding food and opening the door warms the refrigerator, requiring the compressor to run longer in order to cool the refrigerator back down. In order to conserve energy, try to get everything you need out of the refrigerator at once, keep food organized so it is easy to find, and close the door as soon as the food is removed. (Refer to the Food Storage Guide.)
	The doors are not closed completely.	Firmly push the doors shut.
	The refrigerator is installed in a hot location.	The compressor will run longer under warm conditions. At normal room temperatures 70°F (21 °C) expect your compressor to run about 40% to 80% of the time. Under warmer conditions, expect it to run even more often. The refrigerator should not be operated above 110°F (43 °C).
	The condenser / back cover is clogged.	Use a vacuum cleaner with an attachment to clean the condenser cover and vents. Do not remove the panel covering the condenser coil area.

Problem	Possible Causes	Solutions
Refrigerator or Freezer section is too warm.	The refrigerator was recently installed.	It may take up to 24 hours for each compartment to reach the desired temperature.
	The air vents are blocked.	Rearrange items to allow air to flow throughout the compartment. Refer to the airflow diagram in the Using Your Refrigerator section.
	The doors are opened often or for long periods of time.	When the doors are opened often or for long periods of time, warm, humid air enters the compartment. This raises the temperature and moisture level within the compartment. To lessen the effect, reduce the frequency and duration of door openings.
	The unit is installed in a hot location.	The refrigerator should not be operated in temperatures above 110°F (43 °C).
	A large amount of food or hot food was added to either compartment.	Adding food warms the compartment requiring the cooling system to run. Allowing hot food to cool to room temperature before putting it in the refrigerator will reduce this effect.
	The doors are not closed correctly.	See the Doors will not close correctly or pop open section in Troubleshooting.
	The temperature control is not set correctly.	If the temperature is too warm, adjust the control one increment at a time and wait for the temperature to stabilize. Refer to the Setting the Controls section for more information.
	The defrost cycle has recently completed.	During the defrost cycle, the temperature of each compartment may rise slightly and condensation may form on the back wall. Wait 30 minutes and confirm the proper temperature has been restored once the defrost cycle has completed.

Problem	Possible Causes	Solutions
Interior moisture buildup.	The doors are opened often or for long periods of time.	When the doors are opened often or for long periods of time, warm, humid air enters the compartment. This raises the temperature and moisture level within the compartment. To lessen the effect, reduce the frequency and duration of door openings.
	The doors are not closed correctly.	See the Doors will not close correctly section in the Troubleshooting section.
	The weather is humid.	Humid weather allows additional moisture to enter the compartments when the doors are opened leading to condensation or frost. Maintaining a reasonable level of humidity in the home will help to control the amount of moisture that can enter the compartments.
	The defrost cycle recently completed.	During the defrost cycle, the temperature of each compartment may rise slightly and condensation may form on the back wall. Wait 30 minutes and confirm that the proper temperature has been restored once the defrost cycle has completed.
	Food is not packaged correctly.	Food stored uncovered or unwrapped, and damp containers can lead to moisture accumulation within each compartment. Wipe all containers dry and store food in sealed packaging to prevent condensation and frost.
Food is freezing in the refrigerator compartment.	Food with high water content was placed near an air vent.	Rearrange items with high water content away from air vents.
	The refrigerator temperature control is set incorrectly.	If the temperature is too cold, adjust the control one increment at a time and wait for the temperature to stabilize. Refer to the Setting the Controls section for more information.
	The refrigerator is installed in a cold location.	When the refrigerator is operated in temperature below 41°F (5°C), food can freeze in the refrigerator compartment. The refrigerator should not be operated in temperatures below 55°F (13°C).
Frost or ice crystals form on frozen food (outside of package).	The door is opened frequently or for long periods of time.	When the doors are opened often or for long periods of time, warm, humid air enters the compartment. This raises the temperature and moisture level within the compartment. Increased moisture will lead to frost and condensation. To lessen the effect, reduce the frequency and duration of door openings.
	The door is not closing properly.	Refer to the Doors will not close correctly or pop open section in the Troubleshooting section.



Problem	Possible Causes	Solutions
Refrigerator or Freezer section is too cold.	Incorrect temperature control settings.	If the temperature is too cold, adjust the control one increment at a time and wait for the temperature to stabilize. Refer to the Setting the Controls section for more information.
Frost or ice crystals on frozen food (inside of sealed package).	Condensation from food with a high water content has frozen inside of the food package.	This is normal for food items with a high water content.
	Food has been left in the freezer for a long period of time.	Do not store food items with high water content in the freezer for a long period of time.
Icemaker is not making enough ice. (Ice maker installed only)	Demand exceeds ice storage capacity.	The icemaker will produce approximately 70~210 cubes in a 24 hour period.
	The house water supply is not connected, the valve is not turned on fully, or the valve is clogged.	Connect the refrigerator to a cold water supply with adequate pressure and turn the water shutoff valve fully open. If the problem persists, it may be necessary to contact a plumber.
	The water filter has been exhausted.	It is recommended that you replace the water filter: <ul style="list-style-type: none"> <li>• Approximately every six months.</li> <li>• When the water filter indicator turns on.</li> <li>• When the water dispenser output decreases.</li> <li>• When the ice cubes are smaller than normal.</li> </ul>
	Low house water supply pressure.	The water pressure must be between 20 and 120 psi (0,14 y 0,82 MPa) on models without a water filter and between 40 and 120 psi (0,28 y 0,82 MPa) on models with a water filter. If the problem persists, it may be necessary to contact a plumber.
	A reverse osmosis filtration system is used.	Reverse osmosis filtration systems can reduce the water pressure below the minimum amount and result in icemaker issues. (Refer to the "Water Pressure" section.)
	The tubing connecting the refrigerator to the house supply valve is kinked.	The tubing can kink when the refrigerator is moved during installation or cleaning resulting in reduced water flow. Straighten or repair the water supply line and arrange it to prevent future kinks.

Problem	Possible Causes	Solutions
Icemaker is not making enough ice (continued). (Ice maker installed only)	The doors are opened often or for long periods of time.	If the doors of the unit are opened often, ambient air will warm the refrigerator which will prevent the unit from maintaining the set temperature. Lowering the refrigerator temperature can help, as well as not opening the doors as frequently.
	The doors are not closed completely.	If the doors are not properly closed, ice production will be affected. See the Doors will not close completely or pop open section in Parts & Features Troubleshooting for more information.
	The temperature setting for the freezer is too warm.	The recommended temperature for the freezer compartment for normal ice production is 0°F. If the freezer temperature is warmer, ice production will be affected.
Icemaker is not making ice. (Ice maker installed only)	The refrigerator was recently installed or the icemaker recently connected.	It may take up to 24 hours for each compartment to reach the desired temperature and for the icemaker to begin making ice.
	The icemaker is not turned on.	Locate the icemaker ON/OFF switch and confirm that it is in the ON (I) position.
	The ice detecting sensor is obstructed.	Foreign substances or frost on the ice-detecting sensor can interrupt ice production. Make sure that the sensor area is clean at all times for proper operation.
	The refrigerator is not connected to a water supply or the supply shutoff valve is not turned on.	Connect the refrigerator to the water supply and turn the water shutoff valve fully open.
	The icemaker shutoff (arm or sensor) is obstructed.	If your icemaker is equipped with an ice shutoff arm, make sure that the arm moves freely. If your icemaker is equipped with the electronic ice shutoff sensor, make sure that there is a clear path between the two sensors.
	A reverse osmosis water filtration system is connected to your cold water supply.	Reverse osmosis filtration systems can reduce the water pressure below the minimum amount and result in icemaker issues. (Refer to the "Water Pressure" section.)

Problem	Possible Causes	Solutions
Ice has a bad taste or odor. (Ice maker installed only)	The water supply contains minerals such as sulfur.	A water filter may need to be installed to eliminate taste and odor problems.  NOTE: In some cases, a filter may not help. It may not be possible to remove all minerals / odor / taste in all water supplies.
	The icemaker was recently installed.	Discard the first few batches of ice to avoid discolored or bad tasting ice.
	The ice has been stored for too long.	Ice that has been stored for too long will shrink, become cloudy, and may develop a stale taste. Throw away old ice and make a new supply.
	The food has not been stored properly in either compartment.	Rewrap the food. Odors may migrate to the ice if food is not wrapped properly.
	The interior of the refrigerator needs to be cleaned.	See the "Care and Cleaning" section for more information.
	The ice storage bin needs to be cleaned.	Empty and wash the bin (discard old cubes). Make sure that the bin is completely dry before reinstalling it.
Icemaker is making too much ice. (Ice maker installed only)	The icemaker shutoff (arm/sensor) is obstructed.	Empty the ice bin. If your icemaker is equipped with an ice shutoff arm, make sure that the arm moves freely. If your icemaker is equipped with the electronic ice shutoff sensor, make sure that there is a clear path between the two sensors. Reinstall the ice bin and wait 24 hours to confirm proper operation.
Clicking	The defrost control will click when the automatic defrost cycle begins and ends. The thermostat control (or refrigerator control on some models) will also click when cycling on and off.	Normal Operation

Problem	Possible Causes	Solutions
Rattling	Rattling noises may come from the flow of refrigerant, the water line on the back of the unit, or items stored on top of or around the refrigerator.	Normal Operation
	The refrigerator is not resting solidly on the floor.	The floor is weak or uneven or the leveling legs need to be adjusted. See the "Door Alignment" section.
	The refrigerator with a linear compressor was jarred while running.	Normal Operation
Whooshing	The evaporator fan motor is circulating air through the refrigerator and freezer compartments.	Normal Operation
	Air is being forced over the condenser by the condenser fan.	Normal Operation
Gurgling	Refrigerant is flowing through the cooling system.	Normal Operation
Popping	Contraction and expansion of the inside walls due to changes in temperature.	Normal Operation
Sizzling	Water dripping on the defrost heater during a defrost cycle.	Normal Operation
Vibrating	If the side or back of the refrigerator is touching a cabinet or wall, some of the normal vibrations may make an audible sound.	To eliminate the noise, make sure that the sides and back cannot vibrate against any wall or cabinet.
Dripping	Water is running into the drain pan during the defrost cycle.	Normal Operation
Pulsating or High-Pitched Sound	Your refrigerator is designed to run more efficiently to keep your food items at the desired temperature. The high efficiency compressor may cause your new refrigerator to run longer than your old one, but it is still more energy efficient than previous models. While the refrigerator is running, it is normal to hear a pulsating or high-pitched sound.	Normal Operation

Problem	Possible Causes	Solutions
Doors will not close correctly or pop open.	Food packages are keeping the door open.	Rearrange food containers to clear the door and door shelves.
	The ice bin, crisper cover, pans, shelves, door bins, or baskets are out of position.	Push bins all the way in and put the crisper cover, pans, shelves and baskets into their correct positions. See the Using Your Refrigerator section for more information.
	The doors were removed during product installation and not properly replaced.	Remove and replace the doors according to the Removing and Replacing Refrigerator Handles and Doors section.
	The refrigerator is not leveled properly.	See "Door Alignment" in the Refrigerator Installation section to level refrigerator.
Doors are difficult to open.	The gaskets are dirty or sticky.	Clean the gaskets and the surfaces that they touch. Rub a thin coat of appliance polish or kitchen wax on the gaskets after cleaning.
	The door was recently closed.	When you open the door, warmer air enters the refrigerator. As the warm air cools, it can create a vacuum. If the door is hard to open, wait one minute to allow the air pressure to equalize, then see if it opens more easily.
Refrigerator wobbles or seems unstable.	The leveling legs are not adjusted properly.	Refer to the "Leveling and Door Alignment" section.
	The floor is not level.	It may be necessary to add shims under the leveling legs or rollers to complete installation.
Lights do not work.	LED interior lighting failure.	The refrigerator compartment lamp is LED interior lighting, and service should be performed by a qualified technician.
The interior of the refrigerator is covered with dust or soot.	The refrigerator is located near a fire source, such as a fireplace, chimney or candle.	Make sure that the refrigerator is not located near a fire source, such as a fireplace, chimney or candle.

**LG ELECTRONICS U.S.A., INC.  
LG REFRIGERATOR LIMITED WARRANTY - U.S.A.**

**ARBITRATION NOTICE: THIS LIMITED WARRANTY CONTAINS AN ARBITRATION PROVISION THAT REQUIRES YOU AND LG TO RESOLVE DISPUTES BY BINDING ARBITRATION INSTEAD OF IN COURT, UNLESS YOU CHOOSE TO OPT OUT. IN ARBITRATION, CLASS ACTIONS AND JURY TRIALS ARE NOT PERMITTED. PLEASE SEE THE SECTION TITLED "PROCEDURE FOR RESOLVING DISPUTES" BELOW. Should your LG Refrigerator ("Product") fail due to a defect in materials or workmanship under normal and proper use, during the warranty period set forth below, LG Electronics ("LG") will, at its option, repair or replace the Product. This limited warranty is valid only to the original retail purchaser of the Product and applies only when purchased and used within the United States including U.S. Territories.**

WARRANTY PERIOD			
Refrigerator/Freezer	Sealed System (Condenser, Dryer, Connecting Tube and Evaporator)	Compressor	
One (1) year from the date of original retail purchase	Five (5) years from the date of original retail purchase	Five (5) years from the date of original retail purchase	Linear / Inverter Compressor Only : Parts Only for years 6-10 from the date of original retail purchase (Consumer will be charged for labor)
Parts and Labor (internal/ functional parts only)	Parts and Labor	Parts and Labor	

- Replacement products and parts are warranted for the remaining portion of the original warranty period or ninety (90) days, whichever is greater.
- Replacement products and parts may be new, reconditioned, refurbished, or otherwise factory remanufactured.
- Proof of original retail purchase specifying the Product model and date of purchase is required to obtain warranty service under this limited warranty.

**EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THE PRODUCT IS LIMITED IN DURATION TO THE DURATION OF THE ABOVE LIMITED WARRANTY. UNDER NO CIRCUMSTANCES SHALL LG OR ITS U.S. DISTRIBUTORS/DEALERS BE LIABLE FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, OR PUNITIVE DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST GOODWILL, LOST REVENUES OR PROFITS, WORK STOPPAGE, IMPAIRMENT OF OTHER GOODS, COST OF REMOVAL AND REINSTALLATION OF THE PRODUCT, LOSS OF USE, OR ANY OTHER DAMAGES WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE. LG'S TOTAL LIABILITY, IF ANY, SHALL NOT EXCEED THE PURCHASE PRICE PAID BY YOU FOR THE PRODUCT.**

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above exclusions or limitations may not apply to you. This limited warranty gives you specific legal rights and you may also have other rights that vary from state to state.

**THIS LIMITED WARRANTY DOES NOT COVER:**

- Service trips to deliver, pick up, or install, educate how to operate, correct wiring, or correct unauthorized repairs.
- Damage or failure of the Product to perform during power failures and interrupted or inadequate electrical service.
- Damage or failure caused by leaky or broken water pipes, frozen water pipes, restricted drain lines, inadequate or interrupted water supply or inadequate supply of air.
- Damage resulting from operating the product in a corrosive atmosphere or contrary to the product owner's manual.
- Damage or failure to the Product caused by accidents, pests and vermin, lightning, wind, fire, floods, acts of God, or any other causes beyond the control of LG.
- Damage or failure caused by unauthorized modification or alteration, or if used for other the intended purpose.
- Damage or failure resulting from misuse, abuse, improper installation, repair, or maintenance. Improper repair includes use of parts not authorized by LG. Improper installation or maintenance includes installation or maintenance contrary to the Product owner's manual.
- Damage or failure caused by incorrect electrical current, voltage, or plumbing codes.
- Damage or failure caused by transportation and handling, including scratches, dents, chips, and/or other damage to the finish of the product, unless such damage is reported within one (1) week of delivery.
- Damage or missing items to any display, open box, or discounted Product.
- Refurbished Product or any Product sold "As Is", "Where Is", "With all Faults", or similar disclaimer.
- Products with original serial numbers that have been removed, altered, or cannot be readily determined.
- Increases in utility costs and additional utility expenses.
- Any noises associated with normal operation.
- Use of accessories (e.g., water filters, etc.), components, or consumable cleaning products that are not authorized by LG.
- Replacement or light bulbs, filters, or any consumable parts.
- When Product is used for other than normal and proper household use (e.g. commercial or industrial use, offices, and recreational facilities or vehicles) or contrary to the instructions outlined in the Product's owner's manual.
- Costs associated with removal and reinstallation of your Product for repairs.
- Shelves, door bins, drawers, handle and accessories, except for internal/functional parts covered under this limited warranty.

**The cost of repair or replacement under these excluded circumstances shall be borne by the consumer.**

TO OBTAIN WARRANTY SERVICE AND ADDITIONAL INFORMATION Call 1-800-243-0000 and select the appropriate option from the menu or visit our website at <http://www.lg.com> or by mail: LG Electronics Customer Service P.O. Box 240007 Huntsville, AL 35813 ATTN: CIC

**PROCEDURE FOR RESOLVING DISPUTES:**

ALL DISPUTES BETWEEN YOU AND LG ARISING OUT OF OR RELATING IN ANY WAY TO THIS LIMITED WARRANTY OR THE PRODUCT SHALL BE RESOLVED EXCLUSIVELY THROUGH BINDING ARBITRATION, AND NOT IN A COURT OF GENERAL JURISDICTION. BINDING ARBITRATION MEANS THAT YOU AND LG ARE EACH WAIVING THE RIGHT TO A JURY TRIAL AND TO BRING OR PARTICIPATE IN A CLASS ACTION.

**Definitions.** For the purposes of this section, references to "LG" mean LG Electronics U.S.A., Inc., its parents, subsidiaries and affiliates, and each of their officers, directors, employees, agents, beneficiaries, predecessors in interest, successors, assigns and suppliers; references to "dispute" or "claim" shall include any dispute, claim or controversy of any kind whatsoever (whether based in contract, tort, statute, regulation, ordinance, fraud, misrepresentation or any other legal or equitable theory) arising out of or relating in any way to the sale, condition or performance of the product or this Limited Warranty.

**Notice of Dispute.** In the event you intend to commence an arbitration proceeding, you must first notify LG in writing at least 30 days in advance of initiating the arbitration by sending a letter to LG at LG Electronics, USA, Inc. Attn: Legal Department-Arbitration 111 Sylvan Avenue, Englewood Cliffs, NJ 07632. You and LG agree to engage in good faith discussions in an attempt to amicably resolve your claim. The notice must provide your name, address, and telephone number; identify the product that is the subject of the claim; and describe the nature of the claim and the relief being sought. If you and LG are unable to resolve the dispute within 30 days, either party may proceed to file a claim for arbitration.

**Agreement to Binding Arbitration and Class Action Waiver.** Upon failure to resolve the dispute during the 30 day period after sending written notice to LG, you and LG agree to resolve any claims between us only by binding arbitration on an individual basis, unless you opt out as provided below. Any dispute between you and LG shall not be combined or consolidated with a dispute involving any other person's or entity's product or claim. More specifically, without limitation of the foregoing, any dispute between you and LG shall not under any circumstances proceed as part of a class or representative action. Instead of arbitration, either party may bring an individual action in small claims court, but that small claims court action may not be brought on a class or representative basis.

**Arbitration Rules and Procedures.** To begin arbitration of a claim, either you or LG must make a written demand for arbitration. The arbitration will be administered by the American Arbitration Association ("AAA") and will be conducted before a single arbitrator under the AAA's Consumer Arbitration Rules that are in effect at the time the arbitration is initiated (referred to as the "AAA Rules") and under the procedures set forth in this section. The AAA Rules are available online at [www.adr.org/consumer](http://www.adr.org/consumer). Send a copy of your written demand for arbitration, as well as a copy of this provision, to the AAA in the manner described in the AAA Rules. You must also send a copy of your written demand to LG at LG Electronics, USA, Inc. Attn: Legal Department-Arbitration 111 Sylvan Avenue, Englewood Cliffs, NJ 07632. If there is a conflict between the AAA Rules and the rules set forth in this section, the rules set forth in this section will govern. This arbitration provision is governed by the Federal Arbitration Act. Judgment may be entered on the arbitrator's award in any court of competent jurisdiction. All issues are for the arbitrator to decide, except that issues relating to the scope and enforceability of the arbitration provision and to the arbitrability of the dispute are for the court to decide. The arbitrator is bound by the terms of this provision.

**Governing Law.** The law of the state of your residence shall govern this Limited Warranty and any disputes between us except to the extent that such law is preempted by or inconsistent with applicable federal law.

**Fees/Costs.** You do not need to pay any fee to begin an arbitration. Upon receipt of your written demand for AAA unless you seek more than \$25,000 in damages, in which case the payment of these fees will be governed by the AAA Rules. Except as otherwise provided for herein, LG will pay AAA filing, administration and arbitrator fees for any arbitration initiated in accordance with the AAA Rules and this arbitration provision. If you prevail in the arbitration, LG will pay your attorneys' fees and expenses as long as they are reasonable, by considering factors including, but not limited to, the purchase amount and claim amount. Notwithstanding the foregoing, if applicable law allows for an award of reasonable attorneys' fees and expenses, an arbitrator can award them to the same extent that a court would. If the arbitrator finds either the substance of your claim or the relief sought in the demand is frivolous or brought for an improper purpose (as measured by the standards set forth in Federal Rule of Civil Procedure 11(b)), then the payment of all arbitration fees will be governed by the AAA Rules. In such a situation, you agree to reimburse LG for all monies previously disbursed by it that are otherwise your obligation to pay under the AAA Rules. Except as otherwise provided for, LG waives any rights it may have to seek attorneys' fees and expenses from you if LG prevails in the arbitration.

**Hearings and Location.** If your claim is for \$25,000 or less, you may choose to have the arbitration conducted solely on the basis of (1) documents submitted to the arbitrator, (2) through a telephonic hearing, or (3) by an in-person hearing as established by the AAA Rules. If your claim exceeds \$25,000, the right to a hearing will be determined by the AAA Rules. Any in-person arbitration hearings will be held at a location within the federal judicial district in which you reside unless we both agree to another location or we agree to a telephonic arbitration.

**Opt Out.** You may opt out of this dispute resolution procedure. If you opt out, neither you nor LG can require the other to participate in an arbitration proceeding. To opt out, you must send notice to LG no later than 30 calendar days from the date of the first consumer purchaser's purchase of the product by either: (i) sending an e-mail to [optout@lge.com](mailto:optout@lge.com), with the subject line: "Arbitration Opt Out" or (ii) calling 1-800-980-2973. You must include in the opt out e-mail or provide by telephone: (a) your name and address; (b) the date on which the product was purchased; (c) the product model name or model number; and (d) the serial number (the serial number can be found (i) on the product; or (ii) online by accessing <https://www.lg.com/us/support/repair-service/schedule-repair-continued> and clicking on "Find My Model & Serial Number").

You may only opt out of the dispute resolution procedure in the manner described above (that is, by e-mail or telephone); no other form of notice will be effective to opt out of this dispute resolution procedure. Opting out of this dispute resolution procedure will not affect the coverage of the Limited Warranty in any way, and you will continue to enjoy the full benefits of the Limited Warranty. If you keep this product and do not opt out, then you accept all terms and conditions of the arbitration provision described above.

**LG ELECTRONICS CANADA, INC.  
LG REFRIGERATOR LIMITED WARRANTY - Canada**

**ARBITRATION NOTICE: THIS LIMITED WARRANTY CONTAINS AN ARBITRATION PROVISION THAT REQUIRES YOU AND LG TO RESOLVE DISPUTES BY BINDING ARBITRATION INSTEAD OF IN COURT, UNLESS THE LAWS OF YOUR PROVINCE OR TERRITORY DO NOT PERMIT THAT, OR, IN OTHER JURISDICTIONS, IF YOU CHOOSE TO OPT OUT. IN ARBITRATION, CLASS ACTIONS AND JURY TRIALS ARE NOT PERMITTED. PLEASE SEE THE SECTION TITLED "PROCEDURE FOR RESOLVING DISPUTES" BELOW.**

Should your LG Refrigerator ("Product") fail due to a defect in materials or workmanship under normal and proper use, during the warranty period set forth below, LG Electronics Canada, Inc. ("LGECI") will, at its option, repair or replace the Product upon receipt of proof of the original retail purchase. This limited warranty is valid only to the original retail purchaser of the Product and applies only to a Product distributed, purchased and used within Canada, as determined at the sole discretion of LGECI.

<b>WARRANTY PERIOD (Note: If the original date of purchase cannot be verified, the warranty will begin sixty (60) days from the date of manufacture)</b>			
<b>Refrigerator</b>	<b>Sealed System (Condenser, Dryer, Connecting Tube and Evaporator)</b>		<b>Linear / Inverter Compressor</b>
<b>One (1) year from the date of original retail purchase</b>	<b>One (1) year from the date of original retail purchase</b>	<b>Seven (7) years from the date of original retail purchase</b>	<b>Ten (10) years from the date of original retail purchase</b>
Parts and Labor (internal/functional parts only)	Parts and Labor	Parts only (Consumer will be charged for labor)	Part only (Consumer will be charged for labor)

•Replacement products and parts are warranted for the remaining portion of the original warranty period or ninety (90) days, whichever is greater.

•Replacement products and parts may be new, reconditioned, refurbished, or otherwise factory remanufactured, all at the sole discretion of LGECI.

•Proof of original retail purchase specifying the Product model and date of purchase is required to obtain warranty service under this Limited Warranty..

**LGECI'S SOLE LIABILITY IS LIMITED TO THE LIMITED WARRANTY SET OUT ABOVE. EXCEPT AS EXPRESSLY PROVIDED ABOVE, LGECI MAKES NO, AND HEREBY DISCLAIMS, ALL OTHER WARRANTIES AND CONDITIONS RESPECTING THE PRODUCT, WHETHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OR CONDITION OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NO REPRESENTATIONS SHALL BE BINDING ON LGECI. LGECI DOES NOT AUTHORIZE ANY PERSON TO CREATE OR ASSUME FOR IT ANY OTHER WARRANTY OBLIGATION OR LIABILITY IN CONNECTION WITH THE PRODUCT. TO THE EXTENT THAT ANY WARRANTY OR CONDITION IS IMPLIED BY LAW, IT IS LIMITED TO THE WARRANTY PERIOD SET OUT ABOVE. UNDER NO CIRCUMSTANCES SHALL LGECI, THE MANUFACTURER OR DISTRIBUTOR OF THE PRODUCT, BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, SPECIAL, DIRECT, INDIRECT, PUNITIVE OR EXEMPLARY DAMAGES, INCLUDING, WITHOUT LIMITATION, LOSS OF GOODWILL, LOST PROFITS, LOSS OF ANTICIPATED PROFITS, LOST REVENUE, LOSS OF USE, OR ANY OTHER DAMAGE, WHETHER ARISING DIRECTLY OR INDIRECTLY FROM ANY CONTRACTUAL BREACH, FUNDAMENTAL BREACH, TORT OR OTHERWISE, OR FROM ANY ACTS OR OMISSIONS. LGECI'S TOTAL LIABILITY, IF ANY, SHALL NOT EXCEED THE PURCHASE PRICE PAID BY YOU FOR THE PRODUCT.**

This Limited Warranty gives you specific legal rights. You may also have other rights that vary from province to province depending on applicable provincial laws. Any term of this Limited Warranty that negates or varies any implied condition or warranty under provincial law is severable where of conflicts with such provincial law without affecting the remainder of this warranty's terms.

**THIS LIMITED WARRANTY DOES NOT COVER:**

- Service trips to i) deliver, pick up, or install or; educate on how to operate the Product; ii) correct wiring or plumbing; or iii) correct unauthorized repairs or installations of the Product;
- Damage or failure of the Product to perform during power failures and interrupted or inadequate electrical service;
- Damage or failure caused by leaky or broken water pipes, frozen water pipes, restricted drain lines, inadequate or interrupted water supply or inadequate supply of air;
- Damage or failure resulting from operating the Product in a corrosive atmosphere or contrary to the instructions outlined in the Product's owner's manual;
- Damage or failure to the Product caused by accidents, pests and vermin, lightning, wind, fire, floods, acts of God, or any other causes beyond the control of LGECI or the manufacturer;
  - Damage or failure resulting from misuse, abuse, improper installation, repair, or maintenance of the Product. Improper repair includes use of parts not authorized or specified by LGECI. Improper installation or maintenance includes installation or maintenance contrary to the Product's owner's manual;
  - Damage or failure caused by unauthorized modification or alteration of the Product, or if used for other than the intended household purpose/use of the Product, or damage or failure resulting from any water leakage due to improper installation of the Product;
- Damage or failure caused by incorrect electrical current, voltage or plumbing codes;
- Damage or failure caused by use that is other than normal household use, including, without limitation, commercial or industrial use, including use in commercial offices or recreational facilities, or as otherwise outlined in the Product's owner's manual;
- Damage or failure caused by the use of any accessories, components or cleaning products, including, without limitation, water filters, that are not approved/authorized by LGECI;
- Replacement of the water filter cartridge due to water pressure that is outside the specified operating range or due to excessive sediment in the water supply;
- Damage or failure caused by transportation and handling, including scratches, dents, chips and/or other damage to the finish of the Product, **unless** such damage results from defects in materials or workmanship and is reported to LGECI within one (1) week of delivery of the Products;
- Damage or missing items to any display, open box, refurbished or discounted Product;
- Refurbished Product or any Product sold "As Is", "Where Is", "With all Faults", or any similar disclaimer;
- Products with original serial numbers that have been removed, altered or cannot be readily determined at the discretion of LGECI;
- Increases in utility costs and additional utility expenses in any way associated with the Product;



- Any noises associated with normal operation of the Product;
  - Replacement of light bulbs, filters, fuses or any other consumable parts;
  - Replacement of any part that was not originally included with the Product;
  - Costs associated with removal and/or reinstallation of the Product for repairs; and
  - Shelves, door bins, drawers, handle and accessories to the Product, except for internal/functional parts covered under this Limited Warranty.
- Coverage for "in Home" repairs, for products in-warranty, will be provided if the Product is within a 150 km radius from the nearest authorized service center (ASC), as determined by LG Canada. If your Product is located outside a 150 km radius from a ASC, as determined by LG Canada, it will be your responsibility to bring the Product, at your sole expense, to the ASC for in-warranty repair.

**All costs and expenses associated with the above excluded circumstances, listed under the heading, This Limited Warranty Does Not Cover, shall be borne by the consumer.** TO OBTAIN WARRANTY SERVICE AND ADDITIONAL INFORMATION, PLEASE CALL OR VISIT OUR WEBSITE: Call 1-888-542-2623 (7 A.M. to 12 A.M., 365 days a year) and select the appropriate option from the menu, or. Visit our website at <http://www.lg.com>

### **PROCEDURE FOR RESOLVING DISPUTES:**

EXCEPT WHERE PROHIBITED AT LAW, ALL DISPUTES BETWEEN YOU AND LG ARISING OUT OF OR RELATING IN ANY WAY TO THIS LIMITED WARRANTY OR THE PRODUCT SHALL BE RESOLVED EXCLUSIVELY THROUGH BINDING ARBITRATION, AND NOT IN A COURT OF GENERAL JURISDICTION. EXCEPT WHERE PROHIBITED AT LAW, YOU AND LG BOTH IRREVOCABLY AGREE TO WAIVE THE RIGHT TO A JURY TRIAL AND TO BRING OR PARTICIPATE IN A CLASS ACTION.

**Definitions.** For the purposes of this section, references to "LG" mean LG Electronics Canada, Inc., its parents, subsidiaries and affiliates, and each of their officers, directors, employees, agents, beneficiaries, predecessors in interest, successors, assigns and suppliers; references to "dispute" or "claim" shall include any dispute, claim or controversy of any kind whatsoever (whether based in contract, tort, statute, regulation, ordinance, fraud, misrepresentation or any other legal or equitable theory) arising out of or relating in any way to the sale, condition or performance of the product or this Limited Warranty.

**Notice of Dispute.** In the event you intend to commence an arbitration proceeding, you must first notify LG in writing at least 30 days in advance of initiating the arbitration by sending a letter to LG Electronics, Canada, Inc., Attn: Legal Department-Arbitration, 20 Norelco Drive, North York, Ontario M9L 2X6. You and LG agree to engage in good faith discussions in an attempt to amicably resolve your claim. The notice must provide your name, address, and telephone number; identify the product that is the subject of the claim; and describe the nature of the claim and the relief being sought. If you and LG are unable to resolve the dispute within 30 days, either day party may proceed to file a claim for arbitration.

**Agreement to Binding Arbitration and Class Action Waiver.** Upon failure to resolve the dispute during the 30 day period after sending written notice to LG, you and LG agree to resolve any claims between you and LG only by binding arbitration on an individual basis, unless you opt out as provided below, or you reside in a jurisdiction that prevents full application of this clause in the circumstances of the claims at issue (in which case if you are a consumer, this clause will only apply if you expressly agree to the arbitration). To the extent permitted by applicable law, any dispute between you and LG shall not be combined or consolidated with a dispute involving any other person's or entity's product or claim. More specifically, without limitation of the foregoing, except to the extent such a prohibition is not permitted at law, any dispute between you and LG shall not under any circumstances proceed as part of a class or representative action. Instead of arbitration, either party may bring an individual action in small claims court, but that small claims court action may not be brought on a class or representative basis except to the extent this prohibition is not permitted at law in your province or territory of jurisdiction as it relates to the claims at issue between you and LG.

**Arbitration Rules and Procedures.** To begin arbitration of a claim, either you or LG must make a written demand for arbitration. The arbitration will be private and confidential, and conducted on a simplified and expedited basis before a single arbitrator chosen by the parties under the provincial or territorial commercial arbitration law and rules of the province or territory of your residence. You must also send a copy of your written demand to LG at LG Electronics, Canada, Inc., Attn: Legal Department-Arbitration, 20 Norelco Drive, North York, Ontario M9L 2X6. This arbitration provision is governed by your applicable provincial or territorial commercial arbitration legislation. Judgment may be entered on the arbitrator's award in any court of competent jurisdiction. All issues are for the arbitrator to decide, except that, issues relating to the scope and enforceability of the arbitration provision and to the arbitrability of the dispute are for the court to decide. The arbitrator is bound by the terms of this provision.

**Governing Law.** The law of the province or territory of your residence shall govern this Limited Warranty and any disputes between you and LG except to the extent that such law is preempted by or inconsistent with applicable federal or provincial/territorial law. Should arbitration not be permitted for any claim, action, dispute or controversy between you and LG, you and LG attorn to the exclusive jurisdiction of the courts of the province or territory of your residence for the resolution of the claim, action, dispute or controversy between you and LG.

**Fees/Costs.** You do not need to pay any fee to begin an arbitration. Upon receipt of your written demand for arbitration, LG will promptly pay all arbitration filing fees unless you seek more than \$25,000 in damages, in which case the payment of these fees will be governed by the applicable arbitration rules. Except as otherwise provided for herein, LG will pay all filing, administration and arbitrator fees for any arbitration initiated in accordance with the applicable arbitration rules and this arbitration provision. If you prevail in the arbitration, LG will pay your attorneys' fees and expenses as long as they are reasonable, by considering factors including, but not limited to, the purchase amount and claim amount. Notwithstanding the foregoing, if applicable law allows for an award of reasonable attorneys' fees and expenses, an arbitrator can award them to the same extent that a court would. If the arbitrator finds either the substance of your claim or the relief sought in the demand is frivolous or brought for an improper purpose (as measured by the applicable laws), then the payment of all arbitration fees will be governed by the applicable arbitration rules. In such a situation, you agree to reimburse LG for all monies previously disbursed by it that are otherwise your obligation to pay under the applicable arbitration rules. Except as otherwise provided for, LG waives any rights it may have to seek attorneys' fees and expenses from you if LG prevails in the arbitration.

**Hearings and Location.** If your claim is for \$25,000 or less, you may choose to have the arbitration conducted solely (1) on the basis of documents submitted to the arbitrator, (2) through a telephonic hearing, or (3) by an in-person hearing as established

by the applicable arbitration rules. If your claim exceeds \$25,000, the right to a hearing will be determined by the applicable arbitration rules. Any in-person arbitration hearings will be held at the nearest, most mutually-convenient arbitration location available within the province or territory in which you reside unless you and LG both agree to another location or agree to a telephonic arbitration.

**Severability and Waiver.** If any portion of this Limited Warranty (including these arbitration procedures) is unenforceable, the remaining provisions will continue in full force and effect to the maximum extent permitted by applicable law. Should LG fail to enforce strict performance of any provision of this Limited Warranty (including these arbitration procedures), it does not mean that LG intends to waive or has waived any provision or part of this Limited Warranty.

**Opt Out.** You may opt out of this dispute resolution procedure. If you opt out, neither you nor LG can require the other to participate in an arbitration proceeding. To opt out, you must send notice to LG no later than 30 calendar days from the date of the first consumer purchaser's purchase of the product by either (i) sending an e-mail to [optout@lge.com](mailto:optout@lge.com), with the subject line: "Arbitration Opt Out;" or (ii) calling 1-800-980-2973. You must include in the opt out e-mail or provide by telephone: (a) your name and address; (b) the date on which the product was purchased; (c) the product model name or model number; and (d) the serial number (the serial number can be found (i) on the product; or (ii) online by accessing [https://www.lg.com/ca\\_en/support/repair-service/schedule-repair](https://www.lg.com/ca_en/support/repair-service/schedule-repair) and clicking on "Find My Model & Serial Number").

In the event that you "Opt Out", the law of the province or territory of your residence shall govern this Limited Warranty and any disputes between you and LG except to the extent that such law is preempted by or inconsistent with applicable federal or provincial/territorial law. Should arbitration not be permitted for any claim, action, dispute or controversy between you and LG, you and LG agree to attorn to the exclusive jurisdiction of the courts of the province or territory of your residence for the resolution of the claim, action, dispute or controversy between you and LG. You may only opt out of the dispute resolution procedure in the manner described above (that is, by e-mail or telephone); no other form of notice will be effective to opt out of this dispute resolution procedure. Opting out of this dispute resolution procedure will not affect the coverage of the Limited Warranty in any way, and you will continue to enjoy the full benefits of the Limited Warranty. If you keep this product and do not opt out, then you accept all terms and conditions of the arbitration provision described above.

**Conflict of Terms.** In the event of a conflict or inconsistency between the terms of this Limited Warranty and the End User License Agreement ("EULA") in regards to dispute resolution, the terms of this Limited Warranty shall control and govern the rights and obligations of the parties and shall take precedence over the EULA.







### LG Customer Information Center

For inquiries or comments,  
visit [www.lg.com](http://www.lg.com) or call:

**1-800-243-0000** USA, Consumer User

**1-888-865-3026** USA, Commercial User

**1-888-542-2623** CANADA

Register your product Online!

[www.lg.com](http://www.lg.com)