LG
Life's Good

OWNER'S MANUAL

# FRIDGE & FREEZER

**Read this owner's manual thoroughly before operating the appliance and keep it handy for reference at all times.**

**EN English** **UK Ukrainian**

MFL69349614
Rev.04_170428

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This manual may contain images or content different from the model you purchased.

This manual is subject to revision by the manufacturer.


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# SAFETY INSTRUCTIONS



**The following safety guidelines are intended to prevent unforeseen risks or damage from unsafe or incorrect operation of the appliance.**
**The guidelines are separated into 'WARNING' and 'CAUTION' as described below.**

**⚠ This symbol is displayed to indicate matters and operations that can cause risk. Read the part with this symbol carefully and follow the instructions in order to avoid risk.**

**⚠ WARNING**

**This indicates that the failure to follow the instructions can cause serious injury or death.**

**⚠ CAUTION**

**This indicates that the failure to follow the instructions can cause the minor injury or damage to the product.**

## IMPORTANT SAFETY INSTRUCTIONS

**⚠ WARNING**

**To reduce the risk of explosion, fire, death, electric shock, injury or scalding to persons when using this product, follow basic precautions, including the following:**

### Children in the Household

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 use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.

## Installation

- This appliance should only be transported by two or more people holding the appliance securely.
- Ensure that the socket outlet is properly grounded, and that the earth pin on the power cord is not damaged or removed from the power plug. For more details on grounding, inquire at an LG Electronics customer information center.
- This appliance is equipped with a power cord having an equipment-grounding conductor and a grounding power plug. The power plug must be plugged into an appropriate socket outlet that is installed and grounded in accordance with all local codes and ordinances.
- If the power cord is damaged or the hole of the socket outlet is loose, do not use the power cord and contact an authorized service centre.
- Do not plug the appliance into multiple socket outlets or extension power cable.
- Do not modify or extend the power cord.
- Avoid using any extension cords or double adaptor. The appliance should be connected to a dedicated power line which is separately fused.
- Install the appliance in a place where is easy to unplug the power plug of the appliance.

- Be careful not to point the power plug up or let the appliance lean against the power plug.
- Install the appliance on a firm and level floor.
- Do not install the appliance in a damp and dusty place. Do not install or store the appliance in any outdoor area, or any area that is subject to weathering conditions such as direct sunlight, wind, or rain or temperatures below freezing.
- Do not place the appliance in direct sunlight or expose it to the heat from heating appliances such as stoves or heaters.
- Be careful not to expose the rear of the appliance when installing.
- Be careful not to let the appliance door fall during assembly or disassembly.
- Be careful not to pinch, crush, or damage the power cable during assembly or disassembly of the appliance door.

## Operation

- Do not use the appliance for any purpose (storage of medical or experimental materials or shipping) other than any domestic household food storage use.
- In case of flood, disconnect the power plug and contact the LG Electronics customer information center.
- Unplug the power plug during a severe thunderstorm or lightening or when not in use for a long period of time.
- Do not touch the power plug or the appliance controls with wet hands.
- Do not bend the power cable excessively or place a heavy object on it.

- If water penetrates electrical parts of the appliance, disconnect power plug and contact an LG Electronics customer information center.
- Do not place hands or metallic objects inside the area emitting the cold air, cover or heat releasing grille on the back.
- Do not apply excessive force or impact to the back cover of the appliance.
- Do not put animals, such as pets into the appliance.
- Be careful of nearby children when you open or close the appliance door. The door may bump the child and cause injury.
- Avoid the danger of children getting trapped inside the appliance. A child trapped inside the appliance can cause suffocation.
- Do not place heavy or fragile objects, liquid filled containers, combustible substances, or flammable objects (such as candles and lamps) on the appliance.
- If there is a gas leakage (isobutane, propane, natural gas, etc.), do not touch the appliance or power plug and ventilate the area immediately. This appliance uses a very eco-friendly gas (isobutane, R600a) as the refrigerant. Although it uses a small amount of the gas, it is still combustible gas. Gas leakage during appliance transport, installation or operation can cause fire, explosion or injury if sparks are caused.
- Do not damage the pipes of the refrigerant circuit.
- Do not use or store flammable or combustible substances (ether, benzene, alcohol, chemical, LPG, combustible spray, insecticide, air freshener, cosmetics, etc.) near the appliance.

- Immediately unplug the power plug and contact an LG Electronics customer information center if you detect a strange sound, odour, or smoke coming from the appliance.

## Maintenance

- Disconnect the power cord before cleaning the appliance or replacing the inside lamp (where fitted).
- Securely plug the power plug in the socket outlet after completely removing any moisture and dust.
- Never unplug the appliance by pulling on the power cable. Always grip the power plug firmly and pull straight out from the socket outlet.
- Do not spray water inside or outside the appliance to clean it.
- Do not clean the appliance with brushes, cloths or sponges with rough surfaces or which are made of metallic material.
- Only qualified service personnel from LG Electronics service center should disassemble, repair, or modify the appliance. Contact an LG Electronics customer information center if you move and install the appliance in a different location.
- Do not use a hair drier to dry the inside of the appliance or place a candle inside to remove the odours.

## Disposal

- When discarding the appliance, remove the door gasket while leaving the shelves and baskets in place and keep children away from the appliance.
- Dispose of all packaging materials (such as plastic bags and styrofoam) away from children. The packaging materials can cause suffocation.

## Technical Safety

- Keep ventilation openings, in the appliance enclosure or in the built-in structure, clear of obstruction.
- Do not use electrical appliances inside the food storage compartments of the appliance, unless they are of the type recommended by the manufacturer.
- The refrigerant and insulation blowing gas used in the appliance require special disposal procedures. Consult with service agent or a similarly qualified person before disposing of them.
- This appliance contains a small amount of isobutane refrigerant (R600a), natural gas with high environmental compatibility, but it is also combustible. When transporting and installing the appliance, care should be taken to ensure that no parts of the refrigerating circuit are damaged.
- Refrigerant leaking out of the pipes could ignite or cause an explosion.
- 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 is used should correspond to the amount of refrigerant used. The room must be 1 m² in size for every 8 g of 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.
- Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.

- This appliance is intended to be used in household and similar applications only. It should not be used for commercial, or catering purposes, or in any mobile application such as a caravan or boat.

**⚠ CAUTION**

**To reduce the risk of minor injury to persons, malfunction, or damage to the product or property when using this product, follow basic precautions, including the following:**

## Installation

- Do not tilt the appliance to pull or push it when transporting.

## Operation

- Do not touch frozen food or the metal parts in the freezer compartment with wet or damp hands. It may cause frostbite.
- Do not place glass containers or bottles in the freezer compartment, shelves or ice bin that will be exposed to temperatures below freezing.
- The tempered glass on the front side of the appliance door or the shelves can be damaged by an impact. If it is broken, do not touch it with wet hands, as this may result in injury.
- Do not hang from the appliance doors, storage room, shelf or climb up into it.
- Do not store an excessive amount of water bottles or containers for side dishes on the door baskets. The basket may break or your hand may bump into the surrounding structure, causing injury.
- Keep food organized inside the appliance.

- Prevent animals from nibbling on the power cable or water hose.
- Do not open or close the appliance door with excessive force.
- If the hinge of the product door is damaged or operates improperly, stop using the appliance and contact an authorized service centre.
- Supervise a child or a person with poor cognitive skills to ensure they use the appliance safely.
- Do not damage the pipes of the refrigerant circuit.
- Do not place any electronic appliance (such as heater and mobile phone) inside the appliance.
- Do not clean glass shelves or covers with warm water when they are cold. They may break if exposed to sudden temperature changes.
- Never eat frozen foods immediately after they have been taken out in the freezer compartment.
- Do not use a thin crystal cup or chinaware when dispensing.

## Maintenance

- Do not insert the shelves upside down. The shelves may fall, causing injury.
- To remove frost from the appliance, contact an LG Electronics customer information center.
- Dispose of the ice inside the ice bin in the freezer compartment during an extended power outage.
- Replacing the LED lamp should be done by a qualified service personnel.

# INSTALLATION

## Notes for Movement and Transport

- Remove all food from inside the appliance. Then, transport the appliance only after fixing fragile parts such as shelves and the door handle with tape. Failure to do so may cause appliance damage.
- Pull the power plug out, insert and fix it into the power plug hook at the rear or on top of the appliance. Failure to do so may cause damage to the power plug or floor scratch.
- When transporting the appliance, more than two people should transport the appliance carefully. Dropping the appliance, which is extremely heavy, may cause personal injury or appliance failure.
- When transporting the appliance over a long distance, keep the appliance upright. The appliance may fall over, causing malfunctions. Never transport the appliance laying down as it can cause a refrigerant circulation malfunction when it is turned back on again.

## Notes for Installation

- Install the appliance on a solid and flat area.
  - If the appliance is installed on an uneven floor, it can cause vibration and noise causing the appliance to fall resulting in injury. It could also cause the doors not to close correctly and introduce moisture inside the unit during operation.
  - If the appliance front or rear is not level, adjust the front feet so that it can be corrected. Severe cases may need the floor to be packed out with strips of thin timber.
- Avoid placing the unit near heat sources, direct sunlight or moisture.
- Connect the power supply cord (or plug) to the outlet. Don't double up with other appliances on the same outlet.
- After connecting the power supply cord (or plug) to the outlet, Wait two or three hours before you put food into the appliance. If you add food before the appliance has cooled completely, your food may spoil.
- Models with handles should be located at least 55 mm from the wall on the hinge side to open door by 90°.
- Allow over 55 mm clearance to the right, left, back and top when installing.

## Leg Adjustment

To avoid vibration, the unit must be leveled.

If required, adjust the leveling screws to compensate for the uneven floor.

The front should be slightly higher than the rear to aid in door closing.

Leveling screws can be turned easily by tipping the cabinet slightly.

Turn the leveling screws counterclockwise  to raise the unit, clockwise  to lower it.

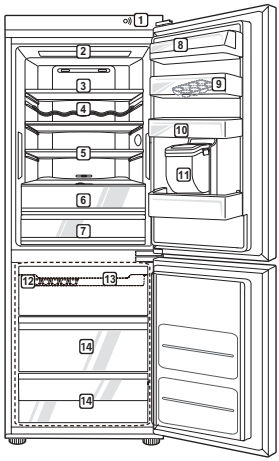
## To Reverse the Doors

Your appliance is designed with reversible doors, do that they may open from either the left of right hand side to suit your kitchen design.

**NOTE**

- However when you want to reverse the doors your appliance in pairs, you must call to service center. Revising the doors is not covered by the warranty.

## Parts and Functions




**1 Smart Diagnosis Unit (Optional)**

Using this function when contacting LG Electronics customer information center to help make an accurate diagnosis when the appliance operates abnormally or a failure occurs.

**2 LED Lamp**

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

**3 Fridge Shelf**

This is where refrigerated foods and other items are stored.

- The shelf height can be adjusted by inserting the shelf in another groove of different height.
- Store the foods with higher moisture content at the front of the shelf.
- The actual number of shelves will differ from model to model.

**4 Bottle Rack (Optional)**

This is where drinks tall bottles or containers are stored.

**⚠ CAUTION**

- Do not store short bottles or containers. The items may fall and cause an injury or appliance damage.

**5 Folding Shelf (Optional)**

This is where refrigerated foods and high items are stored.

**6 Fresh Vegetable Drawer (Optional)**

This is where fruits and vegetables are stored to help maintain freshness by adjusting the humidity controller.

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

**7 Fresh Converter (Optional)**

This is where meat, fish and vegetables are stored. Help maintain freshness by adjusting the humidity controller located in the back of the fridge compartment.

**8 Dairy Corner**

This is where dairy products such as the butter or cheese are stored.

**9 Movable Egg Tray**

This is where eggs are stored.

- You can move it to and use it at a desired position as needed. However, do not use it as the ice bin or place it on the shelf on top of the fridge or the vegetables drawer.

**10 Fridge Door Basket**

This is where small packages of refrigerated foods, drinks and sauce containers are stored.

**11 Water Dispenser Tank (Optional)**

This is where water to supply the dispenser or the automatic icemaker is stored. It requires manual filling. (Non plumbed models only)

**12 Ice Tray**

This is where ice is produced and stored.

**13 Freezer Tray**

This is where frozen foods such as the meat, fish, and ice cream can be stored.

**14 Freezer Drawer**

This is for long-term storage of frozen items.

## NOTE

- The 2-star section ( ** ) basket or drawer can be used to store ice and food from -12 °C to -18 °C for short periods.

# OPERATION

## Notes for Operation

- Do not use the ice water dispenser tank for beverages other than drinking water.
- Users should keep in mind that frost can form If the door is not closed completely, if the humidity is high during the summer, or if the freezer door is opened frequently.
- Ensure there is sufficient space between food stored on the shelf or door basket to allow the door to close completely.
- Opening the door lets warm air enter the appliance, and may cause the internal temperature to rise.
- Do not open or close the appliance door excessively.
- The LED lamp is only intended for use in domestic appliances and is not suitable for household room illumination.

## Suggestion for Energy Saving

- Ensure there is sufficient space between stored foods. This allows cold air to be circulated evenly and lowers electricity bills.
- Store hot food only after it has cooled in order to prevent dew or frost.
- When storing food in the freezer compartment, set the freezer temperature lower than the temperature indicated on the appliance.
- Do not set the temperature of the appliance lower than needed. For ice making in normal climates, the freezer temperatures should be set to -19 or colder.
- Do not put food near the temperature sensor of the fridge compartment. Keep a distance of at least 3 cm from the sensor.
- Please note that a temperature rise after defrosting has a permissible range in the appliance specifications. If you wish to minimise the impact this may have on the food storage due to a temperature rise, seal or wrap the stored food in several layers.

## Storing Foods Effectively

- Store frozen food or refrigerated food inside sealed containers.
- Check the expiration date and label (storage instructions) before storing food in the appliance.
- Do not store food for a long period of time (more than four weeks) if it spoils easily at a low temperature.
- Place the refrigerated food or frozen food in each fridge or freezer compartment immediately after purchasing.
- Avoid refreezing any food which has been completely thawed. Freezing any food which has been completely thawed again will lower its taste and nutrition.
- Do not wrap and store vegetables with newspaper. Printing material of newspaper or other foreign substances may smear and contaminate food.
- Do not overfill the appliance. Fill less than 70 % of the space. Cold air can not circulate properly if the appliance is overfilled.
- Cool hot food before storing. If too much hot food is placed inside, the internal temperature of the appliance can increase and negatively affect other foods stored in the appliance.
- If you set an excessively low temperature for food, it may become frozen. Do not set a temperature lower than the required temperature for the food to be stored correctly.
- Always keep the appliance clean.

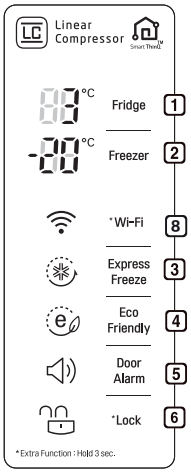
## Max Freezing Capacity

- The Express Freeze function will set the freezer to its maximum freezing capacity.
- This generally takes up to 24 hours and automatically switches off.
- If the maximum freezing capacity is to be used, Express Freeze must be switched on for seven hours before fresh produce is placed in the freezer compartment.

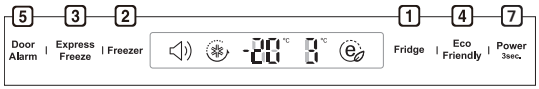
# Using Control Panel

## Units and Functions

**<Type 1> On the Refrigerator Door**




**<Type 2> Inside the Refrigerator**







**1 Fridge Temperature**
- This sets the fridge target temperature.

**2 Freezer Temperature**
- This sets the freezer target temperature.

**3 Express Freeze**
- This sets Express Freeze functions.

**4 Eco Friendly**
- This controls the Power Save mode for lowering energy consumption.

**5 Door Alarm**
- This sets the alarm sound which is activated when the appliance door is opened.

**6 Lock**
- This locks the buttons on the control panel.

**7 Power**
- This turns the power on and off.

**8 Wi-Fi**
- This sets the refrigerator to connect to your home's Wi-Fi network.

• The actual control panel may differ from model to model.

## Notes for Use the Control Panel

- The control panel will turn on in any of the following cases.
  - When the power is turned on
  - When a button is touched
  - When the appliance door (fridge compartment, freezer compartment, door in door) is opened
- The control panel will turn off automatically for energy saving in any of the following cases.
  - When one minute has passed after turning on the power
  - When no button operation is carried out for 20 seconds after a desired button is pressed
  - When 20 seconds has passed after the appliance door (fridge compartment, freezer compartment, door in door) is opened and closed
- If there is any finger or skin contact to the control panel while cleaning it, the button function may operate.

## Setting the Temperature

This sets the fridge temperature or freezer temperature.

- Press the **Fridge** button or **Freezer** button to adjust the temperature.
- The temperature can be adjusted.
  - Fridge : from 1 °C to 7 °C
  - Freezer : from -15 °C to -23 °C
- The actual inner temperature varies depending on the food status, as the indicated setting temperature is a target temperature, not actual temperature within the appliance.

## Setting Wi-Fi (Optional)

The **Wi-Fi** button, when used with the LG Smart ThinQ application, allows the refrigerator to connect to a home Wi-Fi network.

- The **Wi-Fi** icon shows the status of the refrigerator's network connection. The icon illuminates when the refrigerator is connected to the Wi-Fi network.
- Press and hold the **Wi-Fi** button for 3 seconds to connect to the network. The icon blinks while the connection is being made, then turns on once the connection is successfully made.

**NOTE**

- The default temperature setting may vary depending on the appliance.
- Wait until two or three hours have passed after connecting the appliance to the outlet before storing food in the appliance.
- The appliance can automatically detect problems during the operation.
- If a problem is detected, the appliance does not operate and an error code is displayed even when any button is pressed.
- When this occurs, do not turn off the power and immediately contact an LG Electronics customer information center. If you turn off the power, the repair technician from the LG Electronics customer information centre. It may have difficulty finding the problem.

## Setting Express Freeze

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

- When you press the **Express Freeze** button, the **Express Freeze** icon lights on the control panel.
- The function is enabled and disabled in turn each time you press the button.
- The Express Freeze function automatically terminates after a specific period has passed.

## Setting Eco Friendly

- The function makes the fridge-freezer work in the power saving mode which is useful when you are away on a holiday as it reduces energy consumption.
- Pressing the **Eco Friendly** button starts the operation with the lamp on, and pressing it again stops the operation.
- When the Eco Friendly mode is on, the other buttons will not operate. When you finish using the Eco Friendly mode, turn it off so that other buttons work and the refrigerator returns to its previous temperature setting.

## Setting and Resetting Lock

This locks the buttons on the control panel.

- Press and hold the **Lock** button for three seconds . When the Lock function is set, all buttons are locked.

**NOTE**

- You must deactivate Lock function before you can access any other functions.

## Setting Power (Optional)

This turns the power on and off.

- Press the **Power** button for 3 seconds or longer. The control panel lights, and the power is on.

**NOTE**

- Turn off the power when you are not using the appliance.

## High Temperature Alarm

When the freezer temperature goes too high due to power failure, the freezer temperature LED lamp blinks and an alarm sounds.

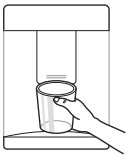
- Press **Freezer** button to stop.
- If the temperature is sufficiently cold, the blinking and alarm will automatically stop.

This function could occur.

- When the refrigerator is turned on.
- When the freezer compartment gets too warm.
- When there is a power outage that lasts for a long period of time.
- When large amounts of warm food are placed in the freezer compartment.
- When the freezer door is left open for too long or too frequently.

# Water Dispenser (Optional)

Press the lever of the water dispenser to get cold water.



**CAUTION**

- Keep children away from the dispenser to prevent children playing with or damaging the controls.

**NOTE**

- If you open the freezer door while water is being dispensed, the water supply will stop.
- If you open the fridge door while water is being dispensed, dispensing will paused.
- If the cup rim is small, water may splash out of the glass or miss it completely.
- Use a cup with a rim of over 68 mm in diameter when dispensing water.

## Water Dispenser tank (Non plumbed models only)

1 Open the cap (small cover) on the top of the water tank.



**2** Fill the water tank with potable water and close the cap (small cover).

- The water tank can hold up to 2.3 L.



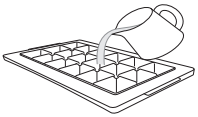
**⚠ CAUTION**

- Children should not be allowed near the dispenser tank. If the child drops the water dispenser tank while it is completely filled with water, injury may occur. Do not fill the water tank with drinks other than water or fill with hot water.
- Do not apply excessive force or impact when removing or assembling the water dispenser tank. Doing so can cause appliance damage or injury.

**NOTE**

- Before using the water dispenser tank after installing the appliance, it should be washed before filling it with water.
- Check if the water dispenser tank has been placed on the appliance correctly. If it is not assembled correctly, water may leak from the tank into the appliance.
- If there is no water in the water dispenser tank, the cold water function of the dispenser cannot be used. Check if there is water in the water dispenser tank and then fill it with water if there is not.
- Wait at least 15 seconds before removing the water tank after having dispensed water.
- Sound from the water tank will be normal when supplying water to the dispenser. It is not a sign of malfunction.

## Ice Tray



Fill the ice tray up to the indicator line with water.

- Fill with potable water only.
- If the Ice Tray is overfilled, the ice cubes may stick together and be difficult to remove.
- Press the **Express Freeze** button on the control panel to make ice quickly.
- Ice can be removed more easily by pouring water on the ice tray or immersing it in water and twisting the tray first.
- Do not store ice that is not completely frozen.
- You can remove the ice tray or ice cubes bucket to create more space inside the freezer compartment if you do not use it.

**⚠ CAUTION**

- Be careful not to twist the ice tray with force since it can be broken.
- Do not freeze the ice bucket. It can break the ice bucket and cause appliance damage or injury.

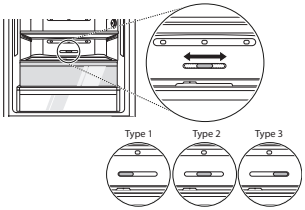
## Maximum Storage

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

## Fresh Converter (Optional)

The temperature in the fresh converter can be controlled by sliding the lever, where located in the back of the compartment, in either direction.

When keeping vegetables after setting up Meat or Fish, the cold injury may occur.



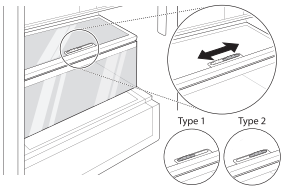

- Type 1: For storing meat.
- Type 2: For storing fish.
- Type 3: For storing vegetables.

## Fresh Vegetable Drawer (Optional)

Vegetable compartment can adjust the humidity by moving the knob.

If moved to the left side, cover and tray are opened, and if moved to the right side, cover and tray are closed therefore, it can maintain the humidity.

Closed state is recommended for keeping vegetables, and open state is recommended for keeping fruits.



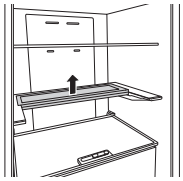
## Folding Shelf

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

1 Lift the front side of the shelf and shift it on its back side.

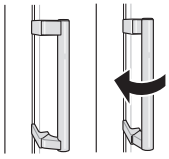


2 Lift the front side of the shelf and shift it under its back side. From this position, both sides of the shelf can be lifted up to free more space.



## Easy Open Door (Optional)

To easily open the door, hold the handle and softly turn it to the outside.



## Other Functions

### Door Open Alarm

The alarm sounds 3 times in a 30 seconds interval if the door (fridge compartment, freezer compartment) is left open or not completely closed for one minute.

- Contact an LG Electronics customer information centre if the alarm sound continues even after closing the door.

### Failure Detection

The appliance can automatically detect problems during the operation.

- If a problem is detected, the appliance does not operate and an error code is displayed even when any button is pressed.
- When this occurs, do not turn off the power and immediately contact an LG Electronics customer information centre. If you turn off the power, the repair technician from an LG Electronics customer information center may have difficulty finding the problem.

# Using Smart ThinQ Application

## Installing Smart ThinQ

Search for the LG Smart ThinQ application from the Google Play Store or Apple App Store on a smart phone. Follow instructions to download and install the application.

## Tag On Function (Optional)




### Using the Tag On Function

Conveniently use the LG Smart Diagnosis™ and Cycle Download features to communicate with the appliance right from a smart phone.

The Tag On function can only be used with most smart phones equipped with the NFC(Near Field Communication) function and based on the Android OS (operating system).

## Wi-Fi Function (Optional)

• For appliances with the Smart ThinQ or Smart ThinQ logo

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

### Firmware Update

Keep the appliance performance updated.

### Smart Diagnosis™

If you use the Smart Diagnosis function, you will be provided with the useful information such as a correct way of using the appliance based on the pattern of use.

### Settings

Allows you to set various options on the refrigerator and in the application.

### NOTE

- To verify the Wi-Fi connection, check that **Wi-Fi** icon on the control panel is lit.
- LG Smart ThinQ is not responsible for any network connection problems or any faults, malfunctions, or errors caused by network connection.
- The machine supports 2.4 GHz Wi-Fi networks only.
- If the appliance is having trouble connecting to the Wi-Fi network, it may be too far from the router. Purchase a Wi-Fi repeater (range extender) to improve the Wi-Fi signal strength.
- The Wi-Fi connection may not connect or may be interrupted because of the home network environment.
- The network connection may not work properly depending on the internet service provider.
- The surrounding wireless environment can make the wireless network service run slowly.
- The application is subject to change for appliance improvement purposes without notice to users.
- Functions may vary by model.

### Open Source Software Notice Information

To obtain the source code under GPL, LGPL, MPL, and other open source licenses, that is contained in this product, please visit http://opensource.lge.com.

In addition to the source code, all referred license terms, warranty disclaimers and copyright notices are available for download.

LG Electronics will also provide open source code to you on CD-ROM for a charge covering the cost of performing such distribution (such as the cost of media, shipping, and handling) upon email request to opensource@lge.com. This offer is valid for three (3) years from the date on which you purchased the product.

## Smart Diagnosis™ Using a Smart Phone

• For appliances with the or logo

Use this function if you need an accurate diagnosis by an LG Electronics customer information centre when the appliance malfunctions or fails.

Smart Diagnosis™ can not be activated unless the appliance is connected to power. If the appliance is unable to turn on, then troubleshooting must be done without using Smart Diagnosis™.

# Using Smart Diagnosis™

## Smart Diagnosis™ Through the Customer Information Center

Should you experience any problems with your refrigerator, it has the capability of transmitting data via your telephone to the LG service center. This gives you the capability of speaking directly to our trained specialists.The specialist records the data transmitted from your machine and uses it to analyze the issue, providing a fast and effective diagnosis.

If you experience problems with your refrigerator, call to the LG service center. Only use the Smart Diagnosis™ feature when instructed to do so by the LG call center agent. The transmission sounds that you will hear are normal and sound similar to a fax machine.

Smart Diagnosis™ cannot be activated unless your refrigerator is connected to power. If your refrigerator is unable to turn on, then troubleshooting must be done without using Smart Diagnosis™.

1. Call to the LG service center. Only use the Smart Diagnosis™ feature when instructed to do so by the LG call center agent.

**NOTE**

Follow 2A if your refrigerator has display panel on the door. If your appliance has display panel inside, follow 2B.

2. (A) Display panel on refrigerator door:

   - Lock the display. To lock the display, press and hold the Lock button for three seconds. (If the display has been locked for over five minutes, you must deactivate the lock and then reactivate it.)



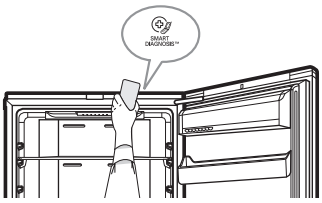

   - Press and Hold the ‘Freezer’ button for 3 seconds.
   - Open the refrigerator door.




(B) Display panel inside refrigerator.

- Open the refrigerator door.
- Press and Hold the ‘Freezer’ button for 3 seconds.




**NOTE**

If the door has been opened for over one minute, you must close the door and start again No.2

3. Following the instructions of the operator, hold the phone’s microphone close to the icon «Smart Diagnosis™».
4. Hold the phone in the position until the end of the sound data transfer.
5. Keep the phone in place until the tone transmission has finished. This takes about 3 second. Resume your conversation with the specialist, who will then be able to assist you in using the information transmitted for analysis.

**NOTE**

- For best results, do not move the phone while the tones are being transmitted.
- If the call center agent is not able to get an accurate recording of the data, you may be asked to try again.
- Call quality differences by region may affect the function.
- Use the home telephone for better communication performance, resulting in better service.
- Bad call quality may result in poor data transmission from your phone to the machine which could cause Smart Diagnosis™ to not work properly.

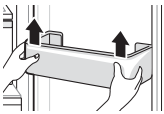
## Notes for Cleaning

- When removing a shelf or drawer from inside the appliance, remove all stored foods from the shelf or drawer to prevent injury or damage to the appliance.
  – Otherwise, injury may occur due to the weight of stored foods.
- If cleaning the outside air vents of the appliance by means of vacuuming, then the power cord should be unplugged from the outlet to avoid any static discharge that can damage the electronics or cause an electric shock.
- Detach the shelves and drawers and clean them with water, and then dry them sufficiently, before replacing them.
- Regularly wipe the door gaskets with a wet soft towel.
- Door basket spills and stains should be cleaned as they can compromise storage ability of the basket and could even be damaged.
- After cleaning, check if the power cable is damaged, warm or improperly plugged.
- Keep the air vents on the exterior of the appliance clean.
  – Blocked air vents can cause fire or appliance damage.
- Waxing external painted metal surfaces helps provide rust protection. Do not wax plastic parts. Wax painted metal surfaces at least twice a year using appliance wax (or auto paste wax). Apply wax with a clean, soft cloth.
- For the appliance exterior, use a clean sponge or soft cloth and a mild detergent in warm water. Do not use abrasive or harsh cleaners. Dry thoroughly with a soft cloth.
- When cleaning the inside or outside of the appliance, do not wipe it with a rough brush, toothpaste, or flammable materials. Do not use cleaning agents containing flammable substances.
  - This may cause discoloration or damage to the appliance.
  - Flammable substances: alcohol (ethanol, methanol, isopropyl alcohol, isobutyl alcohol, etc.), thinner, bleach, benzene, flammable liquid, abrasive, etc.
- Never clean the shelves or containers in the dishwasher.
  – The parts may become deformed due to the heat.
- If the appliance is equipped with an LED lamp, do not remove lamp cover and LED lamp in any attempt to repair or service it. Please, contact an LG Electronics customer information center.

# Cleaning the Door Basket

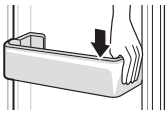
## Removing the Fridge/Freezer Door Basket

Hold both edges of the basket and remove it by lifting it upward.

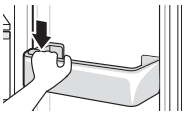


## Refitting the Fridge/Freezer Door Basket

1 Hold both edges of the door basket, gently push one edge to assemble, and then in the same manner assemble the other edge.



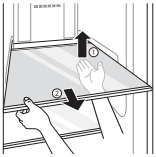
2 After assembling, tap the door basket gently to fix it horizontally.



# Cleaning the Shelf

## Removing the Fridge/Freezer Shelf

Remove the shelf by pulling it out while slightly lifting the rear edge of the fridge shelf.



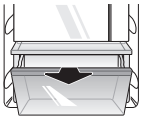
## Refitting the Fridge/Freezer Shelf

Mount them in the reverse order of the removal process.

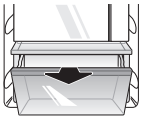
# Cleaning the Vegetable Drawer

## Removing the Vegetable Drawer

1 Remove the contents of the drawer. Hold the handle of the vegetable drawer and pull it out completely until it outward gently until it stops.

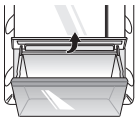


2 Lift the vegetable drawer up and remove it by pulling it out.

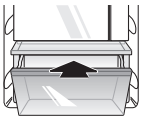


## Refitting the Vegetable Drawer

1 If the vegetable drawer has a cover, lift it.



2 Insert the bottom of the vegetable drawer into its original position and gently push it back in while lowering it.



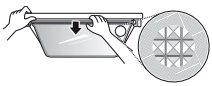
**⚠ CAUTION**

- Please note that injuries can be caused by the weight of stored foods when removing the vegetable drawer.

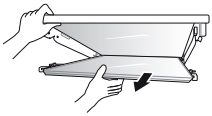
# Cleaning the Crisper Cover

## Removing the Crisper Cover

1 After removing the vegetable drawer cover, pull the top section of the crisper cover down.

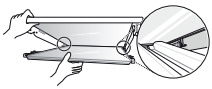


2 Remove the crisper cover by pulling it out.

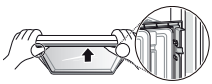


## Refitting the Crisper Cover

1 Place the protrusions inside the crisper cover on the grooves inside the shelf.



2 Insert the protrusions in front of the crisper cover into the grooves in front of the shelf and push the crisper cover up to assemble.



# Cleaning the Water Dispenser

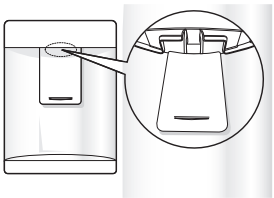
## Cleaning the Dispenser Tray

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



## Cleaning the Water and Ice Outlet

Wipe the water or ice outlet frequently with a clean cloth as it may get dirty easily. Please note that lint from a cloth may adhere to the outlet.



# TROUBLESHOOTING



| Symptoms | Reason | Solution |
|---|---|---|
| **There is no refrigeration or freezing.** | **Is there a power interruption?** | • Check the power of other appliances. |
| | **If the power plug unplugged from the outlet?** | • Plug the power plug in the outlet properly. |
| **There is poor refrigeration or freezing.** | **Is the fridge or freezer temperature set to its warmest setting?** | • Set the fridge or freezer temperature to 'Medium'. |
| | **Is the appliance in direct sunlight, or is it near a heat generating object such as cooking oven or heater?** | • Check the installation area and reinstall it away from heat generating objects. |
| | **Did you store hot food without cooling it first?** | • Cool the hot food first before putting it in the fridge or freezer compartment. |
| | **Did you put in too much food?** | • Maintain an appropriate space between food. |
| | **Are the appliance doors completely closed?** | • Completely close the door and make sure that stored food is not obstructing in the door. |
| | **Is there enough space around the appliance?** | • Adjust the installation position to make enough space around the appliance. |
| **The appliance contains a bad smell.** | **Is the fridge or freezer temperature set to 'Warm'?** | • Set the fridge or freezer temperature to 'Medium'. |
| | **Did you put in food with a strong smell?** | • Store foods with strong smells in a sealed containers. |
| | **Vegetables or fruit may have spoiled in the drawer?** | • Throw away rotten vegetables and clean the vegetable drawer. Do not store vegetables too long in the vegetable drawer. |
| **The inside lamp in the appliance does not turn on.** | **Does the inside lamp in the appliance turn off?** | • It is hard for customers to replace the inside lamp in the appliance as they are not serviceable. If the inside lamp does not turn on, please contact the LG Electronics customer information centre. |

| Symptoms | Reason | Solution |
|---|---|---|
| **The appliance door is not closed tightly.** | **Is the appliance leaning forward?** | • Adjust the front feet to raise the front side slightly. |
| | **Were the shelves properly assembled?** | • Refit the shelves if needed. |
| | **Did you close the door with excessive force?** | • If you apply too much force or speed when closing the door, it may remain briefly open before closing. Make sure that you do not slam the door closed. Close without force. |
| **It is difficult to open the appliance door.** | **Did you open the door right after you closed it?** | • If you try to open the appliance door within one minute after you closed it, you may have difficulties because of the pressure inside the appliance. Try to open the appliance door again in a few minutes so that the internal pressure stabilizes. |
| **There is condensation inside the appliance or on the bottom of the vegetable drawer cover.** | **Did you store hot food without cooling it first?** | • Cool the hot food first before putting it in the fridge or freezer compartment. |
| | **Did you leave the appliance door open?** | • Although the condensation will disappear soon after you close the appliance door, you can wipe it with a dry cloth. |
| | **Do you open and close the appliance door too frequently?** | • Condensation can form due to the temperature difference from the outside. Wipe out the dampness with a dry cloth. |
| | **Did you put warm or moist food inside without sealing it in a container?** | • Store food in a covered or sealed container. |
| **Frosts has formed in the freezer compartment.** | **Doors may not be closed properly?** | • Check if the food item inside the appliance is blocking the door and make sure that the door is tightly closed. |
| | **Did you store hot food without cooling it first?** | • Cool the hot food first before putting it in the fridge or freezer compartment. |

| Symptoms | Reason | Solution |
|---|---|---|
| **Frosts has formed in the freezer compartment.** | **Is the air entry or exit of the freezer compartment blocked?** | • Make sure that air entry or exit is not blocked so that the air can circulate inside. |
| | **Is the freezer compartment overfilled?** | • Maintain an appropriate space between items. |
| **Frost or condensation has formed inside or outside the appliance.** | **Did you open and close the appliance door frequently or is the appliance door improperly closed?** | • Frosts or condensation can form if the outside air penetrates inside the appliance. |
| | **Is the installation environment humid?** | • Condensation can appear on the exterior of the appliance if the installation area is too humid or on a humid day such as a rainy day. Wipe off any moisture with a dry cloth. |
| **The appliance is noisy and generates abnormal sounds.** | **Is the appliance installed on a weak floor or improperly leveled?** | • Install the appliance on a solid and flat area. |
| | **Does the rear of the appliance touch the wall?** | • Adjust the installation position to allow enough clearance around the appliance. |
| | **Are objects scattered behind the appliance?** | • Remove the scattered objects from behind the appliance. |
| | **Is there an object on top of the appliance?** | • Remove the object on top of the appliance. |
| **The side or front of the appliance is warm.** | **There are anti condensation pipes fitted to these areas of the appliance to reduce condensation forming from around the door area.** | • The heat releasing pipe to prevent condensation is installed on the front and side of the appliance. You may feel it particularly hot right after the appliance is installed or during the summer. You can be assured that this is not a problem and is quite normal. |
| **There is water inside or outside of the appliance.** | **Is there water leakage around the appliance?** | • Check if the water has leaked from a sink or another place. |
| | **Is there water on the bottom of the appliance?** | • Check if the water is from the thawed frozen food or a broken or dropped container. |

| Symptoms | Reason | Solution |
|---|---|---|
| **Clicking noises** | **The defrost control will click when the automatic defrost cycle begins and ends. The thermostat control (or appliance control on some models) will also click when cycling on and off.** | • Normal Operation |
| **Rattling noises** | **Rattling noises may come from the flow of appliance, the water line on the back of the unit (for plumbed models only), or items stored on top of or around the appliance.** | • Normal Operation |
| | **Appliance is not resting evenly on the floor.** | • Floor is weak or uneven or leveling legs need to be adjusted. See the Door Alignment section. |
| | **Appliance with linear compressor was moved while operating.** | • Normal operation. If the compressor does not stop rattling after three minutes, turn the power to the appliance off and then on again. |
| **Whooshing noises** | **Evaporator fan motor is circulating air through the fridge and freezer compartments.** | • Normal Operation |
| | **Air is being forced over the condenser by the condenser fan.** | • Normal Operation |
| **Gurgling noises** | **Appliance flowing through the cooling system** | • Normal Operation |
| **Popping noises** | **Contraction and expansion of the inside walls due to changes in temperature.** | • Normal Operation |
| **Vibrating** | **If the side or back of the appliance 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 do not make any contact with any wall or cabinet. |


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