EN

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	ES	Spanish	IT	Italian	PL	Polish	SR	Serbian
BG	Bulgarian	ET	Estonian	LT	Lithuanian	PT	Portuguese	SV	Swedish
CZ	Czech	FI	Finnish	LV	Latvian	RO	Romanian		
DA	Danish	FR	French	MK	Macedonian	SK	Slovak		
DE	German	HR	Croatian	NL	Dutch	SL	Slovene		
EL	Greek	HU	Hungarian	NO	Norwegian	SQ	Albanian		

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TABLE OF CONTENTS

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

This manual is subject to revision by the manufacturer.

SAFETY INSTRUCTIONS 3

IMPORTANT SAFETY INSTRUCTIONS 3
Disposal of Your Old Appliance 11

INSTALLATION 12

Notes for Movement and Transport 13
Notes for Installation 13
Removing the Door 14
Refitting the Door 14
Adjusting the Height of the Door 15
Leveling the Appliance 16
Parts and Functions 17

OPERATION 17

Notes for Operation 21
Using Control Panel 22
Icemaker (Optional) 24
Door in Door (Optional) 26
Other Functions 27

SMART FUNCTIONS 28

MAINTENANCE 29

Notes for Cleaning 29
Replacing the Pure N Fresh Filter (Optional) 29
Cleaning the Door Basket 30
Cleaning the Shelf 31
Cleaning the Vegetable Drawer 31

TROUBLESHOOTING 32

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.

For use in Europe:

This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.

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 centre.
- 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 centre.
- 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 centre.
- 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 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 centre if you detect a strange sound, odour, or smoke coming from the appliance.
- Fill with potable water only into icemaker or dispenser water tank.

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 centre should disassemble, repair, or modify the appliance. Contact an LG Electronics customer information centre 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.
- 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.

- 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.

⚠ 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.
- Make sure your hands and feet do not get stuck when opening and closing the appliance door or the door in door.
- Do not place heavy objects on top of the door in door.
- Do not use the door in door as a chopping board and ensure it is not scratched by a sharp tool, as this may cause appliance damage.
- Do not hang from the appliance door, storage room, shelf or fridge door in door 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.

Maintenance

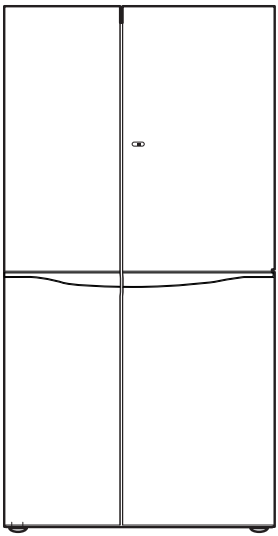
- Do not insert the shelves upside down. The shelves may fall, causing injury.
- To remove frost from the appliance, contact an LG Electronics customer information centre.
- Dispose of the ice inside the ice bin in the freezer compartment during an extended power outage.

Disposal of Your Old Appliance



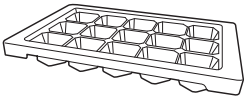
- This crossed-out wheeled bin symbol indicates that waste electrical and electronic products (WEEE) should be disposed of separately from the municipal waste stream.
- Old electrical products can contain hazardous substances so correct disposal of your old appliance will help prevent potential negative consequences for the environment and human health. Your old appliance may contain reusable parts that could be used to repair other products, and other valuable materials that can be recycled to conserve limited resources.
- You can take your appliance either to the shop where you purchased the product, or contact your local government waste office for details of your nearest authorised WEEE collection point. For the most up to date information for your country please see www.lg.com/global/recycling.

Compartments

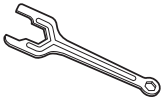




Egg Box (Optional)



Ice Tray (Optional)



Spanner



Owner's Manual

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

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.

Removing the Door

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

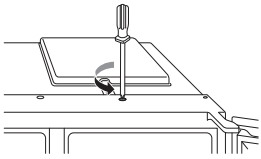
⚠ WARNING

- Disconnect the power cord, house fuse or circuit breaker before installing or service the appliance. Failure to follow these instructions may result in death, fire or electric shock.

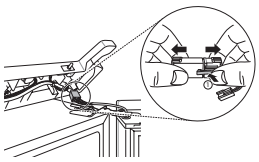
If your entrance door is too narrow for the appliance to pass through, remove the appliance doors and pass the appliance laterally.

[For both freezer and fridge]

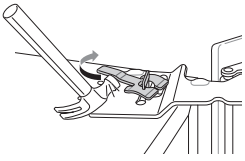
1 Remove the screw of the hinge cover on top of the appliance by rotating it counterclockwise.



2 While pressing ① hook of the link of the electrical connectors, remove the link by pulling it in both directions.



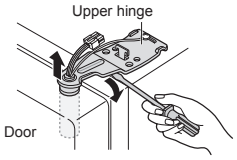
3 Remove the hinge lever by tapping the end of it toward the outside edge of the cabinet.



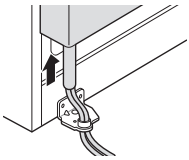
⚠ CAUTION

- When removing the upper hinge, be sure to support the door as it will fall forwards. It is recommended that two or more people carry out the door removal and refitting.

4 Lift the upper hinge fixed between the appliance and the appliance door and then remove it.



5 Remove the freezer and fridge compartment door by lifting it upward. At this time, the door should be lifted enough for the steel pipe to be completely pulled out.



Refitting the Door

Mount them in the reverse sequence of removal after the appliance is passed through the access door.

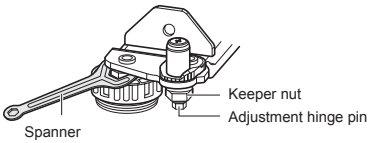
Adjusting the Height of the Door

If the door of the appliance is not level, adjust the difference in the height of appliance door using the following method.

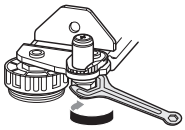
NOTE

- Because the hinge pin may falll out, do not adjust the height of the appliance door more than 5 cm.

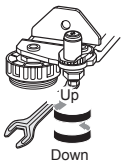
[Method1]
*Reference



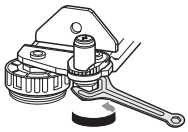
1 Loosen the keeper nut by rotating it counterclockwise using a 19 mm spanner.


To loosen the nut

2 Adjust the difference in the height of the appliance door by rotating the adjustment hinge pin clockwise or counterclockwise with an 8 mm spanner.



3 After adjusting the difference in the height of the appliance door, fasten the keeper nut by rotating it clockwise.

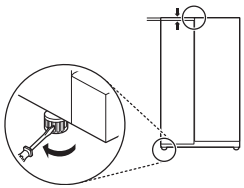

To tighten the nut

If it is impossible to adjust the height of the appliance door through the above method, level the door according to the following guide.

[Method2]

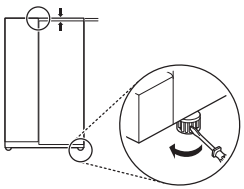
1 **If the freezer compartment door is lower than the fridge compartment door**

Level the door by inserting flat(-type) driver into groove of the left height adjusting screw and rotate it clockwise.



2 **If the freezer compartment door is higher than the fridge compartment door**

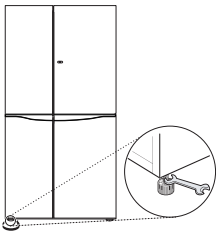
Level the door by inserting flat(-type) driver into groove of the right height adjusting screw and rotate it clockwise.



Leveling the Appliance

The appliance has two front leveling legs.

Turn the leveling leg to the left to raise that side of the appliance or to the right to lower it.

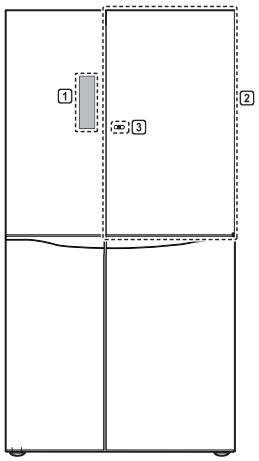


NOTE

- It is normal installation for the appliance to slightly tilt backwards to close the doors smoothly.

OPERATION

Parts and Functions



1 Control Panel

This adjusts the freezer and fridge target temperatures.

2 Door in Door (Optional)

The Door in Door is a double layered door system. It can be opened individually or together with the main door. You can conveniently locate and access your favourite snacks or food items.

3 Door in Door Lever (Optional)

This lever opens Door in Door.

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



1 Icemaker (Optional)

This is where ice is manually produced and stored.

2 Freezer Door Basket

This is where small packages of frozen food can be stored.

- Do not store ice cream or food which will be stored for a long period of time within these baskets.

3 LED Lamp

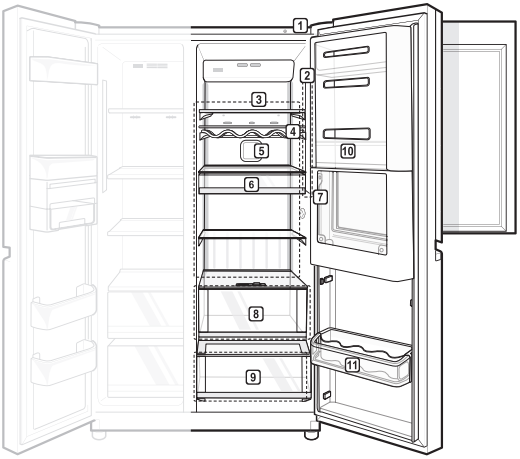
The LED lamps inside the appliance light up when you open the door.

4 Freezer Shelf (Optional)

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

5 Freezer Drawer (Optional)

This is for long-term storage of frozen items.



1 Smart Diagnosis Unit

Use this function when contacting LG Electronics customer information centre 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.

- This adjusts the shelf height 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

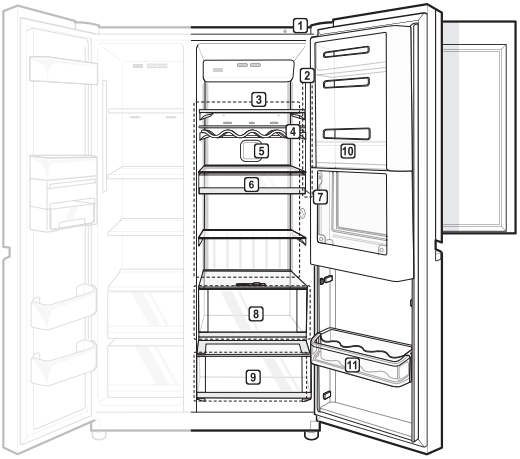
- Do not store short bottles or containers. The items may fall and to cause an injury or appliance damage.

5 Pure N Fresh (Optional)

This function minimizes bacteria and odor inside the appliance.

6 Snack Drawer (Optional)

This is where small packages of refrigerated foods are stored.



7 Temperature Sensor

This sensor senses the temperature of the fridge compartment.

- Maintain the distance between the sensor and food to accurately sense the temperature.

8 Vegetable Drawer

This is where fruits and vegetables are stored to remain fresh for as long as possible.

9 Door in Door (Optional)

This is where foods which are taken out frequently such as beverages and snacks are stored.

10 Fridge Door Basket

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

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 an appliance 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.

NOTE

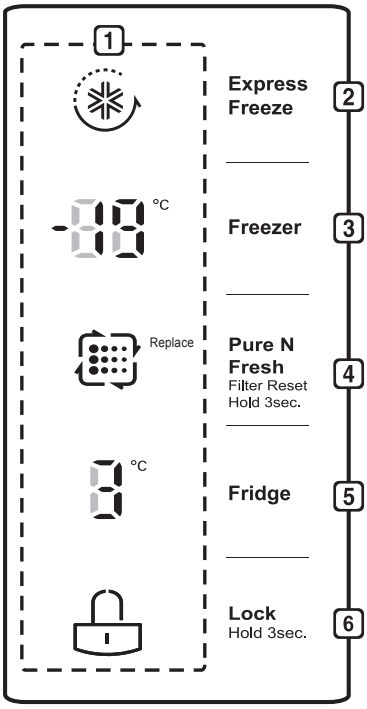
The 2-star section () basket or drawer can be used to store ice and food from -12 °C to -18 °C for short periods.

Max Freezing Capacity

- The Express Freeze function will allow the freezer to its maximum freezing capacity. This generally takes up to seven hours, however, it will automatically turn off after a given time and can also be turned off manually at any given time.
- To get better air circulation, insert all inner parts like baskets, drawers, and shelves.

Using Control Panel

Units and Functions



1 **Icon Panel**

- This shows the fridge and freezer target temperatures.
- To display function settings, press any of the buttons from 2 - 6 .

2 **Express Freeze**

- This sets Express Freeze functions.

3 **Freezer Temperature**

- This sets the freezer target temperature.

4 **Door Alarm (Optional)**

- This sets the alarm sound which is activated when the appliance door is opened.

Pure N Fresh (Optional)

- This sets the Pure N Fresh function.

5 **Fridge Temperature**

- This sets the fridge target temperature.

6 **Child Lock**

- This locks the buttons on the control panel.

- 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 -14 °C to -24 °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.

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 centre. 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 and Resetting Lock

This locks the buttons on the control panel.

- When you press the **Lock** button for three seconds, the **Set/Reset** icon on the control panel lights. The function is enabled and disabled in turn each time you press the button.
- If you press a button other than lock when the lock is set, the button will not function.
- When you press a button other than lock when the lock is set, the **Set/Reset** icon on the control panel will flash 3 times.
- To change a setting, first press the **Lock** button for three seconds to disable the function.

Setting Pure N Fresh (Optional)

Bacteria and odor inside the appliance can be minimized with the Pure N Fresh function. However, the function is only effective for bacteria floating in the appliance, not bacteria adsorbed onto food.

Setting Door Alarm (Optional)

This sets the alarm sound which is activated when the appliance door is opened.

- When you press the **Door Alarm** button, the **Door Alarm** icon lights and activates the alarm. The function is enabled and disabled in turn each time you press the button.
- Contact an LG Electronics customer information centre if the alarm sound continues even after closing the door.

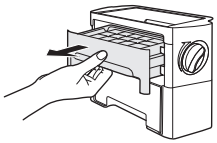
Icemaker (Optional)

This is where ice is manually produced and stored.

Making Ice

<Type 1>

1 Hold the handle of ice tray and pull it out.



2 Fill the ice tray with water so that all the cubes are equally full.



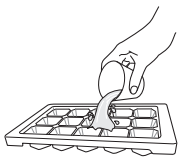
3 Place the ice tray back to its position carefully not to spill water on the floor.

⚠ CAUTION

- Be careful not to spill water when inserting the ice tray after filling with water.

<Type 2>

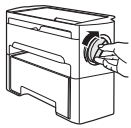
Fill the icetray with water so that all the cubes are equally full. And place it in the freezer compartment.



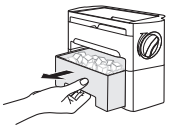
Taking Out Ice

<Type 1>

1 Rotate the ice separation handle on the icemaker clockwise.

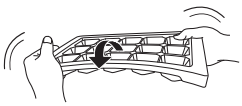


2 Lift the ice storage bin slightly and remove.



<Type 2>

Hold the icetray at its ends and twist gently.



⚠ CAUTION

- If you open and close the freezer door frequently, it may take longer for water to be frozen.
- The time for water to be frozen may vary according to the season.Until 24 hours after initial installation, the temperature inside the appliance may not be stabilized so that it may take longer for water to be frozen.
- Make sure to be careful as the edges of the ejected ice may be sharp.

NOTE

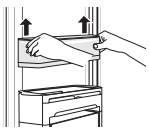
- If ice cannot be detached easily, rotate the ice separation handle of the icemaker once again.

NOTE

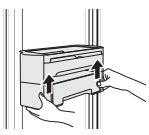
- Please note that ice may stick together if you rotate the ice separation handle of the icemaker before the water has completely frozen.
- It takes approximately three hours for water at the temperature of -20 °C to be frozen completely.
- When placing the ice storage bin back to its original position after using, make sure to check if it is inserted all the way in.
- The proper storage amount of the ice storage bin is the amount of ice made three times. If more than the amount of ice made for three times is stored, the ice storage bin may not come out and will become stuck. Do not store more than three ejected ice trays of ice in the ice storage bin.

Removing the Icemaker (Optional)

1 Hold both edges of the freezer door basket on top of the icemaker and remove it by pulling it up.



2 Hold both edges of ice tray compartment and remove it by pulling it up.

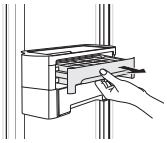


⚠ CAUTION

- Remove in this order. Removing the ice tray first may cause damage.
- When separating the icemaker, hold and remove it properly to prevent the ice tray from falling off.

Cleaning the Ice Tray (Optional)

1 Hold the handle of ice tray and pull it out to remove.



2 After cleaning, remove it back to its original position.

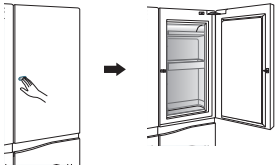
CAUTION

- When cleaning, wipe all components with a wet towel except for the ice tray and dry them off completely before using. Failure to do so may cause malfunctions.

Door in Door (Optional)

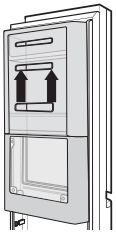
Press the lever on the lower edge door in door until it opens.

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



Removing the Case from the Door in Door

Hold the case from inside the door in door with both hands and remove it by lifting it upward.



Refitting the Door in Door Case

Mount them in the reverse order of the removal process.

Other Functions

Malfunction 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 the LG Electronics customer information centre. It may have difficulty finding the problem.

Smart Diagnosis™ Through the Customer Information Centre

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

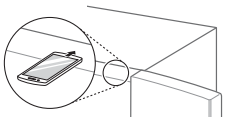
1 Press the **Lock** button to activate the lock function.

- If the lock function has been activated already, press the **Lock** button to deactivate the lock function, and then press the **Lock** button again to activate the lock function.
- Please note that the Smart Diagnosis function will not operate until five minutes has passed since the lock function was activated.



2 Press and hold the **Freezer** button for three seconds or longer while continuing to hold your phone to the speaker.

3 Open the fridge door and then hold the phone on the upper right speaker hole.



4 After the data transfer is complete, the service agent will explain the result of the Smart Diagnosis™.

NOTE

- Position the phone so that its microphone is aligned with the speaker hole.
- The Smart Diagnosis™ sound is generated after around three seconds.
- Do not take the phone off the speaker hole while the data is transmitted.
- Hold the phone to the upper right speaker hole and wait while the data is transmitted.
- The data transfer sound may be harsh to the ear while the Smart Diagnosis™ data is being transmitted, but do not take the phone off the speaker hole for accurate diagnosis until the data transfer sound has stopped.
- When the data transfer is complete, the transfer completion message is displayed and the control panel is automatically turned off and then on again after a few seconds. After the customer information centre explains the diagnosis result.
- The Smart Diagnosis™ function depends on the local call quality.
- The communication performance will improve and you can transmit a better signal if you use a land line home phone.
- If the Smart Diagnosis™ data transfer is poor due to poor call quality, you may not receive the best Smart Diagnosis™ service.

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.
- 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 centre.

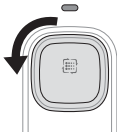
Replacing the Pure N Fresh Filter (Optional)

To maintain the performance of the Pure N Fresh filter, if a message indicating the filter replacement is displayed, replace the filter as soon as possible.

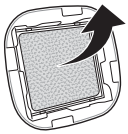
1 If **Replace** icon lights on the control panel, replace the Pure N Fresh filter.



2 Hold and remove the Pure N Fresh filter cover by rotating it counterclockwise.



3 Remove the filter inside the Pure N Fresh filter cover and replace it with a new filter.



4 After replacing the filter, insert the Pure N Fresh filter cover by rotating it clockwise.



5 To reset the filter replacement period, press the **Pure N Fresh** button on the control panel for more than three seconds. The **Replace** icon on the control panel will turn off.

6 It will operate after replacing the filter.

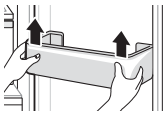
NOTE

- Do not insert your finger or other foreign objects inside or its mounting. Doing so may result in injuries or malfunctions.
- If the replacement period has passed, the bacteria and odor removal performance may deteriorate.
- Please note that if you wash the filter with water, the filter performance may also deteriorate.
- Caution should be taken not to change the direction of the filter to be inserted into the filter cover.
- When setting the appliance to On or Power mode after replacing the filter, check if the LED lamp near the filter is on.
- The filter can be purchased from an LG Electronics customer information centre.

Cleaning the Door Basket

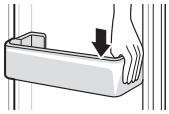
Removing the Fridge/Freezer Door Basket

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

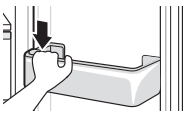


Refitting the Fridge/Freezer Door Basket

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



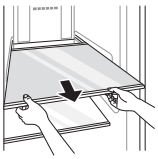
2 After assembling, tap the door basket gently to fix it horizontally.



Cleaning the Shelf

Removing the Fridge/Freezer Shelf

Remove the shelf by pulling it out.



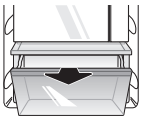
Refitting the Fridge/Freezer Shelf

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

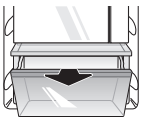
Cleaning the Vegetable Drawer

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.

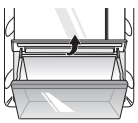


2 Lift the vegetable drawer up and remove it by pulling it out.

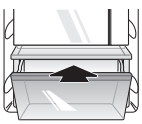


Refitting the Vegetable Drawer

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.

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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