



# OWNER'S MANUAL

# REFRIGERATOR

# FREEZER

Please read this manual carefully before operating your set and retain it for future reference.



MFL62883377  
Rev.02\_040120



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## READ ALL INSTRUCTIONS BEFORE USE

### Safety Messages

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.

### WARNING

 **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:**

## Technical Safety

- 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.
- If the power cord is damaged or the hole of the outlet socket is loose, do not use the power cord and contact an authorized service centre.
- Do not damage the refrigerant circuit.
- Do not use mechanical devices or other means to accelerate the defrosting process.
- Keep ventilation openings, in the appliance enclosure or in the built-in structure, clear of obstruction.
- Do not use electrical appliances inside the refrigerator.
- 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 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.
- Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.



This symbol alerts you to flammable materials that can ignite and cause a fire if you do not take care.

- This appliance contains a small amount of isobutane refrigerant (R600a), 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.
- When positioning the appliance, ensure the supply cord is not trapped or damaged.
- Do not locate multiple portable outlet-sockets or portable power supplies at the rear of the appliance.
- Disconnect the power cord before cleaning the appliance or replacing the inside lamp (where fitted).
- Securely plug the power plug in the outlet socket 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 outlet socket.

- Do not spray water or inflammable substances (toothpaste, alcohol, thinner, benzene, flammable liquid, abrasive, etc.) over the interior or exterior of 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.
- Do not tilt the appliance to pull or push it when transporting.
- Make sure not to get a body part such as a hand or foot stuck while moving the appliance.

### **Risk of Fire and Flammable Materials**

- 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 m<sup>2</sup> in size for every 8 g of R600a refrigerant inside the appliance.
- Refrigerant leaking out of the pipes could ignite or cause an explosion.
- The amount of refrigerant in your particular appliance is shown on the identification plate inside the appliance.

### **Installation**

- This appliance should only be transported by two or more people holding the appliance securely.
- 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, 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.
- Install the appliance in a place where is easy to unplug the power plug of the appliance.
- 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.
- Do not plug the appliance into multiple outlet sockets, power boards, or an extension power cable.
- Do not use an extension cord or double adapter.
- Be careful not to point the power plug up or let the appliance lean against the power plug.
- Do not connect a plug adapter or other accessories to the power plug.
- Do not modify or extend the power cable.
- Ensure that the outlet socket 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 outlet socket that is installed and grounded in accordance with all local codes and ordinances.
- Never start up an appliance showing any signs of damage. If in doubt, consult your dealer.
- Dispose of all packaging materials (such as plastic bags and styrofoam) away from children. The packaging materials can cause suffocation.

### 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.
- If water penetrates electrical parts of the appliance, disconnect power plug and contact an 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.
- 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.
- 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.

- 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 put animals, such as pets into the appliance.
- Do not place heavy or fragile objects, containers filled with liquid, combustible substances, flammable objects (such candles, lamps, etc.), or heating devices (such as stoves, heaters, etc.) on the appliance.
- Do not place any electronic appliance (such as heater and mobile phone) inside 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 refrigerant gas (isobutane, R600a). 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.
- Fill with potable water only into icemaker or dispenser water tank.

### **Maintenance**

- 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.
- Disconnect the power cord before cleaning the appliance or replacing the inside lamp (where fitted).
- Securely plug the power plug in the outlet socket 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 outlet socket.
- Do not spray water or inflammable substances (toothpaste, alcohol, thinner, benzene, flammable liquid, abrasive, etc.) over the interior or exterior of 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.

## Disposal

- When discarding the appliance, remove the door gasket while leaving the shelves and baskets in place and keep children away from the appliance.

### CAUTION



#### 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:**

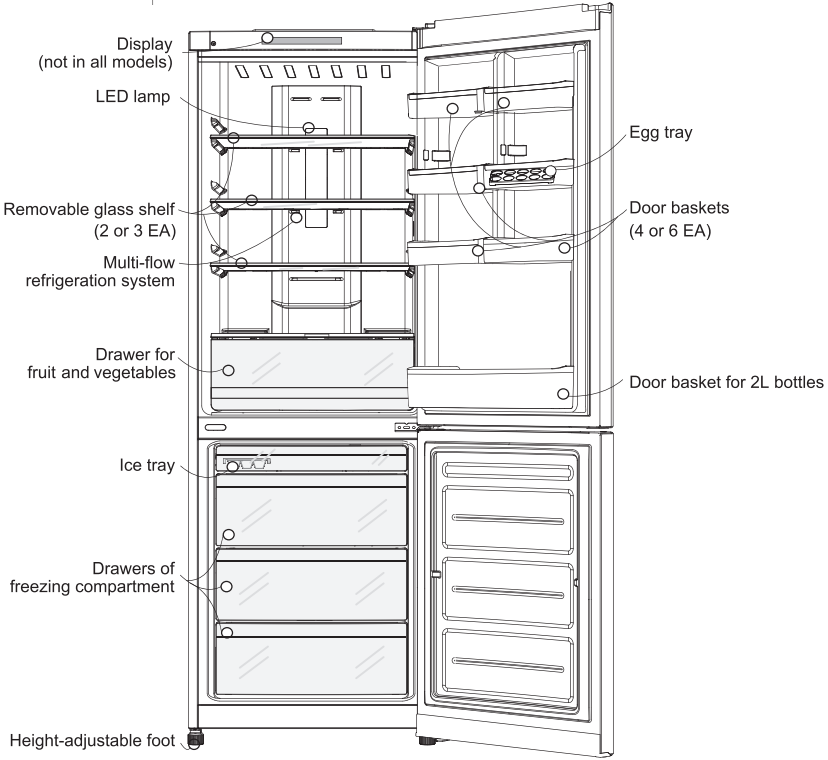
### Operation

- 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, bottles or cans (especially those containing carbonated drinks) 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 hands.
- 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.
- Do not open or close the appliance door with excessive force.
- If the hinge of the appliance door is damaged or operates improperly, stop using the appliance and contact an authorized service centre.
- Prevent animals from nibbling on the power cable or water hose.
- 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.
- Make sure not to get a hand or foot stuck upon opening or closing the appliance door or door in door.

## **Maintenance**

- Do not clean glass shelves or covers with warm water when they are cold. They may break if exposed to sudden temperature changes.
- Do not insert the shelves upside down. The shelves may fall.
- 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.

# Identification of Parts

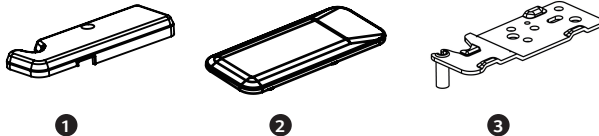


### Note

If you find some parts or accessories missing from your unit, they may be parts only used in other models.

## Accessory



\*1: This feature is only available on some models.



- 1 Cover Hinge\*1
- 2 Cap Cover\*1
- 3 Hinge \*1



## Installation

- Choose a suitable place. Locate the refrigerator in a place convenient for its use;
- The refrigerator is not a built-in appliance. Free space not less than 5 cm should be provided from above, from its rear and side faces for air circulation and reduction of power consumption. Fig.1;
- Do not install the refrigerator near heat sources and in a zone exposed to direct sunlight or high humidity;
- Make sure that electrical voltage indicated in the manual meets the parameters of your mains voltage. It should only be connected to a town mains supply.
- Do not remove the round stickers on the rear side of the refrigerator. They have a decorative function closing the fabrication holes;
- To exclude vibration, check the refrigerator installation using a level. If necessary, turn the adjustable front feet to compensate irregularity of the floor.  
To raise the front part of the refrigerator, turn the adjustable front feet counter-clockwise (  ) to lower it – turn them clockwise (  );
- This appliance is intended to be used in household and similar applications such as staff kitchen areas, offices and other working environments; and by clients in hotels, motels and other residential type environments; bed and breakfast type environments; it is not intended for mobile or commercial applications.
- Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.
- To ensure proper air circulation around the fridge-freezer, please maintain sufficient space on both the sides as well as top and maintain at least 2 inches (5cm) from the rear wall.
- Before use, carefully wash the refrigerator;
- Install the removable parts, such as ice tray, etc. to the appropriate places as it is necessary to prevent possible damages during transportation;
- Insert the power cord plug to the power outlet. Do not power other electric appliances from the same outlet.
- After installing the appliance, connect the power plug into a socket outlet. Before moving and discarding the appliance, disconnect the plug from the socket outlet.

## Starting

When your fridge-freezer is installed, allow it 3-4 hours to stabilize at normal operating temperature prior to filling it with fresh or frozen foods.

If power plug is disconnected, allow 5 minutes delay before restarting.

Your fridge-freezer is now ready for use.

**Note**

Do not move refrigerator while the refrigerator is operating. Compressor may occur a temporary rattling noise.(This is normal and will not impact on the performance or the life of the compressor.The rattling will stop after the refrigerator comes to a rest.)

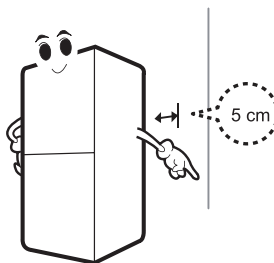


Figure 1. Installation of refrigerator from the wall

**NOTE**

To get higher operational efficiency of the refrigerator,  
Maintain at least 5cm from the wall

## Ambient Temperature

The appliance is designed to operate within a limited range of ambient temperatures, depending on the climate zone. Do not use the appliance at a temperature exceeding the limit.

The internal temperatures could be affected by the location of the appliance, the ambient temperature, the frequency of door opening and so on.

The climate class can be found on the rating label.

Climate Class	Ambient Temperature Range °C
SN (Extended Temperate)	+10 - +32
N (Temperate)	+16 - +32
ST (Subtropical)	+16 - +38
T (Tropical)	+16 - +43 / +10 - +43*

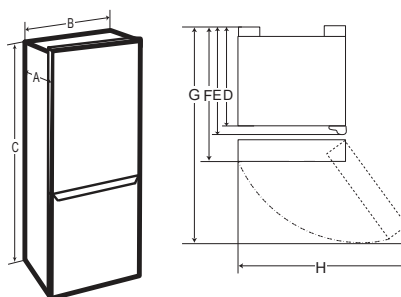
\*Australia, India, Kenya

**NOTE**

The appliances rated from SN to T are intended to be used at an ambient temperature between 10 °C and 43 °C.

## Dimensions and Clearances

Too small of a distance from adjacent items may result in degradation of freezing capability and increased electricity costs. Allow over 50mm clearance from each adjacent wall when installing the appliance.



-	Size(mm)
A	643
B	595
C	1737
D	541
E	578
F	643
G	1150
H	970

## CONTROL PANEL



Express Freeze

Temperature Adjustment Button  
for Freezer Compartment

Temperature Adjustment Button  
for Refrigerator Compartment

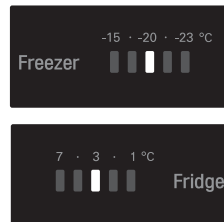
Eco Friendly

- The actual control panel may differ from model to model.
- Features may vary depending on the model.

## TEMPERATURE CONTROL

The initial temperature in the refrigeration and freezing compartments is 3 °C and -20 °C, respectively.

If you wish, you can change it by pushing the temperature control button of the appropriate compartment.



## NOTE

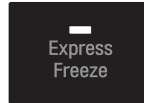
Temperature indicated on the LED display is a target value, since actual temperature inside the refrigerator varies depending on intensity of exposure to external factors, such as temperature of placed food items and door opening frequency. The refrigerator may take up to 3 days to settle into a cooling pattern after initially installed. Please readjust the temperature as above if necessary after using the refrigerator for 2 ~ 3 days.

## EXPRESS FREEZE

Select this function for prompt freezing.

This function is used when you want to freeze the foods quickly. Press the Express Freeze button once, and then the quick freeze operation starts and the Express Freeze lamp will be on.

The Express Freeze operation takes about 24 hrs. When its operation ends, it automatically returns to the previous temperature setting. If you want to stop the quick freeze operation manually, press the Express Freeze button once more, the lamp goes out, and the Express Freeze operation stops and the refrigerator returns to the previous temperature setting.

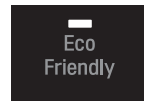


The Express Freeze indicator remains on after the Express Freeze function is selected.

## Eco Friendly

This function makes the refrigerator work in a power saving mode which is useful for when you are away on holiday, by reducing energy consumption.

Pressing "Eco Friendly" starts the operation and turns the lamp on and pressing it again stops the operation.



## NOTE

When the Eco Friendly mode is "ON", the Refrigerator, Freezer temperature buttons and Express Freezing function will not operate. To cancel the Eco Friendly mode, press the Eco Friendly button off so that the other buttons work and the refrigerator returns to the previous temperature setting.

## Self Test

This function automatically detects certain malfunctions when the refrigerator is in use.

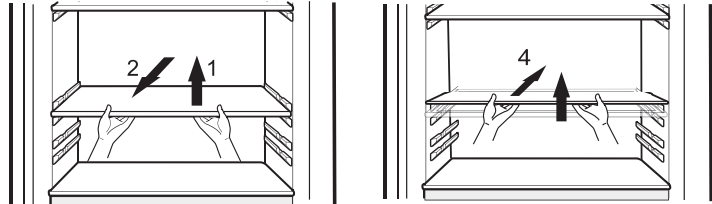
When a malfunction occurs, the temperature display locks out and cannot be changed. Do not turn off the power. Call your nearest service provider so that they can diagnose the display indicators. If the power is turned off the error message will be reset and may be difficult to properly diagnose.

The automatic defrosting system in the appliance ensures that the compartment remains free of ice buildup under normal operating conditions.

### REMOVAL AND INSTALLATION OF DETACHABLE GLASS SHELF

To remove a shelf from the refrigerator, first slightly raise it (1) and then pull (2). Improper removal may result in damage of internal parts in the refrigerator.

To install a shelf to the refrigerator, proceed in the same way: first raise the front edge of the shelf (3) and then locate it into the refrigerator (4). Improper installation may result in damage of internal parts in the refrigerator.



### REMOVAL AND INSTALLATION OF DRAWERS IN REFRIGERATION COMPARTMENT

To remove the lower drawer from the refrigeration compartment, proceed as follows:

- Remove the lower basket from the door by gently raising the basket;
- Pull the drawer out as far as it will go, then raise the front and continue to pull out.
- Raise the drawer cover by the front part and pull to remove it;
- To install the drawer back, proceed in the reverse sequence.



### ⚠ CAUTION!

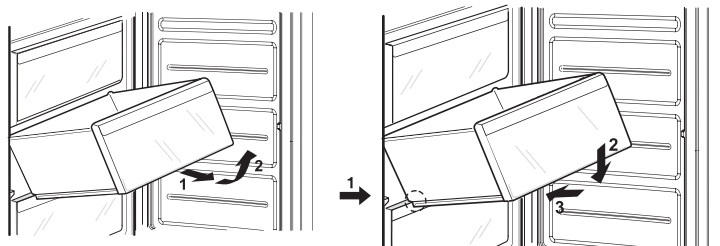
Improper removal and installation may result in damage of internal parts in the refrigerator.

### REMOVAL AND INSTALLATION OF DRAWERS IN FREEZING COMPARTMENT

Always empty the drawers before removing them.

To remove any drawer of the freezing compartment, proceed as follows:

1. Pull the drawer all the way out as far as it will go.
2. Raise it at the front and continue to pull it out.



To install any drawer back into the freezing compartment, proceed in the reverse sequence:

1. Place the drawer onto the guides at an angle 45°;
2. Lower the front part of the drawer in parallel to the guides as you push it in.
3. Push the drawer all the way in.

Do not apply excessive force to remove the drawers and shelves – this may result in damage of the refrigerator.

## NOTE

The warranty does not cover mechanical damages (cracks, shears, dents, scratches, chips, etc.) caused by violation of the refrigerator storage, transportation, operation, and maintenance instructions, and by application of excessive force.

## ⚠ CAUTION!

Do not apply excessive force to remove the drawers and shelves – this may result in damage of the refrigerator.

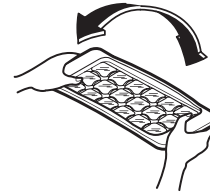
## ICE PREPARATION

Fill the ice tray with water and place it to the freezing compartment.



If ice cubes are required as soon as possible, activate the "Express Freeze" function.

To remove ice cubes, hold the tray on ends and slightly bend it.



### ADVICE

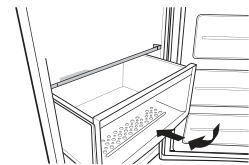
To easily remove cubes, water the tray in advance.

## ⚠ WARNING

Fill with potable water only.

## Freezer Compartment (Optional)

If a large quantity of food is to be placed in the freezer compartment, The middle drawer of freezer compartment shall be taken out of the appliance and food Freezer compartment provides wire shelf on default to maximize food storage capacity. And also the drawer is provided to convenient usage for watery meat or half-liquid state food.



## To Reverse the Doors (Optional)

Your fridge-freezer is designed with reversible doors, so that they may open from either the left or right hand side to suit your kitchen design.

## ⚠ CAUTION!

However, when you want to reverse the doors, you must call to service agent.

Reversing the doors is not covered by the warranty.

**Storing Food****Storing Food**

- Do not store food which goes bad easily at low temperature, such as banana, and melon.
- Allow hot food to cool prior to storing. Placing hot food in the fridge-freezer could spoil other food, and lead to higher electric bills.
- When storing the food, use a container with a lid. This prevents moisture from evaporating, and helps food to keep its taste and nutrients.
- Do not block air vents with food. Smooth circulation of cold air keeps fridge-freezer temperature even.
- Do not open the door frequently. Opening the door lets warm air enter the fridge-freezer, and cause temperature to rise.
- To adjust the temperature control easily, do not store food near the temperature control dial.
- Never keep too many foods in door rack, as this may stop the door from fully closing.
- Do not place glass containers, bottles or cans (especially those containing carbonated drinks) in the freezer compartment, shelves or ice bin that will be exposed to temperatures below freezing.
- Do not refreeze food that has been thawed. This causes loss of taste and nutrition.
- If it is necessary to quickly freeze fresh food items, place them to the lower drawer of the freezing compartment and push the "Express Freeze" button;
- Frozen food items should be stored packed (in polyethylene film, aluminum foil, etc.) in the freezing compartment;
- If there are chill compartments in the appliance, do not store vegetables and fruits with higher moisture content in the chill compartments as they may freeze due to the lower temperature.
- In the event of a blackout, call the electricity company and ask how long it is going to last.
  - You should avoid door openings while the power is off.
  - When the power supply gets back to normal, check the condition of the food.

**Note**

If you keep the fridge-freezer in a hot, and humid place, frequently open its door or put a lot of vegetables in it, dew or frost may form in it, which has no effect on its performance. Remove the dew and frost a dust free cloth.

## General Information

### Power Failure

- 1~2 hour power failure does no harm to the stored foods. Try to avoid opening and closing the door too frequently.

### DURING MOVE

- Remove all food items and other objects from the refrigerator. Firmly secure the internal detachable parts (shelves, drawers, door baskets);
- To avoid damage of the floor and adjustable front feet of the refrigerator, turn them counter-clockwise before transportation;
- The refrigerator should be firmly secured to prevent it from dislodging or moving during transportation.
- The refrigerator should be transported in a vertical position in a suitable vehicle. The original package should not be damaged during the initial transportation;
- During loading and unloading, the refrigerator should be protected against impacts.

### VACATION TIME

If you are leaving the appliance turned off for an extended period of time, remove all food and unplug the power cord. Clean the interior, and leave the doors slightly ajar to prevent mold from growing in the appliance.

### BEFORE SWITCHING ON

#### ▲ CAUTION!

- If the refrigerator is transported during a cold season, unpack the refrigerator in a warm room and do not switch on it for at least 12 hours.

Do not move or incline the refrigerator during its operation. Noise may occur in the compressor.

This feature does not affect operability of compressor. If the noise does not stop within 10 seconds, then turn off the refrigerator, wait for 1 minute then turn back on again.

### REFRIGERATOR OPERATION FEATURES

Cracking noise may be heard due to thermal changes of the refrigerator components.

Typical sounds from activation of the thermostatic controller and compressor are normal sounds occurring during operation of electric equipment in the appliance.

The refrigerant circulating inside the refrigeration system may calmly gurgle, even if the compressor is not in operation.

Do not worry, this is absolutely normal.

The following sounds may be heard during operation of the refrigerator:

- Clicks from actuation of the temperature sensor/switch;
- Murmur of the refrigerant circulating in tubes of the refrigeration system;
- Slight cracking noise from thermal changes of internal parts.

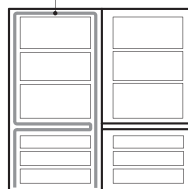
These sounds are not associated with any defect and they have a functional aspect.

### Anti Condensation Pipe

- The Anti-Condensation pipe is installed around the front side of fridge-freezer as well as on the partition between fridge compartment and freezer compartment to prevent dew, or sweating.

- Especially after installation or when ambient temperature is high, the fridge-freezer may feel hot, which is quite normal.

#### Anti-Condensation Pipe





## Cleaning

### Before Cleaning

Be sure to unplug the power.

### Exterior

Clean the outside of the fridge-freezer with a soft cloth soaked with hot water or liquid dishwashing detergent. If you use a detergent, be sure to wipe it with a clean wet cloth.

For products with a stainless steel exterior, use a clean sponge or soft cloth and a mild dish washing detergent in warm water.

Do not use abrasive or harsh cleaners.

Dry thoroughly with a Soft cloth.

Do not use appliance wax, bleach, or other products containing chlorine on stainless steel.

### Interior

As above.

### After Cleaning

Check that the power cord is not damaged, power plug has not overheated, and that the power plug is firmly inserted into the outlet.

### CAUTION!

Be sure to dry the appliance with a cloth after washing it with water.

Do not use abrasive, petroleum, benzene, thinner, hydrochloride acid, boiling water, harsh brushes, etc, as they may damage parts of the fridge-freezer.



## Trouble Shooting

Before calling for service, check this list.  
It may save you both time and expense.

This list includes common occurrences that are not the result of defective workmanship or materials in this appliance.

Problem	Possible Causes
Fridge-Freezer does not operate	<ul style="list-style-type: none"><li>• <b>Power plug may be unplugged from the electric outlet.</b> Plug it in securely.</li><li>• <b>House fuse has blown or circuit breaker has tripped.</b> Check and/or replace fuse and reset circuit breaker.</li><li>• <b>Power cut.</b> Check other power outlets.</li></ul>
Fridge or Freezer Compartment Temperature too warm	<ul style="list-style-type: none"><li>• <b>Temperature control not set on proper position.</b> Refer to Temperature Control section.</li><li>• <b>Appliance is placed close to heat source.</b></li><li>• <b>Warm weather-frequent door openings.</b></li><li>• <b>Door left open for a long time.</b></li><li>• <b>Package holding door open or blocking air duct in freezer compartment.</b></li><li>• <b>The floor on which the fridge-freezer is installed may be uneven or the fridge-freezer may be unstable.</b> Make it even by rotating front leveling feet.</li><li>• <b>Unnecessary objects placed in the back side of the fridge-freezer.</b></li></ul>
Vibration or Rattling or Abnormal Noise	<ul style="list-style-type: none"><li>• <b>Door may have been left ajar or package holding door open.</b></li><li>• <b>Too frequent or too long door openings.</b></li><li>• <b>Frost within package is normal.</b></li></ul>
Frost or Ice Crystals on frozen Food	<ul style="list-style-type: none"><li>• <b>This phenomenon is likely to occur in a wet space.</b> Wipe it with a dry towel.</li><li>• <b>Too frequent or too long door openings.</b></li></ul>
Moisture forms on Cabinet Surface	<ul style="list-style-type: none"><li>• <b>In humid weather, air carries moisture into fridge when doors are opened.</b></li></ul>
Moisture collects inside	<ul style="list-style-type: none"><li>• <b>Foods with strong odors should be tightly covered or wrapped.</b></li><li>• Check for spoiled food.</li><li>• Interior needs cleaning. Refer to CLEANING section</li></ul>
Fridge has odor	<ul style="list-style-type: none"><li>• <b>Food package is keeping door open.</b> Move packages that keep door from closing.</li><li>• <b>Fridge-freezer is not level.</b> Adjust the front leveling feet.</li><li>• <b>The floor on which the fridge-freezer is installed may be uneven or the fridge-freezer may be unstable.</b> Slightly raise the front side with the front leveling feet.</li></ul>
Door not closing properly	<ul style="list-style-type: none"><li>• <b>No power at outlet.</b></li><li>• <b>Light lamp needs replacing or faulty LED module.</b> Refer to the Lamp Replacement section. if fitted with LED lighting, call the manufacturer for a service technician. DO NOT ATTEMPT TO REMOVE THE LED MODULE.</li></ul>
Interior light does not work	

## LG ThinQ Application

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

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

### LG ThinQ Application Features

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

#### Smart Diagnosis

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

#### NOTE



- The application is subject to change for appliance improvement purposes without notice to users.
- Functions may vary by model.

### Installing the LG ThinQ Application

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

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

### Smart Diagnosis

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

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

#### NOTE

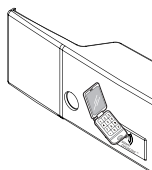
- For reasons not attributable to LGE's negligence, the service may not operate due to external factors such as, but not limited to, Wi-Fi unavailability, Wi-Fi disconnection, local app store policy, or app unavailability.
- The feature may be subject to change without prior notice and may have a different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

### Using Audible Diagnosis to Diagnose Issues

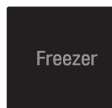
Follow the instructions below to use the audible diagnosis method.

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

- 1 Open the refrigerator door.
- 2 Hold the mouthpiece of your phone in front of the speaker that is located on the right hinge of the refrigerator door, when instructed to do so by the call center.



- 3 Press and hold the Freezer Temperature button for three seconds while continuing to hold your phone to the speaker.



- 4 After you hear three beeps, release the Freezer Temperature button.
- 5 Keep the phone in place until the tone transmission has finished. This takes about 15 seconds, and the display will count down the time. After the data transfer is complete, the diagnosis will be displayed in the application.

#### NOTE

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

## It is Normal

### It is normal...

The following occurrences are normal.

	Occurrence	Solution
<b>Noise</b>	When you hear "Tak" or "Took" sound	This is the sound of various parts expanding/contracting or various control devices operating depending on the temperature change within the refrigerator.
	When you hear "Deureureuk~", "Dulkuk" or "Woong" sound	This is the compressor or fan operating when the operation of the refrigerator is starting or ending. This is the same phenomenon of the sound generated when starting or turning off the engine of a car.
	When you hear "Kureureuk" sound of water flowing	This is the sound of refrigerator changing the condition in the freezer/refrigerator. When the liquid changes to gas, you will hear the sound of water flowing and when gas changes to liquid, you will hear the "Kureureuk" sound.
	When you hear the sound of wind such as "Shoo~" or "Shik" right after you close the door	This is the sound generated when the internal pressure is temporarily lowered when the warm air entered through the refrigerator or freezer is rapidly cooled.
	When you hear a vibrating sound	If the refrigerator is installed on wooden floor or wooden wall, or if the refrigerator is not leveled properly, the sound can be loud from the vibration.
	When you hear a loud sound after installing the product for the first time	When you operate the refrigerator for the first time, the refrigerator will operate at high speed to cool fast and the sound can seem louder. When the internal temperature falls below a certain level, the noise will subside.
<b>Door open</b>	When the door is slightly opened after closing the door	Depending on the force or speed of closing the refrigerator or freezer door, the door can open slightly and then close again. Be careful not to close the door too hard.
<b>Icing/ Dew drops</b>	When there is icing or dew drops formed on the inner or outer side of the refrigerator	When warm external air flows into the cool inner surface of the refrigerator, icing /dew drops can be formed. Especially, this will happen more easily when you open and close the refrigerator door more frequently. Also if the humidity of the installed location is high or during the rainy season or a rainy day, condensation can form on the outer side of the refrigerator. This is a natural phenomenon that occurs during the humid weather. Wipe the condensation with a dry cloth.
<b>Temperature</b>	When the front side of the refrigerator is warm	Heat pipes are installed around the front part of the refrigerator and on the divider of the freezer and refrigerator to prevent condensation from forming. The refrigerator may feel warmer after the installation or during summer, this is not a malfunction and is a normal occurrence.