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ENGLISH

FRANÇAIS

ESPAÑOL

OWNER'S MANUAL REFRIGERATOR FREEZER

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

LBN10551**
LBN12551**

P/NO.: MFL67783564

www.lg.com

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REFRIGERATOR SAFETY

IMPORTANT SAFETY INSTRUCTIONS

READ ALL INSTRUCTIONS BEFORE USING THE APPLIANCE.

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



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

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



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



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



WARNING

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

Power

- NEVER unplug your refrigerator by pulling on the power cord. Always grip the plug firmly and pull it straight out from the outlet.
- Immediately repair or replace all power cords that have become frayed or otherwise damaged. Do not use a cord that shows cracks or abrasion damage along its length or at either the plug or connector end.
- Do not use an uncertified power outlet.
- Unplug the power plug immediately in the event of a blackout or thunderstorm.
- Plug in the power plug with the power cord facing downward.

Installation

- Contact an authorized service center when you install or relocate the refrigerator.
- When moving your refrigerator away from the wall, be careful not to roll over or damage the power cord.
- Connect this product to a dedicated grounded electric outlet conforming with the rating prior to use. It is the user's responsibility to replace a standard 2-prong wall outlet with a standard 3-prong wall outlet.
- Do not install the refrigerator where there may be a danger of falling.

Use

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



WARNING :This product contains chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. **Wash hands after handling.**

INSTALLING YOUR REFRIGERATOR

READ ALL INSTRUCTIONS BEFORE USING THE APPLIANCE.

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

- Do not use this product for special purposes (storage of medicine or test materials or for ships, etc).
- Unplug the power plug before cleaning or repairing the refrigerator.
- When you replace the light bulb in the refrigerator, unplug the refrigerator or turn off the power.
- Do not modify or extend the power cord.
- Do not use a dryer to dry the interior. Do not light a candle to remove the interior odor.
- For your safety, this appliance must be properly grounded. Have the wall outlet and the circuit checked by a qualified electrician to make sure the outlet is properly grounded.
- Do not use an outlet that can be turned off with a switch. Do not use an extension cord. It is the user's responsibility to replace a standard 2-prong wall outlet with a standard 3-prong wall outlet.
- Do not, under any circumstances, cut or remove the third (ground) prong from the power cord.
- Do not use an adapter plug and plug the power plug into a multi-outlet extension cord.
- Disconnect the power cord immediately if you hear a noise, smell a strange odor or detect smoke.
- Turn the power off if water or dust penetrates into the refrigerator. Call a service agent.
- Do not disassemble or modify the refrigerator.
- Do not put hands, feet, or metal objects below or behind the refrigerator.
- Do not operate the refrigerator or touch the power cord with wet hands.
- In refrigerators with automatic icemakers, avoid contact with the moving parts of the ejector mechanism or with the heating element that releases the cubes. Do not place fingers or hands on the automatic ice-making mechanism while the refrigerator is plugged in.
- When dispensing ice from the dispenser, do not use crystal ceramics.
- Do not touch the cold surfaces in the freezer compartment with wet or damp hands, when your refrigerator is in operation.
- Do not put glass containers, glass bottles or soda in the freezer.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning the use of the appliance by a person responsible for their safety.
- Do not refreeze frozen food that have thawed completely. It may result in a serious health issue.
- If you are throwing away your old refrigerator, make sure the CFC coolant is removed for proper disposal by a qualified servicer. If you release CFC coolant, you may be fined or imprisoned in accordance with the relevant environmental law.
- Junked or abandoned refrigerators are dangerous, even if they are sitting for only a few days. When disposing the refrigerator, remove the packing materials from the door or take off the doors but leave the shelves in place so that children may not easily climb inside.

INSTALLING YOUR REFRIGERATOR

READ ALL INSTRUCTIONS BEFORE USING THE APPLIANCE.

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



Installation

- The refrigerator must be properly installed in accordance with the Installer Instructions that were taped to the front of the refrigerator.
- Be careful when you unpack and install the refrigerator. Immediately dispose of packing materials (plastic) out of reach of children.

Use

- Close the door carefully when children are around.
- Keep fingers out of pinch point areas; clearances between the doors and cabinets are necessarily small. Be careful closing doors when children are in the area.
- If you store food properly, beware that it may fall and cause injury.

Maintenance

- Do not use strong detergents like wax or thinners for cleaning. Clean with a soft fabric.
- Wipe foreign objects (dust, water, etc) off the prongs of the power plug and contact areas regularly.

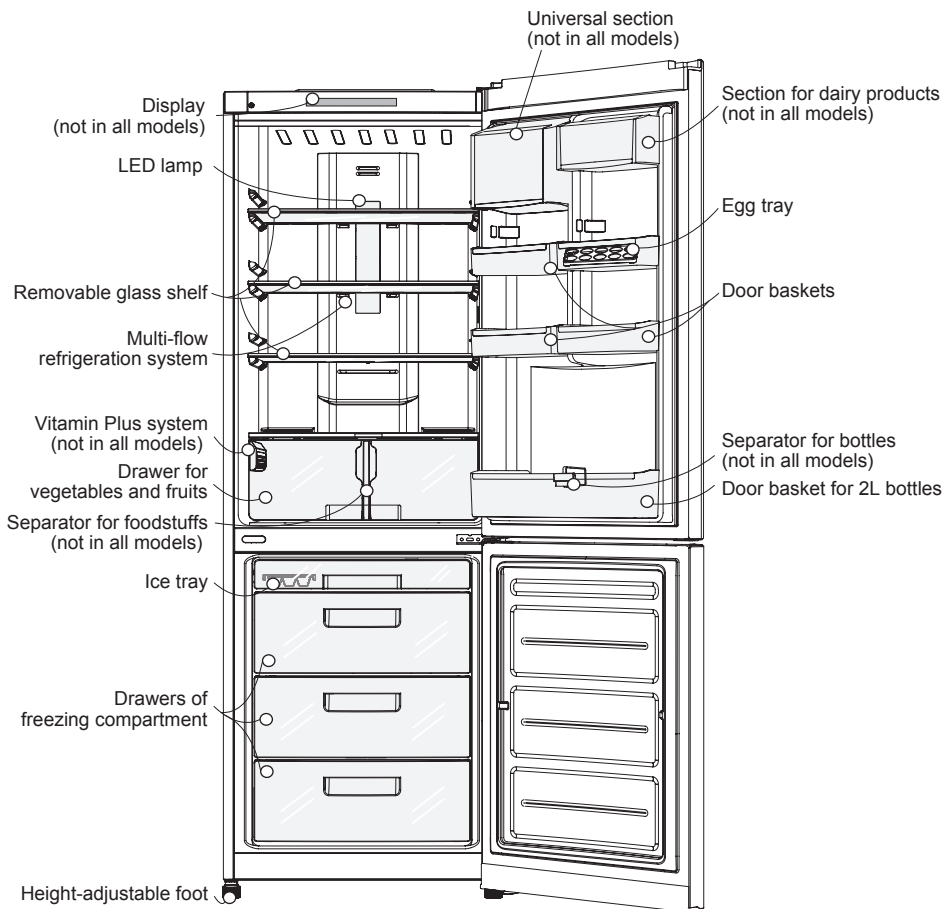
Supply Cord Replacement

If the supply cord is damaged, it must be replaced by the manufacturer or its service agent or a similarly qualified person in order to avoid a hazard.

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SAVE THESE INSTRUCTIONS

FEATURES CHART



Note

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

OPERATION

CONNECTION

- Install the limit stops to the upper corners on the rear wall of the refrigerator as shown in Fig.1. The stops are supplied in the door basket inside the refrigeration compartment;
- Choose the 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.2;
- 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;
- 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 feet to compensate irregularity of the floor.
To ensure better closing of the door, the refrigerator should be slightly inclined backwards. To turn the adjustable feet, slightly incline the refrigerator.
- Before use, carefully wash the refrigerator;
- Install the removable parts, such as ice tray, etc. to the appropriate places.
It is necessary to prevent possible damages during transportation;
- Insert the power cord plug to the power outlet. Do not power other electric appliance from the same outlet.

After first installation of the refrigerator, let it work for 2-3 hours for stabilization of the operating temperature inside and only then fill the refrigerator with fresh or frozen foodstuffs. After disconnection of the refrigerator from the mains, wait at least 5 minutes to switch on it again. Now, the refrigerator is ready for service.

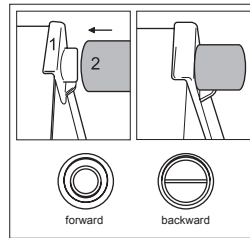


Figure 1. Installation of limit stops

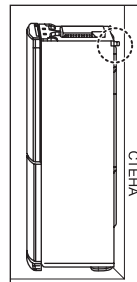


Figure 2. Installation of refrigerator to wall

NOTE

The limit stops are located in the door basket of the refrigeration compartment. They should be installed to get higher operational efficiency of the refrigerator.

OPERATION

CONTROL PANEL

Internal display

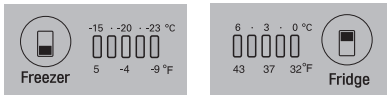


TEMPERATURE CONTROL

The initial temperature in the refrigeration and freezing compartments is 3 °C(37 °F) and -20 °C(-4 °F), respectively.

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

Internal LED display



NOTE: The actual inner temperature varies depending on the food status, as the indicated setting temperature is a target temperature, not actual temperature within refrigerator. Refrigeration function is weak in the initial time. Please adjust temperature as above after using refrigerator for minimum 2~3 days.

QUICK FREEZE

It is used, if it is necessary to quickly freeze foodstuffs.

Push once the "Quick freeze" button(on the internal display)

The "Quick freeze" lamp will light up and quick freezing will be started.

Quick freeze takes about 24 hours.

OPERATION

Upon completion of this operation, the refrigerator automatically goes to the previous state (earlier set temperature mode).

If you wish to stop the quick freeze operation, push once the "Quick freeze " button (on the internal display). The lamp will extinguish, the quick freeze operation will be stopped, and the refrigerator will return to the previous state (previous temperature mode).

Internal LED display



Vacation Mode

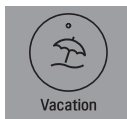
It activates the " Vacation Mode ", which is convenient in the event of your long departure.

Push once the " Vacation mode " button (on the internal display).

The lamp will light up (Vacation Mode).

Repeated pushing of the button deactivates this function.

Internal LED display



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NOTE

When the Vacation Mode is activated, other buttons are inoperative.

Push the " Vacation Mode " button to return the appliance to the previous temperature mode.

SELF-TEST

The display has a self-test function.

If the refrigerator has a failure, the buttons become inoperative and the indicator shows the error code.

In this case, do not switch off power and immediately contact the local service center.

If you switch off the refrigerator, a service engineer may need much time to find the faulty element.

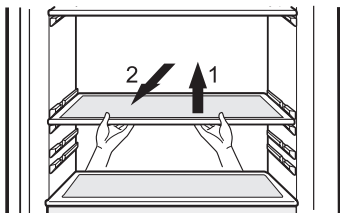
DOOR ALARM

- When the refrigerator door is opened for more than 60 seconds, the alarm tone will sound to let you know that the door is opened.
- When you close the door, the door alarm will stop.
- If the alarm continues to sound even after closure of the door, contact the service center.

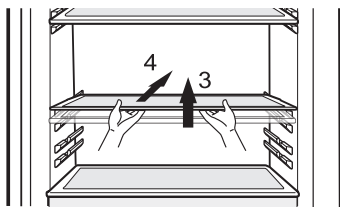
OPERATION

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.



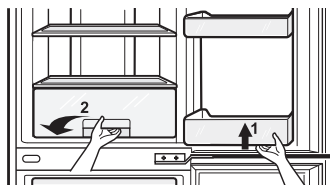
To install a shelf to the refrigerator, proceed in the same way: first raise the front edge of the shelf (3) and then push it to the refrigerator (4). Improper installation may result in damage of internal parts in the refrigerator.



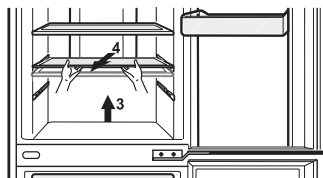
REMOVAL AND INSTALLATION OF DRAWER IN REFRIGERATION COMPARTMENT

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

- Remove the lower basket from the door raising the basket;
- Pull the drawer all the way out raising it by the front part and pulling;



- Raise the drawer cover by the front part and pull to remove it;



- To install the drawer back, proceed in the reverse sequence.

CAUTION

At that, you should take care to exclude slant. Improper removal and installation may result in damage of internal parts in the refrigerator.

OPERATION

NOTE

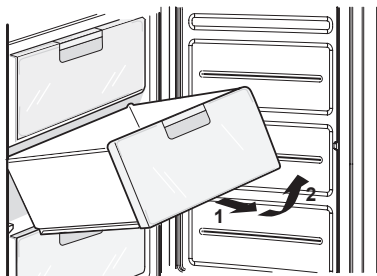
The guarantee does not cover mechanical damages (cracks, shears, dents, traces of enclosure opening, etc.) caused by violation of the refrigerator storage, transportation, operation, and maintenance rules, application of excessive force.

REMOVAL AND INSTALLATION OF DRAWERS IN FREEZING COMPARTMENT

When a large quantity of foodstuffs is stored in the freezing compartment, you can remove the middle drawer from the appliance and store foodstuffs immediately on foodstuffs placed to the lower drawer.

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

1. Pull the drawer all the way out;
2. Raise it by the front part and pull.



To install any drawer back to 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;
3. Push the drawer all the way in.

At that, you should take care to exclude slant.



⚠ 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 "QUICK FREEZE" function.

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



⚠ WARNING!

Fill with potable water only.

ADVICE

To easily remove cubes, water the tray in advance.

CARE AND MAINTENANCE

FOODSTUFF STORAGE

- 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 store bottles in the freezer compartment - they may break when frozen.
- Do not refreeze food that has been thawed. This causes loss of taste and nutrition.
- If it is necessary to quickly freeze fresh foodstuffs, place them to the lower drawer of the freezing compartment and push the "QUICK FREEZE" button;
- Frozen foodstuffs should be stored packed (in polyethylene film, aluminum foil, etc.) in the freezing compartment;

CLEANING

1. Before cleaning, make sure that power supply is switched off;
2. Outside and inside, the refrigerator should be washed with a clean napkin wetted in warm water with a liquid detergent. Then wipe dry with a dry napkin;
3. After cleaning, make sure that the power cord is not damaged. Then tightly insert the plug to the power outlet.

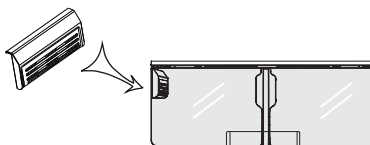
CAUTION

1. It is prohibited to use abrasive materials, gasoline, benzene, solvents, hydrochloride, hot water, hard brushes, etc., which may damage the refrigerator surface.
2. For products with a stainless steel exterior, use a clean sponge or soft cloth and a mildDetergent 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.

VITAMIN PLUS (OPTIONAL)

It contains anti-oxydant that is able to avoid oxidation process in order to make the fruits and vegetables fresh for longer time.

This part contains anti-oxydant substance that should not be eaten. Opening and closing the door too much often can reduce its lifetime.



CARE AND MAINTENANCE

GENERAL

Electric power failure.

- An interruption in electric power supply for 1-2 hours will not harm the stored foodstuffs. Try to less frequently open and close the refrigerator door during this period.

DURING MOVE:

- Remove all foodstuffs and other objects from the refrigerator. Firmly secure the internal detachable parts (shelves, drawers, door baskets);
- To avoid damage of the floor and adjustable feet of the refrigerator, turn them counter-clockwise before transportation;
- The refrigerator should be firmly secured in the truck to prevent its hits and falling inside the truck during transportation;
- The refrigerator should be transported in vertical position in a covered vehicle. The original package should not be damaged during transportation;
- During loading and unloading, the refrigerator should be protected against hits.

BEFORE SWITCHING ON:

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

NOTE

If you keep the fridge-freezer in a hot, and humid place, frequently opening the door or putting a lot of vegetables in it may cause condensation to form.

This has no effect on its performance.

Remove the condensation with a dry, dust-free cloth.

If droplets form beneath the cover of the vegetable drawer, keep vegetables or fruits wrapped with plastic wrap.

⚠ CAUTION

Do not move or incline the refrigerator during its operation.

Noise may occur in the compressor.

This feature does not affect operability of the compressor.

REFRIGERATOR OPERATION FEATURES

Cracking noise may be heard due to thermal deformations 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 idle.

Do not worry, this is absolutely normal.

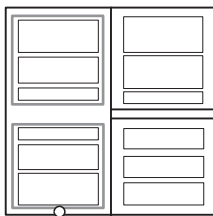
The following sounds may be heard during operation of the refrigerator:

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

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

ANTI-CONDENSATION TUBE:

- The anti-condensation tube is laid inside the enclosure around the front face of the refrigerator to exclude moisture condensation;
- The refrigerator may greatly heat up in these places, especially immediately after switching on for the first time or at high ambient temperature.



Anti-condensation tube

⚠ CAUTION

- Dry ice is very cold! Do not allow it to touch bare skin. It is well below °F and will cause immediate frostbite and damage to the skin and other tissue.
- Dry ice frozen carbon dioxide. Use only in a well ventilated area. As the ice releases carbon dioxide vapor, it could cause light-headedness, fainting, suffocation, or death.

CLEANING YOUR REFRIGERATOR

WARNING



Explosion Hazard

Use nonflammable cleaner.

Failure to do so can result in death, explosion, or fire.

Both the refrigerator and freezer sections defrost automatically. However, clean both sections about once a month to prevent odors from building up. Wipe up spills immediately.

To clean your refrigerator.

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

- Additional cleaning tips are listed below:

PART	COMMENTS
Outside	<ul style="list-style-type: none">■ 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 products with a stainless steel 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.
Inside walls (allow freezer to warm up so cloth won't stick)	<ul style="list-style-type: none">■ To help remove odors, you can wash the inside of the refrigerator with a mixture of baking soda and warm water. Mix 2 tablespoons soda to 1 quart of water (26 g soda to 1 liter water.) Be sure the soda is completely dissolved so it is not abrasive and doesn't scratch the surfaces of the refrigerator.
Door liners and gaskets	<ul style="list-style-type: none">■ Do not use cleaning waxes, concentrated detergents, bleaches, or cleaners containing petroleum on plastic parts.
Plastic parts (covers and panels)	<ul style="list-style-type: none">■ Do not use paper towels, window sprays, abrasive cleansers, or flammable fluids. These can scratch or damage material.
Condenser coils	<ul style="list-style-type: none">■ Remove base grille. (See the Base grille section on page 6.)■ Use a vacuum with an extended attachment to clean condenser coils.■ Vacuum coils when dusty or dirty. Coils may need to be cleaned as often as every other month.■ Replace base grille.

REPLACEMENT OF DOOR OPENING TYPE

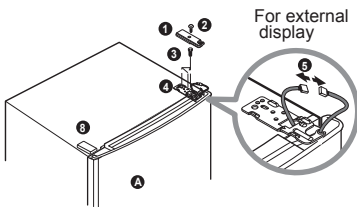
REHINGING OF DOORS

The refrigerator is designed so that the doors can be opened right or left depending on the layout of your kitchen.

⚠ CAUTION!

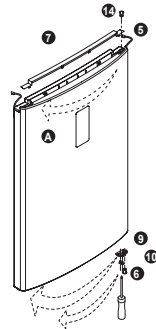
1. Prior to hinging the door to the opposite side, first of all unload the refrigerator from foodstuffs and remove all unsecured accessories (shelves and drawers) from it.
2. To tighten and loose bolts, use a socket wrench or a box wrench for 10 mm.
3. Do not lay the refrigerator onto the floor.
4. Take care to exclude dropping of the door in the process of disassembly or assembly.

1. Unscrew the screw **2** of the upper hinge cover **1** to remove the hinge cover **1** and disconnect the connection cable **5** (only for models with an external display). Unscrew the bolts **3** fixing the upper hinge **4** and carefully remove the door from the middle hinge **18**. Remove the blank **8**.

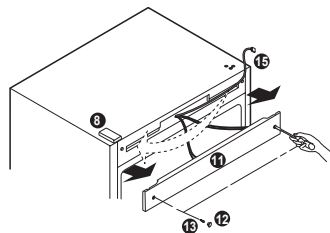


2. Remove the upper door cover **7** (only for models with an external display), pull out the cable **5** and install it to the hole on the opposite side of the door. Install the upper door cover **7** into place.

Remove the plastic bushing **6** from the door of the refrigeration compartment **A**. Unscrew the screw **10** located above the door of the refrigerator and move the door stop **9** to the opposite side. Tighten the screw **10**. Move the plastic bushings **6** and **14** (only for models with an internal display) to the opposite side.

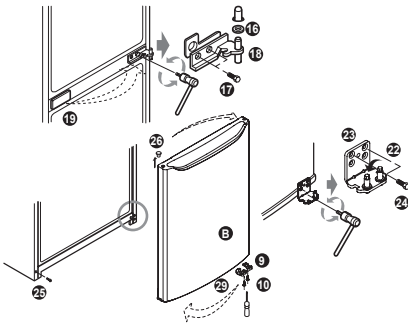


3. (Only for models with an external display). Using a flat screwdriver, push and separate the caps **12** from the front panel **11** and unscrew the screws **13**, remove the panel **11**, move the cable **15** to the opposite side. After installation of the panel **11** into place, tighten the screws **13** and close their heads with the caps **12**.

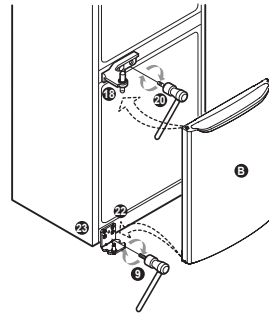


4. Unscrew the bolts **17** of the middle hinge, remove the middle hinge and raise the door of the freezing compartment **B** to remove the door. Remove the blank **19** and install it instead of the removed middle hinge **18**.

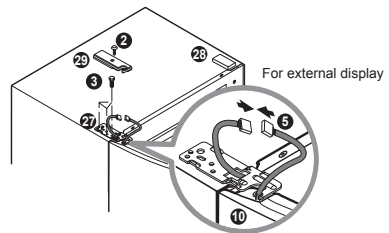
Unscrew the dowel 22 of the lower hinge 23 turning it counter-clockwise and screw the dowel into the opposite hole. Unscrew the bolts 24 fixing the lower hinge 23 and bolt 25 on the refrigerator enclosure. Unscrew the screw 10 on the lower part of the door fixing the door closer 29 of the freezing compartment B. Unscrew the screw 10 on the lower part of the door fixing the door stop 9 of the freezing compartment B, move the stop 9 to the opposite side into the dedicated place and fix it. Rehinge the closer 29 to the opposite side into the dedicated place and fix it. Move the upper cap 26 to the opposite side.



5. Attach the removed lower hinge 23 to the holes located on the opposite side of the enclosure and fix the hinge with the bolts 24. Tighten the screw 25 in the enclosure on the opposite side. Install the door of the freezing compartment B onto the lower hinge dowel 23. Unfold the removed middle hinge 18 with its axis out and fix the hinge with the bolts 17 (tighten the bolts carefully to exclude scratching of the door). Install the washer 16 onto the middle hinge 18.



6. Install the door of the refrigeration compartment A aligning the hole in the lower part of the door and middle hinge dowel 18. Then install the upper hinge 27 supplied in the refrigerator package placing the dowel into the appropriate upper hole in the door of the refrigeration compartment A. Connect the cable connectors 5 (only for models with an external display). Fix the upper hinge 27 using the bolts 3. Install the left cover of the upper hinge 29 and fix it with the screw 2. Install the blank 28 supplied in the refrigerator package.



After Completing the job

- Make sure that the four corners of the door gasket are not folded. It is recommended to apply a small amount of silicon grease on them.
- Adjust the leveling screw on the bottom to the highest level so that the front side of the refrigerator is higher than the rear side.
- If you need assistance after switching the direction of the door opening as shown above, call a service center.

Note

Reversing the doors is not covered by the warranty.

BEFORE CALLING FOR SERVICE

SERVICE CALLS CAN OFTEN BE AVOIDED!

IF YOU FEEL YOUR REFRIGERATOR IS NOT OPERATING PROPERLY, CHECK THESE POSSIBLE CAUSES FIRST:

PROBLEM	POSSIBLE CAUSES
REFRIGERATOR DOES NOT OPERATE	<ul style="list-style-type: none">■ Has a house fuse blown or circuit breaker tripped?■ Has the power cord plug been removed or loosened from the electrical wall outlet?
REFRIGERATOR OR FREEZER COMPARTMENT TEMPERATURE TOO WARM	<ul style="list-style-type: none">■ Temperature control not set on proper position.■ Appliance is placed close to wall or heat source.■ Warm weather-frequent door openings.■ Door is not closed entirely.■ Door left open for a long time.■ Large amount of foods are kept in the refrigerator.
ABNORMAL NOISE(S)	<ul style="list-style-type: none">■ Refrigerator is installed in a weak or uneven place or leveling screw needs adjusting.■ Unnecessary objects placed in the back side of the refrigerator.
REFRIGERATOR HAS ODOR	<ul style="list-style-type: none">■ Foods with strong odors should be tightly covered or wrapped.■ Interior needs cleaning.
DEW FORMS ON THE CABINET SURFACE	<ul style="list-style-type: none">■ Not unusual during periods of high humidity.■ Door may have been left ajar.

ENGLISH

Customer Assistance Numbers:

- To Prove Warranty Coverage
Retain your Sales Receipt to prove date of purchase.
A copy of your Sales Receipt must be submitted at the time warranty service is provided.
- To Obtain Product, Customer or Service Assistance
Call Toll-free for Customer Service
Tel : 1-888-542-2623 (1-888-LG-CANADA)
- To Obtain Nearest Authorized Service Center
Call 1-888-542-2623, push option #1, 24 hours a day, 7days per week.
Please have your product type (Monitor, TV, VCR, MWO, Refrigerator) and ZIP code ready.

TROUBLE SHOOTING

PROBLEM	POSSIBLE CAUSES
REFRIGERATOR-FREEZER DOES NOT OPERATE	<ul style="list-style-type: none">■ Power plug may be unplugged from the electric outlet. Plug it in securely.■ House fuse has blown or circuit breaker has tripped. Check and/or replace fuse and reset circuit breaker.■ Power cut. Check house lights.
REFRIGERATOR OR FREEZER COMPARTMENT TEMPERATURE TOO WARM	<ul style="list-style-type: none">■ Temperature control not set on proper position. Refer to Temperature Control section.■ Appliance is placed close to heat source.■ Warm weather-frequent door openings.■ Door left open for a long time.■ Package holding door open or blocking air duct in freezer compartment.
VIBRATION OR RATTLING OR ABNORMAL NOISE	<ul style="list-style-type: none">■ The floor on which the Refrigerator-Freezer is installed may be uneven or the Refrigerator-Freezer may be unstable. Make it even by rotating the leveling screw.■ Unnecessary objects placed in the back side of the Refrigerator-Freezer.
FROST OR ICE CRYSTALS ON FROZEN FOOD	<ul style="list-style-type: none">■ Door may have been left ajar or package holding door open.■ Too frequent or too long door openings.■ Frost within package is normal.
MOISTURE FORMS ON CABINET SURFACE	<ul style="list-style-type: none">■ This phenomenon is likely to occur in a wet space. Wipe it with a dry towel.
MOISTURE COLLECTS INSIDE	<ul style="list-style-type: none">■ Too frequent or too long door openings.■ In humid weather, air carries moisture into refrigerator when doors are opened.

TROUBLE SHOOTING

PROBLEM	POSSIBLE CAUSES
REFRIGERATOR HAS ODOR	<ul style="list-style-type: none">■ Foods with strong odors should be tightly covered or wrapped.■ Check for spoiled food.■ Interior needs cleaning. Refer to CLEANING section
DOOR NOT CLOSING PROPERLY	<ul style="list-style-type: none">■ Food package is keeping door open. Move packages that keep door from closing.■ Refrigerator-Freezer is not level. Adjust the leveling screws.■ The floor on which the Refrigerator-Freezer is installed may be uneven or the Refrigerator-Freezer may be unstable. Slightly raise the front side with the leveling screw.
INTERIOR LIGHT DOES NOT WORK	<ul style="list-style-type: none">■ No power at outlet.■ Light lamp needs replacing. If LED lamp is damaged, it should be replaced by the service center instead of on your own.

SMART DIAGNOSIS(Option)

SMART DIAGNOSIS

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

If you experience problems with your refrigerator, call the phone No. of LG Customer Information Center. Only use the Smart Diagnosis feature when instructed to do so by the LG call center agent. The transmission sounds that you will hear are normal and sound similar to a fax machine.

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

Using Smart Diagnosis

First, call the phone No. of LG Customer Information Center. Only use the Smart Diagnosis feature when instructed to do so by the LG call center agent.

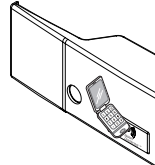
1 Lock the display. (Option)

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



2 Open the refrigerator door.

- 3 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.



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



- 5 After you hear three beeps, release the Freezer Temperature button.
- 6 Keep the phone in place until the tone transmission has finished. This takes about 15 seconds, and the display will count down the time. Once the countdown is over and the tones have stopped, resume your conversation with the specialist, who will then be able to assist you in using the information transmitted for analysis.

! NOTE

- For best results, do not move the phone while the tones are being transmitted.
- If the call center agent is not able to get an accurate recording of the data, you may be asked to try again.

! NOTE

- Call quality differences by region may affect the function.
- Use the home telephone for better communication performance, resulting in better service.
- Bad call quality may result in poor data transmission from your phone to the machine, which could cause Smart Diagnosis to not work properly.

WARRANTY

WARRANTY (USA)

Should your LG Refrigerator ("Product") fail due to a defect in materials or workmanship under normal home use, during the warranty period set forth below, LG will at its option repair or replace the product. This limited warranty is valid only to the original retail purchaser of the product and applies only when purchased and used within the United States including U.S. Territories. Proof of original retail purchase is required to obtain warranty service under this limited warranty.

WARRANTY PERIOD		
Refrigerator/Freezer	Sealed System (Compressor, Condenser, and Evaporator only)	
One (1) year from the date of original retail purchase	One (1) year from the date of original retail purchase	Seven (7) years from the date of original retail purchase
Parts and Labor (internal/functional parts only)	Parts and Labor	Parts only (Consumer will be charged for labor).

Noises associated with normal operation and failure to follow instructions found in the use and care and installation guides or operating the unit in an unsuitable environment will not be covered under this warranty.

- ▶ Replacement products and parts are warranted for the remaining portion of the original warranty period or ninety (90) days, whichever is greater.
- ▶ Replacement products and parts may be new or remanufactured.

THIS WARRANTY IS IN LIEU OF ANY OTHER WARRANTY, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TO THE EXTENT ANY IMPLIED WARRANTY IS REQUIRED BY LAW, IT IS LIMITED IN DURATION TO THE EXPRESS WARRANTY PERIOD ABOVE. NEITHER THE MANUFACTURER NOR ITS U.S. DISTRIBUTOR SHALL BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES OF ANY NATURE, INCLUDING WITHOUT LIMITATION, LOST REVENUES OR PROFITS, OR ANY OTHER DAMAGE WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE. Some states do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above exclusion or limitation may not apply to you. This warranty gives you specific legal rights and you may also have other rights that vary from state to state.

WARRANTY

THIS LIMITED WARRANTY DOES NOT COVER:

1. Service trips to deliver, pick up, install, or repair the product; instruct the customer on operation of the product; repair or replace fuses or correct wiring or plumbing, or correction of unauthorized repairs/installation.
2. Failure of product to perform during power failures and interruptions or inadequate electrical service.
3. Damage caused by leaky or broken water pipes, frozen water pipes, restricted drain lines, inadequate or interrupted water supply or inadequate supply of air.
4. Damage resulting from operating the product in a corrosive atmosphere or contrary to the instructions outlined in the product owner's manual.
5. Damage to the product caused by accidents, pests and vermin, lightning, wind, fire, floods, or acts of God.
6. Damage resulting from misuse, abuse, improper installation, repair, or maintenance. Improper repair includes use of parts not approved or specified by LG.
7. Damage or failure caused by unauthorized modification or alteration, or if it is used for other than the intended purpose, or any water leakage where the unit was not properly installed.
8. Damage or failure caused by incorrect electrical current, voltage, or plumbing codes, commercial or industrial use, or use of accessories, components, or consumable cleaning products that are not approved by LG.
9. Damage caused by transportation and handling, including scratches, dents, chips, and/or other damage to the finish of your product, unless such damage results from defects in materials or workmanship and is reported within one (1) week of delivery (Call: 1-800-243-0000).
10. Damage or missing items to any display, open box, discounted, or refurbished product.
11. Products with original serial numbers that have been removed, altered, or can not be readily determined. Model and Serial numbers, along with original retail sales receipt, are required for warranty validation.
12. Increases in utility costs and additional utility expenses.
13. Replacement of light bulbs, filters, or any consumable parts.
14. Repairs when your product is used in other than normal and usual household use (e.g. commercial use, offices, and recreational facilities) or contrary to the instructions outlined in the product owner's manual.
15. Costs associated with removal of your product from your home for repairs.
16. The removal and reinstallation of the product if it is installed in an inaccessible location or is not installed in accordance with published installation instructions, including LG's owner's and installation manuals.
17. Shelves, door bins, drawers, handles, accessories, and other parts besides those that were originally included with this particular model.
18. Service trips to your home to teach you how to use the product.
19. Replacement of the water filter cartridge due to water pressure that is outside the specified operating range or due to excessive sediment in the water supply.

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

For complete warranty details and customer assistance, please call or visit our website:

Call 1-800-243-0000 (24 hours a day, 365 days a year) and select the appropriate option from the menu, or visit our website at <http://www.lg.com> Or by mail: LG Customer Information Center:
P. O. Box 240007, 201 James Record Road Huntsville, Alabama 35813 ATTN: CIC

Write your warranty information below: _____
Product Registration Information: _____
Model: _____
Serial Number: _____
Date of Purchase: _____

WARRANTY

WARRANTY (Canada)

WARRANTY: Should your LG Refrigerator ("Product") fail due to a defect in material or workmanship under normal home use during the warranty period set forth below, LG Canada will at its option repair or replace the Product upon receipt of proof of original retail purchase. This warranty is valid only to the original retail purchaser of the product and applies only to a Product distributed in Canada by LG Canada or an authorized Canadian distributor thereof. The warranty only applies to Products located and used within Canada.

WARRANTY PERIOD:(Note: If the original date of purchase can not be verified, the warranty will begin sixty (60) days from the date of manufacture)		
Refrigerator/ Freezer	Sealed System(Compressor,Condenser, Dryer, Connecting Tube, Refrigerant and Evaporator)	
One (1) year from the date of original retail purchase	One (1) year from the date of original retail purchase	Seven (7) years from the date of original retail purchase
Parts and Labor (internal/functional parts only)	Parts and Labor	Parts only (Consumer will be charged for labor)

Noises associated with normal operation and failure to follow instructions found in the use and care and installation guides or operating the unit in an unsuitable environment will not be covered under this warranty.

- ▶ Replacement products and parts are warranted for the remaining portion of the original warranty period or ninety (90) days, whichever is greater.
- ▶ Replacement products and parts may be new or remanufactured.
- ▶ LG Authorized Service Center warranties their repair work for thirty (30) days.

LG CANADA'S SOLE LIABILITY IS LIMITED TO THE WARRANTY SET OUT ABOVE. EXCEPT AS EXPRESSLY PROVIDED ABOVE, LG CANADA MAKES NO AND HEREBY DISCLAIMS ALL OTHER WARRANTIES AND CONDITIONS RESPECTING THE PRODUCT, WHETHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OR CONDITION OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NO REPRESENTATIONS SHALL BE BINDING ON LG CANADA. LG CANADA DOES NOT AUTHORIZE ANY PERSON TO CREATE OR ASSUME FOR IT ANY OTHER WARRANTY OBLIGATION OR LIABILITY IN CONNECTION WITH THE PRODUCT. TO THE EXTENT THAT ANY WARRANTY OR CONDITION IS IMPLIED BY LAW, IT IS LIMITED TO THE EXPRESS WARRANTY PERIOD ABOVE. LG CANADA, THE MANUFACTURER OR DISTRIBUTOR SHALL NOT BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, SPECIAL, DIRECT OR INDIRECT DAMAGES, LOSS OF GOODWILL, LOST PROFITS, PUNITIVE OR EXEMPLARY DAMAGES OR ANY OTHER DAMAGE, WHETHER ARISING DIRECTLY OR INDIRECTLY FROM ANY CONTRACTUAL BREACH, FUNDAMENTAL OR OTHERWISE, OR FROM ANY ACTS OR OMISSIONS, TORT, OR OTHERWISE. This warranty gives you specific legal rights. You may have other rights which may vary from province to province depending on applicable provincial laws. Any term of this warranty that negates or varies any implied condition or warranty under provincial law is severable where it conflicts with provincial law without affecting the remainder of this warranty's terms.

WARRANTY

THIS LIMITED WARRANTY DOES NOT COVER:

1. Service trips to deliver, pick up, or install the product; instructing a customer on operation of the product; repair or replacement of fuses or correction of wiring or plumbing, or correction of unauthorized repairs/installation.
2. Failure of the product to perform during power failures and interruptions or inadequate electrical service.
3. Damage caused by leaky or broken water pipes, frozen water pipes, restricted drain lines, inadequate or interrupted water supply or inadequate supply of air.
4. Damage resulting from operating the Product in a corrosive atmosphere or contrary to the instructions outlined in the Product owner's manual.
5. Damage to the Product caused by accidents, pests and vermin, lightning, wind, fire, floods, or acts of God.
6. Damage resulting from the misuse, abuse, improper installation, repair, or maintenance of the Product. Improper repair includes use of parts not approved or specified by LG Canada.
7. Damage or product failure caused by unauthorized modification or alteration, or use for other than its intended purpose, or resulting from any water leakage due to improper installation.
8. Damage or Product failure caused by incorrect electrical current, voltage, or plumbing codes, commercial or industrial use, or use of accessories, components, or cleaning products that are not approved by LG Canada.
9. Damage caused by transportation and handling, including scratches, dents, chips, and/or other damage to the finish of your product, unless such damage results from defects in materials or workmanship and is reported within one (1) week of delivery.
10. Damage or missing items to any display, open box, discounted, or refurbished Product.
11. Products with original serial numbers that have been removed, altered, or cannot be readily determined. Model and Serial numbers, along with original retail sales receipt, are required for warranty validation.
12. Increases in utility costs and additional utility expenses.
13. Replacement of light bulbs, filters, or any consumable parts.
14. Repairs when your Product is used in other than normal and usual household use (including, without limitation, commercial use, in offices or recreational facilities) or contrary to the instructions outlined in the Product owner's manual.
15. Costs associated with removal of the Product from your home for repairs.
16. The removal and reinstallation of the Product if it is installed in an inaccessible location or is not installed in accordance with published installation instructions, including the Product owner's and installation manuals.
17. Shelves, door bins, drawers, handles, and accessories to the Product. Also excluded are parts besides those that were originally included with the Product.
18. Service trips to your home to teach you how to use the product.
19. Replacement of the water filter cartridge due to water pressure that is outside the specified operating range or due to excessive sediment in the water supply.

All costs associated with the above excluded circumstances shall be borne by the consumer.

For complete warranty details and customer assistance, please call or visit our website:

Call 1-888-542-2623 (24 hours a day, 365 days a year) and select the appropriate option from the menu, or visit our website at <http://www.lg.com>

Write your warranty information below: _____
Product Registration Information: _____
Model: _____
Serial Number: _____
Date of Purchase: _____