



ENGLISH

FRANÇAIS

ESPAÑOL

OWNER'S MANUAL

# REFRIGERATOR- FREEZER

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

LBN15221V



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Rev.04\_120417

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# TABLE OF CONTENTS

## 3 IMPORTANT SAFETY INSTRUCTIONS

---

## 17 SMART DIAGNOSIS™

---

## 6 PRODUCT OVERVIEW

---

## 18 TROUBLESHOOTING

---

## 7 OPERATION

---

## 21 LIMITED WARRANTY

---

- 7 Starting
- 7 Control Panel
- 9 Temperature Control
- 9 Express Freeze
- 10 Vacation Mode
- 10 Self Test
- 10 Door Alarm
- 10 Lock
- 10 Power On/Off
- 11 Ice Making
- 11 Defrosting
- 11 Water Dispenser (on some models)
- 12 Freezer Compartment
- 12 Sliding Shelf (on some models)
- 13 Pull Out Tray (on some models)
- 14 Replacing Lighting

## 15 MAINTENANCE

---

- 15 Storing Food
- 15 General Information
- 16 Cleaning the Refrigerator

# IMPORTANT SAFETY INSTRUCTIONS

## 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.
- 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. Do not use a cord that shows cracks or abrasion damage along its length or at either the plug or connector end.
- Do not use an uncertified power outlet.
- Unplug the power plug immediately in the event of a blackout or thunderstorm.
- Plug in the power plug with the power cord facing downward.

#### **Installation**

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

#### **Use**

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

# IMPORTANT SAFETY INSTRUCTIONS

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

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

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

### **California Proposition 65 (USA only)**

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



# IMPORTANT SAFETY INSTRUCTIONS

**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 plastic and other packing materials out of reach of children.
- The appliance must be positioned for easy access to a power source.
- 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 (5 cm) from the rear wall.
- This appliance is intended to be used in household and similar applications such as:
  - staff kitchen areas in shops, offices and other working environments;
  - farm houses and by clients in hotels, motels and other residential type environments;
  - bed and breakfast type environments;
  - catering and similar non-retail applications

## **Use**

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

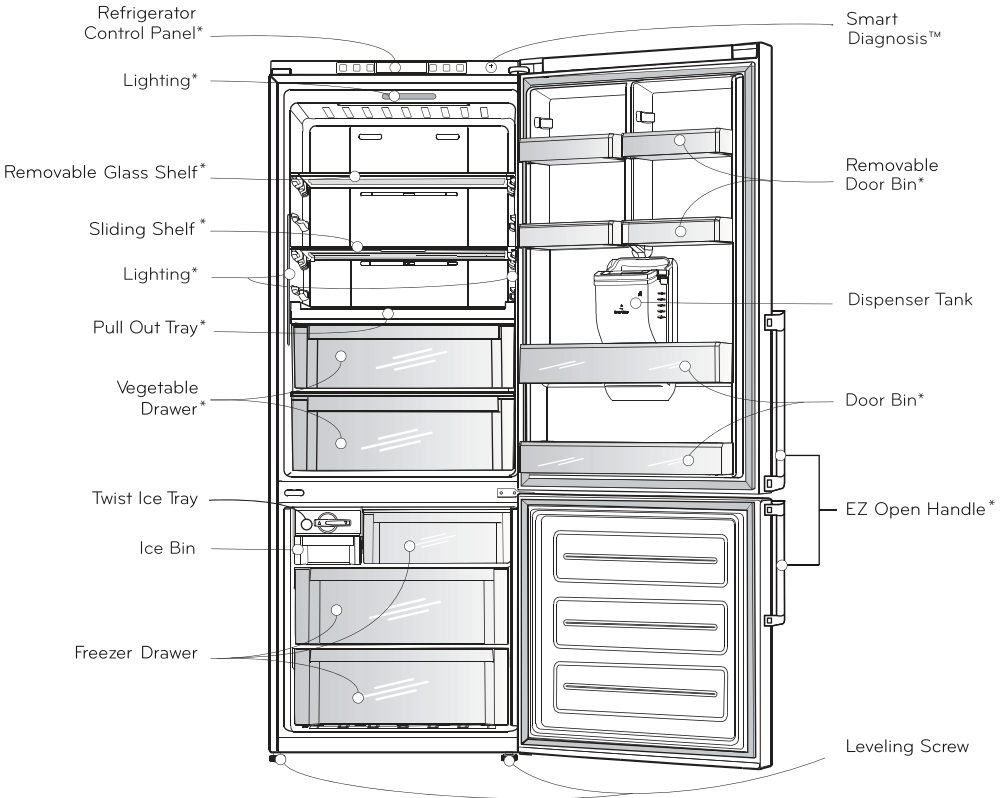
## **Maintenance**

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

**SAVE THESE INSTRUCTIONS**

# PRODUCT OVERVIEW

## Identification of Parts



\* on some models

### Note

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

# OPERATION

## Starting

When your fridge-freezer is installed, allow it 2-3 hours to stabilize at normal operating temperature prior to filling it with fresh or frozen foods.

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

Your fridge-freezer is now ready for use.

### Note

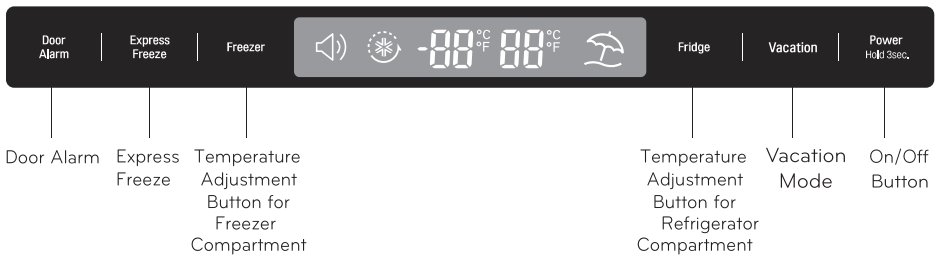
**Do not move the refrigerator while it is turned on.**

The compressor may temporarily cause a rattling noise.  
(This is normal and will not affect the performance or the life of the compressor.  
The rattling will stop after the refrigerator comes to a rest.)

## Control Panel

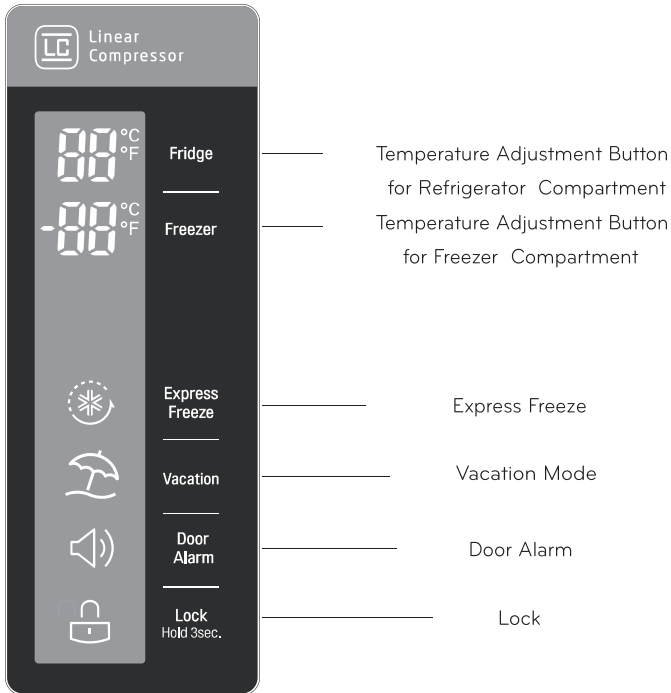
The refrigerator has controls for regulating the temperature and adjusting functions in the refrigerator and freezer compartment.

### Interior Type



# OPERATION

## Exterior Type



### Note

See detailed button descriptions on pages 9-10.

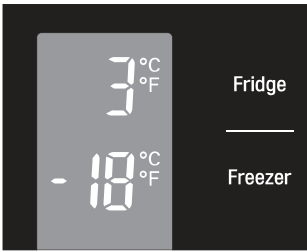
# OPERATION

## Temperature Controls

The initial target temperature of the refrigerator and freezer compartments is 3°C (37°F) and -18°C (0°F) respectively.

Push Fridge or Freezer on the control panel to adjust the target temperatures as desired.

### Exterior Type



### Interior Type



### Refrigerator

The temperature of the refrigerator can be set from 1°C to 8°C (33°F to 46°F).

### Freezer

The temperature of the freezer can be set from -21°C to -13°C (-6°F to 8°F).

### Temperature Mode Switch Function(°F<->°C )

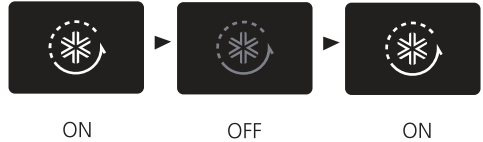
Press and hold Fridge and Freezer on the control panel at the same time for about five seconds to convert the display temperature units from Celsius (°C) to Fahrenheit (°F) or vice versa.

### Note

The displayed temperature is the target temperature, and not the actual temperature of the refrigerator. The actual refrigerator temperature depends on the food inside the refrigerator. The initial temperature may fluctuate. Wait at least 2-3 days after installing for the temperature to stabilize before adjusting.

## Express Freeze

- Use this function to freeze food quickly.
- Press Express Freeze once to turn the icon on and start the function. The icon and the function turn off automatically after 24 hours.
- Press Express Freeze again to stop the function manually. The icon turns off and the freezer temperature returns to the previous setting.

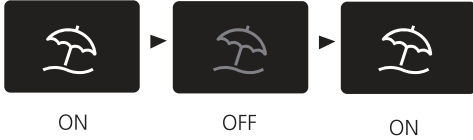


- The Express Freeze icon remains on after the Express Freeze function is selected.

# OPERATION

## Vacation Mode

- Use this power saving mode to reduce energy consumption while on vacation.
- Press Vacation to turn the icon on and start Vacation mode. Press again to turn the icon off and stop Vacation mode.



### Note

When Vacation mode is on, the refrigerator and freezer temperature buttons and the Express Freeze function are disabled. Press Vacation to cancel Vacation mode and make the buttons active again. 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 is locked and cannot be changed. Do not turn off the power. Call the nearest service provider so that they can diagnose the display indicators. If the power is turned off the error message resets and may be difficult to properly diagnose.

## Door Alarm

- When the doors of the refrigerator are opened for longer than 1 minute, the alarm sounds repeatedly every 30 seconds until the door is closed. Call for service if the alarm continues to sound after doors are closed.
- Press Door Alarm to disable the function.



## Lock

### on some models

- This function disables every other button on the display.
- Press and hold Lock for three seconds to activate or deactivate the function.
- When Lock is activated, it does not disable the water dispenser on models with a dispenser.



## Power On/Off

### on some models

- Press this button to turn the refrigerator power on/off. Turning the refrigerator off stops cooling and turns off interior lights.
- Press and hold Power for up to 3-7 seconds to turn the refrigerator off.
- Press and hold Power for 1 second to turn the refrigerator on.

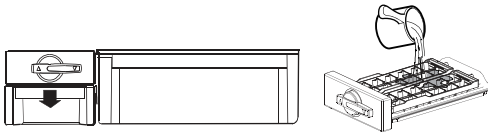
### Note

Turning the Power button off does not disconnect the refrigerator from the main power circuit.

# OPERATION

## Ice Making

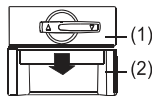
- Take out the twist ice maker, fill it up and put it back in its original location.



- Ice is dropped into the ice storage bin by rotating the ice separation handle on the ice making compartment.



- If not making ice, remove the ice maker to use the space for storing frozen food.



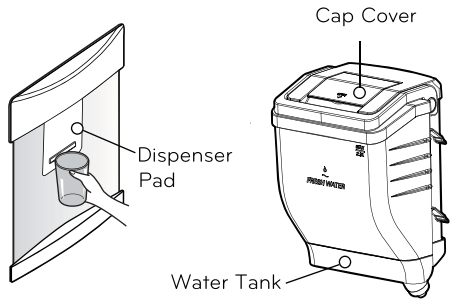
### Note

- Rotating the ice separation handle before ice is fully frozen may pour the remaining water into the ice storage bin and cause the ice to clump together.
- Never pour water into the ice storage bin with the intention of freezing it as it can break the ice storage bin.
- Gently remove the ice storage bin when getting ice so that the slide stopper is not broken.

## Defrosting

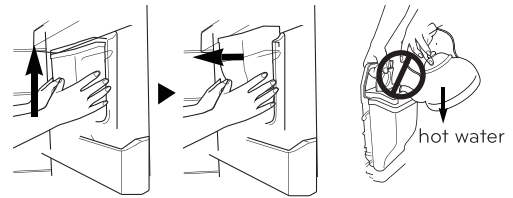
- Defrosting takes place automatically.
- Water from defrosting flows to the evaporating tray and is evaporated automatically.

## Water Dispenser (on some models)



### Filling of Water Tank

#### How to Remove the Water Tank



- Assemble in reverse order of removal.
- Be careful not to press on the dispensing valve.
- When assembling the tank on the door, ensure that it is properly secured in its place.

1. Pull out the water tank.  
Then open the cap cover.
2. Add up to 2.3 liters of water.
3. Only fill with drinkable water.  
Do not fill with any liquid other than water.  
Never pour hot water into the tank.

### Drinking

1. Press the dispenser pad with a cup or glass.
2. Water is dispensed for as long as the pad is pressed.
3. To minimise any spillage, slowly remove the cup or glass from the dispenser pad.
4. In the event of accidental spillage, wipe up any water from the dispenser area with a soft cloth.

# OPERATION

## ⚠ CAUTION

Filling the water tank with beverages other than drinking water may cause the dispenser to malfunction.

## ⚠ WARNING

Fill with drinkable water only.  
Do not fill the water tank with any other beverages. It must be filled with drinkable water only.  
Never fill with hot or warm water.

## Note

If problems occur when dispensing, re-install water tank.  
Press dispenser pad firmly to dispense water.

## Freezer Compartment

If a large quantity of food is to be placed in the freezer compartment,

1. remove the upper drawer of the freezer compartment and the twist ice maker, and stack the food directly on the wire shelf.
2. remove the middle drawer of the freezer compartment and stack the food directly on the wire shelf.

The freezer compartment provides wire shelves to maximize storage capacity. Drawers are also provided for convenient storage of foods that may drip or foods in a semi-liquid state.



### Max Freezing Capacity

If there is already food in the compartment, set the freezer to the coldest temperature and turn on Express Freeze several hours before placing fresh food in the freezer compartment to get maximum capacity. As a rule 7 hours is adequate.

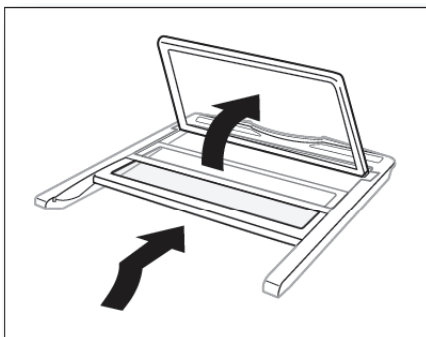
## Sliding Shelf (on some models)

Slide the sliding shelf in to accommodate taller containers or products on the shelf underneath.

## Note

Remove all items from the rear half shelf and the front sliding shelf.

1. Slightly lift up the front of the sliding shelf and slide it inward.
2. The rear half shelf raises to allow the front to slide in under it, or it can be lifted manually toward the rear wall to allow easier sliding of the front sliding shelf.
3. Pull out the sliding shelf to return it to the extended position.

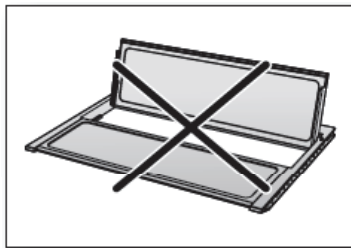


## ⚠ CAUTION

Caution should be taken when adjusting the shelf as it can fall out if not handled correctly.

## ⚠ CAUTION

Do not lift up the rear half shelf to store tall items at the back. The shelf may fall and cause damage or injury.





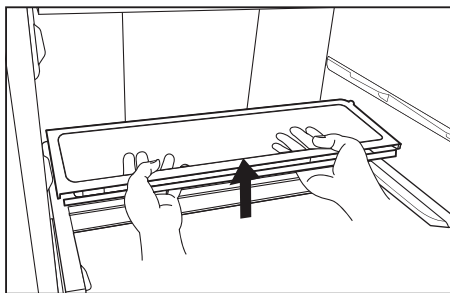
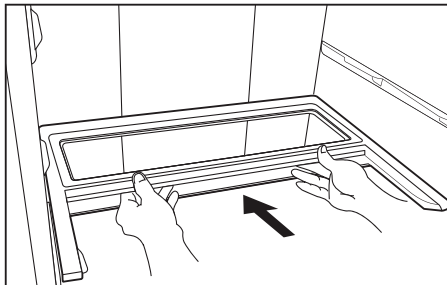
# OPERATION

## Removing the Rear Half Shelf

Slide the front sliding shelf in under the rear half shelf. Then lift the rear half shelf up to remove it.

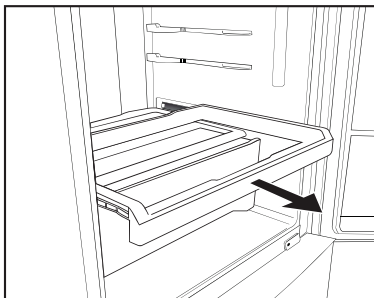
### Note

Do not place items on shelf until the rear half shelf and the front sliding shelf have been securely reassembled.



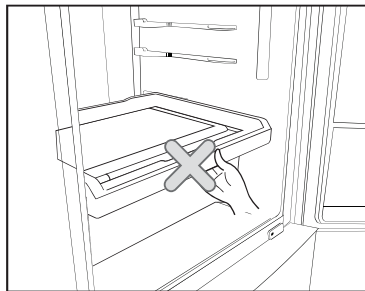
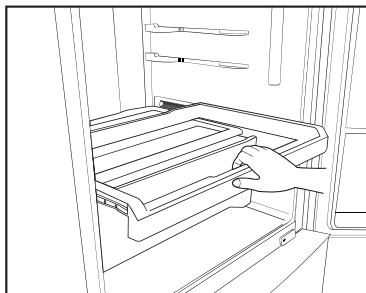
## Pull-Out tray (on some models)

Slide out the pull-out tray for easy access to items stored at the rear of the tray.



### CAUTION

Do not hold the bottom of the tray when sliding it in, as fingers could be caught. Be careful when sliding the tray; taller or top-heavy items could fall over.



# OPERATION

## Removing the Pull-Out Tray

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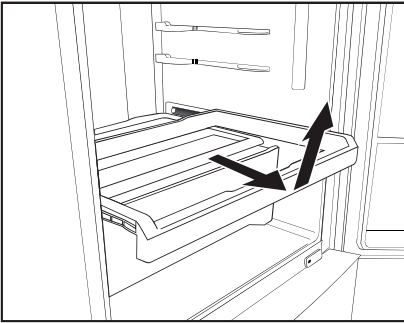
Fully extend the pull-out tray and lift the front, then pull the tray out slowly.

### Note

Before removing the pull-out tray, remove the second lowest door bin from the refrigerator door.

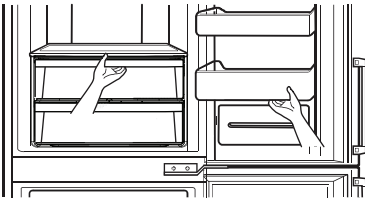
### Note

Use caution when pulling out the tray so that items do not fall off. Remove all food items from the tray before removing it.



## Removing the Vegetable Drawer

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Remove the lower bin from the door by lifting it up.

Pull the drawer open until it stops, lift it slightly, then pull it forward to remove it completely.

## Replacing Lighting

### Note

This product uses LED lighting which cannot be replaced by the user.

Please contact an authorized service center for LED lighting service or replacement.

# MAINTENANCE

## Storing Food

### ▲ CAUTION

- Do not store food which spoils easily at low temperatures, such as bananas and melons.
- Allow hot food to cool prior to storing. Placing hot food in the refrigerator could spoil other food, and lead to higher electricity bills.
- When storing 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 helps maintain a stable temperature.
- Do not open the door frequently. Opening the door lets warm air enter the refrigerator, and causes the temperature to rise.
- Never keep too many foods in the door bins, as this may stop the door from fully closing.
- Do not store bottles in the freezer compartment – they may break when frozen and cause injury.
- Do not refreeze food that has been thawed. This causes loss of taste and nutrition.
- Do not store pharmaceutical products, scientific materials or other temperature-sensitive products in the refrigerator. Products that require strict temperature controls must not be stored in the refrigerator.
- If you want to quick freeze new food, place it in the middle drawer of the freezer compartment, and then press the Express Freeze button.
- To ensure good air circulation in the appliance, push in the freezer drawers all the way.

## General Information

### Vacation Time

- During brief vacations, leave the refrigerator in operation. Place freezable items in the freezer for longer life. For longer vacations, or when storing the appliance, remove all food, disconnect the power cord, clean the interior thoroughly, and leave each door OPEN to prevent odor formation.

### Power Failure

- A 1 to 2 hour power failure will not significantly disrupt the internal temperature. Try to avoid opening and closing the door too frequently so that the temperatures remain as stable as possible until the power is restored.

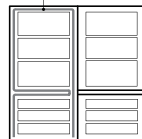
### If You Move

- Remove all food from the refrigerator and firmly fix loose items with tape.
- Fully retract the leveling screws before moving the refrigerator. Otherwise they may scratch the floor and stop the refrigerator from moving.

### Anti-Condensation Pipe

- The anti-condensation pipe is installed around the front side of the refrigerator and freezer, as well as on the partition between the refrigerator and freezer compartments to prevent dew and condensation.
- It is normal for the refrigerator to feel hot on the front and side surfaces immediately after installation or when the ambient temperature is high.

Anti-Condensation Pipe



### Reversing the Doors

- Your fridge-freezer is designed with reversible doors, which can be installed to open from either the left or right to suit the installation location.

### ▲ CAUTION

Call a service agent if door reversal is needed after installation is complete. Door reversal is not covered under the warranty.

## Cleaning the 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 once a month to prevent odors from building up. Wipe up spills immediately.

- Unplug refrigerator or disconnect power.
- Remove all removable parts from inside, such as shelves, drawers, 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
<b>Outside</b>	<ul style="list-style-type: none"> <li>■ 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.</li> <li>■ 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.</li> </ul>
<b>Inside walls (allow freezer to warm up so cloth won't stick)</b>	<ul style="list-style-type: none"> <li>■ To help remove odors, 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.</li> </ul>
<b>Door liners and gaskets</b>	<ul style="list-style-type: none"> <li>■ Do not use cleaning waxes, concentrated detergents, bleaches, or cleaners containing petroleum on plastic parts.</li> </ul>
<b>Plastic parts (covers and panels)</b>	<ul style="list-style-type: none"> <li>■ Do not use paper towels, window sprays, abrasive cleansers, or flammable fluids. These can scratch or damage material.</li> </ul>
<b>Condenser coils</b>	<ul style="list-style-type: none"> <li>■ Use a vacuum with an extended attachment to clean condenser coils.</li> <li>■ Vacuum coils when dusty or dirty. Coils may need to be cleaned as often as every other month.</li> </ul>

# SMART DIAGNOSIS (on some models)

## 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 LG service center. Only use the Smart Diagnosis feature when instructed to do so by the LG call center agent. The transmission sounds that you will hear are normal and sound similar to a fax machine.

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

First, call the LG service center. Only use the Smart Diagnosis feature when instructed to do so by the LG call center agent.

1. Open the refrigerator door.

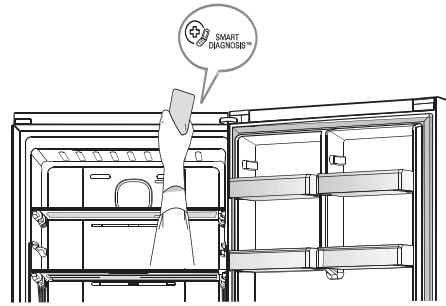
2. Press and hold the Freezer button for 3 seconds.



### Note

If the door has been opened for over one minute, you must close the door and start again from step 1.

3. Following the instructions of the operator, hold the phone's microphone close to the Smart Diagnosis icon.



4. Keep the phone in place until the tone transmission has finished. This takes about 3 to 6 seconds. Resume your conversation with the consultant, who will then be able to assist you in using the information transmitted for analysis.

### Note

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

# TROUBLESHOOTING

SERVICE CALLS CAN OFTEN BE AVOIDED!

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

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

## 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, 7 days per week.  
Please have your product type (Monitor, TV, VCR, MWO, Refrigerator) and ZIP code ready.

# TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSES
REFRIGERATOR-FREEZER DOES NOT OPERATE	<ul style="list-style-type: none"><li>■ <b>Power plug may be unplugged from the electrical 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 house lights.</li></ul>
REFRIGERATOR 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></ul>
VIBRATION OR RATTLING OR ABNORMAL NOISE	<ul style="list-style-type: none"><li>■ <b>The floor on which the Refrigerator-Freezer is installed may be uneven or the Refrigerator-Freezer may be unstable.</b> Make it even by rotating the leveling screw.</li></ul>
FROST OR ICE CRYSTALS ON FROZEN FOOD	<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 lengthy door openings.</b></li><li>■ <b>Frost within package is normal.</b></li></ul>
MOISTURE FORMS ON CABINET SURFACE	<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></ul>
MOISTURE COLLECTS INSIDE	<ul style="list-style-type: none"><li>■ <b>Too frequent or too lengthy door openings.</b></li><li>■ <b>In humid weather, air carries moisture into refrigerator when doors are opened.</b></li></ul>

# TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSES
DOOR NOT CLOSING PROPERLY	<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>Refrigerator-Freezer is not level.</b> Adjust the leveling screws.</li><li>■ <b>The floor on which the Refrigerator-Freezer is installed may be uneven or the Refrigerator-Freezer may be unstable.</b> Slightly raise the front side with the leveling screws.</li></ul>
INTERIOR LIGHTING DOES NOT WORK	<ul style="list-style-type: none"><li>■ <b>No power at outlet.</b></li><li>■ <b>Lighting needs replacing.</b> Damaged LED lighting must be replaced by qualified service personnel.</li></ul>



# LIMITED WARRANTY

## LIMITED WARRANTY

### FOR USA

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

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

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

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

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

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

#### THIS LIMITED WARRANTY DOES NOT COVER:

- Service trips to deliver, pick up, or install, educate how to operate, correct wiring, or correct unauthorized repairs.
- Damage or failure of the Product to perform during power failures and interrupted or inadequate electrical service.
- Damage or failure caused by leaky or broken water pipes, frozen water pipes, restricted drain lines, inadequate or interrupted water supply or inadequate supply of air.
- Damage resulting from operating the product in a corrosive atmosphere or contrary to the product owner's manual.
- Damage or failure to the Product caused by accidents, pests and vermin, lightning, wind, fire, floods, acts of God, or any other causes beyond the control of LG.

# LIMITED WARRANTY

- Damage or failure caused by unauthorized modification or alteration, or if used for other than the intended purpose.
- Damage or failure resulting from misuse, abuse, improper installation, repair, or maintenance. Improper repair includes use of parts not authorized by LG. Improper installation or maintenance includes installation or maintenance contrary to the Product owner's manual.
- Damage or failure caused by incorrect electrical current, voltage, or plumbing codes.
- Damage or failure caused by transportation and handling, including scratches, dents, chips, and/or other damage to the finish of the Product, unless such damage is reported within one (1) week of delivery.
- Damage or missing items to any display, open box, or discounted Product.
- Refurbished Product or any Product sold "As Is", "Where Is", "With all Faults", or similar disclaimer.
- Products with original serial numbers that have been removed, altered, or cannot be readily determined.
- Increases in utility costs and additional utility expenses.
- Any noises associated with normal operation.
- Use of accessories (e.g., water filters, etc.), components, or consumable cleaning products that are not authorized by LG.
- Replacement of light bulbs, filters, or any consumable parts.
- When Product is used for other than normal and proper household use (e.g. commercial or industrial use, offices, and recreational facilities or vehicles) or contrary to the instructions outlined in the Product's owner's manual.
- Costs associated with removal and reinstallation of your Product for repairs.
- Shelves, door bins, drawers, handle and accessories, except for internal/functional parts covered under this limited warranty.

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

TO OBTAIN WARRANTY SERVICE AND ADDITIONAL INFORMATION

Call 1-800-243-0000 and select the appropriate option from the menu.

Or visit our website at <http://www.lg.com>.

Or by mail: LG Electronics Customer Service P.O. Box 240007 Huntsville, AL 35813 ATTN: CIC

## PROCEDURE FOR RESOLVING DISPUTES:

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

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

**Notice of Dispute.** In the event you intend to commence an arbitration proceeding, you must first notify LG in writing at least 30 days in advance of initiating the arbitration by sending a letter to LG at LG Electronics, USA, Inc. Attn: Legal Department- Arbitration 1000 Sylvan Ave, Englewood Cliffs 07632. You and LG agree to engage in good faith discussions in an attempt to amicably resolve your claim. The notice must provide your name, address, and telephone number; identify the product that is the subject of the claim; and describe the nature of the claim and the relief being sought. If you and LG are unable to resolve the dispute within 30 days, either party may proceed to file a claim for arbitration.

# LIMITED WARRANTY

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

**Arbitration Rules and Procedures.** To begin arbitration of a claim, either you or LG must make a written demand for arbitration. The arbitration will be administered by the American Arbitration Association ("AAA") and will be conducted before a single arbitrator under the AAA's Consumer Arbitration Rules that are in effect at the time the arbitration is initiated (referred to as the "AAA Rules") and under the procedures set forth in this section. The AAA Rules are available online at [www.adr.org/consumer](http://www.adr.org/consumer). Send a copy of your written demand for arbitration, as well as a copy of this provision, to the AAA in the manner described in the AAA Rules. You must also send a copy of your written demand to LG at LG Electronics, USA, Inc. Attn: Legal Department- Arbitration 1000 Sylvan Avenue Englewood Cliffs, NJ 07632. If there is a conflict between the AAA Rules and the rules set forth in this section, the rules set forth in this section will govern. This arbitration provision is governed by the Federal Arbitration Act. Judgment may be entered on the arbitrator's award in any court of competent jurisdiction. All issues are for the arbitrator to decide, except that issues relating to the scope and enforceability of the arbitration provision and to the arbitrability of the dispute are for the court to decide. The arbitrator is bound by the terms of this provision.

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

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

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

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

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

# LIMITED WARRANTY

## LIMITED WARRANTY FOR CANADA

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

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

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

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

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

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

# LIMITED WARRANTY

## THIS LIMITED WARRANTY DOES NOT COVER:

- Service trips to i) deliver, pick up, or install or; educate on how to operate the Product; ii) correct wiring or plumbing; or iii) correct unauthorized repairs or installations of the Product;
- Damage or failure of the Product to perform during power failures and interrupted or inadequate electrical service;
- Damage or failure caused by leaky or broken water pipes, frozen water pipes, restricted drain lines, inadequate or interrupted water supply or inadequate supply of air;
- Damage or failure resulting from operating the Product in a corrosive atmosphere or contrary to the instructions outlined in the Product's owner's manual;
- Damage or failure to the Product caused by accidents, pests and vermin, lightning, wind, fire, floods, acts of God, or any other causes beyond the control of LGECI or the manufacturer;
- Damage or failure resulting from misuse, abuse, improper installation, repair, or maintenance of the Product. Improper repair includes use of parts not authorized or specified by LGECI. Improper installation or maintenance includes installation or maintenance contrary to the Product's owner's manual;
- Damage or failure caused by unauthorized modification or alteration of the Product, or if used for other than the intended household purpose/use of the Product, or damage or failure resulting from any water leakage due to improper installation of the Product;
- Damage or failure caused by incorrect electrical current, voltage or plumbing codes;
- Damage or failure caused by use that is other than normal household use, including, without limitation, commercial or industrial use, including use in commercial offices or recreational facilities, or as otherwise outlined in the Product's owner's manual;
- Damage or failure caused by the use of any accessories, components or cleaning products, including, without limitation, water filters, that are not approved/authorized by LGECI;
- Replacement of the water filter cartridge due to water pressure that is outside the specified operating range or due to excessive sediment in the water supply;
- Damage or failure caused by transportation and handling, including scratches, dents, chips and/or other damage to the finish of the Product, **unless** such damage results from defects in materials or workmanship and is reported to LGECI within one (1) week of delivery of the Products;
- Damage or missing items to any display, open box, refurbished or discounted Product;
- Refurbished Product or any Product sold "As Is", "Where Is", "With all Faults", or any similar disclaimer;
- Products with original serial numbers that have been removed, altered or cannot be readily determined at the discretion of LGECI;
- Increases in utility costs and additional utility expenses in any way associated with the Product;
- Any noises associated with normal operation of the Product;
- Replacement of light bulbs, filters, fuses or any other consumable parts;
- Replacement of any part that was not originally included with the Product;
- Costs associated with removal and/or reinstallation of the Product for repairs; and
- Shelves, door bins, drawers, handle and accessories to the Product, except for internal/functional parts covered under this Limited Warranty.
- Coverage for "in Home" repairs, for products in-warranty, will be provided if the Product is within a 150 km radius from the nearest authorized service center (ASC), as determined by LG Canada. If your Product is located outside a 150 km radius from a ASC, as determined by LG Canada, it will be your responsibility to bring the Product, at your sole expense, to the ASC for in-warranty repair.

**All costs and expenses associated with the above excluded circumstances, listed under the heading, This Limited Warranty Does Not Cover, shall be borne by the consumer.**

TO OBTAIN WARRANTY SERVICE AND ADDITIONAL INFORMATION, PLEASE CALL OR VISIT OUR WEBSITE:

Call 1-888-542-2623 (7 A.M. to 12 A.M., 365 days a year) and select the appropriate option from the menu, or. Visit our website at <http://www.lg.com>



# LIMITED WARRANTY

## PROCEDURE FOR RESOLVING DISPUTES:

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

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

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

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

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

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

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

# LIMITED WARRANTY

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

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

**Opt Out.** You may opt out of this dispute resolution procedure. If you opt out, neither you nor LG can require the other to participate in an arbitration proceeding. To opt out, you must send notice to LG no later than 30 calendar days from the date of the first consumer purchaser's purchase of the product by either (i) sending an e-mail to [optout@lge.com](mailto:optout@lge.com), with the subject line: "Arbitration Opt Out;" or (ii) calling 1-800-980-2973. You must include in the opt out e-mail or provide by telephone: (a) your name and address; (b) the date on which the product was purchased; (c) the product model name or model number; and

(d) the serial number (the serial number can be found (i) on the product; or (ii) online by accessing [https://www.lg.com/ca\\_en/support/repair-service/schedule-repair](https://www.lg.com/ca_en/support/repair-service/schedule-repair) and clicking on "Find My Model & Serial Number").

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

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

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