



ENGLISH

FRANÇAIS

ESPAÑOL

# OWNER'S MANUAL SIDE BY SIDE REFRIGERATOR

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

SRSXB2622\*



MFL67262509\_Rev.00

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ENGLISH

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## IMPORTANT SAFETY INSTRUCTIONS

**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 DANGER, WARNING, or CAUTION. These words mean:



### **DANGER**

You may be killed or seriously injured if you don't follow instructions immediately.



### **WARNING**

You may be killed or seriously injured if you don't follow instructions.



### **CAUTION**

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

All safety messages will identify the hazard, tell you how to reduce the chance of injury, and tell you what can happen if the instructions are not followed.

## WARNING

### TIP-OVER HAZARD

Use two or more people to move and install the refrigerator. To prevent the refrigerator from tipping over, install anti-tip brackets (provided). Failure to follow the refrigerator installation instructions can result in serious injury or death.



## 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. Read all instructions before using this appliance.

### 1. When Connecting the Power

This appliance incorporates an earth connection for functional purposes only.

#### Use a dedicated outlet.

- Using several devices at one outlet may cause a fire.

#### Plug in the power plug with the power cord facing downward.

Failure to do so could damage the plug or cord, resulting in fire or electric shock.

**When moving the refrigerator away from the wall, be careful not to roll over or damage the power cord. Do not squeeze or crush the cord or plug when pushing the refrigerator back in.**

Doing so could result in fire or electric shock.

**Do not allow the power cord to be bent, crushed, or damaged. Do not run the power cord under heavy objects like furniture, other appliances, or through high-traffic areas.**

Doing so may damage the power cord and result in fire or electric shock.

#### Do not extend or modify the length of the power cord.

Use only an exact factory replacement part to avoid electrical issues, fire, or electric shock.

**Unplug the power cord or turn off the power when cleaning or moving the refrigerator.**

- Failure to do so may cause electric shock or injury.
- Press the POWER button for 3 seconds to turn off the power at display panel.

**Do not pull out the cord or touch the power plug with wet hands.**

Doing so may cause electric shock or injury.

**Remove water or dust from the power plug and insert it securely into the wall socket.**

Dust, water, or a loose connection may cause a fire or electric shock.

**Do not unplug the refrigerator by pulling on the cord.**

Doing so may cause electric shock or short circuit resulting in a fire.

**Do not use the power cord or the power plug if it is damaged or if the outlet is damaged.**

Doing so may cause electric shock or short circuit resulting in a fire.

**Wait for 5 minutes or longer when reconnecting the plug.**

Give the compressor time to cycle before re-starting.

**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.**

**An individual properly grounded branch circuit or circuit breaker must be used in case of requiring disconnect after installation.**

## 2. When Using the Refrigerator

**Do not place heavy or dangerous objects on the refrigerator.**

Opening or closing the door may cause objects to fall, resulting in injury, fire, or electric shock.

**Do not install the refrigerator in a damp location or where it will be exposed to running water.**

Deterioration of the insulation on electrical parts may result, causing risk of electric shock.

**Do not allow children to hang on the refrigerator doors, shelves or drawers.**

Doing so may cause serious injury.

**Do not allow children to climb into the product.**

A child's life could be endangered if the child climbs into the refrigerator.

**Opening and closing the door of the refrigerator vigorously may cause the stored food in the door bins to fall.**

**Do not use or store flammable materials like ether, benzene, alcohol, medicine, LP gas, sprays, or cosmetics near or in the refrigerator.**

Doing so may cause explosion or fire.

**Do not use a hair drier to dry the inside, nor light a candle to remove odor.**

Doing so may cause explosion or fire.

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

**Note that a temperature rise after defrosting has a permissible range in the appliance specifications. If you wish to minimize the impact this may have on the food storage due to a temperature rise, seal or wrap the stored food in several layers.**

**Do not use combustible sprays (including cooking sprays, oils and other aerosol products) on or near the refrigerator.**

Doing so may cause a fire.

**Do not install the refrigerator near a gas stove, water heater or other source of ignition that may possibly leak gas.**

**Turn off the refrigerator if you will not be using it for an extended period of time, or in the event of a severe electrical storm.**

Press the POWER button for 3 seconds to turn off the power at the control panel.

**If your refrigerator is leaking, have it checked by an authorized service technician before operating it.**

Failure to follow this warning may cause electric shock or fire.

**Do not spray water inside or outside the refrigerator, do not clean it with benzene or thinner.**

If the insulation around electrical parts deteriorates, it can result in electric shock or fire.

**If a strange smell or smoke is detected from the refrigerator, turn off the refrigerator and contact the service center.**

Failure to follow this warning may result in a fire.

**Do not allow any person except an authorized servicer to disassemble, repair, or alter the refrigerator.**

Doing so may cause injury, electric shock or fire.

**This product is not to be used for special purposes such as the storage of medicine or test materials or for use on ships, vehicles, aircraft, etc.**

Doing so may cause an unexpected risk such as fire, electric shock, deterioration of stored material, chemical reaction.

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

Child entrapment generally results in death by suffocation.

**This appliance is not intended for use by persons (including children) with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.**

**Children should be supervised to ensure that they do not play with the appliance.**

**Install the refrigerator on a solid and level floor.**

If the refrigerator tips when opening or closing the door, it could fall over, causing property damage and personal injury.

**Do not put hands, feet, or metal objects into the air vents or cover, or below or behind the refrigerator.**

Doing so may result in electric shock or injury.

**Do not step on the pipe under the freezer door.**

Doing so may cause electric shock or injury.

**Connect to potable water supply only.**

Non-potable water can cause health risks.

**If connected to a circuit protected by fuses, use time delay fuse.****Keep ventilation openings, in the appliance enclosure or in the built-in structure, clear of obstruction.****Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.****Do not damage the refrigerant circuit.****Do not use electrical appliances inside the refrigerator.**

**If disposing of a refrigerator, make sure the refrigerant is removed for proper disposal by a qualified servicer. If you release the refrigerant, you may be fined or imprisoned in accordance with the relevant environmental law.**

**Risk of Fire and Flammable Materials**

This appliance contains a small amount of isobutane refrigerant (R600a), which is combustible. When transporting and installing the appliance, care should be taken to ensure that no parts of the refrigerating circuit are damaged. Refrigerant squirting out of the pipes could ignite or cause an eye injury. If a leak is detected, avoid any naked flames or potential sources of ignition and air the room in which the appliance is standing for several minutes.

In order to avoid the creation of a flammable gas air mixture if a leak in the refrigerating circuit occurs, the size of the room in which the appliance may be sited depends on the amount of refrigerant used. The room must be 10.8 square feet (1 square meter) in size for every 8g of R600a refrigerant inside the appliance. The amount of refrigerant in your particular appliance is shown on the identification plate inside the appliance. Never start up an appliance showing any signs of damage. If in doubt, consult your dealer.

## CAUTION

**Do not insert hands into the ice bucket or the ice dispenser.**

Doing so may cause injury.

**Do not touch food or containers in the freezer with wet hands.**

Doing so may cause frostbite.

**Do not put ice in a thin crystal cup or ceramic ware.**

The glass may shatter and present a hazard.

**If power goes out, remove ice from ice bin.**

Ice will melt and water will leak onto floor. Dump ice if power is out for a long period.

**Do not remove the cover of the automatic ice dispenser.**

The internal mechanism of the icemaker can cause injury if handled.

**Place food items and containers carefully on the shelves in the refrigerator.**

Opening and closing the door may cause food to fall, resulting in injury.

**Do not put glass bottles or containers in the freezer.**

Contents may break the bottle when frozen, causing risk of injury.

**Do not stick your hands under the refrigerator.**

Sharp edges, fans, and wires may cause an injury.

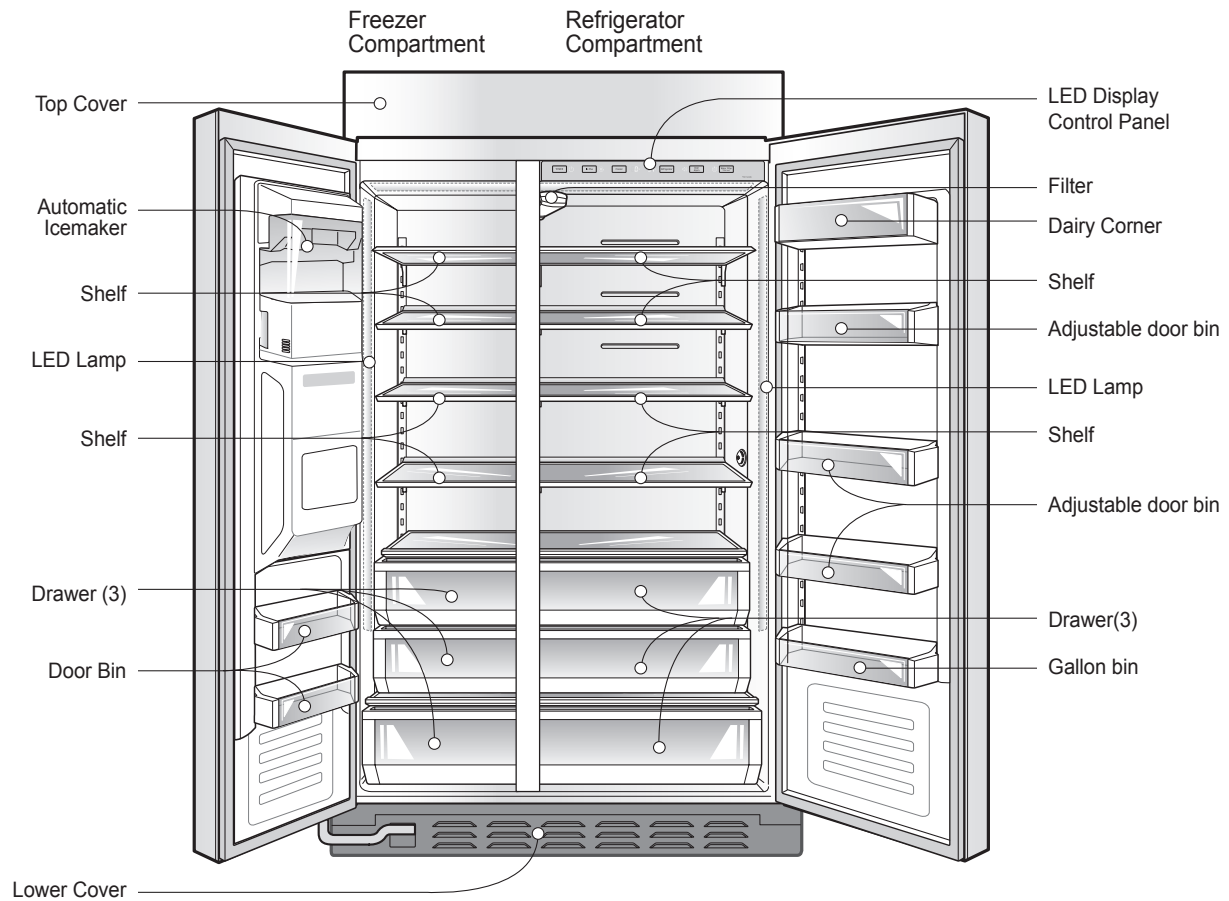
**Close the door carefully when children are near.**

Keep fingers out of pinch point areas; clearances between the doors and cabinets are necessarily small.

**Do not put live animals into the refrigerator.**

**SAVE THESE INSTRUCTIONS**

## Product Overview



## Product Specifications

The appearance and specifications listed in this manual may vary due to constant product improvements.

**Electrical requirements:** 115 V, 60 Hz

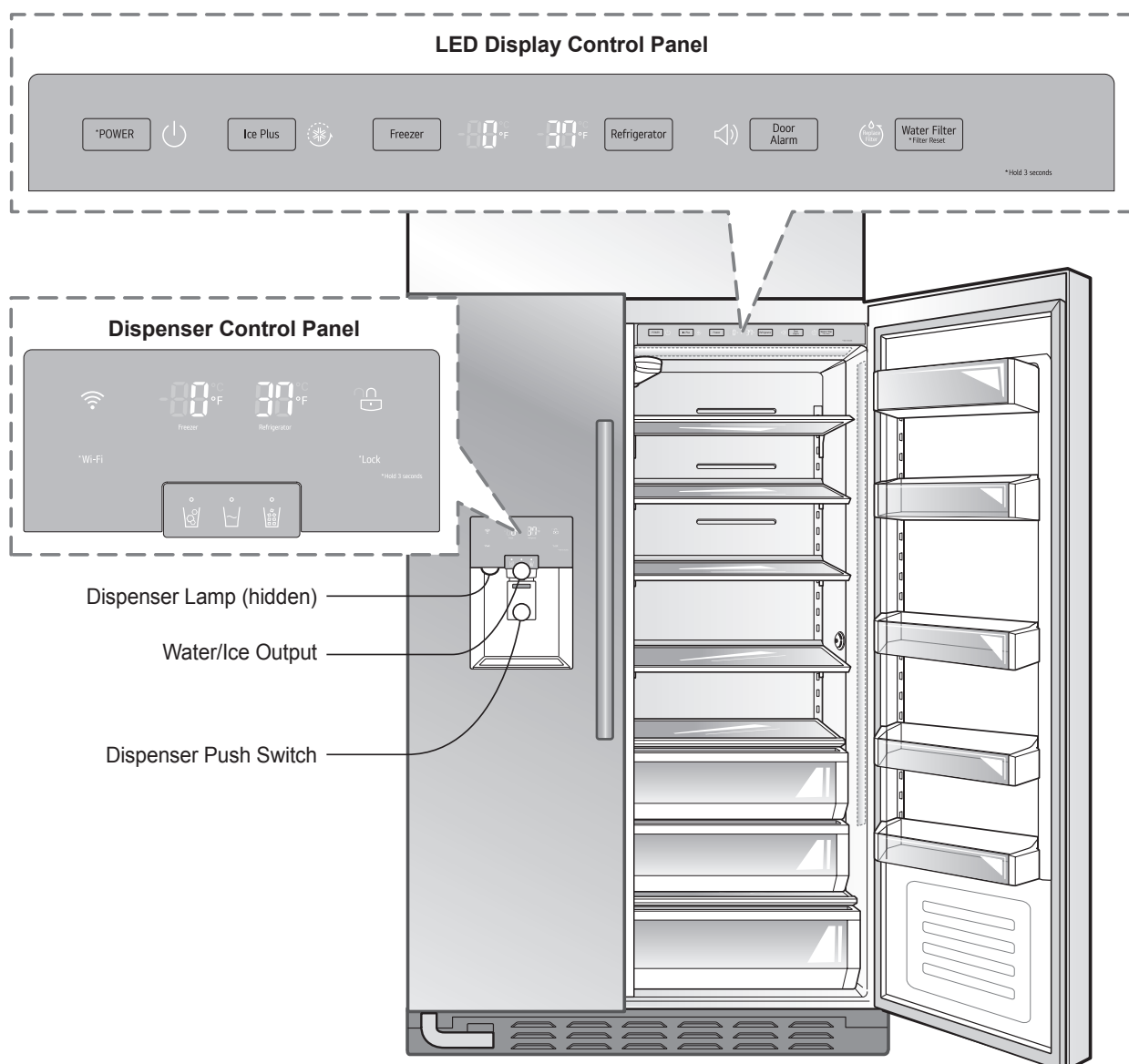
**Min. / Max. water pressure:** 20 - 120 psi (138 - 827 kPa)

| Model SRSXB2622* |                        |
|------------------|------------------------|
| Description      | Built-in, Refrigerator |
| Net weight       | 542 lb (246 kg)        |

## Starting

When the refrigerator is first installed, allow it to stabilize at normal operating temperatures for 2-3 hours prior to filling it with fresh or frozen foods. If operation is interrupted, wait 5 minutes before restarting.

## Adjusting the Temperatures and Functions



## Control Panel

### LED Display Control Panel



#### ① Power

The Power button turns off all electrical power to the unit.

Press and hold the Power button for 3 seconds to turn off the power. When the power is off, the indicator light is off. There is no need to turn off power at the circuit breaker or wall receptacle. Use this function for service or extended vacations.

#### ② Ice Plus

Press the Ice Plus button once to activate the Ice Plus function.

The Ice Plus icon on the display panel illuminates when activated.

The Ice Plus function runs the freezer compartment at the coldest setting for a 24-hour period to increase icemaking by up to 20%, and then turns off automatically.

#### NOTE

- Press the button again to cancel the Ice Plus function.

#### ③ Freezer

To adjust the temperature in the freezer compartment, press the Freezer button to cycle through the range of available settings.

#### ④ Refrigerator

To adjust the temperature in the refrigerator compartment, press the Refrigerator button to cycle through the range of available settings.

#### NOTE

- The actual inner temperature varies depending on the food status, since the indicated temperature setting is the target temperature and not the actual temperature within the refrigerator.  
Initially set the REFRIGERATOR CONTROL at 37°F(3°C) and the FREEZER CONTROL at 0°F(-18°C). Leave them at these settings for 24 hours (one day) to stabilize.  
Then adjust the compartment temperature as illustrated above.
- To change temperature display from Fahrenheit to Celsius press and hold the Freezer and Refrigerator buttons simultaneously for approximately 5 seconds. Do the same to convert back to Fahrenheit.

**⑤ Door Alarm** 

The Door Alarm sounds three times at 30-second intervals when a compartment door is left open for more than 60 seconds. The alarm stops sounding when the door is closed. Press the Door Alarm button once to activate or deactivate the door alarm function.

**NOTE**

- Contact your local service center if the alarm continues to sound after the doors are closed.

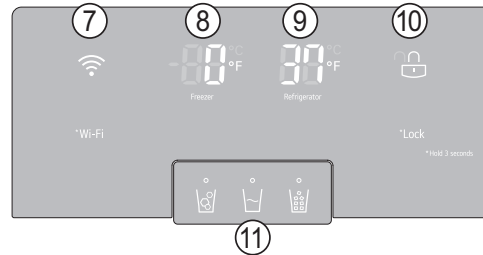
**⑥ Water Filter** 

Press and hold the Water Filter button for approximately 3 seconds to reset the filter indicator after the water filter has been replaced.

**NOTE**

- Replace the water filter approximately every 6 months, when the water filter indicator light reaches 0 or if the ice or water starts to taste bad.

## Dispenser Control Panel



### ⑦ Wi-Fi

Use the Wi-Fi button with the LG Smart Refrigerator smart phone app to connect the refrigerator to a home Wi-Fi network. Refer to the Smart Features section of the manual for information on the initial setup of the application.

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

### ⑧ Freezer

Freezer temperature indicator.

### ⑨ Refrigerator

Refrigerator temperature indicator.

### ⑩ Lock

Press and hold the Lock button for three seconds to lock the dispenser and all of the other control panel functions. Press and hold again for 3 seconds to unlock.

### ⑪ Dispenser Selection Indicator

#### Dispensing Cubed Ice

Press the dispenser selection button repeatedly until the cubed ice icon illuminates. Press the dispenser switch with a glass or other container to dispense cubed ice.

#### Dispensing Water

Press the dispenser selection button repeatedly until the water icon illuminates. Press the dispenser switch with a glass or other container to dispense water.

#### Dispensing Crushed Ice

Press the dispenser selection button repeatedly until the crushed ice icon illuminates. Press the dispenser switch with a glass or other container to dispense crushed ice.

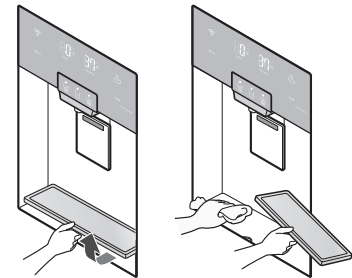
## ⚠ CAUTION

### NOTE

- Hold the glass or other container in place for a couple of seconds after dispensing ice or water to catch the last few cubes or drops. The dispenser is designed to not operate while either refrigerator door is open.

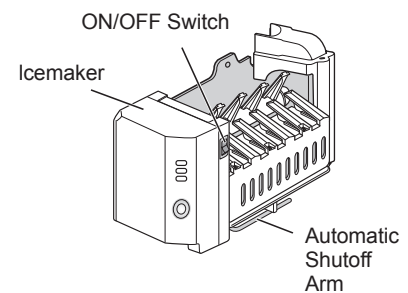
### Cleaning

The water collector has no self-drainage function, so it should be cleaned regularly. Remove the cover by pulling the front of the water collector cover and dry it with a cloth.



### Automatic Ice maker

- The automatic icemaker can automatically make 6 cubes at a time, 70~120 pieces per day. This quantity may vary by circumstance, including ambient temperature, door opening, freezer load. etc.
- Icemaking stops when the ice storage bin is full.
- To turn the icemaker off, turn the icemaker switch to OFF. To turn the icemaker back on, turn the switch to ON.



### NOTE

- It is normal to hear noise when ice drops into the ice storage bin.
- Occasionally shake the ice storage bin so that the ice does not pile higher on one side. If the ice piles up high next to the ice maker, ice production will stop.

### Icemaker Not Working Properly

#### Ice is Lumped Together

- When ice is lumped together, take the ice lumps out of the ice storage bin, break them into small pieces, and return the pieces to the ice storage bin.
  - When the ice produced by the icemaker is too small or is lumped together, the amount of water supplied to the icemaker may need to be adjusted. Contact the service center.
- ※ If ice is not used frequently, it may lump together.

#### Power Failure

- Ice may drop into the freezer compartment. Take the ice storage bin out and discard all the ice. Dry the ice bin and place it back in the freezer.

#### The Refrigerator is Newly Installed

- It takes about 12 hours for a newly installed refrigerator to make ice.

## How to remove and reinstall the ice storage bin

### Remove

- Grip the handle as shown in the figure 1.

### BIN

- Lift the lower part slightly
- Take the Ice Storage bin out slowly

### Cover

- Lift up the cover
- ✱ Watch the hooks inside of cover.

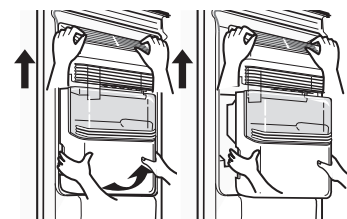


figure 1

### Reinstall (Bin&Cover)

- Assembly is the reverse order of disassembly.
- You will hear the bin snap into place when it is in the correct position.

## ! WARNING

- Do not dismantle the ice storage bin unless it is necessary.
- Use both hands to remove the ice bin to avoid dropping it.
- Do not touch the ejector mechanism with hands or tools. It may damage the icemaker or hurt your hands (figure 2).

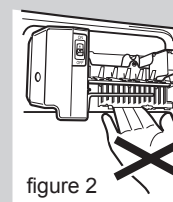


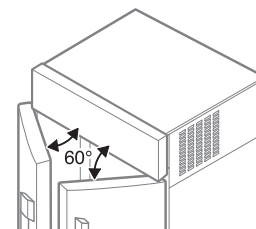
figure 2

## Auto-Closing Door System

***The doors automatically close when in the 60 degree position.***

### NOTE

- This function is performed by a spring-damper mechanism. Closing speed and strength depends on the ambient temperature, frequency of door opening/closing and contents of the door bins.



## Other Functions

### Open Door Alert

- A warning tone will sound 3 times at thirty-second intervals if the refrigerator or freezer door is left open for more than sixty seconds.
- Please contact a local service center if the warning continues to sound after the door is closed.

 **CAUTION**

**Throw away the first few batches of ice (about 24 cubes) and water (about 7 glasses) first made after refrigerator installation.**

The first ice and water may include particles or odor from the feed water pipe or feed water box. This is also necessary if the refrigerator has not been used for a long time.

**Children should be supervised when using the dispenser.**

**Be careful that frost does not block the ice passage.**

The ice passage may become blocked with frost if only crushed ice is used. Remove the frost that accumulates by removing the ice bin and clearing the passage with a rubber spatula. Dispensing cubed ice can also help prevent frost buildup.

**Never store beverage cans or other items in the ice bin for the purpose of rapid cooling.**

Doing so may damage the icemaker or the containers may burst.

**Never use thin crystal glass or crockery to collect ice.**

Such containers may chip or break resulting in glass fragments in the ice.

**Dispense ice into a glass before filling it with water or other beverages.**

Splashing may occur if ice is dispensed into a glass that already contains liquid.

**To avoid personal injury, keep hands out of the ice door and passage.**

Part breakage or injury may occur.

**Never remove the icemaker cover.**

**If discolored ice is dispensed, check the water filter and water supply. If the problem continues, contact service center. Do not use the ice or water until the problem is corrected.**

**Never use a glass that is exceptionally narrow or deep.**

Ice may jam in the ice passage and refrigerator performance may be affected.

**Keep the glass at a proper distance from the ice outlet.**

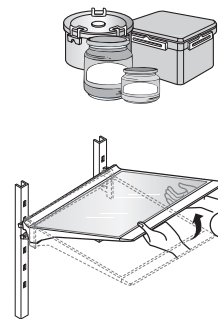
A glass held too close to the outlet may prevent ice from dispensing.

## Shelf

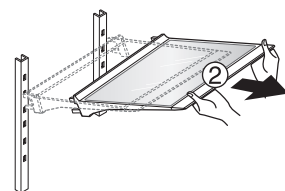
The shelves in the refrigerator are adjustable to meet individual storage needs.

### Disassembling

1. Lift the front of the shelf slightly.

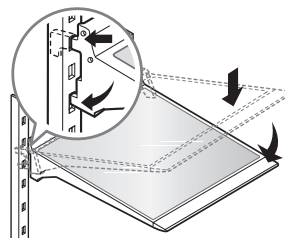


2. While supporting the shelf, tilt it and pull it out.



### Reassembling

Tilt the front of the shelf up and guide the shelf hooks into the slots at a desired height. Then, lower the front of the shelf so that the hooks drop into the slots.



## CAUTION

Make sure that shelves are level from one side to the other. Failure to do so may result in the shelf falling or food spilling.

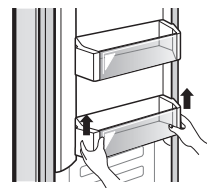
## Freezer Door Bin

Use to store small packaged frozen food.

Do not use door bins to store ice cream or for long-term food storage.

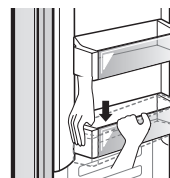
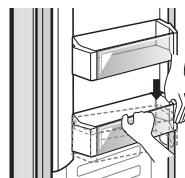
### Disassembling

Hold the bin with both hands and slightly lift up the front part to pull the bin out.



### Reassembling

Hold the bin with both hands and reassemble one side at a time by pushing it in.

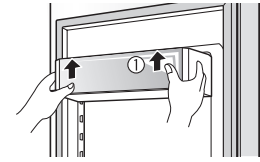


## Dairy Corner

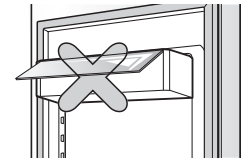
Use to store dairy goods like butter and cheese.

### Disassembling

To remove the dairy corner, simply lift it up and pull straight out.



- Close the dairy corner completely after use. The refrigerator door may not close properly if the dairy corner is left open.



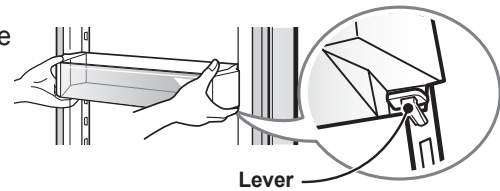
## Adjustable Door Bins

Use to store small, packaged refrigerated food or beverages such as milk, canned drinks, etc. The adjustable door bins are removable for easy cleaning and adjustment.

### Disassembling

You must remove the dairy corner before disassembling the adjustable door bin.

To remove the door bin, pull the levers on each side and pull the bin up off of the rail.



### Reassembling

Before reassembling the adjustable door bin, remove the dairy corner.

Hold the door bin with both hands and place it on top of the rail. Push the basket down while holding the lever under the bin. The bin clicks when it is in the correct position.

## ⚠ CAUTION

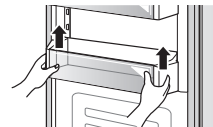
- Always disassemble/assemble the adjustable door bin using two hands. Make sure that the adjustable door bins are empty before disassembling/ assembling them.

## Refrigerator Gallon Bin

For storing larger containers, such as gallons of milk.

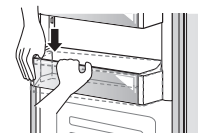
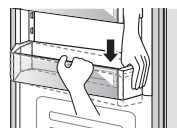
### Disassembling

Hold the bin with both hands, lift up and pull out.



### Reassembling

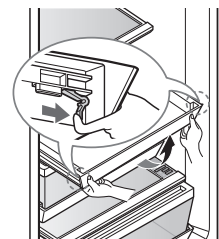
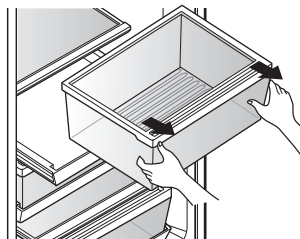
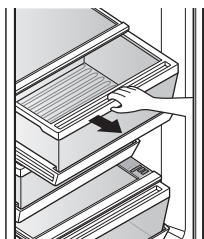
Hold the bin with both hands and click it into place, one side at a time.



## Refrigerator/Freezer Drawers

For convenient storage of items like fruits, vegetables and packaged frozen food.

### Disassembling



1. Hold the front handle of the drawer and pull it out until it stops.
2. When you cannot pull out the drawer any more, lift it up slightly to pull it out.
3. The lower compartment under the drawer is also removable.

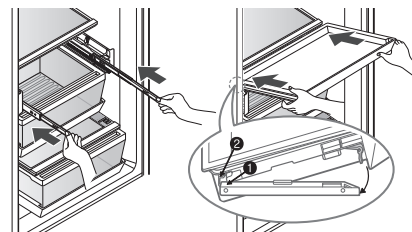
The drawer is reassembled in the reverse order.

## CAUTION

- Always disassemble the drawers using two hands.
- Make sure that the drawers are empty before removing them.

### Reassembling the Lower Compartment

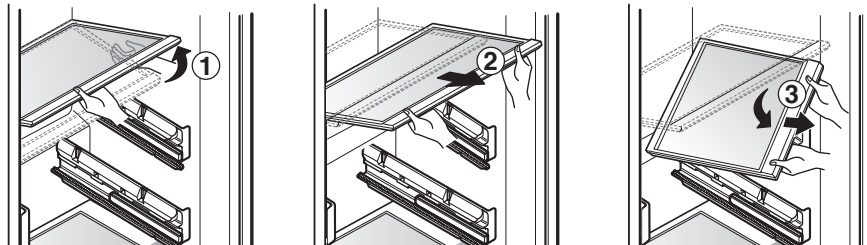
1. Slide both rails in simultaneously.
2. Hook the support ❶ into the rail tabs ❷ on both sides.
3. Lower the front of the compartment.  
The compartment clicks when it is in the correct position.



**Disassembling****Upper/Lower Drawer Covers**

1. Lift the front of the cover slightly, then lift the back of the cover from below.
2. Pull the cover forward firmly.
3. Tilt the cover up 45° and remove it.

The cover is reassembled in the reverse order.

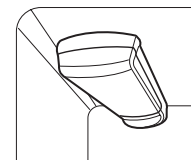
**CAUTION**

Never wash the inside accessories of the appliance in the dishwasher. They must be cleaned by hand.

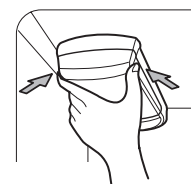
**Replacing the Water Filter**

Replace the water filter:

- Approximately every six months.
- When the water filter indicator turns on.
- When the water dispenser output decreases.
- When the ice cubes are smaller than normal.

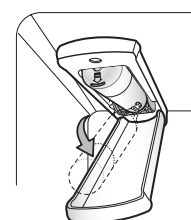


1. Remove the old water filter.
  - Lower or remove the top left shelf to allow the water filter to rotate all the way down.
  - Press the push button to open the water filter cover.

**NOTE**

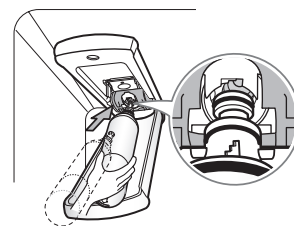
- Replacing the water filter causes a small amount of water (around 1 oz. or 25 cc) to drain. Place a cup under the front end of the water filter cover to collect any leaking water. Hold the water filter upright, once it is removed, to prevent any remaining water from spilling out of the water filter.

- Pull the water filter downward and pull out. Make sure to rotate the filter down completely before pulling it out of the manifold hole.

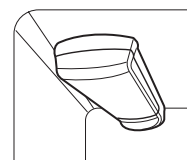
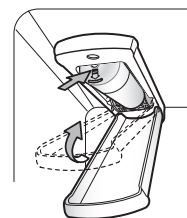


## 2. Replace with a new water filter.

- Take the new water filter out of its packing and remove the protective cover from the o-rings. With water filter tabs in the horizontal position, push the new water filter into the manifold hole until it stops.



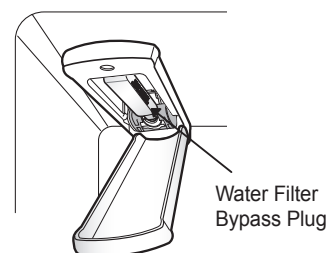
- Rotate the water filter up into position and close the cover. The cover clicks when closed correctly.



## 3. After the water filter is replaced, dispense 2.5 gallons of water (flush for approximately 5 minutes) to remove trapped air and contaminants from the system. Do not dispense the entire 2.5 gallon amount continuously. Depress and release the dispenser pad for cycles of 30 seconds ON and 60 seconds OFF.

## 4. Water Filter Bypass Plug

- Keep the water filter bypass plug. You **MUST** use the water filter bypass plug when a replacement water filter cartridge is not available.



## CAUTION

DO NOT operate refrigerator without water filter or water filter bypass plug installed.

### NOTE

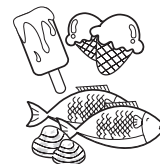
- To purchase a replacement water filter:
  - Visit your local dealer or distributor
  - Web: Find Parts & Accessories from Support section of lg.com
  - Call : 1-800-243-0000 (USA), 1-888-542-2623 (Canada)
- Part number of the replacement water filter: ADQ36006113

## Food Storage Guide

(Refer to the Product Overview for identification of parts.)

### Freezer Compartment Shelf

Store various frozen foods such as meat, fish, ice cream, frozen snacks, etc.



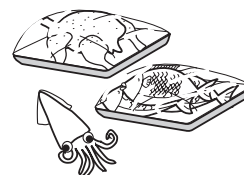
### Freezer Compartment Door Bin

- Store small packed frozen food.
- The temperature in the door bins is likely to increase as the door opens; therefore, do not store long-term foods such as ice cream in the door bins.



### Freezer Compartment Drawer

- Store meat, fish, chicken, etc. after wrapping them with thin foil.
- Store dry.



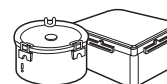
### Dairy Corner

Store dairy products such as cheese and butter.



### Refrigerator Compartment Shelf

Store side dishes or other foods at a proper distance.



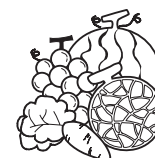
### Refrigerator Compartment Door Bin

Store small packed food or beverages such as milk, juice, etc.



### Vegetable Drawer

Store vegetables or fruits.



### Food storage guide

- Store fresh food in the refrigerator compartment. How food is frozen and thawed is an important factor in maintaining its freshness and flavor.
- Do not store food that spoils quickly, such as bananas and melons, at low temperatures.
- Allow hot food to cool prior to storing it in the refrigerator. Placing hot food in the refrigerator could spoil other food and lead to a higher energy consumption.
- Tightly wrap food or store it in a container with a lid.
- Do not block air vents with food. Smooth circulation of chilled air keeps refrigerator temperatures even.
- Do not open the door frequently. Opening the door lets warm air enter the refrigerator and causes temperatures to rise.
- Do not overfill the door bins.
- For dated products, check date code to ensure freshness.
- Leave enough space in the freezer for air to circulate around packages.
- Your freezer will not quick-freeze a large quantity of food. Do not put more unfrozen food into the freezer than will freeze within 24 hours (no more than 2 to 3 pounds of food per cubic foot of freezer space).

#### Freezer compartment

- Do not store bottles or glass in the freezer compartment. They may break or shatter.
- Do not refreeze food that has been thawed. This causes loss of taste and nutrients.
- When storing frozen food for an extended period of time, such as ice cream, keep it on a shelf, not in a door bin.
- Do not touch frozen containers made of metal with wet hands.

#### Refrigerator compartment

- Always clean food prior to refrigerating. Vegetables and fruits should be washed and dried. Packed food should be wiped to prevent adjacent food from spoiling.
- When storing eggs in their storage rack or box, ensure that they are fresh, and always store them in an upright position.

#### NOTE

- If you keep the refrigerator in a hot and humid place, frequent opening of the door or storing a lot of vegetables in it may cause condensation to form which has no effect on its performance. Remove the condensation with a paper or kitchen towel.

## LG ThinQ Application Features

## LG ThinQ Application

This feature is only available on models with Wi-Fi.

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

### Energy Monitoring†

This feature keeps track of the refrigerator's power consumption and the number of door openings.

### Remote Control

Control the Refrigerator Temperature, Fresh Air Filter and Ice Plus from the smart phone app.

### Push Messages

If the door remains open for more than ten minutes, you will receive a push message. When Ice Plus is finished, you will receive a push message.

### Smart Diagnosis™

This function provides useful information for diagnosing and solving issues with the appliance based on the pattern of use.

### Settings

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

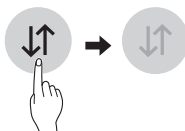
† This feature is only available on some models.

### NOTE

- If you change your wireless router, Internet service provider, or password, delete the registered appliance from the **LG ThinQ** application and register it again.
- This information is current at the time of publication. The application is subject to change for product improvement purposes without notice to users.

## Before Using LG ThinQ Application

1. Use a smartphone to check the strength of the wireless router (Wi-Fi network) near the appliance.
  - If the distance between the appliance and the wireless router is too far, the signal becomes weak. It takes long time to register or fails to install the application.
2. Turn off the **Mobile data** or **Cellular Data** on your smartphone.



3. Connect your smartphone to the wireless router.



### NOTE

- To verify the Wi-Fi connection, check that **Wi-Fi**  icon on the control panel is lit.
- The appliance supports 2.4 GHz Wi-Fi networks only. To check your network frequency, contact your Internet service provider or refer to your wireless router manual.
- **LG ThinQ** is not responsible for any network connection problems or any faults, malfunctions, or errors caused by network connection.

- The surrounding wireless environment can make the wireless network service run slowly.
- If the appliance is having trouble connecting to the Wi-Fi network, it may be too far from the router. Purchase a Wi-Fi repeater (range extender) to improve the Wi-Fi signal strength.
- The network connection may not work properly depending on the Internet service provider.
- The Wi-Fi connection may not connect or may be interrupted because of the home network environment.
- If the appliance cannot be registered due to problems with the wireless signal transmission, unplug the appliance and wait about a minute before trying again.
- If the firewall on your wireless router is enabled, disable the firewall or add an exception to it.
- The wireless network name (SSID) should be a combination of English letters and numbers. (Do not use special characters.)
- Smartphone user interface (UI) may vary depending on the mobile operating system (OS) and the manufacturer.
- If the security protocol of the router is set to **WEP**, network setup may fail. Change the security protocol (**WPA2** is recommended), and register the product again.

## Installing the LG ThinQ Application

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

## Connecting to Wi-Fi

The Wi-Fi button, when used with the LG ThinQ application, allows the refrigerator to connect to a home Wi-Fi network. The Wi-Fi icon shows the status of the refrigerator's network connection. The icon illuminates when the refrigerator is connected to the Wi-Fi network.

### Initial Appliance Registration

Run the LG ThinQ application and follow the instructions in the application to register the appliance.

### Re-registering the Appliance or Registering Another User

Press and hold the Wi-Fi button for 3 seconds to temporarily turn it off. Run the LG ThinQ application and follow the instructions in the application to register the appliance.

## Wireless LAN module Specifications

|                    |                  |
|--------------------|------------------|
| Model              | LCW-003          |
| Frequency Range    | 2412 to 2462 MHz |
| Output Power (Max) | < 30 dBm         |

## FCC Notice

The following notice covers the transmitter module contained in this product. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.

- Increase the separation between the equipment and the receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- 1) This device may not cause harmful interference and
- 2) This device must accept any interference received, including interference that may cause undesired operation.

Any changes or modifications in construction of this device which are not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

#### **FCC RF Radiation Exposure Statement**

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

This equipment should be installed and operated with a minimum distance of 20 cm (7.8 inches) between the antenna and your body. Users must follow the specific operating instructions for satisfying RF exposure compliance.

#### **Industry Canada Statement**

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

- (1) This device may not cause interference.
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

#### **IC Radiation Exposure Statement**

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment.

This equipment should be installed and operated with a minimum distance of 20 cm (7.8 inches) between the antenna and your body.

#### **NOTE**

- THE MANUFACTURER IS NOT RESPONSIBLE FOR ANY RADIO OR TV INTERFERENCE CAUSED BY UNAUTHORIZED MODIFICATIONS TO THIS EQUIPMENT. SUCH MODIFICATIONS COULD VOID THE USER'S AUTHORITY TO OPERATE THE EQUIPMENT.

#### **Open Source Software Notice Information**

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

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

LG Electronics will also provide open source code to you on CD-ROM for a charge covering the cost of performing such distribution (such as the cost of media, shipping, and handling) upon email request to [opensource@lge.com](mailto:opensource@lge.com).

This offer is valid for a period of three years after our last shipment of this product. This offer is valid to anyone in receipt of this information.

## Smart Diagnosis™ Feature

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

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

### NOTE

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

### Using LG ThinQ to Diagnose Issues

If you experience a problem with your Wi-Fi equipped appliance, it can transmit troubleshooting data to a smartphone using the **LG ThinQ** application.

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

### Using Audible Diagnosis to Diagnose Issues

Follow the instructions below to use the audible diagnosis method.

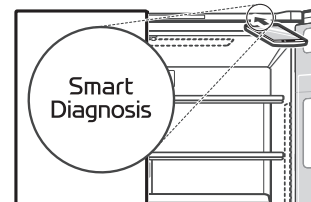
- Launch the **LG ThinQ** application and select the Smart Diagnosis feature in the menu. Follow the instructions for audible diagnosis provided in the **LG ThinQ** application.

1. 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 right refrigerator door.

3. Hold the mouthpiece on your phone in front of the speaker that is located on the right hinge of the refrigerator door.



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



5. After you hear three beeps, release the **Freezer** button.

6. Keep the phone in place until the tone transmission has finished. The display will count down the time. Once the countdown is over and the tones have stopped, the diagnosis will be displayed in the application.

### NOTE

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

## General information

### Vacation Time

If you choose to leave the refrigerator on while you are away, follow these steps to prepare the refrigerator before you leave.

1. Use up any perishables and freeze other items.
2. Turn off the icemaker and empty the ice bin.

If you choose to turn the refrigerator off before you leave, follow these steps.

1. Remove all food from the refrigerator.
2. Depending on your model, set the thermostat control (refrigerator control) to OFF.
3. Clean the refrigerator, wipe it and dry well.
4. Tape rubber or wood blocks to the tops of both doors to prop them open far enough for air to get in. This stops odor and mold from building up.

### Power Failure

1. If the power will be out for 24 hours or less, keep all refrigerator doors closed to help foods stay cold and frozen.
2. If the power will be out for more than 24 hours, remove all frozen food and store it in a frozen food locker.

### Anti-Condensation Pipe

The outside wall of the refrigerator cabinet may sometimes get warm, especially just after installation. This is due to the anti-condensation pipe, which pumps hot refrigerant to prevent sweating on the outer cabinet wall.

### Replacing LED Lighting

Check to make sure that the LED lamp is turned on.

- LED lamp is not a user-serviceable item.

If the LED array fails, contact LG Electronics call center for service.

## Cleaning

Keep the refrigerator clean to prevent undesirable odors.  
Wipe up spilled food immediately, since it may acidify and stain plastic surfaces if allowed to settle.

 **WARNING**

Always unplug the refrigerator prior to cleaning.  
Wipe up excess moisture with a sponge or cloth to prevent water or liquid from getting into any electrical part and causing an electric shock.  
Never use metallic scouring pads, brushes, coarse abrasive cleaners, strong alkaline solutions, or flammable or toxic cleaning liquids on any surface.  
Do not touch frozen surfaces with wet or damp hands, because skin could stick to extremely cold surfaces.

**Exterior** Use a lukewarm solution of mild soap or detergent to clean the durable finish of the refrigerator.  
Wipe with a clean damp cloth and then dry.

**Interior** Clean the interior regularly. Wash all compartments using a baking soda solution or a mild detergent and warm water. Rinse and dry.

**NOTE**

- Do not clean the lower drawers in a dishwasher. The high temperature may damage the bins and make them unusable.

**After Cleaning** Verify that the power cord is not damaged or overheated. Insert power plug completely into outlet.

## Troubleshooting Guide

### COOLING

Before conducting troubleshooting, make sure that the following basic requirements are met:

|                                      |                                                           |
|--------------------------------------|-----------------------------------------------------------|
| Service Flow                         | 0.5 gpm (1.9 lpm)                                         |
| Water Supply                         | Potable Water                                             |
| Water Pressure                       | 20-120 psi (138 - 827 kPa)                                |
| Operating Ambient Temperature Limits | 33°F - 100°F (0.6 °C - 38 °C)                             |
| Electrical Ratings                   | 115 Volts, 60 Hz, AC only, and fused at 15 or 20 amperes. |

| Problem                                                  | Possible Causes                                                                                                                                                                                   | Solutions                                                                                                                                                                                                                                                                                      |
|----------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Refrigerator and Freezer section are not cooling.</b> | The refrigerator control is set to OFF (some models).                                                                                                                                             | Turn the control ON. Refer to the Setting the Controls section for proper temperature settings.                                                                                                                                                                                                |
|                                                          | Refrigerator is set to demo mode.                                                                                                                                                                 | Demo Mode allows the lights and control display to work normally while disabling cooling to save energy while on the showroom floor. Refer to the Setting the Controls section for instructions on how to disable Demo Mode.                                                                   |
|                                                          | Refrigerator is in the defrost cycle.                                                                                                                                                             | During the defrost cycle, the temperature of each compartment may raise slightly. Wait 30 minutes and confirm the proper temperature has been restored once the defrost cycle has completed.                                                                                                   |
|                                                          | Refrigerator was recently installed.                                                                                                                                                              | It may take up to 24 hours for each compartment to reach the desired temperature.                                                                                                                                                                                                              |
|                                                          | Refrigerator was recently relocated.                                                                                                                                                              | If the refrigerator was stored for a long time or moved on its side, it is necessary for the refrigerator to stand upright for 24 hours before connecting it to power.                                                                                                                         |
|                                                          | A fuse in your home may be blown or the circuit breaker tripped. Or the appliance is connected to a GFCI (Ground Fault Circuit Interrupter) outlet, and the outlet's circuit breaker has tripped. | Check the main electrical box and replace the fuse or reset the circuit breaker. Do not increase fuse capacity. If the problem is a circuit overload, have it corrected by a qualified electrician.<br>Reset the circuit breaker on the GFCI. If the problem persists, contact an electrician. |

| Problem                              | Possible Causes                                                   | Solutions                                                                                                                                                                                                                                                                                                                                                                  |
|--------------------------------------|-------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Cooling System runs too much.</b> | Refrigerator is replacing an older model.                         | Modern refrigerators require more operating time but use less energy due to more efficient technology.                                                                                                                                                                                                                                                                     |
|                                      | Refrigerator was recently plugged in or power restored.           | The refrigerator will take up to 24 hours to cool completely.                                                                                                                                                                                                                                                                                                              |
|                                      | Door opened often or a large amount of food / hot food was added. | Adding food and opening the door warms the refrigerator, requiring the compressor to run longer in order to cool the refrigerator back down. In order to conserve energy, try to get everything you need out of the refrigerator at once, keep food organized so it is easy to find, and close the door as soon as the food is removed. (Refer to the Food Storage Guide.) |
|                                      | Doors are not closed completely.                                  | Firmly push the doors shut. If they will not shut all the way, see the Doors will not close completely or pop open section in Parts & Features Troubleshooting.                                                                                                                                                                                                            |
|                                      | Refrigerator is installed in a hot location.                      | The compressor will run longer under warm conditions. At normal room temperatures (70°F(21°C)) expect your compressor to run about 40% to 80% of the time. Under warmer conditions, expect it to run even more often. The refrigerator should not be operated above 110°F(43°C).                                                                                           |
|                                      | Condenser / back cover is clogged.                                | Use a vacuum cleaner with an attachment to clean the condenser cover and vents. Do not remove the panel covering the condenser coil area.                                                                                                                                                                                                                                  |

| Problem                                             | Possible Causes                                                     | Solutions                                                                                                                                                                                                                                             |
|-----------------------------------------------------|---------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Refrigerator or Freezer section is too warm.</b> | Refrigerator was recently installed.                                | It may take up to 24 hours for each compartment to reach the desired temperature.                                                                                                                                                                     |
|                                                     | Air vents are blocked.                                              | Rearrange items to allow air to flow throughout the compartment. Refer to the Airflow diagram in the Using Your Refrigerator section.                                                                                                                 |
|                                                     | Doors are opened often or for long periods of time.                 | When the doors are opened often or for long periods of time, warm, humid air enters the compartment. This raises the temperature and moisture level within the compartment. To lessen the effect, reduce the frequency and duration of door openings. |
|                                                     | Unit is installed in a hot location.                                | The refrigerator should not be operated in temperatures above 110°F(43°C).                                                                                                                                                                            |
|                                                     | A large amount of food or hot food was added to either compartment. | Adding food warms the compartment requiring the cooling system to run. Allowing hot food to cool to room temperature before putting it in the refrigerator will reduce this effect.                                                                   |
|                                                     | Doors not closed correctly.                                         | See the Doors will not close correctly or pop open section in Parts & Features Troubleshooting.                                                                                                                                                       |
|                                                     | Temperature control is not set correctly.                           | If the temperature is too warm, adjust the control one increment at a time and wait for the temperature to stabilize. Refer to the Setting the Controls section for more information.                                                                 |
|                                                     | Defrost cycle has recently completed.                               | During the defrost cycle, the temperature of each compartment may raise slightly and condensation may form on the back wall. Wait 30 minutes and confirm the proper temperature has been restored once the defrost cycle has completed.               |

| Problem                           | Possible Causes                                     | Solutions                                                                                                                                                                                                                                                          |
|-----------------------------------|-----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Interior moisture buildup.</b> | Doors are opened often or for long periods of time. | When the doors are opened often or for long periods of time, warm, humid air enters the compartment. This raises the temperature and moisture level within the compartment. To lessen the effect, reduce the frequency and duration of door openings.              |
|                                   | Doors not closed correctly.                         | See the Doors will not close correctly section in the Troubleshooting section.                                                                                                                                                                                     |
|                                   | Weather is humid.                                   | Humid weather allows additional moisture to enter the compartments when the doors are opened leading to condensation or frost. Maintaining a reasonable level of humidity in the home will help to control the amount of moisture that can enter the compartments. |
|                                   | Defrost cycle recently completed.                   | During the defrost cycle, the temperature of each compartment may raise slightly and condensation may form on the back wall. Wait 30 minutes and confirm that the proper temperature has been restored once the defrost cycle has completed.                       |
|                                   | Food is not packaged correctly.                     | Food stored uncovered or unwrapped, and damp containers can lead to moisture accumulation within each compartment. Wipe all containers dry and store food in sealed packaging to prevent condensation and frost.                                                   |

**COOLING/ICE & WATER**

| Problem                                                                 | Possible Causes                                                                         | Solutions                                                                                                                                                                                                                                                                                                     |
|-------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Food is freezing in the refrigerator compartment.</b>                | Food with high water content was placed near an air vent.                               | Rearrange items with high water content away from air vents.                                                                                                                                                                                                                                                  |
|                                                                         | Refrigerator temperature control is set incorrectly.                                    | If the temperature is too cold, adjust the control one increment at a time and wait for the temperature to stabilize. Refer to the Setting the Controls section for more information.                                                                                                                         |
|                                                                         | Refrigerator is installed in a cold location.                                           | When the refrigerator is operated in temperature below 41°F (5°C), food can freeze in the refrigerator compartment. The refrigerator should not be operated in temperature below 55°F (13°C).                                                                                                                 |
| <b>Frost or ice crystals form on frozen food (outside of package).</b>  | Door is opened frequently or for long periods of time.                                  | When the doors are opened often or for long periods of time, warm, humid air enters the compartment. This raises the temperature and moisture level within the compartment. Increased moisture will lead to frost and condensation. To lessen the effect, reduce the frequency and duration of door openings. |
|                                                                         | Door is not closing properly.                                                           | Refer to the Doors will not close correctly or pop open section in the Troubleshooting section.                                                                                                                                                                                                               |
| <b>Refrigerator or Freezer section is too cold.</b>                     | Incorrect temperature control settings.                                                 | If the temperature is too cold, adjust the control one increment at a time and wait for the temperature to stabilize. Refer to the Setting the Controls section for more information.                                                                                                                         |
| <b>Frost or ice crystals on frozen food (inside of sealed package).</b> | Condensation from food with a high water content has frozen inside of the food package. | This is normal for food items with a high water content.                                                                                                                                                                                                                                                      |
|                                                                         | Food has been left in the freezer for a long period of time.                            | Do not store food items with high water content in the freezer for a long period of time.                                                                                                                                                                                                                     |

| Problem                                   | Possible Causes                                                                         | Solutions                                                                                                                                                                                                                                                                                                         |
|-------------------------------------------|-----------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Icemaker is not making enough ice.</b> | Demand exceeds ice storage capacity.                                                    | The icemaker will produce approximately 100 cubes in a 24 hour period.                                                                                                                                                                                                                                            |
|                                           | House water supply is not connected, valve is not turned on fully, or valve is clogged. | <p>Connect the refrigerator to a cold water supply with adequate pressure and turn the water shutoff valve fully open.</p> <p>If the problem persists, it may be necessary to contact a plumber.</p>                                                                                                              |
|                                           | Water filter has been exhausted.                                                        | <p>It is recommended that you replace the water filter:</p> <ul style="list-style-type: none"> <li>• Approximately every six months.</li> <li>• When the water filter indicator turns on.</li> <li>• When the water dispenser output decreases.</li> <li>• When the ice cubes are smaller than normal.</li> </ul> |
|                                           | Low house water supply pressure.                                                        | <p>The water pressure must be between 20 and 120 psi on models without a water filter and between 40 and 120 psi on models with a water filter.</p> <p>If the problem persists, it may be necessary to contact a plumber.</p>                                                                                     |
|                                           | Reverse Osmosis filtration system is used.                                              | Reverse osmosis filtration systems can reduce the water pressure below the minimum amount and result in icemaker issues. (Refer to Water Pressure section.)                                                                                                                                                       |
|                                           | Tubing connecting refrigerator to house supply valve is kinked.                         | The tubing can kink when the refrigerator is moved during installation or cleaning resulting in reduced water flow. Straighten or repair the water supply line and arrange it to prevent future kinks.                                                                                                            |

# **ICE & WATER**

| Problem                                               | Possible Causes                                      | Solutions                                                                                                                                                                                                                                                                                                  |
|-------------------------------------------------------|------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Icemaker is not making enough ice (continued).</b> | Doors are opened often or for long periods of time.  | If the doors of the unit are opened often, ambient air will warm the refrigerator which will prevent the unit from maintaining the set temperature. Lowering the refrigerator temperature can help, as well as not opening the doors as frequently.                                                        |
|                                                       | Doors are not closed completely.                     | If the doors are not properly closed, ice production will be affected. See the Doors will not close completely or pop open section in Parts & Features Troubleshooting for more information.                                                                                                               |
|                                                       | The temperature setting for the freezer is too warm. | The recommended temperature for the freezer compartment for normal ice production is 0°F (-18°C). If the freezer temperature is warmer, ice production will be affected.                                                                                                                                   |
| <b>Dispensing water slowly.</b>                       | Water filter has been exhausted.                     | It is recommended that you replace the water filter: <ul style="list-style-type: none"> <li>• Approximately every six months.</li> <li>• When the water filter indicator turns on.</li> <li>• When the water dispenser output decreases.</li> <li>• When the ice cubes are smaller than normal.</li> </ul> |
|                                                       | Reverse osmosis filtration system is used.           | Reverse osmosis filtration systems can reduce the water pressure below the minimum amount and result in icemaker issues.<br><br>If the problem persists, it may be necessary to contact a plumber.                                                                                                         |
|                                                       | Low house water supply pressure.                     | The water pressure must be between 20 and 120 psi on models without a water filter and between 40 and 120 psi on models with a water filter.<br><br>If the problem persists, it may be necessary to contact a plumber.                                                                                     |

| Problem                    | Possible Causes                                            | Solutions                                                                                                                                                                                                                                                                                                                                                                                   |
|----------------------------|------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Not dispensing ice.</b> | Unable to hear the sound of ice coming out?                | In the control panel, select the modes for cubed ice and crushed ice alternately to dispense the ice.                                                                                                                                                                                                                                                                                       |
|                            | Doors are not closed completely.                           | Ice will not dispense if any of the refrigerator doors are left open.                                                                                                                                                                                                                                                                                                                       |
|                            | Infrequent use of the dispenser.                           | Infrequent use of the ice dispenser will cause the cubes to stick together over time, which will prevent them from properly dispensing. Check the ice bin for ice cubes clumping/sticking together. If they are, break up the ice cubes to allow for proper operation.                                                                                                                      |
|                            | The delivery chute is clogged with frost or ice fragments. | Eliminate the frost or ice fragments by removing the ice bin and clearing the chute with a plastic utensil. Dispensing cubed ice can also help prevent frost or ice fragment buildup.                                                                                                                                                                                                       |
|                            | The dispenser display is locked.                           | Press and hold the Lock button for three seconds to unlock the control panel and dispenser.                                                                                                                                                                                                                                                                                                 |
|                            | Ice bin is empty.                                          | <p>It may take up to 24 hours for each compartment to reach the desired temperature and for the icemaker to begin making ice. Make sure that the shutoff (arm/sensor) is not obstructed.</p> <p>Once the ice supply in the bin has been completely exhausted, it may take up to 90 minutes before additional ice is available, and approximately 24 hours to completely refill the bin.</p> |

| Problem                            | Possible Causes                                                                                   | Solutions                                                                                                                                                                                                                     |
|------------------------------------|---------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Icemaker is not making ice.</b> | Refrigerator was recently installed or icemaker recently connected.                               | It may take up to 24 hours for each compartment to reach the desired temperature and for the icemaker to begin making ice.                                                                                                    |
|                                    | Icemaker not turned on.                                                                           | Locate the icemaker on/off switch and confirm that it is in the ON (I) position.                                                                                                                                              |
|                                    | The ice detecting sensor is obstructed.                                                           | Foreign substances or frost on the ice-detecting sensor can interrupt ice production. Make sure that the sensor area is clean at all times for proper operation.                                                              |
|                                    | The refrigerator is not connected to a water supply or the supply shutoff valve is not turned on. | Connect refrigerator to the water supply and turn the water shutoff valve fully open.                                                                                                                                         |
|                                    | Icemaker shutoff (arm or sensor) obstructed.                                                      | If your icemaker is equipped with an ice shutoff arm, make sure that the arm moves freely. If your icemaker is equipped with the electronic ice shutoff sensor, make sure that there is a clear path between the two sensors. |
|                                    | Reverse osmosis water filtration system is connected to your cold water supply.                   | Reverse osmosis filtration systems can reduce the water pressure below the minimum amount and result in icemaker issues. (Refer to the Water Pressure section.)                                                               |

| Problem                      | Possible Causes                                                                                     | Solutions                                                                                                                                                                                                                                                                                                      |
|------------------------------|-----------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Not dispensing water.</b> | New installation or water line recently connected.                                                  | Dispense 2.5 gallons of water (flush for approximately 5 minutes) to remove trapped air and contaminants from the system. Do not dispense the entire 2.5 gallon amount continuously. Depress and release the dispenser pad for cycles of 30 seconds ON and 60 seconds OFF.                                     |
|                              | The dispenser panel is locked.                                                                      | Press and hold the Lock button for three seconds to unlock the control panel and dispenser.                                                                                                                                                                                                                    |
|                              | The dispenser is not set for water dispensing.                                                      | The dispenser can be set for ice or water. Make certain that the control panel is set for the proper operation. Press the Water button on the control panel to dispense water.                                                                                                                                 |
|                              | Refrigerator or freezer doors are not closed properly.                                              | Water will not dispense if any of the refrigerator doors are left open.                                                                                                                                                                                                                                        |
|                              | Water filter has been recently removed or replaced.                                                 | After the water filter is replaced, dispense 2.5 gallons of water (flush for approximately 5 minutes) to remove trapped air and contaminants from the system. Do not dispense the entire 2.5 gallon amount continuously. Depress and release the dispenser pad for cycles of 30 seconds ON and 60 seconds OFF. |
|                              | Tubing connecting refrigerator to house supply valve is kinked.                                     | The tubing can kink when the refrigerator is moved during installation or cleaning resulting in reduced water flow. Straighten or repair the water supply line and arrange it to prevent future kinks.                                                                                                         |
|                              | The house water supply is not connected, the valve is not turned on fully, or the valve is clogged. | Connect refrigerator to the water supply and turn the water shutoff valve fully open.<br><br>If the problem persists, it may be necessary to contact a plumber.                                                                                                                                                |

| Problem                           | Possible Causes                                                                | Solutions                                                                                                                                                                                                                   |
|-----------------------------------|--------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Ice has bad taste or odor.</b> | Water supply contains minerals such as sulfur.                                 | A water filter may need to be installed to eliminate taste and odor problems.<br><br><b>NOTE:</b> In some cases, a filter may not help. It may not be possible to remove all minerals / odor / taste in all water supplies. |
|                                   | Icemaker was recently installed.                                               | Discard the first few batches of ice to avoid discolored or bad tasting ice.                                                                                                                                                |
|                                   | Ice has been stored for too long.                                              | Ice that has been stored for too long will shrink, become cloudy, and may develop a stale taste. Throw away old ice and make a new supply.                                                                                  |
|                                   | The food has not been stored properly in either compartment.                   | Rewrap the food. Odors may migrate to the ice if food is not wrapped properly.                                                                                                                                              |
|                                   | The interior of the refrigerator needs to be cleaned.                          | See the Care and Cleaning section for more information.                                                                                                                                                                     |
|                                   | The ice storage bin needs to be cleaned.                                       | Empty and wash the bin (discard old cubes). Make sure that the bin is completely dry before reinstalling it.                                                                                                                |
| <b>Dispensing warm water.</b>     | Refrigerator was recently installed.                                           | Allow 24 hours after installation for the water storage tank to cool completely.                                                                                                                                            |
|                                   | The water dispenser has been used recently and the storage tank was exhausted. | Depending on your specific model, the water storage capacity will range from approximately 20 to 30 oz.                                                                                                                     |
|                                   | Dispenser has not been used for several hours.                                 | If the dispenser has not been used for several hours, the first glass dispensed may be warm. Discard the first 10 oz.                                                                                                       |
|                                   | Refrigerator is connected to the hot water supply.                             | Make sure that the refrigerator is connected to a cold water pipe.<br><br><b>WARNING:</b> Connecting the refrigerator to a hot water line may damage the icemaker.                                                          |

| Problem                                 | Possible Causes                                | Solutions                                                                                                                                                                                                                                                                                                             |
|-----------------------------------------|------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Water has bad taste or odor.</b>     | Water supply contains minerals such as sulfur. | A water filter may need to be installed to eliminate taste and odor problems.                                                                                                                                                                                                                                         |
|                                         | Water filter has been exhausted.               | It is recommended that you replace the water filter: <ul style="list-style-type: none"> <li>• Approximately every 6 months.</li> <li>• When the water filter indicator turns on.</li> <li>• When the water dispenser output decreases.</li> <li>• When the ice cubes are smaller than normal.</li> </ul>              |
|                                         | Refrigerator was recently installed.           | Dispense 2.5 gallons of water (flush for approximately 5 minutes) to remove trapped air and contaminants from the system. Do not dispense the entire 2.5 gallon amount continuously. Depress and release the dispenser pad for cycles of 30 seconds ON and 60 seconds OFF.                                            |
| <b>Icemaker is making too much ice.</b> | Icemaker shutoff (arm/sensor) is obstructed.   | Empty the ice bin. If your icemaker is equipped with an ice shutoff arm, make sure that the arm moves freely. If your icemaker is equipped with the electronic ice shutoff sensor, make sure that there is a clear path between the two sensors. Reinstall the ice bin and wait 24 hours to confirm proper operation. |

**NOISE**

| Problem          | Possible Causes                                                                                                                                                                           | Solutions                                                                                     |
|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|
| <b>Clicking</b>  | The defrost control will click when the automatic defrost cycle begins and ends. The thermostat control (or refrigerator control on some models) will also click when cycling on and off. | Normal Operation                                                                              |
| <b>Rattling</b>  | Rattling noises may come from the flow of refrigerant, the water line on the back of the unit, or items stored on top of or around the refrigerator.                                      | Normal Operation                                                                              |
|                  | Refrigerator is not resting solidly on the floor.                                                                                                                                         | Floor is weak or uneven or leveling legs need to be adjusted. See the Door Alignment section. |
|                  | Refrigerator with linear compressor was jarred while running.                                                                                                                             | Normal Operation                                                                              |
| <b>Whooshing</b> | Evaporator fan motor is circulating air through the refrigerator and freezer compartments.                                                                                                | Normal Operation                                                                              |
|                  | Air is being forced over the condenser by the condenser fan.                                                                                                                              | Normal Operation                                                                              |
| <b>Gurgling</b>  | Refrigerant flowing through the cooling system.                                                                                                                                           | Normal Operation                                                                              |
| <b>Popping</b>   | Contraction and expansion of the inside walls due to changes in temperature.                                                                                                              | Normal Operation                                                                              |
| <b>Sizzling</b>  | Water dripping on the defrost heater during a defrost cycle.                                                                                                                              | Normal Operation                                                                              |

| Problem                                                | Possible Causes                                                                                                                                                                                                                                                                                                                                                  | Solutions                                                                                             |
|--------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|
| <b>Vibrating</b>                                       | If the side or back of the refrigerator is touching a cabinet or wall, some of the normal vibrations may make an audible sound.                                                                                                                                                                                                                                  | To eliminate the noise, make sure that the sides and back cannot vibrate against any wall or cabinet. |
| <b>Refrigerator vibrates after you close the door.</b> | Door is closing too hard due to damaged hinges.                                                                                                                                                                                                                                                                                                                  | Solution: Please contact the service center.                                                          |
|                                                        | Compressor is vibrating.                                                                                                                                                                                                                                                                                                                                         | The compressor is vibrating because the door is being closed too hard.                                |
| <b>Dripping</b>                                        | Water running into the drain pan during the defrost cycle.                                                                                                                                                                                                                                                                                                       | Normal Operation                                                                                      |
| <b>Pulsating or High-Pitched Sound</b>                 | Your refrigerator is designed to run more efficiently to keep your food items at the desired temperature. The high efficiency compressor may cause your new refrigerator to run longer than your old one, but it is still more energy efficient than previous models. While the refrigerator is running, it is normal to hear a pulsating or high-pitched sound. | Normal Operation                                                                                      |

 PARTS & FEATURES

| Problem                                            | Possible Causes                                                                                                        | Solutions                                                                                                                                                                                                                        |
|----------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Doors will not close correctly or pop open.</b> | Food packages are blocking the door open.                                                                              | Rearrange food containers to clear the door and door shelves.                                                                                                                                                                    |
|                                                    | Ice bin, crisper cover, pans, shelves, door bins, or baskets are out of position.                                      | Push bins all the way in and put crisper cover, pans, shelves and baskets into their correct positions. See the Using Your Refrigerator section for more information.                                                            |
|                                                    | The doors were removed during product installation and not properly replaced.                                          | Remove and replace the doors according to the Removing and Replacing Refrigerator Handles and Doors section.                                                                                                                     |
|                                                    | Refrigerator is not leveled properly.                                                                                  | See Door Alignment in the Refrigeration Installation section to level refrigerator.                                                                                                                                              |
|                                                    | The door hinges are damaged.                                                                                           | Please contact to the service center.                                                                                                                                                                                            |
| <b>Doors are difficult to open.</b>                | The gaskets are dirty or sticky.                                                                                       | Clean the gaskets and the surfaces that they touch. Rub a thin coat of appliance polish or kitchen wax on the gaskets after cleaning.                                                                                            |
|                                                    | Door was recently closed.                                                                                              | When you open the door, warmer air enters the refrigerator. As the warm air cools, it can create a vacuum. If the door is hard to open, wait one minute to allow the air pressure to equalize, then see if it opens more easily. |
| <b>Refrigerator wobbles or seems unstable.</b>     | Leveling legs are not adjusted properly.                                                                               | Refer to the Leveling and Door Alignment section.                                                                                                                                                                                |
|                                                    | Floor is not level.                                                                                                    | It may be necessary to add shims under the leveling legs or rollers to complete installation.                                                                                                                                    |
| <b>Refrigerator lights do not work.</b>            | The refrigerator compartment lamp is LED interior lighting, and service should be performed by a qualified technician. | Refer to the Light Bulb Replacement section.                                                                                                                                                                                     |
| <b>Freezer lights do not work.</b>                 | The freezer compartment light bulb may need to be changed.                                                             | Refer to the Light Bulb Replacement section.                                                                                                                                                                                     |

## Before Calling for Service

The following occurrences are normal.

|                                | Occurrence                                                                  | Solution                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|--------------------------------|-----------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Noise</b>                   | Ticking or clicking sound                                                   | This is the sound of various parts expanding/contracting or various control devices operating depending on the temperature change within the refrigerator.                                                                                                                                                                                                                                                                                                                             |
|                                | Whirring or motor sound                                                     | This is the sound of compressor or fan operating when the operation of the refrigerator is starting or ending. This is similar to the sound generated when starting or turning off the engine of a car.                                                                                                                                                                                                                                                                                |
|                                | Sound of water flowing                                                      | This is the sound of refrigerant changing its state from liquid to gas or vice versa.                                                                                                                                                                                                                                                                                                                                                                                                  |
|                                | Whooshing sound when opening or closing door                                | This is the sound generated when the internal pressure is temporarily lowered when the warm air entered through the refrigerator or freezer is cooled fast.                                                                                                                                                                                                                                                                                                                            |
|                                | Vibrating sound                                                             | If the refrigerator is installed on a wooden floor or next to a wooden wall, or if the refrigerator is not leveled properly, the sound can be loud from the vibration.                                                                                                                                                                                                                                                                                                                 |
|                                | Loud sound after first installing                                           | When you operate the refrigerator for the first time, the refrigerator will operate at high speed to cool quickly and the sound can seem louder. When the internal temperature falls below a certain level, the noise will subside.                                                                                                                                                                                                                                                    |
| <b>Door open</b>               | Door bounces open slightly after being closed                               | Depending on the force or speed of closing the refrigerator or freezer door, the door can be bumped open from the pressure.<br>Be careful not to close the door too hard.                                                                                                                                                                                                                                                                                                              |
| <b>Icing/<br/>Condensation</b> | Icing or condensation formed on the inner or outer side of the refrigerator | When external air flows into the cool inner surface of the refrigerator, icing/condensation can be formed. This will happen more easily when you open and close the refrigerator door more frequently.<br>Also, if the humidity of the installed location is high or during the rainy season or on a rainy day, condensation can form on the outer side of the refrigerator. This is a natural phenomenon that occurs during the humid weather. Wipe the water drops with a dry cloth. |
| <b>Temperature</b>             | The front of the refrigerator is warm                                       | Heat pipes are installed around the front part of the refrigerator and on the divider of the freezer and refrigerator to prevent the condensation from forming. The refrigerator may feel warmer just after installation or during the hot summer, but this is not a problem.                                                                                                                                                                                                          |

## Performance Data Sheet

Model: ADQ36006101-S

Use Replacement Cartridge: ADQ36006101

The concentration of the indicated substances in water entering the system was reduced to a concentration less than or equal to the permissible limit for water leaving the system as specified in NSF/ANSI Standard 42 and Standard 53.



System tested and certified by NSF International against NSF/ANSI Standard 42 and Standard 53 for the reduction of substances listed below.

| Substance Reduction                            | Average Influent  | NSF specified Challenge Concentration                                         | Avg % Reduction | Average Product Water Concentration | Max Permissible Product Water Concentration | NSF Reduction Requirements |
|------------------------------------------------|-------------------|-------------------------------------------------------------------------------|-----------------|-------------------------------------|---------------------------------------------|----------------------------|
| Chlorine Taste and Odor                        | 2.0 µg/L          | 2.0 µg/L ± 10%                                                                | >97.5%          | 0.050 µg/L                          | N/A                                         | ≥ 50%                      |
| Nominal Particulate Class I, ≥ 0.5 to < 1.0 µm | 12,000,000 pts/mL | At least 10,000 particles/mL                                                  | 99.80%          | 24,000 pts/ml                       | N/A                                         | ≥ 85%                      |
| Asbestos                                       | 180 MFL           | 10 <sup>7</sup> to 10 <sup>8</sup> MFL; fibers greater than 10 µg/L in length | >99.00%         | < 1MFL                              | N/A                                         | ≥ 99.00%                   |
| Atrazine                                       | 8.5 µg/L          | 9.0 µg/L ± 10%                                                                | >94.10%         | 0.500 µg/L                          | 3.0 µg/L                                    | N/A                        |
| Benzene                                        | 15.0 µg/L         | 15.0 µg/L ± 10%                                                               | >96.60%         | 0.510 µg/L                          | 5.0 µg/L                                    | N/A                        |
| Carbofuran                                     | 74.0 µg/L         | 80.0 µg/L ± 10%                                                               | 98.30%          | 1.258 µg/L                          | 40 µg/L                                     | N/A                        |
| Lindane                                        | 1.9 µg/L          | 2.0 µg/L ± 10%                                                                | >99.00%         | 0.019 µg/L                          | 0.2 µg/L                                    | N/A                        |
| P-Dichlorobenzene                              | 230.0 µg/L        | 225.0 µg/L ± 10%                                                              | >99.80%         | 0.460 µg/L                          | 75.0 µg/L                                   | N/A                        |
| 2,4-D                                          | 210.0 µg/L        | 210.0 µg/L ± 10%                                                              | >99.90%         | 0.210 µg/L                          | 70.0 µg/L                                   | N/A                        |
| Lead pH @6.5                                   | 140.0 µg/L        | 150.0 µg/L ± 10%                                                              | 99.60%          | 0.560 µg/L                          | 10.0 µg/L                                   | N/A                        |
| Lead pH @8.5                                   | 150.0 µg/L        | 150.0 µg/L ± 10%                                                              | >99.70%         | <0.500 µg/L                         | 10.0 µg/L                                   | N/A                        |
| Mercury @ pH 6.5                               | 5.9 µg/L          | 6.0 µg/L ± 10%                                                                | 91.00%          | 0.531 µg/L                          | 2.0 µg/L                                    | N/A                        |
| Mercury @ pH 8.5                               | 5.6 µg/L          | 6.0 µg/L ± 10%                                                                | 92.50%          | 0.420 µg/L                          | 2.0 µg/L                                    | N/A                        |
| Cyst*                                          | 100,000 cysts/L   | Minimum 50,000 cysts/L                                                        | >99.99%         | 10 cyst/L                           | N/A                                         | ≥ 99.95%                   |

\* Based on the use of Cryptosporidium parvum oocysts.

## 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/<br>Freezer                                      | Sealed System<br>(Condenser, Dryer,<br>Connecting Tube and<br>Evaporator) | Compressor                                                     |                                                                                                                                                       |
| Two (2) years from<br>the date of original<br>retail purchase | Five (5) years from the<br>date of original retail<br>purchase            | Five (5) years from<br>the date of original<br>retail purchase | Linear / Inverter Compressor Only :<br>Parts Only for years 6-10 from the<br>date of original retail purchase<br>(Consumer will be charged for labor) |
| Parts and Labor<br>(internal/ functional<br>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.
- 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 111 Sylvan Avenue, Englewood Cliffs, NJ 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.

**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 111 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 - 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>Two (2) years 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.

**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>

## **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.

**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.