

OPERATION

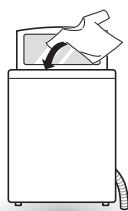
Using the Washer

WARNING

- To reduce the risk of fire, electric shock, or injury to persons, read the SAFETY INSTRUCTIONS before operating this appliance.

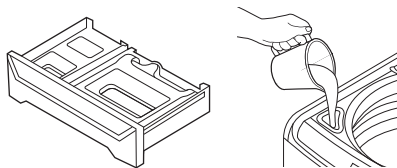
1 Sort laundry and load the washer.

Sort laundry by fabric type, soil level, color and load size, as needed. Open the lid (door) and load items into the washer.



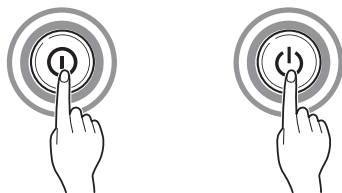
2 Add cleaning products.

Add the proper amount of HE (High-Efficiency) detergent to the detergent dispenser. If desired, add bleach or fabric softener to the appropriate dispensers.



3 Turn on the washer.

Press the **Power** button to turn on the washer. The lights above the cycle buttons will illuminate and a chime will sound.



4 Select a cycle.

Turn the cycle selector knob or press the cycle buttons repeatedly until the desired cycle is selected. The preset wash temperature, spin speed, soil level and option settings for that cycle are shown.

- Pressing the **Start/Pause** button without selecting a cycle will cause the Normal cycle to begin immediately.

5 Adjust settings.

Default settings for the selected cycle can now be changed, if desired, using the cycle modifier and option buttons.

NOTE

- Not all modifiers and options are available on all cycles. A different chime sounds and the LED does not light up if the selection is not allowed.

6 Begin cycle.

Press the **Start/Pause** button to begin the cycle. The lid (door) locks, and the washer agitates briefly without water to measure the weight of the load.



7 Additional garments can be added to the tub while the Add Garment light is on.

The **Add Garment** light illuminates near the beginning of the wash cycle to indicate when it is safe to add items to the load. Press the **Start/Pause** button to pause the cycle and add garments to the load. Press the **Start/Pause** button to resume the cycle.

NOTE

- Adding items after the Add Garment light turns off may result in poor wash performance.

8 End of cycle.

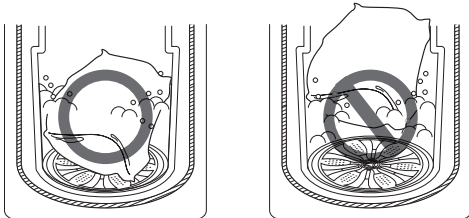
When the cycle is finished, a melody sounds. Immediately remove the clothing from the washer to reduce wrinkling.

- If the washer includes lint filters, remember to check them after every 2 to 3 loads.

Loading the Washer

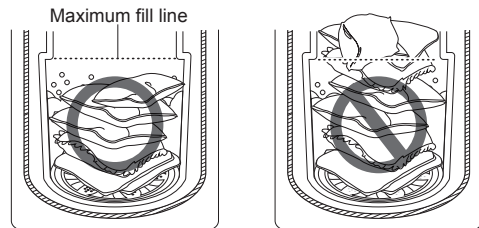
⚠ CAUTION

- The washer can be fully loaded, but the tub should not be tightly packed with items. The lid (door) of the washer should close easily.
- Use the Bedding cycle for buoyant or nonabsorbent items such as pillows or comforters. Failure to follow this caution can result in leakage.
- Check and empty pockets. Paper clips, coins, matches, etc. can damage clothing and the washer.
- Close zippers and hooks, and tie drawstrings to prevent snagging or tangling of clothes.
- Pretreat heavily stained areas for best results.
- Combine large and small items in a load. Load large items first. Large items should not be more than half of total load.
- Wash thick, bulky items individually. Heavy blankets, comforters, bedspreads, or pet beds can get tangled or cause an unbalanced load if combined with other items.
- The washer can be fully loaded, but the tub should not be tightly packed with items. The lid (door) of the washer must close easily.

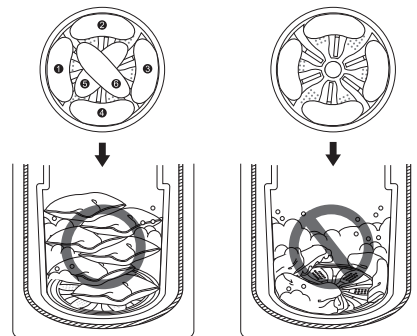


- Do not wash single small items. Add 1-2 similar items to the load to prevent an out-of-balance load.
- Do not wash/spin waterproof items. Washing raincoats or sleeping bags may result in abnormal vibration or may cause the load to bounce, which could damage the tub.
- Wash small, light items in a mesh bag. Small items can get caught in the impeller at the bottom of the tub, and brassiere hooks can damage other items or the tub.
- Brush off heavy soil, dust, and hair from items before washing. Excess dirt or sand can abrade other fabrics and lead to poor wash performance.
- The washer will not fill or operate with the lid (door) open.
- Use the Bedding cycle for large or bulky items such as poly-filled jackets, comforters, pillows, etc. These items may not be as absorbent as other laundry items and should be sorted into a separate wash load for optimal results.

- Bulky items should be placed as far down in the tub as possible for optimal results. Always place buoyant items at the bottom of the tub. The washer will automatically detect the load size. Because of the high efficiency wash system, the water level may not completely cover the load.
- Do not overload the tub. Clothes should fit loosely in the tub under the maximum fill line. Loading clothes over the fill line may result in damage to clothing and the washer.
 - Load clothes loosely, and do not overfill the tub. Clothes need room to circulate in order to get clean.
 - Do not press down on items while stacking them in the tub.



- For best performance, load clothes as shown.



This manual contains an abbreviated Operation section. For the complete Operation section, scan the QR code below or visit: https://us.smarthinq.com/images/pdfmanual/CW_TL_TD_PRO2_MFL68267066_EN.pdf





- Sorting Laundry
- Adding Cleaning Products
- Control Panel
- Wash Cycles
- Cycle Guide
- Cycle Modifier Buttons
- Option Buttons

SMART FUNCTIONS

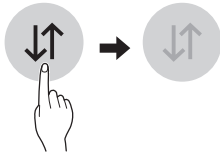
LG SmartThinQ Application

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

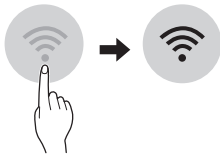
Before Using LG SmartThinQ

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- 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 strength becomes weak. It may take a long time to register or installation may fail.
- 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 SmartThinQ 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 SmartThinQ Application

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

LG SmartThinQ Application Features

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Washer Cycle (Remote Start, Downloaded)

Set or download any preferred cycle and operate by remote control.

Tub Clean Coach

This function shows how many cycles remain before it is time to run the Tub Clean cycle.

Smart Diagnosis™

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

Energy Monitoring

The washer energy usage is affected by the cycles and options so you may see some changes in energy usage from one cycle to another.

Push Alerts

When the cycle is complete or the appliance has problems, you have the option of receiving push notifications on a smart phone.

Settings

Set the product nickname and delete product.

NOTE

- If you change your wireless router, Internet service provider, or password, delete the registered appliance from the LG SmartThinQ 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.

Using Washer Cycle

Remote Start

Use a smart phone to control the appliance remotely or check to see how much time is left in the cycle.

Using Remote Start

- 1 Press the **Power** button.
- 2 Load the laundry.
- 3 Press and hold **Remote Start** button for 3 seconds to enable the Remote Start function.
- 4 Start a cycle from the LG SmartThinQ application on your smart phone.

NOTE

- Once the Remote Start mode is enabled, you can start a cycle from the LG SmartThinQ smartphone application. If the cycle is not started, the machine will wait to start the cycle until it is turned off remotely from the application or the Remote Start mode is disabled.
- When Remote Start is turned on, the door is automatically locked.

Disabling Remote Start

When the Remote Start is activated, press and hold the **Remote Start** button for 3 seconds.

Downloaded

Download new and specialized cycles that are not included in the standard cycles on the appliance.

Appliances that have been successfully registered can download a variety of specialty cycles specific to the appliance.

Only one cycle can be stored on the appliance at a time.

Once cycle download is completed in the appliance, the appliance keeps the downloaded cycle until a new cycle is downloaded.

Wireless LAN Module Specifications

Model	LCW-004
Frequency Range	2412 - 2462 MHz
Output Power (Max)	IEEE 802.11 b : 22.44 dBm
	IEEE 802.11 g : 24.68 dBm
	IEEE 802.11 n : 24.11 dBm

FCC Notice (For 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 of the device.

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.

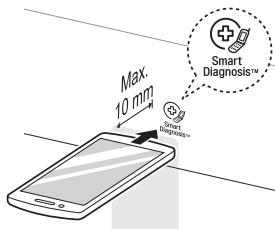
Open Source Software Notice Information

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. 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™ Function

Should you experience any problems with the appliance, it has the capability of transmitting data via your telephone to the LG Customer Information Center. NFC or Wi-Fi equipped models can also transmit data to a smartphone using the LG SmartThinQ application.



Smart Diagnosis™ through the Customer Information Center

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This method allows you to speak directly to our trained specialists. The specialist records the data transmitted from the appliance and uses it to analyze the issue, providing a fast and effective diagnosis.

- 1 Call the LG Electronics Customer Information Center at:
(LG U.S.A.) 1-800-243-0000
- 2 When instructed to do so by the call center, place the mouthpiece of the phone close to the Smart Diagnosis™ icon. Do not press any other buttons.
- 3 Press and hold **Temp.** button for three seconds.
- 4 Keep the phone in place until the tone transmission has finished.
 - For best results, do not move the phone while the tones are being transmitted.
 - If the call center agent is not able to get an accurate recording of the data, you may be asked to try again.
- 5 Once the countdown is over and the tones have stopped, resume your conversation with the call center agent, who will then be able to assist you using the information transmitted for analysis.

NOTE

- Smart Diagnosis™ cannot be activated unless the appliance can be turned on using the **Power** button. If the appliance cannot be turned on, troubleshooting must be done without using Smart Diagnosis™.
- For best results, do not move the phone while the tones are being transmitted.
- If the call center agent is not able to get an accurate recording of the data, you may be asked to try again.
- The Smart Diagnosis™ function depends on the local call quality.
- Bad call quality may result in poor data transmission from your phone to the call center, which could cause Smart Diagnosis™ to malfunction.

LG SmartThinQ Smart Diagnosis™

- For appliances with the  or  logo

Use the Smart Diagnosis feature in the LG SmartThinQ application for help diagnosing issues with the appliance without the assistance of the LG Customer Information Center.

Follow the instructions in the LG SmartThinQ application to perform a Smart Diagnosis using your smartphone.

NOTE

- Smart Diagnosis™ cannot be activated unless the appliance can be turned on using the **Power** button. If the appliance cannot be turned on, troubleshooting must be done without using Smart Diagnosis™.

MAINTENANCE

WARNING

To reduce the risk of fire, electric shock, or injury to persons, read this entire owner's manual, including the Important Safety Instructions, before operating this washer.

- Unplug the washer before cleaning to avoid the risk of electric shock. Failure to follow this warning can cause serious injury, fire, electric shock, or death.
- Do not use volatile substances (benzene, paint thinner, alcohol, acetone, etc.), abrasive cleaners, or detergents with strong chemical components when cleaning the washer. Doing so may cause discoloration or damage to the machine, or may cause a fire.
- Certain internal parts are intentionally not grounded and may present a risk of electric shock only during servicing. Service personnel-do not contact the following parts while the appliance is energized. : pump, motor, noise filter cover, and heater (on applicable models).

Regular Cleaning

Care After Wash

After the cycle is finished, wipe the lid (door) and the inside of the lid (door) seal to remove any moisture.

- Leave the lid (door) open to dry the tub interior.
- Wipe the body of the washer with a dry cloth to remove any moisture.

Cleaning the Exterior

Proper care of your washer can extend its life.

Lid (Door):

Wash with a damp cloth on the outside and inside and then dry with a soft cloth.

Exterior:

- Immediately wipe off any spills.
- Wipe with a damp cloth.
- Do not touch the surface or the display with sharp objects.

Care and Cleaning of the Interior

- Use a towel or soft cloth to wipe around the washer lid (door) opening and lid (door) glass.
- Always remove items from the washer as soon as the cycle is complete. Leaving damp items in the washer can cause wrinkling, color transfer, and odor.
- Run the Tub Clean cycle once a month, or more often if needed, to remove detergent buildup and other residue.

Cleaning the Tub

Over time, residue may build up in the tub, leading to mildew or a musty odor. Run the Tub Clean cycle monthly to remove residue and prevent odor. Run the cycle more often under heavy use conditions or if odor is already present.

- 1 Remove any clothing from the tub.
- 2 Add cleaning agents.

Cleaner	Instructions
Tub cleaner	Follow manufacturer's recommendations.
Lime scale remover	
Liquid chlorine bleach	Add to main wash liquid detergent dispenser.
Powdered cleaner	Follow manufacturer's recommendations.
Cleaning tablets	Place directly into washer tub.

- For other tub cleaning products, follow the cleaner manufacturer's instructions and recommendations.
 - Do not exceed the maximum fill line when adding bleach or powdered cleaners. Powdered cleaners may remain in the tub after cleaning.
- 3 Close the lid (door) and press the **Power** button to turn the washer on.
 - 4 Turn the knob or press the cycle buttons to select the **Tub Clean** cycle then press the **Start/Pause** button to begin the cycle.
 - 5 After the cycle ends, open the lid (door) and allow the tub interior to dry completely.

NOTE

- Never load laundry while using Tub Clean. The laundry may be damaged or contaminated with cleaning products. Make sure to run the Tub Clean cycle only when the tub is empty.
- Leave the lid (door) open after finishing the laundry, to keep the tub clean.
- Tub Clean should be repeated monthly.
- If mildew or musty smell already exists, run Tub Clean once a week for three consecutive weeks.
- Do not exceed the manufacturer's recommended amount when adding bleach or powdered cleaners. Powdered cleaner may remain in the tub after cleaning.

Removing Mineral Buildup

In areas with hard water, mineral scale can form on internal components of the washer. Periodically clean the mineral buildup on the internal components to extend the lifespan of the washer. Use of a water softener is recommended in areas with hard water.

- Use a descaler, such as Washer Magic®, to remove visible mineral buildup on the washer tub.
- After descaling, always run the Tub Clean cycle before washing clothing.
- Mineral scale and other spots may be removed from the stainless steel tub using a soft cloth soaked in stainless steel cleaner.
- Do not use steel wool or abrasive cleaners.

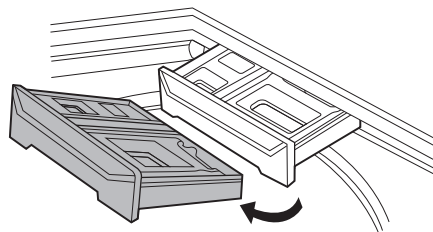
Leaving the Lid (Door) Open

- If the washer will not be used for several days, leave the lid (door) open overnight to allow the tub to dry.

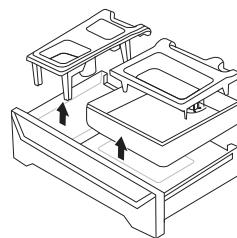
Cleaning the Dispenser Drawer

Detergent and fabric softener may build up in the dispenser drawer. Remove the drawer and inserts and check for buildup once or twice a month.

- 1 Remove the drawer by pulling it straight out until it stops. Lift up on the front of the drawer and pull it completely out.



- 2 Remove the inserts from the two compartments.



- 3 Clean the inserts and drawer with warm water.
 - Use a soft cloth or brush for cleaning and to remove any residue.

! WARNING

- Do not spray water inside the washer. Doing so may cause fire or electric shock.

- 4 Wipe off any moisture with a dry towel or cloth after cleaning.
- 5 To clean the drawer opening, use a small, non-metal brush to clean the recess. Remove all residue from the upper and lower parts of the recess.
- 6 Return the inserts to the proper compartments and replace the drawer.
 - Set the drawer into the opening at an angle, then lower it and slide it into place.

NOTE

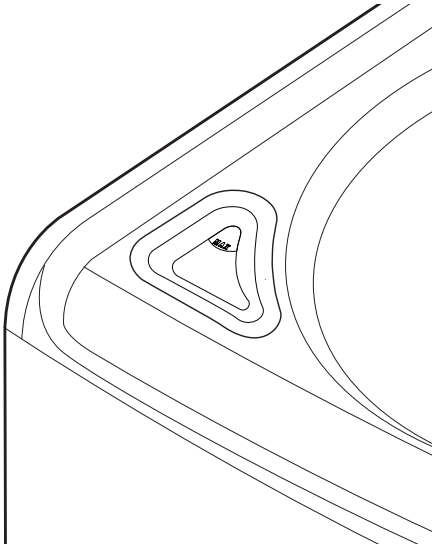
- If you use a descaler or tub cleaner during the Tub Clean cycle, use the Rinse+Spin option to rinse the washer tub before running your next wash cycle.

Cleaning the Bleach Dispenser

Bleach may build up on the bleach dispenser cover. Check for buildup and clean the cover once or twice a month.

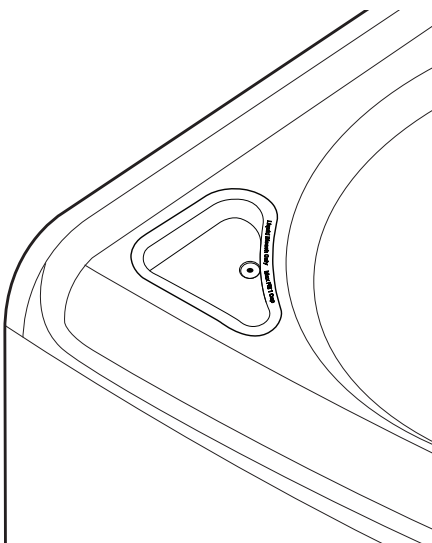
Type 1

Remove the cover from the bleach dispenser. Clean the cover and the opening with warm water.



Type 2

The cover cannot be separated from the dispenser. Clean the cover using a brush and warm water.



Cleaning the Water Inlet Filters

If the washer does not fill properly, an error message will show on the display. The inlet valve filter screens could be plugged by hard water scale, sediment in the water supply, or other debris.

⚠ CAUTION

- The inlet screens protect the delicate parts of the inlet valve from being damaged by particles that could enter the valves with the water supply. Operating the washer with these filters removed could cause a valve to stick open resulting in flooding and/or property damage.
- Do not use the washer without the inlet filters. If you use the washer without the inlet filters it will cause leaks and malfunction.
- If you use the washer in an area with hard water, the inlet filter may clog due to lime buildup.

- 1 Turn off both water faucets completely.
- 2 Unscrew the hot and cold water hoses from the back of the washer.
- 3 Carefully remove the filters from the water valves.
- 4 Remove foreign objects and soak the filters in white vinegar or a lime scale remover. If using a lime scale remover, follow the manufacturer's instructions. Be careful not to damage the filters while cleaning them.
- 5 Rinse filters thoroughly and press them back into place.
- 6 Flush then reattach the water hoses. Before reattaching the hoses, flush the hoses and water lines by running several gallons of water into a bucket or drain, preferably with the faucets wide open for maximum flow.

NOTE

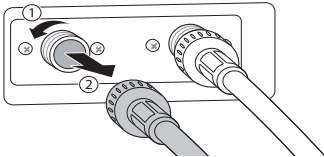
- An IE message may blink on the display when the water pressure is low or an inlet filter is clogged with dirt. Clean the inlet filter.

Care in Cold Climates

Storing the Washer

If the washer will not be used for an extended period of time and is in an area that could be exposed to freezing temperatures, perform the following steps to protect the washer from damage.

Make sure the tub is empty before following these steps.

- 1 Turn off the water supply.
 - 2 Disconnect hoses from water supply and drain water from hoses.
- 
- 3 Plug the power cord into a properly grounded electrical outlet.
 - 4 Add 1 gallon of nontoxic recreational vehicle (RV) antifreeze to the empty tub and close the lid (door). Never use automotive antifreeze.
 - 5 Press the **Power** button, then select **Spin**.
 - 6 Press the **Start/Pause** button to start the drain pump.
 - 7 Allow the drain pump to run for one minute, then press the **Power** button to shut off the washer. This will expel some of the antifreeze, leaving enough to protect the washer from damage.
 - 8 Unplug the power cord, dry the tub interior with a soft cloth, and close the lid (door).
 - 9 Store the washer in an upright position.
 - 10 Remove the inserts from the dispenser. Drain any water in the compartments and let them dry.
 - 11 To remove the antifreeze from the washer after storage, run a complete Speed Wash cycle using detergent.
 - Do not add laundry to this cycle.

When the Water Line is Frozen

- 1 Turn off the faucets connected with the water lines.
- 2 Pour hot water on the frozen faucets to thaw the water lines and remove water lines.
- 3 Immerse the water lines in hot water to thaw them.
- 4 Connect the water lines with the water inlets of the washer and with the faucets. See Connecting the Water Lines for details.
- 5 Turn on the faucets.
- 6 Press the **Power** button.
- 7 Press **Special Care** button repeatedly to select the Rinse+Spin cycle.
- 8 Press the **Start/Pause** button. Verify the water fills properly.

When the Drain Line is Frozen

- 1 Pour hot water in the washer tub and close the lid. Wait for 1-2 hours.
- 2 Press the **Power** button after thawing.
- 3 Press **Special Care** button repeatedly to select the Rinse+Spin cycle.
- 4 Press the **Start/Pause** button. Check to make sure the water drains.