

# TROUBLESHOOTING

## FAQS: FREQUENTLY ASKED QUESTIONS

**Q: What are aroma sheets and how do I use them?**

**A:** You can use your favorite brand of dryer fabric softener sheets in the aroma filter to infuse items with a refreshing aroma. The sheets will not soften garments or reduce static. To use the aroma filter, add a softener sheet before running a cycle. Dispose of the softener sheet at the end of the cycle. For best performance, clean the aroma filter after every 5-7 uses. See ***Changing the Aroma Sheet***, page 24 and ***Cleaning the Aroma Filter***, page 40.

**Q: Can I put fur, leather, or silk items in the Styler?**

**A:** Download the Air Fresh cycle for use with fur, leather, or silk items in the Styler. For instructions on downloading new cycles for the Styler, see ***Smart Functions***, page 36, and the instructions in the LG ThinQ smartphone application.

**Q: Why is the cycle time longer than estimated for the Gentle Dry cycle?**

**A:** The Styler uses a sensor to sense the dryness of fabrics. If clothing or other items are not dried properly, the cycle time is extended automatically (except for Time Dry cycles).

**Q: Can I install the Styler on carpeting?**

**A:** If installing on carpeting (especially on padded or deep pile carpets), stabilize the unit by installing the rear leveling legs and the four carpet spikes. For instructions, see ***Installing on Carpeting***, page 17.

Extra care must be taken to keep the area around the machine clean and dry. Do not open the cabinet during operation. There is a risk of burns or injury, and condensation from escaping hot air or steam could result in damage to carpeting.

## BEFORE CALLING FOR SERVICE

Your appliance is equipped with an automatic error-monitoring system to detect and diagnose problems at an early stage. If your appliance does not function properly or does not function at all, check the following before you call for service.

### Operation

Problem	Possible Cause	Solutions
Smoke comes out when the door is opened	Door is opened during operation	It is normal for steam or hot air to escape if the door is opened during operation.
Full water supply tank is empty after just one use	Appliance is being used for the first time	A larger amount of water is needed the first time the appliance is used to fill the empty reservoir.
Appliance makes a loud vibrating noise on startup	Moving hanger is balancing load before operation	This is normal at the beginning of the cycle. If the noise increases or continues for a long time, call for service.
[Drying times are taking longer than estimated?]	Clothes were extremely wet when loaded	Drying times may be longer for very wet or bulky clothing. Damp dry clothes before putting them in the Styler. The Styler stops automatically when clothes are dry.
Appliance is moving from left to right while operating	Floor under appliance is not level or is not sturdy enough to support the weight of the appliance without flexing	Install the appliance where the floor is level and sturdy. Compensate for any slight unevenness in the floor with the leveling legs. See <b>Leveling the Styler</b> , page 16.
Sound of motor whirring	Compressor is running during drying	This is normal.
Sound of water running, boiling, or hissing	Steam being generated and sprayed onto clothes	This is normal.
Steam or hot air leaks out when the door is closed	An item is caught in the door, keeping it slightly open	Make sure all items are completely inside the cabinet and nothing is caught in the door, blocking it from closing completely.
The appliance won't operate	Control panel has powered off due to inactivity	This is normal. Press the Power button to turn the appliance on.
	Cord is unplugged	Make sure cord is plugged securely into a working outlet.
	Circuit breaker/fuse is tripped/blown	Check house circuit breakers/fuses. Replace fuses or reset breaker. The appliance should be on a dedicated branch circuit.
	Appliance not connected to 120 V socket	Make sure the cord is plugged into a grounded socket rated for this appliance. See the <b>Product Specifications</b> , page 12.

## Operation

Problem	Possible Cause	Solutions
Control panel won't respond	Control panel or button has dirt on it	Dirt or foreign objects on the control panel will interfere with the operation of the buttons. Clean the control panel.
	Control panel is locked	Disable the Control Lock function. See <b>Locking the Controls</b> , page 34.
The cycle won't start	Start/Pause was not touched after the cycle was set.	Touch Start.
	Cycle is producing steam	There may be a period of inactivity while steam is produced.
	Control panel is locked	Disable the Control Lock function and touch Start. See <b>Locking the Controls</b> , page 34.

## Performance

Problem	Possible Cause	Solutions
Clothes are wet at the end of the cycle	Filter is clogged or grill is upside down	Clean the lint filter. Insert the grill with the holes on the right side.
	Door gasket is damaged	If the rubber door gasket is damaged, it leaves a gap in the door seal, affecting performance of the appliance. Call for service.
	Clothes caught in door	Make sure all items are completely in the cabinet and not stuck in the door, blocking it from closing completely. Run the cycle again.
Odor is not removed at end of cycle	Clothes were stored for a long period of time or are stained with a strong-smelling substance	Odors can be particularly difficult to remove from clothes that have been stored for long periods or have strong-smelling, oily stains. Wash the clothes first, before using the Styler.
Wrinkles are not reduced at end of cycle	Clothes were stored for a long period of time	Wrinkles may be very difficult to reduce if set for a long time, especially in cotton and linen fabrics. Iron clothes that have been stored for a long period of time before treating them with the Styler, to reduce wrinkles more effectively.
Clothes have an unpleasant odor at end of cycle	Appliance has not been used for a long time or water tanks and filters have not been cleaned	Check for dirt or foreign objects in the water supply and water drain tanks. Clean the filters and water tanks.
Functions are not operating properly	Detergent or fabric softener put in water supply tank	Do not use anything but clean water in the water supply tank.

## Performance

Problem	Possible Cause	Solutions
Wrinkles at back of neck after cycle	Item too large for hanger or fabric too delicate	Use the right size hanger for the item so the fabric won't bunch up and cause wrinkles. Some fabrics are delicate and will bunch around the hanger no matter what you do. Use the shelf for lingerie and other delicate items.
Creases are gone from pants after cycle	Pants were hung on the moving hanger, not in the pants press	Hang pants in the pants press to maintain creases at edge of pants legs.
Clothing has water spots after cycle, color has faded or run	Fabric is not washable, or is not colorfast	Check fabric care labels before treating items. See <b>Sorting Loads</b> , page 21 and the <b>Cycle Guide</b> , page 31.

## Error Codes

Problem	Possible Cause	Solutions
<b>Fill Water</b> icon is blinking	Water supply tank is empty or tank is missing	Fill the water supply tank and reinstall it.
<b>Empty Water</b> icon is blinking	Water drain tank is full or tank is missing	Empty the water drain tank and reinstall it.
<b>dE Error</b> is blinking	Door is not completely closed	Check that items are completely inside the cabinet and that the door is tightly closed.
<b>AE, LE, LE2, E1, E4, TE1, TE2, TE3, TE5</b> shows on the display.	System error	Unplug the appliance and call for service.

## Wi-Fi

Problem	Possible Cause	Solutions
Trouble connecting appliance and smartphone to Wi-Fi network	The password for the Wi-Fi network was entered incorrectly.	Delete your home Wi-Fi network and begin the registration process again.
	Mobile data for your smartphone is turned on.	Turn off the Mobile data on your smartphone before registering the appliance.
	The wireless network name (SSID) is set incorrectly.	The wireless network name (SSID) should be a combination of English letters and numbers. (Do not use special characters.)
	The router frequency is not 2.4 GHz.	Only a 2.4 GHz router frequency is supported. Set the wireless router to 2.4 GHz and connect the appliance to the wireless router. To check the router frequency, check with your Internet service provider or the router manufacturer.
	The distance between the appliance and the router is too far.	If the appliance is too far from the router, the signal may be weak and the connection may not be configured correctly. Move the router closer to the appliance or purchase and install a Wi-Fi repeater.