

TROUBLESHOOTING

Before Calling for Service

Operation

Problem	Possible Cause & Solution
The appliance does not operate.	Battery is fully discharged. <ul style="list-style-type: none"> Charge the battery.
	Appliance is turned off. <ul style="list-style-type: none"> Press the Power button to turn on the appliance.
Suction power is too weak.	Dust bin is full of dust. <ul style="list-style-type: none"> Empty the dust bin.
	Filters are clogged. <ul style="list-style-type: none"> Clean the pre-filter and the exhaust filter.
	Inlet is clogged. <ul style="list-style-type: none"> Remove any foreign objects from inside the product body or the extension pipe.
	Foreign object is on rotating brush, or in inlet port. <ul style="list-style-type: none"> Remove any foreign objects (thread, hair) from the rotating brush or the inlet port.
The product body does not appear to be charging.	Power adapter is not connected to the charging station. <ul style="list-style-type: none"> Plug the adapter firmly into the charging station.
	Power cord is unplugged. <ul style="list-style-type: none"> Plug the power cord securely into the charging station.
	Foreign object is on the charging terminals. <ul style="list-style-type: none"> Remove dirt or foreign objects from the charging terminals with a dry cloth.
Hot air is coming from the product body.	Motor is cooling. <ul style="list-style-type: none"> If the appliance is running normally, the hot air is a result of the motor cooling and is not a sign of malfunction.
A strange odor is coming from the appliance.	Appliance was purchased within the last 3 months. <ul style="list-style-type: none"> The cleaner may emit a smell of rubber for about 3 months after purchase.
	Dust bin is full of dust. <ul style="list-style-type: none"> The dust in the bin may cause some odor. Empty the bin and clean it.
	Foreign object is on the filter. <ul style="list-style-type: none"> The filter may emit an odor if it has not been cleaned for some time. Clean the pre-filter and exhaust filter regularly.
	Pre-filter was installed while damp or wet. <ul style="list-style-type: none"> Wash the pre-filter with running water. To avoid odor, allow the pre-filter to dry completely in a well-ventilated area out of direct sunlight for at least 24 hours before reassembling.
	Exhaust filter was installed while damp or wet. <ul style="list-style-type: none"> Wash the exhaust filter with running water. To avoid odor, allow the exhaust filter to dry completely in a well-ventilated area out of direct sunlight for at least 24 hours before reassembling.
The appliance makes too much noise.	Vacuum cleaner is running in Turbo mode. <ul style="list-style-type: none"> The motor may be louder at the higher suction power settings. This is normal.

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Problem	Possible Cause & Solution
<p>The appliance turns off unexpectedly or by itself after the motor speed fluctuates repeatedly.</p>	<p>Battery is not fully charged.</p> <ul style="list-style-type: none"> • The battery must be fully charged before cleaning. If the problem persists when the battery is fully charged and the pipes and attachments are clear from obstructions, contact an LG customer information center for service.
	<p>Foreign object is in the product body, extension pipe, inlet port or nozzle.</p> <ul style="list-style-type: none"> • Remove any foreign objects from the product body, extension pipe, inlet port or nozzle.
	<p>Filters are clogged.</p> <ul style="list-style-type: none"> • Clean the pre-filter and the exhaust filter.
<p>The rotating brush does not rotate.</p>	<p>Brush is improperly installed.</p> <ul style="list-style-type: none"> • Remove the brush, clean it if necessary and attach it again.
	<p>Foreign object is on rotating brush.</p> <ul style="list-style-type: none"> • Remove any foreign objects from the rotating brush.