TROUBLESHOOTING

FAQs: Frequently Asked Questions

Q: When I press a button, why does my dryer beep and then nothing happens?

A: The Child Lock feature is turned on. To turn off Child Lock, turn the dryer on, then press and hold the button that has *Child Lock on or under it for 3 seconds.

Q: Why does my dryer take so long to dry clothes?

A: Proper airflow is critical to the efficient operation of clothes dryers. A lint filter which is full of lint or clogged with fabric softener sheet residue can reduce the airflow to the point that the time required to dry clothing will be greatly increased. Another factor affecting dry time is your home exhaust system. An exhaust system which is dirty and clogged with lint, or is excessively long, needs to be professionally cleaned or repaired.

Q: Why does my dryer start by itself every few minutes?

A: This is how the Wrinkle Care feature works. The dryer runs briefly every few minutes for up to 3 hours after the cycle finishes. This feature is designed to help prevent wrinkles from setting in when the dryer is not unloaded immediately after the cycle is finished.

Q: Why does my dryer show 3 minutes when I select the Steam Fresh™ cycle?

A: When the Steam Fresh™ cycle is selected, the dryer displays the number of garments rather than the estimated cycle time, until the cycle is started. Use the More Time or Less Time buttons to adjust the load size setting for the number of garments you desire. For a large load or single bulky item use the bI 9 (big) setting.

User Support Videos

For further assistance, there are videos and tutorials available through the LG.com website.

1. On the lg.com/us home page, hover over the Support menu tab to bring up the menu selections. Select ***Videos & Tutorials***.
2. Type ***Dryer*** in the search box on the new page and click the Search button.

Scan this QR code to quickly access the video search page on the LG website. Once there, type ***Dryer*** in the search box.

Before Calling for Service

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

Operation

Problem	Possible Cause	Solutions
The Flow Sense™ indicator remains active after clearing the restriction in the venting.	**After clearing the restriction, the Flow Sense™ system requires multiple, consecutive cycles to determine that the performance value has improved before the Flow Sense™ indicator is reset.**	If the Flow Sense™ indicator remains active for more than five cycles after the restriction has been cleared, call for service.
Dryer will not turn on	**Power cord is not properly plugged in.**	Make sure that the plug is securely plugged into a grounded outlet matching the dryer's rating plate.
	House fuse is blown, circuit breaker has tripped, or power outage has occurred.	Reset circuit breaker or replace fuse. Do not increase fuse capacity. If the problem is a circuit overload, have it corrected by a qualified electrician.
Dryer does not heat	**House fuse is blown, circuit breaker has tripped, or power outage has occurred.**	Reset circuit breaker or replace fuse. Do not increase fuse capacity. If the problem is a circuit overload, have it corrected by a qualified electrician. **NOTE** Due to the design of electric dryers, it is possible for a circuit problem to allow an electric dryer to run without heat.
	Gas supply or service is turned off (gas models only).	Confirm that the house gas shutoff and the dryer gas shutoff valves are both fully open. Even if gas is not supplied to the dryer, it will run and no error codes will display. Verify that other gas appliances in the home are working normally.
	Energy Saver option selected (on some models)	If using the Cotton/Normal cycle, deselect the energy saver option. The Energy Saver option is selected by default. This option reduces energy use by adding an air dry section to the beginning of the cycle. It is normal to feel no heat at the beginning of the cycle while in Energy Saver mode.
Clothes take too long to dry	**Exhaust ducts are blocked, dirty, or duct run is too long.**	Confirm that the exhaust duct is properly configured and free of debris, lint, and obstructions. Make sure that outside wall dampers can open properly and are not blocked, jammed, or damaged.
	Load is not properly sorted.	Separate heavy items from lightweight items. Larger and heavier items take longer to dry. Light items in a load with heavy items can fool the sensor because the light items dry faster.

Problem	Possible Cause	Solutions
Clothes take too long to dry	**Large load of heavy fabrics.**	Heavy fabrics take longer to dry because they tend to retain more moisture. To help reduce and maintain more consistent drying times for large and heavy fabrics, separate these items into smaller loads of a consistent size.
	Dryer controls are not set properly.	Use the appropriate control settings for the type of load you are drying. Some loads may require an adjustment of the dry level setting for proper drying.
	Lint filter needs to be cleaned.	Remove the lint from the filter before every load. With the lint removed, hold the filter up to a light to see if it is dirty or clogged. With some loads that produce high amounts of lint, such as new bath towels, it may be necessary to pause the cycle and clean the filter during the cycle.
	House fuse is blown, circuit breaker has tripped, or power outage has occurred.	Reset circuit breaker or replace fuse. Do not increase fuse capacity. If the problem is a circuit overload, have it corrected by a qualified electrician. **NOTE** Due to the design of electric dryers, it is possible for a circuit problem to allow an electric dryer to run without heat.
	Dryer is overloaded.	Divide extra large loads into smaller loads for better drying performance and efficiency.
	Dryer is underloaded.	If you are drying a very small load, add a few extra items to ensure proper tumbling action. If the load is very small and you are using SENSOR DRY cycles, the electronic control cannot properly sense the dryness of the load and may shut off too soon. Use TIME DRY or add some extra wet clothes to the load.
Clothes take too long to dry	**Energy Saver option selected (on some models)**	If using the Cotton/Normal cycle, deselect the Energy Saver option. This option reduces energy use by adding an air dry section to the beginning of the cycle.
Drying time is not consistent	**Heat settings, load size, or dampness of clothing is not consistent.**	The drying time for a load will vary depending on the type of heat used (electric, natural gas, or LP gas), the size of the load, the type of fabrics, the wetness of the clothes, and the condition of the exhaust duct and lint filter. Even an unbalanced load in the washer can cause poor spinning, resulting in wetter clothes which will take longer to dry.

Performance

Problem	Possible Cause	Solutions
Greasy or dirty spots on clothes	**Fabric softener used incorrectly.**	Confirm and follow the instructions provided with your fabric softener.
	Clean and dirty clothes are being dried together.	Use your dryer to dry only clean items. Soil from dirty clothes can transfer to the clean clothes in the same or later loads.
	Clothes were not properly cleaned or rinsed before being placed in the dryer.	Stains on dried clothes could be stains that were not removed during the washing process. Make sure that clothes are being completely cleaned or rinsed according to the instructions for your washer and detergent. Some difficult soils may require pre-treating prior to washing.
Clothes are wrinkled	**Clothes dried too long (over dried).**	Over drying a load of laundry can lead to wrinkled clothes. Try a shorter drying time or LESS DRY setting and remove items while they still retain a slight amount of moisture.
	Clothes left in dryer too long after cycle ends.	Use the WRINKLE CARE option. This feature will tumble the clothes briefly every few minutes for up to 3 hours to help prevent wrinkling.
Clothes are shrinking	**Garment care instructions are not being followed.**	To avoid shrinking your clothes, always consult and follow fabric care instructions. Some fabrics will naturally shrink when washed. Other fabrics can be washed but will shrink when dried in a dryer. Use a low or no heat setting.
Lint on clothes	**Lint filter not cleaned properly.**	Remove the lint from the filter before every load. With the lint removed, hold the filter up to a light to see if it is dirty or clogged. If it looks dirty, follow the cleaning instructions. With some loads that produce high amounts of lint, it may be necessary to clean the filter during the cycle.
	Laundry not sorted properly.	Some fabrics are lint producers (i.e., a fuzzy white cotton towel) and should be dried separately from clothes that are lint trappers (i.e., a pair of black linen pants).

Problem	Possible Cause	Solutions
Lint on clothes	**Excess static in clothes.**	Use a fabric softener to reduce static electricity. Be sure to follow the manufacturer's instructions. Overdrying a load of laundry can cause a buildup of static electricity. Adjust settings and use a shorter drying time, or use SENSOR DRY cycles.
	Dryer is overloaded.	Divide extra large loads into smaller loads for drying.
	Tissue, paper, etc., left in pockets.	Check pockets thoroughly before washing and drying clothes.
Excess static in clothes after drying	**Fabric softener is not used or used incorrectly.**	Use a fabric softener or the STATIC SHIELD option, if equipped, to reduce static electricity. Be sure to follow the manufacturer's instructions.
	Clothes dried too long (overdried).	Overdrying a load of laundry can cause a buildup of static electricity. Adjust settings and use a shorter drying time, or use AUTO DRY cycles. Select a LESS DRY setting on SENSOR DRY cycles, if necessary.
	Drying synthetics, permanent press, or synthetic blends.	These fabrics are naturally more prone to static buildup. Try using fabric softener, or use LESS DRY and/or shorter TIME DRY time settings.
Clothes have damp spots after a SENSOR DRY cycle.	**Very large load or very small load.** **Single large item such as a blanket or comforter.**	If items are too tightly packed or too sparse the sensor may have trouble reading the dryness level of the load. Use a Time Dry cycle for very small loads. Large, bulky items such as blankets or comforters can sometimes wrap themselves into a tight ball of fabric. The outside layers will dry and register on the sensors, while the inner core remains damp. When drying a single bulky item, it may help to pause the cycle once or twice and rearrange the item to unwrap and expose any damp areas. To dry a few remaining damp items from a very large load or a few damp spots on a large item after a sensor cycle has completed, empty the lint trap, then set a Time Dry cycle to finish drying the item(s).

Steam Functions (Steam Models)

Problem	Possible Cause	Solutions
Water drips from nozzle when STEAM CYCLE starts	**This is normal.**	This is steam condensation. The dripping water will stop after a short time.
Garments still wrinkled after Steam Fresh™	**Too many or overly different types of garments in dryer.**	Small loads of 1 to 5 items work best. Load fewer garments. Load similar types of garments.
Creases or pleats are gone from garments after Steam Fresh™	**The function of this cycle is to remove wrinkles from fabric.**	Use an iron to replace creases and pleats in garments.
Garments have static after using the Reduce Static option	**This is normal.**	The amount of static experienced will depend on the individual moisture level in the skin.
Garments are too damp or too dry after using the Reduce Static option	**Correct drying options not selected.**	Select the load weight manually before starting the Reduce Static option.
Garments are not uniformly damp after using the Easy Iron option	**Number of garments or load size not properly selected at the beginning of the cycle.**	Select the correct number of garments or load size before starting the cycle.
Steam does not generate, but no error code is shown	**Water level error.**	Unplug dryer and call for service.
Water drips from door during STEAM CYCLE	**This is normal.**	Condensation will normally form on the inside of the dryer door during steam operation. Some condensation may drip out the bottom of the door.
Steam is not visible during STEAM CYCLE	**This is normal.**	Steam vapor is difficult to see when the door is closed. However, condensation will normally form on the inside of the dryer door if the steam system is operating normally.
Drum does not turn during STEAM CYCLE	**This is normal.**	The drum is turned off so that the steam vapor remains in the drum. The drum will normally turn for about 2 seconds once a minute.
Cannot see steam vapor at the beginning of cycle	**This is normal.**	Steam is released at different stages of the cycle for each option.
Odors remain in clothing after Steam Fresh™	**Steam Fresh™ did not remove odor completely.**	Fabrics containing strong odors should be washed in a normal cycle.

Error Codes

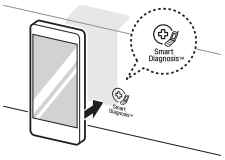
Problem	Possible Cause	Solutions
Error code: tE1 through tE7	**Temperature sensor failure.**	Turn off the dryer and call for service.
Display shows error code: PS (electric dryers only)	**Power cord is connected incorrectly.**	Check the connection of the power cord to the terminal block.
***Flow Sense™ indicator shows four bars during the drying cycle or the display shows "d80" after drying** *** This warning light is not a dryer failure and is not covered by the dryer warranty. Contact a duct cleaning service to set up an appointment to have your exhaust system cleaned and inspected.**	**Exhaust system is too long or has too many turns/restrictions.**	Install a shorter or straighter duct run. See the Installation Instructions for details.
	Partial blockage of the ductwork due to lint buildup or other foreign object.	Ductwork should be checked/cleaned immediately. Dryer can be used in this condition, but drying times will be longer and energy consumption will increase.
	The appliance has detected a restriction in the external dryer venting.	If exhaust restrictions are sensed by the Flow Sense™ system, the indicator will remain on for 2 hours after the end of the cycle. Opening the door or pressing the **POWER** button will turn off the display.
The Flow Sense™ indicator remains active after clearing the restriction in the venting.	**After clearing the restriction, the Flow Sense™ system requires multiple, consecutive cycles to determine that the performance value has improved before the Flow Sense™ indicator is reset.**	If the Flow Sense™ indicator remains active for more than five cycles after the restriction has been cleared, call for service.
Add Water **indicator light is on during the drying cycle**	**Water supply error.**	Check steam feeder drawer: (1) Make sure the steam feeder is filled with water to the MAX line. (2) Make sure the steam feeder is seated properly and the drawer is fully closed. (3) Turn the dryer off then restart the STEAM CYCLE. Do not use distilled water; the water level sensor in the steam generator will not work. Pump not working. Unplug dryer and call for service.
The display shows bI 9	**More Time button was pressed.**	This display indicates that the steam option has been set for a “big” item such as a comforter. Press the Less Time button to reduce the indicated load size.

Problem	Possible Cause	Solutions
Add **indicator light is on during the drying cycle**	**Water supply error.**	Check steam feeder drawer: (1) Make sure the steam feeder is filled with water to the MAX line. (2) Make sure the steam feeder is seated properly and the drawer is fully closed. (3) Turn the dryer off then restart the STEAM CYCLE. Do not use distilled water; the water level sensor in the steam generator will not work.
	Pump not working.	Unplug dryer and call for service.
The display shows d90, d95 	**The duct work is about 90%-95% blocked.(“d90” or “d95” error code is displayed for 2 hours only)** **House exhaust system blocked.**	Do not use the dryer until the exhaust system has been cleaned and/or repaired. Using the dryer with a severely restricted exhaust is dangerous and could result in a fire or other property damage. Check the outside dryer vent while the dryer is operating to make sure there is strong airflow. If the exhaust system is extremely long, have it repaired or rerouted. Keep the area around the dryer clean and free of clutter. Check vent hood for damage or lint clogging. Make sure the area around the vent hood is clear.

SMART DIAGNOSIS™

Should you experience any problems with your dryer, it has the capability of transmitting data to your smart phone using the LG Smart Laundry Application or via your telephone to the LG call center.

Smart Diagnosis™ cannot be activated unless your dryer is turned on by pressing the **POWER** button. If your dryer is unable to turn on, then troubleshooting must be done without using Smart Diagnosis™.



Using Smart Diagnosis™

Smart Diagnosis™ Using Your Smart Phone

1. Download the LG Smart Laundry & DW application on your smart phone.
2. Open the LG Smart Laundry application on your smart phone. Press the right arrow button to advance to the next screen.
3. Press the Record button on the smart phone and then hold the mouth piece of the smart phone near the Smart Diagnosis™ logo on the dryer.
4. With the phone held in place, press and hold the Temp. Control button for 3 seconds.
5. Keep the phone in place until the tone transmission has finished. The display will count down the time.
6. When the recording is complete, view the diagnosis by pressing the Next button on the phone.

NOTE

- Call quality differences by region may affect the function.
- Use a home telephone for better communication performance, resulting in better service.
- Poor call quality may result in poor data transmission from your phone to the machine, which could cause Smart Diagnosis™ to malfunction.

Smart Diagnosis™ Through the Call Center

1. Call the LG call center at: (LG U.S.) 1-800-243-0000
   (LG Canada) 1-888-542-2623.
2. When instructed to do so by the call center agent, hold the mouthpiece of your phone over the Smart Diagnosis™ logo on the machine. Hold the phone no more than one inch from (but not touching) the machine.

NOTE

Do not touch any other buttons or icons on the display screen.

3. Press and hold the Temp. Control button for 3 seconds.
4. Keep the phone in place until the tone transmission has finished. The display will count down the time.
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 in using the information transmitted for analysis.

NOTE

- For best results, do not move the phone while the tones are being transmitted.
- If the call center agent is not able to get an accurate recording of the data, you may be asked to try again.