TROUBLESHOOTING

FAQs

Frequently Asked Questions

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

A: The Control Lock feature is turned on. To turn it off, press the **Options** button, turn the knob to select **Control Lock**, and press the ✓(**OK**) button. Select **Off** and press the ✓(**OK**) button.

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. For more tips, see the troubleshooting charts.

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.

User Support Videos

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

Scan this QR code to quickly access the video search page on the offical LG website.

1 On the lg.com/us home page, click on the **Support** menu tab to bring up the menu selections. Select **Video Tutorials**.

2 Type **Dryer** in the search box on the new page and click the **Search** button.

Before Calling for Service

The 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.

Error Messages

Problem	Possible Cause & Solution
Temp sensor error 1	**Temperature sensor failure.** • Turn off the appliance and call for service.
Power supply / Power issue / High voltage / Low voltage	**Power cord is connected incorrectly.** • Check the connection of the power cord to the terminal block.
Duct blockage (80%), (90%), (95%)	**Exhaust system is too long or has too many turns/restrictions.** • Do not use the appliance until the exhaust system has been cleaned and/or repaired. Using the appliance with severely restricted exhaust is dangerous and could result in a fire or other property damage. • Check the outside dryer vent while the appliance is operating to make sure there is strong airflow. If the exhaust system is extremly long, have it repaired or rerouted.
	House exhaust system blocked. • 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.

Operation

Problem	Possible Cause & Solution
Flow Sense™ indicator shows four bars during the drying cycle.	**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. The appliance 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 restrictions, 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.
The appliance will not turn on.	**Power cord is not properly plugged in.** • Make sure that the power plug is securely plugged into a grounded outlet matching the appliance'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.

Problem	Possible Cause & Solution
The appliance 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.
	Gas supply or service is turned off. • Confirm that the hose gas shutoff and the shutoff valves of the dryer are both fully open. Even if gas is not supplied to the appliance, it will run and no error codes will display. Verify that other gas appliances in the home are working normally.
	Energy Saver option is selected. • If using **Normal** cycle, deselect the energy saver option that 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 the outside wall damper 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.
	Large and heavy fabrics are loaded. • 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.
	The appliance is overloaded. • Divide extra large loads into smaller loads for better drying performance and efficiency.
	The appliance is underloaded. • If you are drying a very small load, add a few extra items to ensure proper tumble action. If the load is small and you are using **SENSOR DRY** cycles, the electronic control can not properly sense the dryness of the load and may shut off too soon. Use **MANUAL DRY** cycles or add some extra wet clothes to the load.
	Energy Saver option is selected. (on some models) • If using **Normal** cycle, deselect the energy saver option that is selected by default. This option reduces enery 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.
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 size of the load, the type of fabrics, the wetness of the clothes and the condition of the 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 & Solution
Clothes are wrinkled.	**Clothes dried too long (overdried).** • Overdrying a load of laundry can lead to wrinkled clothes. Try a shorter drying time or use a lower dry level 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 option will tumble the clothes briefly every few minutes for up to 3 hours to help prevent wrinkling.
Greasy or dirty spots on clothes.	**Fabric softener used incorrectly.** • Check 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 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 in the **MAINTENANCE** section. 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).
	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.
	The appliance 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 is used incorrectly.** • Use a fabric softener or the **Low Static** option, if available, 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. Select a lower dry level setting on the selected cycle, if necessary.
	Drying synthetics, permanent press, or synthetic blends. • These fabrics are naturally more prone to static buildup. Try using fabric softener, or use a lower dry level setting and/or shorter time settings.

Problem	Possible Cause & Solution
Clothes have damp spots after drying.	**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 **Timed 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, and then set a **Timed Dry** cycle to finish drying the item(s).

Steam Functions

Problem	Possible Cause & Solution
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 Low 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 Low Static option.	**Correct drying options not selected.** • Select the load weight manually before starting the **Low Static** option.
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.

Odors

Problem	Possible Cause & Solution
The appliance has an unpleasant odor.	**Are you using the appliance for the first time?** • The odor is caused by the rubber material inside the appliance. The odor normal when the appliance is new and disappears after you run several cycles.
	Do you smell an odor during use? • Do not exceed the manufacturer's recommended amount of detergent when washing clothes. Excess detergent can build up on clothing and cause odors. • Leaving clothes in the washer or dryer after the cycle ends can lead to odors. Unload clothing promptly when the cycle ends. • If the odor is coming from the washer, follow the instructions in the product manual to clean the washer tub/drum. • Keep lint filters clean. Clogged or dirty lint filters can cause odors. After cleaning the lint filter, allow it to dry completely before using it.

Wi-Fi

Problem	Possible Cause & Solution
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 connection process again.
	Mobile data for your smartphone is turned on. • Turn off the **Mobile data** on your smartphone before connecting 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 appliance is too far from the router. • 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.
	During Wi-Fi setup, the app is requesting a password to connect to the product (on certain phones). • Locate the network name which starts with "LG" under Settings > Networks. Note the last part of the network name. - If the network name looks like LGE_Appliance_XX-XX-XX, enter lge12345. - If the network name looks like LGE_Appliance_XXXX, enter XXXX twice as your password. For example, if the network name appears as LGE_Appliance_8b92, then you would enter 8b928b92 as your password. In this instance, the password is case sensitive and the last 4 characters are unique to your appliance.