

BEFORE CALLING FOR SERVICE

SERVICE CALLS CAN OFTEN BE AVOIDED!
IF YOU FEEL YOUR REFRIGERATOR IS NOT OPERATING PROPERLY, CHECK THESE
POSSIBLE CAUSES FIRST:

PROBLEM	POSSIBLE CAUSES
REFRIGERATOR DOES NOT OPERATE	<ul style="list-style-type: none">■ Has a house fuse blown or circuit breaker tripped?■ Has the power cord plug been removed or loosened from the electrical wall outlet?
REFRIGERATOR OR FREEZER COMPARTMENT TEMPERATURE TOO WARM	<ul style="list-style-type: none">■ Temperature control not set on proper position.■ Appliance is placed close to wall or heat source.■ Warm weather-frequent door openings.■ Door is not closed entirely.■ Door left open for a long time.■ Large amount of foods are kept in the refrigerator.
ABNORMAL NOISE(S)	<ul style="list-style-type: none">■ Refrigerator is installed in a weak or uneven place or leveling screw needs adjusting.■ Unnecessary objects placed in the back side of the refrigerator.
REFRIGERATOR HAS ODOR	<ul style="list-style-type: none">■ Foods with strong odors should be tightly covered or wrapped.■ Interior needs cleaning.
DEW FORMS ON THE CABINET SURFACE	<ul style="list-style-type: none">■ Not unusual during periods of high humidity.■ Door may have been left ajar.

ENGLISH

Customer Assistance Numbers:

- To Prove Warranty Coverage
Retain your Sales Receipt to prove date of purchase.
A copy of your Sales Receipt must be submitted at the time warranty service is provided.
- To Obtain Product, Customer or Service Assistance
Call Toll-free for Customer Service
Tel : 1-888-542-2623 (1-888-LG-CANADA)
- To Obtain Nearest Authorized Service Center
Call 1-888-542-2623, push option #1, 24 hours a day, 7 days per week.
Please have your product type (Monitor, TV, VCR, MWO, Refrigerator) and ZIP code ready.

TROUBLE SHOOTING

PROBLEM	POSSIBLE CAUSES
REFRIGERATOR-FREEZER DOES NOT OPERATE	<ul style="list-style-type: none">■ Power plug may be unplugged from the electric outlet. Plug it in securely.■ House fuse has blown or circuit breaker has tripped. Check and/or replace fuse and reset circuit breaker.■ Power cut. Check house lights.
REFRIGERATOR OR FREEZER COMPARTMENT TEMPERATURE TOO WARM	<ul style="list-style-type: none">■ Temperature control not set on proper position. Refer to Temperature Control section.■ Appliance is placed close to heat source.■ Warm weather-frequent door openings.■ Door left open for a long time.■ Package holding door open or blocking air duct in freezer compartment.
VIBRATION OR RATTLING OR ABNORMAL NOISE	<ul style="list-style-type: none">■ The floor on which the Refrigerator-Freezer is installed may be uneven or the Refrigerator-Freezer may be unstable. Make it even by rotating the leveling screw.■ Unnecessary objects placed in the back side of the Refrigerator-Freezer.
FROST OR ICE CRYSTALS ON FROZEN FOOD	<ul style="list-style-type: none">■ Door may have been left ajar or package holding door open.■ Too frequent or too long door openings.■ Frost within package is normal.
MOISTURE FORMS ON CABINET SURFACE	<ul style="list-style-type: none">■ This phenomenon is likely to occur in a wet space. Wipe it with a dry towel.
MOISTURE COLLECTS INSIDE	<ul style="list-style-type: none">■ Too frequent or too long door openings.■ In humid weather, air carries moisture into refrigerator when doors are opened.

TROUBLE SHOOTING

PROBLEM	POSSIBLE CAUSES
REFRIGERATOR HAS ODOR	<ul style="list-style-type: none">■ Foods with strong odors should be tightly covered or wrapped.■ Check for spoiled food.■ Interior needs cleaning. Refer to CLEANING section
DOOR NOT CLOSING PROPERLY	<ul style="list-style-type: none">■ Food package is keeping door open. Move packages that keep door from closing.■ Refrigerator-Freezer is not level. Adjust the leveling screws.■ The floor on which the Refrigerator-Freezer is installed may be uneven or the Refrigerator-Freezer may be unstable. Slightly raise the front side with the leveling screw.
INTERIOR LIGHT DOES NOT WORK	<ul style="list-style-type: none">■ No power at outlet.■ Light lamp needs replacing. If LED lamp is damaged, it should be replaced by the service center instead of on your own.

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