


Before Calling for Service

If the product malfunctions, check the following before contacting the LG Customer Information Center.

Symptom	Cause	Solution
The product does not operate.	Power plug is unplugged or loose in the outlet.	<ul style="list-style-type: none"> Insert the power plug into the outlet properly.
The fan is noisy even on Low speed.	The ultra fine filter is dirty.	<ul style="list-style-type: none"> Clean the ultra fine filter.
	The True HEPA filter is dirty.	<ul style="list-style-type: none"> Replace the filter.
The air purifier is not removing dust or odors.	Air is extremely dusty or odors very strong.	<ul style="list-style-type: none"> Ventilate the indoor air before you use the product.
	The ultra fine filter is dirty.	<ul style="list-style-type: none"> Clean the ultra fine filter.
	The combined filter is dirty.	<ul style="list-style-type: none"> Replace the filter.
	The space is too large for the air purifier.	<ul style="list-style-type: none"> Use a product that fits the size of the room. Do not install product near open doors or windows.
	Objects are blocking the air circulation.	<ul style="list-style-type: none"> Remove obstacles or relocate the air purifier.
	The product is installed in a corner.	<ul style="list-style-type: none"> Relocate the product with sufficient clearance.
There is a strong odor, but the overall air quality indicator light does not change color.	The overall air quality indicator light is already orange or red.	<ul style="list-style-type: none"> The PM density level may be higher than the odor level. The color of the overall air quality indicator light is based on whichever is higher. The odor sensor detects harmful gases. While some strong smells such as food smells may be unpleasant, the sensor may not react to them, even though the combined filter is working to remove the odors.

Symptom	Cause	Solution
The overall air quality indicator light stays red for a long period.	The color should change if the air purifier is moved to a cleaner area. If it doesn't, clean the sensor or unplug the product briefly.	<ul style="list-style-type: none"> • If the odor level is beyond the capacity of the air purifier, the display may not change. • Clean the sensor area. • Remove the power plug from the outlet and reconnect it one minute later.
	A spray product such as cooking oil, perfume, or deodorizer was used near the air purifier.	<ul style="list-style-type: none"> • Do not spray substances near the air purifier.
The buttons on the control panel do not work.	The Lock icon  is showing on the status display panel.	<ul style="list-style-type: none"> • Press and hold the Sleep Timer button for 3 sec. or longer to disable the Lock function.
The fine dust density does not change.	The sensor may be dirty.	<ul style="list-style-type: none"> • Clean the PM 1.0 (super ultra-fine dust) sensor.
	The air purifier is installed in an enclosed space.	<ul style="list-style-type: none"> • If there is little air circulation or incoming air in the space, the air quality may stay the same.
The fine dust density remains high.	The product may be installed near a constant flow of outside air.	<ul style="list-style-type: none"> • In an environment where outside air is supplied continuously, the density may remain high.
The color of the overall air quality indicator does not match the dust density level.	The odor level may be higher than the dust density level.	<ul style="list-style-type: none"> • The overall air quality level is determined by the higher of the PM density and odor levels. • Even if the PM density is low, if the odor level is high, the overall air quality indicator will reflect the odor level.
The overall air quality level is different than the EPA overall air quality level.	The EPA method of measuring overall air quality may be different.	<ul style="list-style-type: none"> • The EPA measurement is an average value over time. The air purifier measures air quality in real time. So the results may be different.

Symptom	Cause	Solution
There is a strange smell coming from the air outlet and the filter.	The air purifier is new.	<ul style="list-style-type: none"> The odor of activated charcoal is not harmful. This is similar to the smell you may experience in a brand new car. The odor will go away after 1-2 weeks of use.
	The air purifier is installed in a smoky or smelly area.	<ul style="list-style-type: none"> Do not use the air purifier in place of a vent fan or range hood. Ventilate smoke or strong odors first, then use the air purifier to eliminate lingering odors.
	The filter is no longer working and needs to be replaced.	<ul style="list-style-type: none"> Replace the filter. The filter replacement frequency may differ depending on the usage environment.
	The air purifier is installed near a stove.	<ul style="list-style-type: none"> Running the air purifier for an extended period near where you cook, broil or fry food may rapidly shorten the lifespan of the filter. Use a range hood or ventilate the room while cooking, and only use the air purifier to remove lingering odors.
The Clean Booster is not working.	Is the operation mode set to the Clean Booster mode?	<ul style="list-style-type: none"> The booster fan speed and booster fan rotation functions work only in the Clean Booster mode.
There is a noise when starting or stopping the Clean Booster	-	<ul style="list-style-type: none"> The Clean Booster is trying to find the correct angle.

Symptom	Cause	Solution
I can't connect to the product in the LG SmartThinQ app.	The air purifier may be unplugged.	<ul style="list-style-type: none"> • Plug in the air purifier.
	The wireless router connected to the product is not working.	<ul style="list-style-type: none"> • Power off the wireless router then power it on again. • Check if there is an Internet connection problem with the router.
I can't register the product in the LG SmartThinQ app.	The product may be too far away from your wireless router.	<ul style="list-style-type: none"> • Move the product near the wireless router while registering it.
	Your wireless router may not be working properly.	<ul style="list-style-type: none"> • Some carriers provide routers that are available to their members only. If you have an outdated model, contact your carrier to have it replaced with a newer one.
The PM density levels are different between the product and the LG SmartThinQ app.	The PM densities may be for different particle sizes or the application may not have updated the information.	<ul style="list-style-type: none"> • Make sure that you are comparing the PM density values for the same size particles. • If the PM density values for the same particle size differ, the LG SmartThinQ application may have a longer delay in updating than the product.