

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 off Control Lock, turn the dryer on, then press and hold the button that has *Control 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 display error code. 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.
Display show error code nP	Electric dryer power cord is not connected correctly, or house power supply is incorrect.	Check the power supply or the connection of the power cord to the terminal block.
Display show error code gAS	Gas supply or service turned off (Gas models only).	Confirm that house gas shutoff and the dryer gas shutoff are both fully open.

Problem	Possible Cause	Solutions
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.
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.

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Problem	Possible Cause	Solutions
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.