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.

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, click on the Support menu tab to bring up the menu selections. Select ***Video Tutorials***.
2. Select Appliances and Dryers in the search menu on the new page.

Scan this QR code to quickly access the video search page on the LG website. Once there, select Appliances and Dryers 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.

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.

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).

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.
Clean Filter Clean Filter **indicator light is on during the drying cycle**	**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.

Problem	Possible Cause	Solutions
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.