

TROUBLESHOOTING

FAQs

Frequently Asked Questions

Q: What are aroma sheets and how do I use them?

A: You can use your favorite brand of dryer fabric softener sheets in the aroma filter to infuse items with a refreshing aroma. The sheets will not soften garments or reduce static. To use the aroma filter, add a softener sheet before running a cycle. Dispose of the softener sheet at the end of the cycle. For best performance, clean the aroma filter after every 5-7 uses. See **Checking the Aroma Filter**, and **Cleaning the Aroma Filter**.

Q: Can I put fur, leather, or silk items in the appliance?

A: Download the **Fur/Leather Care** cycle for use with fur or leather, or the **Silk Care** cycle for use with silk items in the appliance. For instructions on downloading new cycles for the appliance, see **Smart Functions** and the instructions in the **LG ThinQ** smartphone application.

Q: Why is the cycle time longer than estimated for the Gentle Dry cycle?

A: The appliance uses a sensor to sense the dryness of fabrics. If clothing or other items are not dried properly, the cycle time is extended automatically.

Q: Can I install the appliance on carpeting?

A: If installing on carpeting (especially on padded or deep pile carpets), stabilize the unit by installing the rear leveling legs and the four carpet spikes. For instructions, see **Installing on Carpeting**.

Extra care must be taken to keep the area around the machine clean and dry. Do not open the cabinet during operation. There is a risk of burns or injury, and condensation from escaping hot air or steam could result in damage to carpeting.

Before Calling for Service

Review this section before calling for service; doing so will save you both time and money.

Error Messages

Problem	Possible Cause & Solution
Fill Water icon is blinking.	Water supply tank is empty or tank is missing. <ul style="list-style-type: none"> Fill the water supply tank and reinstall it.
Empty Water icon is blinking.	Water drain tank is full or tank is missing. <ul style="list-style-type: none"> Empty the water drain tank and reinstall it.
dE error message shows on the display.	Door is not completely closed. <ul style="list-style-type: none"> Check that items are completely inside the cabinet and that the door is tightly closed.
AE, LE, LE2, E 1, E4, EE 1, EE2, EE3 or tE5 error message shows on the display.	System error. <ul style="list-style-type: none"> Unplug the appliance and call for service.
P5 error message shows on the display.	Supply voltage is not correct. <ul style="list-style-type: none"> Please call LG service center. You can find your local LG service center phone number in the warranty card.

Operation

Problem	Possible Cause & Solution
The appliance won't operate.	Control panel has powered off due to inactivity. <ul style="list-style-type: none"> This is normal. Touch the Power button to turn the appliance on.
	Cord is unplugged. <ul style="list-style-type: none"> Make sure cord is plugged securely into a working outlet.
	Circuit breaker/fuse is tripped/blown. <ul style="list-style-type: none"> Check house circuit breakers/fuses. Replace fuses or reset breaker. The appliance should be on a dedicated branch circuit.
	Appliance is not connected to 120 V socket. <ul style="list-style-type: none"> Make sure the cord is plugged into a grounded socket rated for this appliance.
The cycle won't start.	Start/Pause button was not touched after the cycle was set. <ul style="list-style-type: none"> Touch the Start/Pause button.
	Cycle is producing steam. <ul style="list-style-type: none"> There may be a period of inactivity while steam is produced.
	Control panel is locked. <ul style="list-style-type: none"> Disable the locking of the control panel and touch the Start/Pause button.
Steam or hot air comes out when the door is opened	Door is opened during operation. <ul style="list-style-type: none"> It is normal for steam or hot air to escape if the door is opened during operation.
Full water supply tank is empty after just one use.	Appliance is being used for the first time. <ul style="list-style-type: none"> A larger amount of water is needed the first time the appliance is used to fill the empty reservoir.
Appliance makes a loud vibrating noise on startup.	Moving hanger is balancing load before operation. <ul style="list-style-type: none"> This is normal at the beginning of the cycle. If the noise increases or continues for a long time, call for service.
Styling times are taking longer than estimated.	Clothes were extremely wet when loaded. <ul style="list-style-type: none"> Styling times may be longer for very wet or bulky clothing. Dry damp clothes before putting them in the appliance. The appliance stops automatically when clothes are dry.
Appliance is moving from left to right while operating.	Floor under appliance is not level or is not sturdy enough to support the weight of the appliance without flexing. <ul style="list-style-type: none"> Install the appliance where the floor is level and sturdy. Compensate for any slight unevenness in the floor with the leveling legs.
Sound of motor whirring.	Compressor is running during styling. <ul style="list-style-type: none"> This is normal.
Sound of water running, boiling, or hissing.	Steam is being generated and sprayed onto clothes. <ul style="list-style-type: none"> This is normal.
Steam or hot air leaks out when the door is closed.	An item is caught in the door, keeping it slightly open. <ul style="list-style-type: none"> Make sure all items are completely inside the cabinet and nothing is caught in the door, blocking it from closing completely.
Control panel won't respond.	Control panel or button has dirt on it. <ul style="list-style-type: none"> Dirt or foreign objects on the control panel will interfere with the operation of the buttons. Clean the control panel.
	Control panel is locked. <ul style="list-style-type: none"> Disable the locking of the control panel. (See Control Lock for instructions.)

Performance

Problem	Possible Cause & Solution
Clothes are wet at the end of the cycle	Filter is clogged <ul style="list-style-type: none"> • Clean the lint filter.
	Door gasket is damaged <ul style="list-style-type: none"> • If the rubber door gasket is damaged, it leaves a gap in the door seal, affecting performance of the appliance. Call for service.
	Clothes caught in door <ul style="list-style-type: none"> • Make sure all items are completely in the cabinet and not stuck in the door, blocking it from closing completely. Run the cycle again.
Odor is not removed at end of cycle.	Clothes were stored for a long period of time or are stained with a strong-smelling substance. <ul style="list-style-type: none"> • Odors can be particularly difficult to remove from clothes that have been stored for long periods or have strong-smelling, oily stains. Wash the clothes first, before using the appliance.
Wrinkles are not reduced at end of cycle.	Clothes were stored for a long period of time. <ul style="list-style-type: none"> • Wrinkles may be very difficult to reduce if set for a long time, especially in cotton and linen fabrics. Iron clothes that have been stored for a long period of time before treating them with the appliance, to reduce wrinkles more effectively.
Clothes have an unpleasant odor at end of cycle.	Appliance has not been used for a long time or water tanks and filters have not been cleaned. <ul style="list-style-type: none"> • Check for dirt or foreign objects in the water supply and water drain tanks. Clean the filters and water tanks.
Functions are not operating properly.	Detergent or fabric softener put in water supply tank. <ul style="list-style-type: none"> • Do not use anything but clean water in the water supply tank.
Wrinkles at back of neck after cycle.	Item too large for hanger or fabric too delicate. <ul style="list-style-type: none"> • Use the right size hanger for the item so the fabric won't bunch up and cause wrinkles. Some fabrics are delicate and will bunch around the hanger no matter what you do. Use the shelf for lingerie and other delicate items.
Creases are gone from pants after cycle.	Pants were hung on the moving hanger, not in the Pants Crease Care. <ul style="list-style-type: none"> • Hang pants in the Pants Crease Care to maintain creases at edge of pants legs.
Clothing has water spots after cycle, color has faded or run.	Fabric is not washable, or is not colorfast. <ul style="list-style-type: none"> • Check fabric care labels before treating items.

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. <ul style="list-style-type: none">• Delete your home Wi-Fi network and begin the connection process again.
	Mobile data for your smartphone is turned on. <ul style="list-style-type: none">• Turn off the Mobile data on your smartphone before connecting the appliance.
	The wireless network name (SSID) is set incorrectly. <ul style="list-style-type: none">• 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. <ul style="list-style-type: none">• 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. <ul style="list-style-type: none">• 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.