

TROUBLESHOOTING GUIDE

Problem	Possible Causes	Solutions
STRANGE SOUNDS OR SNOOZING/ VIBRATIONS	<ul style="list-style-type: none"> The refrigerator is not correctly positioned. 	<ul style="list-style-type: none"> You need to adjust the leveling screws due the floor is unlevelled or weak. Read the Installation section.
IT LOOKS LIKE THE COMPRESSOR MOTOR STAYS ON TOO LONG	<ul style="list-style-type: none"> The replaced refrigerator was an older model. The room temperature is hotter than usual. The door is being opened very often or there has been a big amount of food in storage. The refrigerator is plugged and the control has been adjusted correctly. Doors won't close correctly. The condenser pipes are dirty. 	<ul style="list-style-type: none"> Modern refrigerators with a bigger storage capacity require longer periods of operation. The motor will continue working when the room temperature is high. The motor might be on between 40% or 80% of the time. In high temperature conditions, the capacitor might run on periods of time. When adding or opening the door of the refrigerator, it warms it up. It's normal that the refrigerator to run more than usual in order to cool the bins. (Read the section Food Storage Guide). To save energy, take what you need at once, order your food in order so it can be easily found and close the door immediately soon after you took out the food. The refrigerator will take 24 hours to cool down completely. Push firmly the Doors. If they don't close. Read Doors will not close completely below. This will stop the air transfer and marked the motor to work longer and harder. Clean the pipes of the condenser.
DOORS WILL NOT CLOSE COMPLETELY	<ul style="list-style-type: none"> The refrigerator is not leveled. The food packages are blocking the doors. The ice bin, the vegetable bin, the panels and the shelves from the door are out of place or position. The gaskets are sticking. The refrigerator wobbles or looks instable. The doors were removed during the installation and they weren't properly setup. 	<ul style="list-style-type: none"> Read Refrigerator Installation section to level refrigerator. Adjust the food bins in order to free space between the doors and the shelves. Push the containers and place the vegetable cover lid, the panels, shelves and any other container or bin in their right positions. Read the section Using your Refrigerator. Clean the seal rings and the surface they might be in contact with. Use a piece of cloth with a small amount of paraffin and apply it over the seal rings. Level the refrigerator. Read the section Closing and Aligning the Doors. Remove and place again the door according to the section Refrigerator Doors: How to remove and reverse.
THERE'S ICE ON THE FOOD	<ul style="list-style-type: none"> The door hasn't been closed completely. The door is frequently opened. 	<ul style="list-style-type: none"> Read Doors Will not Close Completely already mentioned. When the door is opened, warm, humid air is allowed in the freezer resulting in frost.
THERE IS A WEIRD TASTE AND SMELL IN THE ICE	<ul style="list-style-type: none"> The ice maker has been installed correctly. The ice has been on storage too long. The food hasn't been packed in the correct way. The water supply contains mineral and sulfur. The inside of the refrigerator need cleaning. The ice bin needs cleaning. 	<ul style="list-style-type: none"> Don't use the first ices made. Dispose of that old ice and make new. Pack again the food because it can transfer odors and tastes to the ice. You might need to install a filter in order to eliminate the odors and taste problems. Read the section Refrigerator Care and Cleaning. Empty the bin and discard the old ice cubes.

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THERE'S WATER IN THE DRAINING BIN	<ul style="list-style-type: none"> • The refrigerator is in defrosting cycle. • It's more humid than usual. 	<ul style="list-style-type: none"> • The water will evaporate. It is normal that some water falls on the bin. • It might take a while for the water to evaporate. This is normal when the weather is hot and humid.
THE REFRIGERATOR SEEMS TO MAKE TOO MUCH NOISE	<ul style="list-style-type: none"> • The sounds may be normal for your refrigerator. 	<ul style="list-style-type: none"> • Refer to the Understanding Sounds You May Hear section.
THE ICE MAKER IS NOT PRODUCING ICE OR ICE CUBES ARE FREEZING TOO SLOWLY	<ul style="list-style-type: none"> • Door left open. 	<ul style="list-style-type: none"> • Wait 24 hours after hook-up for ice production. See the Adjusting the Controls section. • Check to see if something is holding the door open.
THE DOORS ARE HARD TO OPEN	<ul style="list-style-type: none"> • The gaskets are dirty or sticky. • The door opens itself as soon as you close it. 	<ul style="list-style-type: none"> • Clean the gaskets and surface that they are in contact with. Use a damp cloth with paraffin also apply over the seal rings. • When you open the door, the warm air enters in the refrigerator. When this air is cooled down it occupies less volume and creates a vacuum effect. If it is difficult to open wait 5 minutes then check.
THE ICE MAKER DOES NOT WORK	<ul style="list-style-type: none"> • The ice maker is off. • The water supply is down or not plugged. • The freezer temperature is warm. • The ice cubes turn off the ice maker. 	<ul style="list-style-type: none"> • Turn the ice maker to the position on (I). • Read the section Connecting the Water Line. • Wait 24 hrs for the freezer to reach its ideal temperature. • Hand level the ice cubes.
THE TEMPERATURE IS TOO HOT OR THERE'S HUMIDITY FORMED INSIDE THE REFRIGERATOR	<ul style="list-style-type: none"> • The air vents are blocked. The cool air flows from freezer to the refrigerator and returns thru the vents that dive this section. • The doors open very easily. • The refrigerator control has not been adjusted for the room conditions. • A large amount of food is just been placed inside the refrigerator. • The food has not been well packed in each bin. • The doors haven't been closed correctly. • The weather is humid. • The auto-defrosting cycle is over. 	<ul style="list-style-type: none"> • With your hand find the vents and move and package that might be blocking the air flow. See the Multi Flow Section. • When the doors are opened the warm and humid air enters. To keep your refrigerator cool, take what you need once and you're your food organized to make it easy to find. Close the door a soon as you can. • Wait 24 hours to stabilize the temperature. If the temperature is cold or hot, move the control until the desire temperature is reached. • After adding food to the refrigerator this will warm up. It might take some hours for the refrigerator to reach its temperature. • Wrap the food evenly and before packing anything dry all the bins to avoid humidity. If it is necessary, pack the food according to the section Food Storage Guide. • Read Doors will not Close Correctly section. • In humid weathers, the air contains humidity, which introduces it self if the doors are opened. • It's normal that some water props get formed after the defrosting cycle is completed.

SMART DIAGNOSIS™ (In some models).



Should you experience any problems with your refrigerator, it has the capability of transmitting data via your telephone to the LG service center. This gives you the capability of speaking directly to our trained specialists. The specialist records the data transmitted from your machine and uses it to analyze the issue, providing a fast and effective diagnosis.

If you experience problems with your refrigerator, call 1-800-243-0000 (1-888-542-2623 for LG Canada). Only use the Smart Diagnosis™ feature when instructed to do so by the LG call center agent. The transmission sounds that you will hear are normal and sound similar to a fax machine.

Smart Diagnosis™ cannot be activated unless your refrigerator is connected to power. If your refrigerator is unable to turn on, then troubleshooting must be done without using Smart Diagnosis™.

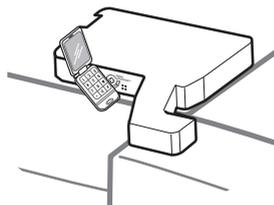
Using Smart Diagnosis™

First, call 1-800-243-0000 (1-888-542-2623 for LG Canada). Only use the Smart Diagnosis™ feature when instructed to do so by the LG call center agent.

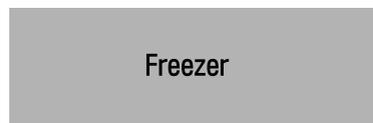
1. Lock the display. To lock the display, press and hold the **Door / Alarm Lock** button for three seconds. (If the display has been locked for over five minutes, you must deactivate the lock and then reactivate it).



2. Open the right refrigerator door.
3. Hold the mouthpiece of your phone in front of the speaker that is located on the right hinge of the refrigerator door, when instructed to do so by the call center.



4. Press and hold the Freezer Temperature button for three seconds while continuing to hold your phone to the speaker.



5. After you hear three beeps, release the Freezer Temperature button.
6. Keep the phone in place until the tone transmission has finished. This takes about 15 seconds, and the display will count down the time. Once the countdown is over and the tones have stopped, resume your conversation with the specialist, who will then be able to assist you in using the information transmitted for analysis.

NOTE

- For best results, do not move the phone while the tones are being transmitted.
- If the call center agent is not able to get an accurate recording of the data, you may be asked to try again.

WARRANTY

LG ELECTRONICS U.S.A., INC. LG REFRIGERATOR LIMITED WARRANTY - U.S.A.

Should your LG Refrigerator ("Product") fail due to a defect in materials or workmanship under normal home use, during the warranty period set forth below, LG will at its option repair or replace the product. This limited warranty is valid only to the original retail purchaser of the product and applies only when purchased and used within the United States including U.S. Territories. Proof of original retail purchase is required to obtain warranty service under this limited warranty.

WARRANTY PERIOD			
Refrigerator	Sealed System (Condenser, Dryer, Connecting Tube, Refrigerant and Evaporator)		Linear Compressor
One (1) year from the date of original retail purchase.	One (1) year from the date of original retail purchase.	Seven (7) years from the date of original retail purchase.	Ten (10) years from the date of original retail purchase.
Parts and Labor (internal/functional parts only)	Parts and Labor	Parts only (Consumer will be charged for labor)	Part only (Consumer will be charged for labor)

Noises associated with normal operation and failure to follow instructions found in the use and care and installation guides or operating the unit in an unsuitable environment will not be covered under this warranty.

- ▶ Replacement products and parts are warranted for the remaining portion of the original warranty period or ninety (90) days, whichever is greater.
 - ▶ Replacement products and parts may be new or remanufactured.
- THIS WARRANTY IS IN LIEU OF ANY OTHER WARRANTY, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TO THE EXTENT ANY IMPLIED WARRANTY IS REQUIRED BY LAW, IT IS LIMITED IN DURATION TO THE EXPRESS WARRANTY PERIOD ABOVE. NEITHER THE MANUFACTURER NOR ITS U.S. DISTRIBUTOR SHALL BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES OF ANY NATURE, INCLUDING WITHOUT LIMITATION, LOST REVENUES OR PROFITS, OR ANY OTHER DAMAGE WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE. Some states do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above exclusion or limitation may not apply to you. This warranty gives you specific legal rights and you may also have other rights that vary from state to state.**

THIS LIMITED WARRANTY DOES NOT COVER:

1. Service trips to deliver, pick up, install, or repair the product; instruct the customer on operation of the product; repair or replace fuses or correct wiring or plumbing, or correction of unauthorized repairs/installation.
2. Failure of product to perform during power failures and interruptions or inadequate electrical service.
3. Damage caused by leaky or broken water pipes, frozen water pipes, restricted drain lines, inadequate or interrupted water supply or inadequate supply of air.
4. Damage resulting from operating the product in a corrosive atmosphere or contrary to the instructions outlined in the product owner's manual.
5. Damage to the product caused by accidents, pests and vermin, lightning, wind, fire, floods, or acts of God.
6. Damage resulting from misuse, abuse, improper installation, repair, or maintenance. Improper repair includes use of parts not approved or specified by LG.
7. Damage or failure caused by unauthorized modification or alteration, or if it is used for other than the intended purpose, or any water leakage where the unit was not properly installed.
8. Damage or failure caused by incorrect electrical current, voltage, or plumbing codes, commercial or industrial use, or use of accessories, components, or consumable cleaning products that are not approved by LG.
9. Damage caused by transportation and handling, including scratches, dents, chips, and/or other damage to the finish of your product, unless such damage results from defects in materials or workmanship and is reported within one (1) week of delivery (Call: 1-800-243-0000).
10. Damage or missing items to any display, open box, discounted, or refurbished product.
11. Products with original serial numbers that have been removed, altered, or can not be readily determined. Model and Serial numbers, along with original retail sales receipt, are required for warranty validation.
12. Increases in utility costs and additional utility expenses.
13. Replacement of light bulbs, filters, or any consumable parts.
14. Repairs when your product is used in other than normal and usual household use (e.g. commercial use, offices, and recreational facilities) or contrary to the instructions outlined in the product owner's manual.
15. Costs associated with removal of your product from your home for repairs.
16. The removal and reinstallation of the product if it is installed in an inaccessible location or is not installed in accordance with published installation instructions, including LG's owner's and installation manuals.
17. Shelves, door bins, drawers, handles, accessories, and other parts besides those that were originally included with this particular model.

The cost of repair or replacement under these excluded circumstances shall be borne by the consumer.

For complete warranty details and customer assistance, please call or visit our website:
 Call 1-800-243-0000 (24 hours a day, 365 days a year) and select the appropriate option from the menu, or visit our website at www.lg.com
 Or by mail: LG Customer Information Center:
 P. O. Box 240007, 201 James Record Road Huntsville, Alabama 35813
 ATTN: CIC

Write your warranty information below:

Product Registration Information:

Model:
 Serial Number:
 Date of Purchase: