

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 and 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.
- 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 2 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.

Scan this QR code to quickly access the video search page on the official LG 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** Type **Dryer** in the search box on the new page and click the **Search** button.

Before Calling for Service

The 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.

Error Messages

Problem	Possible Cause & Solution
dE DOOR ERROR	The door has been opened while the appliance is in operation or the appliance is being operated without the door being closed properly. <ul style="list-style-type: none"> Close the door completely. If dE recurs, call for service.
dE4 DOOR ERROR	Door switch detection is not working properly. <ul style="list-style-type: none"> Unplug the power plug and call for service.
EE 1 / EE2 TEMPERATURE ERROR	Temperature Sensor has malfunctioned. <ul style="list-style-type: none"> Unplug the power plug and call for service.
FI TEMPERATURE ERROR	The temperature inside the drum has risen suddenly. <ul style="list-style-type: none"> Unplug the power plug and call for service.
LE 1 MOTOR LOCKED ERROR	The motor has stopped suddenly. <ul style="list-style-type: none"> Check if the amount of clothing exceeds the maximum load capacity. Unplug the power plug and call for service.
LE2 / RE COMPRESSOR ERROR	The compressor has stopped suddenly. <ul style="list-style-type: none"> Unplug the power plug and call for service.
OE DRAIN PUMP ERROR	The drain pump motor has malfunctioned. <ul style="list-style-type: none"> Unplug the power plug and call for service.
	The temperature at the installation location is below zero. <ul style="list-style-type: none"> The recommended surrounding temperature for installation is 41 - 95 °F (5 - 35 °C).
P5 POWER SUPPLY ERROR	Power cord is connected incorrectly. <ul style="list-style-type: none"> Check the connection of the power cord to the terminal block.

Operation

Problem	Possible Cause & Solution
The appliance will not turn on.	Power cord is not properly plugged in. <ul style="list-style-type: none"> Make sure that the power plug is securely plugged into a grounded outlet matching the appliance's rating plate.
	House fuse is blown, circuit breaker has tripped, or power outage has occurred. <ul style="list-style-type: none"> 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.

Problem	Possible Cause & Solution
The appliance does not heat.	House fuse is blown, circuit breaker has tripped, or power outage has occurred. <ul style="list-style-type: none"> 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.
	Selected cycle does not use heat. <ul style="list-style-type: none"> Some cycles default to unheated or air drying. Select a cycle that allows heated drying.
Water leaks.	The water container hose or the optional drain hose is not connected correctly. <ul style="list-style-type: none"> Connect the water container hose or the optional drain hose correctly.
	The door is closed while clothes or foreign substance is caught in the door. <ul style="list-style-type: none"> Check if clothes or foreign substance is caught in the door before using the appliance. If water leaks continuously, contact the LG Electronics Customer Information Center.
The appliance runs and pauses by itself after the drying cycle finishes.	This is normal operation for the Wrinkle Care option. <ul style="list-style-type: none"> Check to see if the Wrinkle Care option has been selected. The option is designed to prevent creases that are formed when the clothes are not unloaded promptly after the drying cycle. When the option is set, the appliance runs for 10 seconds and pauses for 5 minutes. The option runs for up to 2 hours.
The control panel time has stopped at 1 minute.	The cool down stage is operating to cool down high internal temperature of the drum for customer safety. <ul style="list-style-type: none"> The cool down stage can run for up to 20 minutes depending on the internal temperature of the drum.
Drying ended earlier than the initial control panel time.	The clothes are dried according to the Dry level or Dry mode setting. <ul style="list-style-type: none"> If the humidity or temperature in the drum reaches the product setting, the dry cycle may end earlier than the control panel time.
Clothes take too long to dry.	Energy Saver option selected (on some models). <ul style="list-style-type: none"> If using the Normal mode, deselect the Energy Saver mode. The Energy Saver mode reduces energy use but takes longer to dry clothes than the Normal mode.

Performance

Problem	Possible Cause & Solution
Clothes are wrinkled.	Clothes dried too long (overdried). <ul style="list-style-type: none"> Over drying a load of laundry can lead to wrinkled clothes. Try a shorter drying time or use the lower dry level setting and remove items while they still retain a slight amount of moisture.
	Clothes left in dryer too long after cycle ends. <ul style="list-style-type: none"> Use the Wrinkle Care option. This option will tumble the clothes briefly every few minutes for up to 2 hours to help prevent wrinkling.
Greasy or dirty spots on clothes.	Fabric softener used incorrectly. <ul style="list-style-type: none"> Confirm and follow the instructions provided with your fabric softener.
	Clean and dirty clothes are being dried together. <ul style="list-style-type: none"> 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. <ul style="list-style-type: none"> 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.

Problem	Possible Cause & Solution
Clothes are shrinking.	<p>Garment care instructions are not being followed.</p> <ul style="list-style-type: none"> 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.	<p>Lint filter not cleaned properly.</p> <ul style="list-style-type: none"> 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 in the MAINTENANCE section. With some loads that produce high amounts of lint, it may be necessary to clean the filter during the cycle.
	<p>Laundry not sorted properly.</p> <ul style="list-style-type: none"> 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).
	<p>Excess static in clothes.</p> <ul style="list-style-type: none"> 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.
	<p>The appliance is overloaded.</p> <ul style="list-style-type: none"> Divide extra large loads into smaller loads for drying.
	<p>Tissue, paper, etc., left in pockets.</p> <ul style="list-style-type: none"> Check pockets thoroughly before washing and drying clothes.
Excess static in clothes after drying.	<p>Fabric softener is not used or used incorrectly.</p> <ul style="list-style-type: none"> Use a fabric softener or the Reduce Static option, if equipped, to reduce static electricity. Be sure to follow the manufacturer's instructions.
	<p>Clothes dried too long (overdried).</p> <ul style="list-style-type: none"> Overdrying a load of laundry can cause a buildup of static electricity. Adjust settings and use a shorter drying time, or use Manual Dry cycles. Select a lower dry level setting on Sensor Dry cycles, if necessary.
	<p>Drying synthetics, permanent press, or synthetic blends.</p> <ul style="list-style-type: none"> These fabrics are naturally more prone to static buildup. Try using fabric softener, or use a lower dry level setting and/or shorter time settings for Manual Dry cycles.
Clothes have damp spots after a Sensor Dry cycle.	<p>Very large load or very small load. Single large item such as a blanket or comforter.</p> <ul style="list-style-type: none"> If items are too tightly packed or too sparse the sensor may have trouble reading the dryness level of the load. Use a Timed 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, and then set a Timed Dry cycle to finish drying the item(s).

Odors

Problem	Possible Cause & Solution
The appliance has an unpleasant odor.	Are you using the appliance for the first time? <ul style="list-style-type: none"> The odor is caused by the rubber material inside the appliance. The odor normal when the appliance is new and disappears after you run several cycles.
	Do you smell an odor during use? <ul style="list-style-type: none"> Do not exceed the manufacturer's recommended amount of detergent when washing clothes. Excess detergent can build up on clothing and cause odors. Leaving clothes in the washer or dryer after the cycle ends can lead to odors. Unload clothing promptly when the cycle ends. If the odor is coming from the washer, follow the instructions in the product manual to clean the washer tub/drum. Keep both lint filters clean. Clogged or dirty lint filters can cause odors. After cleaning the lint filter, allow it to dry completely before using it. Periodically run the Drum Care and Condenser Care cycles following the instructions in the MAINTENANCE section.

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.