

**LG TWINWash™**



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**FREQUENTLY ASKED QUESTIONS**



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LG TWIN Wash™ is the ultimate laundry system, giving you the power to wash two loads of laundry at the same time.

Tackle your heavy towels, jeans or king-size comforters in the front load washer above, and clean smaller or special-care loads in the SideKick™ pedestal washer below.

It's as easy to use as your current washer, but we've put together answers to frequently asked questions to help you get started on the right foot.

## MEET YOUR NEW LAUNDRY SIDEKICK™

Q: WHAT CAN I WASH IN THE SIDEKICK™ PEDESTAL WASHER?

**A: Almost any type of clothing you wash in a regular washing machine!** For example, if you have a small load of t-shirts that you don't want to wait to wash, toss them in the SideKick™ on Normal and clear laundry room clutter in an instant. The SideKick™ washer is also perfect for special-care loads like delicates, hand washables and workout wear.



Delicates



Hand Washables



Workout Wear

Q: WHAT ITEMS SHOULDN'T BE WASHED IN THE SIDEKICK™ PEDESTAL WASHER?

**A: The SideKick™ washer is extremely versatile.** Still, we don't recommend washing bulky or buoyant items like pillows, comforters, cushions, heavy coats, quilts or highly absorbent items. We also don't recommend washing hats or shoes.

Q: DOES THE SIDEKICK™ WASHER CLEAN AS WELL AS A FULL-SIZE WASHER?

**A: Yes!** Depending on the cycle you choose, the LG SideKick™ washer automatically employs one of three wash motions, WaveForce™ Rubbing or Swinging, to ensure optimal cleaning performance for all of your smaller loads.

Q: HOW MANY CYCLES DOES THE SIDEKICK™ WASHER HAVE?

**A: The SideKick™ washer offers six distinct cycles.** Each cycle offers a unique combination of wash motions, water temperatures, rinse cycles and spin speeds that is ideally suited for the different types of loads.

CYCLE	RECOMMENDED USE	EST. TIME	WASH TEMP.	EXTRA RINSE
Normal	Lightly soiled cotton t-shirts, towels, jeans, mixed loads	39-116	<b>Warm</b> Cold	●
Intimates	Lingerie, underwear, pajamas, delicates, etc.	47-103	<b>Warm</b> Cold	●
Hand Wash	Sweaters, knits, items labeled "hand washable," etc.	47-103	Warm <b>Cold</b>	●
Active Wear	Specially designed/treated performance clothing	43-103	Warm <b>Cold</b>	●
Rinse + Spin	Pre-treats stains or rinses off soap and drains tub	8-90		●
Tub Clean	Keeps tub clean and fresh smelling	58	<b>Warm</b> Cold	

**Bold** = Default Temperature ● = Available Option

Q: HOW MUCH LAUNDRY CAN THE SIDEKICK™ WASHER HOLD?

**A: Despite its compact size, the SideKick™ washer can hold nearly 1 cu. ft., or approximately 3 to 4 pounds, of laundry.** For a 3-pound load of delicates, that equates to 15 panties, 9 bras, 5 camisoles, 4 slips and 1 pajama bottom—all in one load. Or, you can wash 5 to 6 shirts in a 4-pound load.

Q: CAN I USE THE SIDEKICK™ AND MY FRONT LOAD WASHER AT THE SAME TIME?

**A: Absolutely—LG created the timesaving TWIN Wash™ to help you divide and conquer your laundry day.** The SideKick™ and your front load washer operate independently, so you can wash one load in hot and one load in cold at the same time. You can also start or stop a cycle or open the door on either washer without interrupting the other.



# GETTING STARTED

## Q: HOW DO I USE THE SIDEKICK™ WASHER?

**A: Slide the SideKick™ washer drawer from the pedestal frame.** Then, just like any other washer, lift the lid and load clothes into the tub, making sure to avoid overloading. Use the detergent cup to add the correct amount of liquid or powder HE detergent and then close the lid. Press the Power button and select your desired cycle, press Start/Pause and slide the drawer back into the frame.



Slide Open



Load Clothes



Press Start

Remote can be purchased separately



## Q: DOES THE SIDEKICK™ DRAWER NEED TO BE SLID ALL THE WAY IN TO WORK?

**A: Yes.** The SideKick™ lid must be closed and the washer must be fully engaged in the pedestal frame to operate. If not, the display will indicate “dE1,” “dE2” or “dE3” (door error).

## Q: WHAT TYPE OF DETERGENT CAN I USE?

**A: Feel free to use the same liquid or powder HE detergent that you use in your front load washer.** The HE formulations help prevent over-sudsing that can affect overall washer performance.

YOU SHOULD NOT USE DETERGENT PODS IN YOUR SIDEKICK™ WASHER AT ANY TIME.

## Q: HOW MUCH DETERGENT SHOULD I USE?

**A: Your SideKick™ washer comes with a detergent cup to help you quickly and easily measure just the right amount of detergent.** One side is intended for liquid detergent, the other side for powder. Simply fill to the mark and pour into the tub before starting the cycle.



Liquid Detergent



Powder Detergent

If you lose your detergent cup, you can order a replacement through LG Customer Service at 1-800-243-0000. Or, use approximately 1/4 the amount of detergent that you use in your regular front load washer.

## Q: CAN I USE FABRIC SOFTENER OR BLEACH?

**A: Liquid fabric softener may be added at the beginning of the final rinse cycle.** The SideKick™ washer will chime to alert you when this is happening. We recommend using 1/4 of the normal amount suggested by the manufacturer. The tub will be filled with water, so you can simply pour the fabric softener into the water. Please refer to the Owner’s Manual for more details.

YOU SHOULD NOT USE BLEACH IN YOUR SIDEKICK™ WASHER AT ANY TIME. WE SUGGEST USING YOUR FRONT LOAD WASHER FOR LOADS WHERE YOU WOULD LIKE TO ADD BLEACH.

Q: WHAT IF I NEED TO ADD AN ITEM AFTER A CYCLE HAS ALREADY STARTED?

**A: No problem.** Simply press the Start/Pause button on the control panel or optional remote control, slide out the drawer and add your item. Press Start/Pause and close the drawer within 5 seconds to resume the cycle.

Q: HOW DO I KNOW WHEN THE WASH CYCLE IS COMPLETE?

**A: Listen for the LG tune.** The SideKick™ washer features the same, pleasant end-of-cycle chime as your LG front load washer.

Q: ARE THERE ANY SPECIAL CARE OR CLEANING INSTRUCTIONS FOR THE SIDEKICK™ WASHER?

**A: Use the Tub Clean cycle in between loads as needed to keep your SideKick™ clean and fresh smelling.** We recommend running it monthly, but after 30 wash cycles, “tCL” will appear in the display as a helpful reminder.



## PEACE OF MIND

Q: IS THE SIDEKICK™ WASHER COVERED BY A WARRANTY?

**A: Just like all LG products, the SideKick™ washer is designed for years of reliable performance.** For added peace of mind, it's backed by a 1-year warranty on parts and labor, a 10-year warranty on the Direct Drive Motor and a lifetime warranty on the stainless steel tub.



Q: IS THE SIDEKICK™ WASHER SAFE FOR HOMES WITH SMALL CHILDREN?

**A: The SideKick™ washer has a child lock option that disables the control panel to keep little hands from starting or stopping a cycle.** The washer also features a drawer lock that prevents the pedestal washer from being pulled out while it's running.



OF COURSE, JUST LIKE WITH ANY APPLIANCE, WE RECOMMEND SUPERVISING YOUNG CHILDREN TO ENSURE THEY KEEP CLEAR OF THE UNIT DURING OPERATION.

# INSTALLATION

Q: WHAT'S REQUIRED TO INSTALL A SIDEKICK™ WASHER?

**A: The SideKick™ pedestal washer installs beneath your LG front load washer, just like a regular pedestal.** It has its own power cord that plugs into a standard 120V/60 Hz household outlet, so there's no need for special wiring. You also won't need separate water or drain lines—the SideKick™ washer includes two Y-connectors for the hot and cold water lines, a third Y-connector for the drain and the necessary hoses to install the SideKick™ in concert with your LG front load washer.

Q: CAN I INSTALL THE SIDEKICK™ WASHER MYSELF?

**A: Installation requires a minimum of two people.** While it's certainly possible for homeowners to install the SideKick™ washer, we strongly recommend professional installation due to the more involved water and drain connections as well as the importance of making sure the unit is properly leveled.

Q: WILL THE SIDEKICK™ WORK WITH MY CURRENT WASHER?

**A: If you have an LG front load washer from 2009 or later, you can likely add a SideKick™ pedestal washer to your laundry setup.** Simply ask your sales associate or visit [LGusa.com/sidekick](http://LGusa.com/sidekick) and locate your washer model number to find out which SideKick™ pedestal washer will fit.

THE SIDEKICK™ WASHER IS ONLY COMPATIBLE WITH LG FRONT LOAD WASHERS AND WILL NOT WORK WITH OTHER BRANDS.

