

# 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 ***Changing the Aroma Sheet***, page 24 and ***Cleaning the Aroma Filter***, page 37.

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

**A:** Download the Air Fresh cycle for use with fur, leather, or silk items in the Styler. For instructions on downloading new cycles for the Styler, see ***Downloading Styler Cycles***, page 36.

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

**A:** The Styler uses a sensor to sense the dryness of fabrics. If clothing or other items are not dried properly, the cycle time is extended automatically (except for Time Dry cycles).

**Q: Can I install the Styler 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***, page 17.

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

Your appliance is equipped with an automatic error-monitoring system to detect and diagnose problems at an early stage. If your appliance does not function properly or does not function at all, check the following before you call for service.

### Operation

Problem	Possible Cause	Solutions
Smoke comes out when the door is opened	Door is opened during operation	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	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	This is normal at the beginning of the cycle. If the noise increases or continues for a long time, call for service.
[Drying times are taking longer than estimated?]	Clothes were extremely wet when loaded	Drying times may be longer for very wet or bulky clothing. Damp dry clothes before putting them in the Styler. The Styler 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	Install the appliance where the floor is level and sturdy. Compensate for any slight unevenness in the floor with the leveling legs. See <b>Leveling the Styler</b> , page 16.
Sound of motor whirring	Compressor is running during drying	This is normal.
Sound of water running, boiling, or hissing	Steam being generated and sprayed onto clothes	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	Make sure all items are completely inside the cabinet and nothing is caught in the door, blocking it from closing completely.
The appliance won't operate	Control panel has powered off due to inactivity	This is normal. Press the Power button to turn the appliance on.
	Cord is unplugged	Make sure cord is plugged securely into a working outlet.
	Circuit breaker/fuse is tripped/blown	Check house circuit breakers/fuses. Replace fuses or reset breaker. The appliance should be on a dedicated branch circuit.
	Appliance not connected to 120 V socket	Make sure the cord is plugged into a grounded socket rated for this appliance. See the <b>Product Specifications</b> , page 12.

## Operation

Problem	Possible Cause	Solutions
Control panel won't respond	Control panel or button has dirt on it	Dirt or foreign objects on the control panel will interfere with the operation of the buttons. Clean the control panel.
	Control panel is locked	Disable the Control Lock function. See <b>Locking the Controls</b> , page 34.
The cycle won't start	Start/Pause was not touched after the cycle was set.	Touch Start.
	Cycle is producing steam	There may be a period of inactivity while steam is produced.
	Control panel is locked	Disable the Control Lock function and touch Start. See <b>Locking the Controls</b> , page 34.

## Performance

Problem	Possible Cause	Solutions
Clothes are wet at the end of the cycle	Filter is clogged or grill is upside down	Clean the lint filter. Insert the grill with the holes on the right side.
	Door gasket is damaged	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	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	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 Styler.
Wrinkles are not removed at end of cycle	Clothes were stored for a long period of time	Wrinkles may be very difficult to remove 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 Styler, to remove 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	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	Do not use anything but clean water in the water supply tank.

## Performance

Problem	Possible Cause	Solutions
Wrinkles at back of neck after cycle	Item too large for hanger or fabric too delicate	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 press	Hang pants in the pants press 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	Check fabric care labels before treating items. See <b>Sorting Loads</b> , page 21 and the <b>Cycle Guide</b> , page 31.

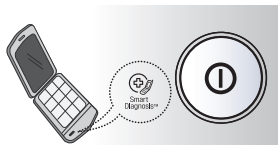
## Error Codes

Problem	Possible Cause	Solutions
<b>Fill Water</b> icon is blinking	Water supply tank is empty or tank is missing	Fill the water supply tank and reinstall it.
<b>Empty Water</b> icon is blinking	Water drain tank is full or tank is missing	Empty the water drain tank and reinstall it.
<b>Door Open</b> icon is blinking	Door is not completely closed	Check that items are completely inside the cabinet and that the door is tightly closed.
<b>AE, LE, LE2, E1, E4, TE1, TE2, TE3, TE5</b> shows on the display.	System error	Unplug the appliance and call for service.

# SMART DIAGNOSIS

Should you experience any problems with your appliance, it has the capability of transmitting data to your smart phone using the LG Smart Styler application or via your telephone to the LG Customer Information Center.

Smart Diagnosis™ cannot be activated unless your appliance is turned on by pressing the Power button. If your appliance is unable to turn on, then troubleshooting must be done without using Smart Diagnosis™.



## USING SMART DIAGNOSIS™

### Smart Diagnosis™ Using a Smart Phone

- 1 Download the LG Smart Styler application on your smart phone.
- 2 Open the LG Smart Styler application on your smart phone. Press the right arrow button to advance to the next screen.
- 3 Press the Record button on the smart phone and then hold the mouth piece of the smart phone near the Smart Diagnosis™ logo on the appliance.
- 4 With the phone held in place, press and hold the Special Care icon for three seconds.
- 5 Keep the phone in place until the tone transmission has finished. The display will count down the time.
- 6 When the recording is complete, view the diagnosis by pressing the Next button on the phone.

#### NOTE

- Call quality differences by region may affect the function.
- Use the home telephone for better communication performance, resulting in better service.
- Bad call quality may result in poor data transmission from your phone to the machine, which could cause Smart Diagnosis™ to malfunction.

### Smart Diagnosis™ through the Call Center

- 1 Call the LG Customer Information Center at: (LG U.S.) 1-800-243-0000 (LG Canada) 1-888-542-2623.
- 2 When instructed to do so by the call center agent, hold the mouthpiece of your phone over the Smart Diagnosis™ logo on the machine. Hold the phone no more than one inch from (but not touching) the machine.

#### NOTE

Do not touch any other buttons or icons on the display screen.

- 3 Press and hold the Special Care icon for three seconds.
- 4 Keep the phone in place until the tone transmission has finished. The display will count down the time.
- 5 Once the countdown is over and the tones have stopped, resume your conversation with the call center agent, 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.

# LG STYLER LIMITED WARRANTY (USA)

## WARRANTY:

LG Electronics U.S.A., Inc. ("LG") warrants your LG Styler ("product") against defect in materials or workmanship under normal household 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, is not assignable or transferrable to any subsequent purchaser or user, and applies only when the product is purchased through an LG authorized dealer or distributor and used within the United States ("U.S.") including U.S. Territories.

**Note:** Replacement products and repair parts may be new or factory-remanufactured and are warranted for the remaining portion of the original unit's warranty period or ninety (90) days, whichever is longer. Please retain dated receipt or delivery ticket as evidence of the Date of Purchase for proof of warranty (you may be required to submit a copy to LG or authorized representative).

## WARRANTY PERIOD:

Period	One (1) year from date of original retail purchase:	Ten (10) years from date of original retail purchase:
Scope of Warranty	Any internal /functional parts and labor	Inverter Compressor
Remark	LG will provide parts and labor to repair or replace defective parts.	Parts only. Customer will be responsible for any labor or in-home service to replace defective parts.

## HOW SERVICE IS HANDLED: In-Home Service

In-home service will be provided, as available, during the warranty period subject to servicer availability within the U.S. To receive in-home service, the product must be unobstructed and accessible to service personnel. If the in-home service repair cannot be completed, it may be necessary to remove, repair and return the product. If in-home service is unavailable, LG may elect, at its option, to provide for transportation of the product to and from an LG authorized service center.

## THIS LIMITED WARRANTY DOES NOT COVER:

- 1 Service trips to deliver, pick up, or install the product or for instruction on product use.
- 2 Replacing house fuses or resetting of circuit breakers, correction of house wiring or plumbing, or correction of product installation.
- 3 Damage or failure caused by leaky/ broken/ frozen water pipes, restricted drain lines, inadequate or interrupted water supply or inadequate supply of air.
- 4 Damage or failure caused by accidents, pests and vermin, lightning, wind, fire, floods or acts of God.
- 5 Damage or failure resulting from misuse, abuse, improper installation, repair or maintenance. Improper repair includes use of parts not approved or specified by LG.
- 6 Damage or failure caused by unauthorized modification or alteration to the product.
- 7 Damage or failure caused by incorrect electrical current, voltage, or plumbing codes.
- 8 Cosmetic damage, including scratches, dents, chips or other damage to the finish of the product, unless such damage results from defects in materials or workmanship and is reported to LG within seven (7) calendar days from the date of delivery.
- 9 Damage or missing items to any display, open box, discounted, or refurbished product.
- 10 Product where the original factory serial numbers have been removed, defaced or changed in any way.
- 11 Repairs when product is used in other than normal and usual household use (e.g. rental, commercial use, offices, or recreational facilities) or contrary to the instructions outlined in the owner's manual.
- 12 The removal and reinstallation of the Product if it is installed in an inaccessible location.

THIS WARRANTY IS IN LIEU OF ANY OTHER WARRANTY, EXPRESS OR IMPLIED, INCLUDING AND WITHOUT LIMITATION TO, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TO THE EXTENT ANY IMPLIED WARRANTY IS REQUIRED BY LAW, THIS WARRANTY IS LIMITED IN DURATION TO THE TERM PERIOD EXPRESSED ABOVE. REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS THE EXCLUSIVE REMEDY FOR THE CUSTOMER. NEITHER THE MANUFACTURER NOR ITS U.S. DISTRIBUTOR SHALL BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES OF ANY NATURE, INCLUDING AND WITHOUT LIMITATION TO, 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.

## HOW TO OBTAIN WARRANTY SERVICE & ADDITIONAL INFORMATION:

Call **1-800-243-0000**

Visit our website at **www.lg.com**

Mail LG Customer Information Center

(ATTN: CIC)

201 James Record Road  
Huntsville, AL 35824

Write your warranty information below:

Product Registration Information:

Model:

Serial Number:

Date of Purchase: