

# TROUBLESHOOTING

## Before Calling for Service

### Operation

Problem	Possible Cause & Solution
The appliance does not operate.	<b>Battery is fully discharged.</b> <ul style="list-style-type: none"> <li>Charge the battery.</li> </ul>
	<b>Appliance is turned off.</b> <ul style="list-style-type: none"> <li>Press the <b>Power</b> button to turn on the appliance.</li> </ul>
Suction power is too weak.	<b>Dust bin is full of dust.</b> <ul style="list-style-type: none"> <li>Empty the dust bin.</li> </ul>
	<b>Filters are clogged.</b> <ul style="list-style-type: none"> <li>Clean the pre-filter and the exhaust filter.</li> </ul>
	<b>Inlet is clogged.</b> <ul style="list-style-type: none"> <li>Remove any foreign objects from inside the product body or the extension pipe.</li> </ul>
	<b>Foreign object is on rotating brush, or in inlet port.</b> <ul style="list-style-type: none"> <li>Remove any foreign objects (thread, hair) from the rotating brush or the inlet port.</li> </ul>
The product body does not appear to be charging.	<b>Power adapter is not connected to the charging station.</b> <ul style="list-style-type: none"> <li>Plug the adapter firmly into the charging station.</li> </ul>
	<b>Power cord is unplugged.</b> <ul style="list-style-type: none"> <li>Plug the power cord securely into the charging station.</li> </ul>
	<b>Foreign object is on the charging terminals.</b> <ul style="list-style-type: none"> <li>Remove dirt or foreign objects from the charging terminals with a dry cloth.</li> </ul>
Hot air is coming from the product body.	<b>Motor is cooling.</b> <ul style="list-style-type: none"> <li>If the appliance is running normally, the hot air is a result of the motor cooling and is not a sign of malfunction.</li> </ul>
A strange odor is coming from the appliance.	<b>Appliance was purchased within the last 3 months.</b> <ul style="list-style-type: none"> <li>The cleaner may emit a smell of rubber for about 3 months after purchase.</li> </ul>
	<b>Dust bin is full of dust.</b> <ul style="list-style-type: none"> <li>The dust in the bin may cause some odor. Empty the bin and clean it.</li> </ul>
	<b>Foreign object is on the filter.</b> <ul style="list-style-type: none"> <li>The filter may emit an odor if it has not been cleaned for some time. Clean the pre-filter and exhaust filter regularly.</li> </ul>
	<b>Pre-filter was installed while damp or wet.</b> <ul style="list-style-type: none"> <li>Wash the pre-filter with running water. To avoid odor, allow the pre-filter to dry completely in a well-ventilated area out of direct sunlight for at least 24 hours before reassembling.</li> </ul>
	<b>Exhaust filter was installed while damp or wet.</b> <ul style="list-style-type: none"> <li>Wash the exhaust filter with running water. To avoid odor, allow the exhaust filter to dry completely in a well-ventilated area out of direct sunlight for at least 24 hours before reassembling.</li> </ul>
The appliance makes too much noise.	<b>Vacuum cleaner is running in Turbo mode.</b> <ul style="list-style-type: none"> <li>The motor may be louder at the higher suction power settings. This is normal.</li> </ul>

Problem	Possible Cause & Solution
The appliance turns off unexpectedly or by itself after the motor speed fluctuates repeatedly.	<b>Battery is not fully charged.</b> <ul style="list-style-type: none"> <li>The battery must be fully charged before cleaning. If the problem persists when the battery is fully charged and the pipes and attachments are clear from obstructions, contact an LG customer information center for service.</li> </ul>
	<b>Foreign object is in the product body, extension pipe, inlet port or nozzle.</b> <ul style="list-style-type: none"> <li>Remove any foreign objects from the product body, extension pipe, inlet port or nozzle.</li> </ul>
	<b>Filters are clogged.</b> <ul style="list-style-type: none"> <li>Clean the pre-filter and the exhaust filter.</li> </ul>
The rotating brush does not rotate.	<b>Brush is improperly installed.</b> <ul style="list-style-type: none"> <li>Remove the brush, clean it if necessary and attach it again.</li> </ul>
	<b>Foreign object is on rotating brush.</b> <ul style="list-style-type: none"> <li>Remove any foreign objects from the rotating brush.</li> </ul>

## Mop Nozzle

Problem	Possible Cause & Solution
The mop plates do not rotate.	<b>Mop pads are improperly installed.</b> <ul style="list-style-type: none"> <li>Remove the mop pads, clean them if necessary and attach them again.</li> </ul>
	<b>Mop nozzle is pressed too hard against the floor.</b> <ul style="list-style-type: none"> <li>The mop plates stop automatically to protect the product. This is not a failure. Attach the mop pads securely to the mop plates and press the <b>Power</b> button to resume use.</li> </ul>
	<b>Foreign object is between mop plates and mop pads.</b> <ul style="list-style-type: none"> <li>Remove foreign objects from the mop plates and press the <b>Power</b> button to resume use.</li> </ul>
There is no water coming out of the mop nozzle.	<b>Water tank is empty.</b> <ul style="list-style-type: none"> <li>Fill the water tank. Remove the battery or detach the nozzle before filling the water tank.</li> </ul>
	<b>Water tank is improperly attached to mop nozzle.</b> <ul style="list-style-type: none"> <li>Properly attach the water tank to the mop nozzle. Remove the battery or detach the nozzle before properly securing the water tank to the nozzle.</li> </ul>
	<b>Water Adjustment button is set to STOP.</b> <ul style="list-style-type: none"> <li>Press the <b>High</b> or <b>Low Water Adjustment</b> button all the way down. The water will not come out if the button is set to <b>STOP</b>.</li> </ul>
	<b>The water outlet was clogged by hard water scale or other foreign substances.</b> <ul style="list-style-type: none"> <li>Use a sharp pin to remove the blockage.</li> </ul>
There is moisture in the water tank.	<b>Water tank was not allowed to dry completely after use.</b> <ul style="list-style-type: none"> <li>Empty the water tank, set it out of direct sunlight, and allow it to dry completely after use.</li> </ul>
The mop makes the floor dirty or smells strange.	<b>Mop pads were not cleaned properly after use.</b> <ul style="list-style-type: none"> <li>Clean the mop pads thoroughly after each use. Using soiled mop pads may make the floor dirtier.</li> </ul>

## Wi-Fi

Problem	Possible Cause & Solution
<b>Your home appliance and smartphone are not connected to the Wi-Fi network.</b>	<b>Battery is fully discharged.</b> <ul style="list-style-type: none"> <li>• Charge the battery, then register your appliance on <b>LG ThinQ</b>.</li> </ul>
	<b>The password for the Wi-Fi that you are trying to connect to is incorrect.</b> <ul style="list-style-type: none"> <li>• Find the Wi-Fi network connected to your smartphone and remove it, then connect your appliance on <b>LG ThinQ</b>.</li> </ul>
	<b>Mobile data for your smartphone is turned on.</b> <ul style="list-style-type: none"> <li>• Turn off the <b>Mobile data</b> of your smartphone and connect the appliance using the Wi-Fi network.</li> </ul>
	<b>The wireless network name (SSID) is set incorrectly.</b> <ul style="list-style-type: none"> <li>• The wireless network name (SSID) should be a combination of English letters and numbers. (Do not use special characters.)</li> </ul>
	<b>The router frequency is not 2.4 GHz.</b> <ul style="list-style-type: none"> <li>• 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.</li> </ul>
	<b>The appliance is too far from the router.</b> <ul style="list-style-type: none"> <li>• If the appliance is too far from the router, the signal may be weak and the connection may not be configured correctly. Move the location of the router so that it is closer to the appliance.</li> </ul>