



ENGLISH

ESPAÑOL

FRANÇAIS

# OWNER'S MANUAL DEHUMIDIFIER

Please read this manual carefully before operating the appliance and retain it for future reference.

UD501KOJ5



MFL63261233  
Rev.02\_061620

[www.lg.com](http://www.lg.com)  
Copyright © 2019 - 2020 LG Electronics Inc. All Rights Reserved.

## TABLE OF CONTENTS

### 3 SAFETY INSTRUCTIONS

---

3 READ ALL INSTRUCTIONS BEFORE USE

3 IMPORTANT SAFETY INSTRUCTIONS

### 6 PRODUCT OVERVIEW

---

6 Front

6 Back

6 Components

### 7 BEFORE USE

---

### 8 OPERATION

---

8 Control Panel and Display

9 Dehumidifying

9 Setting the Timer

9 Timer function

10 Safety Standby Light

10 Bucket Full Light

10 Checking the Filter

10 Auto Defrost Light

10 Continuous Drainage Setup

11 Emptying the Water Bucket

12 Using the Pump

### 14 MAINTENANCE

---

14 Cleaning the Exterior

14 Cleaning the Water Bucket

15 Cleaning the Air Filter

16 Cleaning the Pump Filter

16 Storing the Product

### 17 SMART FUNCTIONS

---

17 Using LG ThinQ Application

17 Before Using LG ThinQ

18 Installing LG ThinQ

18 Registering the Product Via Wi-Fi

18 Wi-Fi Function

18 Wireless LAN Module Specifications

20 Open Source Software Notice Information

20 Using Smart Diagnosis™

20 Smart Diagnosis™ Through the Customer Information Center

### 21 TROUBLESHOOTING

---

# SAFETY INSTRUCTIONS

## READ ALL INSTRUCTIONS BEFORE USE

Your safety and the safety of others are very important.

We have provided many important safety messages in this manual and on the appliance. Always read and follow all safety messages.



This is the safety alert symbol.

This symbol alerts you to potential hazards that can kill or injure you and others. All safety messages will follow the safety alert symbol and either the word WARNING or CAUTION.

These words mean:



### WARNING

Failure to follow the instructions could result in death or serious injury.



### CAUTION

Failure to follow the instructions could result in personal injury or property damage.

## IMPORTANT SAFETY INSTRUCTIONS



### WARNING

To reduce the risk of explosion, fire, death, electric shock, scalding, or injury to persons when using this appliance, follow basic precautions, including the following:

#### INSTALLATION

- Adhere to all industry recommended safety procedures including the use of long-sleeved gloves and safety glasses.
- Never attempt to operate this appliance if it is damaged, malfunctioning, partially disassembled, or has missing or broken parts, including a damaged cord or plug.
- Do not, under any circumstances, cut or remove the third (ground) prong from the power cord.
- When installing or moving the appliance, be careful not to pinch, crush, or damage the power cord.
- Keep packing materials out of the reach of children. Packaging materials can be dangerous for children. There is a risk of suffocation.
- Destroy the carton, plastic bag, and other packing materials after the appliance is unpacked. Children might use them for play. Cartons covered with rugs, bedspreads, or plastic sheets can become airtight chambers.
- Store and install the appliance where it will not be exposed to temperatures below freezing or exposed to outdoor weather conditions.
- Do not damage, alter, excessively bend, twist, pull, pinch or heat the power cord.
- Call an authorized service technician to repair or immediately replace all power cords that have become damaged. Do not use a cord that shows cracks or abrasion damage along its length or at either end.
- Do not use multiple-outlet adaptors with this dehumidifier.



## 4 SAFETY INSTRUCTIONS

---

ENGLISH

- Do not use the product if the outlet is damaged or loose.
- In the event of a gas leak (propane gas, LP gas, etc.) do not operate this or any other appliance. Open a window or door to ventilate the area immediately.
- Do not disassemble, repair or modify the product.
- Do not store or use flammable gases or materials near the dehumidifier.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.

### OPERATION

- Read all instructions before using the appliance and save these instructions.
- Do not tamper with controls.
- If the product has been submerged, contact an LG Electronics customer information center for instructions before resuming use.
- Push the power plug all the way into the wall outlet so that it is not loose.
- Do not grasp the power cord or touch the appliance controls with wet hands.
- Do not modify or extend the power cord.
- If the product makes a strange noise or emits a smell or smoke, pull the power plug out and contact an LG Electronics customer information center.
- Avoid placing the dehumidifier or other heavy objects on top of the power cord.
- Do not use water to clean the dehumidifier.
- Keep the air inlet and outlet free from obstructions.
- Do not cover the power cord with a rug or carpeting.  
Placing heavy objects on top of the cord could damage it.
- Do not place combustion appliances directly in the path of the dehumidifier's airway.  
Doing so could result in incomplete combustion or deformation by heat.
- Keep the product away from open flames.
- Do not use the product in places where it could be splashed by water.
- Do not insert fingers, sticks etc. into the air inlet or outlet.  
The fan is running at high speeds and could cause personal injuries.
- Do not repair or replace any part of the appliance. All repairs and servicing must be performed by qualified service personnel unless specifically recommended in this owner's manual. Use only authorized factory parts.
- Connect to a properly rated, protected, and sized power circuit to avoid electrical overload.



## CAUTION

To reduce the risk of injury to persons, malfunction, or damage to the product or property when using the appliance, follow basic safety precautions, including the following:

### INSTALLATION

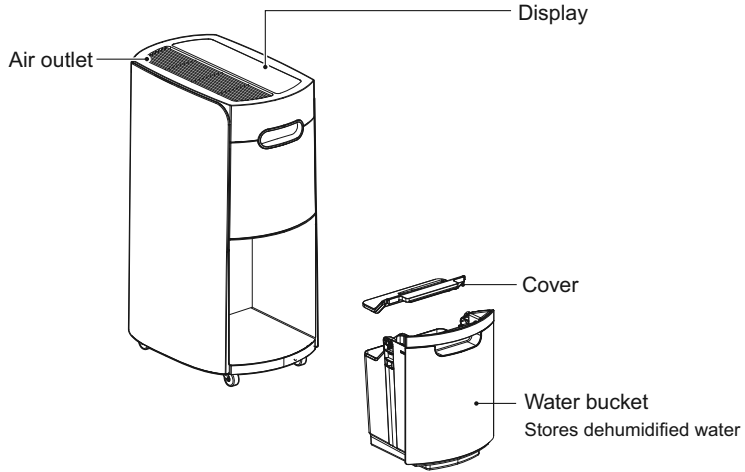
- Use this appliance only for its intended purpose.  
This product is not designed for preserving precision instruments, tableware or art works.
- Use the appliance only in a well-ventilated area.  
Keep the area well ventilated, especially if also using a combustion appliance. Inadequate ventilation reduces the oxygen level in the air.
- Never unplug the appliance by pulling on the power cord. Always grip the plug firmly and pull straight out from the outlet.
- Do not use the product in places where chemicals are used.  
Chemicals and solvents dissolved in the air in places such as hospitals, factories, laboratories and hair salons could cause product deformation and leaking, resulting in property damage.
- Turn off the dehumidifier and pull out the power plug before cleaning.  
Wait for the fan to stop moving.
- Do not operate the dehumidifier without a filter.  
Using the product without a filter could result in a reduced product lifespan, electric shock or injury.

### OPERATION

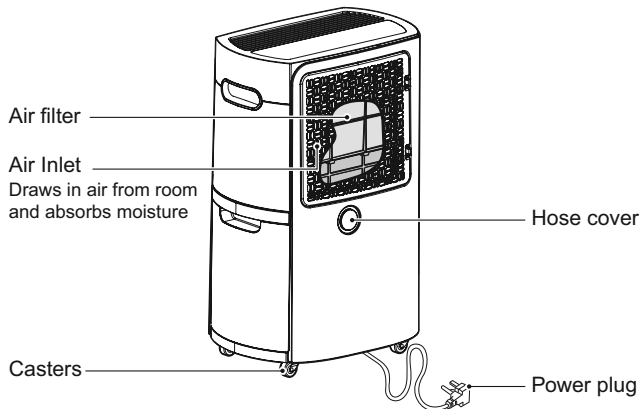
- Do not use the product for preserving animals/plants, precision instruments, art works etc.
- Do not place vases or water jars on the dehumidifier.
- Turn off the dehumidifier and empty the water bucket before moving the dehumidifier.
- Pull out the power plug if you will not be using the product for an extended period.
- Do not use the product in a very small space such as a closet.  
Poor ventilation could result in overheating or fire.
- Do not use wax, thinner or a strong detergent when cleaning. Wipe the product using a soft cloth.  
Using inappropriate cleaning products could cause the product to become discolored or develop surface flaws.
- Do not use the product in direct sunlight or rain.
- Do not touch the product with wet hands.
- Position the product on a firm, stable surface.
- Remove cable ties and extend power cord before use.
- Do not spray foreign substances or water on the product.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.

# PRODUCT OVERVIEW

## Front



## Back



Power cord and plug may differ depending on the country where the product is purchased.

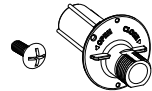
## Components



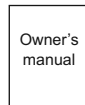
Long pump hose  
16 1/4 ft. (5 m)



Short pump hose



Drainage adapter  
※ Screw provided



Owner's manual

## BEFORE USE

### **Indoor temperature and relative humidity affect dehumidification.**

- Dehumidification is decreased if the temperature or relative humidity is low.
- The product does not operate unless the desired humidity level is lower than the current humidity level.

### **This product operates at temperatures from 41 °F - 90 °F (5 °C - 32 °C).**

- At temperatures of 32 °F (0 °C) or less, water freezes inside the product.
- At temperatures over 90 °F (32 °C), the internal temperature of the product trips a protective device which deactivates the product to avoid product damage.

### **When the dehumidifier is operating, the indoor temperature will rise.**

- The dehumidifier does not have a cooling/heating function.
- Heat is generated during operation, so the room temperature may be increased by about 5 °F (3 °C) depending on the usage conditions (indoor temperature, size of the room).

### **The compressor has a 3-minute delay before restarting.**

- If the product is stopped and immediately restarted, to protect the compressor there is a 3-minute delay until the compressor restarts.

### **The product cannot be operated continuously for more than 23 hours.**

After 23 hours of continuous operation, the compressor automatically shuts off for one hour to prevent product damage. The compressor will restart after one hour. This Safety Standby function is normal.

### **Install the product at least 11 13/ 16" (30 cm) from walls or other obstacles.**

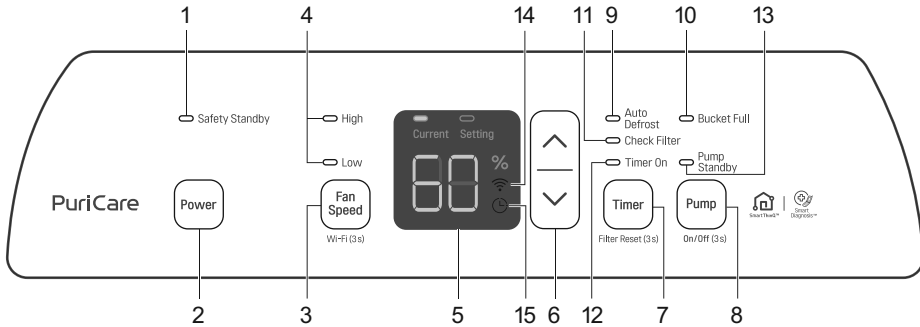
The product needs clearance for air intake and exhaust purposes.

### **There may be water in the drain water bucket before first use.**

Water may remain in the drain water bucket from the product's outgoing inspection to check operation. This is normal.

# OPERATION

## Control Panel and Display



1	Safety Standby light (red)	After 23 hours of continuous operation, the red lamp lights up for 1 hour.
2	Power button	Starts and stops the product.
3	Fan Speed control button	Adjusts the fan speed and air volume. Wi-Fi - To turn the Wi-Fi function on, press and hold the button for 3 seconds. ※ To turn the Wi-Fi function off, press and hold the Power button and the Fan Speed control button at the same time for 3 seconds.
4	Fan Speed indicator lights	Light up to indicate fan speed (High/Low).
5	Humidity display	Displays the current humidity (25-90 %) and the humidity setting (30-80 %).
6	Humidity control button	Adjusts the humidity setting. Desired humidity levels can be set in 5-percent increments from 30-80 %.
7	Timer button	Sets a time for the product to automatically turn off. Press the button repeatedly to increase the time until shutoff in 1-hour increments up to 12 hours. Filter Reset - After cleaning the filter, press for 3 seconds to reset operating time.
8	Pump button	Press and hold until the Pump Standby LED lights up to turn the pump on in standby mode. Press again to turn the pump off. When the water bucket is full, if the pump is in standby mode it will automatically turn on and remove the collected water using the included pump hose.
9	Auto Defrost light	Lights up when the product is defrosting.
10	Bucket Full light	Lights up when drain water bucket is full.
11	Check Filter light	Lights up after 350 hours of operation. Check and clean the filter.
12	Timer On light	Lights up when the Timer function is set.
13	Pump Standby light	Lights up when the pump function is turned on.
14	Wi-Fi On light	Lights up when the Wi-Fi function is connected.
15	Timer Function light	Lights up when the Timer function is set in the app.



## Dehumidifying

- Press **Power** to turn on the power.
  - It takes 30 minutes of continuous operation to reach the desired humidity level the first time the product is used.
  - The display shows the current humidity level.
- Press **▲** / **▼** to change humidity.
  - The desired humidity level can be set in 5-percent increments from 30-80 %.
  - The display shows the desired humidity level while it is being set, then reverts to the current humidity level after 5 seconds.
  - The current humidity level is displayed in 5-percent increments from 25-90 %.
  - If the humidity level is outside the range, the display continues to show either 25 % or 90 %.
- Press **Fan Speed** to change the fan speed.
  - The fan speed has two levels: low or high.
- Press **Power** to turn off the product.

### ! NOTE

- If the product is restarted immediately after being shut down, to protect the compressor there is a 3-minute delay until the compressor begins operating.
- It is normal for the compressor to cause the product to vibrate while starting or stopping.

- Press **Timer** to cancel the Timer function.
  - Press the Timer button repeatedly until the Timer On light turns off.

### ! NOTE

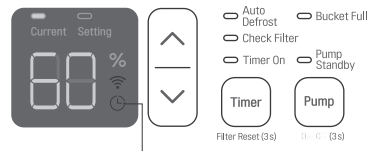
#### Empty the drain water bucket before setting the Timer function.

If the water bucket becomes full during the Timer function, the Bucket Full light goes on and dehumidification stops.

## Timer function

Various kinds of reservation including the power on/off can be made by the LG ThinQ application. (Execute LG ThinQ Application → Select the dehumidifier product → Make reservation)

- For more detailed description on the use of LG ThinQ, refer to the Using the Smart Functions section.
- You can set the timer time through app.
- You can set the timer function only through LG ThinQ app.



The Timer Function icon lights up when the Timer function is set through the app.

## Setting the Timer

The Timer function turns the product off automatically after a set time.

- Empty the drain water bucket. Press **Power** to turn on the power.
- Press **Timer** to set the automatic shut off time.
  - Press the button repeatedly to increase the time until shut off in 1-hour increments up to 12 hours.

## Safety Standby Light


- After 23 hours of continuous operation, the red Safety Standby light turns on for one hour and the fan and compressor shut off to prevent product malfunction.
- After an hour with the fan and compressor shut off, the Safety Standby light turns off and the fan and compressor automatically restart.

## Bucket Full Light

- Empty the water bucket within three minutes of the Bucket Full light turning on.
- After the light turns on, the fan operates for an additional three minutes to remove remaining condensed water and then the product shuts off.
- See Emptying the Water Bucket for further instructions.

## Checking the Filter

Check and clean the filter when the Check Filter light turns on.

- 1 After 350 hours of operation, the Check Filter light turns on. Check the filter and clean it if necessary or wait 24 hours for the light to go off automatically.
- 2 After cleaning the filter, press and hold  for three seconds to reset the operating time.

## Auto Defrost Light

The Auto Defrost function automatically removes any frost in the heat exchanger caused by low indoor temperatures.

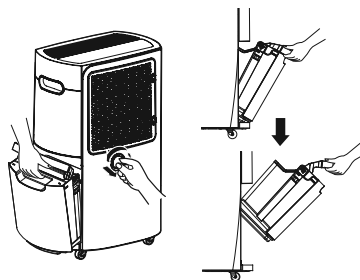
- The Auto Defrost light turns on while the product automatically defrosts the heat exchanger.
- The compressor stops during the automatic defrost function.

## Continuous Drainage Setup

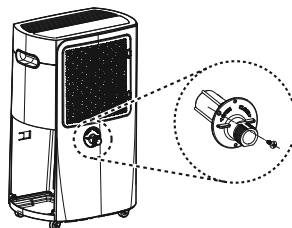
Items Needed:

3/4" (outer diameter) threaded garden hose nearby sink or drain.

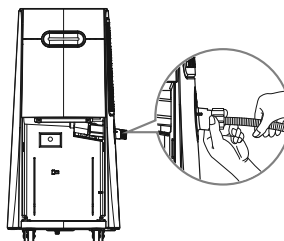
- 1 Unplug the product. Turn the hose cover at the back of the product counterclockwise to open it.
- 2 Remove the water bucket.



- 3 Insert the drainage adapter into the opening for the hose and turn it clockwise. Insert the provided screw to secure it in place.



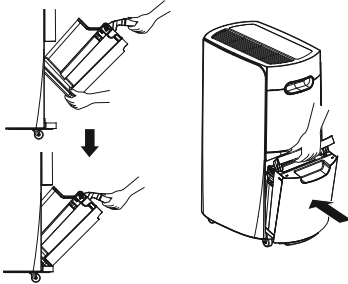
- 4 Turn the end of the garden hose clockwise to attach it to the drainage adapter.
  - Firmly attach the garden hose to avoid leaks. Hand tighten; then make an additional 1/8 turn with pliers.



**CAUTION**

Take care not to injure hands while connecting drainage hose.

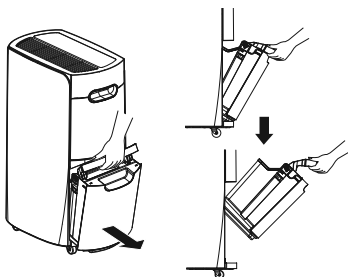
## 5 Reinstall the water bucket.

**NOTE**

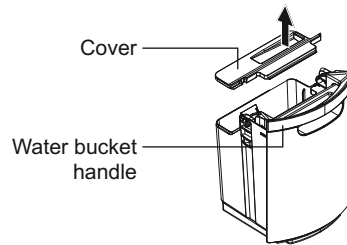
- The product does not work without the water bucket installed.
- Place the end of the garden hose in a nearby sink or drain. Secure the hose in place to prevent it from falling out of the sink.
- When removing the garden hose, hold a cloth or container under the end of the drainage adapter to catch any water.

**Emptying the Water Bucket**

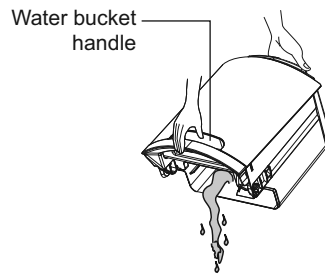
- 1 Gently pull the top handle of the water bucket to remove the bucket from the product.



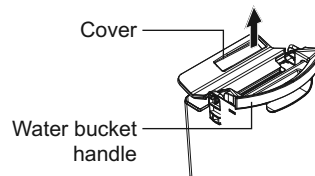
- 2 Lift off the cover of the water bucket.



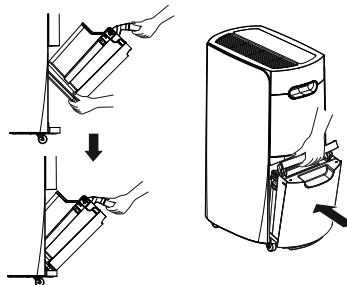
- 3 Pour the water out of the bucket.



- 4 Put the cover back on the water bucket.



- 5 Angle the bottom of the water bucket into place first, then push the top into place.

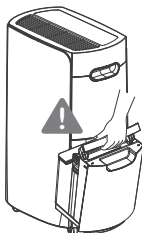


**NOTE**

- If the water bucket is removed immediately after turning off the dehumidifier, the water remaining in the heat exchanger may drip inside the water bucket storage area. Remove the water with a soft cloth.
- While cleaning, do not touch the water detection device on the inside top of the water bucket storage area.
- Clean the water bucket once a week during use.
- If the ambient temperature is low, there is less moisture in the air for the product to remove.
- Unplug the product before removing the water bucket. If the bucket is removed while the product is operating, the compressor stops. The fan operates for another three minutes to clear the remaining water inside the heat exchanger and then also stops.

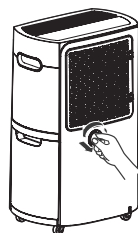
**CAUTION**

Watch pinch points to avoid injuring fingers when installing the water bucket.

**Using the Pump**

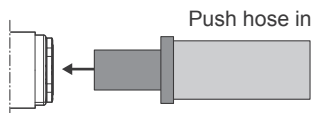
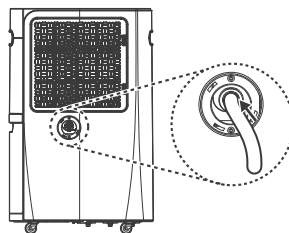
The pump function provides continuous drainage which can be enabled from the control panel.

- 1 Unplug the product. Turn the hose cover at the back of the product counterclockwise to open it and reveal the pump hose connector.

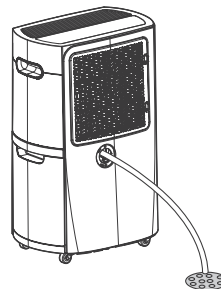
**CAUTION**

Do not insert the drainage adapter when using the pump function.

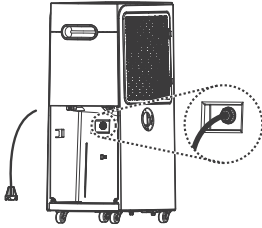
- 2 Insert the adapter on one end of the included long pump hose into the pump hose connector until it stops. Gently tug on the hose to make sure the hose is secure.



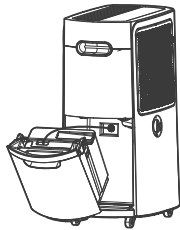
- 3 Place the end of the long pump hose in a nearby sink or drain. Secure the hose in place to prevent it from falling out of the sink.



- 4 Remove the water bucket. Connect the short pump hose (provided) to the connector at the back of the water bucket storage area. Insert the hose until it stops and tug gently to make sure it is secure.



- 5 Reinstall the water bucket, sliding the end of the short pump hose through the square opening in the cover.

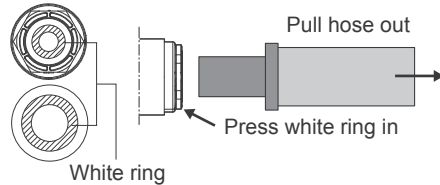


- 6 To activate the pump, press the Pump button for 3 seconds. Confirm that the Pump Standby light is on. The pump will start automatically once the water bucket is full. The pump will continue to operate if the water bucket is removed.

### CAUTION

- Do not install the end of the pump hose higher than 16 1/4 ft. (5 m). Doing so could result in leaks or product damage.
- The dehumidifier will go into standby mode after about 3 minutes if the water bucket is removed but the pump will continue to function. To avoid damaging the pump, turn off the appliance before removing the water bucket.
- Do not operate the pump without the pump hoses and water bucket in place.
- Do not operate with the filter disconnected from the short pump hose.

- 7 To remove either the short or long pump hose, use your index finger and thumb to push the inner white ring in at the base of the hose connector while sliding the hose out. If you're pressing the correct ring, you should feel some give in the hose.



### NOTE

- Check that the pump hose is connected correctly and that it is not twisted, bent or cracked as that may allow water to escape.
- Do not use a bent or crimped hose as water flow may be blocked.
- A replacement water hose can be purchased online at [www.lg.com](http://www.lg.com) or contact an authorized dealer for assistance.
- To avoid leaks, do not use the drainage adapter when the pump hose is inserted.
- Some residual water may leak out when the hoses are removed.
- The pump only operates when the water bucket is full.
- The pump will not drain the water bucket completely dry. To avoid odor, clean the water bucket at least once a week.
- Turn the appliance off before removing the bucket for cleaning.

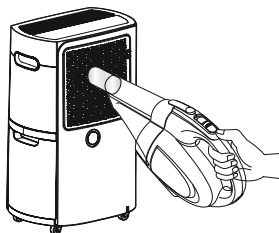
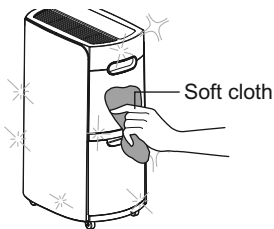
## MAINTENANCE

### Cleaning the Exterior

Wipe the exterior of the dehumidifier with a soft, damp cloth.

- Do not spray water directly on the product. Doing so may cause damage to the insulation or stains on the surface of the product.

Use a vacuum cleaner or soft brush to remove dust from the filter case.

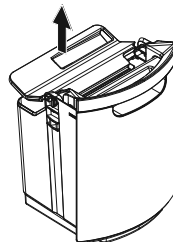


### ⚠ CAUTION

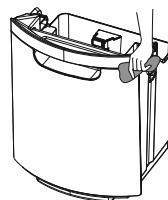
Do not use materials such as thinners, benzene, acid, or sponges to clean the product. They may damage the surface of the product.

### Cleaning the Water Bucket

- 1 Lift off the cover of the water bucket.



- 2 Empty the water bucket and use a soft cloth to remove any remaining moisture inside it. Reassemble the cover before using.



### ⚠ CAUTION

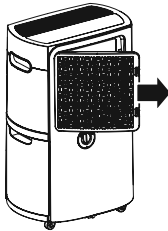
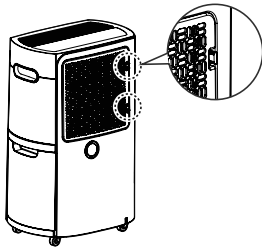
Operating the product with the cover of the water bucket missing or assembled improperly may result in leaking.

## Cleaning the Air Filter

### CAUTION

- Unplug the unit before cleaning it.
- Allow the filter to dry completely, out of direct sunlight, before reinserting it in the product. Operating the product with a damp filter may cause product failure.

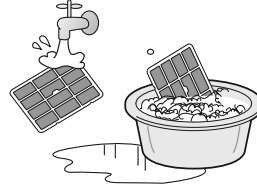
- 1 Release the two hooks at the right of the filter case and swing it open to remove it.



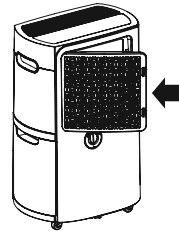
- 2 Pull the center tab on the air filter to remove it from the filter case.



- 3 Clean the air filter with a vacuum cleaner or soft brush.
  - If the filter is very dirty, wash it in water and a neutral detergent.
  - Clean the air filter once a month.



- 4 Bend the sides of the air filter inward slightly to reinsert it. Make sure the filter is seated under the tabs inside the filter case.
- 5 Align the hinges on the filter case with the hinge openings on the product and then swing the case to the right to reattach the two hooks.



### NOTE

Service calls to clean the air filter are not covered under the product warranty.

## Cleaning the Pump Filter

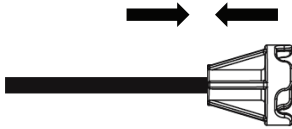
- 1 Remove the filter from the short pump hose.



- 2 Clean the filter with a soft brush or wash it in water and a neutral detergent. Clean the air filter once a month.

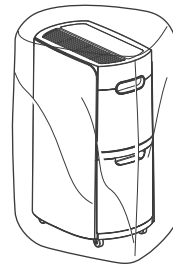


- 3 Assemble the filter and the short pump hose.



## Storing the Product

- 1 Unplug the product.
- 2 Empty the water bucket completely.
  - Remove the lid from the water bucket and use a soft cloth to wipe up any remaining water in the bucket.
- 3 Clean the filter.
  - Let the filter thoroughly dry for several hours in a shaded, well-ventilated area before reinstalling it.
  - Placing the filter in direct sunlight or near a fire may cause product deformation.
- 4 Disconnect the drainage hose and adapter or pump hose (if connected).
- 5 While the filter is drying, place the dehumidifier out of direct sunlight in a well-ventilated area and allow it to thoroughly dry for several hours. Reinstall the filter and cover the dehumidifier before storing it in an upright position. (A dust cover for storing the dehumidifier is not included.)





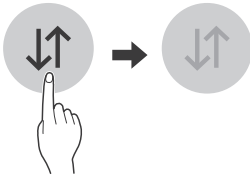
# SMART FUNCTIONS

## Using LG ThinQ Application

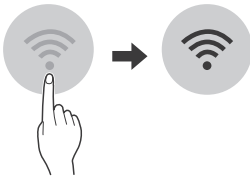
The LG ThinQ application allows you to communicate with the appliance using a smartphone.

### Before Using LG ThinQ


- 1 Check the distance between the appliance and the wireless router (Wi-Fi network).
  - If the appliance is too far from the wireless router, the signal strength becomes weak. It may take a long time to register or installation may fail.
- 2 Turn off the Mobile data or Cellular Data on your smartphone.
  - For iPhones, turn data off by going to Settings → Cellular → Cellular Data.



- 3 Connect your smartphone to the wireless router.




### NOTE

- To verify the Wi-Fi connection, check that Wi-Fi icon  on the control panel is lit.
- The appliance supports 2.4 GHz Wi-Fi networks only. To check your network frequency, contact your Internet service provider or refer to your wireless router manual.
- LG ThinQ is not responsible for any network connection problems or any faults, malfunctions, or errors caused by network connection.
- If the appliance is having trouble connecting to the Wi-Fi network, it may be too far from the router. Purchase a Wi-Fi repeater (range extender) to improve the Wi-Fi signal strength.
- The Wi-Fi connection may not connect or may be interrupted because of the home network environment.
- The network connection may not work properly depending on the Internet service provider.
- The surrounding wireless environment can make the wireless network service run slowly.
- If the appliance cannot be registered due to problems with the wireless signal transmission, unplug the appliance and wait about a minute before trying again.
- If the firewall on your wireless router is enabled, disable the firewall or add an exception to it.
- The wireless network name (SSID) should be a combination of English letters and numbers. (Do not use special characters.)
- Smartphone user interface (UI) may vary depending on the mobile operating system (OS) and the manufacturer.
- For best results, set the security protocol on the router to WPA2. If the WEP protocol is used, the product may fail to register on the network.
- Connect only to wireless networks you are authorized to use. Unauthorized Wi-Fi connections are illegal, and may subject you to legal action.

## Installing LG ThinQ

Search for the LG ThinQ application from the Google Play Store or Apple App Store on a smart phone. Follow instructions to download and install the application.

## Registering the Product Via Wi-Fi

- 1 Press  button to start dehumidifier operation.
- 2 Check the information (Wi-Fi network name, password) of AP at the place where the dehumidifier is installed.
- 3 Install the LG ThinQ app on a smartphone and register the product in the app.

- To connect to Wi-Fi, follow the guide in the app and press and hold the Fan Speed button until the Wi-Fi icon starts blinking. (For detailed instructions, see the connection guide in the LG ThinQ app.)

\* Make sure the Wi-Fi icon on the product display is blinking. The icon will blink for 5 to 10 minutes while the network information is being sent.

### CAUTION

- If the dehumidifier is too far from your wireless router, the Wi-Fi functions may not work properly.
- If the Wi-Fi connection is not stable, you may be unable to connect to the product and use features through the LG ThinQ app.

## Wi-Fi Function

### Smart Diagnosis™

Troubleshoot problems with the product using the Smart Diagnosis™ function in the application.

### Settings

Use the Settings feature to manage product or application settings.

### NOTE

- If you change your wireless router, Internet service provider, or password, delete the registered appliance from the LG ThinQ application and register it again.
- The application is subject to change for appliance improvement purposes without notice to users.
- Functions may vary by model.

## Wireless LAN Module Specifications

Model	LCW-003
Frequency Range	2412 - 2462 MHz
Output Power (Max)	< 30 dBm

Wireless function S/W version: V 1.0

For consideration of the user, this device should be installed and operated with a minimum distance of 20 cm between the device and the body.

### **FCC Notice (For transmitter module contained in this product)**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) this device may not cause harmful interference and
- (2) this device must accept any interference received, including interference that may cause undesired operation of the device.

Any changes or modifications in construction of this device which are not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

### **FCC RF Radiation Exposure Statement**

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

This equipment should be installed and operated with a minimum distance of 20 cm (7.8 inches) between the antenna and your body. Users must follow the specific operating instructions for satisfying RF exposure compliance.

### **Industry Canada Statement (For transmitter module contained in this product)**

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

- (1) This device may not cause interference.
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

### **IC Radiation Exposure Statement**

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 cm (7.8 inches) between the antenna and your body.

NOTE: THE MANUFACTURER IS NOT RESPONSIBLE FOR ANY RADIO OR TV INTERFERENCE CAUSED BY UNAUTHORIZED MODIFICATIONS TO THIS EQUIPMENT. SUCH MODIFICATIONS COULD VOID THE USER'S AUTHORITY TO OPERATE THE EQUIPMENT.

## Open Source Software Notice Information

To obtain the source code under GPL, LGPL, MPL, and other open source licenses, that is contained in this product, please visit <http://opensource.lge.com>.

In addition to the source code, all referred license terms, warranty disclaimers and copyright notices are available for download.

LG Electronics will also provide open source code to you on CD-ROM for a charge covering the cost of performing such distribution (such as the cost of media, shipping, and handling) upon email request to [opensource@lge.com](mailto:opensource@lge.com). This offer is valid for a period of three years after our last shipment of this product. This offer is valid to anyone in receipt of this information.

## Using Smart Diagnosis™

- For appliances with the  logo.

### ! NOTE

- For reasons not attributable to LGE's negligence, the service may not operate due to external factors such as, but not limited to, Wi-Fi unavailability, Wi-Fi disconnection, local app store policy, or app unavailability.
- The feature may be subject to change without prior notice and may have a different form depending on where you are located.

## Smart Diagnosis™ Through the Customer Information Center

Troubleshoot product issues with the assistance of the LG Electronics Customer Information Center. Only use this function when directed to do so by the call center agent.

Smart Diagnosis™ cannot be used unless the product is connected to power.

- 1 Open the LG ThinQ application on the smartphone.
- 2 Select the Dehumidifier in dashboard.
- 3 Press Start Smart Diagnosis™ button.
- 4 Follow the instructions on the smartphone.

### ! NOTE

- The Smart Diagnosis™ function depends on the local call quality.
- The communication performance will improve and you may get more accurate results if you use a landline phone.
- Poor call quality may interfere with an accurate diagnosis.

# TROUBLESHOOTING

If the product does not function properly or does not function at all, check the following before calling for service.

Problem	Possible Cause	Solutions
The product is not running.	<ul style="list-style-type: none"> <li>- Power plug is not inserted correctly.</li> <li>- Power outage.</li> <li>- Water bucket is not installed properly.</li> <li>- Bucket Full light is on.</li> <li>- Auto Defrost light is on.</li> <li>- Set humidity level is higher than room humidity level.</li> </ul>	<ul style="list-style-type: none"> <li>- Insert the power plug.</li> <li>- Check other appliances.</li> <li>- Install the water bucket correctly.</li> <li>- Empty the water bucket.</li> <li>- This is normal. The product will start again when Auto Defrost ends.</li> <li>- Set the desired humidity level below the current humidity level of the room.</li> </ul>
There is little dehumidification.	<ul style="list-style-type: none"> <li>- Room temperature or humidity level is too low.</li> <li>- Air inlet or outlet is blocked.</li> </ul>	<ul style="list-style-type: none"> <li>- Check the desired humidity.</li> <li>- It is normal for less dehumidification to take place in the winter and in dry areas.</li> <li>- Remove the obstruction.</li> <li>- Clean the filter.</li> </ul>
Humidity does not seem to decrease much even though the product is running.	<ul style="list-style-type: none"> <li>- Door or window is open.</li> <li>- Room is too large for capacity of dehumidifier.</li> <li>- Product is placed near a steam-producing appliance.</li> </ul>	<ul style="list-style-type: none"> <li>- Close the door/window.</li> <li>- Use the dehumidifier in an adequately sized room.</li> <li>- Do not use the dehumidifier near appliances which produce steam.</li> </ul>
The displayed humidity level is incorrect.	<ul style="list-style-type: none"> <li>- The air intake and exhaust of the dehumidifier are obstructed.</li> <li>- The dehumidifier is placed too far from the humid area.</li> </ul>	<ul style="list-style-type: none"> <li>- Keep the dehumidifier away from walls or other large obstructions.</li> <li>- The dehumidifier's display shows the humidity level in its current position, which may be different from the level in other positions.</li> </ul>
Water is dripping from within the product when water bucket is removed.	<ul style="list-style-type: none"> <li>- Water bucket was removed while the product was in operation.</li> </ul>	<ul style="list-style-type: none"> <li>- Turn off the product before removing the water bucket. Clean off any drips with a soft cloth.</li> </ul>

Problem	Possible Cause	Solutions
Water is draining out of the hole at the side of the appliance when the pump hose is connected.	- The drainage adapter was not removed when the pump hose was connected.	- The drainage adapter is only for use with a garden hose for continuous draining. If using the pump, remove the drainage adapter to allow the water to drain into the water bucket rather than out the drainage adapter.
There is water left in the water bucket even though the pump is enabled.	- The pump does not run continuously. The pump is activated only when the water bucket is full. - The pump does not completely empty the water bucket.	- This is normal. The pump will activate once the water bucket is full. Once the pump stops, there may be water left in the water bucket. To avoid odor, clean the water bucket at least once a week.
The pump starts running after 3 minutes when the water bucket is removed.	- The pump is enabled.	- Disable the pump by pressing the Pump button before removing the water bucket for cleaning.

Call for service immediately in the following situations.

- 1 Power cord is too hot or damaged.
- 2 The product continues to operate when the water bucket is full, overflowing the bucket.

## LG DEHUMIDIFIER LIMITED WARRANTY - USA

**ARBITRATION NOTICE:** THIS LIMITED WARRANTY CONTAINS AN ARBITRATION PROVISION THAT REQUIRES YOU AND LG TO RESOLVE DISPUTES BY BINDING ARBITRATION INSTEAD OF IN COURT, UNLESS YOU CHOOSE TO OPT OUT. IN ARBITRATION, CLASS ACTIONS AND JURY TRIALS ARE NOT PERMITTED. PLEASE SEE THE SECTION TITLED "PROCEDURE FOR RESOLVING DISPUTES" BELOW.

### WHAT THIS WARRANTY COVERS:

LG Electronics U.S.A., Inc. ("LG") warrants your LG Dehumidifier ("product") against defects 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:

**1 year** from the Date of Purchase: **Any internal/ functional Parts and Labor.**

### HOW SERVICE IS HANDLED: In-Home Service

In-home service will be provided during the warranty period subject to availability within the United States. In-home service may not be available in all areas. To receive in-home service, the product must be unobstructed and accessible to service personnel. If during 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 our option, to provide for transportation of our choice 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 or visit our website at [www.lg.com](http://www.lg.com).

**Mail to:** LG Customer Information Center (ATTN: CIC)  
201 James Record Road, Huntsville, AL 35824

**PROCEDURE FOR RESOLVING DISPUTES:**

ALL DISPUTES BETWEEN YOU AND LG ARISING OUT OF OR RELATING IN ANY WAY TO THIS LIMITED WARRANTY OR THE PRODUCT SHALL BE RESOLVED EXCLUSIVELY THROUGH BINDING ARBITRATION, AND NOT IN A COURT OF GENERAL JURISDICTION. BINDING ARBITRATION MEANS THAT YOU AND LG ARE EACH WAIVING THE RIGHT TO A JURY TRIAL AND TO BRING OR PARTICIPATE IN A CLASS ACTION.

**Definitions.** For the purposes of this section, references to "LG" mean LG Electronics U.S.A., Inc., its parents, subsidiaries and affiliates, and each of their officers, directors, employees, agents, beneficiaries, predecessors in interest, successors, assigns and suppliers; references to "dispute" or "claim" shall include any dispute, claim or controversy of any kind whatsoever (whether based in contract, tort, statute, regulation, ordinance, fraud, misrepresentation or any other legal or equitable theory) arising out of or relating in any way to the sale, condition or performance of the product or this Limited Warranty.

**Notice of Dispute.** In the event you intend to commence an arbitration proceeding, you must first notify LG in writing at least 30 days in advance of initiating the arbitration by sending a letter to LG at LG Electronics, USA, Inc. Attn: Legal Department-Arbitration 1000 Sylvan Ave., Englewood Cliffs 07632. You and LG agree to engage in good faith discussions in an attempt to amicably resolve your claim. The notice must provide your name, address, and telephone number; identify the product that is the subject of the claim; and describe the nature of the claim and the relief being sought. If you and LG are unable to resolve the dispute within 30 days, either party may proceed to file a claim for arbitration.

**Agreement to Binding Arbitration and Class Action Waiver.** Upon failure to resolve the dispute during the 30 day period after sending written notice to LG, you and LG agree to resolve any claims between us only by binding arbitration on an individual basis, unless you opt out as provided below. Any dispute between you and LG shall not be combined or consolidated with a dispute involving any other person's or entity's product or claim. More specifically, without limitation of the foregoing, any dispute between you and LG shall not under any circumstances proceed as part of a class or representative action. Instead of arbitration, either party may bring an individual action in small claims court, but that small claims court action may not be brought on a class or representative basis.

**Arbitration Rules and Procedures.** To begin arbitration of a claim, either you or LG must make a written demand for arbitration. The arbitration will be administered by the American Arbitration Association ("AAA") and will be conducted before a single arbitrator under the AAA's Consumer Arbitration Rules that are in effect at the time the arbitration is initiated (referred to as the "AAA Rules") and under the procedures set forth in this section. The AAA Rules are available online at [www.adr.org/consumer](http://www.adr.org/consumer). Send a copy of your written demand for arbitration, as well as a copy of this provision, to the AAA in the manner described in the AAA Rules. You must also send a copy of your written demand to LG at LG Electronics, USA, Inc. Attn: Legal Department- Arbitration 1000 Sylvan Avenue Englewood Cliffs, NJ 07632. If there is a conflict between the AAA Rules and the rules set forth in this section, the rules set forth in this section will govern. This arbitration provision is governed by the Federal Arbitration Act. Judgment may be entered on the arbitrator's award in any court of competent jurisdiction. All issues are for the arbitrator to decide, except that issues relating to the scope and enforceability of the arbitration provision and to the arbitrability of the dispute are for the court to decide. The arbitrator is bound by the terms of this provision.

**Governing Law.** The law of the state of your residence shall govern this Limited Warranty and any disputes between us except to the extent that such law is preempted by or inconsistent with applicable federal law.

**Fees/Costs.** You do not need to pay any fee to begin an arbitration. Upon receipt of your written demand for arbitration, LG will promptly pay all arbitration filing fees to the AAA unless you seek more than \$25,000 in damages, in which case the payment of these fees will be governed by the AAA Rules. Except as otherwise provided for herein, LG will pay all AAA filing, administration and arbitrator fees for any arbitration initiated in accordance with the AAA Rules and this arbitration provision. If you prevail in the arbitration, LG will pay your attorneys' fees and expenses as long as they are reasonable, by considering factors including, but not limited to, the purchase amount and claim amount. Notwithstanding the foregoing, if applicable law allows for an award of reasonable attorneys' fees and expenses, an arbitrator can award them to the same extent that a court would. If the arbitrator finds either the substance of your claim or the relief sought in the demand is frivolous or brought for an improper purpose (as measured by the standards set forth in Federal Rule of Civil Procedure 11(b)), then the payment of all arbitration fees will be governed by the AAA Rules. In such a situation, you agree to reimburse LG for all monies previously disbursed by it that are otherwise your obligation to pay under the AAA Rules. Except as otherwise provided for, LG waives any rights it may have to seek attorneys' fees and expenses from you if LG prevails in the arbitration.

**Hearings and Location.** If your claim is for \$25,000 or less, you may choose to have the arbitration conducted solely on the basis of (1) documents submitted to the arbitrator, (2) through a telephonic hearing, or (3) by an in-person hearing as established by the AAA Rules. If your claim exceeds \$25,000, the right to a hearing will be determined by the AAA Rules. Any in-person arbitration hearings will be held at a location within the federal judicial district in which you reside unless we both agree to another location or we agree to a telephonic arbitration.

**Opt Out.** You may opt out of this dispute resolution procedure. If you opt out, neither you nor LG can require the other to participate in an arbitration proceeding. To opt out, you must send notice to LG no later than 30 calendar days from the date of the first consumer purchaser's purchase of the product by either: (i) sending an e-mail to [optout@lge.com](mailto:optout@lge.com), with the subject line: "Arbitration Opt Out" or (ii) calling 1-800-980-2973. You must include in the opt out e-mail or provide by telephone: (a) your name and address; (b) the date on which the product was purchased; (c) the product model name or model number; and (d) the first consumer purchaser's purchase of the product by either: (i) sending an e-mail to [optout@lge.com](mailto:optout@lge.com), with the subject line: the serial number (the serial number can be found (i) on the product; or (ii) online by accessing <https://www.lg.com/us/support/repair-service/schedule-repair-continued> and clicking on "Find My Model & Serial Number").

You may only opt out of the dispute resolution procedure in the manner described above (that is, by e-mail or telephone); no other form of notice will be effective to opt out of this dispute resolution procedure. Opting out of this dispute resolution procedure will not affect the coverage of the Limited Warranty in any way, and you will continue to enjoy the full benefits of the Limited Warranty. If you keep this product and do not opt out, then you accept all terms and conditions of the arbitration provision described above.



## LG DEHUMIDIFIER LIMITED WARRANTY-CANADA

**ARBITRATION NOTICE:** THIS LIMITED WARRANTY CONTAINS AN ARBITRATION PROVISION THAT REQUIRES YOU AND LG TO RESOLVE DISPUTES BY BINDING ARBITRATION INSTEAD OF IN COURT, UNLESS THE LAWS OF YOUR PROVINCE OR TERRITORY DO NOT PERMIT THAT, OR, IN OTHER JURISDICTIONS, IF YOU CHOOSE TO OPT OUT. IN ARBITRATION, CLASS ACTIONS AND JURY TRIALS ARE NOT PERMITTED. PLEASE SEE THE SECTION TITLED "PROCEDURE FOR RESOLVING DISPUTES" BELOW.

### WHAT THIS WARRANTY COVERS:

LG Electronics Canada, Inc. ("LG") warrants your LG Dehumidifier ("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 (except to some extent in Quebec and where otherwise prohibited) 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 Canada.

**Note:** Replacement products and repair parts may be new or factory-remanufactured at LG's option 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). If the Date of Purchase cannot be verified, the warranty period will begin 15 months from the date of manufacture.

### WARRANTY PERIOD:

**1 year** from the Date of Purchase: **Any internal/ functional Parts and Labor.**

### HOW SERVICE IS HANDLED: In-Home Service or Swap SVC

LG may elect, at our option, to provide Swap or In home Service. To receive in-home service, the product must be unobstructed and accessible to service personnel. If during in-home service repair cannot be completed, it may be necessary to remove, repair and return the product. OR LG may elect, at our option, to provide Swap Service by providing an authorized service exchange through the distribution center you originally purchased the product from.

### THIS LIMITED WARRANTY DOES NOT COVER:

1. Service trips to deliver, pick up, or install or set up the Product; Instruction on Product use.
2. Adjustments of user controls.
3. Products that have had a serial number or any part thereof altered, defaced or removed.
4. Property damages, malfunction or failure of the product, or personal injury caused by or resulting from:
  - (a) accident, abuse, negligence or misuse;
  - (b) operating the Product in a corrosive or wet environment containing chlorine, fluorine or any other hazardous chemicals;
  - (c) installation, alteration, repair or service by anyone other than a licensed, authorized LG contractor or other than pursuant to the manufacturer's instructions, including installation not in accordance with applicable laws, codes and standards applying in the province in which the Product is installed;
  - (d) improper matching of Product components;
  - (e) improper sizing or design of the Product;
  - (f) improper or deferred maintenance contrary to the manufacturer's instructions;
  - (g) physical abuse to or misuse of the Product (including failure to perform any maintenance as described in the Operation Manual such as air filter cleaning, or any Product damaged by excessive physical or electrical stress);
  - (h) Product used in other than normal use or in any manner contrary to the Operation Manual;
  - (i) freight damage or damage caused by force majeure or other factors such as power surge damage caused by lightning and fluctuations in or interruptions of electrical power.

THIS LIMITED WARRANTY SHALL NOT BE ENLARGED, EXTENDED OR AFFECTED BY, AND NO OBLIGATION OR LIABILITY SHALL ARISE OR GROW OUT OF, LG PROVIDING, DIRECTLY OR INDIRECTLY, ANY TECHNICAL ADVICE, INFORMATION AND/OR SERVICE TO OWNER IN CONNECTION WITH THE PRODUCT. EXCEPT AS OTHERWISE PROVIDED IN THIS LIMITED WARRANTY, LG MAKES NO OTHER WARRANTIES OR CONDITIONS OF ANY KIND WHATSOEVER REGARDING THE PRODUCT. LG DISCLAIMS AND EXCLUDES ALL WARRANTIES AND CONDITIONS NOT EXPRESSLY PROVIDED HEREIN AND ALL REMEDIES WHICH, BUT FOR THIS PROVISION, MIGHT ARISE BY IMPLICATION OR OPERATION OF LAW, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND (EXCEPT IN QUEBEC AND WHERE OTHERWISE PROHIBITED) OF FITNESS FOR ANY PARTICULAR PURPOSE. NO ONE IS AUTHORIZED TO CHANGE THIS LIMITED WARRANTY IN ANY RESPECT OR TO CREATE ANY OTHER OBLIGATION OR LIABILITY FOR LG IN CONNECTION WITH THE PRODUCT. LG DISCLAIMS ALL LIABILITY FOR THE ACTS, OMISSIONS AND CONDUCT OF ALL THIRD PARTIES (including, without limitation, the installing contractor) IN CONNECTION WITH OR RELATED TO THE PRODUCT.

UNDER NO CIRCUMSTANCES SHALL LG BE LIABLE FOR ANY INCIDENTAL, SPECIAL, PUNITIVE, EXEMPLARY OR CONSEQUENTIAL DAMAGES INCLUDING, WITHOUT LIMITATION, LOST GOODWILL, LOST REVENUES OR PROFITS, WORK STOPPAGE, PRODUCT FAILURE, IMPAIRMENT OF OTHER GOODS, COSTS OF REMOVAL AND REINSTALLATION OF THE PRODUCT, LOSS OF USE, INJURY TO PERSONS OR PROPERTY ARISING OUT OR RELATED TO THE PRODUCT WHETHER BASED ON BREACH OF WARRANTY, BREACH OF CONTRACT, TORT OR OTHERWISE, EVEN IF LG HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE. IN NO EVENT SHALL LG'S LIABILITY EXCEED THE ACTUAL PURCHASE PRICE OF THE PRODUCT WITH RESPECT TO WHICH ANY CLAIM IS MADE.

SOME PROVINCES (INCLUDING QUEBEC) DO NOT ALLOW LIMITATIONS ON WARRANTIES OR EXCLUSIONS OR LIMITATION OF DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY. Where any term of this warranty is prohibited by such laws, it shall be null and void, but the remainder of this warranty shall remain in effect. THIS LIMITED WARRANTY GIVES THE OWNER SPECIFIC LEGAL RIGHTS AND THE OWNER MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM PROVINCE TO PROVINCE.

### HOW TO OBTAIN WARRANTY SERVICE & ADDITIONAL INFORMATION:

Call 1-888-LG-CANADA(542 2623) or visit our website at [www.lg.ca](http://www.lg.ca)

**Mail to:** LG Electronics Canada Inc.  
20 Norelco Drive  
North York, ON M9L 2X6

**PROCEDURE FOR RESOLVING DISPUTES:**

EXCEPT WHERE PROHIBITED AT LAW, ALL DISPUTES BETWEEN YOU AND LG ARISING OUT OF OR RELATING IN ANY WAY TO THIS LIMITED WARRANTY OR THE PRODUCT SHALL BE RESOLVED EXCLUSIVELY THROUGH BINDING ARBITRATION, AND NOT IN A COURT OF GENERAL JURISDICTION. EXCEPT WHERE PROHIBITED AT LAW, YOU AND LG BOTH IRREVOCABLY AGREE TO WAIVE THE RIGHT TO A JURY TRIAL AND TO BRING OR PARTICIPATE IN A CLASS ACTION.

**Definitions.** For the purposes of this section, references to "LG" mean LG Electronics Canada, Inc., its parents, subsidiaries and affiliates, and each of their officers, directors, employees, agents, beneficiaries, predecessors in interest, successors, assigns and suppliers; references to "dispute" or "claim" shall include any dispute, claim or controversy of any kind whatsoever (whether based in contract, tort, statute, regulation, ordinance, fraud, misrepresentation or any other legal or equitable theory) arising out of or relating in any way to the sale, condition or performance of the product or this Limited Warranty.

**Notice of Dispute.** In the event you intend to commence an arbitration proceeding, you must first notify LG in writing at least 30 days in advance of initiating the arbitration by sending a letter to LGECI Legal Team at 20 Norelco Drive, North York, Ontario, Canada M9L 2X6 (the "Notice of Dispute"). You and LG agree to engage in good faith discussions in an attempt to amicably resolve your claim. The notice must provide your name, address, and telephone number; identify the product that is the subject of the claim; and describe the nature of the claim and the relief being sought. If you and LG are unable to resolve the dispute within 30 days of LG's receipt of the Notice of Dispute, the dispute shall be resolved by binding arbitration in accordance with the procedure set out herein. You and LG both agree that, during the arbitration proceeding, the terms (including any amount) of any settlement offer made by either you or LG will not be disclosed to the arbitrator until the arbitrator determines the dispute.

**Agreement to Binding Arbitration and Class Action Waiver.** Upon failure to resolve the dispute during the 30 day period after LG's receipt of the Notice of Dispute, you and LG agree to resolve any claims between you and LG only by binding arbitration on an individual basis, unless you opt out as provided below, or you reside in a jurisdiction that prevents full application of this clause in the circumstances of the claims at issue (in which case if you are a consumer, this clause will only apply if you expressly agree to the arbitration). To the extent permitted by applicable law, any dispute between you and LG shall not be combined or consolidated with a dispute involving any other person's or entity's product or claim. More specifically, without limitation of the foregoing, except to the extent such a prohibition is not permitted at law, any dispute between you and LG shall not under any circumstances proceed as part of a class or representative action. Instead of arbitration, either party may bring an individual action in small claims court, but that small claims court action may not be brought on a class or representative basis except to the extent this prohibition is not permitted at law in your province or territory of jurisdiction as it relates to the claims at issue between you and LG.

**Arbitration Rules and Procedures.** To begin arbitration of a claim, either you or LG must make a written demand for arbitration. The arbitration will be private and confidential, and conducted on a simplified and expedited basis before a single arbitrator chosen by the parties under the provincial or territorial commercial arbitration law and rules of the province or territory of your residence. You must also send a copy of your written demand to LG at LG Electronics, Canada, Inc., Attn: Legal Department- Arbitration, 20 Norelco Drive, North York, Ontario M9L 2X6. This arbitration provision is governed by your applicable provincial or territorial commercial arbitration legislation. Judgment may be entered on the arbitrator's award in any court of competent jurisdiction. All issues are for the arbitrator to decide, except that, issues relating to the scope and enforceability of the arbitration provision and to the arbitrability of the dispute are for the court to decide. The arbitrator is bound by the terms of this provision.

**Governing Law.** The law of the province or territory of your purchase shall govern this Limited Warranty and any disputes between you and LG except to the extent that such law is preempted by or inconsistent with applicable federal or provincial/territorial law. Should arbitration not be permitted for any claim, action, dispute or controversy between you and LG, you and LG attend to the exclusive jurisdiction of the courts of the province or territory of your purchase for the resolution of the claim, action, dispute or controversy between you and LG.

**Fees/Costs.** You do not need to pay any fee to begin an arbitration. Upon receipt of your written demand for arbitration, LG will promptly pay all arbitration filing fees unless you seek more than \$25,000 in damages, in which case the payment of these fees will be governed by the applicable arbitration rules. Except as otherwise provided for herein, LG will pay all filing, administration and arbitrator fees for any arbitration initiated in accordance with the applicable arbitration rules and this arbitration provision. If you prevail in the arbitration, LG will pay your attorneys' fees and expenses as long as they are reasonable, by considering factors including, but not limited to, the purchase amount and claim amount. Notwithstanding the foregoing, if applicable law allows for an award of reasonable attorneys' fees and expenses, an arbitrator can award them to the same extent that a court would. If the arbitrator finds either the substance of your claim or the relief sought in the demand is frivolous or brought for an improper purpose (as measured by the applicable laws), then the payment of all arbitration fees will be governed by the applicable arbitration rules. In such a situation, you agree to reimburse LG for all monies previously disbursed by it that are otherwise your obligation to pay under the applicable arbitration rules. Except as otherwise provided for, LG waives any rights it may have to seek attorneys' fees and expenses from you if LG prevails in the arbitration.

**Hearings and Location.** If your claim is for \$25,000 or less, you may choose to have the arbitration conducted solely (1) on the basis of documents submitted to the arbitrator, (2) through a telephonic hearing, or (3) by an in-person hearing as established by the applicable arbitration rules. If your claim exceeds \$25,000, the right to a hearing will be determined by the applicable arbitration rules. Any in-person arbitration hearings will be held at the nearest, most mutually-convenient arbitration location available within the province or territory in which you reside unless you and LG both agree to another location or agree to a telephonic arbitration.

**Severability and Waiver.** If any portion of this Limited Warranty (including these arbitration procedures) is unenforceable, the remaining provisions will continue in full force and effect to the maximum extent permitted by applicable law. Should LG fail to enforce strict performance of any provision of this Limited Warranty (including these arbitration procedures), it does not mean that LG intends to waive or has waived any provision or part of this Limited Warranty.

**Opt Out.** You may opt out of this dispute resolution procedure. If you opt out, neither you nor LG can require the other to participate in an arbitration proceeding. To opt out, you must send notice to LG no later than 30 calendar days from the date of the first consumer purchaser's purchase of the product by either (i) sending an e-mail to [optout@lge.com](mailto:optout@lge.com), with the subject line: "Arbitration Opt Out;" or (ii) calling 1-800-980-2973. You must include in the opt out e-mail or provide by telephone: (a) your name and address; (b) the date on which the product was purchased; (c) the product model name or model number; and (d) the serial number (the serial number can be found (i) on the product; or (ii) online by accessing [https://www.lg.com/ca\\_en/support/repair-service/schedule-repair](https://www.lg.com/ca_en/support/repair-service/schedule-repair) and clicking on "Find My Model & Serial Number").

In the event that you "Opt Out", the law of the province or territory of your residence shall govern this Limited Warranty and any disputes between you and LG except to the extent that such law is preempted by or inconsistent with applicable federal or provincial/territorial law. Should arbitration not be permitted for any claim, action, dispute or controversy between you and LG, you and LG agree to attorn to the exclusive jurisdiction of the courts of the province or territory of your residence for the resolution of the claim, action, dispute or controversy between you and LG.

You may only opt out of the dispute resolution procedure in the manner described above (that is, by e-mail or telephone); no other form of notice will be effective to opt out of this dispute resolution procedure. Opting out of this dispute resolution procedure will not affect the coverage of the Limited Warranty in any way, and you will continue to enjoy the full benefits of the Limited Warranty. If you keep this product and do not opt out, then you accept all terms and conditions of the arbitration provision described above.

**Conflict of Terms.** In the event of a conflict or inconsistency between the terms of this Limited Warranty and the End User License Agreement ("EULA") in regards to dispute resolution, the terms of this Limited Warranty shall control and govern the rights and obligations of the parties and shall take precedence over the EULA.

