



## OWNER'S MANUAL

# FRENCH DOOR REFRIGERATOR

---

Read this owner's manual thoroughly before operating the appliance and keep it handy for reference at all times.

**ENGLISH ESPAÑOL FRANÇAIS**

LRMNC1803\*/LRMNC1813\*



MFL70525059  
Rev.03\_070720

[www.lg.com](http://www.lg.com)

Copyright © 2019-2020 LG Electronics Inc. All Rights Reserved.

2

---

## TABLE OF CONTENTS

### 3 IMPORTANT SAFETY INSTRUCTIONS

---

- 3 READ ALL INSTRUCTIONS BEFORE USE
- 3 WARNING
- 6 CAUTION

### 7 PRODUCT OVERVIEW

---

- 7 Product Features

### 10 INSTALLATION

---

- 10 Before Installing
- 11 Choosing the Proper Location
- 12 Removing/Assembling Doors and Drawers
- 16 Leveling and Door Alignment
- 17 Turning on the Power

### 18 OPERATION

---

- 18 Before Use
- 19 Control Panel
- 20 Sabbath Mode
- 20 Storing Food
- 21 Refrigerator Shelves
- 22 Crisper Drawers
- 23 Door Bins
- 23 Durabase

### 24 SMART FUNCTIONS

---

- 24 LG ThinQ Application
- 24 Smart Diagnosis™ Feature

### 25 MAINTENANCE

---

- 25 Cleaning

### 26 TROUBLESHOOTING

---

- 26 FAQs
- 27 Before Calling for Service

### 32 LIMITED WARRANTY

---

- 32 USA
- 36 Canada

# IMPORTANT SAFETY INSTRUCTIONS

## READ ALL INSTRUCTIONS BEFORE USE

### Safety Messages

**Your safety and the safety of others are very important.**

We have provided many important safety messages in this manual and on your 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**

You may be killed or seriously injured if you do not follow instructions.



#### **CAUTION**

You may be injured or cause damage to the product if you do not follow instructions.

All safety messages will tell you what the potential hazard is, tell you how to reduce the chance of injury, and tell you what may happen if the instructions are not followed.

## WARNING

### **WARNING**

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

### Installation

- To reduce the risk of injury to persons, 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.
- Only connect this product to a dedicated grounded electrical outlet rated for use with this product (115 V, 60 Hz, AC only). It is the user's responsibility to replace a standard 2-prong wall outlet with a standard 3-prong wall outlet.
- Do not use an outlet that can be turned off with a switch. Do not use an extension cord.
- The appliance must be positioned for easy access to a power source.
- When moving the refrigerator, be careful not to roll over or damage the power cord.
- Contact an authorized service center when installing or relocating the refrigerator.
- Do not, under any circumstances, cut or remove the third (ground) prong from the power cord.
- Keep packing materials out of the reach of children. Packaging material can be dangerous for children. There is a risk of suffocation.
- Do not install the refrigerator in a damp or dusty place where insulation on electrical parts may deteriorate.
- Do not place the refrigerator in direct sunlight or expose it to the heat from heating appliances such as stoves or heaters.

## 4 IMPORTANT SAFETY INSTRUCTIONS

---

- Do not bend or pinch the power cord excessively or place heavy objects on it.

### Operation

- This appliance is intended to be used in household and similar applications such as :
  - staff kitchen areas in shops, offices and other working environments;
  - farm houses and by clients in hotels, motels and other residential type environments;
  - bed and breakfast type environments;
  - catering and similar non-retail applications.
- This product is not to be used for special purposes such as the storage of medicine or test materials or for use on ships, etc.
- DO NOT allow children to climb, stand, or hang on the refrigerator doors or on the shelves in the refrigerator. They could damage the refrigerator and seriously injure themselves.
- Do not allow children to climb into the refrigerator. They could be trapped and suffocated.
- Children should be supervised to ensure that they do not play with the refrigerator.
- Keep fingers out of pinch point areas; clearances between the doors and cabinets are necessarily small. Be careful closing doors when children are nearby.
- Do not touch frozen food or the metal parts in the freezer compartment with wet or damp hands. Doing so may cause frostbite.
- Do not refreeze frozen food that has thawed completely. Doing so may result in a serious health hazard.
- Do not use an adapter plug or plug the power plug into a multi-outlet extension cord.
- Do not use a cord that shows cracks or abrasion damage along its length or at either the plug or connector end. Immediately have all power cords that have become frayed or otherwise damaged repaired or replaced by qualified service personnel.
- Do not operate the refrigerator or touch the power cord with wet hands.
- Do not modify or extend the power cord.
- Do not use an uncertified power outlet. Do not plug appliance into a damaged wall outlet.
- Do not put hands, feet or other objects into the air vents or bottom of the refrigerator. Doing so could result in personal injury or electric shock.
- In the event of a gas leak (propane/LPG), ensure the area is adequately ventilated and contact an authorized service center before resuming use. Do not touch the refrigerator or power cord of the refrigerator.
- Disconnect the power cord immediately and contact an authorized service center if there is a strange noise, odor, or smoke coming from the appliance.
- Do not use any fuse (such as copper, steel wire, etc.) other than a standard fuse.
- Do not place or use an electrical appliance inside the refrigerator, unless it is of a type recommended by the manufacturer.
- Do not put animals inside the appliance.
- Do not place heavy or fragile objects, liquid filled containers, combustible substances, or flammable objects (such as candles and lamps) on the appliance.
- Avoid contact with any moving parts of the ejector mechanism or with the heater that releases the ice cubes.
- If connected to a circuit protected by fuses, use time delay fuse.
- Keep ventilation openings, in the appliance enclosure or in the built-in structure, clear of obstruction.
- Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.
- Do not use electrical appliances inside the food storage compartments of the appliance, unless they are of the type recommended by the manufacturer.

- Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.

## Maintenance

- Do not use a hair dryer to dry the inside of the refrigerator.
- Do not light a candle to remove odors in the refrigerator.
- In the event of a refrigerant leak, move flammable objects away from the refrigerator. Ensure the area is adequately ventilated and contact an authorized service center.
- Keep flammable materials and vapors, such as gasoline, away from the refrigerator.
- This appliance is not intended for use by young children or infirm persons unless they have been adequately supervised by a responsible to ensure that they can use the appliance safely. Young children should be supervised to ensure that they do not play with the appliance.
- Unplug the power plug before cleaning or repairing the refrigerator.
- The refrigerator and freezer compartment lights are interior LED lighting, and service should be performed by a qualified technician.
- Unplug the power plug immediately in the event of a blackout or thunderstorm.
- Turn the power off if water or dust penetrates into the refrigerator. Call a service agent.
- Do not store glass containers or soda in the freezer compartment. Contents may expand when frozen, break the container and cause injury.
- Do not store, disassemble or repair the appliance yourself or allow unqualified personnel to do so.

## Disposal

- Junked or abandoned refrigerators are dangerous, even if they are sitting for only a few days. When disposing of the refrigerator, remove the packing materials from the door or take off the doors but leave the shelves in place so that children may not easily climb inside.
- If disposing of a refrigerator, make sure the refrigerant is removed for proper disposal by a qualified servicer. If you release the refrigerant, you may be fined or imprisoned in accordance with the relevant environmental law.
- When discarding the appliance, remove the door gasket while leaving the shelves and baskets in place, and keep children away from the appliance.

## Grounding Instructions

- Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician or service personnel if you are in doubt whether the appliance is properly grounded. Do not modify the plug provided with the appliance; if it will not fit the outlet, have a proper outlet installed by a qualified electrician.
- Have a certified electrician check the wall outlet and wiring for proper grounding.
- Never unplug the appliance by pulling on the power cord. Always grip the plug firmly and pull straight out from the outlet. Failure to do so may damage the power cord, resulting in a risk of fire and electric shock.

## 6 IMPORTANT SAFETY INSTRUCTIONS

### Risk of Fire and Flammable Materials



This appliance contains a small amount of isobutane refrigerant (R600a), which is combustible. When transporting and installing the appliance, care should be taken to ensure that no parts of the refrigerating circuit are damaged. Refrigerant squirting out of the pipes could ignite or cause an eye injury. If a leak is detected, avoid any naked flames or potential sources of ignition and air the room in which the appliance is standing for several minutes.

In order to avoid the creation of a flammable gas air mixture if a leak in the refrigerating circuit occurs, the size of the room in which the appliance may be sited depends on the amount of refrigerant used. The room must be 10.8 square feet (1 square meter) in size for every 8g of R600a refrigerant inside the appliance. The amount of refrigerant in your particular appliance is shown on the identification plate inside the appliance. Never start up an appliance showing any signs of damage. If in doubt, consult your dealer.

### CAUTION

#### CAUTION

- To reduce the risk of minor or moderate injury to persons, malfunction, or damage to the product or property when using this product, follow basic precautions, including the following:

#### Installation

- Do not install the refrigerator where there may be a danger of the unit falling.
- The refrigerator must be properly installed in accordance with the Installation Instructions.

#### Operation

- Do not use aerosols near the refrigerator.
- This appliance is intended to be used only in domestic and similar applications.
- Do not strike or apply excessive force to any glass surface. Do not touch glass surfaces if they are cracked or broken.
- Do not overfill or pack items too tightly into door bins. Doing so may cause damage to the bin or personal injury if items are removed with excessive force.
- Do not hang on to or place heavy objects on the refrigerator's dispenser.

#### Maintenance

- Do not use strong detergents like wax or thinners for cleaning. Clean with a soft cloth.
- Remove foreign objects (such as dust and water) off the prongs of the power plug and contact areas. Do not use a wet or damp cloth when cleaning the plug.
- Do not spray water directly on the inside or outside of the refrigerator.
- Do not clean glass shelves or covers with warm water when they are cold. They may break if exposed to sudden temperature changes.

## SAVE THESE INSTRUCTIONS

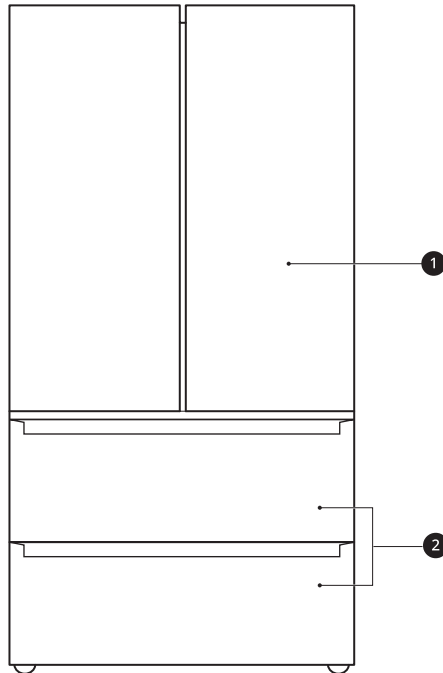
# PRODUCT OVERVIEW

## Product Features

The images in this guide may be different from the actual components and accessories, which are subject to change by the manufacturer without prior notice for product improvement purposes.

ENGLISH

### Exterior



**1 Refrigerator**

Fresh food compartment

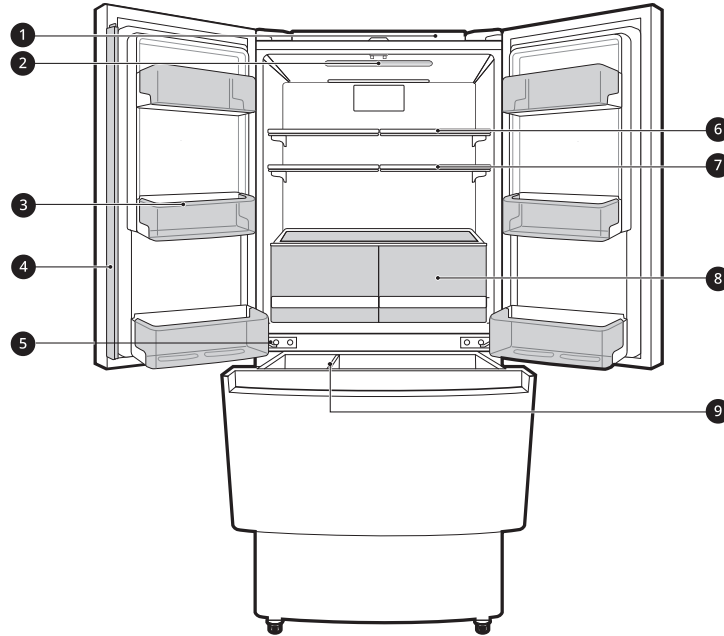
**2 Freezer Drawer**

Frozen food compartment

## 8 PRODUCT OVERVIEW

### Interior

Standard Door: LRMNC1803\* / LRMNC1813\*



#### 1 Control Panel

Sets the refrigerator and freezer temperatures

#### 2 LED Interior Lighting

Lights up the inside of the refrigerator.

#### 3 Fixed Door Bin

Store chilled food or drinks.

#### 4 Folding Door Mullion

Blocks the cold air of the refrigerator from escaping when the doors are closed.

### ⚠ CAUTION

- To reduce the risk of scratching the door or breaking the center door mullion, ensure that the folding door mullion is folded in before closing the left-hand door.
- The door alarm will sound every 30 seconds if the door remains open longer than one minute.

#### 5 Auto-Closing Hinge

The refrigerator doors and freezer drawers close automatically when pushed slightly. (The door only closes automatically when it is open at an angle of less than 30°.)

#### 6 Adjustable Refrigerator Shelf

The refrigerator shelves are adjustable to meet individual storage needs.

#### 7 Folding Shelf

Store taller items, such as gallon containers or bottles, by pushing the front half of the shelf underneath the back half of the shelf.

#### 8 Crisper

Helps vegetables and fruit to stay crisp.



**9 Durabase and Durabase Divider**

Provides storage for large food items.

**Product Specifications**

The appearance and specifications listed in this manual may vary due to constant product improvements.

**Electrical requirements:** 115 V, 60 Hz

ENGLISH

LRMNC1803* LRMNC1813*	
Description	Counter-depth, French door refrigerator, bottom freezer
Net weight	231 lb (105 kg)

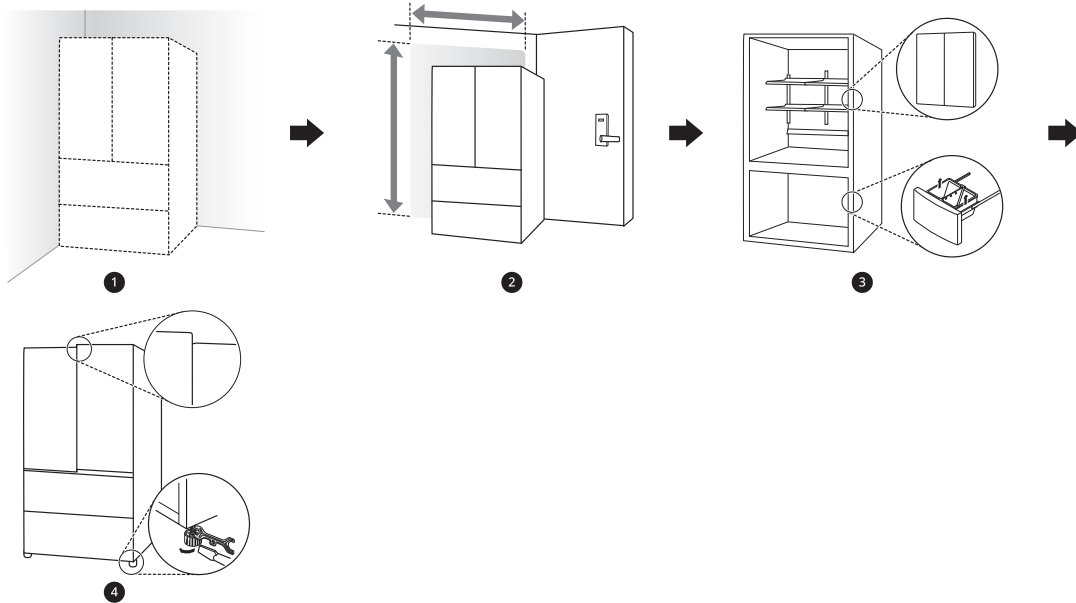
## 10 INSTALLATION

# INSTALLATION

## Before Installing

### Installation Overview

Please read the following installation instructions first after purchasing this product or transporting it to another location.



- 1 Unpacking the Refrigerator
- 2 Choosing the Proper Location
- 3 Disassembling/Assembling
- 4 Leveling and Door Alignment

## Unpacking the Refrigerator

### **⚠ WARNING**

- Use two or more people to move and install the refrigerator. Failure to do so can result in back injury or other injury.
- The refrigerator is heavy. Protect the floor when moving the refrigerator for cleaning or service. Always pull the refrigerator straight out when moving it. Do not wiggle or walk the refrigerator when trying to move it, as floor damage could occur.
- Keep flammable materials and vapors, such as gasoline, away from the refrigerator. Failure to do so can result in fire, explosion, or death.

### **NOTE**

- Remove tape and any temporary labels from your refrigerator before using. Do not remove any warning labels, the model and serial number label, or the Tech Sheet that is located under the front of the refrigerator.
- To remove any remaining tape or glue, rub the area briskly with your thumb. Tape or glue residue can also be easily removed by rubbing a small amount of liquid dish soap over the adhesive with your fingers. Wipe with warm water and dry.
- Do not use sharp instruments, rubbing alcohol, flammable fluids, or abrasive cleaners to remove tape or glue. These products can damage the surface of your refrigerator.
- Reinstall or adjust shelves as needed. Refrigerator shelves are installed in the shipping position. Reinstall shelves according to your individual storage needs.

## Choosing the Proper Location

### Electricity

Use an individual, grounded outlet: 115 Volts, 60 Hz, AC, 15 Amps minimum.

### **⚠ WARNING**

- Do not overload house wiring and cause a fire hazard by plugging in multiple appliances in the same outlet with the refrigerator.
- To reduce the risk of electric shock, do not install the refrigerator in a wet or damp area.

### Flooring

To avoid noise and vibration, the unit must be installed and leveled on a solidly constructed floor. If required, adjust the leveling legs to compensate for the unevenness of the floor.

### **NOTE**

- Installing on carpeting, soft tile surfaces, a platform or weakly supported structure is not recommended.

### Ambient Temperature

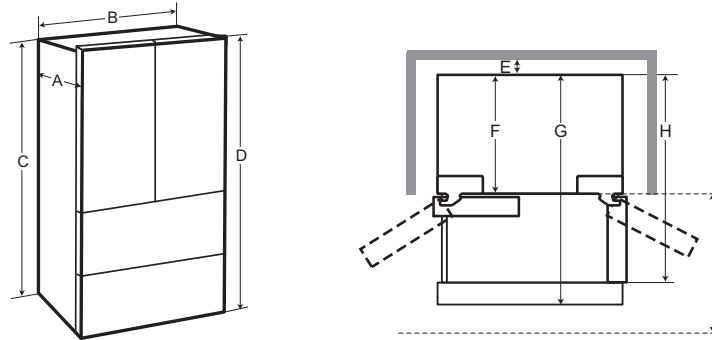
Install this appliance in an area where the temperature is between 55 °F (13 °C) and 110 °F (43 °C).

If the temperature around the appliance is too low or high, cooling ability may be adversely affected.

## 12 INSTALLATION

### Dimensions and Clearances

- Check the dimensions of the appliance and the installation path to ensure there is sufficient room to move the refrigerator through doors or narrow openings.
- If an opening is too narrow to fit the refrigerator through, remove the refrigerator doors. See Removing/Assembling the Doors and Drawers in this manual.
- The installation location chosen for the refrigerator should allow space behind the unit for connections and airflow and space in front to open the doors and drawers.
- Too small of a distance from adjacent items may result in lowered freezing capability and increased electricity consumption charges. Allow at least 24 inches (610 mm) in front of the refrigerator to open the doors, and at least 2 inches (50 mm) between the back of the refrigerator and the wall.



-	Dimension/Clearance	LRMNC1803* LRMNC1813*
A	Depth without Handle	28 3/4" (734 mm)
B	Width	32 7/8" (835 mm)
C	Height to Top of Case	68 5/8" (1742 mm)
D	Height to Top of Hinge	70 3/8" (1787 mm)
E	Back Clearance	2" (50 mm)
F	Depth without Door	24" (610 mm)
G	Depth (Total with Freezer Drawer Open)	45 3/4" (1162 mm)
H	Depth (Total with Door Open 90°)	41 7/8" (1063 mm)
I	Front Clearance	24" (610 mm)

### Removing/Assembling Doors and Drawers

If the entrance door is too narrow for the refrigerator to pass through, remove the refrigerator doors and move the refrigerator sideways through the doorway.

#### **⚠ WARNING**

- Use two or more people to remove and install refrigerator doors and freezer drawers.
- Disconnect the electrical supply to the refrigerator before installing.

- Do not put hands, feet or other objects into the air vents or bottom of the refrigerator.
- Be careful when handling the hinge and hinge lever.
- Remove food and bins before detaching doors and drawers.
- Do not hold the handle when removing or replacing doors and drawers as the handle may come off.

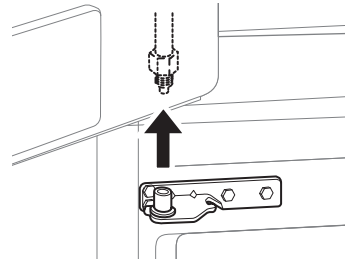
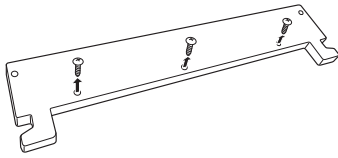
#### **Tools Needed**

- 3/32 in. Allen wrench

- 1/8 in. Allen wrench
- 1/4 in. Allen wrench

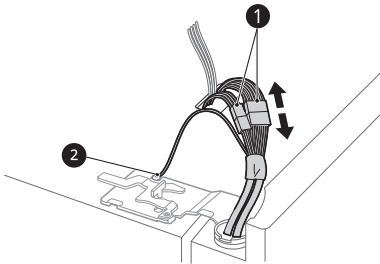
### Removing the Hinge Cover

Remove the screws from the hinge cover at the top of the refrigerator. Lift the hook (not visible), located at the bottom of the front side of the cover with a flat-head screwdriver.



### Removing the Left Refrigerator Door

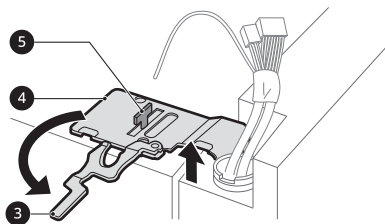
- 1 Disconnect all the wire harnesses ①. Unscrew the ground wire ②.



- 2 Rotate the hinge lever ③ counterclockwise. Lift the top hinge ④ free of the hinge lever latch ⑤.

#### ⚠ CAUTION

- When lifting the hinge free of the latch, be careful that the door does not fall forward.



- 3 Lift the door from the middle hinge pin and remove the door.

#### ⚠ CAUTION

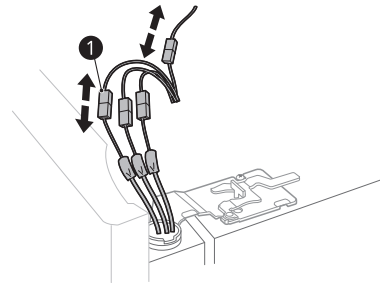
- Place the door, inside facing up, on a nonscratching surface.

### Removing the Right Refrigerator Door

- 1 Detach all the wire harnesses ①.

#### NOTE

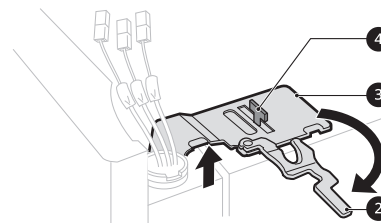
- The number of wire harnesses may vary depending on the model.



- 2 Rotate the hinge lever ② clockwise. Lift the top hinge ③ free of the hinge lever latch ④.

#### ⚠ CAUTION

- When lifting the hinge free of the latch, be careful that the door does not fall forward.

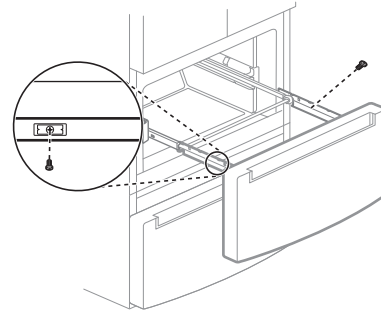
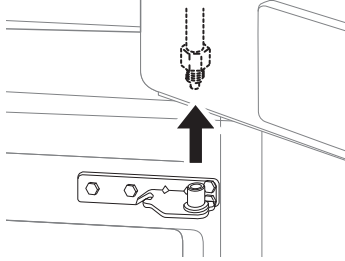


## 14 INSTALLATION

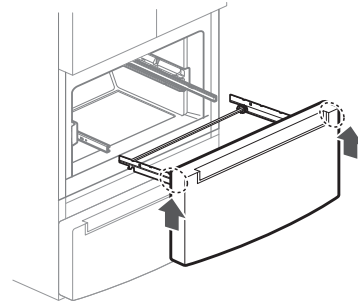
- 3 Lift the door from the middle hinge pin and remove the door.

### CAUTION

- Place the door, inside facing up, on a nonscratching surface.



- 3 Grip both sides of the drawer and pull it up to remove it from the rails.

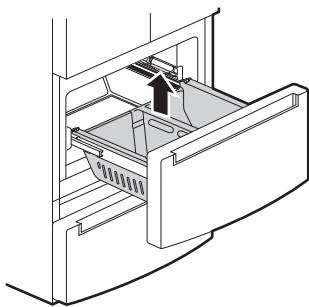


## Removing the Freezer Drawers

### WARNING

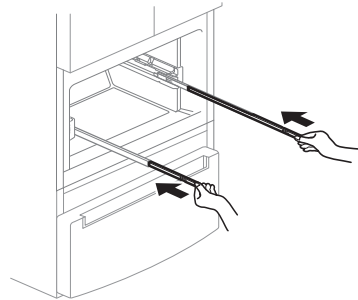
- Use two or more people to remove and install the refrigerator doors and freezer drawer.
- Be careful of sharp hinges on both sides of the drawer.
- When you lay the drawer down, be careful not to damage the floor.
- Do not sit or stand on the freezer drawer.
- To prevent accidents, keep children and pets away from the drawer. Do not leave the drawer open. If the Durabase® storage bin is removed from the freezer drawer, there is sufficient space for a small child or pet to crawl inside.

- 1 Pull the drawer open to full extension. Remove the Durabase basket from the rails.



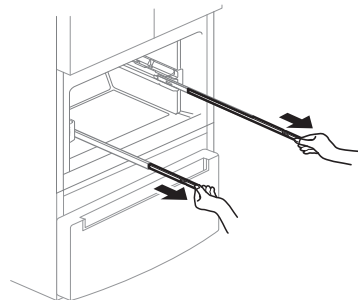
- 2 Remove the screws from the rails at both ends.

- 4 Hold both rails and push them in simultaneously.

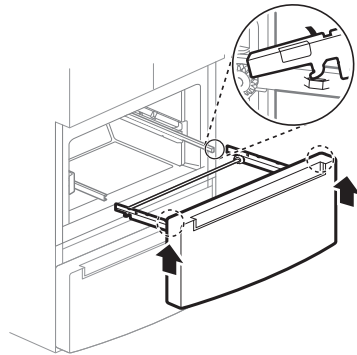


## Assembling the Freezer Drawer

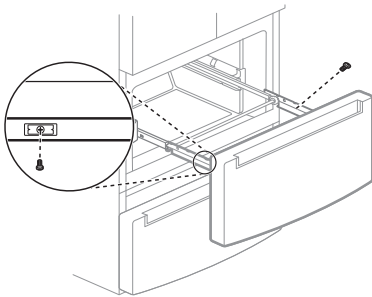
- 1 Pull out both rails simultaneously until they are fully extended.



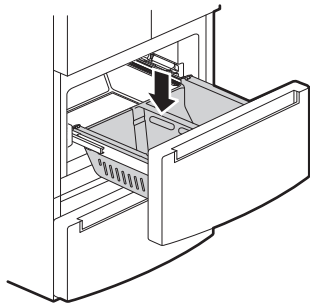
- 2 Grasp the drawer on each side and hook the drawer supports into the rail tabs located on both sides.



- 3 Lower the door into its final position and insert the screws in the rails on both sides.



- 4 Insert the basket into the frame, and push the drawer back until it clicks into place.

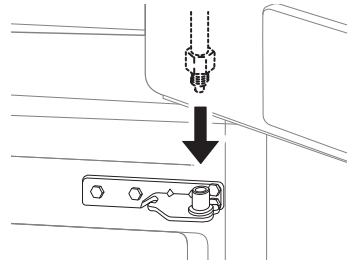


### Assembling the Right Refrigerator Door

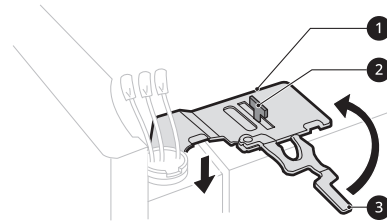
**CAUTION**

- Install the right-side door first.

- 1 Make sure that the plastic sleeve is inserted in the bottom of the door. Lower the door onto the middle hinge pin as shown in the figure.



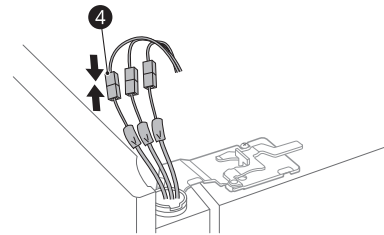
- 2 Fit the hinge 1 over the hinge lever latch 2 and slot it into place. Rotate the lever 3 counterclockwise to secure the hinge.



- 3 Connect all the wire harnesses 4.

**NOTE**

- The number of wire harnesses may vary depending on the model.



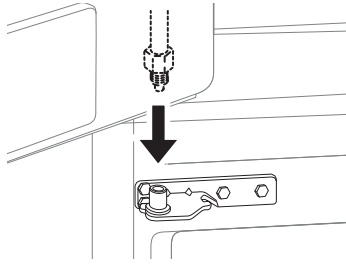
### Assembling the Left Refrigerator Door

**CAUTION**

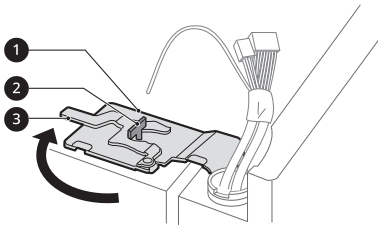
- Install the left refrigerator door after the right door is installed.

- 1 Make sure that the plastic sleeve is inserted in the bottom of the door. Install the refrigerator door onto the middle hinge.

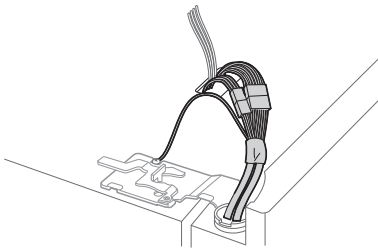
## 16 INSTALLATION



- 2 Fit the hinge 1 over the hinge lever latch 2 and slot it into place. Rotate the lever 3 clockwise and fasten the hinge.

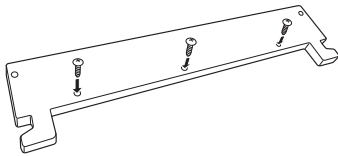


- 3 Connect all the wire harnesses and the ground screw.



### Assembling the Hinge Cover

Position the hinge cover in its place. Insert and tighten the cover screws.



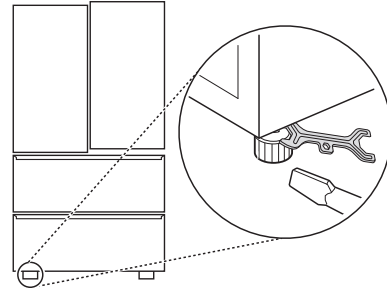
## Leveling and Door Alignment

### Leveling

The refrigerator has two front leveling legs. Adjust the legs to alter the tilt from front-to-back or side-to-side. If the refrigerator seems unsteady, or the

doors do not close easily, adjust the refrigerator's tilt using the instructions below:

- 1 Turn the leveling leg to the left to raise that side of the refrigerator or to the right to lower it. It may take several turns of the leveling leg to adjust the tilt of the refrigerator.



### NOTE

- A flare nut wrench works best, but an open-end wrench will suffice. Do not over-tighten.

- 2 Open both doors and check to make sure that they close easily. If the doors do not close easily, tilt the refrigerator slightly more to the rear by turning both leveling legs to the left. It may take several more turns, and be sure to turn both leveling legs the same amount.

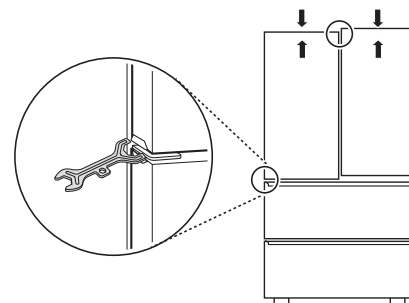
### Door Alignment

#### Left Refrigerator Door

The left refrigerator door has an adjustable nut, located on the bottom hinge, to raise and lower the door for proper alignment.

If the space between the doors is uneven, follow the instructions below to align the left door:

Use the wrench (included with the owner's manual) to turn the nut in the door hinge to adjust the height. Turn the nut to the right to raise the door or to the left to lower it.



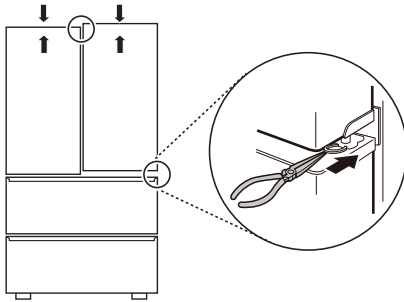


## Right Refrigerator Door

The right refrigerator door does not have an adjustable nut.

If the space between the doors is uneven, follow the instructions below to align the right door:

- 1 With one hand, lift up the right door to raise it at the middle hinge. (It may be easier to lift it with the doors open.)
- 2 With the other hand, use pliers to insert the snap ring on the middle hinge of the right door section as shown.
- 3 Insert additional snap rings until the right door is aligned. (Three snap rings are provided with the unit.)



## Turning on the Power

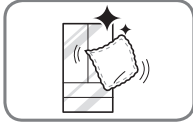
- After installing, plug the refrigerator's power cord into a 3-prong grounded outlet and push the refrigerator into the final position.

### **⚠ CAUTION**

- Connect to a rated power outlet.
- Have a certified electrician check the wall outlet and wiring for proper grounding.
- Do not damage or cut off the ground terminal of the power plug.

## Position the Refrigerator

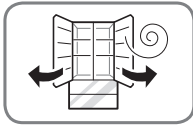
- Arrange the coil of tubing so that it does not vibrate against the back of the refrigerator or against the wall. Push the refrigerator back to the wall.

**18 OPERATION****OPERATION****Before Use****Checklist****Clean the refrigerator.**

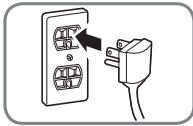
Clean the refrigerator thoroughly and wipe off all dust that accumulated during shipping.

**CAUTION**

- Do not scratch the refrigerator with a sharp object or use a detergent that contains alcohol, a flammable liquid or an abrasive when removing any tape or adhesive from the refrigerator. Remove adhesive residue by wiping it off with your thumb or dish detergent.
- Do not peel off the model or serial number label or the technical information on the rear surface of the refrigerator.

**Open refrigerator doors and freezer drawers to ventilate the interior.**

The inside of the refrigerator may smell like plastic at first. Remove any adhesive tape from inside the refrigerator and open the refrigerator doors and the freezer drawers for ventilation.

**Connect the power supply.**

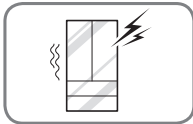
Check if the power supply is connected before use.

**Wait for the refrigerator to cool.**

Allow the refrigerator to run for at least two to three hours before putting food in it. Check the flow of cold air in the freezer compartment to ensure proper cooling.

**CAUTION**

- Putting food in the refrigerator before it has cooled could cause the food to spoil, or a bad odor to remain inside the refrigerator.

**The refrigerator makes a loud noise after initial operation.**

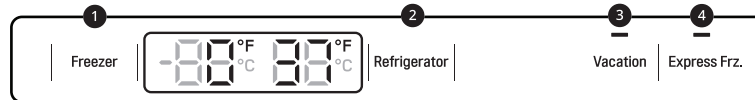
This is normal. The volume will decrease as the temperature decreases.

## Control Panel

Depending on the model, some of the following functions may not be available.

The actual control panel may differ from model to model.

### Control Panel Features



#### 1 Freezer

Indicates the set temperature of the freezer compartment in Celsius (°C) or Fahrenheit (°F). The default freezer temperature is 0°F (-18 °C). Press the **Freezer** button repeatedly to select a new set temperature from -7 °F to 5 °F (-23 °C to -15 °C).

#### 2 Refrigerator

Indicates the set temperature of the refrigerator compartment in Celsius (°C) or Fahrenheit (°F). The default refrigerator temperature is 37 °F (3 °C). Press the **Refrigerator** button repeatedly to select a new set temperature from 33 °F to 43 °F (1 °C to 7 °C).

### NOTE

- To change the temperature mode from °F to °C (or vice versa) press and hold the **Refrigerator** and **Freezer** buttons simultaneously for approximately five seconds. The temperature indicator on the display window switches between Celsius and Fahrenheit.
- The displayed temperature is the target temperature, and not the actual temperature of the refrigerator. The actual refrigerator temperature depends on the food inside the refrigerator.

#### 3 Vacation

Set the refrigerator to this power saving mode to reduce energy consumption when you are away from home for a few days.

- Press the **Vacation** button to turn the function off or on. The LED stays lit when the function is on.
- When this function is on, the other buttons on the control panel are locked. When you return home, remember to turn this function off to unlock the other buttons and return the refrigerator to its previous temperature settings.

#### 4 Express Frz.

This function increases freezing capability.

- To activate, press and hold the **Express Frz.** button until the LED lights up on the control panel. The function operates for about 24 hours, then turns off automatically.
- To deactivate the function manually, press and hold the **Express Frz.** button.

### NOTE

#### Display Mode (For Store Use Only)

- The Display Mode disables all cooling in the refrigerator and freezer sections to conserve energy while on display in a retail store. When activated, OFF is displayed on the control panel and the display remains on for 20 seconds.
- To deactivate / activate:
  - With either refrigerator door opened, press the **Express Frz.** button 3 times consecutively while pressing the **Refrigerator** button. The control panel beeps and the temperature settings display to confirm that Display Mode is deactivated. Use the same procedure to activate Display Mode.

20 OPERATION

# Sabbath Mode

## Using the Sabbath Mode

Sabbath mode is used on the Jewish Sabbath and holidays.

- To turn Sabbath mode on, touch the display to activate it, then press and hold the **Freezer** and **Vacation** buttons for 3 seconds until 5b appears in the display.
- To turn Sabbath mode off manually, press and hold the **Freezer** and **Vacation** buttons for 3 seconds.

**NOTE**

- Sabbath mode automatically turns off after 96 hours.
- Once turned on, Sabbath mode is maintained even after a power outage.
- Selecting Sabbath mode automatically turns off the Alarm functions.

## Storing Food

### Food Storage Tips

Wrap or store food in the refrigerator in airtight and moisture-proof material unless otherwise noted. This prevents food odor and taste transfer throughout the refrigerator. For dated products, check date code to ensure freshness.

**CAUTION**

- Do not overfill or pack items too tightly into door bins. Doing so may cause damage to the bin or personal injury if items are removed with excessive force.
- Do not store glass containers in the freezer. Contents may expand when frozen, break the container and cause injury.

Food	How to Store
Butter or Margarine	Keep opened butter in covered dish or closed compartment. When storing an extra supply, wrap in freezer packaging and freeze.
Cheese	Store in original wrapping until used. Once opened, rewrap tightly in plastic wrap or aluminum foil.
Milk	Wipe milk cartons. For coldest milk, place containers on an interior shelf.

Food	How to Store
Eggs	Store in original carton on interior shelf, not on door shelf.
Fruit	Do not wash or hull fruit until it is ready to be used. Sort and keep fruit in original container in a crisper, or store in completely closed paper bag on refrigerator shelf.
Leafy Vegetables	Remove store wrapping, trim or tear off bruised and discolored areas, wash in cold water, and drain. Place in plastic bag or plastic container and store in crisper.
Vegetables with skins (carrots, peppers)	Place in plastic bags or plastic container and store in crisper.
Fish	Freeze fresh fish and shellfish if they are not being eaten the same day purchased. Eating fresh fish and shellfish the same day purchased is recommended.
Leftovers	Cover leftovers with plastic wrap or aluminum foil, or store in plastic containers with tight lids.

## Storing Frozen Food

Check a freezer guide or a reliable cookbook for further information about preparing food for freezing or food storage times.

## Freezing

Your freezer will not quick-freeze a large quantity of food. Do not put more unfrozen food into the freezer than will freeze within 24 hours (no more than 2 to 3 pounds of food per cubic foot of freezer space). Leave enough space in the freezer for air to circulate around packages. Be careful to leave enough room at the front so the door can close tightly.

Storage times will vary according to the quality and type of food, the type of packaging or wrap used (how airtight and moisture-proof) and the storage temperature. Ice crystals inside a sealed package are normal. This simply means that moisture in the food and air inside the package have condensed, creating ice crystals.

**NOTE**

- Allow hot foods to cool at room temperature for 30 minutes, and then package and freeze. Cooling hot foods before freezing saves energy.

**Packaging**

Successful freezing depends on correct packaging. When you close and seal the package, it must not allow air or moisture in or out. If it does, you could have food odor and taste transfer throughout the refrigerator and could also dry out frozen food.

Packaging recommendations

- Rigid plastic containers with tight-fitting lids
- Straight-sided canning/freezing jars
- Heavy-duty aluminum foil
- Plastic-coated paper
- Non-permeable plastic wraps
- Specified freezer-grade self-sealing plastic bags

Follow package or container instructions for proper freezing methods.

Do not use

- Bread wrappers
- Non-polyethylene plastic containers
- Containers without tight lids
- Wax paper or wax-coated freezer wrap
- Thin, semi-permeable wrap

**NOTE**

- If you are leaving home for a short period, like a short vacation, the refrigerator should be left on. Refrigerated foods that are able to be frozen will stay preserved longer if stored in the freezer.
- If you are leaving the refrigerator turned off for an extended period, remove all food and unplug the power cord. Clean the interior, and leave the door open to prevent fungi from growing in the refrigerator.
- Do not store food with high moisture content towards the top of the refrigerator. The moisture could come in direct contact with the cold air and freeze.
- Wash food before storing it in the refrigerator. Vegetables should be washed, and food packaging should be wiped down to prevent adjacent foods from being contaminated.
- If the refrigerator is kept in a hot and humid place, frequent opening of the door or storing a lot of vegetables in the refrigerator may cause condensation to form. Wipe off the condensation with a clean cloth or a paper towel.

- If the refrigerator door or freezer drawer is opened or closed too often, warm air may penetrate the refrigerator and raise its temperature. This can increase the running costs of the unit.

**Refrigerator Shelves**

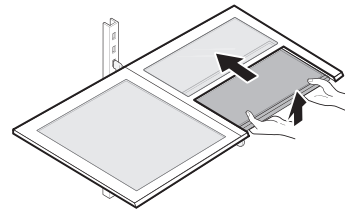
The shelves in the refrigerator are adjustable to meet individual storage needs.

Adjusting the shelves to fit items of different heights will make finding the exact item you want easier.

**Using the Folding Shelf****CAUTION**

- Glass shelves are heavy. Use special care when removing them.
- Do not clean glass shelves with warm water while they are cold. Shelves may break if exposed to sudden temperature changes or impact.

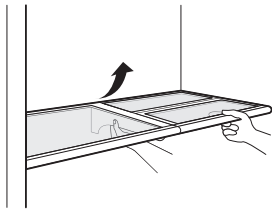
Store taller items, such as gallon containers or bottles, by pushing the front half of the shelf underneath the back half of the shelf. Pull the front of the shelf forward to return to a full shelf.

**Detaching/Assembling the Full Width Shelf****CAUTION**

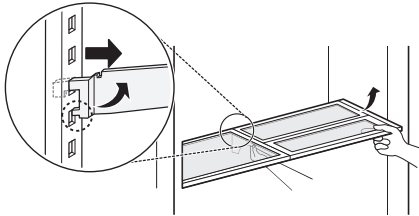
- Do not clean glass shelves with warm water while they are cold. Shelves may break if exposed to sudden temperature changes or impact.

- 1 To detach, tilt up the front of the shelf then lift the shelf straight up at the back.

## 22 OPERATION



- 2 Tilt the shelf at an angle and pull it out.

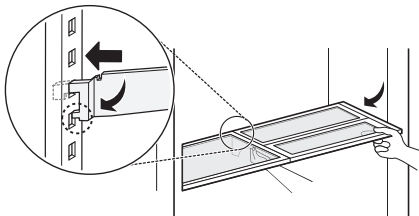


- 3 To assemble, tilt the front of the shelf up and guide the shelf hooks into the slots at a desired height.

- 4 Lower the front of the shelf so that the hooks drop into the slots.

### **CAUTION**

- Make sure that shelves are level from one side to the other. Failure to do so may result in the shelf falling or spilled food.



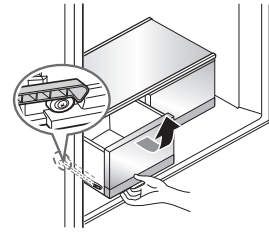
## Crisper Drawers

### Removing the Crisper Drawers

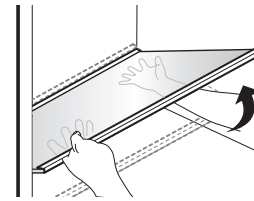
### **CAUTION**

- Remove items from on top of the glass cover before removing the cover.
- Take care when handling the glass cover. There is still a risk of injury if the glass is broken, even though it is tempered glass.
- Take care when removing or assembling the cover not to catch hands between the cover and the drawers.

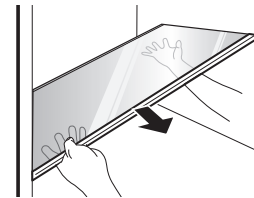
- 1 Lift the front of one drawer to remove it from its guides and pull straight out. Repeat to remove the second drawer.



- 2 Lift the front of the cover with one hand and support underneath the cover with the other hand.

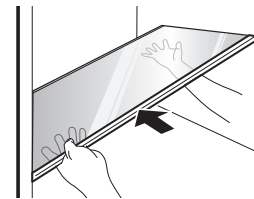


- 3 Tilt the cover 45 degrees and pull it forward to remove it.

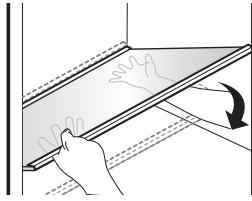


### Assembling the Crisper Drawers

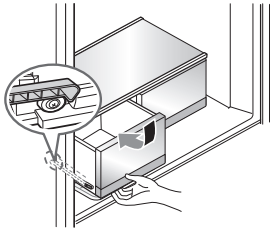
- 1 Hold the cover at a 45-degree angle and insert it into the refrigerator.



- 2 Supporting the cover with one hand, bring the cover to a horizontal position and lower it onto the guides. Push the cover back into place.



- 3** Tilt up the front of one drawer and insert the rollers into the side guides. Lower the drawer and push it in. Repeat with second drawer.

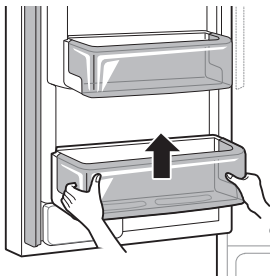


## Door Bins

### Detaching/Assembling the Door Bins

The door bins are removable for easy cleaning and adjustment.

- 1** To remove the bin, simply lift the bin up and pull straight out.



- 2** To replace the bin, slide it in above the desired support and push down until it snaps into place.

### CAUTION

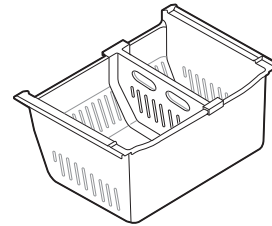
- Regularly detach and wash the storage bins and shelves; they can become easily contaminated by food.
- Do not apply excessive force while detaching or assembling the storage bins.

- Do not use the dishwasher to clean the storage bins and shelves.

## Durabase

### Using the Durabase

The **Durabase** divider allows you to organize the **Durabase** area into 2 sections. It can be adjusted from side to side to accommodate items of different sizes.





### WARNING

- If the **Durabase** divider is removed, there is enough open space for children or pets to crawl inside. To prevent accidental child and pet entrapment or suffocation risk, **DO NOT** allow children or pets to touch or go near the drawer.

## 24 SMART FUNCTIONS

# SMART FUNCTIONS

## LG ThinQ Application

This feature is only available on models with the  or  logo.

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

### Installing the LG ThinQ Application

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

### LG ThinQ Application Feature



#### Smart Diagnosis

This function provides useful information for diagnosing and solving issues with the appliance based on the pattern of use.

#### NOTE

- This information is current at the time of publication. The application is subject to change for product improvement purposes without notice to users.

## Smart Diagnosis™ Feature

This feature is only available on models with the  or  logo.

Use this feature to help you diagnose and solve problems with your appliance.

#### NOTE

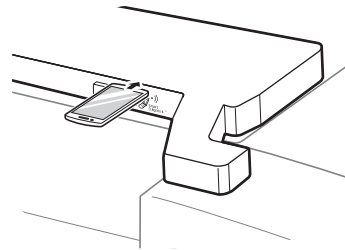
- For reasons not attributable to LGE's negligence, the service may not operate due to external factors such as, but not limited to, Wi-Fi unavailability, Wi-Fi disconnection, local app store policy, or app unavailability.
- The feature may be subject to change without prior notice and may have a different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

## Using Audible Diagnosis to Diagnose Issues

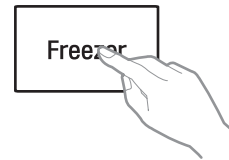
Follow the instructions below to use the audible diagnosis method.

- Launch the **LG ThinQ** application and select the **Smart Diagnosis** feature in the menu. Follow the instructions for audible diagnosis provided in the **LG ThinQ** application.

- 1 Open the right refrigerator door.
- 2 Hold the mouthpiece of your phone in front of the speaker that is located on the right hinge of the refrigerator door.



- 3 Press and hold the **Freezer** button for three seconds while continuing to hold your phone to the speaker.



- 4 After you hear three beeps, release the **Freezer** button.
- 5 Keep the phone in place until the tone transmission has finished. The display will count down the time. Once the countdown is over and the tones have stopped, the diagnosis will be displayed in the application.

#### NOTE

- For best results, do not move the phone while the tones are being transmitted.



# MAINTENANCE

## Cleaning

### ⚠ WARNING

- Use non-flammable cleaner. Failure to do so can result in fire, explosion, or death.

### ⚠ CAUTION

- Do not use an abrasive cloth or sponge when cleaning the interior and exterior of the refrigerator.
- Do not place your hand on the bottom surface of the refrigerator when opening and closing the doors.

## General Cleaning Tips

- Both the refrigerator and freezer sections defrost automatically; however, clean both sections once a month to prevent odors.
- Wipe up spills immediately.
- Unplug the refrigerator or disconnect power before cleaning.
- Remove all removable parts, such as shelves.
- Use a clean sponge or soft cloth and a mild detergent in warm water. Do not use abrasive or harsh cleaners.
- Hand wash, rinse and dry all surfaces thoroughly.

## Exterior

For products with black stainless steel exterior, spray glass cleaner on a clean microfiber cloth and rub in direction of grain. Do not spray glass cleaner directly at the display panel. Do not use harsh or abrasive cleaners.

For products with a standard stainless steel exterior, use a damp microfiber cloth and rub in the direction of the grain. Dry with a paper towel to avoid streaks. For stubborn stains and fingerprints, use a few drops of liquid dish soap in water, and rinse with hot water before drying. Do not use abrasive or harsh cleaners.

## Inside Walls

- Allow freezer to warm up so the cloth will not stick.

To help remove odors, wash the inside of the refrigerator with a mixture of baking soda and warm water. Mix 2 tablespoons of baking soda to 1 quart of water (26 g soda to 1 liter water.) Be sure the baking soda is completely dissolved so it does not scratch the surfaces of the refrigerator.

## Door Liners and Gaskets

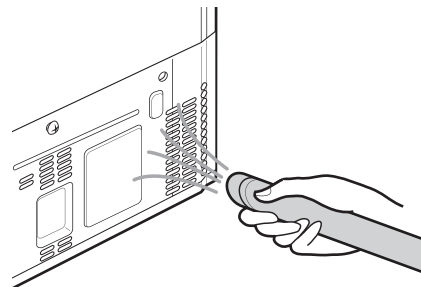
Use a clean sponge or soft cloth and a mild detergent in warm water. Do not use cleaning waxes, concentrated detergents, bleaches, or cleaners containing petroleum on plastic refrigerator parts.

## Plastic Parts (Covers and Panels)

Use a clean sponge or soft cloth and a mild detergent in warm water. Do not use glass cleaners, abrasive cleansers, or flammable fluids. These can scratch or damage the material.

## Condenser Coils

Use a vacuum cleaner with a brush or crevice attachment to clean the condenser cover and vents. Do not remove the panel covering the condenser coil area.



## 26 TROUBLESHOOTING

# TROUBLESHOOTING

## FAQs

### Frequently Asked Questions

**Q: What are the best temperature settings for my refrigerator and freezer?**

A: The default setting for the refrigerator is 37° Fahrenheit (3° Celsius). The default setting for the freezer is 0° Fahrenheit (-18° Celsius). Adjust these settings as necessary to keep food at desired temperatures. Milk should be cold when stored on the inner shelf of the refrigerator. Ice cream should be firm and ice cubes should not melt in the freezer. To switch the display from Fahrenheit to Celsius, press and hold the **Freezer** and **Refrigerator** buttons until you hear a beep and the settings in the display change.

**Q: How do I set the refrigerator and freezer temperatures?**

A: Continually press the **Refrigerator** or **Freezer** button on the control panel until the desired temperature appears. The numbers will cycle from highest to lowest and then return to the highest again with continuous pressing.

**Q: My refrigerator is powered on and the controls are working, but it's not cooling and the display shows "OFF" (see below). What is wrong?**

A: The refrigerator is in Display Mode. The Display Mode disables all cooling in the refrigerator and freezer sections to conserve energy while on display in a retail store. With either refrigerator door opened, press the **Express Frz.** button 3 times consecutively while pressing the **Refrigerator** button. The control panel beeps and the temperature settings display to confirm that Display Mode is deactivated. Use the same procedure to activate Display Mode.



## Before Calling for Service

Review this section before calling for service; doing so will save you both time and money.

### Cooling

Problem	Possible Cause & Solution
<b>Refrigerator is not cooling or has no power.</b>	<p><b>A fuse in your home may be blown or the circuit breaker tripped. Or the appliance is connected to a GFCI (Ground Fault Circuit Interrupter) outlet, and the outlet's circuit breaker has tripped.</b></p> <ul style="list-style-type: none"> <li>• Check the main electrical box and replace the fuse or reset the circuit breaker. Do not increase fuse capacity. If the problem is a circuit overload, have it corrected by a qualified electrician.</li> <li>• Reset the circuit breaker on the GFCI. If the problem persists, contact an electrician.</li> </ul>
	<p><b>The refrigerator control is set to OFF (some models).</b></p> <ul style="list-style-type: none"> <li>• Turn the control ON. Refer to the Setting the Controls section for proper temperature settings.</li> </ul>
	<p><b>Refrigerator is set to Demo Mode.</b></p> <ul style="list-style-type: none"> <li>• Demo Mode allows the lights and control display to work normally while disabling cooling, to save energy while the refrigerator is on the showroom floor. See the FAQs section of this manual for instructions on how to disable Demo Mode.</li> </ul>
	<p><b>Refrigerator is in the defrost cycle.</b></p> <ul style="list-style-type: none"> <li>• During the defrost cycle, the temperature of each compartment may rise slightly. Wait 30 minutes and confirm the proper temperature has been restored once the defrost cycle has completed.</li> </ul>
	<p><b>Refrigerator was recently installed.</b></p> <ul style="list-style-type: none"> <li>• It may take up to 24 hours for each compartment to reach the desired temperature.</li> </ul>
	<p><b>Refrigerator was recently relocated.</b></p> <ul style="list-style-type: none"> <li>• If the refrigerator was stored for a long period of time or moved on its side, it is necessary for the refrigerator to stand upright for 24 hours before connecting it to power.</li> </ul>

## 28 TROUBLESHOOTING

Problem	Possible Cause & Solution
<b>Cooling system runs too much.</b>	<b>Refrigerator is replacing an older model.</b> <ul style="list-style-type: none"> <li>Modern refrigerators require more operating time but use less energy due to more efficient technology.</li> </ul>
	<b>Refrigerator was recently plugged in or power restored.</b> <ul style="list-style-type: none"> <li>The refrigerator will take up to 24 hours to cool completely.</li> </ul>
	<b>The door is opened often or a large amount of food / hot food was added.</b> <ul style="list-style-type: none"> <li>Adding food and opening the door warms the refrigerator, requiring the compressor to run longer in order to cool the refrigerator back down. In order to conserve energy, try to get everything you need out of the refrigerator at once, keep food organized so it is easy to find, and close the door as soon as the food is removed. (Refer to the Food Storage Guide.)</li> </ul>
	<b>Doors are not closed completely.</b> <ul style="list-style-type: none"> <li>Firmly push the doors shut. If they will not shut all the way, the "Doors will not close correctly or pop open" section in Troubleshooting.</li> </ul>
	<b>Refrigerator is installed in a hot location.</b> <ul style="list-style-type: none"> <li>The compressor will run longer under warm conditions. At normal room temperatures (70 °F or 21 °C) expect your compressor to run about 40 % to 80 % of the time. Under warmer conditions, expect it to run even more often. The refrigerator should not be operated above 110 °F (43 °C).</li> </ul>
	<b>Condenser / back cover is clogged.</b> <ul style="list-style-type: none"> <li>Use a vacuum cleaner with an attachment to clean the condenser cover and vents. Do not remove the panel covering the condenser coil area.</li> </ul>
<b>Interior moisture buildup.</b>	<b>Doors are opened often or for long periods of time.</b> <ul style="list-style-type: none"> <li>When the doors are opened often or for long periods of time, warm, humid air enters the compartment. This raises the temperature and moisture level within the compartment. To lessen the effect, reduce the frequency and duration of door openings.</li> </ul>
	<b>Doors are not closed correctly.</b> <ul style="list-style-type: none"> <li>See the "Doors will not close correctly or pop open" section.</li> </ul>
	<b>Weather is humid.</b> <ul style="list-style-type: none"> <li>Humid weather allows additional moisture to enter the compartments when the doors are opened leading to condensation or frost. Maintaining a reasonable level of humidity in the home will help to control the amount of moisture that can enter the compartments.</li> </ul>
	<b>Defrost cycle recently completed.</b> <ul style="list-style-type: none"> <li>During the defrost cycle, the temperature of each compartment may rise slightly and condensation may form on the back wall. Wait 30 minutes and confirm that the proper temperature has been restored once the defrost cycle has completed.</li> </ul>
	<b>Food is not packaged correctly.</b> <ul style="list-style-type: none"> <li>Food stored uncovered or unwrapped, and damp containers can lead to moisture accumulation within each compartment. Wipe all containers dry and store food in sealed packaging to prevent condensation and frost.</li> </ul>
<b>Food is freezing in the refrigerator compartment.</b>	<b>Food with high water content was placed near an air vent.</b> <ul style="list-style-type: none"> <li>Rearrange items with high water content away from air vents.</li> </ul>
	<b>Refrigerator temperature control is set incorrectly.</b> <ul style="list-style-type: none"> <li>If the temperature is too cold, adjust the control one increment at a time and wait for the temperature to stabilize. Refer to the Control Panel section for more information.</li> </ul>
	<b>Refrigerator is installed in a cold location.</b> <ul style="list-style-type: none"> <li>When the refrigerator is operated in temperature below 41 °F (5 °C), food can freeze in the refrigerator compartment. The refrigerator should not be operated in temperature below 55 °F (13 °C).</li> </ul>

Problem	Possible Cause & Solution
<b>Refrigerator or Freezer section is too cold.</b>	<p><b>Incorrect temperature control settings.</b></p> <ul style="list-style-type: none"> <li>If the temperature is too cold, adjust the control one increment at a time and wait for the temperature to stabilize. Refer to the Control Panel for more information.</li> </ul>
<b>Frost or ice crystals form on frozen food (inside of sealed package).</b>	<p><b>Condensation from food with a high water content has frozen inside of the food package.</b></p> <ul style="list-style-type: none"> <li>This is normal for food items with a high water content.</li> </ul>
	<p><b>Food has been left in the freezer for a long period of time.</b></p> <ul style="list-style-type: none"> <li>Do not store food items with high water content in the freezer for a long period of time.</li> </ul>
<b>Frost or ice crystals form on frozen food (outside of package).</b>	<p><b>Door is opened frequently or for long periods of time.</b></p> <ul style="list-style-type: none"> <li>When the doors are opened often or for long periods of time, warm, humid air enters the compartment. This raises the temperature and moisture level within the compartment. Increased moisture will lead to frost and condensation. To lessen the effect, reduce the frequency and duration of door openings.</li> </ul>
	<p><b>Door is not closing properly.</b></p> <ul style="list-style-type: none"> <li>Refer to the "Doors will not close correctly or pop open" section in the Troubleshooting.</li> </ul>
<b>Refrigerator or Freezer section is too warm.</b>	<p><b>Refrigerator was recently installed.</b></p> <ul style="list-style-type: none"> <li>It may take up to 24 hours for each compartment to reach the desired temperature.</li> </ul> <p><b>The air vents are blocked. Cold air circulates from the freezer to the fresh food section and back again through air vents in the wall dividing the two sections.</b></p> <ul style="list-style-type: none"> <li>Locate air vents by using your hand to sense airflow and move all packages that block vents and restrict airflow. Rearrange items to allow air to flow throughout the compartment.</li> </ul> <p><b>Doors are opened often or for long periods of time.</b></p> <ul style="list-style-type: none"> <li>When the doors are opened often or for long periods of time, warm, humid air enters the compartment. This raises the temperature and moisture level within the compartment. To lessen the effect, reduce the frequency and duration of door openings.</li> </ul> <p><b>Unit is installed in a hot location.</b></p> <ul style="list-style-type: none"> <li>The refrigerator should not be operated in temperatures above 110 °F (43 °C).</li> </ul> <p><b>A large amount of food or hot food was added to either compartment.</b></p> <ul style="list-style-type: none"> <li>Adding food warms the compartment requiring the cooling system to run. Allowing hot food to cool to room temperature before putting it in the refrigerator will reduce this effect.</li> </ul> <p><b>Doors are not closed correctly.</b></p> <ul style="list-style-type: none"> <li>See the "Doors will not close correctly or pop open" section in the Troubleshooting.</li> </ul> <p><b>Temperature control is not set correctly.</b></p> <ul style="list-style-type: none"> <li>If the temperature is too warm, adjust the control one increment at a time and wait for the temperature to stabilize.</li> </ul> <p><b>Defrost cycle has recently completed.</b></p> <ul style="list-style-type: none"> <li>During the defrost cycle, the temperature of each compartment may rise slightly and condensation may form on the back wall. Wait 30 minutes and confirm the proper temperature has been restored once the defrost cycle has completed.</li> </ul>

## 30 TROUBLESHOOTING

### Parts & Features

Problem	Possible Cause & Solution
<b>Doors will not close correctly or pop open.</b>	<b>Food packages are blocking the door open.</b> <ul style="list-style-type: none"> <li>Rearrange food containers to clear the door and door shelves.</li> </ul>
	<b>Ice bin, crisper cover, pans, shelves, door bins, or baskets are out of position.</b> <ul style="list-style-type: none"> <li>Push bins all the way in and put crisper cover, pans, shelves and baskets into their correct positions. See the Operation section for more information.</li> </ul>
	<b>The doors were removed during product installation and not properly replaced.</b> <ul style="list-style-type: none"> <li>Remove and replace the doors according to the Removing and Replacing Refrigerator Handles and Doors section.</li> </ul>
	<b>Refrigerator is not leveled properly.</b> <ul style="list-style-type: none"> <li>See Door Alignment in the Refrigeration Installation section to level refrigerator.</li> </ul>
<b>Doors are difficult to open.</b>	<b>The gaskets are dirty or sticky.</b> <ul style="list-style-type: none"> <li>Clean the gaskets and the surfaces that they touch. Rub a thin coat of appliance polish or kitchen wax on the gaskets after cleaning.</li> </ul>
	<b>Door was recently closed.</b> <ul style="list-style-type: none"> <li>When you open the door, warmer air enters the refrigerator. As the warm air cools, it can create a vacuum. If the door is hard to open, wait one minute to allow the air pressure to equalize, then see if it opens more easily.</li> </ul>
<b>Refrigerator wobbles or seems unstable</b>	<b>Leveling legs are not adjusted properly.</b> <ul style="list-style-type: none"> <li>Refer to the Leveling and Door Alignment section.</li> </ul>
	<b>Floor is not level.</b> <ul style="list-style-type: none"> <li>It may be necessary to add shims under the leveling legs or rollers to complete installation.</li> </ul>
<b>Lights do not work.</b>	<b>LED interior lighting failure.</b> <ul style="list-style-type: none"> <li>The refrigerator compartment lamp is LED interior lighting, and service should be performed by a qualified technician.</li> </ul>
<b>The interior of the refrigerator is covered with dust or soot.</b>	<b>The refrigerator is located near a fire source, such as a fireplace, chimney, or candle.</b> <ul style="list-style-type: none"> <li>Make sure that the refrigerator is not located near a fire source, such as a fireplace, chimney or candle.</li> </ul>

### Noises

Problem	Possible Cause & Solution
<b>Clicking</b>	<b>The defrost control will click when the automatic defrost cycle begins and ends. The thermostat control (or refrigerator control on some models) will also click when cycling on and off.</b> <ul style="list-style-type: none"> <li>Normal Operation</li> </ul>
<b>Rattling</b>	<b>Rattling noises may come from the flow of refrigerant, the water line on the back of the unit, or items stored on top of or around the refrigerator.</b> <ul style="list-style-type: none"> <li>Normal Operation</li> </ul>
	<b>Refrigerator is not resting solidly on the floor.</b> <ul style="list-style-type: none"> <li>Floor is weak or uneven or leveling legs need to be adjusted. See the Leveling and Door Alignment section.</li> </ul>
	<b>Refrigerator with linear compressor was jarred while running.</b> <ul style="list-style-type: none"> <li>Normal Operation</li> </ul>

Problem	Possible Cause & Solution
<b>Whooshing</b>	<b>Evaporator fan motor is circulating air through the refrigerator and freezer compartments.</b> <ul style="list-style-type: none"> <li>• Normal Operation</li> </ul>
	<b>Air is being forced over the condenser by the condenser fan.</b> <ul style="list-style-type: none"> <li>• Normal Operation</li> </ul>
<b>Gurgling</b>	<b>Refrigerant flowing through the cooling system.</b> <ul style="list-style-type: none"> <li>• Normal Operation</li> </ul>
<b>Popping</b>	<b>Contraction and expansion of the inside walls due to changes in temperature.</b> <ul style="list-style-type: none"> <li>• Normal Operation</li> </ul>
<b>Sizzling</b>	<b>Water dripping on the defrost heater during a defrost cycle.</b> <ul style="list-style-type: none"> <li>• Normal Operation</li> </ul>
<b>Vibrating</b>	<b>If the side or back of the refrigerator is touching a cabinet or wall, some of the normal vibrations may make an audible sound.</b> <ul style="list-style-type: none"> <li>• To eliminate the noise, make sure that the sides and back cannot vibrate against any wall or cabinet.</li> </ul>
<b>Dripping</b>	<b>Water running into the drain pan during the defrost cycle.</b> <ul style="list-style-type: none"> <li>• Normal Operation</li> </ul>
<b>Pulsating or high-pitched sound</b>	<b>Your refrigerator is designed to run more efficiently to keep your food items at the desired temperature. The high efficiency compressor may cause your new refrigerator to run longer than your old one, but it is still more energy efficient than previous models. While the refrigerator is running, it is normal to hear a pulsating or high-pitched sound.</b> <ul style="list-style-type: none"> <li>• Normal Operation</li> </ul>

# LIMITED WARRANTY

## USA

### TERMS AND CONDITIONS

**ARBITRATION NOTICE: THIS LIMITED WARRANTY CONTAINS AN ARBITRATION PROVISION THAT REQUIRES YOU AND LG ELECTRONICS ("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.**

**Should your LG Refrigerator ("Product") fail due to a defect in materials or workmanship under normal and proper 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 ("You") and applies only when purchased lawfully and used within the United States including U.S. Territories.**

WARRANTY PERIOD			
Refrigerator/Freezer	Sealed System (Condenser, Dryer, Connecting Tube and Evaporator)	Compressor	
One (1) year from the date of original retail purchase	Five (5) years from the date of original retail purchase	Five (5) years from the date of original retail purchase	Linear / Inverter Compressor Only : Parts Only for years 6-10 from the date of original retail purchase (Consumer will be charged for labor)
Parts and Labor (internal/functional parts only)	Parts and Labor	Parts and Labor	

- Replacement Products and parts are warranted for the remaining portion of the original warranty period or ninety (90) days, whichever is greater.
- Replacement Products and parts may be new, reconditioned, refurbished, or otherwise factory remanufactured.
- Replaced Product or part(s) will be the property of LG.
- Proof of original retail purchase specifying the Product model and date of purchase is required to obtain warranty service under this limited warranty.
- Warranty start date will be ninety (90) days from manufacture date absent valid proof of purchase.

**EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THE PRODUCT IS LIMITED IN DURATION TO THE DURATION OF THE ABOVE LIMITED WARRANTY. UNDER NO CIRCUMSTANCES SHALL LG OR ITS U.S. DISTRIBUTORS/DEALERS BE LIABLE FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, OR PUNITIVE DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST GOODWILL, LOST REVENUES OR PROFITS, WORK STOPPAGE, IMPAIRMENT OF OTHER GOODS, COST OF REMOVAL AND REINSTALLATION OF THE PRODUCT, LOSS OF USE, OR ANY OTHER DAMAGES WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE. LG'S TOTAL LIABILITY, IF ANY, SHALL NOT EXCEED THE PURCHASE PRICE PAID BY YOU FOR THE PRODUCT.**

**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 EXCLUSIONS OR LIMITATIONS MAY NOT APPLY TO YOU. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE.**



**THIS LIMITED WARRANTY DOES NOT COVER:**

- Service trips to deliver, pick up, or install, educate how to operate, correct wiring, or correct unauthorized repairs.
- Damage or failure of the Product to perform during power failures and interrupted or inadequate electrical service.
- Damage or failure of the Product caused by leaky or broken water pipes, frozen water pipes, restricted drain lines, inadequate or interrupted water supply or inadequate supply of air.
- Damage or failure of the Product resulting from operating the Product in a corrosive atmosphere or contrary to the Product owner's manual.
- Damage or failure of the Product caused by accidents, pests and vermin, lightning, wind, fire, floods, acts of nature, or any other causes beyond the control of LG.
- Damage or failure of the Product caused by unauthorized modification or alteration, or if the Product is used for other than the intended purpose, or any water leakage where the Product was not properly installed.
- Damage or failure of the Product caused by incorrect electrical current, voltage, or plumbing codes.
- Damage or failure of the Product caused by transportation, storage, and/or handling, including scratches, dents, chips, and/or other damage to the finish of the Product, unless such damage is reported within one (1) week of delivery.
- Damage or missing items to any display, open box, or discounted Product.
- Refurbished Product or any Product sold "As Is", "Where Is", "With all Faults", or similar disclaimer.
- Products with original serial numbers that have been removed, altered, or cannot be readily determined.
- Increases in utility costs and additional utility expenses.
- Any noises associated with normal operation.
- Products used for other than normal and proper household use (e.g., commercial or industrial use, offices, and recreational facilities or vehicles) or contrary to the Product owner's manual.
- Costs associated with removal and reinstallation of the Product for repairs.
- Replacement of light bulbs, filters, or any consumable parts.
- The removal and reinstallation of the Product if it is installed in an inaccessible location or is not installed in accordance with the Product owner's manual.
- Damage or failure of the Product resulting from misuse, abuse, improper installation, repair, or maintenance. Improper repair includes the use of parts not authorized by LG. Improper installation or maintenance includes installation or maintenance contrary to the Product owner's manual.
- Damage or failure of the Product caused by the use of parts, components, accessories (e.g., water filters, etc.), consumable cleaning products, any other products, or services that are not authorized by LG.
- Shelves, door bins, drawers, handle and accessories, except for internal/functional parts covered under this limited warranty.

**The cost of repair or replacement under these excluded circumstances shall be borne by You.**

TO OBTAIN WARRANTY SERVICE AND ADDITIONAL INFORMATION

Call 1-800-243-0000 and select the appropriate option from the menu.

Or visit our website at <http://www.lg.com>

Or by mail: LG Electronics Customer Service P.O. Box 240007 Huntsville, AL 35813 ATTN: CIC

**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.

## 34 LIMITED WARRANTY

---

**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 111 Sylvan Avenue, Englewood Cliffs, NJ 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 111 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 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.

36 LIMITED WARRANTY

**Canada**

**TERMS AND CONDITIONS**

**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.**

Should your LG Refrigerator ("Product") fail due to a defect in materials or workmanship under normal and proper use, during the warranty period set forth below, LG Electronics Canada, Inc. ("LGECI") will, at its option, repair or replace the Product upon receipt of proof of the original retail purchase. This limited warranty is valid only to the original retail purchaser of the Product and applies only to a Product distributed, purchased and used within Canada, as determined at the sole discretion of LGECI.

<b>WARRANTY PERIOD (Note: If the original date of purchase cannot be verified, the warranty will begin sixty (60) days from the date of manufacture)</b>			
<b>Refrigerator</b>	<b>Sealed System (Condenser, Dryer, Connecting Tube and Evaporator)</b>		<b>Linear / Inverter Compressor</b>
One (1) year from the date of original retail purchase	One (1) year from the date of original retail purchase	Seven (7) years from the date of original retail purchase	Ten (10) years from the date of original retail purchase
Parts and Labor (internal/functional parts only)	Parts and Labor	Parts only (Consumer will be charged for labor)	Part only (Consumer will be charged for labor)

- Replacement products and parts are warranted for the remaining portion of the original warranty period or ninety (90) days, whichever is greater.
- Replacement products and parts may be new, reconditioned, refurbished, or otherwise factory remanufactured, all at the sole discretion of LGECI.
- Proof of original retail purchase specifying the Product model and date of purchase is required to obtain warranty service under this Limited Warranty.

**LGECI'S SOLE LIABILITY IS LIMITED TO THE LIMITED WARRANTY SET OUT ABOVE. EXCEPT AS EXPRESSLY PROVIDED ABOVE, LGECI MAKES NO, AND HEREBY DISCLAIMS, ALL OTHER WARRANTIES AND CONDITIONS RESPECTING THE PRODUCT, WHETHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OR CONDITION OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NO REPRESENTATIONS SHALL BE BINDING ON LGECI. LGECI DOES NOT AUTHORIZE ANY PERSON TO CREATE OR ASSUME FOR IT ANY OTHER WARRANTY OBLIGATION OR LIABILITY IN CONNECTION WITH THE PRODUCT. TO THE EXTENT THAT ANY WARRANTY OR CONDITION IS IMPLIED BY LAW, IT IS LIMITED TO THE WARRANTY PERIOD SET OUT ABOVE. UNDER NO CIRCUMSTANCES SHALL LGECI, THE MANUFACTURER OR DISTRIBUTOR OF THE PRODUCT, BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, SPECIAL, DIRECT, INDIRECT, PUNITIVE OR EXEMPLARY DAMAGES, INCLUDING, WITHOUT LIMITATION, LOSS OF GOODWILL, LOST PROFITS, LOSS OF ANTICIPATED PROFITS, LOST REVENUE, LOSS OF USE, OR ANY OTHER DAMAGE, WHETHER ARISING DIRECTLY OR INDIRECTLY FROM ANY CONTRACTUAL BREACH, FUNDAMENTAL BREACH, TORT OR OTHERWISE, OR FROM ANY ACTS OR OMISSIONS. LGECI'S TOTAL LIABILITY, IF ANY, SHALL NOT EXCEED THE PURCHASE PRICE PAID BY YOU FOR THE PRODUCT.**

This Limited Warranty gives you specific legal rights. You may also have other rights that vary from province to province depending on applicable provincial laws. Any term of this Limited Warranty that negates or varies any implied condition or warranty under provincial law is severable where it conflicts with such provincial law without affecting the remainder of this warranty's terms.

**THIS LIMITED WARRANTY DOES NOT COVER:**

- Service trips to i) deliver, pick up, or install or; educate on how to operate the Product; ii) correct wiring or plumbing; or iii) correct unauthorized repairs or installations of the Product;
- Damage or failure of the Product to perform during power failures and interrupted or inadequate electrical service;
- Damage or failure caused by leaky or broken water pipes, frozen water pipes, restricted drain lines, inadequate or interrupted water supply or inadequate supply of air;
- Damage or failure resulting from operating the Product in a corrosive atmosphere or contrary to the instructions outlined in the Product's owner's manual;
- Damage or failure to the Product caused by accidents, pests and vermin, lightning, wind, fire, floods, acts of God, or any other causes beyond the control of LGECI or the manufacturer;
- Damage or failure resulting from misuse, abuse, improper installation, repair, or maintenance of the Product. Improper repair includes use of parts not authorized or specified by LGECI. Improper installation or maintenance includes installation or maintenance contrary to the Product's owner's manual;
- Damage or failure caused by unauthorized modification or alteration of the Product, or if used for other than the intended household purpose/use of the Product, or damage or failure resulting from any water leakage due to improper installation of the Product;
- Damage or failure caused by incorrect electrical current, voltage or plumbing codes;
- Damage or failure caused by use that is other than normal household use, including, without limitation, commercial or industrial use, including use in commercial offices or recreational facilities, or as otherwise outlined in the Product's owner's manual;
- Damage or failure caused by the use of any accessories, components or cleaning products, including, without limitation, water filters, that are not approved/authorized by LGECI;
- Replacement of the water filter cartridge due to water pressure that is outside the specified operating range or due to excessive sediment in the water supply;
- Damage or failure caused by transportation and handling, including scratches, dents, chips and/or other damage to the finish of the Product, unless such damage results from defects in materials or workmanship and is reported to LGECI within one (1) week of delivery of the Products;
- Damage or missing items to any display, open box, refurbished or discounted Product;
- Refurbished Product or any Product sold "As Is", "Where Is", "With all Faults", or any similar disclaimer;
- Products with original serial numbers that have been removed, altered or cannot be readily determined at the discretion of LGECI;
- Increases in utility costs and additional utility expenses in any way associated with the Product;
- Any noises associated with normal operation of the Product;
- Replacement of light bulbs, filters, fuses or any other consumable parts;
- Replacement of any part that was not originally included with the Product;
- Costs associated with removal and/or reinstallation of the Product for repairs; and
- Shelves, door bins, drawers, handle and accessories to the Product, except for internal/functional parts covered under this Limited Warranty.
- Coverage for "in Home" repairs, for products in-warranty, will be provided if the Product is within a 150 km radius from the nearest authorized service center (ASC), as determined by LG Canada. If your Product is located outside a 150 km radius from a ASC, as determined by LG Canada, it will be your responsibility to bring the Product, at your sole expense, to the ASC for in-warranty repair.

**All costs and expenses associated with the above excluded circumstances, listed under the heading, This Limited Warranty Does Not Cover, shall be borne by the consumer.**

TO OBTAIN WARRANTY SERVICE AND ADDITIONAL INFORMATION, PLEASE CALL OR VISIT OUR WEBSITE:

Call 1-888-542-2623 (7 A.M. to 12 A.M., 365 days a year) and select the appropriate option from the menu, or visit our website at <http://www.lg.com>

## 38 LIMITED WARRANTY

### 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 attorn 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.



# 40 Memo

---

