



## OWNER'S MANUAL

# VACUUM CLEANER

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- Read the Safety Instructions before using this product, and keep the owner's manual handy for future reference.
- This product is intended for domestic use such as household cleaning and must not be used for commercial, experimental or industrial purposes.
- Fully charge the product battery before initial use.

ENGLISH

R9\*\*\*\*\*



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# 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.

The 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 STATEMENTS

### **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:**

### Technical Safety

- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.
- If the power supply cord is damaged, it must be replaced by an LG Electronics Customer Information Center or dealer in order to avoid a potential hazard.
- Do not allow children to play with or hang on the appliance.
- Do not allow children to sit on the appliance.
- Do not allow the appliance to be used as a toy. Close attention is necessary when used by or near children.
- Do not use the appliance outdoors or on wet surfaces.
- Place the cords from other appliances out of the area to be cleaned.
- Do not operate the appliance in a room where an infant or child is sleeping.

- Do not operate the appliance in a room that has lit candles on furniture that the appliance may accidentally hit or bump into.
- Do not operate the appliance in an area where there are lit candles or fragile objects on the floor to be cleaned.
- For your safety, do not remove the battery from the appliance. If you need to replace the battery of the appliance, take it to an authorized LG Electronics Customer Information Center or dealer for assistance.
- Use only as described in this manual. Use only manufacturer's recommended attachments.
- Do not use the appliance with damaged power cord or plug. The cord must be replaced. If the appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, return it to an LG Electronics Customer Information Center.
- Do not put any object into openings. Do not use with any opening blocked; keep free of dust, lint, hair, and anything that may reduce airflow.
- Keep clothing and hair, fingers, or other parts of the body away from openings and moving parts.
- Do not use the appliance without the dust bin and filters in place.
- Do not pull or carry by cord, use cord as a handle, close a door on cord, or pull cord around sharp edges or corners. Do not run appliance over cord. Keep cord away from heated surfaces.
- Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.
- Do not handle the power cord, plug, or appliance controls with wet hands.
- Unplug the power cord if the appliance will not be used for an extended period of time.

## Battery

- Read all safety warnings and instructions. Failure to follow the warnings and instructions may result in electric shock, fire and/or serious injury.
- Prevent unintentional starting. Ensure the switch is in the off position before connecting to the battery pack, picking up or carrying the appliance. Carrying the appliance with your finger on the switch or energizing an appliance that has the switch on invites accidents.
- Do not use a battery pack or appliance that is damaged or modified. Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion or risk of injury.
- Follow all charging instructions and do not charge the battery pack or appliance outside of the temperature range specified in the instructions. Charging improperly or at temperatures outside of the specified range may damage the battery and increase the risk of fire.
- Never use the battery, adapter, or charging station from other appliances with this appliance. Use only the battery and the charging station provided by LG Electronics.
- Never use the battery, adapter, or charging station from this appliance with other appliances.
- Under abusive conditions, liquid may be ejected from the battery. If this happens, avoid contact. If contact accidentally occurs, flush with water. If liquid contacts eyes, additionally seek medical help. Liquid ejected from the battery may cause irritation or burns.
- Do not disassemble, remove or short-circuit the battery.
- Do not apply heat or shock to the battery.
- Have the battery replaced when it is no longer able to hold a charge.
- When disposing of this appliance, follow regulations for disposal of rechargeable lithium-ion batteries.
- Follow all local ordinances and regulations when handling or disposing of the battery.
- Have servicing performed by a qualified repair person using only identical replacement parts. This will ensure that the safety of the product is maintained.
- Do not modify or attempt to repair the appliance or the battery pack (as applicable) except as indicated in the instructions for use and care.

- In case rechargeable battery is included in this product, the entire device should be recycled in compliance with rechargeable battery recycling standards because of the internal battery. To dispose of properly, call (800) 822-8837 or visit [www.call2recycle.org](http://www.call2recycle.org).
- Keep the remote controller batteries out of the reach of children. Swallowing the batteries can lead to chemical burns, perforation of soft tissue, and death. Seek medical attention immediately. Severe burns can occur within 2 hours of swallowing.
- When disposing of the battery or the appliance, remove the battery from the appliance and safely dispose of it.

## Battery Specifications

<b>Model Name</b>	EAC63419403
<b>Type</b>	Rechargeable Lithium-ion Battery
<b>Rated Capacity</b>	DC 21.6 V / 4600 mAh (Min.)
<b>Charging Temperature</b>	Standard charge at 77±9 °F (25±3 °C)

## Installation

- Make sure the power cord of the home station is not crushed under a heavy object or damaged by contact with sharp objects. If the power cord is broken, do not plug it in. Take it to an authorized LG Electronics Customer Information Center or dealer for assistance.
- Do not use a power strip, an extension power cable or adapter with this appliance.
- Do not install the appliance where it may be exposed to water, rainfall or moisture.
- Do not install the appliance or the home station in a high temperature environment.
- Do not place the home station and the appliance near a heating device.

## Operation

- Do not touch the power cord and plug with wet hands.
- Always grip the power plug firmly, not the cord, and pull straight out from the socket to unplug the power cord.
- Do not touch the prongs with your fingers, when pulling out the power plug.
- Do not force the power plug to bend.
- Do not use the power plug when it has been damaged or loosened.
- Do not allow children or pets to play with or sit on the appliance at any time.
- Do not use the appliance while an object is hanging from it.
- Do not leave children or pets near the appliance unsupervised.
- Do not operate the robot cleaner in narrow spaces such as closets or on elevated surfaces such as stairs or tables.
- Do not insert hands, feet, or any body part, below the brush or wheels of the appliance while in use.
- Do not operate the appliance on a floor that has more than a 10 degree incline.
- The appliance is only intended for domestic use such as household cleaning. Do not use it for commercial, experimental or industrial purposes.
- Do not use in commercial applications such as workshops or garages or around indoor swimming pools, etc.

## Maintenance

- Turn off the main power switch before cleaning or servicing the robot cleaner.
- If any abnormal sound, odor, or smoke is generated by the appliance, remove it from the home station and turn off the main switch on the rear side of the appliance.
- Do not spray or use water, inflammable materials such as gasoline or thinners, or surfactants such as detergent or bath soap near the appliance.

## CAUTION STATEMENTS

### 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 safety precautions, including the following:

### Installation

- Remove any cables or string from the floor before starting.
- Make sure the appliance is not put on a table or desk when the power is on.

### Operation

- Do not use the appliance around a banister, staircase or any area where it could fall.
- Close the top cover on the main unit before starting cleaning.
- Do not use the appliance when the dust bin is completely full.
- Use protective covers on chair legs, table legs or other narrow pieces of furniture to reduce the possibility of scratches or damage from collisions.
- Do not put water, detergent, or other liquids into or onto the appliance.
- Ensure that liquids do not seep into the appliance. If liquid gets inside of the appliance, turn off the power supply and take the appliance to an authorized LG Electronics Customer Information Center or dealer for assistance.
- Remove thin mats or carpets that may be damaged.

### Maintenance

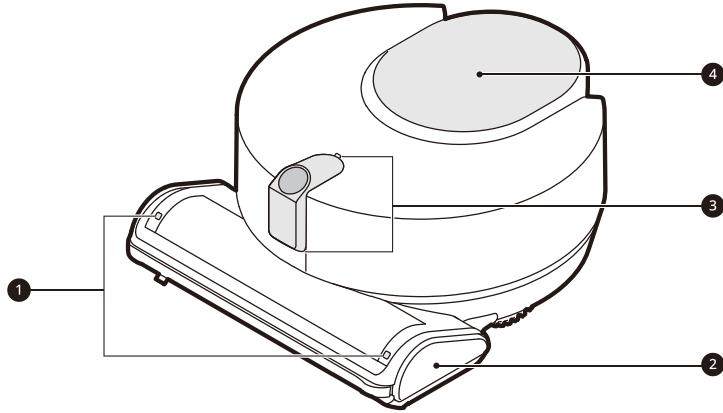
- Frequently empty the dust bin to maintain the cleaning performance.
- Do not let the appliance and charging terminals of the home station come into contact with metal objects.
- Do not use or store the appliance at temperatures below 41 °F (5°C) or above 100 °F (38°C).
- Do not allow the appliance to sweep up liquids, blades, thumb tacks, sawdust, sharp objects or hot or cold ashes.
- Do not drop the appliance or subject it to strong impacts.
- To save energy, turn off the main power switch when the appliance is not in use for long periods.
- Close doors to rooms that do not require cleaning. The robot cleaner may cross over low thresholds and enter into rooms that you do not want cleaned.

**SAVE THESE INSTRUCTIONS**

# BEFORE USING THE ROBOT CLEANER

## Parts and Specifications

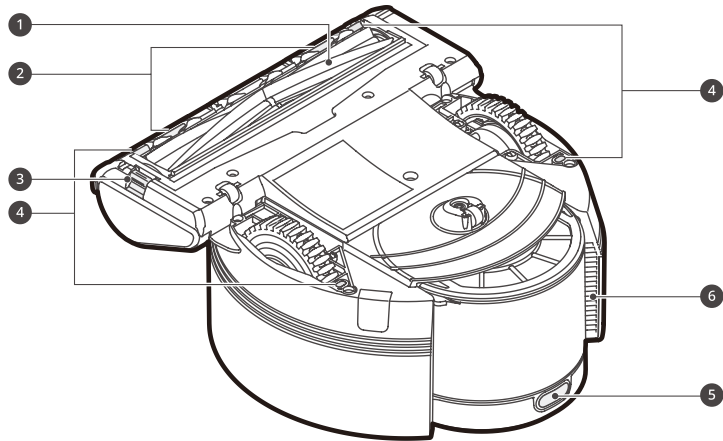
### Front View



- ① LED
- ② Nozzle

- ③ 3D DUAL Eye
- ④ Control Panel

### Bottom View

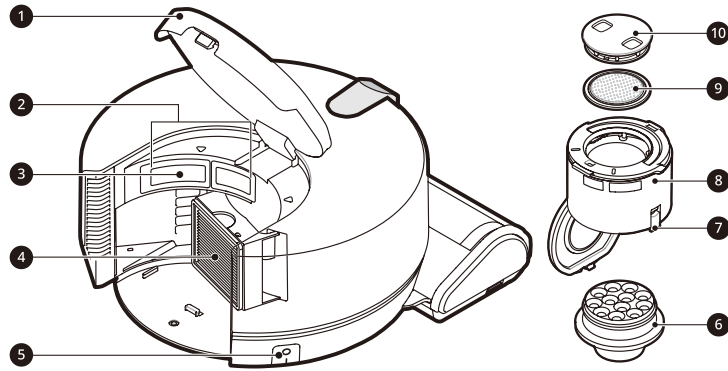


- ① Brush
- ② Charging Terminals
- ③ Brush Release Button

- ④ Cliff Detection Sensors
- ⑤ Top Cover Release Button
- ⑥ Exhaust Port



## Rear View

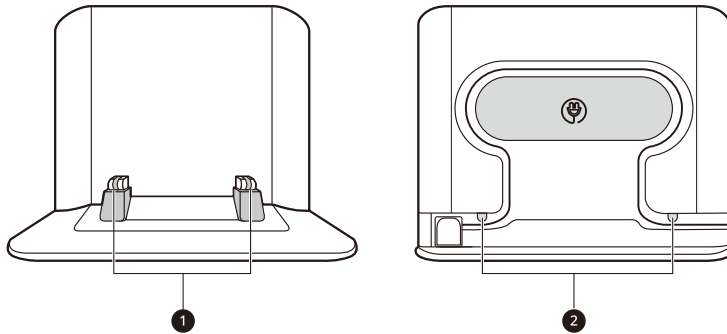


- |                     |                           |
|---------------------|---------------------------|
| ① Top Cover         | ⑥ Cyclonic Mesh Filter    |
| ② Dust Suction Port | ⑦ Dust Bin Release Button |
| ③ Dust Sensors      | ⑧ Dust Bin                |
| ④ HEPA Filter       | ⑨ Pre-Filter              |
| ⑤ Main Power Switch | ⑩ Pre-Filter Case         |

### NOTE

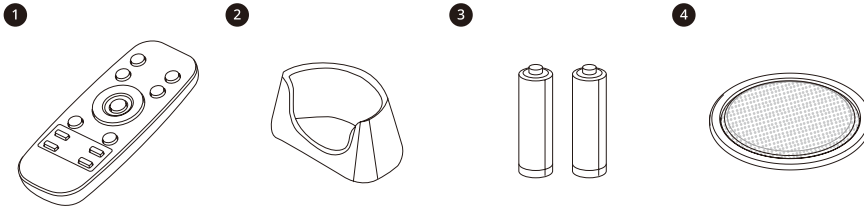
- The filters will eventually need to be replaced. To purchase replacement filters, call an LG Electronics Customer Information Center or visit [www.lg.com](http://www.lg.com)

## Home Station



- |                      |               |
|----------------------|---------------|
| ① Charging Terminals | ② Cord Keeper |
|----------------------|---------------|

## Accessories



**1 Remote Control**

**2 Remote Control Station**

**3 Batteries for Remote Control (AAA)**

**4 Pre-Filter**

## Specifications

### Robot Cleaner

<b>Model</b>	R975***
<b>Maximum Physical Dimensions (Width × Depth × Height)</b>	10.5 × 13 × 5.6 inches (286 × 330 × 143 mm)
<b>Weight</b>	Approximately 9.2 lb (4.17 kg)
<b>Power Consumption</b>	45 W (Zigzag or Edge mode) 90 W (Zigzag or Edge mode with Turbo function) 200 W (Spiral Spot mode) 310 W (Spiral Spot mode with Turbo function)
<b>Charging Time</b>	Approximately 4 hours
<b>Cleaning Time (Based on general wood floor) (Smart Turbo off)</b>	Up to 90 minutes (Zigzag or Edge mode) Up to 60 minutes (Zigzag or Edge mode with Turbo function)
<b>Rating</b>	DC 21.6 V

### Home Station

<b>Model</b>	R96C
<b>Input</b>	120 V~ 60 Hz 70 W
<b>Output</b>	DC 25.6 V 2.4 A

- This product is a Class I laser device of which conformity assessment is conducted in accordance with the IEC 60825-1.
- Battery run time is the result of using a fully charged battery according to the LG Electronics test standard. Results may be different depending on actual use environment and period of use.

## Charging

### Before Charging the Battery

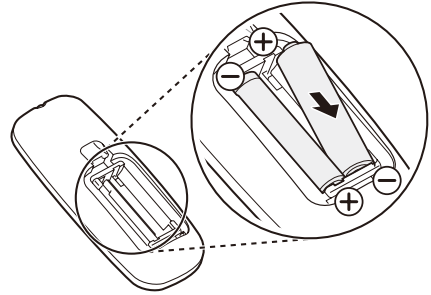
- Charging takes place even if the main power switch of the robot cleaner is turned off.
- The charging time depends on the status of the battery.
- It takes approximately 4 hours to fully charge the battery after it is completely discharged.
- Clean the charging terminals using a soft cloth. If the charging terminals are dirty or covered or obstructed with foreign material, the robot cleaner may not be charged normally.
- Charging may not take place if the ambient temperature is below 41°F (5°C). Charge the robot cleaner indoors.
- If it is necessary to store the robot cleaner for a long period of time, fully charge the battery every 6 months.
- Storing the robot cleaner for a long period of time without periodically charging the battery may cause a battery malfunction.
- If cleaning is not started from the home station or you lift and move the robot cleaner, it may take a longer time to find the home station.

### Battery Level Indicator

- The battery level is indicated on the control panel, as follows.
  - The remaining battery level is displayed in 3 stages (▣▣▣ → ▣▣ → ▣) according to the amount of power remaining.
  - The battery level indicator flashes when the robot cleaner needs to be charged.
  - The battery level indicator flashes while recharging is in progress, showing the battery level.
  - If recharging is complete, the battery level indicator turns on.

### Inserting Batteries into the Remote Control

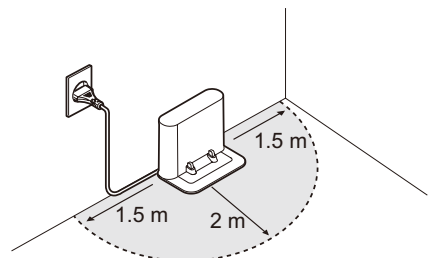
- 1 Release the tab at the back of the remote control to open the battery cover.
- 2 Insert two AAA batteries into the remote control.
  - Make sure the + and - ends of the batteries are aligned properly.



- 3 Insert the bottom of the battery cover into the remote control and close the cover.

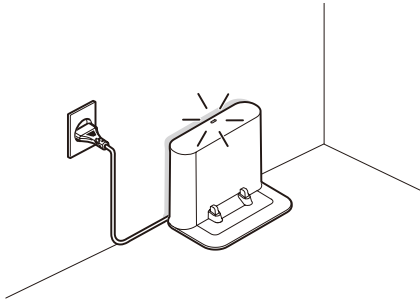
### Installing the Home Station

- 1 Remove the protective film attached to the home station, the robot cleaner, and the nozzle.
  - If the protective film is not removed, the robot cleaner may have difficulty finding the home station or it may affect performance.
- 2 Position the home station on a hard, level floor to prevent sliding during docking.
  - Locate the home station where there are no obstacles within 5 ft (1.5 m) of either side and within 6.5 ft (2 m) of the front.

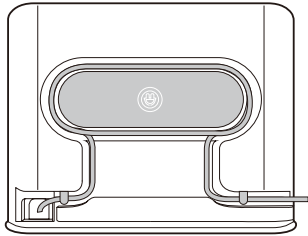


**3** Insert the power plug into an outlet.

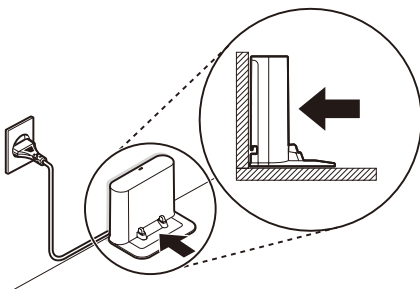
- When the home station is turned on, the LED will light up.



**4** Wrap the unwanted length of power cable around the cord keeper to prevent the robot cleaner wheels from rolling over the cable.



**5** Place the home station against the wall so that it does not move.



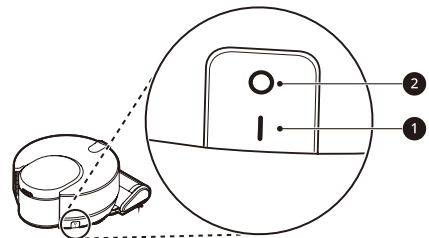
**NOTE**

- If power is not supplied to the home station, the robot cleaner will not charge.
- Do not place the home station in a confined space, as this will make it difficult for the robot cleaner to return to the home station.
- Always keep the home station plugged in when in use. If the home station is not plugged in, the robot cleaner will not return to the home station to charge automatically.
- To secure the location of the home station, attach an easily removable thin double-sided adhesive tape to the rubber pads on the left and right at the bottom of the home station.

**Turning on the Power Supply**

Turn the main power switch **ON** ① at the back of the robot cleaner to turn on the power supply.

- To power off the robot cleaner, turn the main power switch **OFF** ②.



**NOTE**

- If the robot cleaner does not turn on or nothing is displayed on the control panel, charge the robot cleaner manually by placing it on the home station.
- The **Power** button on the remote control operates only when the main power switch is turned on.

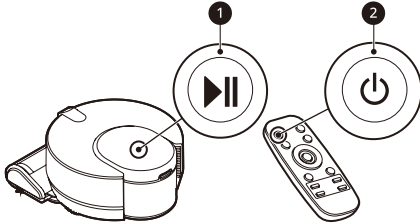
**⚠ WARNING**

- Wrap the power cable around the cord keeper to prevent the robot cleaner wheels from rolling over the cable. Failure to do so could damage the robot cleaner or the power cord, resulting in an electric shock or injury.

## Turning on the Standby Power Supply

Press and hold the **Start/Stop** button ① for 3 seconds or press the **Power** button ② on the remote control.

- To turn off the standby power supply, press the **Start/Stop** button ① or press the **Power** button ② on the remote control again.



### NOTE

- Turning off the standby power supply disconnects the robot cleaner from the **LG ThinQ** application.
- In the following situations, the robot cleaner automatically turns off the standby power supply after 10 minutes:
  - When the robot cleaner is unable to come out of a complicated space such as the space below the dining table while cleaning.
  - When the wheels of the robot cleaner spin with no traction or the robot cleaner is caught on an obstacle and is unable to escape it.
  - When the robot cleaner is standing by in a place other than the home station.

## Automatic Charging

The robot cleaner automatically returns to the home station at the end of a cleaning cycle or when its battery is running low.

### NOTE

- If the robot cleaner returns to the home station to recharge during a cleaning cycle, the cleaning mode icon flashes. After recharging, the robot cleaner continues the cleaning cycle.
- If the cleaning mode has been changed while charging, the robot cleaner will not resume cleaning.
- If the robot cleaner is connected to the **LG ThinQ** application and finishes charging between 9 PM and 6 AM, it will not resume cleaning. This cannot be changed.

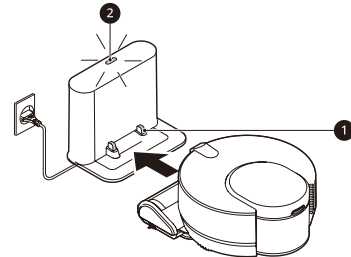
- To resume cleaning while the robot cleaner is charging, press the **Start/Stop** button on the control panel or the remote control.

## Manual Charging

### Moving the Robot Cleaner

Charge the battery manually if using the robot cleaner for the first time after purchasing or if the battery is completely discharged.

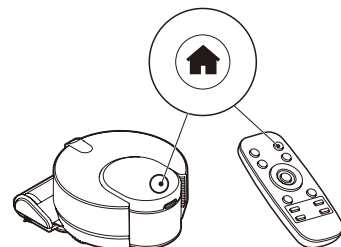
- 1 Insert the power plug of the home station into a power outlet.
- 2 Turn on the main power switch.
  - Charging occurs even if the main power switch is off.
- 3 Place the robot cleaner onto the charging terminals ① by aligning it to the front side of the home station.
  - When charging begins, the battery charging indicator ② turns on.



### Using the Home Button

To return the robot cleaner to the home station, press the **Home** button on the robot cleaner or on the remote control. The robot cleaner moves to the home station to start charging.

- If the robot cleaner does not move to the home station to charge, it can be manually placed onto the home station.



# OPERATION

## Using the Robot Cleaner

### Before Starting

- The run time may decrease depending on conditions of use or selected auxiliary functions.
- Collisions can occur during cleaning when the sensor cannot detect the obstacle.
  - Examples of obstacles that may be difficult to detect include thin chair or table legs, glossy or shiny furniture, and mirrors or glass.
- You may hear a tapping sound from the brushes when the robot cleaner is cleaning laminate floors or uneven floors.
- If manually placing the robot cleaner away from the home station to start cleaning, choose an area that is flat and free of obstacles.
- If the robot cleaner starts cleaning from the home station, the robot cleaner can find the home station faster when cleaning is completed.
- If the dust bin cover is open or the dust bin is missing, the robot cleaner will stop cleaning and announce a problem.
- If water gets inside the robot cleaner, do not attempt to shake the water out of the robot cleaner. Turn off the main power switch and place the robot cleaner in a well-ventilated area out of direct sunlight for at least 48 hours until completely dry.
- The robot cleaner can cross over thresholds that are up to 0.79 inches (20 mm) high depending on the shape and material of the threshold.
- If the robot cleaner senses a moving object in its path, such as a person or pet, it will request that it move.

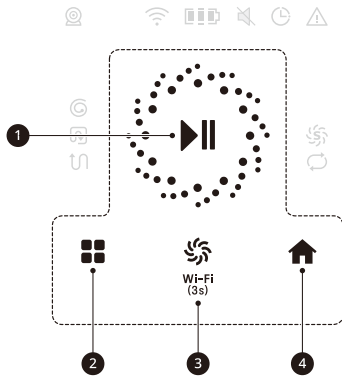
### Preparing Cleaning Area

- Check the following items before use:
  - Remove cables or long strings from the floor.
  - Roll up or remove thin mats or thick area rugs. Thin mats can get stuck in the nozzle, and the robot cleaner will stop operating. The robot cleaner may be unable to climb onto area rugs with pile thicker than 0.79" (20 mm).
  - Remove fragile objects and obstacles from the floor.
  - Remove foreign materials such as long strings, metal objects, liquids, pet waste or glass from the floor.
  - Remove or protect furniture with narrow legs. The robot cleaner may not detect narrow objects and could bump into or push them.
  - Close the doors of any room that you do not want the robot cleaner to enter.
  - Move shoes or other clutter at least 2 inches (5 cm) away from thresholds. The robot cleaner's cliff sensor may become confused and cause it to cross over a threshold it cannot climb back over.
  - Close any balcony doors as the robot cleaner's wheels may get stuck while cleaning.

## Control Panel

### Touch Buttons

Press the touch button icons to start the robot cleaner or quickly choose a cleaning mode.



#### 1 Start/Stop Button

- Press the **Start/Stop** button to start or stop the robot cleaner.
- Press and hold the **Start/Stop** button for 3 seconds to turn the robot cleaner on or off.

#### 2 Mode Button

- Press the **Mode** button to set a cleaning mode.
  - Options include Spiral Spot mode, Zigzag mode, and Edge mode

#### 3 Turbo Button / Wi-Fi Button

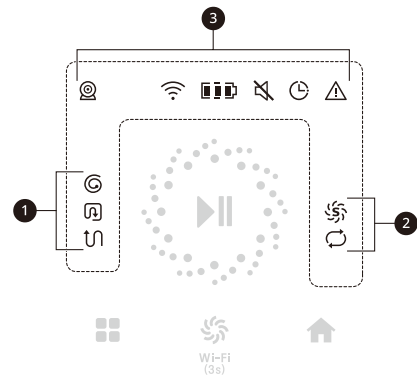
- Press the **Turbo** button to activate or deactivate the Turbo mode.
- Press and hold the **Turbo** button for 3 seconds to connect the robot cleaner to the **LG ThinQ** application.

#### 4 Home Button

- Press the **Home** button to return the robot cleaner to the home station to charge.

## Status Display

The status display shows the selected cleaning mode, auxiliary functions, and status of the robot cleaner.



#### 1 Cleaning Modes

- : Spiral Spot Mode
- : Edge Mode
- : Zigzag Mode

#### 2 Auxiliary Functions

- : Smart Turbo Function
- : Repeat Function

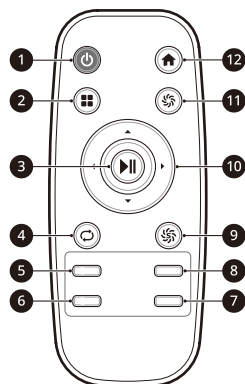
#### 3 Status Indicators

- : HomeView
- : Wi-Fi Connection
- : Battery Level
- : Mute
- : Schedule
- : Error Indicator

#### NOTE

- The Wi-Fi connection indicator lights up when the robot cleaner is connected to the **LG ThinQ** application or a wireless network.
- The Wi-Fi connection indicator blinks while connecting the robot cleaner in the **LG ThinQ** application.
- Use the **LG ThinQ** application to schedule a cleaning time.

## Remote Control



- ① Power Button
- ② Mode Button
- ③ Start/Stop Button
- ④ Repeat Button
- ⑤ Language Button
- ⑥ 📵 Lock Button
- ⑦ Smart Diagnosis Button
- ⑧ Mute Button
- ⑨ Smart Turbo Button
- ⑩ Directional Buttons
- ⑪ Turbo Button
- ⑫ Home Button

### NOTE

- The 📵 **Lock** button will lock the 3D camera sensor.
- The **Power** button will only operate when the main power switch is turned on.
- The **Language** button will only operate when the robot cleaner is charging on the home station.

## Choosing a Cleaning Mode

### Getting Started

Select a cleaning mode on the control panel or on the remote control.

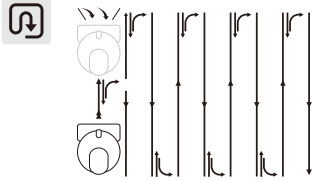
- 1 Insert the power plug of the home station into a power outlet.
- 2 Press the **Mode** 📶 button to select the desired mode as follows.
  - 📶: Edge mode
  - ⚡: Zigzag mode
  - 🌀: Spiral Spot mode
- 3 Press the **Start/Stop** ▶|| to start cleaning.

### NOTE

- The selected mode displays on the control panel.
- To change the cleaning mode during operation, press the **Start/Stop** button to stop the robot cleaner and then select another cleaning mode.
- Once selected, the new cleaning mode is retained even after the power supply is turned off. (For the Edge and the Zigzag modes only.)
- The robot cleaner utilizes AI (Artificial Intelligence) technology in the Edge and Zigzag modes.
  - The 3D DUAL Eye is included with the 3D camera sensor and 3D obstacle detection sensor. The robot cleaner learns where to go and identifies objects it needs to avoid.
  - The robot cleaner detects obstacles using the 3D DUAL Eye and remembers the locations of objects in the area being cleaned.
  - The obstacle detection sensor of the 3D DUAL Eye may not operate normally if there is a human shape or something similar within the environment.
  - When the Smart Turbo function is selected, the robot cleaner automatically detects dust, carpets or corners and adjusts the suction power when cleaning.



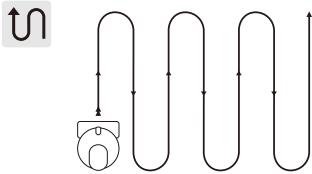
## Edge Mode



The robot cleaner moves in zigzag movements around the whole house and cleans thoroughly including the edges up to the wall.

- When a wall is detected, the robot cleaner reduces its speed and temporarily increases the suction power.

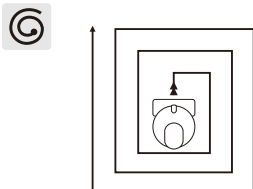
## Zigzag Mode



The robot cleaner repeats a zigzag operation to clean the whole house without coming into contact with the walls.

- This mode is suitable for quick cleaning of a large area that is free from obstacles.

## Spiral Spot Mode



The robot cleaner cleans a 5 ft x 5 ft (1.5 m x 1.5 m) area with stronger suction power.

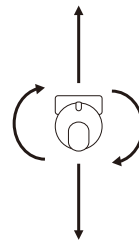
- Use this mode to spot clean areas with heavy soil.
- After cleaning is finished, the robot cleaner will stop at the location where it started cleaning.

- The Spiral Spot mode cannot be activated while the robot cleaner is charging.

## Manual Mode

You can move the robot cleaner manually by pressing the directional buttons on the remote control.

- Press the **Directional** buttons on the remote control to operate the robot cleaner.
  - **Forward/Backward Buttons** (▼ ▲): Move the robot cleaner forward or backward.
  - **Left/Right Rotation Buttons** (◀ ▶): Turn the robot cleaner counter-clockwise or clockwise.



### ⚠ CAUTION

- Do not operate the robot cleaner in narrow spaces such as closets or on elevated surfaces such as stairs or tables.
- Be careful when pressing the directional buttons on the remote control to prevent collisions or falls.

### NOTE

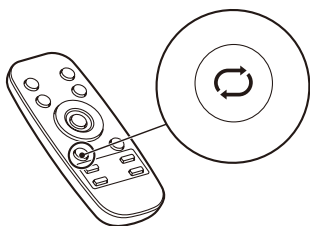
- When the robot cleaner encounters an obstacle while moving forward, it will stop automatically and move backward slightly.
- When the robot cleaner encounters an obstacle while rotating, it will rotate in the opposite direction.

## Choosing an Auxiliary Function

### Repeat Function

The robot cleaner repeats the selected cleaning mode.

- To activate the Repeat function, press the **Repeat** button on the remote control.
- After cleaning is finished, the robot cleaner changes its direction and cleans the same area again.
- To cancel the Repeat function, press the **Repeat** button again.



#### NOTE

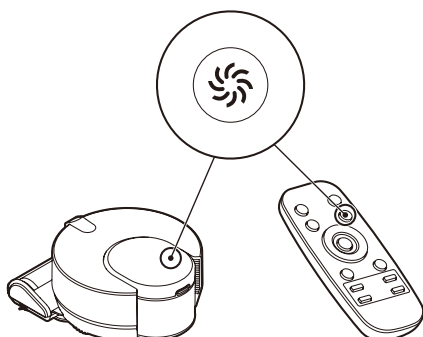
In the Repeat function, the robot cleaner repeats the cleaning for at least 5 minutes, unless the cleaning is completed within 5 minutes.

Even if the Repeat function is not selected, the robot cleaner repeats the cleaning if the area was cleaned within 30 minutes.

### Turbo Function

This function increases the suction power of the robot cleaner. Use this function for cleaning areas where strong suction power is necessary.

- To activate the Turbo function, press the **Turbo** button on the remote control or the control panel.



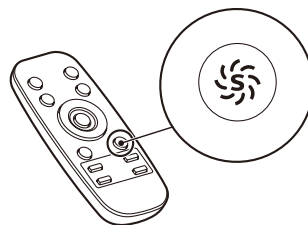
#### NOTE

- The Turbo function uses more battery power.
- The robot cleaner will be louder when running the Turbo function.

### Smart Turbo Function

The robot cleaner automatically detects carpets, corners or dusty places and increases the suction power.

- To activate the Smart Turbo function, press the **Smart Turbo** button on the remote control.



#### NOTE

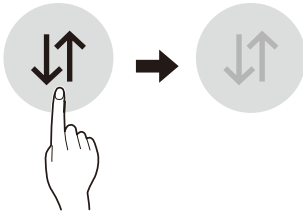
- The Smart Turbo function uses more battery power.
- The robot cleaner will be louder when running the Smart Turbo function.

# SMART FUNCTIONS

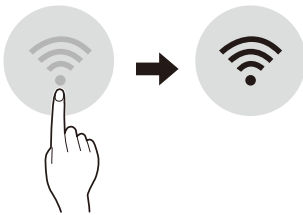
## Using LG ThinQ Application

### Before Using LG ThinQ


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



- 3 Connect your smartphone to the wireless router.



#### NOTE

- To verify the WLAN connection, check that **Wi-Fi** icon  on the control panel is lit.
- The appliance supports 2.4 GHz WLAN networks only. To check your network frequency, contact your Internet service provider or refer to your wireless router manual.
- **LG ThinQ** is not responsible for any network connection problems or any faults, malfunctions, or errors caused by network connection.
- If the appliance is having trouble connecting to the WLAN network, it may be too far from the router. Purchase a WLAN repeater (range extender) to improve the WLAN signal strength.
- The WLAN connection may not connect or may be interrupted because of the home network environment.
- The network connection may not work properly depending on the Internet service provider.
- The surrounding wireless environment can make the wireless network service run slowly.
- If the appliance cannot be registered due to problems with the wireless signal transmission, turn off the main power switch and wait about a minute before trying again.
- If the firewall on your wireless router is enabled, disable the firewall or add an exception to it.
- The wireless network name (SSID) should be a combination of English letters and numbers. (Do not use special characters.)
- The description of the application in this manual may vary from the current version of the application.
- The **LG ThinQ** application is subject to change for appliance improvement purposes without notice to users.

## 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.

- Depending on your smartphone model, the **LG ThinQ** application may have a limited feature set or may not work properly. Check the required software versions before downloading.

## Using the Smart Functions

The **LG ThinQ** application includes the following Smart Functions:

**HomeGuard, HomeView, My Zone, Schedule Cleaning, Cleaning Diary, Smart Diagnosis**, etc.

### HomeGuard

The robot cleaner uses motion sensor technology to automatically detect movement at the selected location, capture images and send them directly to your smartphone.

### HomeView

The HomeView function displays real-time video of your home and remotely controls the robot cleaner.

### My Zone

With the My Zone feature and the **LG ThinQ** application, a designated area of the home can be selected for specific cleaning attention.

- **Specified Area Cleaning:** Allows you to select part of the mapped area to clean or to clean selected areas in a certain order.
- **Do Not Clean Area:** Exclude certain areas such as mudrooms or pet zones if you need the vacuum to avoid these areas.

### Schedule Cleaning

Use Schedule Cleaning to set a regular cleaning time for the robot cleaner to begin cleaning.

### Cleaning Diary

The Cleaning Diary records the date, cleaning mode, and start and completion times of each cleaning session and displays the cleaning history.

- Use the playback function to view an active cleaning map of the cleaning session.

## Smart Diagnosis

The robot cleaner can self-diagnose with the **Smart Diagnosis** function.

- Refer to the **Smart Diagnosis Function** section for details.

### NOTE

- The HomeGuard and HomeView functions are provided for personal use only.
- If using the HomeGuard or HomeView service for other purposes or outside the home, please use the personal information collection agreement. LG Electronics is not responsible for issues arising from negligent use.
- The included functions vary by model.
- Follow **LG ThinQ** application guide for details on using the **SMART FUNCTIONS**.
- LG ThinQ Privacy Policy:

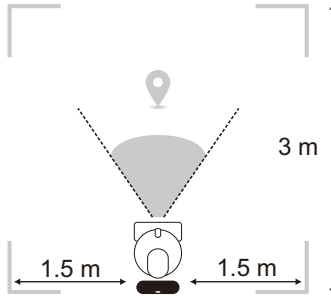


- When using the HomeGuard or HomeView function, you will periodically hear voice alerts from the robot cleaner when an image is transmitted.
- When the HomeGuard is set and motion is detected, the front LED will blink and take 5 pictures with a shutter sound.
- Pictures taken by the R9 are saved in the **LG ThinQ** Server and only the registered user can view the pictures.
- If you lock the HomeView function by pressing the **Ⓛ Lock** button on the remote control, the HomeGuard and HomeView functions will not be available in the **LG ThinQ** Application.

## Using the HomeGuard Function

- 1 Run the **LG ThinQ** application.
- 2 Create a login account for the application.
- 3 Connect the robot cleaner in the application to control it.
- 4 Select a **HomeGuard** function in the menu.

- 5** Set the location from which the HomeGuard function will monitor and tap **Save** in the application.
- The HomeGuard location must be within the area stretching 5 ft (1.5 m) to either side of the home station and 10 ft (3 m) in front of the home station.



- 6** Tap **Start** to activate the HomeGuard function.
- 7** Select one of the auxiliary functions on the smartphone.
- **Scheduled Guard:** You can schedule HomeGuard to begin at a set time every day.
  - **Check Photos:** You can view and save the photos that the robot cleaner takes. It will take 5 consecutive photos upon detecting movement. Pictures taken can only be viewed for 30 days.
  - **Push Alert:** Select whether you want to receive push alerts for HomeGuard in the Settings menu.

#### NOTE

- If the home station is relocated, the HomeGuard position needs to be set again.
- Adjust the ambient lighting to higher than 20 lux to detect movement.
- The camera sensor for HomeGuard may be tripped frequently by indoor pets or sudden changes in lighting.
- The robot cleaner must be charging in order to schedule or activate the HomeGuard function.

## Using the My Zone Function

- 1 Tap **Draw a New Map** to create a map of the cleaning area and designate cleaning zones.
  - The robot cleaner creates the map while it is cleaning.
  - After drawing a new map, the area separator icon is displayed at the center of each area when you tap **Use Map**.
  - To redraw the map, tap **Draw a New Map** again.
- 2 Tap the icon of the desired area to set the cleaning order.
  - The icon in the selected area changes to a number to indicate the cleaning order.

- 3 Tap **Start Cleaning** to begin cleaning.

#### NOTE

- The 3D DUAL Eye detects obstacles and divides areas.
- Go to the **Selected Area Cleaning** screen and tap on the Settings button at the upper right to edit the area separator icon, set **Do Not Clean Area**, and **Draw a New Map**.
- Once set, Do Not Clean Areas will remain in effect until deleted, and the robot cleaner will restrict its movements in those areas.

## Wireless LAN Module Specifications

<b>Frequency Range</b>	2412 MHz - 2462 MHz
<b>Output Power (Max)</b>	< 30 dBm

## FCC Notice

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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

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

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

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

## Supplier's Declaration of Conformity

47 CFR §2.1077 Compliance Information

Trade Name: LG

Responsible Party: LG Electronics USA, Inc.

Address: 111 Sylvan Ave North Building

Englewood Cliffs, NJ 07632

Email: lg.environmental@lge.com

## FCC RF Radiation Exposure Statement

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

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

## Open Source Software Notice Information

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

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

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

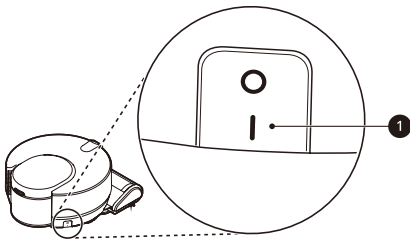
## Using Smart Diagnosis

### Using the Robot Cleaner to Diagnose Issues

You can diagnose the current status of the robot cleaner automatically using the **Smart Diagnosis** function.

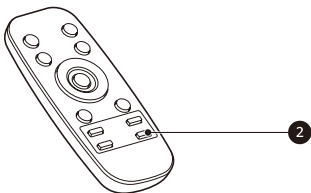
- If you experience problems with the robot cleaner, run the **Smart Diagnosis** function and use the results to help solve them.

- 1 Turn on the main power switch ① of the robot cleaner and dock the robot cleaner in the home station.
  - The **Smart Diagnosis** function is only available while the robot cleaner is charging.

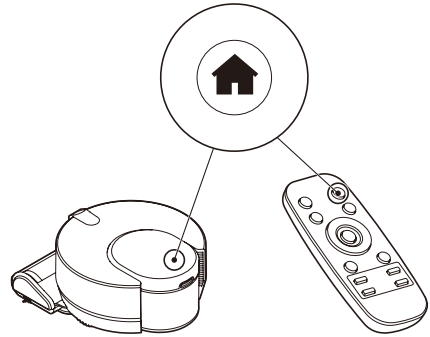


- 2 Remove items within 3 ¼ ft (1 m) of the home station that are in the way of the robot cleaner.
  - During the **Smart Diagnosis**, the robot cleaner moves around within an area approximately 20 inches (50 cm) in diameter.

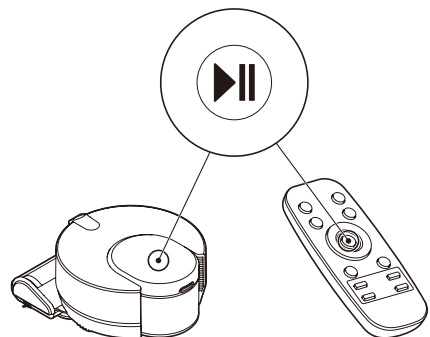
- 3 Press the **Diagnosis** button ② on the remote control and the process starts with a voice message.
  - The robot cleaner returns back to the home station when the **Smart Diagnosis** has finished.



- 4 The robot cleaner announces the result through a voice message.
  - To repeat the voice message, press the **Home** button.



- 5 Press the **Start/Stop** button to terminate the diagnosing process.
  - After the **Smart Diagnosis** voice message, the robot cleaner will begin recharging after 1 minute.
  - If an error is detected with any of the obstacle detection sensors during **Smart Diagnosis**, a voice message will announce, and the robot cleaner will not return to the home station.
  - If there is a problem while **Smart Diagnosis** is running, the robot cleaner will provide the diagnosis result from the home station and the **Smart Diagnosis** will end.



### NOTE

- Be careful not to touch the robot cleaner or disturb its operation before **Smart Diagnosis** is complete. If it is accidentally interrupted, turn the main power switch **OFF** then **ON** again to resume the diagnosis.
- **Smart Diagnosis** will not be activated in the following cases. In each case, check the problem and try again.
  - Robot cleaner is detached from the home station.
  - Battery level is insufficient.
  - Dust bin filter is not attached.
- Run **Smart Diagnosis** in an area which is not too bright or too dark.
- Run **Smart Diagnosis** on flat, hard flooring. Running it on carpeting may give incorrect results.
- If there is a problem with the sensor or the motor or the problem cannot be solved through Smart Diagnosis, contact an authorized LG Electronics Customer Information Center.
- Extremely shiny surfaces may cause the sensors to react and result in an operational error.



# MAINTENANCE

## Regular Cleaning

### Before Cleaning the Robot Cleaner

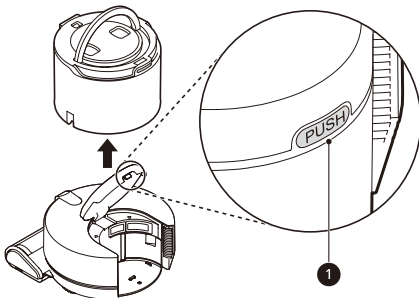
- Turn off the main power switch before cleaning the robot cleaner.
- In order to maintain the optimum suction power of the robot cleaner, the dust bin, filters, and brush should be cleaned at least once a month.
- If the dust bin is completely full of dust or the filters are clogged, the suction power may be reduced.
- If the brush contains foreign substances, the brush may not spin or a noise may occur during operation.
- The filters will eventually need to be replaced. To purchase replacement filters, call an LG Electronics Customer Information Center or visit [www.lg.com](http://www.lg.com)

### CAUTION

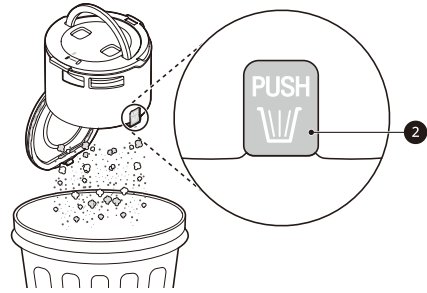
- Be sure to install the filter on the dust bin. If the filter is not installed, the dust will get into the motor inside the robot cleaner and will cause damage to the suction motor.

### Cleaning the Dust Bin

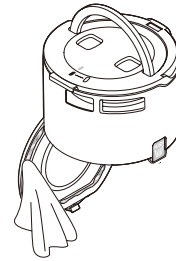
- 1 Press the top cover release (**PUSH**) button **1** to open the top cover, and pull the dust bin upward.




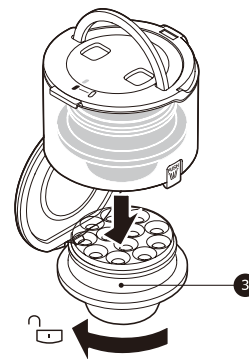
- 2 Press the dust bin release (**PUSH**) button **2** to open the dust bin cover and empty the dust bin.



- 3 Remove any foreign substances on the rubber at the bottom of the dust bin.

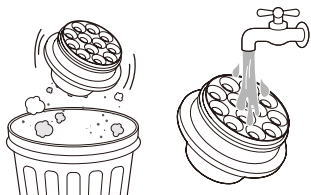


- 4 Use a dry cloth to rotate the end of the cyclonic mesh filter **3** to the unlocked position  and remove the filter.



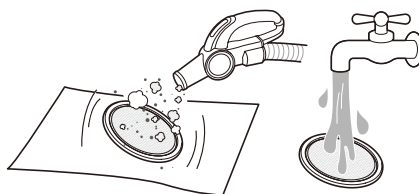
**5** Clean the cyclonic mesh filter thoroughly with a vacuum cleaner or rinse it under running water.

- To avoid odor, allow the cyclonic mesh filter to dry completely in a well-ventilated area out of direct sunlight for at least 24 hours before reassembling.

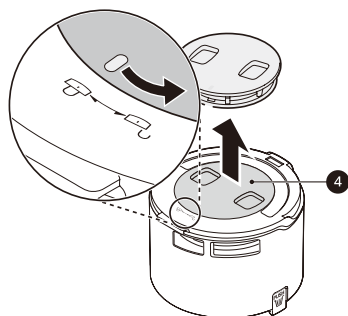


**8** Clean the pre-filter using a vacuum cleaner or rinse it under running water.

- To avoid odor, allow the pre-filter to dry completely in a well-ventilated area out of direct sunlight.

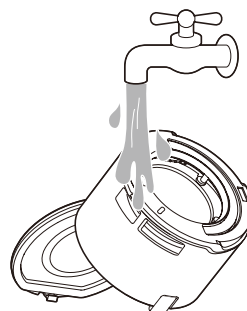


**6** Rotate the pre-filter case **4** to the unlocked position to separate it from the dust bin.

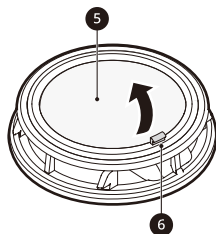



**9** Wipe the dust bin with a soft cloth or rinse it under running water.

- Dry it completely before using.

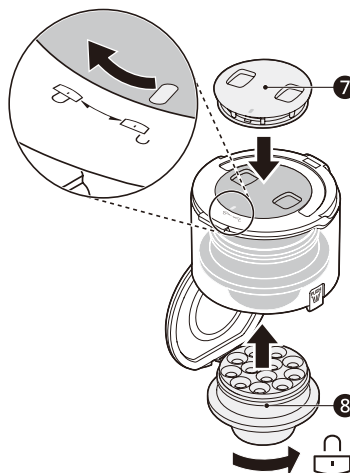


**7** Press and lift the hook **5** up to remove the pre-filter **6**.



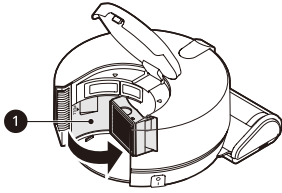
**10** After cleaning the dust bin, assemble the pre-filter case **7** by rotating it to the locked position. Then assemble the cyclonic mesh filter **8** by rotating it to the locked position .

- Be sure to close the dust bin cover.

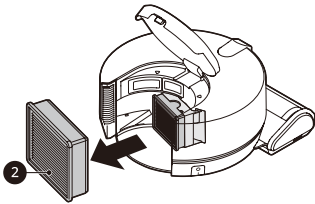


## Cleaning the HEPA Filter

- 1 Separate the dust bin from the robot cleaner body and pull out the HEPA filter case ①.



- 2 Separate the HEPA filter ② from the HEPA filter case.

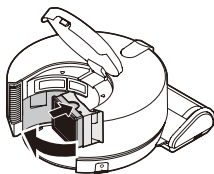


- 3 Clean the HEPA filter using a vacuum cleaner or rinse it under running water.

- To avoid odor, allow the HEPA filter to dry completely in a well-ventilated area out of direct sunlight for at least 24 hours before reassembling.



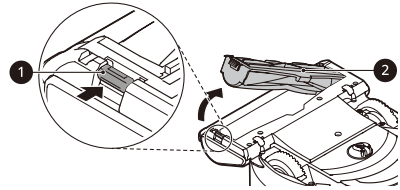
- 4 After the HEPA filter has dried, insert it back into the filter case and dust bin, and close the cover.



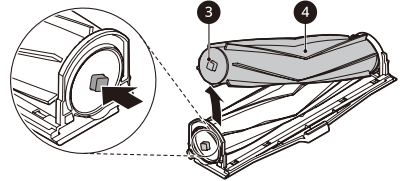
## Cleaning the Brush

- 1 Place a soft cloth on the floor and place the robot cleaner upside down on top of the cloth.

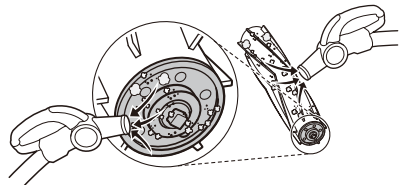
- 2 Push the brush release button ① to separate the brush case ② from the nozzle.



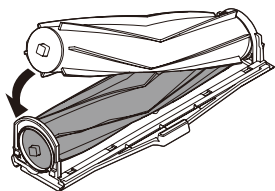
- 3 Press the brush hook ③ and pull the brush up ④ to separate it from the brush case.



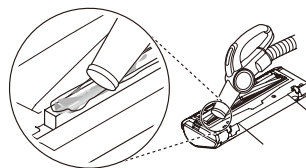
- 4 Remove foreign substances such as hair and thread from the brush and brush ends.



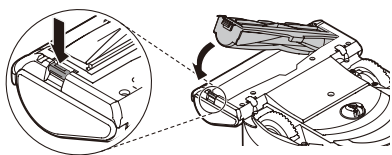
- 5 Insert the brush into the brush case, starting with the right side.



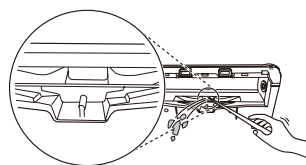
- Dust may build up at the brush inlet at the bottom of the brush. Periodically remove the buildup using another vacuum cleaner or a soft brush.



- 6 Reassemble the brush case on the nozzle.

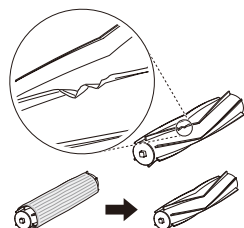


- If the suction power has become weaker, check the suction port for clogs or foreign materials. Use a toothpick to remove the foreign substance.



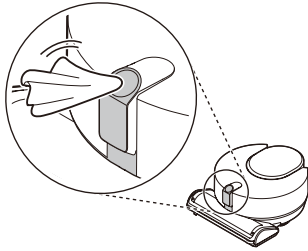
**NOTE**

- If the bristles have become bent, wrap the brush in a wet towel and wait until they have straightened out. Allow the the brush to dry completely before reassembling.
  - To avoid corroding the bearings, do not immerse the brush assembly in water while cleaning.

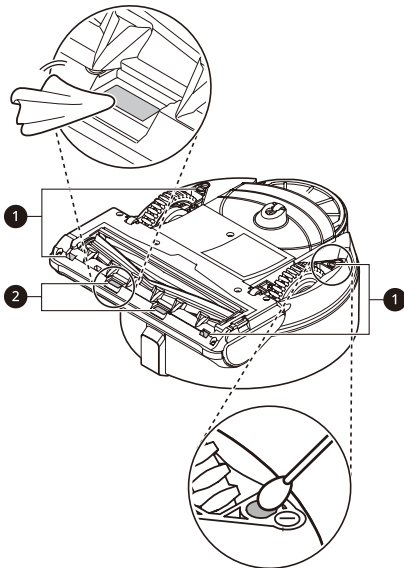


## Cleaning the Sensors and the Charging Terminals

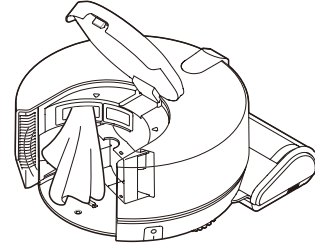
- 1 Place a soft cloth on the floor and place the robot cleaner on top of the cloth.
- 2 Clean the 3D DUAL Eye of the robot cleaner using a soft cloth.
  - Be careful not to scratch the sensors.



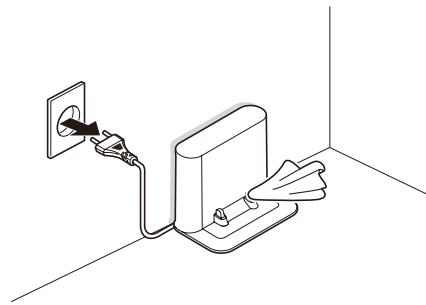
- 3 Turn the robot cleaner over and clean the cliff detection sensors ① and the charging terminals ② using a cotton swab or a soft cloth.



- 4 Clean the dust sensors on the robot cleaner using a soft cloth.



- 5 Unplug the power cord of the home station and clean the charging terminals of the home station.



### ⚠ WARNING

- Pull out the power plug before cleaning the charging terminals of the home station. Failure to do so may cause an electric shock or injury.

### ⚠ CAUTION

- If the sensors or the charging terminals are damaged, discontinue use and contact an LG Electronics Customer Information Center.
- Do not wipe the product with a volatile solvent or an organic solvent (thinner, solvent, acetone, etc.) Doing so will cause product damage.

### NOTE

- It is very important that the cliff sensors are cleaned regularly to allow the robot cleaner to detect surface level differences and prevent it from falling over edges.

# TROUBLESHOOTING

## Before Calling for Service

### Troubleshooting Guide

Save time and money by checking the following before calling for service.

Symptom	Cause and Solution
Power cannot be turned on.	<b>Main power switch of the robot cleaner is turned off.</b> <ul style="list-style-type: none"> <li>Turn on the main power switch at the back of the robot cleaner.</li> </ul>
	<b>Battery is discharged completely.</b> <ul style="list-style-type: none"> <li>If needed, manually move the robot cleaner to the home station to charge.</li> </ul>
Power is turned off automatically.	<b>Robot cleaner was stopped for more than 10 minutes without being charged.</b> <ul style="list-style-type: none"> <li>If the robot cleaner has been on standby for more than 10 minutes without being charged, the power will be turned off automatically. Place the robot cleaner in the home station..</li> </ul>
	<b>Robot cleaner was trapped by an obstacle for more than 10 minutes.</b> <ul style="list-style-type: none"> <li>Remove obstacles from the area to be cleaned before starting cleaning.</li> </ul>
Charging cannot be carried out.	<b>There is an obstacle near the home station.</b> <ul style="list-style-type: none"> <li>Remove the obstacle near the home station.</li> </ul>
	<b>Battery charging indicator on the home station is turned off.</b> <ul style="list-style-type: none"> <li>Make sure the home station is plugged into an outlet.</li> </ul>
	<b>Charging terminals are stained with foreign substances.</b> <ul style="list-style-type: none"> <li>Wipe the robot cleaner and the charging terminals of the home station with a soft cloth.</li> </ul>
	<b>Robot cleaner was charged in a cool place.</b> <ul style="list-style-type: none"> <li>The battery may not charge properly at temperatures below 41°F (5°C). Use the robot cleaner after charging the battery at proper temperatures.</li> </ul>
Suction power becomes weak.	<b>There is foreign material blocking the suction port.</b> <ul style="list-style-type: none"> <li>Remove any foreign material in the suction port.</li> </ul>
	<b>Dust bin is completely filled.</b> <ul style="list-style-type: none"> <li>Empty the dust bin.</li> </ul>
	<b>HEPA filter or the pre-filter is blocked.</b> <ul style="list-style-type: none"> <li>Clean the HEPA filter or the pre-filter.</li> </ul>
The product is noisy when it's running.	<b>Dust bin is not attached to the robot cleaner correctly.</b> <ul style="list-style-type: none"> <li>Attach the dust bin correctly.</li> </ul>
	<b>HEPA filter or pre-filter is not attached to the dust bin correctly.</b> <ul style="list-style-type: none"> <li>Attach the HEPA filter or the pre-filter correctly.</li> </ul>

Symptom	Cause and Solution
The product is noisier than usual.	<b>Brush is clogged with foreign substances.</b> <ul style="list-style-type: none"> <li>Remove foreign substances from the brush.</li> </ul>
	<b>Brush case is not installed properly.</b> <ul style="list-style-type: none"> <li>Install the brush case properly.</li> </ul>
	<b>The robot cleaner is cleaning against the grain of the flooring.</b> <ul style="list-style-type: none"> <li>The robot cleaner may be noisier than usual if it is cleaning against the grain of the floor.</li> </ul>
The robot cleaner will not run.	<b>Main power switch of the robot cleaner is turned off.</b> <ul style="list-style-type: none"> <li>Turn on the main power switch at the back of the robot cleaner.</li> </ul>
	<b>Battery is discharged completely.</b> <ul style="list-style-type: none"> <li>If needed, manually move the robot cleaner to the home station to charge.</li> </ul>
The brush will not spin.	<b>Brush is not installed correctly.</b> <ul style="list-style-type: none"> <li>Separate and install the brush again.</li> </ul>
	<b>Brush is clogged with foreign substances.</b> <ul style="list-style-type: none"> <li>Remove foreign substances from the brush.</li> </ul>
The robot cleaner runs abnormally.	<b>Sensor is blocked with foreign substances.</b> <ul style="list-style-type: none"> <li>Wipe the sensor with a soft cloth.</li> </ul>
	<b>Wheel is blocked with foreign substances.</b> <ul style="list-style-type: none"> <li>Remove foreign substances from the wheels.</li> </ul>
The robot cleaner cannot be operated using the remote control.	<b>Batteries of the remote control are dead.</b> <ul style="list-style-type: none"> <li>Replace the batteries in the remote control.</li> </ul>
	<b>Robot cleaner is far away from the remote control.</b> <ul style="list-style-type: none"> <li>Stand within 10 ft (3 m) of the robot cleaner to use the remote.</li> </ul>
	<b>Robot cleaner is turned off.</b> <ul style="list-style-type: none"> <li>Turn on the robot cleaner.</li> </ul>
The robot cleaner is placed on the charging station, but the battery is not charging.	<b>Battery charging indicator of the home station is not turned on.</b> <ul style="list-style-type: none"> <li>Make sure the home station is plugged into an outlet.</li> <li>If the battery charging indicator light is on, turn the main power switch off and on to reset the robot cleaner.</li> </ul>
	<b>Charging terminals are dirty.</b> <ul style="list-style-type: none"> <li>Remove any foreign substances from the charging terminals and wipe the charging terminals with a soft cloth.</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 Vaccum Cleaner (“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 and applies only when purchased and used within the United States including U.S. Territories.

WARRANTY PERIOD	
Vaccum Cleaner	Inverter Motor (Suction Motor)
One (1) year from the date of the original retail purchase.	Ten (10) years from the date of the original retail purchase.
Part Only. Customer will be responsible for any labor or in-home service to replace defective parts.	Parts & Labor: LG will at its discretion provide repair or replacement of defective parts.

**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 GOOD WILL, 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 resulting from operating the product in a corrosive atmosphere or contrary to the product 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 LG.
- Damage or failure caused by unauthorized modification or alteration, or if used for other than the intended purpose.
- Damage or failure caused by incorrect electrical current, voltage, or plumbing codes.
- 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 is reported within one (1) week of delivery.



- Damage or missing items to any display, open box, or discounted Product.
- Products with original serial numbers that have been removed, altered, or cannot be readily determined.
- Increases in utility costs and additional utility expenses.
- When Product is 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 instructions outlined in the Product's owner's manual.
- Costs associated with removal and reinstallation of your Product for repairs.
- Damage or failure resulting from misuse, abuse, improper installation, repair, or maintenance. Improper repair includes use of parts not authorized by LG. Improper installation or maintenance includes installation or maintenance contrary to the Product owner's manual.
- Expendable items that can wear out, including, but not limited to, filters and belts.
- A service technician to instruct the user in correct product assembly, operation or maintenance.
- A service technician to clean or maintain this product.
- Damage to or failure of your product caused by the use of detergents, cleaners, chemicals or utensils other than those recommended in all instructions supplied with this product.
- Refurbished Product or any Product sold "As Is", "Where Is", "With all Faults", or similar disclaimer.
- Any noises associated with normal operation.

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

#### **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.

**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 U.S.A., Inc. Attn: Legal Department- Arbitration 111 Sylvan Ave, Englewood Cliffs 07632. You and LG agree to engage in good faith discussions in an attempt to amicably resolve your claim. The notice must provide your name, address, and telephone number; identify the product that is the subject of the claim; and describe the nature of the claim and the relief being sought. If you and LG are unable to resolve the dispute within 30 days, either party may proceed to file a claim for arbitration.

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

of arbitration, either party may bring an individual action in small claims court, but that small claims court action may not be brought on a class or representative basis.

**Arbitration Rules and Procedures.** To begin arbitration of a claim, either you or LG must make a written demand for arbitration. The arbitration will be administered by the American Arbitration Association (“AAA”) and will be conducted before a single arbitrator under the AAA’s Consumer Arbitration Rules that are in effect at the time the arbitration is initiated (referred to as the “AAA Rules”) and under the procedures set forth in this section. The AAA Rules are available online at [www.adr.org/consumer](http://www.adr.org/consumer). Send a copy of your written demand for arbitration, as well as a copy of this provision, to the AAA in the manner described in the AAA Rules. You must also send a copy of your written demand to LG at LG Electronics, USA, Inc. Attn: Legal Department- Arbitration 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-repaircontinued> 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.



