Scan the QR code to see the manual.

OWNER'S MANUAL

WASHING MACHINE

Before beginning installation, read these instructions carefully. This will simplify installation and ensure that the product is installed correctly and safely. Leave these instructions near the product after installation for future reference.

ENGLISH

TX*11SP* / TX*10SP* / TX*09SP*

MFL72021954
Rev.00_041726

www.lg.com

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This manual may contain images or content that may be different from the model you purchased.

This manual is subject to revision by the manufacturer.

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SAFETY INSTRUCTIONS

READ ALL INSTRUCTIONS BEFORE USE

The following safety guidelines are intended to prevent unforeseen risks or damage from unsafe or incorrect operation of the appliance.

The guidelines are separated into 'WARNING' and 'CAUTION' as described below.

Safety Messages

⚠ This symbol is displayed to indicate matters and operations that can cause risk. Read the part with this symbol carefully and follow the instructions in order to avoid risk.

⚠ **WARNING**
This indicates that the failure to follow the instructions can cause serious injury or death.

⚠ **CAUTION**
This indicates that the failure to follow the instructions can cause minor injury or damage to the product.

WARNING

⚠ WARNING

To reduce the risk of explosion, fire, death, electric shock, injury or scalding 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.
- Cleaning and user maintenance shall not be made by children without supervision.
- If the power cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- Ventilation openings must not be obstructed by a carpet.
- This appliance is intended to be used in household only.
- Use a new hose or hose-set supplied with the appliance. Reusing old hoses can cause a water leak and subsequent property damage.
- The inlet water pressure must be between 50 and 800 kPa.

Maximum Capacity

The maximum capacity in some cycles for dry clothes to be washed is:

TX*09SP*	TX*10SP*	TX*11SP*
9 kg	**10 kg**	**11 kg**

Installation

- Never attempt to operate the appliance if it is damaged, malfunctioning, partially disassembled, or has missing or broken parts, including a damaged cord or plug.
- This appliance should only be transported by two or more people holding the appliance securely.
- Do not install the appliance in a damp and dusty place. Do not install or store the appliance in any outdoor area, or any area that is subject to weathering conditions such as direct sunlight, wind, rain, or temperatures below freezing.
- Make sure the power plug is completely pushed into the power outlet.
- Do not plug the appliance into multiple outlet sockets or an extension power cable.

- Do not modify the power plug provided with the appliance. If it does not fit the power outlet, have a proper outlet installed by a qualified electrician.
- This appliance must be grounded. In the event of malfunction or breakdown, grounding will reduce the risk of electric shock by providing a path of least resistance for electric current.
- This appliance is equipped with a power cord having an equipment-grounding conductor and a grounding power plug. The power plug must be plugged into an appropriate outlet socket that is installed and grounded in accordance with all local codes and ordinances.
- Improper connection of the equipment-grounding conductor can result in risk of electric shock. Check with a qualified electrician or service personnel if you are in doubt as to whether the appliance is properly grounded.
- Tighten and secure the drain hose at connecting ends to avoid separation.
- For models with only one inlet water supply valve, do not connect to hot water. Connect to cold water only.

Operation

- Do not apply any sharp objects to the control panel in order to operate the appliance.
- Do not attempt to separate any panels or disassemble the appliance.
- Do not repair or replace any part of the appliance. All repairs and servicing must be performed by qualified service personnel unless specifically recommended in this Owner's Manual. Use only authorized factory parts.
- Do not put animals, such as pets into the appliance.
- Keep the area underneath and around the appliance free of combustible materials such as lint, paper, rags, chemicals, etc.
- Do not leave the appliance door open. Children may hang on the door or crawl inside the appliance, causing damage or injury.
- Do not put in, wash or dry articles that have been cleaned in, washed in, soaked in, or spotted with combustible or explosive substances

(such as waxes, wax removers, oil, paint, gasoline, degreasers, drycleaning solvents, kerosene, petrol, spot removers, turpentine, vegetable oil, cooking oil, acetone, alcohol, etc.). Improper use can cause fire or explosion.

- Do not use or store flammable or combustible substances (ether, benzene, alcohol, chemical, LPG, combustible spray, insecticide, air freshener, cosmetics, etc.) near the appliance.
- Never reach into the appliance while it is operating. Wait until the drum has completely stopped.
- In case of a water leak from the appliance, disconnect the power plug and contact the LG Electronics customer information centre.
- Turn off water taps to relieve pressure on hoses and valves and to minimize leakage if a break or rupture should occur. Check the condition of the fill hoses; they may need replacement after 5 years.
- If there is a gas leakage (isobutane, propane, natural gas, etc.) within the home, do not touch the appliance or power plug and ventilate the area immediately.
- If the drain hose or inlet hose is frozen during winter, use it only after thawing.
- Keep all washing detergents, softener and bleach away from children.
- Do not touch the power plug or the appliance controls with wet hands.
- Do not bend the power cable excessively or place a heavy object on it.
- Do not put your hand, foot or anything under the appliance while the appliance is in operation.
- Avoid touching any water that is drained from the appliance during the wash.
- Make sure that drainage is working properly. If water is not drained properly, your floor may get flooded.
- If, during spinning, opening the door does not stop the drum within about 10 seconds, immediately discontinue operating the appliance and contact your dealer or LG Electronics service centre.

- Do not use a power outlet, wiring equipment and extension cord of which the electric capacity is lower than the appliance's rated capacity.
- When the air temperature is high and the water temperature is low, condensation may occur and thus wet the floor.
- Wipe off dirt or dust on the contacts of the power plug.

Maintenance

- Disconnect the appliance from the power supply before cleaning the appliance. Setting the controls to the OFF or stand by position does not disconnect this appliance from the power supply.
- Securely plug the power plug in the outlet socket after completely removing any moisture and dust.
- Do not spray water inside or outside the appliance to clean it.
- Never unplug the appliance by pulling on the power cable. Always grip the power plug firmly and pull straight out from the outlet socket.
- Only qualified service personnel from LG Electronics service centre should disassemble, repair, or modify the appliance. Contact an LG Electronics customer information centre if you move and install the appliance in a different location.

Disposal

- Before discarding an old appliance, unplug it. Cut off the cable directly behind the appliance to prevent misuse.
- Dispose of all packaging materials (such as plastic bags and styrofoam) away from children. The packaging materials can cause suffocation.
- Remove the door before disposing of or discarding this appliance to avoid the danger of children or small animals getting trapped inside.

CARING FOR THE ENVIRONMENT

Disposal of Your Old Appliance (as per e-waste Rules)

1. When this crossed out wheeled bin symbol is depicted on the product and its operator's manual, it means the product is covered by E-Waste Management Rules India published by MoEF & CC, Govt. of India and are meant to be recycled, dismantled, refurbished or disposed off.

2. Do's

- a. The product is required to be handed over only to the authorized recycler for disposal.
- b. Keep the product in isolated area, after it becomes non-functional/ unrepairable so as to prevent its accidental breakage.

Don'ts

- a. The product should not be opened by the user himself/herself, but only by authorized service personnel.
- b. The product is not meant for re-sale to any unauthorized agencies/ scrap dealer/kabariwalah.
- c. The product is not meant for mixing into household waste stream.
- d. Do not keep any replaced spare part(s) from the product in exposed area.

3. Any disposal through unauthorized agencies/person will attract action under Environment (Protection) Act 1986.

4. This product is complied with the requirement of Hazardous Substances as specified under E-Waste Management Rules India published by MoEF & CC, Govt. of India.

5. To locate a nearest collection centre or call for pick-up (limited area only) for disposal of this appliance, please contact No. 08069379999, Toll Free No. 1800-315-9999 for details. All collection centre and pick up facilities are done by third parties with LG Electronics India Ltd. Merely as a facilitator. For more detailed information, please visit : http://www.lg.com/in.

अपने पुराने उपकरण का निपटान (ई-अपशिष्ट नियम के अनुसार)

1. जब इस काटे गए पहिये वाले बिन का चिन्ह किसी उपकरण और इसके ऑपरेटर की पुस्तिका के साथ संलग्न होता है तो इसका मतलब है कि इसे "ई—अपशिष्ट" (प्रबंधन और हथालन) नियम के अंतर्गत सम्मिलित किया गया है, और इसे नवीनीकरण, विघटन और निपटान के लिए बनाया गया है। MoEF & CC भारत सरकार द्वारा प्रकाशित (भारतीय "ई—अपशिष्ट" (प्रबंधन और हथालन))

2. **करें**
   - क. उपकरण को सिर्फ अधिकृत पुनः नवीनीकरणकर्ता को ही निपतारण करने हेतु हस्तांतरिक करें।
   - ख. जब उपकरण कार्यरत न हो इसे अलग क्षेत्र में रखें ताकि उपकरण से होने वाली दुर्घटनाओं से बचा जा सके।

   ना करें
   - क. इस उपकरण को स्वयं/खुद नहीं खोलना चाहिए। उपकरण को केवल अधिकृत अधिकारी के द्वारा ही खोला जाना चाहिए।
   - ख. इस उपकरण को पुनः बिक्री के लिए किसी भी कबाड़ीवाला/भंगारवाला/अनाधिकृत संस्था को न दें।
   - ग. इस उपकरण को किसी घरेलू अपशिष्ट सामान के साथ मिलाकर न रखें।
   - घ. उपकरण के बदले हुए या आंतरिक पुर्जों को खुले क्षेत्र में न रखें।
3. यदि किसी अनाधिकृत विभाग या व्यक्ति के द्वारा निपटारन किया जाता है तो यह पर्यावरण (सुरक्षा) धारा 1986 के अंतर्गत आता है।
4. यह उत्पाद ई—अपशिष्ट (प्रबंधन और हथालन) नियम के तहत निर्दिष्ट खतरनाक पदार्थों की आवश्यकता का पालन करता है। MoEF & CC भारत सरकार द्वारा प्रकाशित (भारतीय "ई—अपशिष्ट" (प्रबंधन और हथालन))
5. उपरोक्त पदार्थों के निपटारन के लिए नजदीकी निपटारन संस्थान (संकीर्ण क्षेत्र) में कॉल करें। अधिक जानकारी के लिए हमारे टेलीफोन नंबर **08069379999** / टोल फ्री नंबर **1800-315-9999** पर कॉल करें। सभी संग्रहण केंद्र व पिक—अप की सुविधाएं किसी थर्ड पार्टी जो **LG Electronics India Ltd.** को अपनी सेवाएं प्रदान कर रही हों, से करवाएं। ज्यादा जानकारी के लिए देखें वेब साइट:http://www.lg.com/in

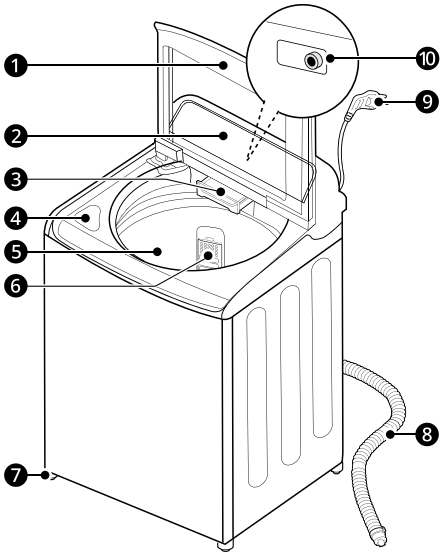
INSTALLATION

Parts and Specifications

NOTE

- Appearance and specifications may change without notice to improve the quality of the appliance.

Front View



❶ Door

❷ Control Panel

❸ Dispenser Drawer

❹ Bleach Dispenser

❺ Drum

❻ Lint Filter*1

❼ Levelling Feet

❽ Drain Hose*1

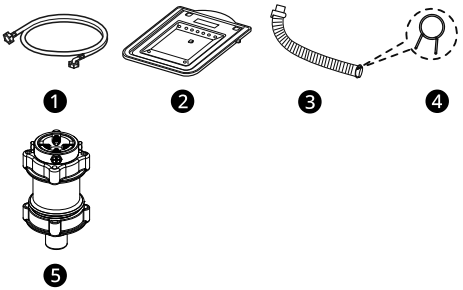
❾ Power Cord

❿ Cold Water Inlet

*1 This feature is only available on some models.

Accessories

*1 The included accessories vary depending on the model you purchased.



❶ Cold Water Inlet Hose*1

❷ Anti-Rat Cover*1

❸ Drain Hose*1

❹ Snap Ring*1

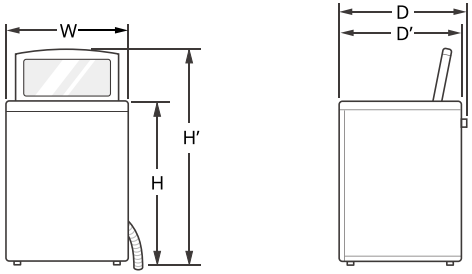
❺ External Filter*1

Specifications

Model	TX*09SP* / TX*10SP* / TX*11SP*
Power Supply	230V~, 50Hz

Model	TX5**SP*	TX3**SP*
Product Weight	Approx. 36.0 kg	Approx. 35.5 kg

Dimension(mm)



W	565	D	620	H	1003
D'	565	H'	1275		

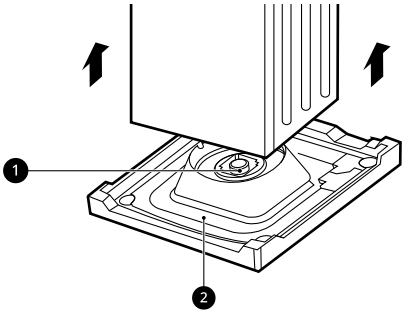
Installation Place Requirements

Before installing the appliance, check the following information in order to install the appliance in a correct place.

Unpacking Shipping Material

1 Lift the appliance off of the foam base.

- After removing the carton and shipping material, lift the appliance off the foam base.
- Make sure the plastic tub support ❶ comes off with the base and is not stuck to the bottom of the appliance.
- If you must lay the appliance down to remove the carton base ❷, always protect the side of the appliance and lay it carefully on its side. Do not lay the appliance on its front or back.

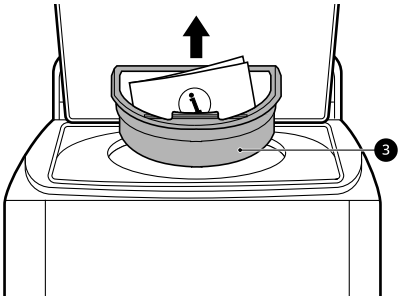


NOTE

- Do not use the appliance on carton base ❷. Doing so may damage the appliance.

2 Remove the foam tub insert.

- To prevent damage, do not remove the foam insert ❸ from the tub until the appliance is in the final location.

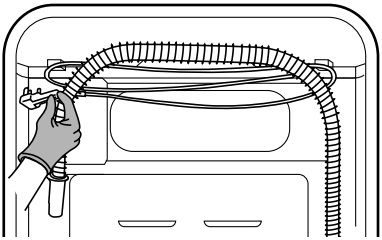


NOTE

- Once removed, save the foam insert for future use. If the appliance needs to be moved, the foam insert will help prevent damage during transportation.

3 Unfasten the power cord.

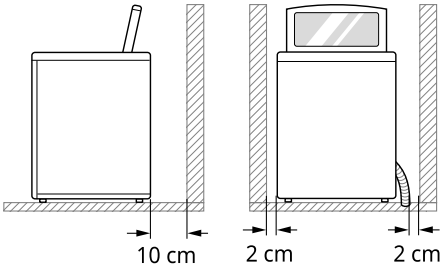
- Unfasten the power cord from the back of the appliance.



Installation Location

- Install the appliance on a flat floor of hard material that is strong enough to support a fully loaded appliance. (Allowable slope under the appliance: 1°)
- Never try to level any uneven floor by putting pieces of wood, cardboard or similar materials under the appliance.

- If it is impossible to avoid positioning the appliance next to a gas cooker or coal burning stove, an insulation (85 X 60 cm) covered with aluminium foil on the side facing the cooker or stove must be inserted between the two appliances.
- Ensure that when the appliance is installed, it is easily accessible for a service technician in the event of a breakdown.
- Additional clearance for the wall should have **10 cm** for the rear and **2 cm** for right and left side.



⚠ WARNING

- This appliance must only be used for domestic household purposes and should not be used with movable home or house.

NOTE

- Do not install this appliance on a raised surface or platform, plinth or stand. It may cause injury or serious malfunctioning.

Ventilation

- Make sure that air circulation around the appliance is not impeded by carpets, rugs, etc.

Ambient Temperature

- Do not install the appliance in rooms where freezing temperatures may occur. Frozen hoses may burst under pressure. The reliability of the electronic control unit may be impaired at temperatures below freezing point.
- If the appliance is delivered in winter and temperatures are below freezing, place the appliance at room temperature for a few hours before putting it into operation.

Electrical Connection

- Do not use an extension cord or double adapter.
- Always unplug the appliance and turn off the water supply after use.
- Connect the appliance to an earthed socket in accordance with current wiring regulations.
- The appliance must be positioned so that the plug is easily accessible.
- Power outlet must be within 1 meters of either side of the appliance.

⚠ WARNING

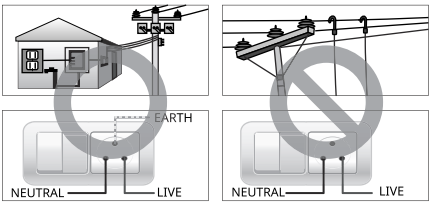
- Repairs to the appliance must only be carried out by qualified personnel. Repairs carried out by inexperienced persons may cause injury or serious malfunctioning. Contact your local authorised LG repairer.
- The power plug must be plugged into an appropriate outlet socket that is installed and grounded/earthed in accordance with all local codes and ordinances.

⚠ CAUTION

- Periodically examine the cord of your appliance, and if its appearance indicates damage or deterioration, unplug it, discontinue use of appliance, and have the cord replaced with an exact replacement part by an authorized servicer.
- Use an earthing wire in the socket to prevent damage to any electrical part or product malfunctions caused by a lack of earthing wire.

⚠ CAUTION

- Do not take power supply from a pole using a hook, as it may cause damage to any electrical part or result in product malfunction; instead, use power supply from a proper distribution system.



Connecting the Water Inlet Hoses and Filter

Before connecting the water inlet hose to the water tap, check the hose fitting type and follow the instructions for that hose fitting.

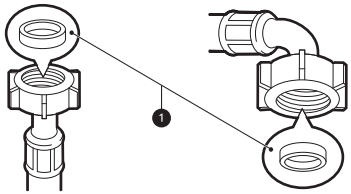
Note for Connection

- Water supply pressure must be between **50 kPa** and **800 kPa** (0.5 - 8.0 kgf / cm^2). If the water supply pressure is more than **800 kPa**, a decompression device should be installed.
- Do not overtighten the water inlet hose to the valve.
- Periodically check the condition of the hose and replace the hose if necessary.

Checking the Rubber Seals

Two rubber seals ❶ are supplied with the water inlet hoses. They are used to prevent leaks when the connections to the taps are properly tightened. Do not over tighten connections.

- Do not use mechanical devices such as multi grips to tighten the inlet hoses. Ensure that the curved end of the water inlet hose is connected to the appliance.

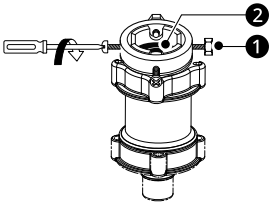


Connecting the Hose and External Filter

Applicable for Models with External Filter

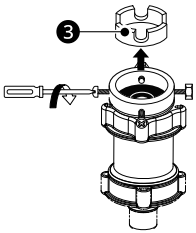
1 Loosen the fixed nuts to connect the connector to the tap.

Untighten the screw ❶ of the connector so that the tap can be placed in the middle, above the rubber packing ❷.



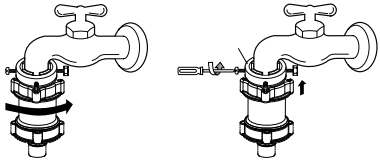
NOTE

- If the tap diameter is too large or is square, untighten the 4 screws and remove the guide plate ❸ .



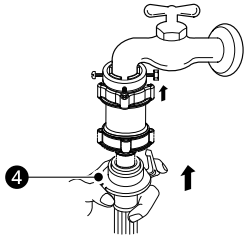
2 Fixing the connectors to the tap.

Push the upper connector assembly up until the rubber packing is in tight contact with the tap. Then tighten the 4 screws.



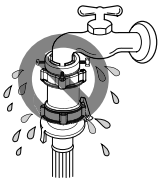
3 Connect the middle connector and the water supply hose.

Press down the pressing rod❹ of the water supply hose which was separated from the middle connector (refer to step 1) and then reconnect it to the middle connector.



4 Check for water leakage.

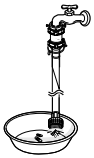
After connecting the hose, open the tap to check for any water leakage. If the connection leaks, close the tap and start again from step 1. If you skip some step, water leakage may occur.



NOTE

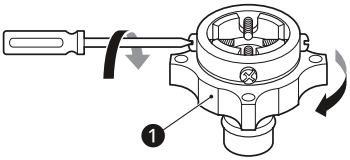
- Remove foreign substances (dirt, sand and sawdust).

  After connecting the inlet hose to the taps, through the external filter, turn on the taps to flush out foreign substances (dirt, sand or sawdust) in the water lines. Drain the water into a bucket, and check the water condition.



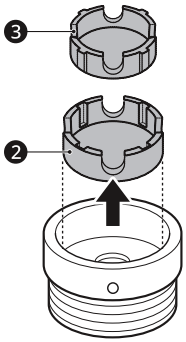
Connecting the Hose to the Water Tap

1 Unscrew the adapter ring plate ❶ and loosen the 4 screws at the end of the adapter.



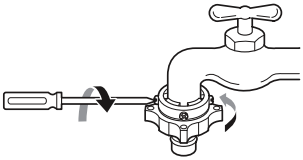
2 If the tap is too large to fit the adapter, remove the guide plate.

1) If the tap is large, remove the inner guide plate ❸ on the adapter and adjust the screws to leave the inside clear.
2) If the tap is still too large, remove the outer guide plate ❷ and adjust the screws again.

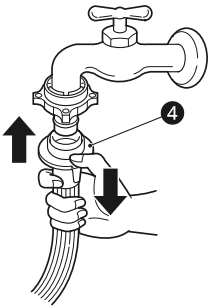


ENGLISH

3 Push the adapter onto the end of the tap so that the rubber seal makes good contact with the tap. Tighten the 4 fixing screws and the adapter ring plate.



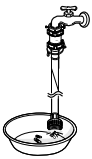
4 Pull the connector latch plate ❹ down, push the inlet hose onto the hose, and release the connector latch plate. Make sure the hose locks into place on the adapter.



NOTE

- Remove foreign substances (dirt, sand or sawdust)

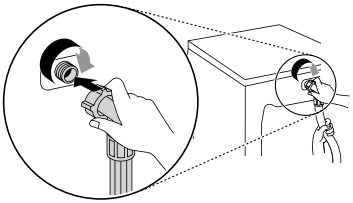
  After connecting the water inlet hose to the water tap, turn on the water tap to flush out foreign substances (dirt, sand, sawdust, etc.) in the water lines. Let the water drain into a bucket, and check the water condition.



- For your safety and for extended product life, use only authorized components. The manufacturer is not responsible for product malfunction or accidents caused by the use of separately purchased unauthorized parts.
- Use new hoses when you install the washing machine. Do not reuse old hoses. Use only the inlet hoses provided with the washer. LG does not recommend the use of aftermarket hoses.
- Periodically check the hoses for cracks, leaks and wear, and replace the hoses every 5 years.
- Do not stretch the water hoses intentionally, and make sure that they are not crushed by other objects.

Connecting the Hose to the Appliance

Screw the water inlet hose to the water inlet valve on the back of the appliance.



- On models with only one water inlet, do not connect the hose to the hot water supply. Connect to the cold water supply only.

NOTE

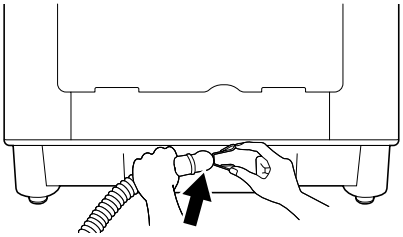
- After completing the connections, check for leaks and tighten or reassemble the connections if needed.
- For model with both hot and cold water inlet, it is recommended to connect both hot and cold water inlet hoses. Connecting only one hose may cause IE error.

Installing the Drain Hose

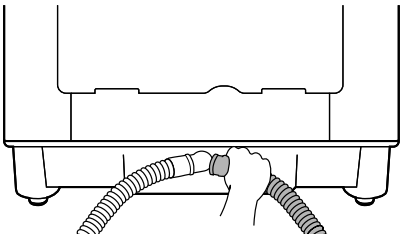
Before connecting the drain hose, check your drain hose model and follow the instructions for that model.

Installing the Drain Hose in a Floor Drain

1 Push the end of the hose onto the drain outlet on the back of the appliance and clamp the hose in place.

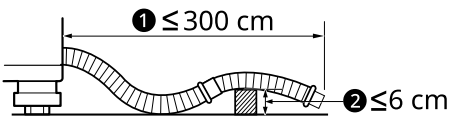


2 To change the direction of the drain hose, remove it and reinstall it facing in the correct direction.

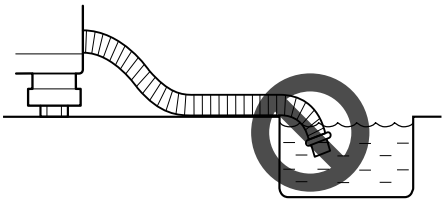


Positioning the Drain Hose

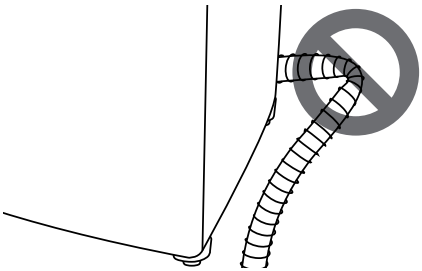
- The length ❶ of the drain hose should not exceed **300 cm**. Do not place the drain hose ❷ more than **6 cm** above the floor.



- The outlet of the drain hose should not be submerged in water.



- Make sure the drain hose is not kinked.



Levelling the Appliance

Checking the Level

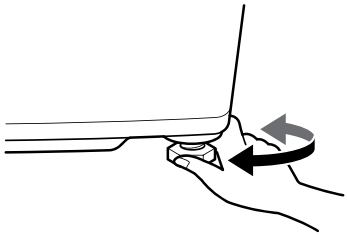
Levelling the appliance prevents unnecessary noise and vibration. Check whether the appliance is perfectly level after installation.

- If the appliance rocks when pushing the top plate of the appliance diagonally, adjust the feet again.

Adjusting and Levelling the Feet

When the appliance is not perfectly level, turn the adjustable feet until the appliance no longer wobbles.

- Turn the adjustable feet clockwise to raise or turn the adjustable feet counterclockwise to lower the appliance.



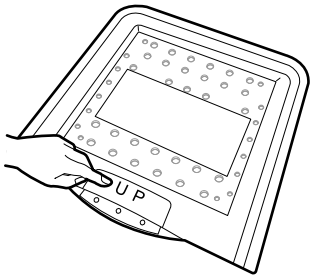
NOTE

- Do not insert pieces of wood etc. under the feet.
- Timber or suspended type flooring will contribute to excessive vibration and unbalance. Reinforcing or bracing the timber floor may be need to stop or reduce excessive noise and vibration.
- Do not install the appliance on any elevated surface or platform, as it may become unstable and cause serious injury and damage.
- If the appliance is installed on a uneven, weak or tilted floor causing excessive vibration, spin failure or UE error can occur. It must be placed on a firm and level floor to prevent spin failure.

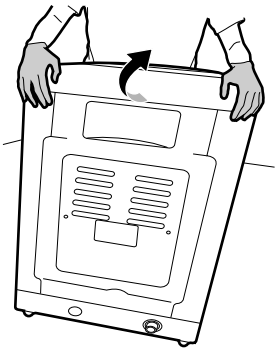
Assembling the Anti-Rat Cover

You can insert the anti-rat cover according to the type to protect the appliance from the rat.

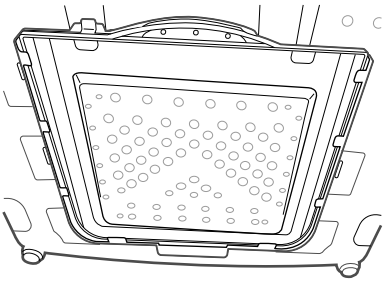
1 Lay the anti-rat cover so that the word **UP** is visible.



2 Stand at the front of the appliance and tilt it inward.



3 Insert the anti-rat cover to the assembling hole at the bottom of the appliance.



OPERATION

Operation Overview

Using the Appliance

Before the first wash, select the **Normal** programme and add a half amount of detergent. Start the appliance without clothes.

- This will remove residue and water from the drum that may have been left during manufacturing.

1 Sort clothes and load items.

- Sort clothes by fabric type, soil level, colour and item size as needed. Open the door and load items into the appliance.

2 Add detergent, fabric softener and/or bleach.

- Add the proper amount of detergent to the detergent dispenser drawer. If desired, add bleach or fabric softener to the appropriate areas of the dispenser.

3 Turn on the appliance.

- Press the **POWER** button to turn on the appliance.

4 Choose the desired wash cycle.

- Rotate **Knob** to the desired programme
- Select the option button to adjust wash temperature, spin speed, etc. Refer to a fabric care label of your clothes for any warning or special instructions.

5 Begin cycle.

- Press the **START/PAUSE** button to begin the cycle.
- The appliance will agitate briefly without water to measure the weight of the clothes.
- If the **START/PAUSE** button is not pressed within a certain time, the appliance will shut off and all settings will be lost.

6 End of cycle.

- When the cycle is finished, a melody will sound. Immediately remove your clothing from the appliance to reduce wrinkling.

NOTE

- The **Auto Restart** function allows the cycle to restart by itself in case of power failure. It resumes from the stage where it stopped.

Preparing the Wash Load

Sort the wash load for best washing results, and then prepare the clothes according to the symbols on their care labels.

Sorting the Clothes

- For best washing results, sort your clothes according to a care label stating fabric type and washing temperature. Adjust the spin speed to wash them.
- Soil level (Heavy, Normal, Light): Separate clothes according to soil level. If possible, do not wash heavily soiled items with lightly soiled ones.
- Colour (White, Lights, Darks): Wash separately dark or dyed clothes from whites or light colours. Mixing dyed clothes with light clothes can result in dye transfer or discolouration of lighter clothes.
- Lint (Lint producers, Collectors): Wash separately lint producing fabrics from lint collecting fabrics. Lint producers can result in pilling and linting on the lint collectors.

Checking the Fabric Care Label

This will tell you about the fabric content of your clothes and how it should be washed.

Symbols on the Care Labels

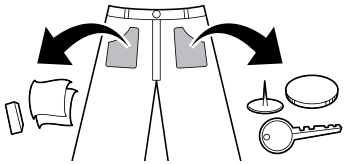
Symbol	Wash / Fabric type
	• Normal Wash • Cotton, Mixed Fabrics
	• Easy Care • Synthetic, Mixed Fabrics
	• Special Delicate Wash • Delicates
	• Hand Wash Only • Wool, Silk
	• Do not wash

NOTE

- The dashes under the symbol give you information about the type of fabric and the maximum allowance of mechanical stress.

Checking the Laundry before Loading

- Combine large and small items in a load. Load large items first. Large items should not be more than half of total load.
- Do not wash single small items. Add 1 - 2 similar items to the load to prevent an out-of-balance load.
- Make sure to empty all pockets. Items such as hair clips, lighters, pens, coins and keys can cause irreparable damage to both your appliance and clothes.



- Wash delicates (stockings, underwired bras) in a wash net.
- Close zippers, hooks and strings to make sure that these items do not snag other clothes.
- Pre-treat dirt and stains by saturating the dirt and stains with dissolved detergent and brushing them in order to remove dirt.

⚠ CAUTION

- Do not wash or spin any item labelled or known to be water-proof or water-resistant, even if the product care label on the item permits machine washing. Failure to follow these instructions could result in severe damage to your washing load, your appliance and/or property damage as a result of abnormal load friction or vibration of the appliance.
  - Examples of water-proof or water-resistant items include certain mattress pads, mattress covers, rain gear, camping gear, skiing apparel, outdoor gear and similar items.

Adding Detergents, Softeners and Bleaches

Detergent Dosage

- Detergent should be selected according to fabric type, colour, soil level and washing temperature and should be used according to the detergent manufacturer's instructions.
- Too much detergent results in excessive suds which cause poor washing.
- When you use liquid detergent, follow the guidelines provided by the detergent manufacturer.
- You can pour liquid detergent directly into the main detergent drawer if you are starting the wash cycle immediately. It is also recommended that it be added into the drum when loading the clothes.
- Do not use liquid detergent if you are using delay or pre-wash function as the liquid may harden.
- Reduce the amount of detergent if too many suds are formed.
- Detergent usage may need to be adjusted for water temperature, water hardness, size and soil level of the laundry. For best results, avoid oversudsing.
- Refer to the label of the clothes, before choosing the detergent and water temperature.
- Use only suitable detergents for the respective type of clothing:
  - General powdered detergents for all types of fabric
  - Powdered detergents for delicate fabric
  - Liquid detergents for all types of fabric or designated detergents only for wool
- For better washing performance and whitening, use detergent that contains general powdered bleach.
- Detergent is dispensed from the dispenser at the beginning of the cycle.
- Dilute liquid detergent with water, pour into the drum and start the cycle.

⚠ CAUTION

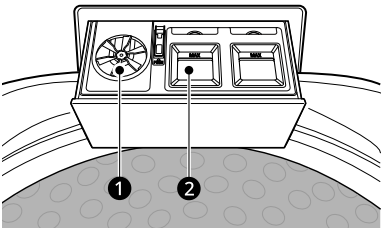
- Using liquid detergent without diluting, or leaving laundry for a long time after pouring diluted liquid detergent into the drum might cause the clothes to be damaged, bleached, discoloured.

NOTE

- Do not let the detergent harden. Doing so may lead to blockages, poor rinse performance or odour.
- Full load: According to manufacturer's recommendation.
- Part load: 3/4 of the normal amount
- Minimum load: 1/2 of full load

Adding Detergents

- Add the measure amount of powder detergent into the powder detergent drawer ❶.
- Add the measure amount of liquid detergent into the liquid detergent drawer ❷.



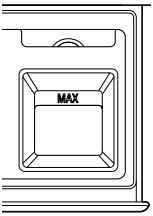
- Use more detergent if you have hard water, large items, greasy or oily soils or lower water temperature.
- Soap flakes or granulated soap powders should not be used in the appliance. When washing woollens, remember to use detergent suitable for washing woollens.

NOTE

- Use the appropriate amount of detergent. Too much detergent, bleach or softener may cause an overflow or a malfunction.

Adding Fabric Softeners

Add a fabric softener under maximum fill line.



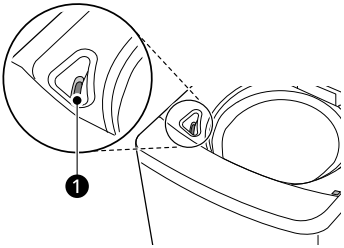
- If the softener is concentrated, then it should be diluted.
- Close the dispenser drawer gently.
- Do not leave the fabric softener in the detergent drawer for more than 2 days. Fabric softener may harden.
- Softener will automatically be added during the last rinse of the cycle.
- Do not open the drawer when water is being supplied.
- When use a fabric softener, follow the guidelines provided by the softener manufacturer.

NOTE

- Use only liquid softener and do not mix softener and detergent.
- Pouring excessive fabric softener over the maximum fill line can cause it to dispense too early, which may stain clothes.
- Do not pour fabric softener directly onto the laundry, doing so will cause staining on the clothes that will be difficult to remove.
- Solvents (benzene, etc.) must never be used.

Adding Liquid Bleaches

- Before starting the appliance, pour the measured amount of bleach directly into the bleach dispenser ❶. Avoid splashing or overfilling.



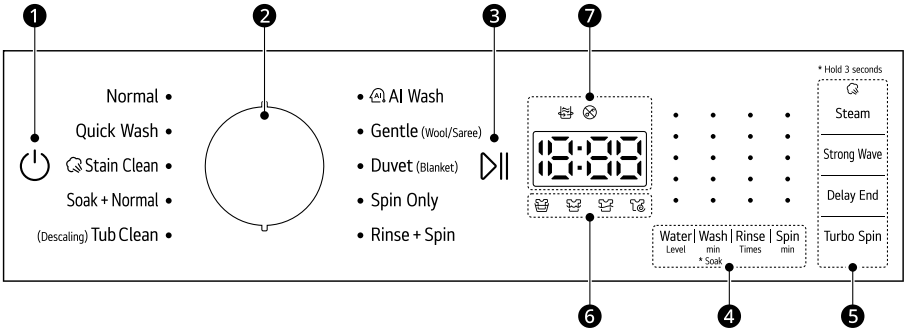
- Mix powdered bleach with water to a liquid consistency and pour it into the bleach dispenser.
- Check clothing care label for special instructions and separate the laundry to be bleached.
- Dilute liquid chlorine bleach with water.
- Measure the recommended amount of liquid bleach carefully according to instructions on the bottle.

⚠ CAUTION

- Never pour undiluted liquid bleach directly onto laundry or into the wash basket. This may cause change of colour or damage to the laundry.
- Do not pour powdered bleach into the bleach dispenser. Powdered bleach may harden, so it will block the bleach dispenser.

Control Panel

Control Panel Features



❶ POWER Button

- Press the **POWER** button for 1 second to turn on or off the appliance.
- The appliance automatically turns off once a certain time has passed after the wash has completed.
- Pressing this button during a cycle will cancel that programme and any load settings will be lost.
- The door will unlock after a brief pause.

NOTE

- If there is any water remaining in the drum after the washer shuts off, it will drain after a delay. The washer can be restarted at any time before the drain begins. However, once the water begins to drain, all functions will be suspended until the water has been completely drained and the washer shuts off.

❷ Programme Knob

- Programmes are available according to the laundry type.
- The lamp will light up to indicate the selected programme.

❸ START/PAUSE Button

- Press this button for 1 second to start or pause the washing progarmme.

NOTE

- If the **START/PAUSE** button is not pressed within a certain time, the appliance will shut off and all settings will be lost.
- For customer safety, the door will be locked automatically during operation. If there is additional laundry to put in, press **START/PAUSE** to unlock.
- If there is a power blackout during operation, the washing machine door will not open. After the electricity supply is on, press the **POWER** and **START/PAUSE** buttons to open the door.

❹ Cycle Modifier Buttons

- Use these buttons to adjust the water level, spin speed etc. settings for the selected cycle.
- The current settings are shown in the display.

- Press the button for the desired modifier to select other settings.

❺ **Extra Options and Functions**

- These buttons allow you to select additional programme options.

❻ **Cycle Status Indicator**

- The indicators tell you which stage is running and remains during the programme.
  - : Soaking stage
  - : Washsing stage
  - : Rinsing stage
  - : Spinning stage

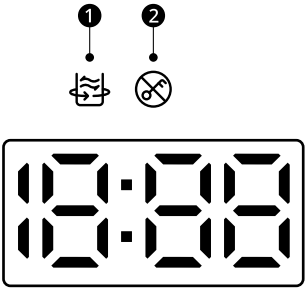
NOTE

- The cycle status indicator blinks during that process, and then the indicator turns off when that process has completed.

❼ **Display**

- The display shows the settings, remaining estimated time, options, and status messages. When the appliance is turned on, the default settings in the display will light up.
- 18:88 : When a programme is selected, the default time for that programme is displayed. The time can change as options are selected.
  - If the display shows -:--, then the time will be displayed after the load sensing has detected the laundry size.
  - The time shown is only an estimate. Several external factors (laundry size, room temperature, incoming water temperature, etc.) can affect the actual time.

Icons on the Display



1		This icon lights up when the **Strong Wave** option is activated.
2		This icon lights up when the programme starts and the door is locked.

Programme Table

Washing Programme

Wash programmes are designed for the best wash performance for different types of clothes.

- Press the washing programme button to select the desired programme.
- When you select a wash programme, the light for the corresponding wash programme will turn on.

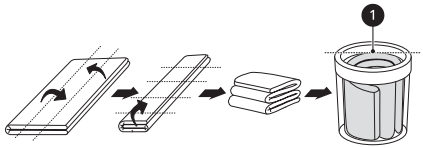
Normal	
Description	Use this programme to wash normal laundry. The built-in sensor detects the weight of the laundry, calculating wash, rinse and, spin settings accordingly. • If water or wet laundry is already in the drum before the start, the water level will be increased. • For lightweight and bulky items, the water level may be too low. Increase the water level manually.

AI Wash	
Description	**AI Wash** provides the appropriate drum rotation actions after load sensing is completed. It washes softly for waterproof fabrics, and strongly for water permeable fabrics. • This programme's recommended laundry amount is under **3 kg**. **NOTE** • For best wash results, load the dry clothes for this programme.

Quick Wash	
Description	Use this programme to wash lightly soiled clothes for a short time. • This Programme recommended laundry amount is under **2.5** kg.

Gentle (Wool/ Saree)	
Description	Use this programme to wash delicate fabrics such as lingerie and woolens. Before washing, check the care label for the washing instructions. • This programme uses a slow spin to extract water from laundry, so the laundry has more moisture than normal. **NOTE** • Hang or lay flat to dry your delicates. • Only cold water will be used for this programmeas hot water may damage laundry.

Stain Clean	
Description	This course is specifically designed to treat stubborn strains at specific temperatures .This course involves 3 step heating logic to tackle different kind of stains. NOTE • Display time for this course (4H) is higher than actual time (under 3H) • Due to higher water temperature used , this program is not recommended for wool,silk, leather, or any other delicates or sensitive items. • While heating, water droplets might be created at the door glass due to humidity differences. This is normal. Wipe the door glass after the wash cycle is completed. • Be careful as the exterior of the appliance is hot by heating • •This program’s recommended amount of clothes is under 3 kg. Using over recommended amount of load may not remove stains effectively & cycle time will increase.

Duvet	
Description	Use this programme to wash a blanket or bedclothes that have the hand wash sign on the care label. • Cashmere bedclothes, acrylic blanket, mixed spinning blanket, woollen blanket, infilling (polyester 101), and bed sheets might be damaged if they are allowed to float. It is recommended to purchase a separate laundry net to wash. • Separate bed clothes from general clothes. It might cause laundry to be unbalanced, which results in abnormal washing. • Spin dry might take longer to redistribute the laundry evenly if bedclothes are lumped to a side. • Never wash an electric blanket, carpets, rugs, pet accessories, soft toys or shoes. It can cause damage to the appliance and other items in the wash. • Put bedclothes into a laundry net and then soak and sink them in water so that they are less likely to float. If the items float during the wash or spin, it may damage the appliance and the clothes. • Regardless of size, we recommend washing bedclothes individually. If two bedclothes with different materials are washed at the same time, it might cause a spin malfunction due to imbalance. **⚠ CAUTION** • When putting a blanket into the drum, do not load it over the maximum line ❶. The blanket must also be submerged in the water. Failure to do so or overloading the blanket in the appliance will result in damage to the wash load and the appliance. 

Soak + Normal	
Description	Use this programme to wash with pre-soak before main wash for heavily soiled clothes.

Spin Only	
Description	Use this programme to drain and spin laundry without washing or rinsing it.

Tub Clean	
Description	This is a special function to clean inside the drum of your appliance. • To use this function, refer to the **MAINTENANCE** for details.

Rinse + Spin	
Description	Use this programme to rinse and spin laundry separately from regular programme. • This can be helpful in preventing fresh stains from setting in fabrics. **NOTE** • When you select this option, do not add the fabric softener into the softener dispenser. It may stain clothes.

Extra Options

NOTE

- **Delay End** option can be selected for every washing programme in the table below.
- All extra options cannot be selected at the same time in the **Normal** programme.
- ●: Available / X: Not available

Programme	Steam	Strong Wave
Normal	●	●
AI Wash	X	●
Quick Wash	X	●
Gentle	X	X
Stain Clean	●	X
Duvet	X	●
Soak + Normal	X	●
Spin Only	X	X
Rinse + Spin	X	X

Energy Saving Guide

For BEE energy labelling programme, select the programme **Normal** with **Strong Wave** option as shown below:

1 Press the **Power** button.

2 Press **Strong Wave** button.

3 **For Model Capacity : 11 kg or Less**

- Set the **Water** Level 10 + **Wash** 17 minutes + **Rinse** 2 times + **Spin** 7 minutes

For Model Capacity : 12 kg or More

- Set the **Water** Level 10 + **Wash** 21 minutes + **Rinse** 2 times + **Spin** 7 minutes

4 Press the **START/PAUSE** button.

NOTE

- Under test conditions, when tested in accordance with standards IEC 60456 : 2010 & BEE schedule -12 (Revision - 3)
- Actual performance of this machine will depend on how the appliance is being used. LG recommends the use of powdered detergent in the dispenser only when using the **Delay End** function.
- For best washing results, LG recommends to mix the detergent powder in warm water and pour directly into the drum before putting the clothes (Rated Capacity Load).

Extra Options and Functions

You can use the extra options and functions on some programmes to customize the cycle.

Customising a Washing Programme

Each programme has default settings that are selected automatically. You may also customise these settings using these buttons.

Water Level
This appliance detects the amount of laundry automatically, then sets the water level. However, manually increasing the water level may be required and recommended to avoid linting and unbalanced errors when the load is bulky but lightweight.

- Press **Water Level** option until the desired water level is selected. The water level is indicated on the display.
- When water level is automatically detected, it may differ depending on the amount of laundry even though the same water level is indicated on the control panel.

Wash
Adjusting the wash time setting modifies the cycle times and/or wash actions.

- Press **Wash** button until the desired wash time is selected. The wash time is indicated on the display.

Rinse
Use this option to change the number of rinses.

- Press **Rinse** button to change the number of rinses. The number of rinses is indicated on the display.

Spin
Use this option to change the spin time.

- Press **Spin** button until the desired spin time is selected. The spin time is indicated on the display.
- When you press the **START/PAUSE** button after selecting this option, the remaining time is indicated on the display.

Using Special Options

You can customize the programmes by using the following special options:

Steam (For Steam Models Only)
Adding this option helps provide better cleaning results.

Strong Wave
Suitable for washing heavily soiled clothes, such as cotton fabrics, using more powerful wash motions.

Turbo Spin

- This option can be selected for better spin performance to further reduce drying time of laundry.

Follow the next steps to use a special option.

1. Press the **POWER** button.
2. Select a washing programme.
3. To use special options, press **Steam**, **Strong Wave**, or **Turbo Spin** button.

   Steam
   - Press **Steam** Button (Only for Heater Models)

   Strong Wave
   - Press **Strong Wave** button to activate this function.

   Turbo Spin
   - Press **Turbo Spin** button to activate this function.
4. Press the **START/PAUSE** button.

Using Basic Options

Delay End
Use this function to delay ending time. The appliance will start automatically and finish after a specified time interval.

1 Press the **POWER** button.

2 Press the **PROGRAM** button to select the washing programme.

3 Press the **Delay End** button to set the required delay ending time.

4 Press the **START/PAUSE** button.

NOTE

- This function is the time to the end of the programme, not the start. The actual running time may vary due to water temperature, wash laundry and other factors.
- Reservation can be made up to 19 hours;
  - 1 hour interval up to 3 - 19 hours
- This function cannot be set for less than 3 hours.
- To cancel this function, press **Delay End** button repeatedly until the reservation is cancelled or press the **POWER** button to turn power off and on.

Soak
This option can be selected to wash heavily soiled clothes by soaking them in water for some time to loosen dirt and grime.

- Press and hold Wash button for 3 seconds to set the soak time from 30 to 180 minutes or 60 to 300 minutes depending on the programme you selected and the model you purchased. The Soak time is indicated on the display.

Setting

Child Lock
Use **Child Lock** function to disable the controls. This function can prevent children from changing programmes or operating this appliance.

NOTE

- Once this function is set, all buttons are locked except the **POWER** button.
- When the controls are locked, CL and the remaining time are alternatively shown on the display during the wash while the child lock is engaged.
- Turning off the power will not reset this function. You must deactivate this function before you can access any other options and functions.

Locking the Control Panel

1 Turn on the power.

2 Press the **START/PAUSE** button to begin the cycle.

3 Press and hold the **Water Level** and **Strong Wave** buttons simultaneously for 3 seconds to activate this function.

Adding clothes or adjusting wash options when Child Lock is on.

1 Press and hold the **Water Level** and **Strong Wave** buttons simultaneously for 3 seconds to deactivate this function..

2 Add clothes or adjust wash options.

3 Press the **START/PAUSE** button to begin the cycle.

Unlocking the Control Panel

1 Turn on the power.

2 Press and hold the **Water Level** and **Strong Wave** buttons simultaneously for 3 seconds to deactivate this function.

- When this function is deactivated, a beeper will sound and the remaining time for the current cycle will reappear on the display.

Beeper

Use this option to adjust the volume of the sound and turn the beeper off or on.

- Press and hold the **Delay end** buttons for 3 seconds.

Manual Washing

When you need a rinse and spin, spin only, rinse only or wash only cycle, these can be set manually.

	Rinse and Spin	Spin only	Rinse only	Wash only
1	⏻ or ⏻ Press the **POWER** button.			
2	Press the **Wash** button until the wash function is cancelled.	Press the **Wash** button until the wash function is cancelled.	Press the **Wash** button until the wash function is cancelled.	Press the **Wash** button to select wash time.
3		Press the **Rinse** button until the rinse function is cancelled.	Press the **Spin** button until the spin function is cancelled.	Rinse and spin are automatically selected.
4	and Press the **Rinse** or **Spin** buttons to adjust the number of rinses or spin strength.	Press the **Spin** button to adjust the spin strength.	Press the **Rinse** button to adjust the number of rinses.	and Press the **Rinse** and **Spin** buttons until the rinse and spin functions are cancelled.
5	Press the **START/PAUSE** button to start the cycle(s).			

NOTE

- When you set a washing cycle manually such as rinse only, wash only or wash and rinse, the water will not be drained out after the wash is completed. If you wish to drain the water, select a spin only cycle after the wash has completed.
- If a rinse only cycle is selected, the water supply begins after detecting the load and the cycle will start. However the water will still fill to the selected water level even if there is water already in the tub.
- If you do not select or change the **Water**, the water level will be set automatically.
- Spin only function can also be directly performed by rotating knob at **Spin Only**.
- Rinse and Spin function can also be directly performed by rotating knob at **Rinse+ Spin**.

SMART FUNCTIONS

LG ThinQ Application

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

LG ThinQ Application Features

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

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.

Smart Diagnosis

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

NOTE

- The feature may be subject to change without prior notice and may have a different form depending on where you are located.

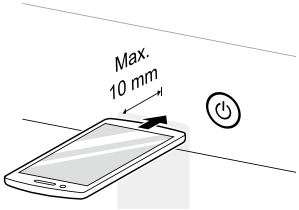
Using Audible Diagnosis to Diagnose Issues

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 Press the **POWER** button to turn on the appliance.
   - Do not press any other buttons.

2 Place the mouthpiece of your smartphone close to the **POWER** button.



3 Press and hold the **Water Level** button for 3 seconds or longer while holding the smartphone mouthpiece to the **POWER** button until the data transfer is complete.
   - Keep the smartphone in place until the data transfer has finished. Time remaining for data transfer is displayed.

4 After the data transfer is complete, the diagnosis will be displayed in the application.

NOTE

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

Using Smart Diagnosis

Smart Diagnosis is troubleshooting feature designed to assist and replace the traditional method of troubleshooting through service calls. The effectiveness for this feature depends upon various factors, including but not limited to the reception of the cellular phone being used for transmission, any external noise that may be present during the transmission and the acrostics of the room where the machine is located.

- Only use this feature when instructed to do so by the LG customer Service Call Center. The transmission sound is similar to a fax machine, and so has no meaning except to the call center.
- **Smart Diagnosis** cannot be activated if the washer does not power up. If this happens, then

troubleshooting must be done without **Smart Diagnosis**.

- If you experience problems with your washer, call to customer information center. Follow the call center agent's instruction, and do the following steps when requested.

1 Press the **POWER** button to turn on the washer. Do not press any other buttons.

2 When instructed to do so by the call center, place the mouthpiece of your phone very close to the **POWER** button.

3 Press and hold the **Water Level** button for three seconds, while holding the phone mouthpiece to the icon or **POWER** button.

4 Keep the phone in place until the tone transmission has finished. This takes about 6 seconds, and the display will count down the time.
   - For best result, do not move the phone while the tones are being transmitted.
   - If the call center agent is not able to get an accurate recoding of the data, you may be asked to try again.

5 Once the countdown is over and the tones have stopped, resume your conversion with the call center agent, who will then be able to assist you using the information transmitted for analysis at the call center.

NOTE

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

MAINTENANCE

⚠ WARNING

- Unplug the appliance before cleaning to avoid the risk of electric shock. Failure to follow this warning may result in serious injury, fire, electric shock, or death.
- Never use harsh chemicals, abrasive cleaners, or solvents to clean the appliance. They may damage the finish.

Cleaning after Every Wash

What to Clean

- If you always use cold water, we recommend that a warm or hot wash be used at regular intervals e.g. every 5th wash should be at least a warm one.
- Turn off taps after use to prevent the chance of flooding, otherwise an inlet hose may burst.
- Always unplug the power cord after use.
- After the cycle, wipe the door and inside the door to remove any moisture. Also wipe the inside of the tub thoroughly to prevent stains in the upper part of the tub.
- Clean around the bleach dispenser with water to flush any residual bleach from the dispenser opening as bleach can be corrosive if left undiluted.

⚠ WARNING

- Leave the door open to dry the drum interior but only if it is safe and any children are supervised.

Cleaning the Exterior

Proper care of the appliance can extend the service life.

Exterior

- Immediately wipe off any spills.
- Wipe with a damp cloth.
- Do not press on the surface or the display with sharp objects.

Dispenser Drawer

Detergent or fabric softener may build up in the dispenser drawer. Remove the drawer and inserts from the dispenser drawer and clean any buildup once or twice a month.

Cleaning the Appliance Periodically

Tub Clean

This is a special function to help clean the inside of the appliance by soaking, washing, rinsing and spinning.

Run this function **once a month** (or more often if needed) to reduce build-up of detergent and softener and other residue.

- If there is a bad smell or mildew inside the appliance, run this function once a week for 3 weeks in addition to the regularly prompted intervals.

NOTE

- The tcL message will be displayed to alert to the recommendation of operating the **Tub Clean** function.
- If the tcL message is displayed on the appliance, or if it is selected after the completion of 30 wash cycles, the running time will increase up to 12 hours due to added soaking time.
- For models with a lint filter, remove lint or dirt from the inside of the lint filter before and after using this programme.

- For models without a lint filter, the lint is discharged when the water drains during washing.

1 Remove any clothing or items from the appliance.

2 Open the dispenser drawer and add anti-limescale to the main wash compartment.

⚠ WARNING

- Do not add any detergent to the detergent dispenser drawer for this function. Doing so may generate excessive suds and leak out from the appliance and cause damage to property.

3 Close the dispenser drawer slowly and close the door.

4 Press the **POWER** button.

5 To select **Tub Clean** programme.
   - Rotate knob at **Tub Clean** .

6 Press the **START/PAUSE** button to start.

7 Leave the door open to dry the inside of the appliance completely.
   - When the inside of the appliance is not dried completely, it may cause a bad smell or mildew.

⚠ WARNING

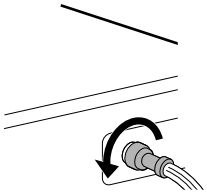
- Leave the door open to dry the drum interior but only if it is safe and any children are supervised.

Cleaning the Water Inlet Filter

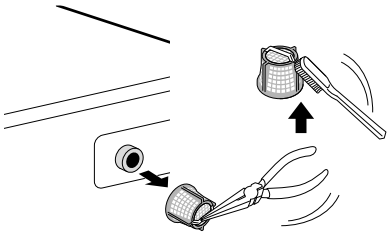
Water inlet filter collects lime or any small objects that may be in water supplied to the appliance. Clean the water inlet filter regularly.

- Turn off the water taps to the appliance if the appliance is to be left for any length of time (e.g. holiday), especially if there is no floor drain (gully) in the immediate vicinity.
- IE error message will be displayed on the control panel when water is not entering the detergent drawer.
- If the water is very hard or contains traces of limescale, the filter on the water inlet may be clogged.

1 Turn off the power and the water tap and then unscrew the water inlet hose.

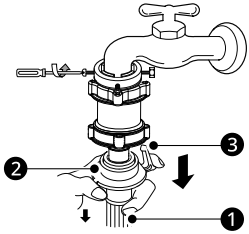


2 Remove the water inlet filter with small pliers and then clean the filter using a medium bristle tooth brush.

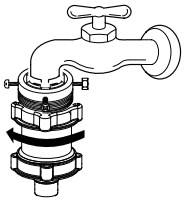


Cleaning the External Filter

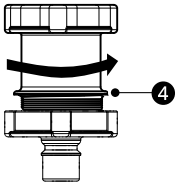
1 Take off the water supply hose ❶ by pulling down the pressing rod ❷ and the pressing handle ❸.



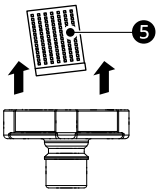
2 Take off the water filter from the tap by turning it clockwise.



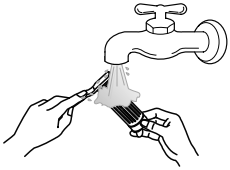
3 Take off the cap filter ❹ by turning it counter-clockwise.



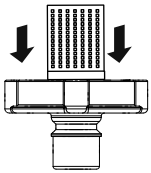
4 Take off the filter ❺ by pulling it up.



5 Clean the filter with the brush and water.



6 After cleaning, reassemble the filter.



NOTE

- Be careful if filter rubber comes loose, insert rubber before installing cap filter.
- If the external filter is damaged, purchase a new one from an LG Authorised Service Centre.

Cleaning the Lint Filter

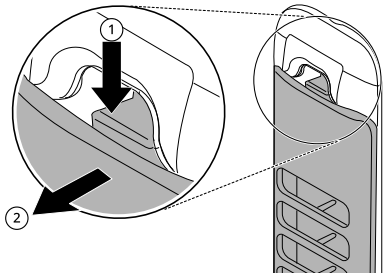
The filter is an important part for an efficient washing performance result, so take a special care. Clean the filter regularly.

⚠ CAUTION

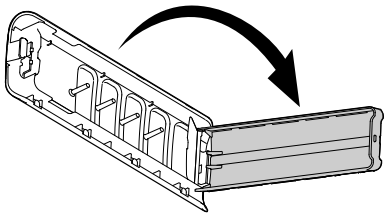
- Clean the lint filter after at least 2 - 3 washes.
- Do not drop the filter on the floor.
- Be careful not to get your fingernails caught in the filter when you handle the filter.
- The lint filter should be back into its original position after being washed to avoid damage to your laundry items. Do not operate the appliance with the lint filters removed.
- If the mesh hole of the lint filter is clogged, foreign objects in the laundry may not be filtered.

- Do not leave iron objects (such as clothes pins, hairpins, etc.) in the lint filter as they promote rust.

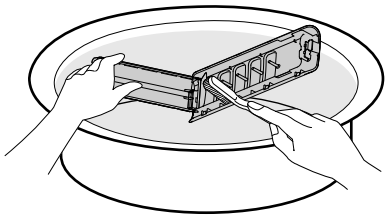
1 Push down on the release tab on the top of the filter cover and pull forward.



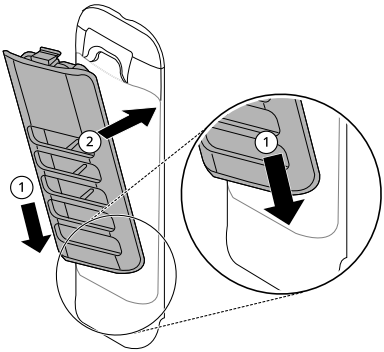
2 Open the lid and remove the lint.



3 Wash the filter with a soft brush.



4 Close the lid and then insert the lower part of the filter into the wash drum. Press the top of the filter until you hear a **click sound**.



TROUBLESHOOTING

Before Calling for Service

Operation of the appliance can lead to errors and malfunctions. The following tables contain possible causes and notes for resolving an error message or malfunction. You can remedy most of the problems by yourself, consequently save time and money, since you do not need to call LG Electronics service centre. The following table should assist you by troubleshooting.

Error Messages

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

Symptoms	Possible Cause & Solution
dE **DOOR ERROR**	**The door is not closed properly.** • Close the door completely. If the error code is still displayed, call for service.
	The door is opened while the washing machine is operating. • Press **Start/Pause** to cancel the door error. Press **Start/Pause** again to start the washing programme.
dL **DOOR LOCK ERROR**	**Door is not locked properly.** • Check nothing is caught under the door, including shipping materials or clothing. • Close the door completely. If the error code is still displayed, call for service.
dr **DRAIN FEATURE**	**The appliance is paused during a cycle for a few minutes.** • The cycle will be cancelled and any water remaining in the drum will be drained.
IE **INLET ERROR**	**Water supply tap(s) are not completely open.** • Fully open tap.
	Water supply hose(s) are kinked, pinched, or crushed. • Straighten or reinstall the water supply hose(s).
	The filter of the supply hose(s) are clogged. • Check and clean the filter of the supply hose(s).
	External filter is clogged • Check and clean the External filter
	Water supply pressure to tap or house is too low or too high. • Contact a plumber to have the water pressure checked or restored to the operating requirements.

Symptoms	Possible Cause & Solution
IE **INLET ERROR**	**Water supply is connected with leak limiting hose(s).** • Do not use leak limiting hose(s).
LE1 **FOREIGN OBJECTS ERROR**	**Foreign objects, such as coins, pins, clips, etc.,are caught between the pulsator and the inner drum.** • Turn off the appliance and then press the **POWER** button. Press the **Spin** button without selecting a cycle to drain and spin the laundry. When the spin is complete, remove the clothes and then find and remove any objects caught in the pulsator gap.
OE **WATER OUTLET ERROR**	**Drain hose is kinked, pinched, or clogged.** • Clean and straighten the drain hose.
	Drain discharge is more than 1.2 m above the bottom of the appliance. • Adjust the hose or reconfigure the drain pipe. Maximum drain height is 1.2 m.
UE **UNBALANCE ERROR**	**Rebalancing operation is not successful.** • The automatic attempt to rebalance the laundry was not successful. The cycle has been paused to allow the laundry to be manually adjusted.
	The load is too small. • Add more items to allow the appliance to balance the laundry.
	Heavy items are mixed with lighter items. • Wash items of somewhat similar weight.
	The load is out of balance. • Manually redistribute the laundry if laundry have become tangled.
tE **TEMPERATURE SENSOR ERROR**	**Control error.** • Unplug the appliance and wait 60 seconds. Reconnect power and try again. • If the error code is still displayed, call for service.
FE **OVERFLOW ERROR**	**Water overfills due to the faulty water valve.** • Close the water taps, unplug the appliance, and call for service.
PE **PRESSURE SENSOR ERROR**	**The water level sensor is not working correctly.** • Close the water taps, unplug the appliance, and call for service.
LE **MOTOR LOCKED ERROR**	**A motor error has occurred.** • Allow the appliance to stand for 30 minutes and then restart the cycle. • If the error code is still displayed, call for service.
AE **CLUTCH ERROR**	**Clutch error.** • Unplug the appliance and call for service.

Symptoms	Possible Cause & Solution
tcL **TUB CLEAN ALARM**	**The programme has run more than 30 times.** • Run the **Tub Clean** function.
E3 **DRAIN MOTOR ERROR**	**A motor error has occurred.** • Unplug the appliance and call for service.
CL **CHILD LOCK FUNCTION**	**CL is not an error. This prevents children from changing cycles or operating the appliance.** • Turn off the **Child Lock** function in the control panel.
uS **VIBRATION SENSOR ERROR**	**Vibration sensor malfunctions.** • Call for service.

Noises

Symptoms	Possible Cause & Solution
Rattling and clanking noise	**Foreign objects, such as keys, coins, or safety pins may be in the drum.** • Stop the appliance, check the drum for foreign objects. If noise continues after the appliance is restarted, call for service.
Thumping sound	**Heavy laundry may produce a thumping sound. This is usually normal.** • If the sound continues, the appliance is probably out of balance. Stop and redistribute the laundry.
	The laundry may be out of balance. • Pause the cycle and redistribute the laundry after the door unlocks.
Vibrating noise	**Packaging materials are not removed.** • Remove packing materials.
	The laundry may be unevenly distributed in the drum. • Pause the cycle and redistribute the laundry after the door unlocks.
	Not all levelling feet are resting firmly and evenly on the floor. • See the section **Levelling the Appliance** to adjust and level the feet.
	Floor is not rigid enough. • Check if the floor is solid and does not flex. See the section **Installation Place Requirements** to select the proper location.

Operation

Symptoms	Possible Cause & Solution
Appliance will not operate.	**Control panel has powered off due to inactivity.** • This is normal. Press the **POWER** button to turn on the appliance.
	Appliance is unplugged. • Make sure that the cord is plugged securely into a working outlet.
	Water supply is turned off. • Turn on the water supply tap completely.
	Controls are not set properly. • Make sure the cycle is correctly set. Close the door and press the **START/PAUSE** button.
	Circuit breaker/fuse is tripped/blown. • Check house circuit breakers/fuses. Replace fuses or reset breaker. The appliance should be on a dedicated branch circuit. The appliance will resume the cycle where it stopped once power is restored.
	Control needs to be reset. • Press the **POWER** button, then reselect the desired programme and press the **START/PAUSE** button.
	START/PAUSE was not pressed after a cycle was set. • Press the **POWER** button, then reselect the desired cycle and press the **START/PAUSE** button. If the **START/PAUSE** button is not pressed within a certain time, the appliance will be turned off.
	Extremely low water pressure. • Check another tap in the house to make sure that household water pressure is adequate.
	Appliance is too cold. • If the appliance has been exposed to temperatures below freezing for an extended period of time, allow it to warm up before pressing the **POWER** button.
	Appliance is heating the water or making steam. (some models only) • The drum in the appliance may stop operating temporarily during certain cycles, while water is safely heated to a set temperature.
Detergent is not dispensed completely or not dispensed at all.	**Too much detergent is used.** • Follow the guidelines provided by the detergent manufacturer.
Water leaking	**Water inlet hose connection is loose at tap or appliance.** • Check hoses for leaks, cracks and splits. • Tighten hose connections.

Symptoms	Possible Cause & Solution
Water leaking	**House drain pipes are clogged.** • The appliance pumps out water very rapidly. Check for water backing up out of the drain pipe during drain. If water is seen coming out of the drain, check for proper drain hose installation and check for restrictions in the drain. Contact a plumber to repair drain pipe.
	Drain hose has come out of drain or is not inserted far enough. • Tie drain hose to supply hose or standpipe to prevent it from coming out during drain. For smaller drain pipes, insert the drain hose into the pipe as far as the drain hose flange. For larger drain pipes, insert the drain hose into the pipe 2.5 - 5 cm past the flange.
	A large item such as a pillow or blanket is above the top of the drum. • Stop the appliance and check the item. Make sure the item does not crest above the top edge of the drum.
Appliance is not filling properly.	**Filter is clogged.** • Make sure the inlet filters on the fill valves are not clogged.
	Supply hoses may be kinked. • Check that supply hoses are not kinked or clogged.
	Insufficient water supply. • Make sure that both hot and cold water taps are turned on all the way.
	Hot and cold supply hoses are reversed. • Check supply hose connections.
Appliance will not drain water.	**Drain hose is kinked.** • Ensure that the drain hose is not kinked.
	Drain is located higher than 1.2 m above the floor. • Make sure that the drain hose is no higher than 1.2 m above the bottom of the appliance.
Cycle time is longer than usual.	**The load is too small.** • Add more items to allow the appliance to balance the laundry.
	Heavy items are mixed with lighter items. • Always try to wash items of somewhat similar weight to allow the appliance to evenly distribute the weight of the laundry for spinning.
	The load is out of balance. • Manually redistribute the laundry if laundry have become tangled.

Performance

Symptoms	Possible Cause & Solution
Poor stain removal	**Proper options are not selected.** • Heavier soils and tougher stains may require extra cleaning power. Select the **Soak** option to boost the cleaning power of the selected cycle.
	Previously set stains. • Items that have previously been washed may have stains that have been set. These stains may be difficult to remove and may require hand washing or pretreating to aid in stain removal.
Staining	**Bleach or softener dispensed too soon.** • Dispenser compartment is overfilled causing bleach or softener to dispense immediately. ALWAYS measure bleach to prevent overfilling. • Close the dispenser drawer gently.
	Bleach or softener was added directly to the laundry in the drum. • Always use the dispensers to ensure that laundry products are properly dispensed at the right time in the cycle.
	Clothes were not properly sorted. • Always wash dark colours separately from light colours and whites to prevent discolouration. • Never wash heavily soiled items with lightly soiled items.
Wrinkling	**Appliance is not unloaded promptly.** • Always remove items from the appliance as soon as the cycle is complete.
	Appliance is overloaded. • The appliance can be fully loaded, but the drum should not be tightly packed with items. The door of the appliance should be closed easily.
	Hot and cold water supply hoses are reversed. • Hot water rinse can set wrinkles in clothes. Check the supply hose connections.
Musty or mildewy odour in the appliance	**Inside of drum was not cleaned properly.** • Run the **Tub Clean** function regularly.

APPENDIX

Reminder Information

Warranty and Service Information

Warranty

The Washing Machine (hereinafter referred as product) comes with 2 year warranty on all parts (except Plastic parts, Consumables, Loose Plastic Parts, Filters, Inlet/outlet hose and top cover) and thereafter a 8 years additional warranty only on the inverter motor from the date of purchases on producing the tax paid invoice of the product provided always that the warranty card bears the rubber stamp, date and signature of our authorized dealer.

8 YEAR ADDITIONAL WARRANTY ON THE INVERTER MOTOR

The 8 Year warranty on the Inverter Motor will continue even after the expiry of the 2 year period from the date of purchase. This warranty covers Motor. During the additional warranty period, it does not cover parts such as PCB Controller Assembly, Clutch assembly, Inlet Valve, Drain Motor etc. The standard visiting charges will be applicable within municipal limit of the town where LG Electronics India Ltd. (LGEIL) has its Authorized Service Centre, Service Outside municipal limit will attract to and fro travelling, other incidental expense in addition to standard visiting charges, as per the prevailing from time to time. During the additional warranty period only the parts replaced or repaired shall be free of costs, but service charges shall always be payable by the customer.

TERMS & CONDITIONS

1. The warranty is confined to the first purchaser of the Washing Machine only & is non-transferable.

2. Repairs & replacements will be carried out through the Authorized Service Centres of LG Electronics India Ltd. (hereinafter referred as LG or LGEIL). The customer may place their service call through the LG customer care or through the dealer from whom the product has been purchased. In case the customer shifts the place of residence during the warranty period, it is advised to contact our helpline.

3. Repairs under warranty shall be carried out by an authorized service personnel only. The details of centralized help lines are attached.

4. For units installed beyond municipal limits of the jurisdiction of the company's Authorized Service Centre, it is the responsibility of the purchaser to contact the nearest authorized service centre and bring the unit to the authorized service at its own cost and risk. All expense incurred in collecting the units or parts thereof from the company's authorized service centre, as well as expenses incurred with deputing of service personnel/technician toward conveyance and other incidentals etc. will be borne by the customer. Local charges for transportation and handling charges may vary from location to location. Customers are advised to verify before. In case the customer desires to bring the unit on its own to the Authorized Service Centre, the same shall be at its own risks & consequences.

5. The concerned authorized service centre will advise the customer whether to effect the repairs at site or at the authorized service centre.

6. Call registered with the centralized helpline/Authorized service center, wherein only cleaning of the unit/ parts in the unit due to dust accumulation on portions of the unit, general explanations/returning, are not to be considered as defects.

7. In case of repairs or replacement of any part/s of the unit, this warranty will thereafter continue and remain in force only for the unexpired period of the warranty. LGEIL may use parts that are new or refurbished and equivalent to new in performance and reliability. Replacement of parts would be purely at the discretion of LGEIL alone. In case the replacement of the entire unit is being made, (subject to the sole discretion of LGEIL), the same model shall be replaced and in the event such model has been discontinued, it shall be replaced with the model price equivalent at the time of purchase.

8. In case of any damage to the product / customer abuse/ repairs by un-authorised personnels/ misuse detected/ by the Authorized Service Center personnel, the warranty conditions are not applicable and repairs will be done subject to availability of parts and on a chargeable basis only.

9. This warranty shall not cover any consequential or resulting liability, damage or loss of property or life arising directly or indirectly out of any defect being noticed in the equipment during the warranty period of the Washing Machine. The company's obligation under this warranty shall be limited to repair or providing replacement of defective parts only under the warranty period.

10. The company or its Authorized Service Center reserves the right to retain any part/s or component replaced at its discretion, in the event of a defect being noticed in the equipment during warranty period.

11. While the company will make every effort to carry out repairs at the earliest, it however is made expressly clear that the company is under no obligation to do so in a specified period of time.

12. Warranty does not cover accessories external to the equipment supplied by the dealer.

13. In the event of any unforeseen circumstance, and spares not being available, the company's prevailing depreciation rules may apply to the purchaser to accept as a commercial solution in lieu of repairs.

14. If any coloured internal or external components are replaced, there will be no commitment to ensure that the shades match with the original or other components. The replaced shades, patterns, tints may vary from the customer's unit due to continuous usage of the unit. Any matching components changed at customer's request will be chargeable basis, except the component which actually needed.

15. Free Installation or Demo of the product, can be availed only once & within 3 months from the date of purchase.

16. Any extended warranty offered by LGEIL has to be supported by relevant proof.

17. The warranty shall expire after the warranty period as mentioned above even if the Washing Machine may not be in use for any time during the warranty period for any reason.

18. Only courts in state of Delhi and places where LGEIL has its branch office shall have the jurisdiction for settling any claims, disputes arising under the warranty.

Warranty is not applicable in any of the following cases :

1. The warranty card is not completed properly at the time of purchase.

2. The completed warranty card is not presented to authorized service personnel at the time of service of the product.

3. The product is not operated according to instructions given in the Operating Instruction Booklet / Owner's Manual.

4. The product is used for commercial purposes.

5. The product is used at any places such as public bathroom, lodging house, training center, dormitory etc.

6. The product has failed under certain conditions like waterlogging, flood, fire, misuse etc.

7. Defects/malfunction are caused by improper or reckless use, which shall be determined by the company personnel.

8. Any repair work is carried out by persons other than authorized service personnel.

9. Defect/malfunction are caused which are beyond control like lightening, abnormal voltage, Acts of God, virus etc.

10. Any issue is caused by usage of 3rd party product like voltage stabilizer, power outlet socket, MCB, extension board etc.

11. Defects/malfunction caused while in transit to service centre or purchaser's residence.

12. Defects caused by rodents bite or by pests and vermin ants/Insects/animals/birds etc.

13. The serial number is deleted, defected or altered.

14. Damage is caused to the product or any part/s due to transportation or shifting.

15. Any accessory external to the equipment are supplied by dealer or LG.

CUSTOMER'S COPY

CUSTOMER'S COPY

MODEL No. :
UNIT SERIAL No. :

DATE OF PURCHASE :

CUSTOMER'S NAME & ADDRESS	DEALER'S NAME & ADDRESS
TEL.	TEL.
Customer's Signature	Dealer's Signature

This card is valid only if it is filled in and stamped by our authorised dealer on the date of purchase.

Installation Check Sheet

Customer Copy

Machine :_____ Job No : _____ Dt. of pur .:_____

Name Of Customer .:_____ M/C. S.No.:_____

Address:_____ Tel/Mob.:_____

Tick Appropriate (by Service Engineer)

S.No.	Check Point	Yes/No	Remarks
1	Physical condition of the Machine is satisfied?		
2	Electrical condition of household wiring / earthing for washing machine is proper?		
3	Advised to turn off machine after use?		
4	Explained Fixing of Inlet Hose Adapter to Tap?		
5	Explained Leg Adjustment & Common Conditions when Levelling Required?		
6	Explained not to use trolley/stand during the washing process? (It can cause excessive Vibrations/Noise)		
7	Explained cleaning of Lint, Inlet Valve Filter & Tub and the respective required cleaning frequencies?		
8	Explained regular check-up & Safety Instructions?		
9	Anti Rat Cover Installed?		
10	After installation check Inlet Hose, Drain Hose leakage & Machine Leveling?		
11	Explain clothes balancing & proper clothes separation for best wash?		
12	Demo of all features and specifications given to customer?		
13	Explained all types of errors? (IE,OE,UE,dE,PE,AE,FE,etc)		
14	Warranty terms explained?		

Signature Of Customer Date : Time:

Company Copy

Machine :_____ Job No : _____ Dt. of pur.:_____

Name Of Customer .: _____ M/C. S.No.:_____

Address:_____ Tel/Mob.:_____

S.No.	Check Point	Yes/No	Remarks
1	Physical condition of the Machine is satisfied?		
2	Electrical condition of household wiring / earthing for washing machine is proper?		
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9	Anti Rat Cover Installed?		
10	After installation check Inlet Hose, Drain Hose leakage & Machine Leveling?		
11	Explain clothes balancing & proper clothes separation for best wash?		
12	Demo of all features and specifications given to customer?		
13	Explained all types of errors? (IE,OE,UE,dE,PE,AE,FE,etc)		
14	Warranty terms explained?		

Name of ASC : _____ Installation Dt : _____ Installed by : _____

Customer Remarks If Any :_____

I Here by certified by above Checks & Demo have been done to me with full of satisfaction and I am fully satisfied with the machine installation and performance of washing machine and I agree to take care of machine, suggestions (If Any) in respect of safety.

Signature Of Customer Date : Time:

For Best Use, Please Read the User's Manual Properly.

Memo

Memo

Brand Owner (LG Electronics India Ltd.) & Packaging Type Details as per PWM Rules

Packaging type	Company name	Registration number	Thickness
Plastic Sheet	LG Electronics India Ltd	BO-13-000-07-AAACL1745Q-22	0.05 mm and above
Multilayered bag	LG Electronics India Ltd		N/A

LG Electronics India Ltd.

Phone	08069379999 1800 315 9999 [Toll Free]
WhatsApp No.	9711709999
Mobile Application	'LG Service India Mobile App' available at Google Play
SNS	www.facebook.com/LGIndiaPage www.twitter.com/LGIndia
Address	Regd. Office: LG Electronics India Ltd., A-24/6 Mohan Cooperative Industrial Estate, Mathura Road, New Delhi-110044 CIN No. L32107DL1997PLC220109

24 hours, 7 days a week (except National Holidays)