

# SMART DIAGNOSIS

## SMART DIAGNOSIS



Should you experience any problems with<sup>3</sup> your refrigerator, it has the capability of transmitting data via your telephone to the LG service center. This gives you the capability of speaking directly to our trained specialists. The specialist records the data transmitted from your machine and uses it to analyze the issue, providing a fast and effective diagnosis.

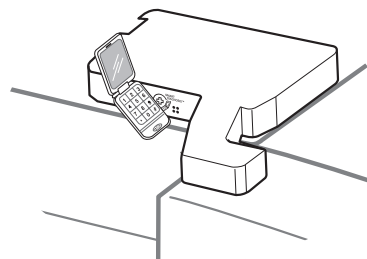
If you experience problems with your refrigerator, call 1-800-243-0000. Only use the Smart Diagnosis feature when instructed to do so by the LG call center agent. The transmission sounds that you will hear are normal and sound similar to a fax machine.

Smart Diagnosis cannot be activated unless your refrigerator is connected to power. If your refrigerator is unable to turn on, then troubleshooting must be done without using Smart Diagnosis.

### Using Smart Diagnosis

First, call 1-800-243-0000. Only use the Smart Diagnosis feature when instructed to do so by the LG call center agent.

- 1 Hold the mouthpiece of your phone in front of the speaker that is located on the right hinge of the refrigerator door, when instructed to do so by the call center.



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



- 3 After you hear three beeps, release the Freezer Temperature button.
- 4 Keep the phone in place until the tone transmission has finished. The display will count down the time. Once the countdown is over and the tones have stopped, resume your conversation with the specialist, who will then be able to assist you in using the information transmitted for analysis.

#### NOTE

- For best results, do not move the phone while the tones are being transmitted.
- If the call center agent is not able to get an accurate recording of the data, you may be asked to try again.

#### NOTE

- Call quality differences by region may affect the function.
- Use the home telephone for better communication performance, resulting in better service.
- Bad call quality may result in poor data transmission from your phone to the machine, which could cause Smart Diagnosis to not work properly.

## BEFORE CALLING FOR SERVICE

Before calling for service, review this list. It may save you both time and expense. This list includes common occurrences that are not the result of defective workmanship or materials in this appliance.

Problem	Possible Causes	Solutions
<b>Refrigerator compressor does not run.</b>	<ul style="list-style-type: none"> <li>• Refrigerator control is off.</li> <li>• Refrigerator is in defrost cycle.</li> <li>• Plug at the wall outlet is disconnected.</li> <li>• Power outage. Check house lights.</li> </ul>	<ul style="list-style-type: none"> <li>• Set the refrigerator control.</li> <li>• This is normal for a fully automatic defrosting refrigerator. The defrost cycle occurs periodically.</li> <li>• Make sure the plug is tightly pushed into the outlet.</li> <li>• Call the local electric company.</li> </ul>
<b>Refrigerator compressor runs too frequently or too long.</b>	<ul style="list-style-type: none"> <li>• Refrigerator is larger than the previous one you owned.</li> <li>• The room or the outdoor weather is hot.</li> <li>• Refrigerator was recently disconnected for a while.</li> <li>• Large amounts of warm or hot food may have been stored recently.</li> <li>• Doors are opened too frequently or for too long.</li> <li>• Refrigerator or freezer door may be slightly open.</li> <li>• Refrigerator control is set too cold.</li> <li>• Refrigerator or freezer gasket is dirty, worn, cracked, or poorly fitted.</li> </ul>	<ul style="list-style-type: none"> <li>• This is normal. Larger, more efficient units run longer.</li> <li>• It is normal for the refrigerator to work longer under these conditions.</li> <li>• It takes a few hours for the refrigerator to reach cooling temperatures.</li> <li>• Warm food will cause the refrigerator to run longer until the desired temperature is reached.</li> <li>• Warm air entering the refrigerator causes it to run more. Open the door less often.</li> <li>• Make sure the refrigerator is level. Keep food and containers from blocking the door.</li> <li>• Adjust the refrigerator control to a warmer setting until the refrigerator temperature is satisfactory.</li> <li>• Clean or change the gasket. Leaks in the door seal will cause the refrigerator to run longer in order to maintain desired temperatures.</li> </ul>
<b>Refrigerator compressor cycles on and off.</b>	<ul style="list-style-type: none"> <li>• The thermostat is keeping the refrigerator at a constant temperature.</li> </ul>	<ul style="list-style-type: none"> <li>• This is normal. The refrigerator cycles on and off to keep the temperature constant.</li> </ul>
<b>Temperature in the freezer is too cold, but the refrigerator temperature is satisfactory.</b>	<ul style="list-style-type: none"> <li>• Freezer control is set too cold.</li> </ul>	<ul style="list-style-type: none"> <li>• Adjust the freezer control to a warmer setting until the freezer temperature is satisfactory.</li> </ul>
<b>Temperature in the refrigerator is too cold, but the freezer temperature is satisfactory.</b>	<ul style="list-style-type: none"> <li>• Refrigerator control is set too cold.</li> </ul>	<ul style="list-style-type: none"> <li>• Adjust the refrigerator control to a warmer setting.</li> </ul>

# TROUBLESHOOTING

## BEFORE CALLING FOR SERVICE (CONT.)

Problem	Possible Causes	Solutions
Food stored in refrigerator drawers freezes.	<ul style="list-style-type: none"> <li>Refrigerator control is set too cold.</li> </ul>	<ul style="list-style-type: none"> <li>Adjust the refrigerator to a warmer setting.</li> </ul>
Temperatures in the refrigerator or freezer are too warm.	<ul style="list-style-type: none"> <li>Freezer or refrigerator control is set too warm.</li> <li>Doors are opened too frequently or for too long.</li> <li>Door is slightly open.</li> <li>Large amounts of warm or hot food may have been stored recently.</li> <li>Refrigerator has recently been disconnected for a period of time.</li> </ul>	<ul style="list-style-type: none"> <li>Adjust the freezer or refrigerator control to a colder setting until the freezer or refrigerator temperature is satisfactory.</li> <li>Warm air enters the refrigerator/freezer whenever the door is opened. Open the door less often.</li> <li>Close the door completely.</li> <li>Wait until the refrigerator or freezer has had a chance to cool food to the set temperature.</li> <li>It takes a few hours for the refrigerator to reach the set temperatures.</li> </ul>
Temperature in the refrigerator is too warm, but the freezer temperature is satisfactory.	<ul style="list-style-type: none"> <li>Refrigerator control is set too warm.</li> </ul>	<ul style="list-style-type: none"> <li>Adjust the refrigerator control to a colder setting.</li> </ul>
Louder sound levels when compressor comes on.	<ul style="list-style-type: none"> <li>Refrigerator operates at higher pressures during the start of the ON cycle.</li> </ul>	<ul style="list-style-type: none"> <li>This is normal.</li> </ul>
Vibrating or rattling noise.	<ul style="list-style-type: none"> <li>Floor is uneven or weak. The refrigerator rocks on the floor when it is moved slightly.</li> <li>Items placed on the top of the refrigerator are vibrating.</li> <li>Dishes are vibrating on the shelves in the refrigerator.</li> <li>The refrigerator is touching the wall or cabinets.</li> </ul>	<ul style="list-style-type: none"> <li>Be sure floor is level and solid and can adequately support the refrigerator.</li> <li>Remove items.</li> <li>It is normal for dishes to vibrate slightly. Move dishes slightly. Make sure refrigerator is level and firmly set on floor.</li> <li>Move the refrigerator so that it does not touch the wall.</li> </ul>
Moisture collects on the inside walls of the refrigerator.	<ul style="list-style-type: none"> <li>The weather is hot and humid which increases the rate of frost buildup and internal sweating.</li> <li>Door is slightly open.</li> <li>Door is opened too often or for too long.</li> </ul>	<ul style="list-style-type: none"> <li>This is normal.</li> <li>Close the door.</li> <li>Open the door less often.</li> </ul>
Moisture forms on the outside of the refrigerator or between the doors.	<ul style="list-style-type: none"> <li>Weather is humid.</li> <li>Door is slightly open.</li> </ul>	<ul style="list-style-type: none"> <li>This is normal in humid weather. When humidity is lower, the moisture should disappear.</li> <li>Close the door completely.</li> </ul>

## BEFORE CALLING FOR SERVICE (CONT.)

Problem	Possible Causes	Solutions
<b>Moisture forms on the dispenser.</b>	<ul style="list-style-type: none"> <li>Moisture may form when the temperature or humidity are high.</li> </ul>	<ul style="list-style-type: none"> <li>Wipe off the moisture.</li> </ul>
<b>Odors in the refrigerator.</b>	<ul style="list-style-type: none"> <li>Interior needs to be cleaned.</li> <li>Food with strong odor is in the refrigerator.</li> <li>Some containers and wrapping materials produce odors.</li> </ul>	<ul style="list-style-type: none"> <li>Clean interior with sponge, warm water, and baking soda. Be sure the soda is completely dissolved so it will not act as an abrasive compound.</li> <li>Cover food completely.</li> <li>Use a different container or brand of wrapping materials.</li> </ul>
<b>The door(s) will not close.</b>	<ul style="list-style-type: none"> <li>Food package is keeping the door open.</li> <li>Door was closed too hard, causing other door to open slightly.</li> <li>Refrigerator is not level. It rocks on the floor when it is moved slightly.</li> <li>Floor is uneven or weak. The refrigerator rocks on the floor when it is moved slightly.</li> <li>Refrigerator is touching the wall or the cabinets.</li> </ul>	<ul style="list-style-type: none"> <li>Move the packages that keep the door from closing.</li> <li>Gently close both doors.</li> <li>Adjust the height-adjusting screw.</li> <li>Be sure the floor is level and can adequately support the refrigerator. Contact a carpenter to correct sagging or sloping floor.</li> <li>Move the refrigerator.</li> </ul>
<b>Drawers are difficult to move.</b>	<ul style="list-style-type: none"> <li>Food is touching the shelf on top of the drawer.</li> <li>The drawer track is dirty.</li> </ul>	<ul style="list-style-type: none"> <li>Keep less food in the drawer.</li> <li>Clean the drawer and the track.</li> </ul>
<b>Sound of ice dropping.</b>	<ul style="list-style-type: none"> <li>A batch of ice has been released into the ice bin.</li> </ul>	<ul style="list-style-type: none"> <li>This sound is made when automatically made ice is dropped into the ice storage bin. The volume may vary according to the location of the refrigerator.</li> </ul>
<b>Sound of water trickling.</b>	<ul style="list-style-type: none"> <li>The icemaker is being supplied with water.</li> </ul>	<ul style="list-style-type: none"> <li>This sound is normally made when the icemaker is supplied with water after dropping the automatically made ice.</li> <li>If this sound lasts more than 10 seconds, check for a leak.</li> </ul>

# TROUBLESHOOTING

## BEFORE CALLING FOR SERVICE (CONT.)

Problem	Possible Causes	Solutions
<p><b>The icemaker is not producing ice or not enough ice</b></p>	<ul style="list-style-type: none"> <li>• New installation.</li> <li>• Refrigerator is not connected to a water supply and the supply shutoff valve is not turned on.</li> <li>• Reverse osmosis water filtration system is connected to your cold water supply.</li> <li>• Kink in the water source line.</li> <li>• Large amount of ice recently has been removed.</li> <li>• The icemaker is not turned on.</li> <li>• There is Something on the Ice-detecting sensor.</li> <li>• The temperature setting is too warm on Freezer.</li> <li>• The doors are opened often.</li> <li>• Any door is not closing properly.</li> <li>• The ice compartment door is not closing properly.</li> <li>• Ice Plus is not selected.</li> </ul>	<ul style="list-style-type: none"> <li>• Wait 24 hours after ice maker installation for ice production to begin. Wait 72 hours for full ice production.</li> <li>• Connect refrigerator to water supply and turn water shutoff valve fully open.</li> <li>• This can decrease water pressure and a little water comes to icemaker.</li> <li>• A kink in the line can reduce water flow. Straighten the water source line.</li> <li>• Allow 24 hours for ice maker to produce more ice.</li> <li>• On the icemaker itself, there should be a power switch. It may have an “I” and “O” on it. The “I” position is on. If it is off, please flip it to the on position.</li> <li>• Foreign substance or frost on the ice-detecting sensor stops making ices. To keep making ice, clean up the surface of Ice-detecting sensor with clean and soft fabric.</li> <li>• Below -1°F is recommended temperature setting of the freezer compartment for normal ice production. If the freezer temperature is set at a warmer temperature, then the ice will produce at a slower rate.</li> <li>• If the doors of the unit are opened often, the cold air will escape which will prevent the unit from maintaining the set temperature. Lowering the temperature can help, as well as not opening the doors as frequently.</li> <li>• The door that is not closed properly, makes the Freezer temperature high and icemaker will make ices slowly.</li> <li>• The compartment door, that is not closed properly, make the compartment temperature high and icemaker makes ices slowly.</li> <li>• With this option, the cold air in the compartment is increased as is ice production.</li> </ul>
<p><b>The interior of the refrigerator is covered with dust or soot.</b></p>	<ul style="list-style-type: none"> <li>• The refrigerator is located near a fire source, such as a fireplace, chimney or candle.</li> </ul>	<ul style="list-style-type: none"> <li>• Make sure that the refrigerator is not located near a fire source, such as a fireplace, chimney or candle.</li> </ul>
<p><b>Other</b></p>	<p>Please thoroughly read the Automatic Icemaker and Operating the Dispenser sections in this manual.</p>	