


## TROUBLESHOOTING

### Before Calling for Service





Your dryer is equipped with an automatic error-monitoring system to detect and diagnose problems at an early stage. If your dryer does not function properly or does not function at all, check the following before you call for service.

Problem	Possible Causes	Solutions
Dryer will not turn on	<ul style="list-style-type: none"> <li>• Power cord is not properly plugged in.</li> <li>• House fuse is blown, circuit breaker has tripped, or power outage has occurred.</li> </ul>	<ul style="list-style-type: none"> <li>• Make sure that the plug is plugged securely into a grounded outlet matching the dryer's rating plate.</li> <li>• Reset circuit breaker or replace fuse. Do not increase fuse capacity. If the problem is a circuit overload, have it corrected by a qualified electrician.</li> </ul>
Dryer does not heat	<ul style="list-style-type: none"> <li>• House fuse is blown, circuit breaker has tripped, or power outage has occurred.</li> <li>• Gas supply or service turned off (gas models only).</li> <li>• Energy Saver option selected</li> </ul>	<ul style="list-style-type: none"> <li>• Reset circuit breaker or replace fuse. Do not increase fuse capacity. If the problem is a circuit overload, have it corrected by a qualified electrician.</li> <li>• Confirm that the house gas shutoff and the dryer gas shutoff are both fully open.</li> <li>• If using the Cotton/Normal cycle, deselect the Energy Saver option. The Energy Saver option is selected by default. This option reduces energy use by adding an air dry section to the beginning of the cycle. It is normal to feel no heat at the beginning of the cycle while in Energy Saver mode.</li> </ul>
Greasy or dirty spots on clothes	<ul style="list-style-type: none"> <li>• Fabric softener used incorrectly.</li> <li>• Clean and dirty clothes being dried together.</li> </ul>	<ul style="list-style-type: none"> <li>• Confirm and follow the instructions provided with your fabric softener.</li> <li>• Make sure to use your dryer to dry only clean items, because dirty items can soil clean clothes placed in the same or subsequent loads.</li> <li>• Stains on dried clothes are actually stains that were not removed during the washing process. Make sure that clothes are being completely cleaned according to the instructions for your washer and detergent.</li> </ul>
Display shows error code tE1 or tE2	<ul style="list-style-type: none"> <li>• Thermistor is malfunctioning.</li> </ul>	<ul style="list-style-type: none"> <li>• Turn off the dryer and call for service.</li> </ul>
Lint on clothes	<ul style="list-style-type: none"> <li>• Lint filter not cleaned properly.</li> <li>• Laundry not sorted properly.</li> <li>• Excess static in clothes.</li> <li>• Dryer is overloaded.</li> <li>• Tissue, paper, etc., left in pockets.</li> </ul>	<ul style="list-style-type: none"> <li>• Make sure the lint filter is cleaned before every load. With some loads that produce high amounts of lint, it may be necessary to clean the filter during the cycle.</li> <li>• Some fabrics are lint producers (i.e., a fuzzy white cotton towel) and should be dried separately from clothes that are lint trappers (i.e., a pair of black linen pants).</li> <li>• See the Excess static in clothes after drying section below.</li> <li>• Divide larger loads into smaller loads for drying.</li> <li>• Check pockets thoroughly before washing and drying clothes.</li> </ul>
Excess static in clothes after drying	<ul style="list-style-type: none"> <li>• Fabric softener not used or used incorrectly.</li> <li>• Clothes dried too long (overdried).</li> <li>• Drying synthetics, permanent press, or synthetic blends.</li> </ul>	<ul style="list-style-type: none"> <li>• Use a fabric softener to reduce static electricity correctly. Do not use fabric softeners or products to eliminate static unless recommended by the manufacturer of the fabric softener or product.</li> <li>• Overdrying a load of laundry can cause a buildup of static electricity. Adjust settings and use a shorter drying time, or use SENSOR DRY cycles.</li> <li>• These materials can cause static buildup. Try using a fabric softener.</li> </ul>
Display shows error code PS	<ul style="list-style-type: none"> <li>• Power cord connection is incorrect.</li> </ul>	<ul style="list-style-type: none"> <li>• Check the connection of power cord to the terminal block. Refer to pages 25-28 in this manual.</li> </ul>

## Before Calling for Service (cont.)

Problem	Possible Causes	Solutions
Drying time is not consistent	<ul style="list-style-type: none"> <li>Heat settings, load size, or dampness of clothing is not consistent.</li> </ul>	<ul style="list-style-type: none"> <li>The drying time for a load will vary depending on the heat setting, the type of heat used (electric, natural gas, or LP gas), the size of the load, the type of fabrics, the wetness of the clothes, and the condition of the exhaust ducts and lint filter.</li> </ul>
Clothes take too long to dry	<ul style="list-style-type: none"> <li>Load is not properly sorted.</li> <li>Large load of heavy fabrics.</li> <li>Dryer controls are not set properly.</li> <li>Lint filter needs to be cleaned.</li> <li>Exhaust ducts blocked, dirty, or duct run is too long.</li> <li>House fuse is blown, circuit breaker has tripped, or power outage has occurred.</li> <li>Dryer is overloaded.</li> <li>Dryer is underloaded.</li> <li>Energy Saver option selected</li> </ul>	<ul style="list-style-type: none"> <li>Separate heavy items from lightweight items. Larger and heavier items take longer to dry.</li> <li>Heavy fabrics take longer to dry because they tend to retain more moisture. To help reduce and maintain more consistent drying times for large and heavy fabrics, separate these items into smaller loads of a consistent size.</li> <li>Use the appropriate control settings for the type of load you are drying.</li> <li>Make sure the lint filter is cleaned before every load. With some loads that produce high amounts of lint, it may be necessary to clean the filter during the cycle.</li> <li>Confirm that the exhaust ductwork is properly configured and free of debris, lint, and obstructions. Make sure that outside wall dampers can open properly and are not blocked, jammed, or damaged.</li> <li>Reset circuit breaker or replace fuse. Do not increase fuse capacity. If the problem is a circuit overload, have it corrected by a qualified electrician.</li> <li>Divide larger loads into smaller loads for drying.</li> <li>If you are drying a very small load, add a few extra items to ensure proper tumbling action.</li> <li>If using the Cotton/Normal cycle, deselect the Energy Saver option. This option reduces energy use by adding an air dry section to the beginning of the cycle.</li> </ul>
Clothes are wrinkled	<ul style="list-style-type: none"> <li>Clothes dried too long (overdried).</li> <li>Clothes left in dryer too long after cycle ends.</li> </ul>	<ul style="list-style-type: none"> <li>Overdrying a load of laundry can lead to wrinkled clothes. Try a shorter drying time, and remove items while they still retain a slight amount of moisture.</li> <li>Remove items from the dryer immediately at the end of the cycle. Use the WRINKLE CARE option to continue tumbling clothes at the end of the cycle, for up to 3 hours.</li> </ul>
Clothes are shrinking	<ul style="list-style-type: none"> <li>Garment care instructions are not being followed.</li> </ul>	<ul style="list-style-type: none"> <li>To avoid shrinkage, please carefully follow the fabric care instructions for your garment, because some fabrics will naturally shrink when washed. Other fabrics can be washed but will shrink when dried in a dryer. Use a low or no heat setting.</li> </ul>
Add indicator light is on during the drying cycle	<ul style="list-style-type: none"> <li>Water supply error.</li> </ul>	<ul style="list-style-type: none"> <li>Check steam feeder drawer:               <ol style="list-style-type: none"> <li>Make sure steam feeder is filled with water to MAX line.</li> <li>Make sure steam feeder is seated properly and drawer is fully closed.</li> <li>Turn the dryer off then restart the Steam cycle.</li> </ol> </li> <li>Do not use distilled water; the water level sensor in the steam generator will not work.</li> <li>The pump is not working. Unplug the dryer and call for service.</li> </ul>
Water drips from nozzle when Steam Cycle starts	<ul style="list-style-type: none"> <li>This is normal.</li> </ul>	<ul style="list-style-type: none"> <li>This is steam condensation. The dripping water will stop after a short time.</li> </ul>
The display shows "d75", "d80", "d90", "d95" 	<ul style="list-style-type: none"> <li>The ductwork is about 75%, 80%, 90%-95% blocked. ("d75", "d80", "d90" or "d95" error code displayed 2hours only)</li> <li>House exhaust system blocked.</li> </ul>	<ul style="list-style-type: none"> <li><b>Do not use the dryer until the exhaust system has been cleaned and/or repaired.</b> Using the dryer with a severely restricted exhaust is dangerous and could result in a fire or other property damage.</li> <li>Check the outside dryer vent while the dryer is operating to make sure there is strong airflow.</li> <li>If the exhaust system is extremely long, have it repaired or rerouted.</li> <li>Keep the area around the dryer clean and free of clutter.</li> <li>Check the vent hood for damage or lint clogging.</li> <li>Make sure the area around the vent hood is clear.</li> </ul>

## Before Calling for Service (cont.)

Problem	Possible Causes	Solutions
Steam does not generate but no error code is shown	<ul style="list-style-type: none"> <li>• Water level error.</li> </ul>	<ul style="list-style-type: none"> <li>• Unplug dryer and call for service.</li> </ul>
Garments still wrinkled after STEAM FRESH™	<ul style="list-style-type: none"> <li>• Too many or too different types of garments in dryer.</li> </ul>	<ul style="list-style-type: none"> <li>• Small loads of 1 to 5 items work best.</li> <li>• Load fewer garments. Load similar-type garments.</li> </ul>
There are no creases left on garment after STEAM FRESH™	<ul style="list-style-type: none"> <li>• The function of this cycle is to remove wrinkles from fabric.</li> </ul>	<ul style="list-style-type: none"> <li>• Use an iron to make creases.</li> </ul>
Garments have static after REDUCE STATIC	<ul style="list-style-type: none"> <li>• This is normal.</li> </ul>	<ul style="list-style-type: none"> <li>• Depends on individual moisture level in skin.</li> </ul>
Garments are too damp or too dry after REDUCE STATIC	<ul style="list-style-type: none"> <li>• Correct drying options not selected.</li> </ul>	<ul style="list-style-type: none"> <li>• Select load weight manually before starting REDUCE STATIC option.</li> </ul>
Water drips from door during Steam Cycle	<ul style="list-style-type: none"> <li>• This is normal.</li> </ul>	<ul style="list-style-type: none"> <li>• Condensation will normally form on the inside of the dryer door during steam operation. Some condensation may drip out the bottom of the door.</li> </ul>
Steam is not visible during Steam Cycle	<ul style="list-style-type: none"> <li>• This is normal.</li> </ul>	<ul style="list-style-type: none"> <li>• Steam vapor is difficult to see when the door is closed. However, condensation will normally form on the inside of the dryer door if the steam system is operating normally.</li> </ul>
Drum does not turn during Steam Cycle	<ul style="list-style-type: none"> <li>• This is normal.</li> </ul>	<ul style="list-style-type: none"> <li>• The drum is turned off so that the steam vapor remains in the drum. The drum will normally turn for about 2 seconds once a minute.</li> </ul>
Cannot see steam vapor at the beginning of cycle	<ul style="list-style-type: none"> <li>• This is normal.</li> </ul>	<ul style="list-style-type: none"> <li>• Steam is released at different stages of the cycle for each option.</li> </ul>
The display shows  	<ul style="list-style-type: none"> <li>• MORE TIME button pressed.</li> </ul>	<ul style="list-style-type: none"> <li>• This display indicates that the steam option has been set for a “ ” item such as a comforter. Press the LESS TIME button to reduce the indicated load size.</li> </ul>
Odors remain in clothing after STEAM FRESH™	<ul style="list-style-type: none"> <li>• STEAM FRESH™ did not remove odor completely.</li> </ul>	<ul style="list-style-type: none"> <li>• Fabrics containing strong odors should be washed in a normal cycle.</li> </ul>
CHECK FILTER light is on during the drying cycle	<ul style="list-style-type: none"> <li>• Lint filter is almost clogged or full.</li> </ul>	<ul style="list-style-type: none"> <li>• Pause the drying cycle and clean the lint filter.</li> </ul>
FLOW SENSE™ indicator shows four bars during the drying cycle or the display shows “d75” after drying.	<ul style="list-style-type: none"> <li>• Ductwork is too long or has too many turns/restrictions.</li> <li>• Significant blockage of the ductwork due to lint buildup or debris.</li> <li>• The appliance has detected a restriction in the external dryer venting.</li> </ul>	<ul style="list-style-type: none"> <li>• Install a shorter or straighter duct run. See the Installation Instructions.</li> <li>• Ductwork should be checked/cleaned soon. Dryer can be used in this condition, but drying times may be longer.</li> <li>• If exhaust restrictions are sensed by the Flow Sense™ system, the indicator will remain on for two hours after the end of the cycle. Opening the door or pressing the ON/OFF button will turn off the display.</li> </ul>
Display show error code nP	<ul style="list-style-type: none"> <li>• Electric dryer power cord is not connected correctly, or house power supply is incorrect.</li> </ul>	<ul style="list-style-type: none"> <li>• Check the power supply or the connection of the power cord to the terminal block.</li> </ul>

## User Support Videos

For further assistance, there are videos and tutorials available through the LG.com website.

1. For further assistance, there are videos and tutorials available through the LG.com website.  
Click on the Support tab on the top menu. Select Video Tutorials under Product Help.
2. Type **Dryer** in the search box on the new page and click the Search button.



Scan this QR code to quickly access the video Search page on the LG website. Once there, type **Dryer** in the search box.

## SPECIFICATIONS

Steam Dryer models	DLEX4370* DLGX4371*
Description	Steam Dryer
Electrical Requirements	Please refer to the rating label regarding detailed information.
Gas Requirements	NG : 4-10.5 inches WC LP : 8-13 inches WC
Dimensions	27" (W) X 30" (D) X 38 <sup>11</sup> / <sub>16</sub> " (H), 51" (D with door open) 68.6 cm (W) X 76.1 cm (D) X 98.3 cm (H), 129.7 cm (D with door open)
Net Weight	Gas : 140.2lbs (63.6kg) Electrical : 138.2lbs (62.7kg)
Drying Capacity - Normal Cycle - Steam Cycle	IEC 7.4 cu.ft. (22.5 lb/10.2 kg) IEC 7.4 cu.ft. (8lb/3.6 kg)