

# TROUBLESHOOTING

## BEFORE CALLING FOR SERVICE

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

<i>Problem</i>	<i>Possible causes</i>	<i>Corrective Action</i>
Air Conditioner does not start.	The air conditioner is unplugged.	Make sure the air conditioner plug is pushed completely into the outlet.
	The fuse is blown/circuit breaker is tripped.	Check the house fuse/circuit breaker box and replace the fuse or reset the breaker.
	Power failure.	If power failure occurs, unplug the unit. When power is restored, wait 3 minutes to restart the air conditioner to prevent tripping of the compressor overload.
	The current interrupter device is tripped.	Press the <b>RESET</b> button located on the power cord plug. If the <b>RESET</b> button will not stay engaged, discontinue use of the air conditioner and contact a qualified service technician.
	<b>FL</b> appears in the display.	The water collection tank is full. Drain the tank and reset your settings.
	Room temperature is less than the set temperature.	This is normal. The air conditioner automatically shuts off when the room temperature equals or is less than the set temperature. Set the desired temperature to a level lower than the current temperature.
Air Conditioner does not cool as it should.	Airflow is restricted.	Make sure there are no curtains, blinds, or furniture blocking the front of the air conditioner.
	The temp control may not be set correctly.	Set the desired temperature to a level lower than the current temperature.
	The air filters are dirty.	Clean the filters at least every 2 weeks. See the Care and Cleaning section.
	The room may have been hot.	When the air conditioner is first turned on, you need to allow time for the room to cool down.
Air Conditioner freezing up.	The cooling coils are iced over.	Ice may block the air flow and obstruct the air conditioner from properly cooling the room. Set the mode control at <b>High Fan</b> or <b>High Cool</b> .
Air Conditioner runs too often or too long.	Area to be cooled is too large for the air conditioner.	Consult your dealer for the air conditioner capacity necessary to cool the desired area.
	Doors or windows are open.	Make sure doors and windows are closed.
Noise when unit is cooling.	Air movement sound.	This is normal. If too loud, set to lower Fan setting.
Remote sensing deactivating prematurely.	Remote control not located within range.	Place remote control within 20 feet and 120° radius of the front of unit.
	Remote control signal obstructed.	Remove obstruction.

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Error Code	Possible causes	Corrective Action
Code appears in the display. <b>FL</b>	Water tank is full.	Drain water from the product through drain hole and reset settings.
<b>CH 01</b> <b>CH 02</b>	Short/open circuit in thermistor.	Unplug the air conditioner and contact an authorized LG service center.