

TROUBLE SHOOTING

PROBLEM	POSSIBLE CAUSES
REFRIGERATOR-FREEZER DOES NOT OPERATE	<ul style="list-style-type: none">■ Power plug may be unplugged from the electric outlet. Plug it in securely.■ House fuse has blown or circuit breaker has tripped. Check and/or replace fuse and reset circuit breaker.■ Power cut. Check house lights.
REFRIGERATOR OR FREEZER COMPARTMENT TEMPERATURE TOO WARM	<ul style="list-style-type: none">■ Temperature control not set on proper position. Refer to Temperature Control section.■ Appliance is placed close to heat source.■ Warm weather-frequent door openings.■ Door left open for a long time.■ Package holding door open or blocking air duct in freezer compartment.
VIBRATION OR RATTLING OR ABNORMAL NOISE	<ul style="list-style-type: none">■ The floor on which the Refrigerator-Freezer is installed may be uneven or the Refrigerator-Freezer may be unstable. Make it even by rotating the leveling screw.■ Unnecessary objects placed in the back side of the Refrigerator-Freezer.
FROST OR ICE CRYSTALS ON FROZEN FOOD	<ul style="list-style-type: none">■ Door may have been left ajar or package holding door open.■ Too frequent or too long door openings.■ Frost within package is normal.
MOISTURE FORMS ON CABINET SURFACE	<ul style="list-style-type: none">■ This phenomenon is likely to occur in a wet space. Wipe it with a dry towel.
MOISTURE COLLECTS INSIDE	<ul style="list-style-type: none">■ Too frequent or too long door openings.■ In humid weather, air carries moisture into refrigerator when doors are opened.

TROUBLE SHOOTING

PROBLEM	POSSIBLE CAUSES
REFRIGERATOR HAS ODOR	<ul style="list-style-type: none">■ Foods with strong odors should be tightly covered or wrapped.■ Check for spoiled food.■ Interior needs cleaning. Refer to CLEANING section
DOOR NOT CLOSING PROPERLY	<ul style="list-style-type: none">■ Food package is keeping door open. Move packages that keep door from closing.■ Refrigerator-Freezer is not level. Adjust the leveling screws.■ The floor on which the Refrigerator-Freezer is installed may be uneven or the Refrigerator-Freezer may be unstable. Slightly raise the front side with the leveling screw.
INTERIOR LIGHT DOES NOT WORK	<ul style="list-style-type: none">■ No power at outlet.■ Light lamp needs replacing. If LED lamp is damaged, it should be replaced by the service center instead of on your own.

SMART DIAGNOSIS(Option)

SMART DIAGNOSIS

Should you experience any problems with 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.

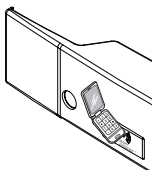
If you experience problems with your refrigerator, call the phone No. of LG Customer Information Center. Only use the Smart Diagnosis feature when instructed to do so by the LG call center agent. The transmission sounds that you will hear are normal and sound similar to a fax machine.

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 the LG Customer Information Center. Only use the Smart Diagnosis feature when instructed to do so by the LG call center agent.

- 1 Open the refrigerator door.
- 2 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.



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

Freezer

- 4 After you hear three beeps, release the Freezer temperature button.
- 5 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 Smart Diagnosis function.
- For best results, use a landline phone.
- Bad call quality may result in poor data transmission from your phone to the machine, which could prevent Smart Diagnosis from working properly.

ENGLISH