

Troubleshooting Guide

Troubleshooting Tips

Save time and money! Review the charts on the following pages first and you may not need to call for service.

1. Problem: My dryer won't start

| Question | What to Do |
|---|---|
| <ul style="list-style-type: none">• Is the dryer plugged in? | Confirm that the dryer's plug is securely and completely pushed into the power outlet |
| <ul style="list-style-type: none">• Is the fuse blown, or is the circuit breaker tripped? | Check your home's or laundry room's fuse box/circuit breaker box and replace the fuse or reset the circuit breaker. |

2. Problem: My dryer doesn't heat

| Question | What to Do |
|---|---|
| <ul style="list-style-type: none">• Is the fuse blown, or is the circuit breaker tripped? | If the fuse is blown or the circuit breaker tripped, the dryer might tumble but not heat. Check your home's or laundry room's fuse box/circuit breaker box and replace the fuse or reset the circuit breaker. |

3. Problem: There are greasy spots on my clothes

| Question | What to Do |
|--|---|
| <ul style="list-style-type: none">• Did you follow the instructions on your fabric softener product? | Check and follow the instructions provided with your fabric softener product. |
| <ul style="list-style-type: none">• Are you drying clean and dirty clothes together? | Make sure to use your dryer to dry only clean items, because dirty items can soil clean clothes placed in the same load or later placed in the dryer drum. |
| <ul style="list-style-type: none">• Were your clothes entirely clean? | Stains on dried clothes are actually stains that weren't removed during the washing process. Make sure you are following your washing instructions and that the clothes are being completely cleaned. |

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4. Problem: There is lint on my clothes

| Question | What to Do |
|---|---|
| <ul style="list-style-type: none">• Is your lint filter full? | Please refer to the manual section on cleaning the lint filter, and please confirm that the lint filter is clean. It is important that the lint filter is clean before each new load of laundry. |
| <ul style="list-style-type: none">• Did you properly sort your load of laundry? | In order to reduce the amount of lint in a load of laundry, sort lint producers (like a fuzzy white cotton towel) separately from clothes that might catch lint (such as a pair of black linen pants). |
| <ul style="list-style-type: none">• Do your clothes have excess static electricity? | See comments below under item 5, There is static in my clothes after drying. |
| <ul style="list-style-type: none">• Did you overload your dryer? | Divide your larger load into smaller loads. |
| <ul style="list-style-type: none">• Did you place any paper, tissue, or other similar material in the load? | Sometimes a person might forget to take a piece of paper or a tissue out of the pocket of a pair of pants, and this paper, tissue, or similar material can cause excess lint in a load of laundry. Confirm that the pockets of pants, shirts, and other articles of clothing are empty before washing and drying. |

5. Problem: There is static in my clothes after drying

| Question | What to Do |
|---|---|
| <ul style="list-style-type: none">• Did you use fabric softener? | Try using a fabric softener to reduce static electricity. |
| <ul style="list-style-type: none">• Did you over dry the load of laundry? | Overdrying a load of laundry can cause a build up of static electricity. Try using a fabric softener or adjust your settings and use a shorter drying time. |
| <ul style="list-style-type: none">• Are you drying synthetic, permanent press and blends? | These materials can cause static to build up in a load of dried clothes. Try using a fabric softener. |

6. Problem: The drying time is not consistent

| Question | What to Do |
|---|---|
| <ul style="list-style-type: none">• Are you using consistent heat settings and consistent load sizes? | The drying time for a load will vary depending on several factors including, but not limited to, the size of the load, the type of fabrics, the wetness of the clothes, the condition of the lint filter and the rating of the power source (i.e. 208V will take longer than 240V). |

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7. Problem: It takes too long for my clothes to dry

| Question | What to Do |
|---|---|
| <ul style="list-style-type: none">• Did you properly sort your loads of laundry? | Separate heavy weight items from light weight items when creating loads. |
| <ul style="list-style-type: none">• Are you drying large loads of heavy fabrics? | 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. |
| <ul style="list-style-type: none">• Are the dryer controls properly set? | Use the appropriate control settings for the type of load you are drying. |
| <ul style="list-style-type: none">• Is the lint filter clean before each new load of laundry? | Please confirm that the lint filter is clean prior to each new load of laundry. |
| <ul style="list-style-type: none">• Is the fuse blown, or is the circuit breaker tripped? | Check your home's or laundry room's fuse box/circuit breaker box and replace the fuse or reset the circuit breaker. |
| <ul style="list-style-type: none">• Did you overload your dryer? | Divide your larger load into a number of smaller loads. |
| <ul style="list-style-type: none">• Did you under load your dryer? | If you are only drying a handful of items, add a few extra pieces to help ensure proper tumbling action. |

8. Problem: My clothes are wrinkled

| Question | What to Do |
|---|---|
| <ul style="list-style-type: none">• Are you overdrying your laundry? | 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. |
| <ul style="list-style-type: none">• Are you removing your laundry from the dryer soon after the drying cycle is complete? | Remove your laundry from the dryer after the drying cycle ends and either hang or fold the items. |

9. Problem: My clothes are shrinking

| Question | What to Do |
|---|---|
| <ul style="list-style-type: none">• Are you following the care instructions for your garment? | To avoid shrinkage, carefully follow the care and use 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. |

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● Error Mode

- *dE* LED displays *dE* if the door is open. Make sure the door is closed and press the Start/Pause button to operate the dryer.
- *EE1,EE3,LE* If display errors continue to occur, unplug the power cord and then call the Service Center.

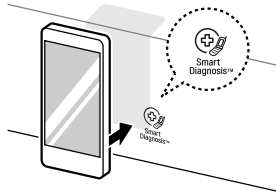
● Drum light does not work

- Contact customer service

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Should you experience any problems with your dryer, it has the capability of transmitting data to your smart phone using the LG Smart Laundry Application or via your telephone to the LG call center.

Smart Diagnosis™ cannot be activated unless your dryer is turned on by pressing the **Power** button. If your dryer is unable to turn on, then troubleshooting must be done without using Smart Diagnosis™



● Using Smart Diagnosis™

Smart Diagnosis™ Using Your Smart Phone

1. Download the LG Smart Laundry & DW application on your smart phone.
2. Open the LG Smart Laundry application on your smart phone. Press the right arrow button to advance to the next screen.
3. Press the Record button on the smart phone and then hold the mouth piece of the smart phone near the Smart Diagnosis™ logo on the dryer.
4. With the phone held in place, press and hold the **More Time** button for 3 seconds.
5. Keep the phone in place until the tone transmission has finished. The display will count down the time.
6. When the recording is complete, view the diagnosis by pressing the Next button on the phone.

Note

- Call quality differences by region may affect the function.
- Use a home telephone for better communication performance, resulting in better service.
- Poor call quality may result in poor data transmission from your phone to the machine, which could cause Smart Diagnosis™ to malfunction.

Smart Diagnosis™ Through the Call Center

1. Call the LG call center at: (LG U.S.) 1-800-243-0000 (LG Canada) 1-888-542-2623.
2. When instructed to do so by the call center agent, hold the mouthpiece of your phone over the Smart Diagnosis™ logo on the machine. Hold the phone no more than one inch from (but not touching) the machine.

Note

Do not touch any other buttons or icons on the display screen.

3. Press and hold the **More Time** button for 3 seconds.
4. Keep the phone in place until the tone transmission has finished. The display will count down the time.
5. Once the countdown is over and the tones have stopped, resume your conversation with the call center agent, 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.