

# TROUBLESHOOTING

## FAQs: Frequently Asked Questions

**Q: What are the best temperature settings for my refrigerator and freezer?**

A: The default setting for the refrigerator is 37° Fahrenheit (3° Celsius). The default setting for the freezer is 0° Fahrenheit (-18° Celsius). Adjust these settings as necessary to keep food at desired temperatures. Milk should be cold when stored on the inner shelf of the refrigerator. Ice cream should be firm and ice cubes should not melt in the freezer. To switch the display from Fahrenheit to Celsius, press and hold the **Freezer** and **Refrigerator** buttons until you hear a beep and the settings in the display change. On some models, you can also select the Refrigerator Manager application on the display and use the Unit button.

**Q: How do I set the refrigerator and freezer temperatures?**

A: Continually press the **Refrigerator** or **Freezer** button on the control panel until the desired temperature appears. The numbers will cycle from highest to lowest and then return to the highest again with continuous pressing. On some models, you can also set the temperatures in the Refrigerator Manager application on the display.

**Q: Why do I hear a buzzing noise from my refrigerator periodically?**

A: This may happen if you do not have a water source attached to your refrigerator and the icemaker is turned on. If you do not have a water source attached to the back of the refrigerator you should turn the icemaker off.

**Q: Why does the icemaker tray look crooked?**

A: This is a normal part of the icemaker cycle. The icemaker tray may appear level or with a slight tilt. The change in position is to assist in the freezing process.

**Q: My refrigerator is powered on and the controls are working, but it's not cooling and the display shows "OFF" (see below). What is wrong?**

A: The refrigerator is in Demo Mode. This mode disables cooling to save energy while the appliance is on display in a store. To restore normal operation, press and hold the **Refrigerator** and **Ice Plus** buttons for 5 seconds or until you hear a beep and the temperature settings appear on the display. Use the same procedure to return the refrigerator to Demo Mode, if desired.



## Before Calling for Service

Review this section before calling for service; doing so will save you both time and money.

### Cooling

Problem	Possible Cause	Solutions
<b>Refrigerator and Freezer section are not cooling.</b>	<b>The refrigerator control is set to OFF (some models).</b>	<ul style="list-style-type: none"> <li>• Turn the control ON. Refer to the Setting the Controls section for proper temperature settings.</li> </ul>
	<b>Refrigerator is set to Demo Mode.</b>	<ul style="list-style-type: none"> <li>• Demo Mode allows the lights and control display to work normally while disabling cooling, to save energy while the refrigerator is on the showroom floor. See the FAQs section of this manual for instructions on how to disable Demo Mode.</li> </ul>
	<b>Refrigerator is in the defrost cycle.</b>	<ul style="list-style-type: none"> <li>• During the defrost cycle, the temperature of each compartment may rise slightly. Wait 30 minutes and confirm the proper temperature has been restored once the defrost cycle has completed.</li> </ul>
	<b>Refrigerator was recently installed.</b>	<ul style="list-style-type: none"> <li>• It may take up to 24 hours for each compartment to reach the desired temperature.</li> </ul>
	<b>Refrigerator was recently relocated.</b>	<ul style="list-style-type: none"> <li>• If the refrigerator was stored for a long period of time or moved on its side, it is necessary for the refrigerator to stand upright for 24 hours before connecting it to power.</li> </ul>
<b>Cooling system runs too much.</b>	<b>Refrigerator is replacing an older model.</b>	<ul style="list-style-type: none"> <li>• Modern refrigerators require more operating time but use less energy due to more efficient technology.</li> </ul>
	<b>Refrigerator was recently plugged in or power restored.</b>	<ul style="list-style-type: none"> <li>• The refrigerator will take up to 24 hours to cool completely.</li> </ul>
	<b>The door is opened often or a large amount of food / hot food was added.</b>	<ul style="list-style-type: none"> <li>• Adding food and opening the door warms the refrigerator, requiring the compressor to run longer in order to cool the refrigerator back down. In order to conserve energy, try to get everything you need out of the refrigerator at once, keep food organized so it is easy to find, and close the door as soon as the food is removed. (Refer to the Food Storage Guide.)</li> </ul>
	<b>Doors are not closed completely.</b>	<ul style="list-style-type: none"> <li>• Firmly push the doors shut. If they will not shut all the way, the "Doors will not close correctly or pop open" section.</li> </ul>
	<b>Refrigerator is installed in a hot location.</b>	<ul style="list-style-type: none"> <li>• The compressor will run longer under warm conditions. At normal room temperatures (70 °F) expect your compressor to run about 40 % to 80 % of the time. Under warmer conditions, expect it to run even more often. The refrigerator should not be operated above 110 °F.</li> </ul>
	<b>Condenser / back cover is clogged.</b>	<ul style="list-style-type: none"> <li>• Use a vacuum cleaner with an attachment to clean the condenser cover and vents. Do not remove the panel covering the condenser coil area.</li> </ul>

## Cooling

Problem	Possible Cause	Solutions
Interior moisture buildup.	Doors are opened often or for long periods of time.	<ul style="list-style-type: none"> <li>When the doors are opened often or for long periods of time, warm, humid air enters the compartment. This raises the temperature and moisture level within the compartment. To lessen the effect, reduce the frequency and duration of door openings.</li> </ul>
	Doors are not closed correctly.	<ul style="list-style-type: none"> <li>See the "Doors will not close correctly or pop open" section.</li> </ul>
	Weather is humid.	<ul style="list-style-type: none"> <li>Humid weather allows additional moisture to enter the compartments when the doors are opened leading to condensation or frost. Maintaining a reasonable level of humidity in the home will help to control the amount of moisture that can enter the compartments.</li> </ul>
	Defrost cycle recently completed.	<ul style="list-style-type: none"> <li>During the defrost cycle, the temperature of each compartment may rise slightly and condensation may form on the back wall. Wait 30 minutes and confirm that the proper temperature has been restored once the defrost cycle has completed.</li> </ul>
	Food is not packaged correctly.	<ul style="list-style-type: none"> <li>Food stored uncovered or unwrapped, and damp containers can lead to moisture accumulation within each compartment. Wipe all containers dry and store food in sealed packaging to prevent condensation and frost.</li> </ul>
Food is freezing in the refrigerator compartment.	Food with high water content was placed near an air vent.	<ul style="list-style-type: none"> <li>Rearrange items with high water content away from air vents.</li> </ul>
	Refrigerator temperature control is set incorrectly.	<ul style="list-style-type: none"> <li>If the temperature is too cold, adjust the control one increment at a time and wait for the temperature to stabilize. Refer to the Control Panel section for more information.</li> </ul>
	Refrigerator is installed in a cold location.	<ul style="list-style-type: none"> <li>When the refrigerator is operated in temperature below 41°F (5°C), food can freeze in the refrigerator compartment. The refrigerator should not be operated in temperature below 55°F (13°C).</li> </ul>
Refrigerator or Freezer section is too warm.	Refrigerator was recently installed.	<ul style="list-style-type: none"> <li>It may take up to 24 hours for each compartment to reach the desired temperature.</li> </ul>
	The air vents are blocked. Cold air circulates from the freezer to the fresh food section and back again through air vents in the wall dividing the two sections.	<ul style="list-style-type: none"> <li>Locate air vents by using your hand to sense airflow and move all packages that block vents and restrict airflow. Rearrange items to allow air to flow throughout the compartment.</li> </ul>

## Cooling/Ice &amp; Water

Problem	Possible Cause	Solutions
Refrigerator or Freezer section is too warm.	Doors are opened often or for long periods of time.	<ul style="list-style-type: none"> <li>When the doors are opened often or for long periods of time, warm, humid air enters the compartment. This raises the temperature and moisture level within the compartment. To lessen the effect, reduce the frequency and duration of door openings.</li> </ul>
	Unit is installed in a hot location.	<ul style="list-style-type: none"> <li>The refrigerator should not be operated in temperatures above 110 °F.</li> </ul>
	A large amount of food or hot food was added to either compartment.	<ul style="list-style-type: none"> <li>Adding food warms the compartment requiring the cooling system to run. Allowing hot food to cool to room temperature before putting it in the refrigerator will reduce this effect.</li> </ul>
	Doors not closed correctly.	<ul style="list-style-type: none"> <li>See the Doors will not close correctly or pop open section in Parts &amp; Features Troubleshooting.</li> </ul>
	Temperature control is not set correctly.	<ul style="list-style-type: none"> <li>If the temperature is too warm, adjust the control one increment at a time and wait for the temperature to stabilize.</li> </ul>
	Defrost cycle has recently completed.	<ul style="list-style-type: none"> <li>During the defrost cycle, the temperature of each compartment may rise slightly and condensation may form on the back wall. Wait 30 minutes and confirm the proper temperature has been restored once the defrost cycle has completed.</li> </ul>
Refrigerator or Freezer section is too cold.	Incorrect temperature control settings.	<ul style="list-style-type: none"> <li>If the temperature is too cold, adjust the control one increment at a time and wait for the temperature to stabilize. Refer to the Control Panel for more information.</li> </ul>
Frost or ice crystals form on frozen food (inside of sealed package).	Condensation from food with a high water content has frozen inside of the food package.	<ul style="list-style-type: none"> <li>This is normal for food items with a high water content.</li> </ul>
	Food has been left in the freezer for a long period of time.	<ul style="list-style-type: none"> <li>Do not store food items with high water content in the freezer for a long period of time.</li> </ul>
Frost or ice crystals form on frozen food (outside of package).	Door is opened frequently or for long periods of time.	<ul style="list-style-type: none"> <li>When the doors are opened often or for long periods of time, warm, humid air enters the compartment. This raises the temperature and moisture level within the compartment. Increased moisture will lead to frost and condensation. To lessen the effect, reduce the frequency and duration of door openings.</li> </ul>
	Door is not closing properly.	<ul style="list-style-type: none"> <li>Refer to the Doors will not close correctly or pop open section in the Troubleshooting section.</li> </ul>

## Ice &amp; Water

Problem	Possible Cause	Solutions
Icemaker is not making enough ice.	Demand exceeds ice storage capacity.	<ul style="list-style-type: none"> <li>The icemaker will produce approximately 70-184 cubes in a 24 hour period.</li> </ul>
	House water supply is not connected, valve is not turned on fully, or valve is clogged.	<ul style="list-style-type: none"> <li>Connect the refrigerator to a cold water supply with adequate pressure and turn the water shutoff valve fully open. If the problem persists, it may be necessary to contact a plumber.</li> </ul>
	Water filter has been exhausted.	<ul style="list-style-type: none"> <li>Replacing the water filter is recommended:               <ul style="list-style-type: none"> <li>Approximately every six months.</li> <li>When the water filter indicator turns on.</li> <li>When the water dispenser output decreases.</li> <li>When the ice cubes are smaller than normal.</li> </ul> </li> </ul>
	Low house water supply pressure.	<ul style="list-style-type: none"> <li>The water pressure must be between 20 and 120 psi on models without a water filter and between 40 and 120 psi on models with a water filter. If the problem persists, it may be necessary to contact a plumber.</li> </ul>
	Reverse Osmosis filtration system is used.	<ul style="list-style-type: none"> <li>Reverse osmosis filtration systems can reduce the water pressure below the minimum amount and result in icemaker issues. (Refer to the Connecting the Water Line section.)</li> </ul>
	Tubing connecting refrigerator to house supply valve is kinked.	<ul style="list-style-type: none"> <li>The tubing can kink when the refrigerator is moved during installation or cleaning resulting in reduced water flow. Straighten or repair the water supply line and arrange it to prevent future kinks.</li> </ul>
	Doors are opened often or for long periods of time.	<ul style="list-style-type: none"> <li>If the doors of the unit are opened often, ambient air will warm the refrigerator which will prevent the unit from maintaining the set temperature. Lowering the refrigerator temperature can help, as well as not opening the doors as frequently.</li> </ul>
	Doors are not closed completely.	<ul style="list-style-type: none"> <li>If the doors are not properly closed, ice production will be affected. See the "Doors will not close correctly or pop open" section in Parts &amp; Features Troubleshooting for more information.</li> </ul>
	The temperature setting for the freezer is too warm.	<ul style="list-style-type: none"> <li>The recommended temperature for the freezer compartment for normal ice production is 0°F. If the freezer temperature is warmer, ice production will be affected.</li> </ul>
Icemaker is not making ice	Refrigerator was recently installed or icemaker recently connected.	<ul style="list-style-type: none"> <li>It may take up to 24 hours for each compartment to reach the desired temperature and for the icemaker to begin making ice.</li> </ul>
	Icemaker not turned on.	<ul style="list-style-type: none"> <li>Locate the icemaker ON/OFF and confirm that it is turned on.</li> </ul>

## Ice &amp; Water

Problem	Possible Cause	Solutions
Icemaker is not making ice	The ice detecting sensor is obstructed.	<ul style="list-style-type: none"> <li>Foreign substances or frost on the ice-detecting sensor can interrupt ice production. Make sure that the sensor area is clean at all times for proper operation.</li> </ul>
	The refrigerator is not connected to a water supply or the supply shutoff valve is not turned on.	<ul style="list-style-type: none"> <li>Connect the refrigerator to the water supply and turn the water shutoff valve fully open.</li> </ul>
	Icemaker shutoff (arm or sensor) obstructed.	<ul style="list-style-type: none"> <li>If your icemaker is equipped with an ice shutoff arm, make sure that the arm moves freely. If your icemaker is equipped with the electronic ice shutoff sensor, make sure that there is a clear path between the two sensors.</li> </ul>
	Reverse osmosis water filtration system is connected to your cold water supply.	<ul style="list-style-type: none"> <li>Reverse osmosis filtration systems can reduce the water pressure below the minimum amount and result in icemaker issues. (Refer to the Connecting the Water Line section.)</li> </ul>
Ice has bad taste or odor.	Water supply contains minerals such as sulfur.	<ul style="list-style-type: none"> <li>A water filter may need to be installed to eliminate taste and odor problems. NOTE: In some cases, a filter may not help. It may not be possible to remove all minerals/odor/taste in all water supplies.</li> </ul>
	Icemaker was recently installed.	<ul style="list-style-type: none"> <li>Ice that has been stored for too long will shrink, become cloudy, and may develop a stale taste. Throw away old ice and make a new supply.</li> </ul>
	The food has not been stored properly in either compartment.	<ul style="list-style-type: none"> <li>Rewrap the food. Odors may migrate to the ice if food is not wrapped properly.</li> </ul>
	The interior of the refrigerator needs to be cleaned.	<ul style="list-style-type: none"> <li>See the Maintenance section for more information.</li> </ul>
	The ice storage bin needs to be cleaned.	<ul style="list-style-type: none"> <li>Empty and wash the bin (discard old cubes). Make sure that the bin is completely dry before reinstalling it.</li> </ul>
Icemaker is making too much ice.	Icemaker shutoff (arm/ sensor) is obstructed.	<ul style="list-style-type: none"> <li>Empty the ice bin. If your icemaker is equipped with an ice shutoff arm, make sure that the arm moves freely. If your icemaker is equipped with the electronic ice shutoff sensor, make sure that there is a clear path between the two sensors. Reinstall the ice bin and wait 24 hours to confirm proper operation.</li> </ul>

## Parts & Features

Problem	Possible Cause	Solutions
Doors will not close correctly or pop open.	Food packages are blocking the door open.	<ul style="list-style-type: none"> <li>• Rearrange food containers to clear the door and door shelves.</li> </ul>
	Ice bin, crisper cover, pans, shelves, door bins, or baskets are out of position.	<ul style="list-style-type: none"> <li>• Push bins all the way in and put crisper cover, pans, shelves and baskets into their correct positions. See the Operation section for more information.</li> </ul>
	The doors were removed during product installation and not properly replaced.	<ul style="list-style-type: none"> <li>• Remove and replace the doors according to the Removing and Replacing Refrigerator Handles and Doors section.</li> </ul>
	Refrigerator is not leveled properly.	<ul style="list-style-type: none"> <li>• See Door Alignment in the Refrigeration Installation section to level refrigerator.</li> </ul>
Doors are difficult to open.	The gaskets are dirty or sticky.	<ul style="list-style-type: none"> <li>• Clean the gaskets and the surfaces that they touch. Rub a thin coat of appliance polish or kitchen wax on the gaskets after cleaning.</li> </ul>
	Door was recently closed.	<ul style="list-style-type: none"> <li>• When you open the door, warmer air enters the refrigerator. As the warm air cools, it can create a vacuum. If the door is hard to open, wait one minute to allow the air pressure to equalize, then see if it opens more easily.</li> </ul>
Refrigerator wobbles or seems unstable	Leveling legs are not adjusted properly.	<ul style="list-style-type: none"> <li>• Refer to the Leveling and Door Alignment section.</li> </ul>
	Floor is not level.	<ul style="list-style-type: none"> <li>• It may be necessary to add shims under the leveling legs or rollers to complete installation.</li> </ul>
Lights do not work.	LED interior lighting failure.	<ul style="list-style-type: none"> <li>• The refrigerator compartment lamp is LED interior lighting, and service should be performed by a qualified technician.</li> </ul>
Refrigerator has an unusual odor.	The Air Filter may need to be set to the MAX setting or replaced.	<ul style="list-style-type: none"> <li>• Set the Air Filter to the MAX setting. If the odor does not go away within 24 hours, the filter may need to be replaced. See the Replacing the Air Filter section for replacement instructions.</li> </ul>
The interior of the refrigerator is covered with dust or soot.	The refrigerator is located near a fire source, such as a fireplace, chimney, or candle.	<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>

## Noises

Problem	Possible Cause	Solutions
Clicking	The defrost control will click when the automatic defrost cycle begins and ends. The thermostat control (or refrigerator control on some models) will also click when cycling on and off.	<ul style="list-style-type: none"> <li>• Normal Operation</li> </ul>
Rattling	Rattling noises may come from the flow of refrigerant, the water line on the back of the unit, or items stored on top of or around the refrigerator.	<ul style="list-style-type: none"> <li>• Normal Operation</li> </ul>
	Refrigerator is not resting solidly on the floor.	<ul style="list-style-type: none"> <li>• Floor is weak or uneven or leveling legs need to be adjusted. See the Leveling and Door Alignment section.</li> </ul>
	Refrigerator with linear compressor was jarred while running.	<ul style="list-style-type: none"> <li>• Normal Operation</li> </ul>
Whooshing	Evaporator fan motor is circulating air through the refrigerator and freezer compartments.	<ul style="list-style-type: none"> <li>• Normal Operation</li> </ul>
	Air is being forced over the condenser by the condenser fan.	<ul style="list-style-type: none"> <li>• Normal Operation</li> </ul>
Gurgling	Refrigerant flowing through the cooling system.	<ul style="list-style-type: none"> <li>• Normal Operation</li> </ul>
Popping	Contraction and expansion of the inside walls due to changes in temperature.	<ul style="list-style-type: none"> <li>• Normal Operation</li> </ul>
Sizzling	Water dripping on the defrost heater during a defrost cycle.	<ul style="list-style-type: none"> <li>• Normal Operation</li> </ul>
Vibrating	If the side or back of the refrigerator is touching a cabinet or wall, some of the normal vibrations may make an audible sound.	<ul style="list-style-type: none"> <li>• To eliminate the noise, make sure that the sides and back cannot vibrate against any wall or cabinet.</li> </ul>
Dripping	Water running into the drain pan during the defrost cycle.	<ul style="list-style-type: none"> <li>• Normal Operation</li> </ul>
Pulsating or high-pitched sound	Your refrigerator is designed to run more efficiently to keep your food items at the desired temperature. The high efficiency compressor may cause your new refrigerator to run longer than your old one, but it is still more energy efficient than previous models. While the refrigerator is running, it is normal to hear a pulsating or high-pitched sound.	<ul style="list-style-type: none"> <li>• Normal Operation</li> </ul>



## Wi-Fi Network

Problem	Possible Cause	Solutions
<p><b>Your home appliance and smartphone is not connecting to the Wi-Fi network.</b></p>	<p><b>The password for the Wi-Fi that you are trying to connect to is incorrect.</b></p>	<ul style="list-style-type: none"> <li>• Find the Wi-Fi network connected to your smartphone and remove it, then register your appliance on LG SmartThinQ application.</li> </ul>
	<p><b>Mobile data for your smartphone is turned on.</b></p>	<ul style="list-style-type: none"> <li>• Turn off the <b>Mobile data</b> on your smartphone before registering the appliance.</li> </ul>
	<p><b>The wireless network name (SSID) is set incorrectly.</b></p>	<ul style="list-style-type: none"> <li>• The wireless network name (SSID) should be a combination of English letters and numbers. (Do not use special characters.)</li> </ul>
	<p><b>The router frequency is not 2.4 GHz.</b></p>	<ul style="list-style-type: none"> <li>• Only a 2.4 GHz router frequency is supported. Set the wireless router to 2.4 GHz and connect the appliance to the wireless router. To check the router frequency, check with your Internet service provider or the router manufacturer.</li> </ul>
	<p><b>The router is too far from the appliance.</b></p>	<ul style="list-style-type: none"> <li>• If the appliance is too far from the router, the signal may be weak and the connection may not be configured correctly. Move the router closer to the appliance or purchase and install a Wi-Fi repeater.</li> </ul>