

SMART FUNCTIONS


Smart ThinQ Application

The Smart ThinQ application allows you to communicate with the appliance using a smartphone.

Installing Smart ThinQ Application

Search for the LG Smart ThinQ application from the Google Play Store on a smart phone. Follow instructions to download and install the application.

Smart ThinQ Application Features

- For appliances with the  logo
- The Tag On function can only be used with most smart phones equipped with the NFC (Near Field Communication) function and based on the Android OS (operating system).

Download Cycle

Download new and special cycles that are not included in the basic cycles on the appliance.

Appliances that have been successfully registered can download a variety of specialty cycles specific to the appliance.

Only one cycle can be stored on the appliance at a time.

Once cycle download is completed in the appliance, the product keeps the downloaded cycle until a new cycle is downloaded.

Venting Tips

Provides venting tips.


Smart Diagnosis™

This function provides useful information for diagnosing and solving issues with the appliance based on the pattern of use.

Settings

Set the product nickname and delete product.



NOTE

- Press  in the LG Smart ThinQ application for a more detailed guide on how to use the Tag On function.
- The location of the smartphone's NFC module may vary depending on the phone, and NFC use may be restricted on some smartphones due to differences in transmission methods. Because of the characteristics of NFC, if the transmission distance is too far, or if there is a metal sticker or a protective case on the phone, transmission will not be good. In some cases, NFC-equipped phones may be unable to transmit successfully.
- The content found in this manual may differ from the current version of the LG Smart ThinQ application, and the software may be modified without informing customers.
- NFC function would vary depending on smart phones.

Smart Diagnosis™ Function

Should you experience any problems with the appliance, it has the capability of transmitting data via your telephone to the LG Customer Information Center. NFC or Wi-Fi equipped models can also transmit data to a smartphone using the LG Smart ThinQ application.

Smart Diagnosis™ through the Customer Information Center

- For appliances with the  or  logo



This gives you the capability of speaking directly to our trained specialists. The specialist records the data transmitted from the appliance and uses it to analyze the issue, providing a fast and effective diagnosis.

- 1 Call the LG Electronics Customer Information Center at:
(LG U.S.A.) 1-800-243-0000
(LG Canada) 1-888-542-2623
- 2 When instructed to do so by the call center, place the mouthpiece of the phone close to the Smart Diagnosis™ icon. Do not press any other buttons.
- 3 Press and hold the **Temp. Control** button for 3 seconds.
- 4 Keep the phone in place until the tone transmission has finished.
- 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 using the information transmitted for analysis.

NOTE

- Smart Diagnosis™ cannot be activated unless the appliance can be turned on using the **Power** button. If the appliance cannot be turned on, troubleshooting must be done without using Smart Diagnosis™.
- 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.
- The Smart Diagnosis™ function depends on the local call quality.
- Bad call quality may result in poor data transmission from your phone to the call center, which could cause Smart Diagnosis™ to malfunction.

Smart ThinQ Smart Diagnosis™

- For appliances with the  or  logo

Use the Smart Diagnosis feature in the Smart ThinQ application for help diagnosing issues with the appliance without the assistance of the LG Customer Information Center.

Follow the instructions in the Smart ThinQ application to perform a Smart Diagnosis using your smartphone.

NOTE

- Smart Diagnosis™ cannot be activated unless the appliance can be turned on using the **Power** button. If the appliance cannot be turned on, troubleshooting must be done without using Smart Diagnosis™.

MAINTENANCE

Regular Cleaning

WARNING

To reduce the risk of fire, electric shock, injury to persons, or death when using this appliance, follow basic precautions, including the following:

- Unplug the dryer before cleaning.
- Never use harsh chemicals, abrasive cleaners, or solvents to clean the washer. They will damage the finish.

Cleaning the Exterior

Proper care of your dryer can extend its life. The outside of the machine can be cleaned with warm water and a mild, nonabrasive household detergent. Immediately wipe off any spills with a soft, damp cloth.

NOTE

- Do not use methylated spirits, solvents, or similar products.
- Never use steel wool or abrasive cleansers; they can damage the surface.

Cleaning the Interior

Wipe around the door opening and seal with a soft, damp cloth to prevent lint and dust buildup that could damage the door seal.

Clean the window with a soft cloth dampened with warm water and a mild, nonabrasive household detergent, then wipe dry.

The stainless steel drum can be cleaned with a conventional stainless steel cleaner, used according to the manufacturer's specifications. Never use steel wool or abrasive cleansers; they may scratch or damage the surface.

Cleaning Around and Under the Dryer

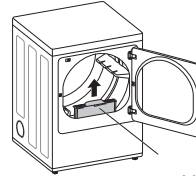
Vacuum lint and dust from around the dryer and underneath it regularly. Vent ductwork should be checked for lint buildup and cleaned at least once per year. If any noticeable reduction in airflow or drying performance occurs, immediately check ductwork for obstructions and blockages.

Maintaining Ductwork

Vent ductwork should be checked for lint buildup once per month and cleaned at least once per year. If any noticeable reduction in airflow or drying performance occurs, immediately check ductwork for obstructions and blockages. Contact a qualified technician or service provider.

Cleaning the Lint Filter

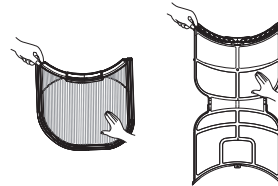
Always clean the lint from the filter after every cycle.



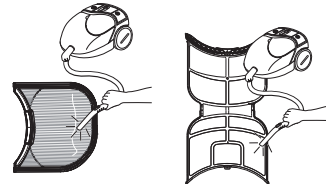
Lint Filter

To clean the lint filter, open the dryer door and pull the lint filter straight up. Then:

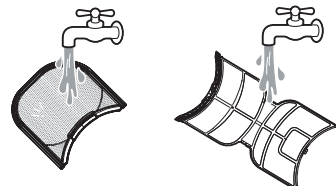
- 1 For everyday cleaning, roll any lint off the filter with your fingers, or



- 2 Vacuum the lint filter.



- 3 If the lint filter has become very dirty or clogged with fabric softener, wash the lint filter in warm, soapy water and allow it to dry thoroughly before reinstalling.



NOTE

- NEVER operate the dryer without the lint filter in place.

TROUBLESHOOTING

FAQs: Frequently Asked Questions

Q: When I press a button, why does my dryer beep and then nothing happens?

A: The Child Lock feature is turned on. To turn off Child Lock, turn the dryer on, then press and hold the button that has *Child Lock on or under it for 3 seconds.

Q: Why does my dryer take so long to dry clothes?

A: Proper airflow is critical to the efficient operation of clothes dryers. A lint filter which is full of lint or clogged with fabric softener sheet residue can reduce the airflow to the point that the time required to dry clothing will be greatly increased. Another factor affecting dry time is your home exhaust system. An exhaust system which is dirty and clogged with lint, or is excessively long, needs to be professionally cleaned or repaired.

Q: Why does my dryer start by itself every few minutes?

A: This is how the Wrinkle Care feature works. The dryer runs briefly every few minutes for up to 3 hours after the cycle finishes. This feature is designed to help prevent wrinkles from setting in when the dryer is not unloaded immediately after the cycle is finished.

Q: Why does my dryer show 3 minutes when I select the Steam Fresh™ cycle?

A: When the Steam Fresh™ cycle is selected, the dryer displays the recommended number of garments for the cycle, not the estimated cycle time, until the cycle is started. Use the More Time or Less Time buttons to adjust the load size setting for the number of garments you desire. For a large load or single bulky item use the *b' 9* (big) setting.

Before Calling for Service

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

Operation

Problem	Possible Cause	Solutions
The Flow Sense™ indicator remains active after clearing the restriction in the venting.	After clearing the restriction, the Flow Sense™ system requires multiple, consecutive cycles to determine that the performance value has improved before the Flow Sense™ indicator is reset.	<ul style="list-style-type: none"> • If the Flow Sense™ indicator remains active for more than five cycles after the restriction has been cleared, call for service.
Dryer will not turn on	Power cord is not properly plugged in.	<ul style="list-style-type: none"> • Make sure that the plug is securely plugged into a grounded outlet matching the dryer's rating plate.
	House fuse is blown, circuit breaker has tripped, or power outage has occurred.	<ul style="list-style-type: none"> • 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.
Dryer does not heat	House fuse is blown, circuit breaker has tripped, or power outage has occurred.	<ul style="list-style-type: none"> • 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. • NOTE: Due to the design of electric dryers, it is possible for a circuit problem to allow an electric dryer to run without heat.
	Gas supply or service is turned off.	<ul style="list-style-type: none"> • Confirm that the house gas shutoff and the dryer gas shutoff valves are both fully open. Even if gas is not supplied to the dryer, it will run and no error codes will display. Verify that other gas appliances in the home are working normally.
	Energy Saver option selected (on some models)	<ul style="list-style-type: none"> • 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.
Clothes take too long to dry	Exhaust ducts are blocked, dirty, or duct run is too long.	<ul style="list-style-type: none"> • Confirm that the exhaust duct 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.
	Load is not properly sorted.	<ul style="list-style-type: none"> • Separate heavy items from lightweight items. Larger and heavier items take longer to dry. Light items in a load with heavy items can fool the sensor because the light items dry faster.

Problem	Possible Cause	Solutions
<p>Clothes take too long to dry</p>	<p>Large load of heavy fabrics.</p>	<ul style="list-style-type: none"> • 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.
	<p>Dryer controls are not set properly.</p>	<ul style="list-style-type: none"> • Use the appropriate control settings for the type of load you are drying. Some loads may require an adjustment of the dry level setting for proper drying.
	<p>Lint filter needs to be cleaned.</p>	<ul style="list-style-type: none"> • Remove the lint from the filter before every load. With the lint removed, hold the filter up to a light to see if it is dirty or clogged. With some loads that produce high amounts of lint, such as new bath towels, it may be necessary to pause the cycle and clean the filter during the cycle.
	<p>House fuse is blown, circuit breaker has tripped, or power outage has occurred.</p>	<ul style="list-style-type: none"> • 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. • NOTE: Due to the design of electric dryers, it is possible for a circuit problem to allow an electric dryer to run without heat.
	<p>Dryer is overloaded.</p>	<ul style="list-style-type: none"> • Divide extra large loads into smaller loads for better drying performance and efficiency.
	<p>Dryer is underloaded.</p>	<ul style="list-style-type: none"> • If you are drying a very small load, add a few extra items to ensure proper tumbling action. If the load is very small and you are using Sensor Dry cycles, the electronic control cannot properly sense the dryness of the load and may shut off too soon. Use TIME DRY or add some extra wet clothes to the load.
	<p>Energy Saver option selected (on some models)</p>	<ul style="list-style-type: none"> • 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.
<p>Drying time is not consistent</p>	<p>Heat settings, load size, or dampness of clothing is not consistent.</p>	<ul style="list-style-type: none"> • The drying time for a load will vary depending on 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 duct and lint filter. Even an unbalanced load in the washer can cause poor spinning, resulting in wetter clothes which will take longer to dry.

Performance

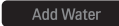
Problem	Possible Cause	Solutions
Greasy or dirty spots on clothes	Fabric softener used incorrectly.	<ul style="list-style-type: none"> • Confirm and follow the instructions provided with your fabric softener.
	Clean and dirty clothes are being dried together.	<ul style="list-style-type: none"> • Use your dryer to dry only clean items. Soil from dirty clothes can transfer to the clean clothes in the same or later loads.
	Clothes were not properly cleaned or rinsed before being placed in the dryer.	<ul style="list-style-type: none"> • Stains on dried clothes could be stains that were not removed during the washing process. Make sure that clothes are being completely cleaned or rinsed according to the instructions for your washer and detergent. Some difficult soils may require pre-treating prior to washing.
Clothes are wrinkled	Clothes dried too long (over dried).	<ul style="list-style-type: none"> • Over drying a load of laundry can lead to wrinkled clothes. Try a shorter drying time or LESS DRY setting and remove items while they still retain a slight amount of moisture.
	Clothes left in dryer too long after cycle ends.	<ul style="list-style-type: none"> • Use the WRINKLE CARE option. This feature will tumble the clothes briefly every few minutes for up to 3 hours to help prevent wrinkling.
Clothes are shrinking	Garment care instructions are not being followed.	<ul style="list-style-type: none"> • To avoid shrinking your clothes, always consult and follow fabric care instructions. 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.
Lint on clothes	Lint filter not cleaned properly.	<ul style="list-style-type: none"> • Remove the lint from the filter before every load. With the lint removed, hold the filter up to a light to see if it is dirty or clogged. If it looks dirty, follow the cleaning instructions. With some loads that produce high amounts of lint, it may be necessary to clean the filter during the cycle.
	Laundry not sorted properly.	<ul style="list-style-type: none"> • 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).
	Excess static in clothes.	<ul style="list-style-type: none"> • Use a fabric softener to reduce static electricity. Be sure to follow the manufacturer's instructions. 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.
	Dryer is overloaded.	<ul style="list-style-type: none"> • Divide extra large loads into smaller loads for drying.
	Tissue, paper, etc., left in pockets.	<ul style="list-style-type: none"> • Check pockets thoroughly before washing and drying clothes.



Problem	Possible Cause	Solutions
<p>Excess static in clothes after drying</p>	<p>Fabric softener is not used or used incorrectly.</p>	<ul style="list-style-type: none"> • Use a fabric softener or the STATIC SHIELD option, if equipped, to reduce static electricity. Be sure to follow the manufacturer's instructions.
	<p>Clothes dried too long (overdried).</p>	<ul style="list-style-type: none"> • Overdrying a load of laundry can cause a buildup of static electricity. Adjust settings and use a shorter drying time, or use AUTO DRY cycles. Select a LESS DRY setting on Sensor Dry cycles, if necessary.
	<p>Drying synthetics, permanent press, or synthetic blends.</p>	<ul style="list-style-type: none"> • These fabrics are naturally more prone to static buildup. Try using fabric softener, or use LESS DRY and/or shorter TIME DRY time settings.
<p>Clothes have damp spots after a Sensor Dry cycle.</p>	<p>Very large load or very small load. Single large item such as a blanket or comforter.</p>	<ul style="list-style-type: none"> • If items are too tightly packed or too sparse the sensor may have trouble reading the dryness level of the load. Use a Time Dry cycle for very small loads. • Large, bulky items such as blankets or comforters can sometimes wrap themselves into a tight ball of fabric. The outside layers will dry and register on the sensors, while the inner core remains damp. When drying a single bulky item, it may help to pause the cycle once or twice and rearrange the item to unwrap and expose any damp areas. • To dry a few remaining damp items from a very large load or a few damp spots on a large item after a sensor cycle has completed, empty the lint trap, then set a Time Dry cycle to finish drying the item(s).

Steam Functions (Steam Models)

Problem	Possible Cause	Solutions
Water drips from nozzle when STEAM CYCLE starts	This is normal.	<ul style="list-style-type: none"> • This is steam condensation. The dripping water will stop after a short time.
Garments still wrinkled after Steam Fresh™	Too many or overly different types of garments in dryer.	<ul style="list-style-type: none"> • Small loads of 1 to 5 items work best. Load fewer garments. Load similar types of garments.
Creases or pleats are gone from garments after Steam Fresh™	The function of this cycle is to remove wrinkles from fabric.	<ul style="list-style-type: none"> • Use an iron to replace creases and pleats in garments.
Garments have static after using the Reduce Static option	This is normal.	<ul style="list-style-type: none"> • The amount of static experienced will depend on the individual moisture level in the skin.
Garments are too damp or too dry after using the Reduce Static option	Correct drying options not selected.	<ul style="list-style-type: none"> • Select the load weight manually before starting the Reduce Static option.
Garments are not uniformly damp after using the Easy Iron option	Number of garments or load size not properly selected at the beginning of the cycle.	<ul style="list-style-type: none"> • Select the correct number of garments or load size before starting the cycle.
Steam does not generate, but no error code is shown	Water level error.	<ul style="list-style-type: none"> • Unplug dryer and call for service.
Water drips from door during STEAM CYCLE	This is normal.	<ul style="list-style-type: none"> • Condensation will normally form on the inside of the dryer door during steam operation. Some condensation may drip out the bottom of the door.
Steam is not visible during STEAM CYCLE	This is normal.	<ul style="list-style-type: none"> • 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.
Drum does not turn during STEAM CYCLE	This is normal.	<ul style="list-style-type: none"> • 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.
Cannot see steam vapor at the beginning of cycle	This is normal.	<ul style="list-style-type: none"> • Steam is released at different stages of the cycle for each option.
Odors remain in clothing after Steam Fresh™	Steam Fresh™ did not remove odor completely.	<ul style="list-style-type: none"> • Fabrics containing strong odors should be washed in a normal cycle.

Error Codes

Problem	Possible Cause	Solutions
Error code: tE1 through tE7	Temperature sensor failure.	<ul style="list-style-type: none"> • Turn off the dryer and call for service.
Display shows error code: PS	Power cord is connected incorrectly.	<ul style="list-style-type: none"> • Check the connection of the power cord to the terminal block.
<p>*Flow Sense™ indicator shows four bars during the drying cycle or the display shows "d80" after drying</p> <p>* This warning light is not a dryer failure and is not covered by the dryer warranty. Contact a duct cleaning service to set up an appointment to have your exhaust system cleaned and inspected.</p>	Exhaust system is too long or has too many turns/ restrictions.	<ul style="list-style-type: none"> • Install a shorter or straighter duct run. See the Installation Instructions for details.
	Partial blockage of the ductwork due to lint buildup or other foreign object.	<ul style="list-style-type: none"> • Ductwork should be checked/cleaned immediately. Dryer can be used in this condition, but drying times will be longer and energy consumption will increase.
	The appliance has detected a restriction in the external dryer venting.	<ul style="list-style-type: none"> • If exhaust restrictions are sensed by the Flow Sense™ system, the indicator will remain on for 2 hours after the end of the cycle. Opening the door or pressing the Power button will turn off the display.
The Flow Sense™ indicator remains active after clearing the restriction in the venting.	After clearing the restriction, the Flow Sense™ system requires multiple, consecutive cycles to determine that the performance value has improved before the Flow Sense™ indicator is reset.	<ul style="list-style-type: none"> • If the Flow Sense™ indicator remains active for more than five cycles after the restriction has been cleared, call for service.
 indicator light is on during the drying cycle	Water supply error.	<ul style="list-style-type: none"> • Check steam feeder drawer: <ol style="list-style-type: none"> (1) Make sure the steam feeder is filled with water to the MAX line. (2) Make sure the steam feeder is seated properly and the drawer is fully closed. (3) Turn the dryer off then restart the STEAM CYCLE. Do not use distilled water; the water level sensor in the steam generator will not work. Pump not working. Unplug dryer and call for service.
The display shows <i>bt 9</i>	More Time button was pressed.	<ul style="list-style-type: none"> • This display indicates that the steam option has been set for a "big" item such as a comforter. Press the Less Time button to reduce the indicated load size.

Problem	Possible Cause	Solutions
<p><i>Add</i> indicator light is on during the drying cycle</p>	<p>Water supply error.</p>	<ul style="list-style-type: none"> • Check steam feeder drawer: <ol style="list-style-type: none"> (1) Make sure the steam feeder is filled with water to the MAX line. (2) Make sure the steam feeder is seated properly and the drawer is fully closed. (3) Turn the dryer off then restart the STEAM CYCLE. Do not use distilled water; the water level sensor in the steam generator will not work.
	<p>Pump not working.</p>	<ul style="list-style-type: none"> • Unplug dryer and call for service.
<p>The display shows</p> 	<p>The duct work is about 75% - 95% blocked. ("d75", "d80", "d90" or "d95" error code is displayed for 2 hours only)</p>	<ul style="list-style-type: none"> • Do not use the dryer until the exhaust system has been cleaned and/or repaired. Using the dryer with a severely restricted exhaust is dangerous and could result in a fire or other property damage. Check the outside dryer vent while the dryer is operating to make sure there is strong airflow. If the exhaust system is extremely long, have it repaired or rerouted.
	<p>House exhaust system blocked.</p>	<ul style="list-style-type: none"> • Keep the area around the dryer clean and free of clutter. Check vent hood for damage or lint clogging. Make sure the area around the vent hood is clear.
 <p>indicator light is on during the drying cycle</p>	<p>Lint filter not cleaned properly.</p>	<ul style="list-style-type: none"> • Remove the lint from the filter before every load. With the lint removed, hold the filter up to a light to see if it is dirty or clogged. If it looks dirty, follow the cleaning instructions. With some loads that produce high amounts of lint, it may be necessary to clean the filter during the cycle.