



OWNER'S MANUAL

# FRIDGE & FREEZER

**Read this owner's manual thoroughly before operating the appliance and keep it handy for reference at all times.**

EN ENGLISH

FR FRANÇAIS

ES ESPAÑOL

LBNC12551\*

LBNC10551\*



MFL69661730  
Rev.02\_062118

[www.lg.com](http://www.lg.com)

Copyright © 2017-2018 LG Electronics Inc. All Rights Reserved.

# TABLE OF CONTENTS

<b>REFRIGERATOR SAFETY</b> .....	3
<b>IMPORTANT SAFETY INSTRUCTIONS</b> .....	3
<b>FEATURES CHART</b> .....	6
<b>INSTALLATION</b> .....	7
Connection .....	7
<b>OPERATION</b> .....	9
Control Panel .....	9
Temperature Control .....	9
Express Freeze .....	9
Vacation Mode .....	10
Self Test .....	10
Door Alarm .....	10
Removal And Installation Of Detachable Glass Shelf .....	11
Removal And Installation Of Drawer In Refrigeration Compartment.....	11
Removal And Installation Of Drawer In Freezing Compartment.....	12
Ice Preparation.....	12
Freeze Compartment .....	12
<b>CARE AND MAINTENANCE</b> .....	13
Foodstuff Storage .....	13
General .....	13
During Move .....	13
Refrigeration Operation Features .....	14
Anti-Condensation Tube .....	14
Reversing the Doors(Optional) .....	14
<b>CLEANING YOUR REFRIGERATOR</b> .....	15
<b>BEFORE CALLING FOR SERVICE</b> .....	16
<b>TROUBLESHOOTING</b> .....	17
<b>SMART DIAGNOSIS(Optional)</b> .....	19
<b>WARRANTY</b> .....	20

# REFRIGERATOR SAFETY

## IMPORTANT SAFETY INSTRUCTIONS

### *READ ALL INSTRUCTIONS BEFORE USING THE APPLIANCE.*

This guide contains many important safety messages. Always **read and obey** all safety messages.



This is the safety alert symbol. It alerts you to safety messages that inform you of hazards that can kill or hurt you or others, or cause damage to the product.

All safety messages will be preceded by the safety alert symbol and the hazard signal word WARNING or CAUTION. These words mean:



**WARNING** You can be killed or seriously injured if you do not follow instructions.



**CAUTION** Indicates an imminently hazardous situation which, if not avoided, may result in minor or moderate injury, or product damage.



**WARNING**

To reduce the risk of fire, electric shock, or personal injury when using your product, basic safety precautions should be followed, including the following.

#### Power

- NEVER unplug your refrigerator by pulling on the power cord. Always grip the plug firmly and pull it straight out from the outlet.
- Immediately repair or replace all power cords that have become frayed or otherwise damaged. Do not use a cord that shows cracks or abrasion damage along its length or at either the plug or connector end.
- Do not use an uncertified power outlet.
- Unplug the power plug immediately in the event of a blackout or thunderstorm.
- Plug in the power plug with the power cord facing downward.

#### Installation

- Contact an authorized service center when you install or relocate the refrigerator.
- When moving your refrigerator away from the wall, be careful not to roll over or damage the power cord.
- Connect this product to a dedicated grounded electric outlet conforming with the rating prior to use. It is the user's responsibility to replace a standard 2-prong wall outlet with a standard 3-prong wall outlet.
- Do not install the refrigerator where there may be a danger of falling.

#### Use

- DO NOT allow children to climb, stand, or hang on the refrigerator doors or shelves in the refrigerator. They could damage the refrigerator and seriously injure themselves.
- Do not place heavy objects on the dispenser of the refrigerator or hang onto it.
- Do not place heavy or dangerous objects (bottles with liquid) on the refrigerator.
- Do not put live animals inside of the refrigerator.
- Do not allow children to climb into the product when it is in use.
- In the event of a gas leak (propane/LPG), ventilate sufficiently and contact an authorized service center before use. Do not touch or disassemble the electric outlet of the refrigerator.
- In the event of a refrigerant leak, move flammable objects away from the refrigerator. Ventilate sufficiently and contact an authorized service center.
- Do not use or place flammable substances (chemicals, medicine, cosmetics, etc) near the refrigerator or store them inside the refrigerator. Do not place the refrigerator in the vicinity of flammable gas.

# REFRIGERATOR SAFETY

## ***READ ALL INSTRUCTIONS BEFORE USING THE APPLIANCE.***

**To reduce the risk of fire, electric shock, or personal injury when using your product, basic safety precautions should be followed, including the following.**

- Do not use this product for special purposes (storage of medicine or test materials or for ships, etc).
- Unplug the power plug before cleaning or repairing the refrigerator.
- When you replace the light bulb in the refrigerator, unplug the refrigerator or turn off the power.
- Do not modify or extend the power cord. **Do not use an extension cord.**
- Do not use a dryer to dry the interior. Do not light a candle to remove the interior odor.
- For your safety, this appliance must be properly grounded. Have the wall outlet and the circuit checked by a qualified electrician to make sure the outlet is properly grounded.
- Do not use an outlet that can be turned off with a switch. Do not use an extension cord. It is the user's responsibility to replace a standard 2-prong wall outlet with a standard 3-prong wall outlet.
- Do not, under any circumstances, cut or remove the third (ground) prong from the power cord.
- Do not use an adapter plug and plug the power plug into a multi-outlet extension cord.
- Disconnect the power cord immediately if you hear a noise, smell a strange odor or detect smoke.
- Turn the power off if water or dust penetrates into the refrigerator. Call a service agent.
- Do not disassemble or modify the refrigerator.
- Do not put hands, feet, or metal objects below or behind the refrigerator.
- Do not operate the refrigerator or touch the power cord with wet hands.
- In refrigerators with automatic icemakers, avoid contact with the moving parts of the ejector mechanism or with the heating element that releases the cubes. Do not place fingers or hands on the automatic ice-making mechanism while the refrigerator is plugged in.
- When dispensing ice from the dispenser, do not use crystal ceramics.
- Do not touch the cold surfaces in the freezer compartment with wet or damp hands, when your refrigerator is in operation.
- Do not put glass containers, glass bottles or soda in the freezer.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning the use of the appliance by a person responsible for their safety.
- Do not refreeze frozen food that have thawed completely. It may result in a serious health issue.
- If you are throwing away your old refrigerator, make sure the CFC coolant is removed for proper disposal by a qualified servicer. If you release CFC coolant, you may be fined or imprisoned in accordance with the relevant environmental law.
- Junked or abandoned refrigerators are dangerous, even if they are sitting for only a few days. When disposing the refrigerator, remove the packing materials from the door or take off the doors but leave the shelves in place so that children may not easily climb inside.

# REFRIGERATOR SAFETY

## *READ ALL INSTRUCTIONS BEFORE USING THE APPLIANCE.*

To reduce the risk of fire, electric shock, or personal injury when using your product, basic safety precautions should be followed, including the following.

### CAUTION

#### Installation

- Be careful when you unpack and install the refrigerator. Immediately dispose of packing materials (plastic) out of reach of children.

#### Use

- Close the door carefully when children are around.
- Keep fingers out of pinch point areas; clearances between the doors and cabinets are necessarily small. Be careful closing doors when children are in the area.
- If you store food properly, beware that it may fall and cause injury.

#### Maintenance

- Do not use strong detergents like wax or thinners for cleaning. Clean with a soft fabric.
- Wipe foreign objects (dust, water, etc) off the prongs of the power plug and contact areas regularly.
- This appliance is intended to be used in household and similar applications such as staff kitchen areas in shops, offices and other working environments; farm houses and by clients in hotels, motels and other residential environments; bed and breakfast environments; catering and similar non-retail applications.
- Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.

#### **DISPOSAL**

- Junked or abandoned refrigerators are dangerous, even if they are sitting for only a few days. When disposing of the refrigerator, remove the packing materials from the door or take off the doors but leave the shelves in place so that children may not easily climb inside.

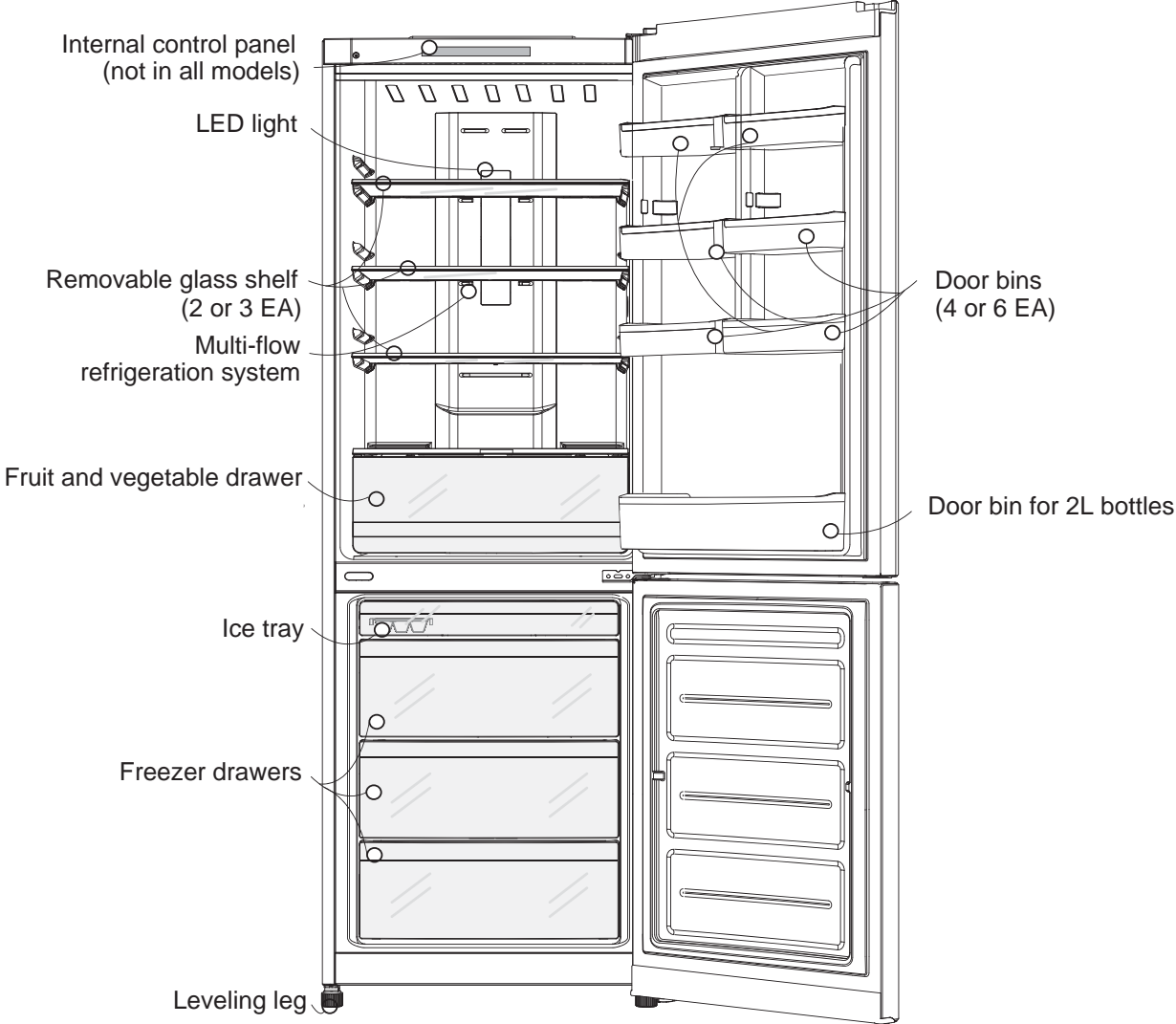
#### **Supply Cord Replacement**

If the supply cord is damaged, it must be replaced by the manufacturer or its service agent or a similarly qualified person in order to avoid a hazard.

ENGLISH

## *SAVE THESE INSTRUCTIONS*

# FEATURES CHART



**Note**

The parts shown may vary depending on the model.

## CONNECTION

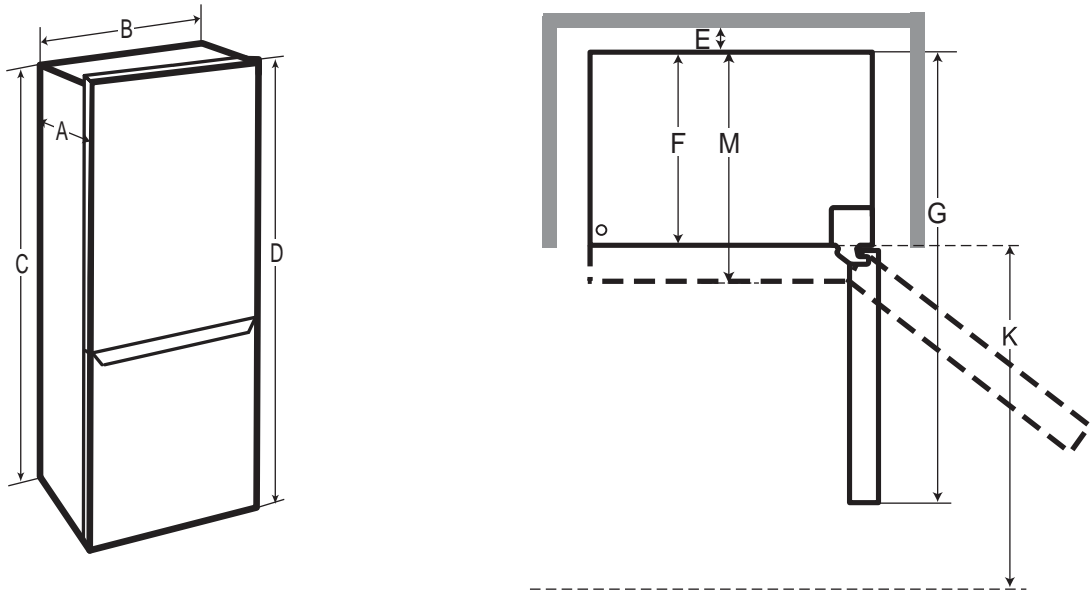
- Choose the suitable place. Locate the refrigerator in a place convenient for its use;
- This is a freestanding refrigerator and requires a minimum of 2 inches (5 cm) clearance above, behind, and at both sides for adequate air circulation and to reduce energy consumption.
- Do not install the refrigerator near heat sources and in a zone exposed to direct sunlight or high humidity;
- Make sure that electrical voltage indicated in the manual meets the parameters of your mains;
- Do not remove the round stickers on the rear side of the refrigerator. They have a decorative function closing the fabrication holes;
- To exclude vibration, check the refrigerator installation using a level. If necessary, turn the adjustable feet to compensate irregularity of the floor.  
To ensure better closing of the door, the refrigerator should be slightly inclined backwards. To turn the adjustable feet, slightly incline the refrigerator.
- Before use, carefully wash the refrigerator;
- Install the removable parts, such as ice tray, etc. to the appropriate places.  
It is necessary to prevent possible damages during transportation;
- Insert the power cord plug to the power outlet. Do not power other electric appliance from the same outlet.

After first installation of the refrigerator, let it work for 2-3 hours for stabilization of the operating temperature inside and only then fill the refrigerator with fresh or frozen foodstuffs. After disconnection of the refrigerator from the mains, wait at least 5 minutes to switch on it again. Now, the refrigerator is ready for service.

# INSTALLATION

## Dimensions and Clearances

- Check the dimensions of the appliance and the installation path to ensure there is sufficient room to move the refrigerator through doors or narrow openings.
- If an opening is too narrow to fit the refrigerator through, remove the refrigerator doors. See Removing/Assembling the Doors and Drawers in this manual.
- The installation location chosen for the refrigerator should allow space behind the unit for connections and airflow and space in front to open the doors and drawers.
- Too small of a distance from adjacent items may result in lowered freezing capability and increased electricity consumption charges. Allow at least 29 4/5 inches (758 mm) in front of the refrigerator to open the doors, and at least 2 inches (50 mm) between the back of the refrigerator and the wall.



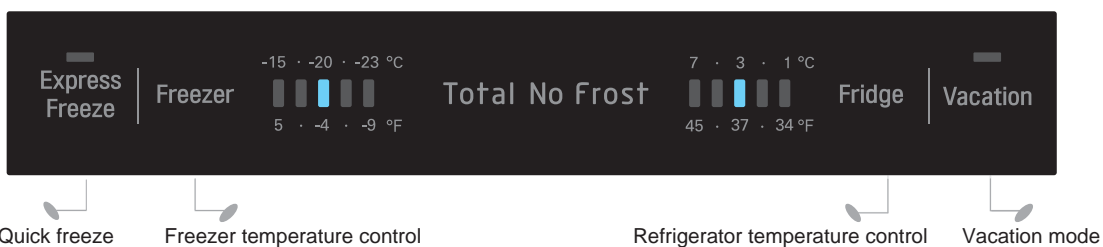
-	List	LBNC10551*	LBNC12551*
A	Depth without handle	25 3/8" (643 mm)	25 3/8" (643 mm)
B	Width	23 1/2" (595 mm)	23 1/2" (595 mm)
C	Height to Top of Case	67 4/5" (1722 mm)	74 1/2" (1892 mm)
D	Height to Top of Hinge	68 3/8" (1737 mm)	75 1/8" (1907 mm)
E	Back Clearance	2" (50 mm)	2" (50 mm)
F	Depth without Door	21 9/10" (556 mm)	21 9/10" (556 mm)
G	Depth (Total with Door Open 90°)	45 3/5" (1158 mm)	45 3/5" (1158 mm)
K	Front Clearance	29 4/5" (758 mm)	29 4/5" (758 mm)
M	Depth with handle	25 3/8" (643 mm)	25 3/8" (643 mm)



# OPERATION

## CONTROL PANEL

### Internal display

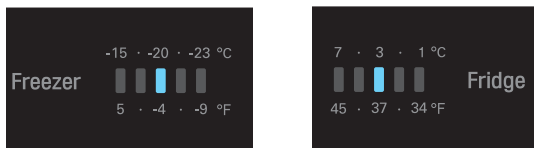


## TEMPERATURE CONTROL

The initial temperature in the refrigerator and freezer compartments is 3 °C(37 °F) and -20 °C(-4 °F), respectively.

To change the temperature settings, press the temperature control button for the appropriate compartment.

### Internal LED display



ENGLISH

**NOTE:** The displayed temperature is the target temperature only. The actual internal temperature of the refrigerator depends on the amount and type of food stored inside.

After initial installation, allow the temperature settings to stabilize for at least 2 to 3 days before adjusting them.

## EXPRESS FREEZE

- This function increases both icemaking and freezing capabilities.
- Press the button to turn on the Express Freeze function and the indicator light for 24 hours.
- After 24 hours, the Express Freeze function and the indicator light turn off. The freezer returns to the previously set temperature. Press the Express Freeze button at any time while the function is running to manually turn it off.



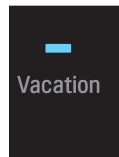
- The Express Freeze indicator remains lit as long as the function is running.

# OPERATION

## Vacation Mode

Use the Vacation Mode function when you will be away from home for an extended period.  
Push the Vacation Mode button to turn the function on or off.  
The LED lights up when the function is active.

Internal LED display



## NOTE

Vacation Mode deactivates the other controls.  
Press Vacation Mode to cancel the function and return to the previously set temperature.

## SELF-TEST

The display has a self-test function.

If the refrigerator has a failure, the buttons become inoperative and the indicator shows the error code.

In this case, do not switch off power and immediately contact the local service center.

If you switch off the refrigerator, a service engineer may need much time to find the faulty element.

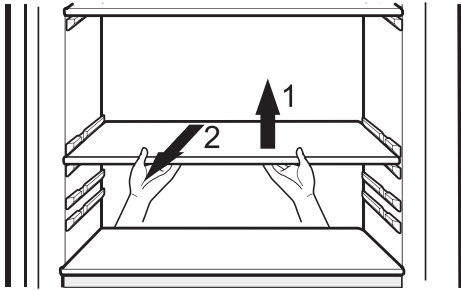
## DOOR ALARM

- When the refrigerator door is opened for more than 60 seconds, the alarm tone will sound to let you know that the door is opened.
- When you close the door, the door alarm will stop.
- If the alarm continues to sound even after closure of the door, contact the service center.

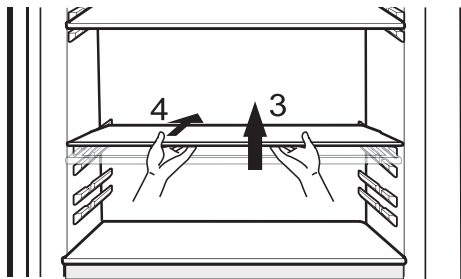
# OPERATION

## REMOVAL AND INSTALLATION OF DETACHABLE GLASS SHELF

To remove a refrigerator shelf, raise the front of the shelf slightly (1) and pull the shelf forward (2). Take care when removing the shelf to avoid damage to the product.



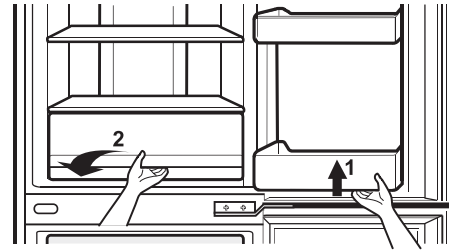
To install a refrigerator shelf, tilt the shelf up at the front and insert it into the refrigerator at the desired location (3). Then push the shelf back (4). Take care when installing the shelf to avoid damage to the product.



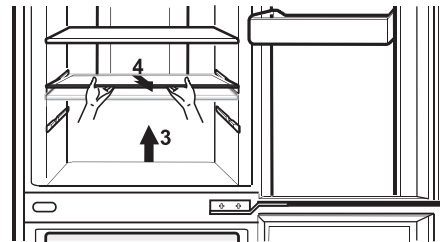
## REMOVAL AND INSTALLATION OF DRAWER IN REFRIGERATOR COMPARTMENT

To remove the lower drawer from the refrigerator compartment, proceed as follows:

- Lift up and remove the lowest door bin.
- Pull the drawer out as far as possible, lift the front, and remove the drawer completely.



- Lift the front of the drawer cover and pull to remove it.



- To install the drawer, follow the removal instructions in reverse.

### CAUTION

At that, you should take care to exclude slant. Improper removal and installation may result in damage of internal parts in the refrigerator.

### NOTE

The guarantee does not cover mechanical damages (cracks, shears, dents, traces of enclosure opening, etc.) caused by violation of the refrigerator storage, transportation, operation, and maintenance rules, application of excessive force.

ENGLISH

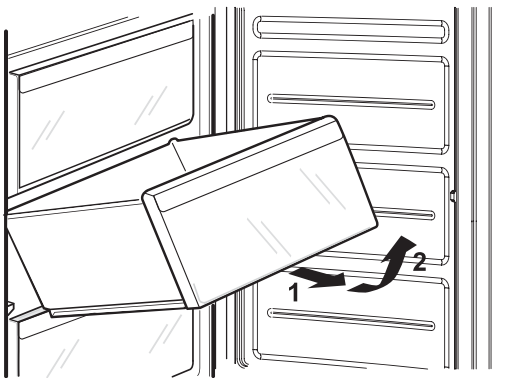
# OPERATION

## REMOVAL AND INSTALLATION OF DRAWERS IN FREEZER COMPARTMENT

When freezing a large quantity of food, remove the middle freezer drawer to increase the available storage space.

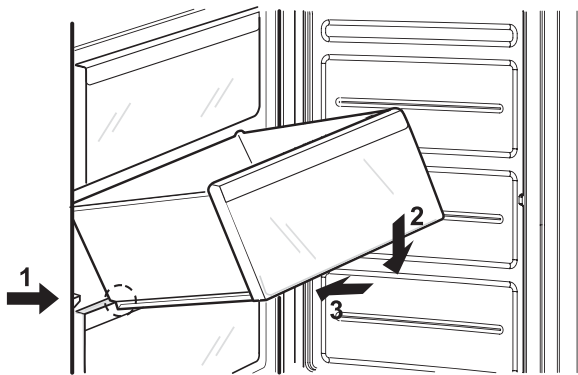
To remove any freezer drawer, proceed as follows:

1. Pull the drawer all the way out;
2. Raise the front of the drawer and pull to remove the drawer completely.



To install any freezer drawer:

1. Place the drawer onto the guides at a 45° angle.
2. Lower the front of the drawer so it is parallel to the drawer guides.
3. Push the drawer all the way in.



## ⚠ CAUTION

Do not apply excessive force to remove the drawers and shelves – this may result in damage to the refrigerator.

## ICE PREPARATION

Fill the ice tray with water and place it to the freezing compartment.



If ice cubes are required as soon as possible, activate the "Express Freeze" function.

To remove ice cubes, hold the tray on ends and slightly bend it.



## ⚠ WARNING!

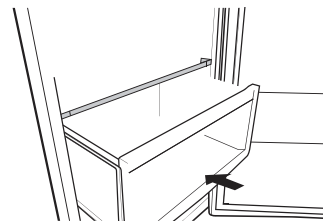
Fill with potable water only.

## ADVICE

To easily remove cubes, water the tray in advance.

## Freezer Storage Options

When storing large quantities of food in the freezer, remove the middle freezer drawer and place food directly on the wire shelf to maximize food storage capacity. Use the drawer to store food or containers that might spill or leak.



# CARE AND MAINTENANCE

## FOODSTUFF STORAGE

- Do not store food which goes bad easily at low temperature, such as banana, and melon.
- Allow hot food to cool prior to storing. Placing hot food in the fridge-freezer could spoil other food, and lead to higher electric bills.
- When storing the food, use a container with a lid. This prevents moisture from evaporating, and helps food to keep its taste and nutrients.
- Do not block air vents with food. Smooth circulation of cold air keeps fridge-freezer temperature even.
- Do not open the door frequently. Opening the door lets warm air enter the fridge-freezer, and cause temperature to rise.
- To adjust the temperature control easily, do not store food near the temperature control dial.
- Never keep too many foods in door rack, as this may stop the door from fully closing.
- Do not store bottles in the freezer compartment - they may break when frozen.
- Do not refreeze food that has been thawed. This causes loss of taste and nutrition.
- If it is necessary to quickly freeze fresh foodstuffs, place them to the lower drawer of the freezing compartment and push the "Express Freeze " button;
- Frozen foodstuffs should be stored packed (in polyethylene film, aluminum foil, etc.) in the freezing compartment;

## CLEANING

1. Before cleaning, make sure that power supply is switched off;
2. Outside and inside, the refrigerator should be washed with a clean napkin wetted in warm water with a liquid detergent. Then wipe dry with a dry napkin;
3. After cleaning, make sure that the power cord is not damaged. Then tightly insert the plug to the power outlet.

### CAUTION

1. It is prohibited to use abrasive materials, gasoline, benzene, solvents, hydrochloride, hot water, hard brushes, etc., which may damage the refrigerator surface.
2. For products with a stainless steel exterior, use a clean sponge or soft cloth and a mild Detergent in warm water. Do not use abrasive or harsh cleaners. Dry thoroughly with a Soft cloth. Do not use appliance wax, bleach, or other products containing chlorine on stainless steel.

## GENERAL

Electric power failure.

- An interruption in electric power supply for 1-2 hours will not harm the stored foodstuffs. Try to less frequently open and close the refrigerator door during this period.

### DURING MOVE:

- Remove all foodstuffs and other objects from the refrigerator. Firmly secure the internal detachable parts (shelves, drawers, door baskets);
- To avoid damage of the floor and adjustable feet of the refrigerator, turn them counter-clockwise before transportation;
- The refrigerator should be firmly secured in the truck to prevent its hits and falling inside the truck during transportation;
- The refrigerator should be transported in vertical position in a covered vehicle. The original package should not be damaged during transportation;
- During loading and unloading, the refrigerator should be protected against hits.

ENGLISH

# CARE AND MAINTENANCE

## BEFORE SWITCHING ON:

- If the refrigerator is transported in cold season, unpack the refrigerator in a warm room and do not switch on it for at least 12 hours.

## NOTE

If you keep the fridge-freezer in a hot, and humid place, frequently opening the door or putting a lot of vegetables in it may cause condensation to form.

This has no effect on its performance.

Remove the condensation with a dry, dust-free cloth.

If droplets form beneath the cover of the vegetable drawer, keep vegetables or fruits wrapped with plastic wrap.

## ⚠ CAUTION

Do not move or incline the refrigerator during its operation.

Noise may occur in the compressor.

This feature does not affect operability of the compressor.

## REFRIGERATOR OPERATION FEATURES

Cracking noise may be heard due to thermal deformations of the refrigerator components. Typical sounds from activation of the thermostatic controller and compressor are normal sounds occurring during operation of electric equipment in the appliance.

The refrigerant circulating inside the refrigeration system may calmly gurgle, even if the compressor is idle.

Do not worry, this is absolutely normal.

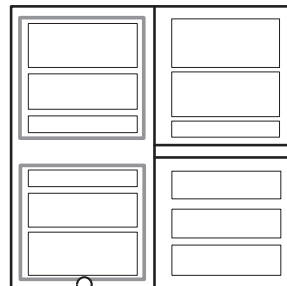
The following sounds may be heard during operation of the refrigerator:

- Clicks from actuation of the temperature sensor/switch;
- Murmur of the refrigerant circulating in tubes of the refrigeration system;
- Slight cracking noise from thermal deformations of materials.

These sounds are not associated with any defect and they have a functional aspect.

## ANTI-CONDENSATION TUBE:

- The anti-condensation tube is laid inside the enclosure around the front face of the refrigerator to exclude moisture condensation;
- The refrigerator may greatly heat up in these places, especially immediately after switching on for the first time or at high ambient temperature.



Anti-condensation tube

## ⚠ CAUTION

- Dry ice is very cold! Do not allow it to touch bare skin. It is well below °F and will cause immediate frostbite and damage to the skin and other tissue.
- Dry ice frozen carbon dioxide. Use only in a well ventilated area. As the ice releases carbon dioxide vapor, it could cause light-headedness, fainting, suffocation, or death.

## Reversing the Door (Optional)

- Your fridge-freezer is designed with reversible doors that can be installed to open from either the left or the right to fit the installation location.

## ⚠ CAUTION

The doors must be reversed by an authorized installer or service person. Service calls to reverse doors are not covered by the warranty.

# CLEANING YOUR REFRIGERATOR

## **WARNING**



### **Explosion Hazard**

#### **Use nonflammable cleaner.**

Failure to do so can result in death, explosion, or fire.

Both the refrigerator and freezer sections defrost automatically. However, clean both sections about once a month to prevent odors from building up. Wipe up spills immediately.

#### **To clean your refrigerator.**

- Unplug refrigerator or disconnect power.
- Remove all removable parts from inside, such as shelves, crispers, etc.
- Use a clean sponge or soft cloth and a mild detergent in warm water. Do not use abrasive or harsh cleaners.
- Hand wash, rinse, and dry all surfaces thoroughly.
- Plug in refrigerator or reconnect power.

- Additional cleaning tips are listed below:

<b>PART</b>	<b>COMMENTS</b>
<b>Outside</b>	<ul style="list-style-type: none"><li>■ Waxing external painted metal surfaces helps provide rust protection. Do not wax plastic parts. Wax painted metal surfaces at least twice a year using appliance wax (or auto paste wax). Apply wax with a clean, soft cloth.</li><li>■ For products with a stainless steel exterior, use a clean sponge or soft cloth and a mild detergent in warm water. Do not use abrasive or harsh cleaners. Dry thoroughly with a soft cloth.</li></ul>
<b>Inside walls (allow freezer to warm up so cloth won't stick)</b>	<ul style="list-style-type: none"><li>■ To help remove odors, you can wash the inside of the refrigerator with a mixture of baking soda and warm water. Mix 2 tablespoons soda to 1 quart of water (26 g soda to 1 liter water.) Be sure the soda is completely dissolved so it is not abrasive and doesn't scratch the surfaces of the refrigerator.</li></ul>
<b>Door liners and gaskets</b>	<ul style="list-style-type: none"><li>■ Do not use cleaning waxes, concentrated detergents, bleaches, or cleaners containing petroleum on plastic parts.</li></ul>
<b>Plastic parts (covers and panels)</b>	<ul style="list-style-type: none"><li>■ Do not use paper towels, window sprays, abrasive cleansers, or flammable fluids. These can scratch or damage material.</li></ul>
<b>Condenser coils</b>	<ul style="list-style-type: none"><li>■ Remove base grille. (See the Base grille section on page 6.)</li><li>■ Use a vacuum with an extended attachment to clean condenser coils.</li><li>■ Vacuum coils when dusty or dirty. Coils may need to be cleaned as often as every other month.</li><li>■ Replace base grille.</li></ul>

ENGLISH

# BEFORE CALLING FOR SERVICE

SERVICE CALLS CAN OFTEN BE AVOIDED!

IF YOU FEEL YOUR REFRIGERATOR IS NOT OPERATING PROPERLY, CHECK THESE POSSIBLE CAUSES FIRST:

PROBLEM	POSSIBLE CAUSES
REFRIGERATOR DOES NOT OPERATE	<ul style="list-style-type: none"><li>■ Has a house fuse blown or circuit breaker tripped?</li><li>■ Has the power cord plug been removed or loosened from the electrical wall outlet?</li></ul>
REFRIGERATOR OR FREEZER COMPARTMENT TEMPERATURE TOO WARM	<ul style="list-style-type: none"><li>■ Temperature control not set on proper position.</li><li>■ Appliance is placed close to wall or heat source.</li><li>■ Warm weather-frequent door openings.</li><li>■ Door is not closed entirely.</li><li>■ Door left open for a long time.</li><li>■ Large amount of foods are kept in the refrigerator.</li></ul>
ABNORMAL NOISE(S)	<ul style="list-style-type: none"><li>■ Refrigerator is installed in a weak or uneven place or leveling screw needs adjusting.</li><li>■ Unnecessary objects placed in the back side of the refrigerator.</li></ul>
REFRIGERATOR HAS ODOR	<ul style="list-style-type: none"><li>■ Foods with strong odors should be tightly covered or wrapped.</li><li>■ Interior needs cleaning.</li></ul>
DEW FORMS ON THE CABINET SURFACE	<ul style="list-style-type: none"><li>■ Not unusual during periods of high humidity.</li><li>■ Door may have been left ajar.</li></ul>

## Customer Assistance Numbers:

- To Prove Warranty Coverage  
Retain your Sales Receipt to prove date of purchase.  
A copy of your Sales Receipt must be submitted at the time warranty service is provided.
- To Obtain Product, Customer or Service Assistance  
Call Toll-free for Customer Service  
Tel : 1-888-542-2623 (1-888-LG-CANADA)
- To Obtain Nearest Authorized Service Center  
Call 1-888-542-2623, push option #1, 24 hours a day, 7days per week.  
Please have your product type (Monitor, TV, VCR, MWO, Refrigerator) and ZIP code ready.



# TROUBLE SHOOTING

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

ENGLISH

# TROUBLE SHOOTING

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

# 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.

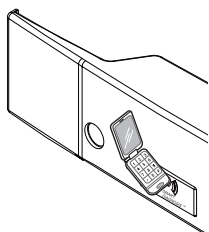
If you experience problems with your refrigerator, call the phone No. of LG Customer Information Center. Only use the Smart Diagnosis feature when instructed to do so by the LG call center agent. The transmission sounds that you will hear are normal and sound similar to a fax machine.

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.

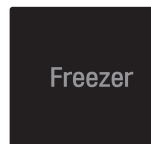
### Using Smart Diagnosis

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.



- 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

# LIMITED WARRANTY

## LIMITED WARRANTY

### FOR USA

**ARBITRATION NOTICE: THIS LIMITED WARRANTY CONTAINS AN ARBITRATION PROVISION THAT REQUIRES YOU AND LG TO RESOLVE DISPUTES BY BINDING ARBITRATION INSTEAD OF IN COURT, UNLESS YOU CHOOSE TO OPT OUT. IN ARBITRATION, CLASS ACTIONS AND JURY TRIALS ARE NOT PERMITTED. PLEASE SEE THE SECTION TITLED "PROCEDURE FOR RESOLVING DISPUTES" BELOW.**

Should your LG Refrigerator ("Product") fail due to a defect in materials or workmanship under normal and proper use, during the warranty period set forth below, LG Electronics ("LG") will, at its option, repair or replace the Product. This limited warranty is valid only to the original retail purchaser of the Product and applies only when purchased and used within the United States including U.S. Territories.

WARRANTY PERIOD			
Refrigerator/Freezer	Sealed System (Condenser, Dryer, Connecting Tube and Evaporator)	Compressor	
One (1) year from the date of original retail purchase	Five (5) years from the date of original retail purchase	Five (5) years from the date of original retail purchase	Linear / Inverter Compressor Only : Parts Only for years 6-10 from the date of original retail purchase (Consumer will be charged for labor)
Parts and Labor (internal/ functional parts only)	Parts and Labor	Parts and Labor	

- Replacement products and parts are warranted for the remaining portion of the original warranty period or ninety (90) days, whichever is greater.
- Replacement products and parts may be new, reconditioned, refurbished, or otherwise factory remanufactured.
- Proof of original retail purchase specifying the Product model and date of purchase is required to obtain warranty service under this limited warranty.

**EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THE PRODUCT IS LIMITED IN DURATION TO THE DURATION OF THE ABOVE LIMITED WARRANTY. UNDER NO CIRCUMSTANCES SHALL LG OR ITS U.S. DISTRIBUTORS/DEALERS BE LIABLE FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, OR PUNITIVE DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST GOODWILL, LOST REVENUES OR PROFITS, WORK STOPPAGE, IMPAIRMENT OF OTHER GOODS, COST OF REMOVAL AND REINSTALLATION OF THE PRODUCT, LOSS OF USE, OR ANY OTHER DAMAGES WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE. LG'S TOTAL LIABILITY, IF ANY, SHALL NOT EXCEED THE PURCHASE PRICE PAID BY YOU FOR THE PRODUCT.**

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above exclusions or limitations may not apply to you. This limited warranty gives you specific legal rights and you may also have other rights that vary from state to state.

#### **THIS LIMITED WARRANTY DOES NOT COVER:**

- Service trips to deliver, pick up, or install, educate how to operate, correct wiring, or correct unauthorized repairs.
- Damage or failure of the Product to perform during power failures and interrupted or inadequate electrical service.
- Damage or failure caused by leaky or broken water pipes, frozen water pipes, restricted drain lines, inadequate or interrupted water supply or inadequate supply of air.
- Damage resulting from operating the product in a corrosive atmosphere or contrary to the product owner's manual.
- Damage or failure to the Product caused by accidents, pests and vermin, lightning, wind, fire, floods, acts of God, or any other causes beyond the control of LG.
- Damage or failure caused by unauthorized modification or alteration, or if used for other than the intended purpose.

# LIMITED WARRANTY

- Damage or failure resulting from misuse, abuse, improper installation, repair, or maintenance. Improper repair includes use of parts not authorized by LG. Improper installation or maintenance includes installation or maintenance contrary to the Product owner's manual.
- Damage or failure caused by incorrect electrical current, voltage, or plumbing codes.
- Damage or failure caused by transportation and handling, including scratches, dents, chips, and/or other damage to the finish of the Product, unless such damage is reported within one (1) week of delivery.
- Damage or missing items to any display, open box, or discounted Product.
- Refurbished Product or any Product sold "As Is", "Where Is", "With all Faults", or similar disclaimer.
- Products with original serial numbers that have been removed, altered, or cannot be readily determined.
- Increases in utility costs and additional utility expenses.
- Any noises associated with normal operation.
- Use of accessories (e.g., water filters, etc.), components, or consumable cleaning products that are not authorized by LG.
- Replacement of light bulbs, filters, or any consumable parts.
- When Product is used for other than normal and proper household use (e.g. commercial or industrial use, offices, and recreational facilities or vehicles) or contrary to the instructions outlined in the Product's owner's manual.
- Costs associated with removal and reinstallation of your Product for repairs.
- Shelves, door bins, drawers, handle and accessories, except for internal/functional parts covered under this limited warranty.

**The cost of repair or replacement under these excluded circumstances shall be borne by the consumer.**

TO OBTAIN WARRANTY SERVICE AND ADDITIONAL INFORMATION

Call 1-800-243-0000 and select the appropriate option from the menu.

Or visit our website at <http://www.lg.com>

Or by mail: LG Electronics Customer Service P.O. Box 240007 Huntsville, AL 35813 ATTN: CIC

## **PROCEDURE FOR RESOLVING DISPUTES:**

ALL DISPUTES BETWEEN YOU AND LG ARISING OUT OF OR RELATING IN ANY WAY TO THIS LIMITED WARRANTY OR THE PRODUCT SHALL BE RESOLVED EXCLUSIVELY THROUGH BINDING ARBITRATION, AND NOT IN A COURT OF GENERAL JURISDICTION. BINDING ARBITRATION MEANS THAT YOU AND LG ARE EACH WAIVING THE RIGHT TO A JURY TRIAL AND TO BRING OR PARTICIPATE IN A CLASS ACTION.

**Definitions.** For the purposes of this section, references to "LG" mean LG Electronics U.S.A., Inc., its parents, subsidiaries and affiliates, and each of their officers, directors, employees, agents, beneficiaries, predecessors in interest, successors, assigns and suppliers; references to "dispute" or "claim" shall include any dispute, claim or controversy of any kind whatsoever (whether based in contract, tort, statute, regulation, ordinance, fraud, misrepresentation or any other legal or equitable theory) arising out of or relating in any way to the sale, condition or performance of the product or this Limited Warranty.

**Notice of Dispute.** In the event you intend to commence an arbitration proceeding, you must first notify LG in writing at least 30 days in advance of initiating the arbitration by sending a letter to LG at LG Electronics, USA, Inc. Attn: Legal Department- Arbitration 1000 Sylvan Ave, Englewood Cliffs 07632. You and LG agree to engage in good faith discussions in an attempt to amicably resolve your claim. The notice must provide your name, address, and telephone number; identify the product that is the subject of the claim; and describe the nature of the claim and the relief being sought. If you and LG are unable to resolve the dispute within 30 days, either party may proceed to file a claim for arbitration.

# LIMITED WARRANTY

**Agreement to Binding Arbitration and Class Action Waiver.** Upon failure to resolve the dispute during the 30 day period after sending written notice to LG, you and LG agree to resolve any claims between us only by binding arbitration on an individual basis, unless you opt out as provided below. Any dispute between you and LG shall not be combined or consolidated with a dispute involving any other person's or entity's product or claim. More specifically, without limitation of the foregoing, any dispute between you and LG shall not under any circumstances proceed as part of a class or representative action. Instead of arbitration, either party may bring an individual action in small claims court, but that small claims court action may not be brought on a class or representative basis.

**Arbitration Rules and Procedures.** To begin arbitration of a claim, either you or LG must make a written demand for arbitration. The arbitration will be administered by the American Arbitration Association ("AAA") and will be conducted before a single arbitrator under the AAA's Consumer Arbitration Rules that are in effect at the time the arbitration is initiated (referred to as the "AAA Rules") and under the procedures set forth in this section. The AAA Rules are available online at [www.adr.org/consumer](http://www.adr.org/consumer). Send a copy of your written demand for arbitration, as well as a copy of this provision, to the AAA in the manner described in the AAA Rules. You must also send a copy of your written demand to LG at LG Electronics, USA, Inc. Attn: Legal Department- Arbitration 1000 Sylvan Avenue Englewood Cliffs, NJ 07632. If there is a conflict between the AAA Rules and the rules set forth in this section, the rules set forth in this section will govern. This arbitration provision is governed by the Federal Arbitration Act. Judgment may be entered on the arbitrator's award in any court of competent jurisdiction. All issues are for the arbitrator to decide, except that issues relating to the scope and enforceability of the arbitration provision and to the arbitrability of the dispute are for the court to decide. The arbitrator is bound by the terms of this provision.

**Governing Law.** The law of the state of your residence shall govern this Limited Warranty and any disputes between us except to the extent that such law is preempted by or inconsistent with applicable federal law.

**Fees/Costs.** You do not need to pay any fee to begin an arbitration. Upon receipt of your written demand for arbitration, LG will promptly pay all arbitration filing fees to the AAA unless you seek more than \$25,000 in damages, in which case the payment of these fees will be governed by the AAA Rules. Except as otherwise provided for herein, LG will pay all AAA filing, administration and arbitrator fees for any arbitration initiated in accordance with the AAA Rules and this arbitration provision. If you prevail in the arbitration, LG will pay your attorneys' fees and expenses as long as they are reasonable, by considering factors including, but not limited to, the purchase amount and claim amount. Notwithstanding the foregoing, if applicable law allows for an award of reasonable attorneys' fees and expenses, an arbitrator can award them to the same extent that a court would. If the arbitrator finds either the substance of your claim or the relief sought in the demand is frivolous or brought for an improper purpose (as measured by the standards set forth in Federal Rule of Civil Procedure 11(b)), then the payment of all arbitration fees will be governed by the AAA Rules. In such a situation, you agree to reimburse LG for all monies previously disbursed by it that are otherwise your obligation to pay under the AAA Rules. Except as otherwise provided for, LG waives any rights it may have to seek attorneys' fees and expenses from you if LG prevails in the arbitration.

**Hearings and Location.** If your claim is for \$25,000 or less, you may choose to have the arbitration conducted solely on the basis of (1) documents submitted to the arbitrator, (2) through a telephonic hearing, or (3) by an in-person hearing as established by the AAA Rules. If your claim exceeds \$25,000, the right to a hearing will be determined by the AAA Rules. Any in-person arbitration hearings will be held at a location within the federal judicial district in which you reside unless we both agree to another location or we agree to a telephonic arbitration.

**Opt Out.** You may opt out of this dispute resolution procedure. If you opt out, neither you nor LG can require the other to participate in an arbitration proceeding. To opt out, you must send notice to LG no later than 30 calendar days from the date of the first consumer purchaser's purchase of the product by either: (i) sending an e-mail to [optout@lge.com](mailto:optout@lge.com), with the subject line: "Arbitration Opt Out" or (ii) calling 1-800-980-2973. You must include in the opt out e-mail or provide by telephone: (a) your name and address; (b) the date on which the product was purchased; (c) the product model name or model number; and (d) the serial number (the serial number can be found (i) on the product; or (ii) online by accessing <https://www.lg.com/us/support/repair-service/schedule-repair-continued> and clicking on "Find My Model & Serial Number").

You may only opt out of the dispute resolution procedure in the manner described above (that is, by e-mail or telephone); no other form of notice will be effective to opt out of this dispute resolution procedure. Opting out of this dispute resolution procedure will not affect the coverage of the Limited Warranty in any way, and you will continue to enjoy the full benefits of the Limited Warranty. If you keep this product and do not opt out, then you accept all terms and conditions of the arbitration provision described above.

# LIMITED WARRANTY

## FOR CANADA

**ARBITRATION NOTICE: THIS LIMITED WARRANTY CONTAINS AN ARBITRATION PROVISION THAT REQUIRES YOU AND LG TO RESOLVE DISPUTES BY BINDING ARBITRATION INSTEAD OF IN COURT, UNLESS THE LAWS OF YOUR PROVINCE OR TERRITORY DO NOT PERMIT THAT, OR, IN OTHER JURISDICTIONS, IF YOU CHOOSE TO OPT OUT. IN ARBITRATION, CLASS ACTIONS AND JURY TRIALS ARE NOT PERMITTED. PLEASE SEE THE SECTION TITLED “PROCEDURE FOR RESOLVING DISPUTES” BELOW.**

Should your LG Refrigerator ("Product") fail due to a defect in materials or workmanship under normal and proper use, during the warranty period set forth below, LG Electronics Canada, Inc. ("LGECI") will, at its option, repair or replace the Product upon receipt of proof of the original retail purchase. This limited warranty is valid only to the original retail purchaser of the Product and applies only to a Product distributed, purchased and used within Canada, as determined at the sole discretion of LGECI.

<b>WARRANTY PERIOD (Note: If the original date of purchase cannot be verified, the warranty will begin sixty (60) days from the date of manufacture)</b>			
<b>Refrigerator</b>	<b>Sealed System (Condenser, Dryer, Connecting Tube and Evaporator)</b>		<b>Linear / Inverter Compressor</b>
<b>One (1) year from the date of original retail purchase</b>	<b>One (1) year from the date of original retail purchase</b>	<b>Seven (7) years from the date of original retail purchase</b>	<b>Ten (10) years from the date of original retail purchase</b>
Parts and Labor (internal/functional parts only)	Parts and Labor	Parts only (Consumer will be charged for labor)	Part only (Consumer will be charged for labor)

- Replacement products and parts are warranted for the remaining portion of the original warranty period or ninety (90) days, whichever is greater.
- Replacement products and parts may be new, reconditioned, refurbished, or otherwise factory remanufactured, all at the sole discretion of LGECI.
- Proof of original retail purchase specifying the Product model and date of purchase is required to obtain warranty service under this Limited Warranty.

**LGECI'S SOLE LIABILITY IS LIMITED TO THE LIMITED WARRANTY SET OUT ABOVE. EXCEPT AS EXPRESSLY PROVIDED ABOVE, LGECI MAKES NO, AND HEREBY DISCLAIMS, ALL OTHER WARRANTIES AND CONDITIONS RESPECTING THE PRODUCT, WHETHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OR CONDITION OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NO REPRESENTATIONS SHALL BE BINDING ON LGECI. LGECI DOES NOT AUTHORIZE ANY PERSON TO CREATE OR ASSUME FOR IT ANY OTHER WARRANTY OBLIGATION OR LIABILITY IN CONNECTION WITH THE PRODUCT. TO THE EXTENT THAT ANY WARRANTY OR CONDITION IS IMPLIED BY LAW, IT IS LIMITED TO THE WARRANTY PERIOD SET OUT ABOVE. UNDER NO CIRCUMSTANCES SHALL LGECI, THE MANUFACTURER OR DISTRIBUTOR OF THE PRODUCT, BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, SPECIAL, DIRECT, INDIRECT, PUNITIVE OR EXEMPLARY DAMAGES, INCLUDING, WITHOUT LIMITATION, LOSS OF GOODWILL, LOST PROFITS, LOSS OF ANTICIPATED PROFITS, LOST REVENUE, LOSS OF USE, OR ANY OTHER DAMAGE, WHETHER ARISING DIRECTLY OR INDIRECTLY FROM ANY CONTRACTUAL BREACH, FUNDAMENTAL BREACH, TORT OR OTHERWISE, OR FROM ANY ACTS OR OMISSIONS. LGECI'S TOTAL LIABILITY, IF ANY, SHALL NOT EXCEED THE PURCHASE PRICE PAID BY YOU FOR THE PRODUCT.**

This Limited Warranty gives you specific legal rights. You may also have other rights that vary from province to province depending on applicable provincial laws. Any term of this Limited Warranty that negates or varies any implied condition or warranty under provincial law is severable where it conflicts with such provincial law without affecting the remainder of this warranty's terms.

# LIMITED WARRANTY

## THIS LIMITED WARRANTY DOES NOT COVER:

- Service trips to i) deliver, pick up, or install or; educate on how to operate the Product; ii) correct wiring or plumbing; or iii) correct unauthorized repairs or installations of the Product;
- Damage or failure of the Product to perform during power failures and interrupted or inadequate electrical service;
- Damage or failure caused by leaky or broken water pipes, frozen water pipes, restricted drain lines, inadequate or interrupted water supply or inadequate supply of air;
- Damage or failure resulting from operating the Product in a corrosive atmosphere or contrary to the instructions outlined in the Product's owner's manual;
- Damage or failure to the Product caused by accidents, pests and vermin, lightning, wind, fire, floods, acts of God, or any other causes beyond the control of LGECI or the manufacturer;
- Damage or failure resulting from misuse, abuse, improper installation, repair, or maintenance of the Product. Improper repair includes use of parts not authorized or specified by LGECI. Improper installation or maintenance includes installation or maintenance contrary to the Product's owner's manual;
- Damage or failure caused by unauthorized modification or alteration of the Product, or if used for other than the intended household purpose/use of the Product, or damage or failure resulting from any water leakage due to improper installation of the Product;
- Damage or failure caused by incorrect electrical current, voltage or plumbing codes;
- Damage or failure caused by use that is other than normal household use, including, without limitation, commercial or industrial use, including use in commercial offices or recreational facilities, or as otherwise outlined in the Product's owner's manual;
- Damage or failure caused by the use of any accessories, components or cleaning products, including, without limitation, water filters, that are not approved/authorized by LGECI;
- Replacement of the water filter cartridge due to water pressure that is outside the specified operating range or due to excessive sediment in the water supply;
- Damage or failure caused by transportation and handling, including scratches, dents, chips and/or other damage to the finish of the Product, **unless** such damage results from defects in materials or workmanship and is reported to LGECI within one (1) week of delivery of the Products;
- Damage or missing items to any display, open box, refurbished or discounted Product;
- Refurbished Product or any Product sold "As Is", "Where Is", "With all Faults", or any similar disclaimer;
- Products with original serial numbers that have been removed, altered or cannot be readily determined at the discretion of LGECI;
- Increases in utility costs and additional utility expenses in any way associated with the Product;
- Any noises associated with normal operation of the Product;
- Replacement of light bulbs, filters, fuses or any other consumable parts;
- Replacement of any part that was not originally included with the Product;
- Costs associated with removal and/or reinstallation of the Product for repairs; and
- Shelves, door bins, drawers, handle and accessories to the Product, except for internal/functional parts covered under this Limited Warranty.
- Coverage for "in Home" repairs, for products in-warranty, will be provided if the Product is within a 150 km radius from the nearest authorized service center (ASC), as determined by LG Canada. If your Product is located outside a 150 km radius from a ASC, as determined by LG Canada, it will be your responsibility to bring the Product, at your sole expense, to the ASC for in-warranty repair.

**All costs and expenses associated with the above excluded circumstances, listed under the heading, This Limited Warranty Does Not Cover, shall be borne by the consumer.**

TO OBTAIN WARRANTY SERVICE AND ADDITIONAL INFORMATION, PLEASE CALL OR VISIT OUR WEBSITE:

Call 1-888-542-2623 (7 A.M. to 12 A.M., 365 days a year) and select the appropriate option from the menu, or visit our website at <http://www.lg.com>



# LIMITED WARRANTY

## PROCEDURE FOR RESOLVING DISPUTES:

EXCEPT WHERE PROHIBITED AT LAW, ALL DISPUTES BETWEEN YOU AND LG ARISING OUT OF OR RELATING IN ANY WAY TO THIS LIMITED WARRANTY OR THE PRODUCT SHALL BE RESOLVED EXCLUSIVELY THROUGH BINDING ARBITRATION, AND NOT IN A COURT OF GENERAL JURISDICTION. EXCEPT WHERE PROHIBITED AT LAW, YOU AND LG BOTH IRREVOCABLY AGREE TO WAIVE THE RIGHT TO A JURY TRIAL AND TO BRING OR PARTICIPATE IN A CLASS ACTION.

**Definitions.** For the purposes of this section, references to “LG” mean LG Electronics Canada, Inc., its parents, subsidiaries and affiliates, and each of their officers, directors, employees, agents, beneficiaries, predecessors in interest, successors, assigns and suppliers; references to “dispute” or “claim” shall include any dispute, claim or controversy of any kind whatsoever (whether based in contract, tort, statute, regulation, ordinance, fraud, misrepresentation or any other legal or equitable theory) arising out of or relating in any way to the sale, condition or performance of the product or this Limited Warranty.

**Notice of Dispute.** In the event you intend to commence an arbitration proceeding, you must first notify LG in writing at least 30 days in advance of initiating the arbitration by sending a letter to LGECI Legal Team at 20 Norelco Drive, North York, Ontario, Canada M9L 2X6 (the “Notice of Dispute”). You and LG agree to engage in good faith discussions in an attempt to amicably resolve your claim. The notice must provide your name, address, and telephone number; identify the product that is the subject of the claim; and describe the nature of the claim and the relief being sought. If you and LG are unable to resolve the dispute within 30 days of LG’s receipt of the Notice of Dispute, the dispute shall be resolved by binding arbitration in accordance with the procedure set out herein. You and LG both agree that, during the arbitration proceeding, the terms (including any amount) of any settlement offer made by either you or LG will not be disclosed to the arbitrator until the arbitrator determines the dispute.

**Agreement to Binding Arbitration and Class Action Waiver.** Upon failure to resolve the dispute during the 30 day period after LG’s receipt of the Notice of Dispute, you and LG agree to resolve any claims between you and LG only by binding arbitration on an individual basis, unless you opt out as provided below, or you reside in a jurisdiction that prevents full application of this clause in the circumstances of the claims at issue (in which case if you are a consumer, this clause will only apply if you expressly agree to the arbitration). To the extent permitted by applicable law, any dispute between you and LG shall not be combined or consolidated with a dispute involving any other person’s or entity’s product or claim. More specifically, without limitation of the foregoing, except to the extent such a prohibition is not permitted at law, any dispute between you and LG shall not under any circumstances proceed as part of a class or representative action. Instead of arbitration, either party may bring an individual action in small claims court, but that small claims court action may not be brought on a class or representative basis except to the extent this prohibition is not permitted at law in your province or territory of jurisdiction as it relates to the claims at issue between you and LG.

**Arbitration Rules and Procedures.** To begin arbitration of a claim, either you or LG must make a written demand for arbitration. The arbitration will be private and confidential, and conducted on a simplified and expedited basis before a single arbitrator chosen by the parties under the provincial or territorial commercial arbitration law and rules of the province or territory of your residence. You must also send a copy of your written demand to LG at LG Electronics, Canada, Inc., Attn: Legal Department- Arbitration, 20 Norelco Drive, North York, Ontario M9L 2X6. This arbitration provision is governed by your applicable provincial or territorial commercial arbitration legislation. Judgment may be entered on the arbitrator’s award in any court of competent jurisdiction. All issues are for the arbitrator to decide, except that, issues relating to the scope and enforceability of the arbitration provision and to the arbitrability of the dispute are for the court to decide. The arbitrator is bound by the terms of this provision.

**Governing Law.** The law of the province or territory of your purchase shall govern this Limited Warranty and any disputes between you and LG except to the extent that such law is preempted by or inconsistent with applicable federal or provincial/territorial law. Should arbitration not be permitted for any claim, action, dispute or controversy between you and LG, you and LG attorn to the exclusive jurisdiction of the courts of the province or territory of your purchase for the resolution of the claim, action, dispute or controversy between you and LG.

**Fees/Costs.** You do not need to pay any fee to begin an arbitration. Upon receipt of your written demand for arbitration, LG will promptly pay all arbitration filing fees unless you seek more than \$25,000 in damages, in which case the payment of these fees will be governed by the applicable arbitration rules. Except as otherwise provided for herein, LG will pay all filing, administration and arbitrator fees for any arbitration initiated in accordance with the applicable arbitration rules and this arbitration provision. If you prevail in the arbitration, LG will pay your attorneys’ fees and expenses as long as they are reasonable, by considering factors including, but not limited to, the purchase amount and claim amount. Notwithstanding the foregoing, if applicable law allows for an award of reasonable attorneys’ fees and expenses, an arbitrator can award them to the same extent that a court would. If the arbitrator finds either the substance of your claim or the relief sought in the demand is frivolous or brought for an improper purpose (as measured by the applicable laws), then the payment of all arbitration fees will be governed by the applicable arbitration rules. In such a situation, you agree to reimburse LG for all monies previously disbursed by it that are otherwise your obligation to pay under the applicable arbitration rules. Except as otherwise provided for, LG waives any rights it may have to seek attorneys’ fees and expenses from you if LG prevails in the arbitration.

# LIMITED WARRANTY

**Hearings and Location.** If your claim is for \$25,000 or less, you may choose to have the arbitration conducted solely (1) on the basis of documents submitted to the arbitrator, (2) through a telephonic hearing, or (3) by an in-person hearing as established by the applicable arbitration rules. If your claim exceeds \$25,000, the right to a hearing will be determined by the applicable arbitration rules. Any in-person arbitration hearings will be held at the nearest, most mutually-convenient arbitration location available within the province or territory in which you reside unless you and LG both agree to another location or agree to a telephonic arbitration.

**Severability and Waiver.** If any portion of this Limited Warranty (including these arbitration procedures) is unenforceable, the remaining provisions will continue in full force and effect to the maximum extent permitted by applicable law. Should LG fail to enforce strict performance of any provision of this Limited Warranty (including these arbitration procedures), it does not mean that LG intends to waive or has waived any provision or part of this Limited Warranty.

**Opt Out.** You may opt out of this dispute resolution procedure. If you opt out, neither you nor LG can require the other to participate in an arbitration proceeding. To opt out, you must send notice to LG no later than 30 calendar days from the date of the first consumer purchaser's purchase of the product by either (i) sending an e-mail to [optout@lge.com](mailto:optout@lge.com), with the subject line: "Arbitration Opt Out;" or (ii) calling 1-800-980-2973. You must include in the opt out e-mail or provide by telephone: (a) your name and address; (b) the date on which the product was purchased; (c) the product model name or model number; and (d) the serial number (the serial number can be found (i) on the product; or (ii) online by accessing [https://www.lg.com/ca\\_en/support/repair-service/schedule-repair](https://www.lg.com/ca_en/support/repair-service/schedule-repair) and clicking on "Find My Model & Serial Number").

In the event that you "Opt Out", the law of the province or territory of your residence shall govern this Limited Warranty and any disputes between you and LG except to the extent that such law is preempted by or inconsistent with applicable federal or provincial/territorial law. Should arbitration not be permitted for any claim, action, dispute or controversy between you and LG, you and LG agree to attorn to the exclusive jurisdiction of the courts of the province or territory of your residence for the resolution of the claim, action, dispute or controversy between you and LG.

You may only opt out of the dispute resolution procedure in the manner described above (that is, by e-mail or telephone); no other form of notice will be effective to opt out of this dispute resolution procedure. Opting out of this dispute resolution procedure will not affect the coverage of the Limited Warranty in any way, and you will continue to enjoy the full benefits of the Limited Warranty. If you keep this product and do not opt out, then you accept all terms and conditions of the arbitration provision described above.

**Conflict of Terms.** In the event of a conflict or inconsistency between the terms of this Limited Warranty and the End User License Agreement ("EULA") in regards to dispute resolution, the terms of this Limited Warranty shall control and govern the rights and obligations of the parties and shall take precedence over the EULA.