Scan to see the online manual.

OWNER'S MANUAL

# FREEZER

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

**ENGLISH**

LROFC0605*

MFL67229644
Rev.02_080224

www.lg.com

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# IMPORTANT SAFETY INSTRUCTIONS

## READ ALL INSTRUCTIONS BEFORE USE



### Safety Messages

**Your safety and the safety of others are very important.**

We have provided many important safety messages in this manual and on your appliance. Always read and follow all safety messages.

This is the safety alert symbol.

This symbol alerts you to potential hazards that can kill or injure you and others. All safety messages will follow the safety alert symbol and either the word WARNING or CAUTION.

These words mean:

**WARNING**

You may be killed or seriously injured if you do not follow instructions.

**CAUTION**

You may be injured or cause damage to the product if you do not follow instructions.

All safety messages will tell you what the potential hazard is, tell you how to reduce the chance of injury, and tell you what may happen if the instructions are not followed.

## WARNING

### ⚠ WARNING

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

### Installation

- To reduce the risk of injury to persons, adhere to all industry recommended safety procedures including the use of long-sleeved gloves and safety glasses.
- Never attempt to operate this appliance if it is damaged, malfunctioning, partially disassembled, or has missing or broken parts, including a damaged cord or plug.
- Only connect this product to a dedicated grounded electrical outlet rated for use with this product (115 V, 60 Hz, AC only). It is the user's responsibility to replace a standard 2-prong wall outlet with a standard 3-prong wall outlet.
- Do not use an outlet that can be turned off with a switch. Do not use an extension cord.
- The appliance must be positioned for easy access to a power source.
- When moving the appliance, be careful not to roll over or damage the power cord.
- Contact an authorized service center when installing or relocating the appliance.
- Do not, under any circumstances, cut or remove the third (ground) prong from the power cord.
- Keep packing materials out of the reach of children. Packaging material can be dangerous for children. There is a risk of suffocation.
- Do not install the appliance in a damp or dusty place where insulation on electrical parts may deteriorate.
- Do not place the appliance in direct sunlight or expose it to the heat from heating appliances such as stoves or heaters.

- Do not bend or pinch the power cord excessively or place heavy objects on it.
- When positioning the appliance, ensure the supply cord is not trapped or damaged.
- Do not locate multiple portable socket-outlets or portable power supplies at the rear of the appliance.

## Operation

- 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 type environments;
  - bed and breakfast type environments;
  - catering and similar non-retail applications.
- This appliance is not for use in portable or mobile installations, such as marine or RV uses, where it will be in motion while operating.
- 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 use of the appliance by a person responsible for their safety.
- This product is not to be used for special purposes such as the storage of medicine or test materials or for use on ships, etc.
- DO NOT allow children to climb, stand, or hang on the appliance doors or on the shelves in the freezer. They could damage the appliance and seriously injure themselves.
- Do not allow children to climb into the appliance. They could be trapped and suffocated.
- Children should be supervised to ensure that they do not play with the appliance.
- Keep fingers out of pinch point areas; clearances between the doors and cabinets are necessarily small. Be careful closing doors when children are nearby.
- Do not touch frozen food or the metal parts in the freezer compartment with wet or damp hands. Doing so may cause frostbite.
- Do not refreeze frozen food that has thawed completely. Doing so may result in a serious health hazard.
- Do not use an adapter plug or plug the power plug into a multi-outlet extension cord.
- 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.
- Do not operate the appliance or touch the power cord with wet hands.
- Do not modify or extend the power cord.
- Do not use an uncertified power outlet. Do not plug appliance into a damaged wall outlet.
- Do not put hands, feet or other objects into the air vents or bottom of the appliance. Doing so could result in personal injury or electric shock.
- In the event of a gas leak (propane/LPG), ensure the area is adequately ventilated and contact an authorized service center before resuming use. Do not touch the appliance or power cord of the appliance.
- Disconnect the power cord immediately and contact an authorized service center if there is a strange noise, odor, or smoke coming from the appliance.
- Do not use any fuse (such as copper, steel wire, etc.) other than a standard fuse.
- Do not put animals inside the appliance.
- Do not place heavy or fragile objects, liquid filled containers, combustible substances, or flammable objects (such as candles and lamps) on the appliance.
- If connected to a circuit protected by fuses, use time delay fuse.
- Keep ventilation openings, in the appliance enclosure or in the built-in structure, clear of obstruction.
- Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.

- Do not use electrical appliances inside the food storage compartments of the appliance, unless they are of the type recommended by the manufacturer.
- Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.
- This appliance incorporates an earth connection for functional purposes.
- Do not damage the refrigerant circuit.
- Fill with potable water only.
  - If using an icemaker, make sure to fill it with potable water only.

## Maintenance

- Do not use a hair dryer to dry the inside of the appliance.
- Do not light a candle to remove odors in the appliance.
- In the event of a refrigerant leak, move flammable objects away from the appliance. Ensure the area is adequately ventilated and contact an authorized service center.
- Keep flammable materials and vapors, such as gasoline, away from the appliance.
- Unplug the power plug before cleaning or repairing the appliance.
- The freezer compartment lights are interior LED lighting, and service should be performed by a qualified technician.
- Unplug the power plug immediately in the event of a blackout or thunderstorm.
- Turn the power off if water or dust penetrates into the appliance. Call a service agent.
- Do not store glass containers or soda in the freezer compartment. Contents may expand when frozen, break the container and cause injury.
- Do not store, disassemble or repair the appliance yourself or allow unqualified personnel to do so.

## Disposal

- Risk of child entrapment. Junked or abandoned appliances are dangerous, even if they are sitting for only a few days. When disposing of the appliance, 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.
- If disposing of an appliance, make sure the refrigerant and insulation foam are removed for proper disposal by a qualified servicer. If you release the refrigerant or throw away the insulation foam, you may be fined or imprisoned in accordance with the relevant environmental law. Insulation foam contains flammable blowing gas.
- When discarding the appliance, remove the door gasket while leaving the shelves and bins in place, and keep children away from the appliance.

## Grounding Instructions

- Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician or service personnel if you are in doubt whether the appliance is properly grounded. Do not modify the plug provided with the appliance; if it will not fit the outlet, have a proper outlet installed by a qualified electrician.
- Have a certified electrician check the wall outlet and wiring for proper grounding.
- Never unplug the appliance by pulling on the power cord. Always grip the plug firmly and pull straight out from the outlet. Failure to do so may damage the power cord, resulting in a risk of fire and electric shock.

## Risk of Fire and Flammable Materials



This symbol alerts you to flammable materials that can ignite and cause a fire if you do not take care.

This appliance contains a small amount of isobutane refrigerant (R600a), which is combustible. When transporting and installing the appliance, care should be taken to ensure that no parts of the refrigerating circuit are damaged. Refrigerant squirting out of the pipes could ignite or cause an eye injury. If a leak is detected, avoid any naked flames or potential sources of ignition and air out the room in which the appliance is standing for several minutes.

In order to avoid the creation of a flammable gas air mixture if a leak in the refrigerating circuit occurs, the size of the room in which the appliance may be sited depends on the amount of refrigerant used. The room must be 10.8 square feet (1 square meter) in size for every 8g of R600a refrigerant inside the appliance. The amount of refrigerant in your particular appliance is shown on the identification plate inside the appliance. Never start up an appliance showing any signs of damage. If in doubt, consult your dealer.

# CAUTION

## ⚠ CAUTION

- To reduce the risk of minor or moderate injury to persons, malfunction, or damage to the product or property when using this product, follow basic precautions, including the following:

## Installation

- Do not install the appliance where there may be a danger of the unit falling.
- The appliance must be properly installed in accordance with the Installation Instructions.

## Operation

- Do not use aerosols near the appliance.
- This appliance is intended to be used only in domestic and similar applications.
- Do not strike or apply excessive force to any glass surface. Do not touch glass surfaces if they are cracked or broken.
- Do not overfill or pack items too tightly into door bins. Doing so may cause damage to the bin or personal injury if items are removed with excessive force.

## Maintenance

- Do not use strong detergents like wax or thinners for cleaning. Clean with a soft cloth.
- Remove foreign objects (such as dust and water) off the prongs of the power plug and contact areas. Do not use a wet or damp cloth when cleaning the plug.
- Do not spray water directly on the inside or outside of the appliance.
- Do not clean glass shelves or covers with warm water when they are cold. They may break if exposed to sudden temperature changes.

# SAVE THESE INSTRUCTIONS

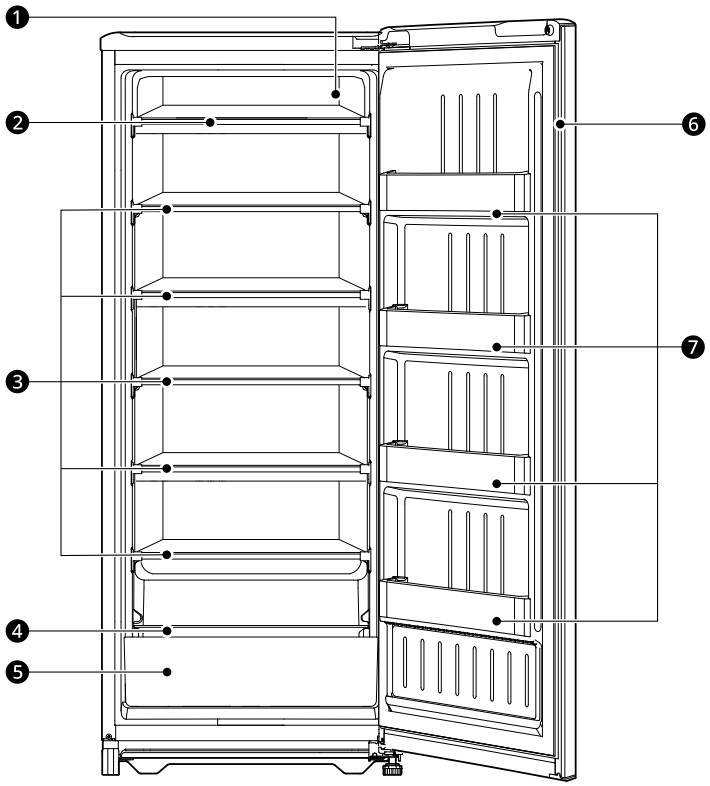
# PRODUCT OVERVIEW



## Product Features

The images in this guide may be different from the actual components and accessories, which are subject to change by the manufacturer without prior notice for product improvement purposes.

### Interior




**1 Temperature Control (on back wall of compartment)**

Sets the freezer temperature.

**2 Top Shelf (Soft Freeze Area)**

Stores frozen foods such as meat and fish.

Do not place ice cream or frozen dairy products on the top shelf or in door bins.

**3 Main Shelves (Evaporator)**

Stores frozen foods such as meat, fish, and ice cream.

**4 Glass Shelf**

**5 Drip Tray**

Use the drip tray for defrosting (do not use to store food).

- Make sure that the drip tray is properly installed before defrosting.
- The drip tray has a maximum temperature of 21 °F (-6 °C).

**6 Magnetic Door Seal**

**❼ Door Bins (Short Term Storage)**

Store small packages of frozen food. Do not use these bins to store ice cream or for long-term food storage.

**NOTE**

- Store raw meat and fish in suitable containers in the freezer, so that they are not in contact with drip onto other food.
- Allow hot food to cool prior to storing. Placing hot food in the freezer could spoil other food and lead to higher energy consumption.
- The temperature inside the freezer will not be affected by power outages lasting only a few hours, as long as the door is kept closed. For longer power outages, place a block of dry ice in the freezer or remove food and cook it. When using dry ice, provide adequate ventilation. Dry ice is frozen carbon dioxide ($CO_2$) When it vaporizes, it can displace oxygen, causing dizziness, light-headedness, unconsciousness, and death by suffocation. Open a window and do not breathe in the vapor.
- The outside wall of the freezer cabinet may get warm. Don't be alarmed. This is due to the anti-condensation pipe, which pumps hot refrigerant to prevent sweating on the outer cabinet wall.

## Product Specifications

The appearance and specifications listed in this manual may vary due to constant product improvements.

**Electrical requirements:** 115 V, 60 Hz

| Model | Description | Net weight |
|---|---|---|
| LROFC0605* | Standard-depth, Freezer | 82 lb (37 kg) |

# INSTALLATION

## Before Installing

### Unpacking the Freezer

**⚠ WARNING**

- Use two or more people to move and install the appliance. Failure to do so can result in back injury or other injury.
- The appliance is heavy. Protect the floor when moving the appliance for cleaning or service. Always pull the appliance straight out when moving it. Do not wiggle or walk the appliance when trying to move it, as floor damage could occur.
- Keep flammable materials and vapors, such as gasoline, away from the appliance. Failure to do so can result in fire, explosion, or death.

**NOTE**

- Remove tape and any temporary labels from your appliance before using. Do not remove any warning labels, the model and serial number label, or the Tech Sheet that is located under the front of the appliance.
- To remove any remaining tape or glue, rub the area briskly with your thumb. Tape or glue residue can also be easily removed by rubbing a small amount of liquid dish soap over the adhesive with your fingers. Wipe with warm water and dry.
- Do not use sharp instruments, rubbing alcohol, flammable fluids, or abrasive cleaners to remove tape or glue. These products can damage the surface of your appliance.
- Reinstall or adjust shelves as needed. Freezer shelves are installed in the shipping position. Reinstall shelves according to your individual storage needs.

## Choosing the Proper Location

### Electricity

Use an individual, grounded outlet:115 Volts, 60 Hz, AC, 15 amps minimum.

**⚠ WARNING**

- Do not overload house wiring and cause a fire hazard by plugging in multiple appliances in the same outlet with the appliance.
- To reduce the risk of electric shock, do not install the appliance in a wet or damp area.

### Flooring

To avoid noise and vibration, the unit must be installed and leveled on a solidly constructed floor. If required, adjust the leveling legs to compensate for the unevenness of the floor.

**NOTE**

- Installing on carpeting, soft tile surfaces, a platform or weakly supported structure is not recommended.

### Ambient Temperature

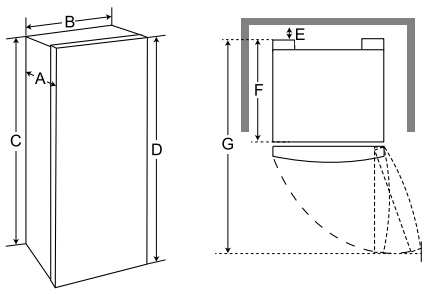
Install this appliance in an area where the temperature is between 55 °F (13 °C) and 110 °F (43 °C).

If the temperature around the appliance is too low or high, cooling ability may be adversely affected.

The internal temperatures could be affected by the location of the appliance, the ambient temperature, the frequency of door opening and other factors.

## Dimensions and Clearances

- Check the dimensions of the appliance and the installation path to ensure there is sufficient room to move the appliance through doors or narrow openings.
- The installation location chosen for the appliance 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 2 inches (50 mm) between the back of the appliance and the wall.
- Remember to allow enough room in front of the appliance to fully open the doors.



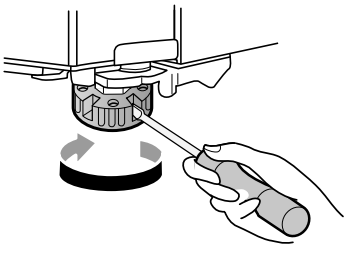

| - | Dimensions/Clearances | LROFC0605* |
|---|---|---|
| A | Depth without Handle | 23 5/8" (600 mm) |
| B | Width | 20 7/8" (530 mm) |
| C | Height to Top of Case | 51" (1294 mm) |
| D | Height to Top of Hinge | 51 1/8" (1300 mm) |
| E | Back Clearance | 2" (50 mm) |
| F | Depth without Door | 20 1/8" (510 mm) |
| G | Depth (Total with Door Open 90°) | 41 1/8" (1045 mm) |

# Leveling

## Leveling the Freezer

If the appliance seems unsteady, or the doors do not close easily, adjust the appliance's tilt using the instructions below.

**1** Turn the leveling leg clockwise to raise that side of the appliance or counterclockwise to lower it.



**2** Open the door and check to make sure that the door closes easily.

# Turning on the Power

After installing, plug the appliance's power cord into a 3-prong grounded outlet and push the appliance into the final position.

Compressor will start operating 7 to 10 minutes after connecting the power cord.

**⚠ CAUTION**

- Connect to a rated power outlet.
- Have a certified electrician check the wall outlet and wiring for proper grounding.
- Do not damage or cut off the ground terminal of the power plug.

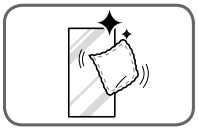
## Position the Appliance

- Arrange the coil of tubing so that it does not vibrate against the back of the appliance or against the wall. Push the appliance back to the wall.

# OPERATION

## Before Use

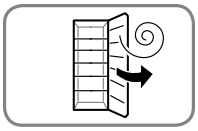
### Checklist



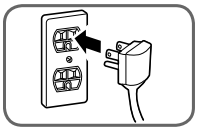
**Clean the appliance.**
Clean the appliance thoroughly and wipe off all dust that accumulated during shipping.

**⚠ CAUTION**

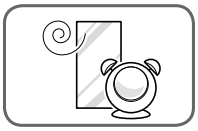
- Do not scratch the appliance with a sharp object or use a detergent that contains alcohol, a flammable liquid or an abrasive when removing any tape or adhesive from the appliance. Remove adhesive residue by wiping it off with your thumb or dish detergent.
- Do not peel off the model or serial number label or the technical information on the rear surface of the appliance.



**Open doors and drawers to ventilate the interior.**
The inside of the appliance may smell like plastic at first. Remove any adhesive tape from inside the appliance and open the door and the drawers for ventilation.



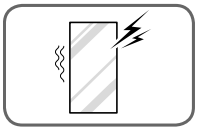
**Connect the power supply.**
Check if the power supply is connected before use.



**Wait for the freezer to cool.**
Allow the appliance to run for at least two to three hours before putting food in it. Check the flow of cold air in the freezer compartment to ensure proper cooling.

**⚠ CAUTION**

- Putting food in the freezer before it has cooled could cause the food to spoil, or a bad odor to remain inside the freezer.



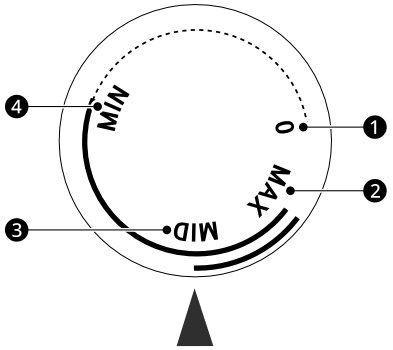
**The appliance makes a loud noise after initial operation.**
This is normal. The volume will decrease as the temperature decreases.

# Control Panel

Depending on the model, some of the following functions may not be available.

The actual control panel may differ from model to model.

## Control Panel Features




❶ **0** (OFF)

Set the dial to **0** to turn the freezer off

❷ **MAX**

Set the dial to **MAX** for coldest temperature

❸ **MID**

Set the dial to **MID** for recommended temperature

❹ **MIN**

Set the dial to **MIN** for warmest temperature

# Defrosting Mode

## Using the Defrosting Mode

Defrost the freezer regularly to keep it working efficiently. Once a month, unplug the power cord and allow the entire freezer to defrost.

**⚠ CAUTION**

- Do not use sharp implements or metal tools to remove ice or frost from the cabinet or the main shelves (evaporator). The resulting damage or punctured evaporators will not be covered under the warranty.

**1** Keep food well wrapped before defrosting. If food thaws, do not refreeze it. Either store the food in the freezer or cook and eat it.

**2** To defrost the freezer, turn the temperature control dial to the **0** (OFF) setting.

- Make sure that the drip tray is properly installed so water will collect in the tray.

**3** Once finished defrosting, remember to reset the temperature control dial to its original setting.

**4** Remove and empty the drip tray, dry it off, and reassemble it.

**NOTE**

- For faster defrosting, place 1 or 2 pans filled with warm water inside the freezer.

# Storing Food

**NOTE**

- If you are leaving home for a short period, like a short vacation, the freezer should be left on. Refrigerated foods that are able to be frozen will stay preserved longer if stored in the freezer.
- If you are leaving the appliance turned off for an extended period, remove all food and unplug the power cord. Clean the interior, and leave the door open to prevent fungi from growing in the freezer.
- If doors are opened or closed too often, warm air may penetrate the freezer and raise its temperature. This can increase the running costs of the unit.

## Storing Frozen Food

Check a freezer guide or a reliable cookbook for further information about preparing food for freezing or food storage times.

### Freezing

Your freezer will not quick-freeze a large quantity of food. Do not put more unfrozen food into the freezer than will freeze within 24 hours (no more than 2 to 3 pounds of food per cubic foot of freezer space). Leave enough space in the freezer for air to circulate around packages. Be careful to leave enough room at the front so the door can close tightly.

Storage times will vary according to the quality and type of food, the type of packaging or wrap used (how airtight and moisture-proof) and the storage temperature. Ice crystals inside a sealed package are normal. This simply means that moisture in the food and air inside the package have condensed, creating ice crystals.

**NOTE**

- Allow hot foods to cool at room temperature for 30 minutes, and then package and freeze. Cooling hot foods before freezing saves energy.
- Do not store glass containers in the freezer. Contents may expand when frozen, break the container and cause injury.

### Packaging

Successful freezing depends on correct packaging. When you close and seal the package, it must not allow air or moisture in or out. If it does, you could have food odor and taste transfer throughout the freezer and could also dry out frozen food.

Packaging recommendations

- Rigid plastic containers with tight-fitting lids
- Straight-sided canning/freezing jars
- Heavy-duty aluminum foil
- Plastic-coated paper
- Non-permeable plastic wraps
- Specified freezer-grade self-sealing plastic bags

Follow package or container instructions for proper freezing methods.

Do not use

- Bread wrappers
- Non-polyethylene plastic containers
- Containers without tight lids
- Wax paper or wax-coated freezer wrap
- Thin, semi-permeable wrap

**NOTE**

- If you are leaving home for a short period, like a short vacation, the appliance should be left on.
- If you are leaving the appliance turned off for an extended period, remove all food and unplug the power cord. Clean the interior, and leave the door open to prevent fungi from growing in the appliance.
- If doors are opened or closed too often, warm air may penetrate the appliance and raise its temperature. This can increase the running costs of the unit.

# MAINTENANCE

## Cleaning

**⚠ WARNING**

- Use non-flammable cleaner. Failure to do so can result in fire, explosion, or death.

**⚠ CAUTION**

- Do not use an abrasive cloth or sponge when cleaning the interior and exterior of the appliance.
- Do not place your hand on the bottom surface of the appliance when opening and closing the doors.

### General Cleaning Tips

- Wipe up spills immediately.
- Unplug the appliance or disconnect power before cleaning.
- Remove all removable parts, such as shelves.
- 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.

### Exterior

For products with black stainless steel exterior, spray glass cleaner on a clean microfiber cloth and rub in direction of grain. Do not spray glass cleaner directly at the display panel. Do not use harsh or abrasive cleaners.

For products with a standard stainless steel exterior, use a damp microfiber cloth and rub in the direction of the grain. Dry with a paper towel to avoid streaks. For stubborn stains and fingerprints, use a few drops of liquid dish soap in water, and rinse with hot water before drying. Do not use abrasive or harsh cleaners.

### Inside Walls

- Allow freezer to warm up so the cloth will not stick.

To help remove odors, wash the inside of the freezer with a mixture of baking soda and warm water. Mix 2 tablespoons of baking soda to 1 quart of water (26 g soda to 1 liter water.) Be sure the baking soda is completely dissolved so it does not scratch the surfaces of the freezer.

### Door Liners and Gaskets

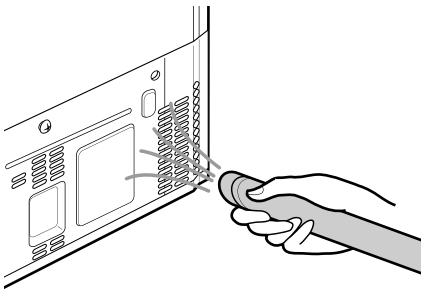
Use a clean sponge or soft cloth and a mild detergent in warm water. Do not use cleaning waxes, concentrated detergents, bleaches, or cleaners containing petroleum on plastic parts.

### Plastic Parts (Covers and Panels)

Use a clean sponge or soft cloth and a mild detergent in warm water. Do not use glass cleaners, abrasive cleansers, or flammable fluids. These can scratch or damage the material.

### Condenser Coils

Use a vacuum cleaner with a brush or crevice attachment to clean the condenser cover and vents. Do not remove the panel covering the condenser coil area.



# TROUBLESHOOTING

## Before Calling for Service

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

### Cooling

| Problem | Possible Cause & Solution |
|---|---|
| **Appliance is not cooling or has no power.** | **The freezer control is set to OFF (some models).**<br>• Turn the control ON. Refer to the Setting the Controls section for proper temperature settings. |
| | **Freezer is in the defrost cycle.**<br>• During the defrost cycle, the temperature of each compartment may rise slightly. Wait 30 minutes and confirm the proper temperature has been restored once the defrost cycle has completed. |
| | **Appliance was recently installed.**<br>• It may take up to 24 hours for each compartment to reach the desired temperature. |
| | **Appliance was recently relocated.**<br>• If the appliance was stored for a long period of time or moved on its side, it is necessary for the freezer to stand upright for 24 hours before connecting it to power. |
| **Cooling system runs too much.** | **Appliance is replacing an older model.**<br>• Modern appliances require more operating time but use less energy due to more efficient technology. |
| | **Appliance was recently plugged in or power restored.**<br>• The appliance will take up to 24 hours to cool completely. |
| | **The door is opened often or a large amount of food / hot food was added.**<br>• Adding food and opening the door warms the freezer, requiring the compressor to run longer in order to cool the freezer back down. In order to conserve energy, try to get everything you need out of the freezer at once, keep food organized so it is easy to find, and close the door as soon as the food is removed. (Refer to the Food Storage Guide.) |
| | **Doors are not closed completely.**<br>• Firmly push the doors shut. If they will not shut all the way, the "Doors will not close correctly or pop open" section in Troubleshooting. |
| | **Appliance is installed in a hot location.**<br>• The compressor will run longer under warm conditions. At normal room temperatures (70 °F or 21 °C) expect your compressor to run about 40 % to 80 % of the time. Under warmer conditions, expect it to run even more often. The appliance should not be operated above 110 °F (43 °C). |
| | **Condenser / back cover is clogged.**<br>• Use a vacuum cleaner with an attachment to clean the condenser cover and vents. Do not remove the panel covering the condenser coil area. |
| **Interior moisture buildup.** | **Doors are opened often or for long periods of time.**<br>• When the doors are opened often or for long periods of time, warm, humid air enters the compartment. This raises the temperature and moisture level within the compartment. To lessen the effect, reduce the frequency and duration of door openings. |
| | **Doors are not closed correctly.**<br>• See the "Doors will not close correctly or pop open" section. |

| Problem | Possible Cause & Solution |
|---|---|
| **Interior moisture buildup.** | **Weather is humid.**<br>• Humid weather allows additional moisture to enter the compartments when the doors are opened leading to condensation or frost. Maintaining a reasonable level of humidity in the home will help to control the amount of moisture that can enter the compartments. |
| | **Defrost cycle recently completed.**<br>• During the defrost cycle, the temperature of each compartment may rise slightly and condensation may form on the back wall. Wait 30 minutes and confirm that the proper temperature has been restored once the defrost cycle has completed. |
| | **Food is not packaged correctly.**<br>• Food stored uncovered or unwrapped, and damp containers can lead to moisture accumulation within each compartment. Wipe all containers dry and store food in sealed packaging to prevent condensation and frost. |
| **Freezer section is too cold.** | **Incorrect temperature control settings.**<br>• If the temperature is too cold, adjust the control one increment at a time and wait for the temperature to stabilize. Refer to the Control Panel for more information. |
| **Frost or ice crystals form on frozen food (inside of sealed package).** | **Condensation from food with a high water content has frozen inside of the food package.**<br>• This is normal for food items with a high water content. |
| | **Food has been left in the freezer for a long period of time.**<br>• Do not store food items with high water content in the freezer for a long period of time. |
| **Frost or ice crystals form on frozen food (outside of package).** | **Door is opened frequently or for long periods of time.**<br>• When the doors are opened often or for long periods of time, warm, humid air enters the compartment. This raises the temperature and moisture level within the compartment. Increased moisture will lead to frost and condensation. To lessen the effect, reduce the frequency and duration of door openings. |
| | **Door is not closing properly.**<br>• Refer to the "Doors will not close correctly or pop open" section in the Troubleshooting. |
| **Freezer section is too warm.** | **Appliance was recently installed.**<br>• It may take up to 24 hours for each compartment to reach the desired temperature. |
| | **The air vents are blocked.**<br>• Locate air vents by using your hand to sense airflow and move all packages that block vents and restrict airflow. Rearrange items to allow air to flow throughout the compartment. |
| | **Doors are opened often or for long periods of time.**<br>• When the doors are opened often or for long periods of time, warm, humid air enters the compartment. This raises the temperature and moisture level within the compartment. To lessen the effect, reduce the frequency and duration of door openings. |
| | **Appliance is installed in a hot location.**<br>• The appliance should not be operated in temperatures above 110 °F (43 °C). |
| | **A large amount of food or hot food was added to either compartment.**<br>• Adding food warms the compartment requiring the cooling system to run. Allowing hot food to cool to room temperature before putting it in the freezer will reduce this effect. |
| | **Doors are not closed correctly.**<br>• See the "Doors will not close correctly or pop open" section in the Troubleshooting. |
| | **Temperature control is not set correctly.**<br>• If the temperature is too warm, adjust the control one increment at a time and wait for the temperature to stabilize. |

| Problem | Possible Cause & Solution |
|---|---|
| **Freezer section is too warm.** | **Defrost cycle has recently completed.**<br>• During the defrost cycle, the temperature of each compartment may rise slightly and condensation may form on the back wall. Wait 30 minutes and confirm the proper temperature has been restored once the defrost cycle has completed. |

## Parts & Features

| Problem | Possible Cause & Solution |
|---|---|
| **Doors will not close correctly or pop open.** | **Food packages are blocking the door open.**<br>• Rearrange food containers to clear the door and door shelves. |
| | **Ice bin, pans, shelves, door bins (some models), or baskets are out of position.**<br>• Push bins (some models) all the way in and put pans, shelves and baskets into their correct positions. See the Operation section for more information. |
| | **Appliance is not leveled properly.**<br>• See Leveling in the Installation section. |
| **Doors are difficult to open.** | **The gaskets are dirty or sticky.**<br>• Clean the gaskets and the surfaces that they touch. Rub a thin coat of appliance polish or kitchen wax on the gaskets after cleaning. |
| | **Door was recently closed.**<br>• When you open the door, warmer air enters the appliance. As the warm air cools, it can create a vacuum. If the door is hard to open, wait one minute to allow the air pressure to equalize, then see if it opens more easily. |
| **Appliance wobbles or seems unstable** | **Leveling legs are not adjusted properly.**<br>• See Leveling in the Installation section. |
| | **Floor is not level.**<br>• It may be necessary to add shims under the leveling legs or rollers to complete installation. |
| **Lights do not work.** | **LED interior lighting failure.**<br>• The freezer compartment lamp is LED interior lighting, and service should be performed by a qualified technician. |
| **The interior of the appliance is covered with dust or soot.** | **The appliance is located near a fire source, such as a fireplace, chimney, or candle.**<br>• Make sure that the appliance is not located near a fire source, such as a fireplace, chimney or candle. |

## Noises

| Problem | Possible Cause & Solution |
|---|---|
| **Rattling** | **Rattling noises may come from the flow of refrigerant, the water line on the back of the unit, or items stored on top of or around the appliance.**<br>• Normal Operation |
| | **Appliance is not resting solidly on the floor.**<br>• Floor is weak or uneven or leveling legs need to be adjusted. See Leveling in the Installation section. |
| | **Appliance with linear compressor was jarred while running.**<br>• Normal Operation |

| Problem | Possible Cause & Solution |
|---|---|
| **Whooshing** | **Evaporator fan motor is circulating air through the freezer compartments.**<br>• Normal Operation |
| | **Air is being forced over the condenser by the condenser fan.**<br>• Normal Operation |
| **Gurgling** | **Refrigerant flowing through the cooling system.**<br>• Normal Operation |
| **Popping** | **Contraction and expansion of the inside walls due to changes in temperature.**<br>• Normal Operation |
| **Sizzling** | **Water dripping on the defrost heater during a defrost cycle.**<br>• Normal Operation |
| **Vibrating** | **If the side or back of the appliance is touching a cabinet or wall, some of the normal vibrations may make an audible sound.**<br>• To eliminate the noise, make sure that the sides and back cannot vibrate against any wall or cabinet. |
| **Dripping** | **Water running into the drain pan during the defrost cycle.**<br>• Normal Operation |
| **Pulsating or high-pitched sound** | **Your appliance is designed to run more efficiently to keep your food items at the desired temperature. The high efficiency compressor may cause your new appliance to run longer than your old one, but it is still more energy efficient than previous models. While the appliance is running, it is normal to hear a pulsating or high-pitched sound.**<br>• Normal Operation |

# LIMITED WARRANTY

## USA

### TERMS AND CONDITIONS

**ARBITRATION NOTICE: THIS LIMITED WARRANTY CONTAINS AN ARBITRATION PROVISION THAT REQUIRES YOU AND LG ELECTRONICS (“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 Freezer ("Product") fail due to a defect in materials or workmanship under normal and proper use, during the warranty period set forth below, LG will, at its option, repair or replace the Product. This limited warranty is valid only to the original retail purchaser of the Product ("You") and applies only when purchased lawfully and used within the United States including U.S. Territories.

<table>
<tr><th colspan="4">WARRANTY PERIOD</th></tr>
<tr><th>Freezer</th><th>Sealed System (Condenser, Dryer, Connecting Tube and Evaporator)</th><th colspan="2">Compressor</th></tr>
<tr><td>One (1) year from the date of original retail purchase</td><td>Five (5) years from the date of original retail purchase</td><td>Five (5) years from the date of original retail purchase</td><td rowspan="2">Linear / Inverter Compressor Only : Parts Only for years 6-10 from the date of original retail purchase (You will be charged for labor)</td></tr>
<tr><td>Parts and Labor (internal / functional parts only)</td><td>Parts and Labor</td><td>Parts and Labor</td></tr>
</table>

- 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.
- Replaced Product or part(s) will be the property of LG.
- 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 of the Product 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 of the Product resulting from operating the Product in a corrosive atmosphere or contrary to the Product owner's manual.
- Damage or failure of the Product caused by accidents, pests and vermin, lightning, wind, fire, floods, acts of nature, or any other causes beyond the control of LG.
- Damage or failure of the Product caused by unauthorized modification or alteration, or if the Product is used for other than the intended purpose, or any water leakage where the Product was not properly installed.
- Damage or failure of the Product caused by incorrect electrical current, voltage, or plumbing codes.
- Damage or failure of the Product caused by transportation, storage, and/or 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 failure of the Product resulting from misuse, abuse, improper installation, repair, or maintenance. Improper repair includes the 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 of the Product caused by the use of parts, components, accessories, consumable cleaning products, or any other products or services that were not authorized by LG.
- Damage or missing items to any display or open box 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.
- Products used for other than normal and proper household use (e.g., commercial or industrial use) or contrary to the Product owner's manual.
- Costs associated with removal and reinstallation of the Product for repairs, or the removal and reinstallation of the Product if it is installed in an inaccessible location or not installed in accordance with the Product Owner's manual.
- Accessories, removable components, or consumable parts (e.g. Shelves, door bins, drawers, water/air filters, racks, light bulbs, batteries, etc., as applicable), except for internal/functional parts covered under this limited warranty.

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

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 111 Sylvan Avenue, Englewood Cliffs, NJ 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.

**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. 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 111 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, 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.

# Canada

## TERMS AND CONDITIONS

**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. FOR FURTHER CLARITY, THIS ARBITRATION PROVISION IS NOT APPLICABLE TO CUSTOMERS RESIDING IN ONTARIO. IN ARBITRATION, CLASS ACTIONS AND JURY TRIALS ARE NOT PERMITTED. PLEASE SEE THE SECTION TITLED "PROCEDURE FOR RESOLVING DISPUTES" BELOW.**

Should your LG Freezer ("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, replace or pro rate 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 from an authorized retailer and used within Canada, as determined at the sole discretion of LGECI.

| **WARRANTY PERIOD (Note: If the original date of purchase cannot be verified, the warranty will begin sixty (60) days from the date of manufacture)** | | | |
|---|---|---|---|
| **Freezer** | **Sealed System (Condenser, Dryer, Connecting Tube and Evaporator)** | | **Linear / Inverter Compressor** |
| One (1) year from the date of original retail purchase | One (1) year from the date of original retail purchase | Seven (7) years from the date of original retail purchase | Ten (10) years from the date of original retail purchase |
| 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, UNLESS SUCH LIMITATION IS PROHIBITED BY THE LAWS OF THE PROVINCE IN WHICH YOU RESIDE. EXCEPT AS EXPRESSLY PROVIDED ABOVE, OR IF OTHERWISE PROHIBITED BY THE LAW OF THE PROVINCE IN WHICH YOU RESIDE, LGECI DOES NOT MAKE ANY OTHER WARRANTIES OR CONDITIONS RESPECTING THE PRODUCT, 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.



## 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**

## PROCEDURE FOR RESOLVING DISPUTES:

EXCEPT WHERE PROHIBITED BY 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. FOR CLARITY, THIS PROVISION DOES NOT APPLY TO CONSUMERS RESIDING IN ONTARIO.

**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. This does not apply to consumers in Ontario. In accordance with provincial legislation, the consumer and LG may agree to resolve the dispute using any procedure available, including commencing the action in the Superior Court of Justice.

**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. For consumers in Ontario, the applicable arbitration legislation only applies if consumers agree to submit the dispute to arbitration. 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.

**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.** The arbitration provision requires you and LG to resolve disputes by binding arbitration instead of court, unless the laws of your province or territory do not permit that, or, in other jurisdictions, if you choose to opt out. The arbitration provision does not apply to consumers in Ontario.

For individuals that fall within the binding arbitration provisions, 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, 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/findmodel_serial/).

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.



| LG Customer Information Center | Centro de Información al Cliente LG | Centre de Service à la Clientèle de LG |
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| For inquiries or comments, visit **www.lg.com** or call: | Para consultas o comentarios, visite **www.lg.com** o llame por teléfono: | Pour des questions ou des commentaires, visitez **www.lg.com/ca_fr** ou appelez : |
| 1-800-243-0000 U.S.A. | 1-800-243-0000 EE.UU. | 1-800-243-0000 ÉTATS-UNIS |
| 1-888-542-2623 CANADA | 1-888-542-2623 CANADÁ | 1-888-542-2623 CANADA |
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