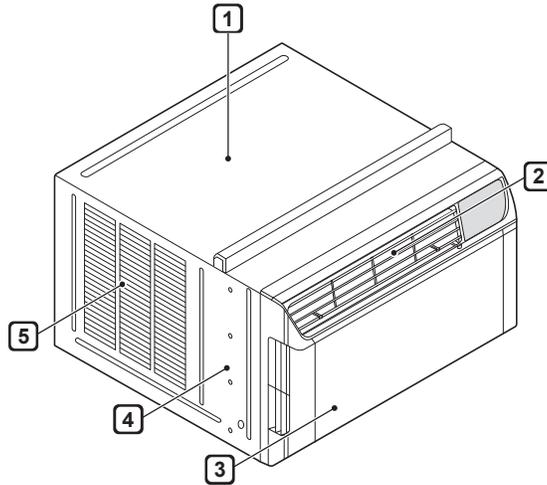


TROUBLESHOOTING

Before Calling for Service

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

Normal Sounds You May Hear



- 1 High Pitched Chatter**
Today's high efficiency compressors may have a high pitched chatter during the cooling cycle.
- 2 Sound of Rushing Air**
At the front of the unit, you may hear the sound of rushing air being moved by the fan.
- 3 Gurgle/Hiss**
Gurgling or hissing noise may be heard due to refrigerant passing through evaporator during normal operation.
- 4 Vibration**
Unit may vibrate and make noise because of poor wall or window construction or incorrect installation.
- 5 Pinging or Swishing**
Droplets of water hitting condenser during normal operation may cause pinging or swishing sounds.

Problem	Possible Cause	Solutions
Air conditioner does not start.	The air conditioner is unplugged.	Make sure the air conditioner plug is pushed completely into the outlet.
	The fuse is blown/circuit breaker is tripped.	Check the house fuse/circuit breaker box and replace the fuse or reset the breaker.
	Power failure.	If power failure occurs, turn the mode control to off. When power is restored, wait 3 minutes to restart the air conditioner to prevent tripping of the compressor overload.
	The current interrupter device is tripped.	Press the RESET button located on the power cord plug. If the RESET button will not stay engaged, discontinue use of the air conditioner and contact a qualified service technician.
Air conditioner does not cool as it should.	Airflow is restricted.	Make sure there are no curtains, blinds, or furniture blocking the front of the air conditioner.
	The temp control may not be set correctly.	Set the desired temperature to a level lower than the current temperature.
	The air filter is dirty.	Clean the filter at least every 2 weeks. See the 'MAINTENANCE' section.
	The room may have been hot.	When the air conditioner is first turned on, you need to allow time for the room to cool down.
	Cold air is escaping.	Check for open furnace floor registers and cold air returns.
	Cooling coils have iced up.	See 'Air conditioner freezing up' below.
Air conditioner freezing up.	The cooling coils are iced over.	Ice may block the air flow and obstruct the air conditioner from properly cooling the room. Set the mode control at High Fan or High Cool .
Water drips outside.	Hot, humid weather.	This is normal.

Problem	Possible Cause	Solutions
Water drips indoors.	The air conditioner is not tilted to the outside.	For proper water disposal, make sure the air conditioner slants slightly from the cabinet front to the rear.
Water collects in base pan.	Moisture removed from air and drains into base pan.	This is normal for a short period in areas with little humidity; normal for a longer period in very humid areas.
Air conditioner turns on and off rapidly.	Dirty air filter - air restricted.	Clean air filter.
	Outside temperature extremely hot.	Refer to installation instructions or check with installer.
Noise when unit is cooling.	Air movement sound.	This is normal. If too loud, set to lower FAN setting.
	Window vibration - poor installation.	Refer to installation instructions or check with installer.
Remote sensing deactivating prematurely.	Remote control not located within range.	Place remote control within 20 feet & 120° radius of the front of the unit.
	Remote control signal obstructed.	Remove obstruction.
Room too cold.	Set temperature too low.	Increase set temperature.
Can't connect the LG SmartThinQ App. to the air conditioner.	Air conditioner is turned off.	Turn the air conditioner on.
	Wireless router is turned off.	Turn the router on.
The air conditioner is not connecting to the Wi-Fi.	The Wi-Fi router is too far from the air conditioner.	Move the router closer to the air conditioner or purchase and install a Wi-Fi repeater (signal booster).
	You do not have permission to use the router or it is incompatible.	Make sure you are selecting the correct wireless router from the list. The router must be set to 2.4 GHz.

NOTE

- You can refer to the Energy Star program in detail at www.energystar.gov.
- If you see "CH" in the display, please call 1-888-LG-CANADA(542 2623).

Wi-Fi

Problem	Possible Cause	Solutions
Trouble connecting appliance and smartphone to Wi-Fi network.	The password for the Wi-Fi network was entered incorrectly.	Delete your home Wi-Fi network and begin the registration process again.
	Mobile data for your smartphone is turned on.	Turn off the Mobile data on your smartphone before registering the appliance.
	The wireless network name (SSID) is set incorrectly.	The wireless network name (SSID) should be a combination of English letters and numbers. (Do not use special characters.)
	The router frequency is not 2.4 GHz.	Only a 2.4 GHz router frequency is supported. Set the wireless router to 2.4 GHz and connect the appliance to the wireless router. To check the router frequency, check with your Internet service provider or the router manufacturer.
	The distance between the appliance and the router is too far.	If the appliance is too far from the router, the signal may be weak and the connection may not be configured correctly. Move the router closer to the appliance or purchase and install a Wi-Fi repeater.