



With LG, It's All Possible.

Premium products deserve premium support.
As an LG customer, you deserve nothing
less than five-star service.

Our Direct Service Technicians have an
average of over 15 years experience repairing
appliances and electronics. We only use
genuine LG replacement parts to fix your
product, giving you that “out-of-the-box”
experience. We strive for excellence, and work
diligently to exceed your expectations.

Thank you for trusting LG Direct Service.

Thank you for
choosing LG
products and
services.





LG proudly offers some of the most innovative and reliable products in the industry. Should a repair be necessary, turning to the specialists at LG Direct Service is always a smart choice.

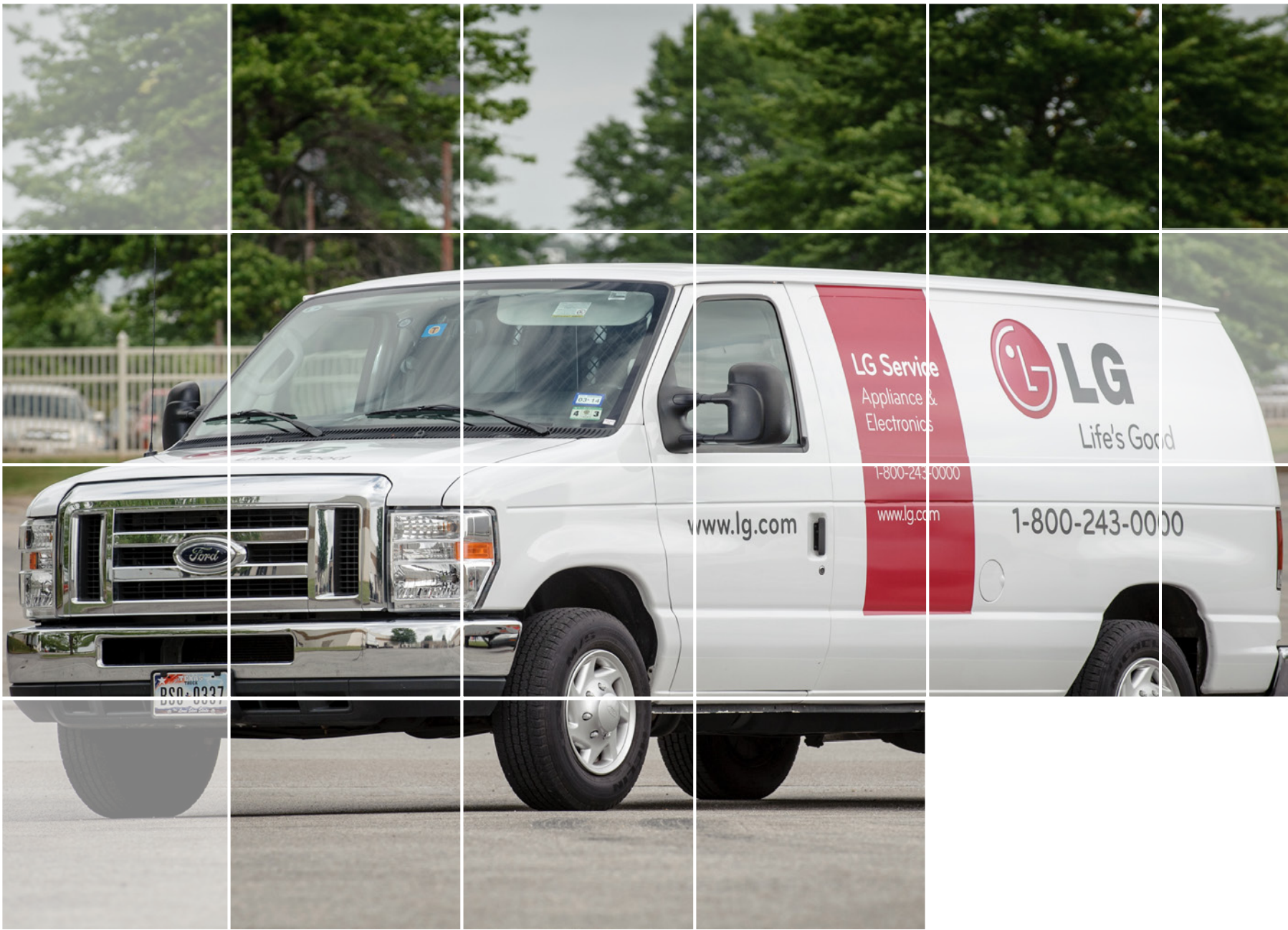
THE EXCELLENCE

YOU EXPECT FROM LG

Our Standards Are High

LG Direct Service Technicians have an average of over 15 years experience repairing appliances and electronics, and all our Service Technicians are trained and certified by LG. Nobody knows LG products better than we do.

- We value our customers
- We treat your home with care and respect
- We handle in-warranty and out-of-warranty repairs
- We are ready to assist you nationwide



THE EXCELLENCE

YOU EXPECT FROM LG

***Out of
Warranty?
Call LG
Direct Service!***

Count on the skilled professionals of the LG Direct Service team, even when your LG product warranty has expired. One call is all it takes to arrange an in-home visit at your convenience. Every repair benefits from the use of only genuine LG replacement parts.

- Thorough knowledge of your LG products
- Direct access to LG certified parts
- Prompt, friendly service
- Committed to extending your enjoyment of your LG products



Call 800-243-0000 to Speak to an LG Direct Service Representative or Visit LG.com/us/repairs.

REFRIGERATOR

Food Storage

- Allow hot food to cool prior to storing the items in the refrigerator.
- Do not block air vents with food or containers. Smooth circulation of chilled air keeps temperatures even.
- Never overload the door or inner racks as it could prevent the doors from sealing.
- Avoid putting moist food on top shelves as it can freeze when in contact with the chilled air.
- If you keep the refrigerator in a hot and humid place, avoid opening the door frequently or storing a lot of vegetables as this may cause increased condensation.

Setting Temperatures

- The actual inner temperature varies depending on the food status, so when loading additional items in the refrigerator temperatures may need to be adjusted.
- If dew gathers on the refrigerator door mullion at any point, deactivate the Energy Saving mode until the issue resolves itself.

Water Filter

- It is important to replace the water filter in your LG Refrigerator every 4 to 6 months to maintain optimal water quality. Visit www.lg.com/us/shop-lg now to see discounts & promotions on genuine LG water filters.

Door and Seal Maintenance

- Be sure to clean the gasket regularly or have it replaced by a service center if it is worn. Leaks in the door seal will cause cooling inefficiency and varying temperatures.
- Adjust refrigerator door height and leg height to ensure a proper seal. The front of the refrigerator should be slightly higher than the back.

Cleaning Your Unit

- Clean both the refrigerator and freezer interior sections once a month to prevent odors.
- Wipe up spills immediately with a clean sponge or soft cloth moistened with a mixture of mild detergent and warm water. Wipe dry.
- Do not use window sprays, abrasive cleaners, or flammable fluids as they can damage the surfaces.
- Do not use cleaning waxes, concentrated detergents, or cleaners containing petroleum on plastic parts.
- To remove odors, clean the inside of the refrigerator with a mixture of 2 tbsp baking soda and 1 qt warm water. To avoid scratches, be sure to dissolve the baking soda completely in the warm water before using the solution.

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- Schedule an Appointment
- Register Your Product
- Watch Videos & Tutorials

or call 800-243-0000



DISHWASHER

Loading the Dishwasher

- Remove solid, burnt food scraps from dishes prior to loading.
- Place deeper items at an angle to help water run off and to speed the drying process. Note if any items are indicated as top-rack-only and load accordingly.
- Only load 'Dishwasher Safe' items in your unit. Do not put decorative metal or cast iron items in your dishwasher.

Cleaning Your Dishwasher

- Be sure the spray arms' water jet holes are clear of food particles.
- To remove hard water buildup on the walls and sides of the tub, do the following:
 - 1 Remove dishes, silverware, and silverware holder from dishwasher.
 - 2 Put 14-17 oz of white vinegar into a measuring cup and place it in the lower rack.
 - 3 Run a "Normal" cycle and select "Extra Rinse" and "Sanitary".
 - 4 Do not use detergent during any point of this process.
 - 5 Let the dishwasher complete the entire cycle.
 - 6 Repeat this process as needed.

Prevent Spots with Rinse Aid

- Using rinse aid products is recommended to prevent spots on dishes left by water droplets. On some models, an indicator light will show you that your rinse aid level is low.
- The Rinse Aid Dial allows you to adjust the amount of rinse aid dispensed during the cycle. Adjust as needed to optimize drying performance.

Detergent Tips

- Only use the LG recommended amount of detergent for the particular cycle, load size, and soil level of the dishes. Please refer to your Owner's Manual or www.lg.com for details.
- Use only detergent intended for automatic dishwashers and never use hand dishwashing detergent. Other detergents can cause the unit to fill with suds during operation and reduce wash performance.

Hard Water Affects Washing Performance

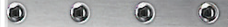
- The best way to eliminate spots on your dishes and to get the best performance out of your dishwasher is to install a water softener in your home.
- If you already have one installed, or do not plan on installing one, try using the "Extra Rinse" as part of the wash cycle to help reduce spots.

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LG



RANGE

Cookware

- Use only specified “oven-safe” bakeware or “cooktop-safe” pots and pans on your range.
- Use the proper pan sizes for the surface heating element. The use of undersized pans will expose a portion of the heating element, which will both decrease cooking efficiency and could lead to a burn injury risk.
- Cookware with rough bottoms can scratch the cooktop surface. Do not use cookware with accumulated dirt on the bottom.

Foil Facts

- Do not use foil or flimsy metal containers on the cooktop. Foil may melt onto the glass and damage the range.
- Do not cover any portion of your oven with aluminum foil as the foil might melt onto the oven surface, potentially damaging the range. Covering the grid with foil will also cause poor baking performance.

Elements Cycling

- To maintain the proper heat setting, the element automatically cycles on and off, therefore at times the surface units might not glow. This is normal.

Cleaning Your Unit

Cooktop

- Clean your cooktop after each use to prevent food buildup and potential damage.
- Use only ceramic cooktop cleaner on the glass cooktop. Do not use abrasive pads, powders, bleach, ammonia or other cleansers not specifically recommended for use on glass/ceramic.

Oven

- Do not use oven cleaners or an oven liner of any kind.
- Your oven has a Self Clean cycle which uses above-normal cooking temperatures to clean the interior. Remove all cookware along with the oven racks, broiler pan and grid before running this cycle. After the cycle has completed, use a warm, wet cloth to wipe up any remaining debris.
- Please read the full instructions in your Owner’s Manual before running the Self Clean cycle, following the proper steps to ensure safety and prevent any damage to the range.

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				<p>CONV. BAKE CONV. ROAST AUTO CONVERSION — SET WARMING DRAWER</p>	<p>1 2 3</p>	<p>START LOCKOUT</p>
			<p>CLOCK COOK TIME START TIME TIMER ON/OFF</p>	<p>BAKE BROIL</p>	<p>4 5 6</p>	<p>CLEAR OFF</p>
			<p>OVEN LIGHT SELF CLEAN RAPID PREHEAT SETTING</p>	<p>WARM/PROOF SPEED BROIL</p>	<p>7 8 9</p>	<p>WARMING DRAWER SET/OFF</p>
				<p>FAVORITES KIDS MEAL</p>	<p>0</p>	



WASHER

Choosing the Right Detergent

- If your washer is labeled , be sure to use High Efficiency detergent ONLY, as regular detergent may cause excessive sudsing and poor performance.
- Never use more detergent than the detergent manufacturer recommends, as this can cause leaking from the safety air vent on the back of the washer.

Cleaning the Detergent Compartment

- Thoroughly clean the detergent compartment every six months.
- Be sure to also remove the attachments and clean the siphoning pieces to remove any buildup. More frequent cleaning may be necessary, so inspect often.

Preventing Vibration by Leveling the Washer Feet

- Use a level to ensure that all four feet are resting firmly on the floor. If the washer is not level, you can adjust it by loosening the locknut on each foot and then turning each foot either clockwise to extend or counterclockwise to shorten. After confirming that the washer is level, tighten each locknut again.

FRONT LOAD: Preventing Suds Buildup and Bacterial Growth

- At the end of each washing day, wipe the gasket around the drum to remove excess moisture and prevent bacterial growth.
- Clean the drain filter once or twice per month: Pull out the manual drain hose and drain the water into a container, then remove the drain filter and rinse with warm water.

Running the Cleaning Cycle

- If the washer has a Tub Clean option, simply select it, add tub cleaner (recommended) or bleach and push Start. If the washer does not have this option, run the sanitary cycle or permanent press cycle using the highest temperature and the highest speed settings.

visit [lg.com/us/repairs](https://www.lg.com/us/repairs)

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Steam™

INVERTER
Direct Drive



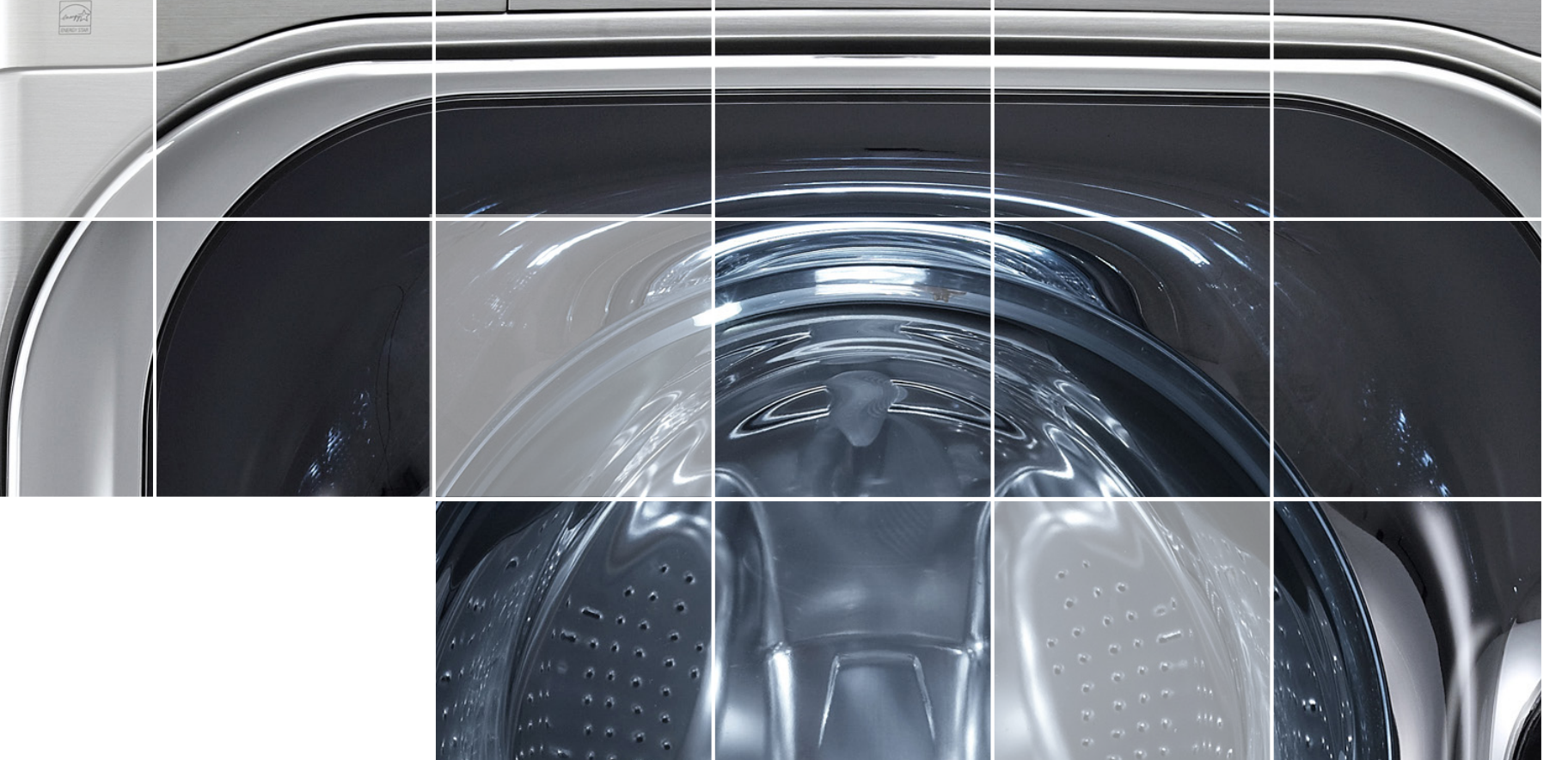
STEAM CYCLE
Cotton/Normal
Heavy Duty
Bulky/Large
Bright Whites™
Sanitary
Allergiene™
Tub Clean



Jumbo Wash
Towels
Perm.Press
Hand Wash/Wool
Delicates
Speed Wash
Download Cycle
*Small Load



TrueBalance™
Anti-Vibration



DRYER

Load Size

- Take care not to exceed your dryer's recommended load size. If the load is too large, you might need to divide it into two or more smaller loads for proper performance and fabric care.
- Overloading your dryer can lead to longer drying times which can damage fabrics. Remember that damp clothes will expand as they dry, so leave sufficient room.
- The Sensor Dry system detects and compares moisture levels in the dryer to adjust drying times as needed. Under-loading may cause long drying times or automatic shut off of the unit. If the load consists of one or two items, try using a Manual Dry cycle for better performance.

Dryer Sheets & Lint Filters

- Dryer sheet material can catch on the sensor near the lint filter, causing an inaccurate dryness reading. Remove any material if detected.
- Lift out the lint filter and remove lint before each drying load. This will help to ensure the most efficient drying performance and reduce drying times.

Temperature Setting

- Your unit can be operated using the Sensor Dry system (default) or Manual Dry. If you use Manual Dry, the ideal temperature will vary depending upon many factors such as the size of the load, the type of fabric and so on. Be sure to follow the manufacturers' care instructions for your clothing, linens, etc.

Exhaust Duct Maintenance

- To reduce lint buildup and moisture condensation, follow these guidelines:
 - 1** The exhaust duct length should be as short as possible, with the fewest possible elbow joints.
 - 2** Use duct tape on all duct joints.
 - 3** Insulate ductwork that runs through unheated areas in order to reduce condensation.
- Your unit may have the Flow Sense System, which alerts you to any blockage in the ductwork. Clear blockage if this occurs.

Timed Drying & Extended Drying

- Overdrying a load of laundry can lead to wrinkled or even damaged clothes. Consider a shorter drying time and remove items while they are still slightly moist.
- Tumbling the load upon completion of the drying cycle can also reduce wrinkling. For extended tumbling time, select the Wrinkle Care option to add up to three hours of tumbling.
- Your dryer has two cycle periods: a heated dry and a cooling period. If the Sensor Dry system detects high moisture levels, the heated dry might continue for up to ten additional minutes. This is normal.

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or call 800-243-0000



TrueSteam™

Sensor Dry



STEAM CYCLE & SENSOR DRY

Cotton/Normal

Perm.Press

Heavy Duty

Towels

Anti Bacterial

Steam Sanitary™

Steam Fresh™

Jumbo Dry

Delicates

Wool

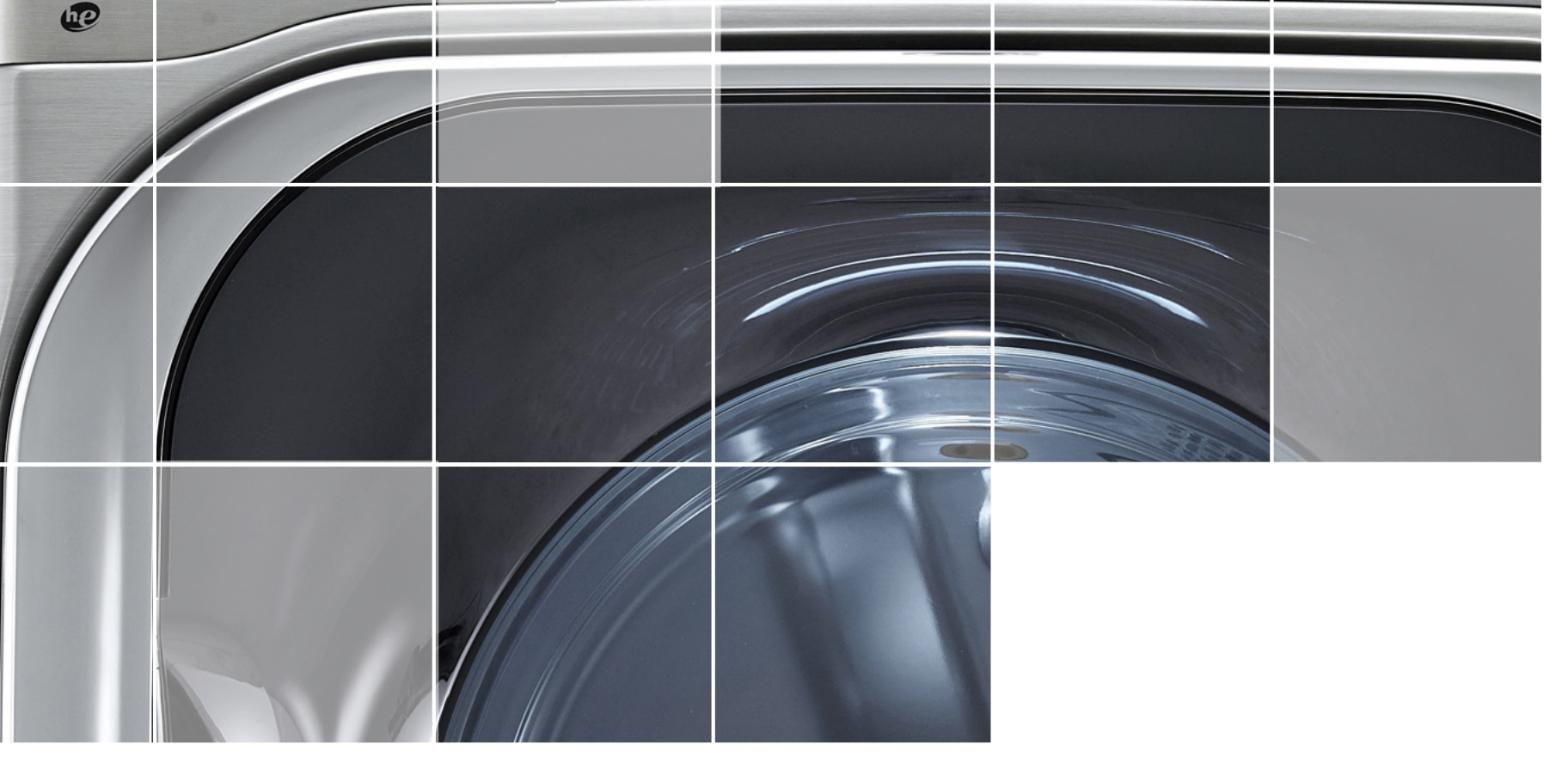
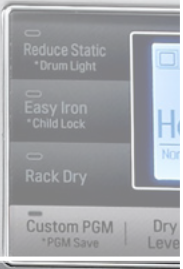
Spot Clean™

Download Cycle

MANUAL DRY

Speed Dry

Air Dry



TELEVISION

Basic Safety Guidelines

- Do not use near water and do not wipe with a wet cloth. Only use a dry cloth to clean.
- Do not block any of your TV's ventilation openings or install your TV near heat sources like radiators or stoves.
- Do not install in confined spaces like a bookcase.
- Unplug your TV during lightning storms or when unused for long periods of time. Keep the unit away from direct sunlight.

Software Updates

- There may be times when software updates are made available for your TV. These updates could be used to add features or to enhance the television's performance.
- If your TV has a wired or wireless connection to your home network, it is possible to perform these updates on your TV with a few simple steps via on-screen instructions.
- If you are unable to make a connection to your home network, please access our online support website to search for the most recent software version available (www.lg.com/us/support).

- 1 Enter your TV Model Number.
- 2 Click "Software Update" tab on the Product Support page.
- 3 Download the instructions for manually updating the TV.
- 4 Load software update onto a USB drive, connect to your TV and follow on-screen instructions.

Cleaning and Moving

- When cleaning, unplug the power cord and scrub gently with a soft dry cloth to prevent scratching.
- Do not clean with chemicals such as alcohol, thinner or benzene.
- Be sure to turn off, unplug and remove all cables before moving your TV. Do not press On or stress the front panel when lifting the unit.
- To keep dust off: Wet a soft cloth with mixture of lukewarm water and a little fabric softener or dish washing detergent. Wring dry and then use to wipe the screen.

Pixels and Image Burn

- Avoid touching the screen or holding your finger against it for long periods of time. Doing so may cause temporary distortion or colored spots.
- Your TV has up to six million high resolution pixels. In very rare cases, you could see deactivated pixels appearing as fine dots on the screen. This does not affect performance.
- When a still image is displayed for an extended period, or if you have your TV set to the 4:3 aspect ratio, this image can become permanently imprinted on the screen. To prevent this, avoid displaying such an image for longer than 1 hour.

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SHOP LG ACCESSORIES AND PARTS

Accessory and Part Shopping Made Easy

Now the accessories you want for your LG television, mobile phone, appliances and more are just a few clicks away. Visit at www.lg.com/us/shop-lg

Mobile

You have the LG phone. Now, are you looking for a high-quality headset or a stylish, functional case to go with it? Perhaps a dock or mount, or perhaps even a pocket-sized photo printer? You're looking in the right place.



Home Entertainment

Your home theater experience gets even better when you connect a wireless adapter, switch to a step-up remote control, plug in a Skype HD Video Camera or pick up a few extra pairs of 3D Glasses to share the excitement.



Home Appliances

Do you need a new lint screen for your LG dryer? Time to replace the water filter in your LG refrigerator? Find all of this and much more in the LG Brand Shop.







Protect your investment with the LG Premium Care Plan.

LG Premium Care provides a fast, reliable solution to get your products back up and running quickly. If your product should ever fail, repairs can be costly. With up to three years of protection available, LG Premium Care can help you be prepared and manage the unexpected expenses related to repairs or replacements.

* LG Premium Care plans are offered and sold by Service Net Retail Solutions LLC, PO Box 928, Jeffersonville, IN 47131. Limitations and exclusions apply. For complete terms and conditions go to lg.your-service-plan.com/presentationlayer/TermsAndConditions.aspx. LG is not affiliated with Service Net Warranty, LLC, Service Net Retail Solutions, LLC or any of their affiliates.

WHAT'S COVERED?*

- 100% covered parts and labor
- Product repair or replacement
- No-Lemon guarantee
- Coverage begins upon expiration of the original manufacturer's warranty

Call now to get the best price

866-525-2450



LG PREMIUM CARE PLAN

Cost of a Plan is Usually Less Expensive Than a Single Repair

Costs vs. Repair with a 1 Year Plan**

Appliance	1 Year Plan	Avg Repair Cost
DISHWASHER	\$59.00	\$275
REFRIGERATOR	\$89.00	\$450
WASHER	\$86.90	\$325
DRYER	\$42.90	\$325
RANGE	\$52.80	\$350
LCD TV	\$54.90	\$350
PLASMA TV	\$125.40	\$425

*LG Premium Care plans are offered and sold by Service Net Retail Solutions LLC, PO Box 928, Jeffersonville, IN 47131. Limitations and exclusions apply. For complete terms and conditions go to lgyourserviceplan.com/presentationlayer/TermsAndConditions.aspx. LG is not affiliated with Service Net Warranty, LLC, Service Net Retail Solutions, LLC or any of their affiliates.

**Actual repair costs may vary. Actual plan prices are dependent upon the product purchase price. Plan costs quoted were for Dryer, Washer & Dishwasher purchases between \$501-\$750, for Range, LCD TV and Plasma TV purchases between \$751-\$1,000 and for Refrigerator purchases between \$1,001-\$1,500. Plan prices are subject to change at any time and are not guaranteed.





Act now and protect your products with an LG Premium Care Plan

To view all available plans:

- Visit www.lgyourserviceplan.com
- Scan this code with your mobile phone
- Call 866-525-2450



PRODUCT INFORMATION

Product _____
Model _____
Serial No _____
Date of Purchase _____
Purchase Price _____
Purchased From _____
Warranty Expiration _____

Product _____
Model _____
Serial No _____
Date of Purchase _____
Purchase Price _____
Purchased From _____
Warranty Expiration _____

Product _____
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Purchase Price _____
Purchased From _____
Warranty Expiration _____

Product _____
Model _____
Serial No _____
Date of Purchase _____
Purchase Price _____
Purchased From _____
Warranty Expiration _____



REPAIR LOG

Date _____ Repair # _____

Model # _____

Description _____

Technician Remarks _____

Technician Name _____ Appointment _____

Date _____ Repair # _____

Model # _____

Description _____

Technician Remarks _____

Technician Name _____ Appointment _____

REPAIR LOG

Date _____ Repair # _____

Model # _____

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Technician Remarks _____

Technician Name _____ Appointment _____

Date _____ Repair # _____

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Technician Remarks _____

Technician Name _____ Appointment _____

MAINTENANCE LOG

Date _____

Product _____

Description _____

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Product _____

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MAINTENANCE LOG

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LG Customer Service:

1-800-243-0000

Or Visit: **LG.com**

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