



OWNER'S MANUAL

AIR PURIFIER

For safe and easy use of the product please the manual before use.

Please keep the warranty also included in a safe location.

This appliance is an indoor home appliance for use only at home.

Do not use this appliance for commercial, experimental or industrial purposes.

AS60GH Series

EN ENGLISH



LBR42258MAOMRO
Rev.00_041223

www.lg.com

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This manual may contain images or content that may be different from the model you purchased. This manual is subject to revision by the manufacturer.

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SAFETY INSTRUCTION

Please Read Before Using the Product

'SAFETY INSTRUCTION' below are designed to prevent expected risks or damage, so be sure to read them carefully.

'SAFETY INSTRUCTION' are separated into 'WARNING' and 'CAUTION'.

Safety Symbols and their Meanings



This graphical symbol is used to call the user's attention to matters and operations that can cause risk. Read the text marked with this symbol carefully and follow the instructions in order to avoid risk.



WARNING

This indicates that failure to follow the instructions can cause serious injury or death.



CAUTION

This indicates that failure to follow the instructions can cause minor injury or damage to the product.

General users can access the appliance.

WARNING



WARNING

- This indicates that failure to follow the instructions can cause serious injury or death due to fire or electric shock.

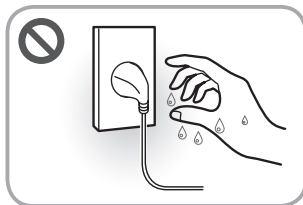
Children in the Household

- 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. Children should be supervised to ensure that they do not play with the appliance.

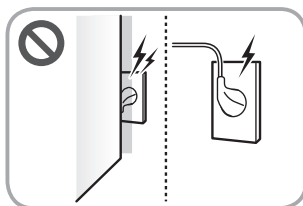
When Handling the Power Plug and the Power Cord

⊘ Prohibitions

- Do not touch the power plug with wet hands.



- Do not destroy the power plug or the power cord. Do not damage, extend, place near high temperatures, excessively bend, twist, place heavy objects on top, or tie a knot in the power cable.
- Do not connect the power plug to a multi-outlet (attached type), a plug adapter, or other accessories with no grounding cable.
- Do not let the back of the product to press the power plug or plug it in backwards.



- Turn off and unplug the appliance before cleaning it or replacing the filter.
- Do not repeatedly connect and disconnect the power plug.
- Do not unplug during operation.

⊘ Compliance

- This appliance is for use with 220-240 V only. Be sure to connect the power plug to a 220-240 V outlet with a grounding terminal.
- If you wish to use a multi-socket extension outlet, use a multi-socket extension outlet with a ground terminal with a current capacity of 20 A or more. Connect only this appliance to the multi-socket extension outlet.
- When installing a new appliance, use a newly purchased multi-socket extension outlet if possible, and periodically check the condition of the wire sheath and plug connection.
- If there is moisture or dust on the power plug, remove it completely and then plug into the outlet firmly.
- When unplugging the power cord, always pull it by the plug.
- Unplug the appliance during thunder or lightning storms or when not in use for a long time.
- Do not allow your pet animals to nibble the power cord.
- If moisture penetrates inside the product, disconnect the power plug and contact an LG Electronics Customer Information Center.
- If the power cord or power plug is damaged, or the holes in the power socket are loose, stop using the product immediately and contact an LG Electronics Customer Information Center.

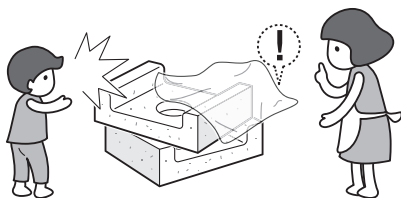
When Installing the Product

⊘ Prohibitions

- Do not install the appliance in the following places:
 - Places exposed to water or rainwater, or places with high humidity.
 - Places under direct sunlight or where there are heating appliances.
 - Places with a lot of dust or extreme temperature changes (outdoor, vinyl greenhouses, etc.).
 - Places with a leak of flammable gas leaks or with a lot of industrial oil or metallic dust.
- Only an authorized repair person from from an LG Electronics Customer Information Center should disassemble, repair, or modify the appliance.

○ Compliance

- Install the product in a place where it can be easily unplugged from the power outlet.
- Dispose of product packaging materials (vinyl, Styrofoam, etc.) immediately after installation. Children can choke on packaging whilst playing with it.



When Using the Product

⊘ Prohibitions

- Do not move the product while power is connected.
- Do not put flammable substances into the product.
- Do not use damaged components.
- Do not operate the appliance while its cover is open.
- Do not forcibly open the air inlet or outlet or insert a finger or any foreign object (sticks, pins, etc.) into the air inlet or outlet during operation.
- Do not operate the appliance with wet hands.
- Do not put your hands or any foreign objects in or spray water on the product.
- Do not place the power cord under mats.
- Do not use or store the product near flame, combustibles (ether, benzene, alcohol, medicines, LP gas, combustible spray, insecticide, air freshener, cosmetics, etc.) or flammable materials (candles, lamps, etc.).

○ Compliance

- Unplug the appliance before cleaning it.
- Be careful not to subject the product to strong impact or to overturn it.
- Do not allow animals or pets to chew on the power cord.

Just in case

Compliance

- If you detect any abnormal noise, odor or smoke, unplug the product immediately and contact an LG Electronics Customer Information Center.
- If the appliance is immersed in water, stop using it and contact an LG Electronics Customer Information Center.
- If there is a gas leakage (isobutane, propane, LNG, etc.), do not touch the product or power plug and ventilate the area immediately.

CAUTION



CAUTION

- This indicates that failure to follow the instructions can cause minor injury or damage to the product.

When Installing the Product

Prohibitions

- Do not install the appliance in an unstable place or in a place with severe vibration.
- Do not install the appliance above the user's eye level.
- Do not install the appliance in a RV, marine vesselship, or an airplane.
- Do not tilt the appliance to pull or push it when transporting.
- Do not place the appliance near a TV or stereo equipment.
- Do not place the appliance under bright light.
- Do not install or use the product in a location where there is a risk of explosion.

Compliance

- Install the appliance in a level space with a hard floor and no threshold.

When Using the Product

Prohibitions

- Do not insert foreign objects or spray water into the appliance or the sensor hole.
- Do not use the product for removal of toxic gas such as carbon monoxide.
- Do not use the product for ventilation purposes.
- Do not place obstacles around the air inlet or outlet.
- Do not use the appliance near curtains.
- Do not use the appliance for special purposes or areas, such as preservation of animals and plants, precision instruments, or art works, etc.
- Do not use the appliance while it is not in an upright position.
- Do not use the appliance near objects vulnerable to heat.
- Do not use the filter for purposes other than those for which the appliance is designed.
- Do not use detergents, cosmetics, chemicals, air fresheners, or disinfectants in the appliance.
- Do not use strong detergents or solvents to clean the product.
- Do not place coffee, vases or other beverages on top of the appliance.
- Do not place magnets or metallic objects on top of the appliance.
- Do not expose the appliance to impact shock.
- Do not let the moisture from a humidifier directly touch the appliance.

Compliance

- Be careful not to place objects or liquids on top of the appliance.
- Do not let children climb onto the appliance or let the appliance tip over as a result of excessive impact.
- Do not clean the appliance with brushes, cloths or sponges which are abrasive or made of metal. Use a soft microfiber cloth to clean the product.
- Be careful not to let body parts get caught in the product when removing product components and/or reassembling them.

USING LG ThinQ

LG ThinQ Application

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

LG ThinQ Application Features

Smart Diagnosis

If you experience a problem while using the appliance, this smart diagnosis feature will help you diagnose the problem.

Settings

Allows you to set various options on the appliance and in the application.

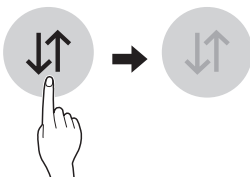
NOTE

- If you change your wireless router, Internet service provider, or password, delete the connected appliance from the LG ThinQ application and connect it again.
- The application is subject to change for appliance improvement purposes without notice to users.
- Functions may vary by model.

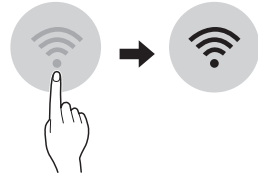
Before using LG ThinQ Application

This feature is only available on models with Wi-Fi function.


- 1 Check the distance between the appliance and the wireless router (Wi-Fi network).
 - If the distance between the appliance and the wireless router is too far, the signal strength becomes weak. It may take a long time to connect or installation may fail.
- 2 Turn off the Mobile data or Cellular Data on your smartphone.



- 3 Connect your smartphone to the wireless router.



NOTE

- To verify the Wi-Fi connection, check that the Wi-Fi  icon on the control panel is lit.
- **The appliance supports 2.4 GHz Wi-Fi networks only.** To check your network frequency, contact your Internet service provider or refer to your wireless router manual.
- LG ThinQ is not responsible for any network connection problems or any faults, malfunctions, or errors caused by network connection.
- If the appliance is having trouble connecting to the Wi-Fi network, it may be too far from the router. Purchase a Wi-Fi repeater (range extender) to improve the Wi-Fi signal strength.
- The Wi-Fi connection may not connect or may be interrupted because of the home network environment.
- The network connection may not work properly depending on the Internet service provider.
- The surrounding wireless environment can make the wireless network service run slowly.
- If the appliance cannot be connected due to problems with the wireless signal transmission, unplug the appliance and wait about a minute before trying it again.
- If the firewall on your wireless router is enabled, disable the firewall or add an exception to it.
- The wireless network name (SSID) should be a combination of English letters and numbers. (Do not use special characters.)
- Smartphone user interface (UI) may vary depending on the mobile operating system (OS) and the manufacturer.
- If the security protocol of the router is set to WEP, the network setup may fail. Change the security protocol (WPA2 is recommended) and connect the product again.

Installing the LG ThinQ Application

Search for the LG ThinQ application from the Google Play Store or Apple App Store on a smartphone. Follow instructions to download and install the application.

Open Source Software Notice Information

To obtain the source code that is contained in this product, under GPL, LGPL, MPL, and other open source licenses that have the obligation to disclose source code, and to access all referred license terms, copyright notices and other relevant documents, please visit <https://opensource.lge.com>.

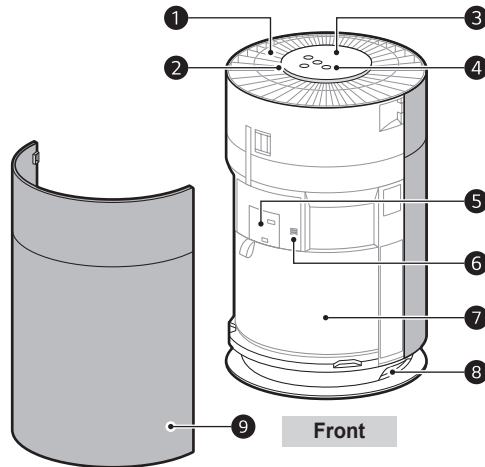
LG Electronics will also provide open source code to you on CD-ROM for a charge covering the cost of performing such distribution (such as the cost of media, shipping, and handling) upon email request to opensource@lge.com.

This offer is valid to anyone in receipt of this information for a period of three years after our last shipment of this product.

OVERVIEW

Exploring the Appearance of the Product

Air Purifier



① Air outlet

- Purified air is emitted from the filter.

② Air quality light

- The current air quality is indicated by a color (green, yellow, orange, red).

③ Display panel

- Use it to check the settings of the product and the air condition.

④ Control panel

- Use it to set the appliance functions.

⑤ PM1.0 (particles with a diameter between 1.0 and 2.5 micrometers) sensor

- Use it to detect dust concentration.

⑥ Odor (gas) sensor

- Use it to detect odors and gases.

⑦ Filter

- Minimizes PM2.5, smog-causing substances, sickening house syndrome materials and domestic odor.

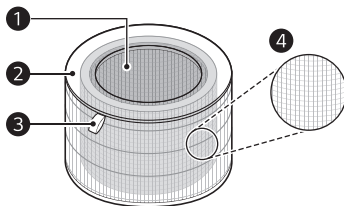
⑧ Handle

- Allows you to hold the handle and relocate the appliance.

⑨ Air inlet

- Allows you to disassemble the front and the rear covers separately.

Filter



- ❶ Deodorizing care filter
 - Use it to eliminate smog-causing substances (SO_2 , NO_2), sickening house syndrome materials (toluene, formaldehyde) and domestic odor (ammonia, acetic acid, acetaldehyde).
- ❷ Total allergy care filter
 - Minimizes PM2.5.
- ❸ Filter handle
 - Use it when inserting or removing the filter from the product.
 - Position the side with the handle facing up.
- ❹ Ultra-fine filter
 - The Ultra-fine filter is attached to the outer surface of the filter, and primarily removes large particles of living dust from the air.



CAUTION

- The filter is attached, so do not forcibly separate the filter.
- Do not throw or use the filter for other purposes.

✔ NOTE

- A slight odor may be emitted from a new filter at the start of use following purchase. The odor will disappear after a day or so of using the product, so you can use it without concern.
- The filter cleaning and replacement frequency may differ depending on the usage environment and duration of use.
- The filter can be used for up to 1 year. The more polluted the indoor air, the shorter the life of the filter.
- If there is excessive odor in the room, first ventilate the room to eliminate odors and gases, then use the appliance for eliminating remaining odors.
- If the air purifier has not been used for a long time and as a result it generates odors, you can reduce such odors from the filter by operating the air purifier in a well-ventilated place at high speed.
- The filter may emit an odor when used continuously in a humid environment or where moisture from a humidifier has been absorbed into the filter. If there is an odor from the filter due to moisture, only use the filter after sufficiently drying it in sunlight.
- Carbon monoxide (CO) is a harmful gas that is mainly introduced from the outside, and cannot be removed with a filter.
- Keep windows or doors closed when operating the appliance. However, if you operate the appliance for a long time in a closed space, carbon dioxide concentrations may rise. So be sure to ventilate the indoor regularly.
- The deodorization function of the air purifier traps odors and gases from the air in a filter. If you use the product for a long time in a room with excessive odor, the performance of the filter may decrease significantly.
- If the surrounding odor is absorbed by the filter and the product smells while operating, it is time to replace the filter. Filter replacement costs are not covered under warranty.
To purchase new filters, contact an LG Electronics Customer Information Center or visit the website at www.lg.com.

Components

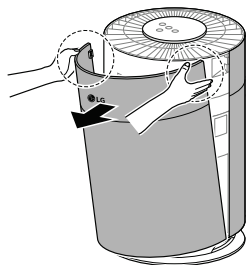
**1**

- 1** Owner's manual

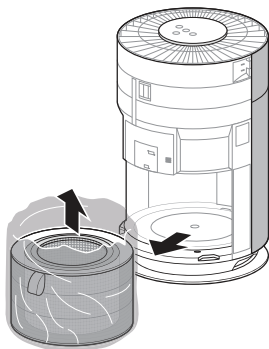
Installing and Getting Ready

Removing the Protective Vinyl from the Filter

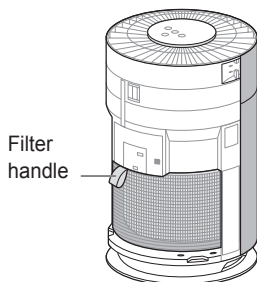
- 1 Unpack the appliance and remove all packing tape and filter vinyl before using the appliance.
- 2 Hold the top end of the front cover of the product with the **LG logo** and pull it slightly to achieve separation.



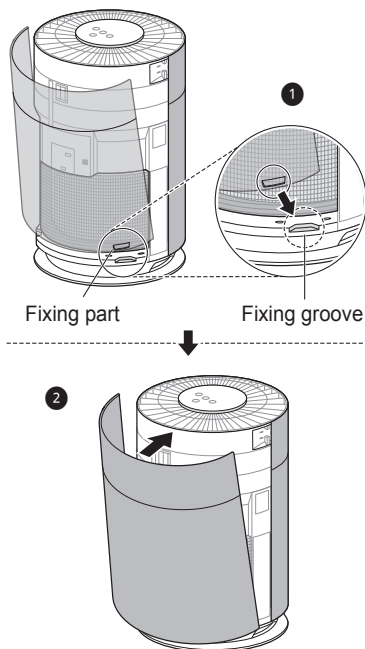
- 3 Disassemble the filter and remove the vinyl.



- 4 Install the filter in the appliance with the side where the filter handle is attached facing up.



- 5 Insert the fixing part at the bottom of the cover into the fixing grooves at the bottom of the product and close the cover.

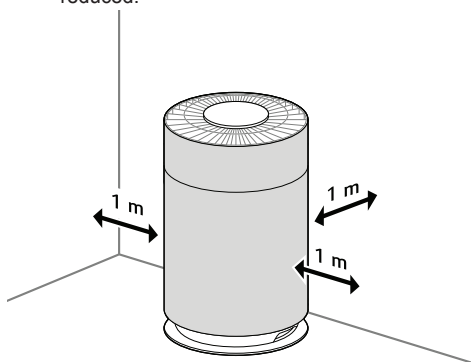


⚠ CAUTION

- Be sure to remove the vinyl before using the product.
- Pay attention to filter direction when installing it.

Selecting the Installation Site

- Install the appliance 1 m away from a wall.
 - If there is not enough space for air to be taken in, performance of the air purifier may be reduced.



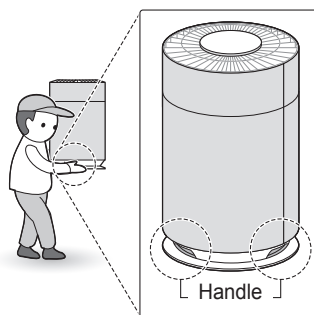
- The performance of the appliance may vary depending on the service environment (temperature, humidity, etc.).
 - The appliance can provide the guaranteed performance in an environment with humidity ranging between 40 % and 70 %.
- Do not install the product in a place exposed to direct sunlight or near lighting fixtures with strong light.

When Carrying the Product

- When you relocate or store the appliance, wind the power cord onto the bottom of the product to prevent it from dragging on the floor.
 - Failure to do so may damage the power plug or leave a scratch on the floor.
- Do not carry the product by holding the external cover.
 - Doing so may allow the cover to open and the product to drop. Dropping the appliance may cause personal injury or product malfunction.



- Transport the product safely by holding the handle at the bottom of the product with both hands.

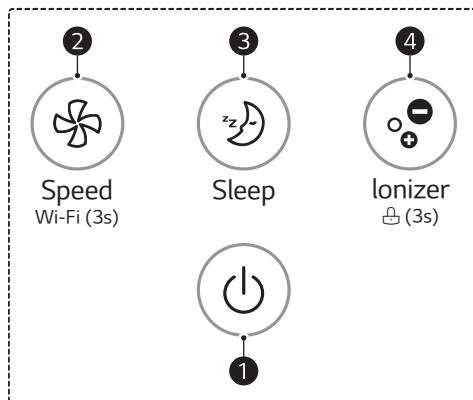


USING

Exploring the Control Panel

Using the Control Panel

Control panel



1 Start/Stop button

Turns the product on and off.

2 Speed button

Sets the fan speed of the product.

- When you press and hold the button for 3 seconds, the product will be ready to connect to Wi-Fi.

3 Sleep button

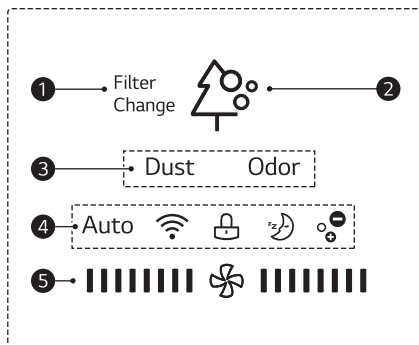
The Sleep Mode can be set or cancelled.

4 Ionizer button

It generates ion and removes various bacteria in the indoor air.

- You can lock or unlock the control panel by pressing and holding the button for 3 seconds.

Display panel



1 Indication of filter replacement

Displays when it is time to replace the filter.

2 Overall air quality

Indicates the overall air quality using colors (green, yellow, orange, red).

→ See **Understanding the Overall Air Quality** for detailed color information.





3 Indication of dust/odor

Dust: Displays when the concentration of dust is higher than the concentration of odor.

Odor: Displays when the concentration of odor is higher than the concentration of dust.

- Displays at the same time when the concentration of dust is the same as the concentration of odor.

4 Icons

Icon		Description
Auto	Clean Auto	Lights up when fan speed is set to Auto.
	Wi-Fi	Lights up when the Wi-Fi function is activated.
	Lock	Lights up when the control panel is locked.
	Sleep	Lights up when the sleep mode is activated.
	Ionizer	Lights up when the ionizer is activated.

5 Indication of fan speed

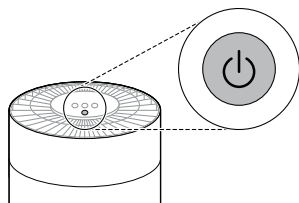
The fan speed of the air purifier is displayed.

Using the Basic Functions of the Air Purifier

Start/Stop

Turns the product on and off.

- Press the **Start/Stop** button.



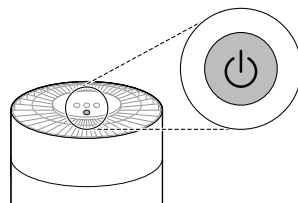
✓ NOTE

- The most recently used mode is memorized if the power supply is cut off as a result of a power failure.
- When the operation begins, the display of sensor ready will appear for approximately 30 seconds.

Adjusting the Fan Speed

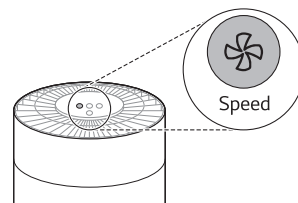
You can adjust the fan speed from the air purifier.

- Press the **Start/Stop** button to turn on the product.



- To adjust the fan speed, press the **Speed** button.

- When you press the button during product operation, the fan speed changes in the order of **Auto** → **Low** → **Medium** → **High** → **Turbo**.



✓ NOTE

- When the operation is started for the first time, **Auto** is set as the fan speed. In **Auto** mode, the fan speed is adjusted automatically according to the contamination level of indoor air.
- The fan speed is displayed on the display panel when it is adjusted. The indication of fan speed increases by 2 columns at a time. It is displayed as below when the fan speed is set to Medium.

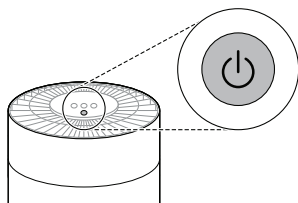


Using the Additional Functions of the Air Purifier

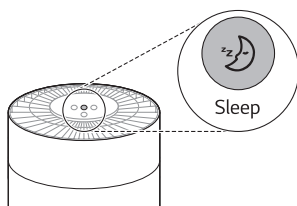
Using Sleep Mode

You can use the air purifier in a quiet environment when you go to sleep.

- 1 Press the **Start/Stop** button to turn on the product.



- 2 Press the **Sleep** button.




NOTE

- The sleep mode icon is displayed on the display panel.
- The whole display is turned off except for the display of sleep mode.
- During operation in sleep mode, the fan speed is set to Low, and after a set period of time, it is reset to Low or Medium depending on the degree of indoor air pollution.
- Fan speed can be adjusted by pressing the **Speed** button while the sleep mode is activated.
- You cannot set the operation time in sleep mode separately. To cancel the sleep mode, press the **Sleep** button in the same way as in setting it.

Locking the Control Panel

You can lock the buttons on the control panel to prevent the appliance from operating due to unforeseen reasons, such as a child manipulating the buttons.

- Press the **Ionizer** button for 3 seconds or longer.
-  is displayed on the display panel when the Lock function is set.

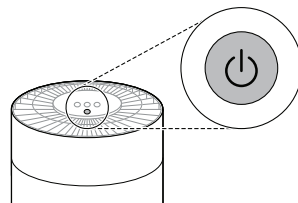
NOTE

- You can turn off the lock function in the same way as turning it on.
- You can also lock or unlock when the operation has stopped.

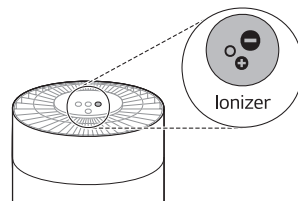
Using the Ionizer

To generate ions to minimize various bacteria from the air.

- 1 Press the **Start/Stop** button to turn on the product.



- 2 Press the **Ionizer** button.



NOTE

- This product may generate ozone due to the ionizer, so ventilation is recommended when using it for a long time.

Overall Air Quality

Understanding Overall Air Quality

The overall air quality is calculated based on the particles and odor (gas) concentrations and is categorized in 4 levels, including green, yellow, orange, and red, depending on the contamination of the air.

Color	Overall air quality	Concentration of PM (µg/m³)			Concentration of odor	
	State	PM10 (Coarse particles)	PM2.5 (Fine particles)	PM1.0 (Ultra-fine particles)	State	Level
Red	Poor	255 or more	56 or more	56 or more	Very strong	4
Orange	Unhealthy	155 ~ 254	36 ~ 55	36 ~ 55	Strong	3
Yellow	Moderate	55 ~ 154	13 ~ 35	13 ~ 35	Normal	2
Green	Good	54 or less	12 or less	12 or less	Weak	1

NOTE

- The color of the overall air quality is determined by the worst level among the concentration of dust and odor (gas).
- The level of dust concentration for LG Electronics products is the result expressed after measuring the quantity of dust using an optical method and converting the measurement into PM10 concentration.
- The overall air quality level is a result of both PM concentration and the odor level.
- Whether it is a different product or the same product used in the same space, the concentration measurement may vary due to air circulation.
- Unlike odors (gases), fine dust (PM10) spreads slowly, so the time at which the dust concentration is measured may be delayed.
- Air flow near the PM1.0 sensor may interrupt normal operation of the PM1.0 sensor and indicated concentration may be different from actual concentration, accordingly.
- When the product is used in the following environment, the measured concentration may differ from the actual concentration.
 - Near fabric sofas and beds, around hairy carpets, while making beds/folding clothes, while using vacuum cleaners, places with bugs and pets, and places with high humidity.
 - Places where outside air is available, such as construction sites, roadsides, and factories, or near outside doors, windows, and vents.
 - Places where products generating steam or fine particles (humidifiers, kitchen tools, or sprays) are used.
 - The sensor may not detect particles larger than PM10 generated by activities such as dusting off blankets or cleaning, but they are removed by the filter.
- The concentration of odors (gas) may vary due to items emitting odors such as air fresheners, deodorizers, detergents, cosmetics, or perfumes.
- You can check the dust concentration through the LG ThinQ application.

MAINTENANCE

Cleaning

Cleaning the Exterior

- 1 Remove any dust from the air inlet and outlet using a vacuum cleaner.
- 2 Wipe the exterior with a soft cloth.

WARNING

- Turn off and unplug the appliance before cleaning or replacing the filter.
- Do not spray water directly onto the product.

CAUTION

- Do not clean the appliance with an alkaline detergent.
- Do not wipe the appliance surface using sulfuric acid, hydrochloric acid or organic solvents (thinner, kerosene etc.) or attach a sticker on the appliance. This may damage the appliance surface.
- Do not allow water inside the appliance.

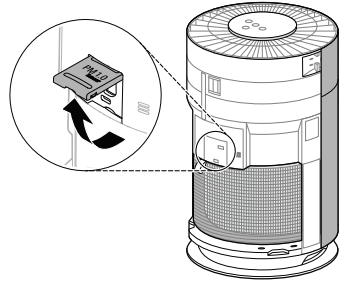
NOTE

- If you find it difficult to remove dust from the front and rear covers, remove the filters and wash them with water. Then, dry them completely in the shade.

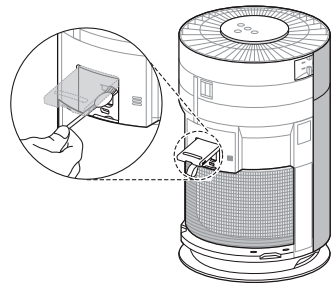
Cleaning the PM1.0 Sensor

The PM1.0 (particles with a diameter between 1.0 and 2.5 micrometers) sensor is the device detecting fine dust and large dust contamination levels, so the lens must be cleaned periodically, at least once every 2 months.

- 1 Separate the front cover with the **LG logo** from the product.
- 2 Open the sensor cover.




- 3 Clean the lens with the cotton swab soaked with water and clean it again with a dry cotton swab.



NOTE

- Do not wipe the sensor with anything other than water. This may cause failure.

Frequency of Filter Cleaning and Replacement

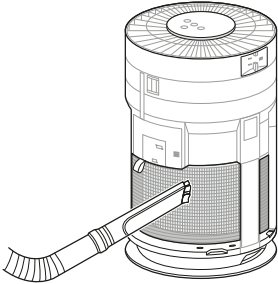
Type	Cleaning frequency	Replacement frequency
 Filter	Ultra-fine filter Clean filter as needed	1 year

✓ NOTE

- The cleaning frequency may vary depending on the operating hours and environment of the appliance.
- If you do not clean the product according to the cleaning frequency, you may experience a bad odor and poor performance.
- A filter is a consumable item. Therefore, you must purchase new ones for replacement when they have reached the end of their lifespan even during the warranty period.
To purchase new filters, contact a near-by LG Electronics Customer Information Center or visit the website (www.lg.com).
- You can also have the filter cleaned or replaced by an LG Electronics Customer Information Center.
You will be charged a nominal fee for filter cleaning and replacement services.

Cleaning the Filters

- 1 Separate the front and rear covers of the product.
- 2 Remove particles off of the ultra-fine filter with a vacuum cleaner or a soft brush.



⚠ CAUTION

- Do not clean the filter with water. The service life of the filter may be reduced.
- Be careful not to damage the ultra-fine filter when using a vacuum cleaner.

Replacing the Filters

Replace the filter when the filter replacement alert is displayed on the display panel.

- 1 Separate the cover from the product and replace the filter.
 - To avoid polluting the surroundings when replacing the filter, place a newspaper on the floor before you remove the filter.
- 2 Once you have replaced the filter, disable the filter replacement alert.

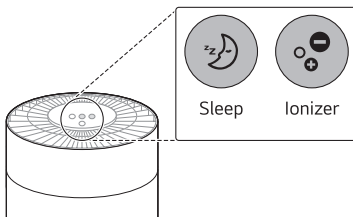
NOTE

- Filter replacement alerts appear based on the maximum usage time, taking into account the operating hours of the product. Replacement frequency is determined by the operating hours and the environment.

Disabling the Filter Replacement Alert

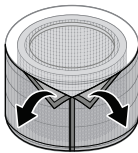
Press and hold the **Sleep** button and the **Ionizer** button at the same time for 3 seconds.

- The filter replacement alert on the display panel is disabled and the replacement alarm is reset.



Replacing the ultra-fine filter

Check the Velcro of the ultra-fine filter and replace the ultra-fine filter by separating it slowly.

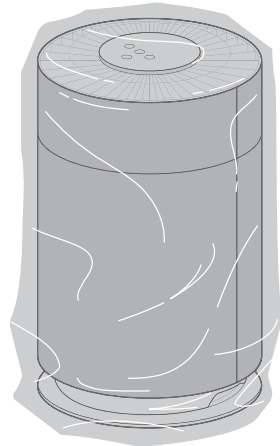


Storing

Storing the Product

If the product is not used for a long period of time, store it in a shady place away from moisture.

- 1 Operate the product for one hour or more on a fine day.
 - This removes the moisture and prevents molds from building up inside the product.
- 2 Turn off the power and unplug it from the electrical outlet.
 - Wind the power cord around the bottom of the appliance.
- 3 Package the appliance to prevent the dust or foreign substance from entering the appliance. Store the packaged appliance at a shaded place.



CAUTION

- Do not store the appliance at a humid place or at a place exposed to the direct sunlight. Otherwise the appliance may be deformed, malfunction or generate odor.

THINGS TO CHECK BEFORE REPORTING A MALFUNCTION

Diagnosing a Malfunction

Diagnosing the Cause of a Malfunction with the LG ThinQ Application

This feature will help you diagnose the problem.

✔ NOTE

- For reasons not attributable to LGE's negligence, the service may not operate due to external factors such as, but not limited to, Wi-Fi unavailability, Wi-Fi disconnection, local application store policy, or application unavailability.
 - The feature may be subject to change without prior notice and may have a different form depending on where you are located.
-

Using LG ThinQ to Diagnose Issues

If you experience a problem with your Wi-Fi equipped appliance, it can transmit troubleshooting data to a smartphone using the **LG ThinQ** application.


- Launch the **LG ThinQ** application and select the **Smart Diagnosis** feature in the menu.
- Follow the instructions provided in the **LG ThinQ** application.

Troubleshooting

Before Calling for Service

Please check again for any of the symptoms below while using the product. Such symptoms may not be a sign of malfunction.

Operation

Symptoms	Possible Causes & Solution
The appliance does not operate.	Is the power plug unplugged from the outlet? <ul style="list-style-type: none"> Plug it into the outlet properly.
	Did the electricity get cut off? <ul style="list-style-type: none"> Check the power to other products in the house.
A noise occurs and the fan speed is low.	Is the ultra-fine filter clogged with dust? <ul style="list-style-type: none"> Clean the ultra-fine filter properly.
	Is the filter clogged with dust? <ul style="list-style-type: none"> Replace the filter.
Air purification is not done properly.	Is indoor air very dirty? <ul style="list-style-type: none"> Ventilate the indoor air before you use the product.
	Is the ultra-fine filter clogged with dust? <ul style="list-style-type: none"> Clean the ultra-fine filter properly.
	Is the filter clogged with dust? <ul style="list-style-type: none"> Replace the filter.
	Is the location too large for the capability of the air purifier? <ul style="list-style-type: none"> Use a product that fits the size of the room. Avoid well-ventilated places such as doors, windows, etc.
	Is there any obstacle nearby? <ul style="list-style-type: none"> Remove the obstacle before using the air purifier.
	Is the appliance installed in a corner? <ul style="list-style-type: none"> Move the appliance and install it again.
There is odor, but the air quality light doesn't change.	Is the air quality light red or orange? <ul style="list-style-type: none"> The color of the overall air quality light is determined by the worst level sensed, whether that is a PM concentration level or odor (gas) level. Check if the PM concentration level is worse than the odor level. Since the odor(gas) sensor is a sensor that detects contaminated gases, it may not react to the smell of food. But the Deodorizing Care filter removes the odor.
The air quality light stays red.	Move the appliance to a clean room and see if the color changes. <ul style="list-style-type: none"> If the odor level is beyond the capacity of the product to dispel, the air quality light may not change. Clean the PM1.0 sensor. Remove the power plug from the outlet and reconnect it one minute later.
The air quality light stays red.	Did you use a spray near the product? <ul style="list-style-type: none"> Do not use sprays near the product.
The buttons on the control panel do not work.	Is  (Lock) displayed on the display panel? <ul style="list-style-type: none"> Press and hold the Ionizer button for 3 seconds to unlock.

Odor

Symptoms	Possible Causes & Solution
A strange odor comes out from the air outlet as well as the filter.	Is it the odor you may experience after purchasing the appliance? <ul style="list-style-type: none"> The smell from activated charcoal is not harmful to human body. This is similar to the odor you may experience in a brand new car. The odor should dissipate after more than one day of use.
	Is the appliance used in an area with a lot of smoke or odors? <ul style="list-style-type: none"> If the air purifier is operated after an air freshener, diffuser, or scented candle has been used, or interior work or wallpaper replacement have occurred, the filter may absorb and emit an odor. Ventilate first, then use the appliance.
	Is an odor coming out from the filter? <ul style="list-style-type: none"> The filter replacement frequency may differ depending on the usage environment. If the odor is coming from the filter, replace the filter.
	Is it in an environment in which food is prepared? <ul style="list-style-type: none"> If you use the product for a long period of time where you cook or broil fish/meat, the filter lifespan may be significantly decreased. If possible, open a window for ventilation while cooking, and use the appliance to remove the remaining odor.
	Is it a humid environment? <ul style="list-style-type: none"> The filter may emit an odor if used in a humid environment. Dry the filter in sunlight before use.

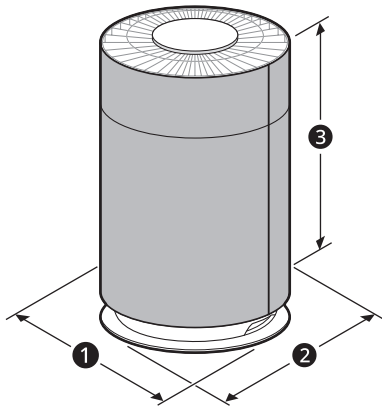
LG ThinQ

Symptoms	Possible Causes & Solution
Your home appliance and smartphone is not connected to the Wi-Fi network.	The password for the Wi-Fi that you are trying to connect to is incorrect. <ul style="list-style-type: none"> Find the Wi-Fi network connected to your smartphone and remove it, then connect your appliance in LG ThinQ.
	Mobile data for your smartphone is turned on. <ul style="list-style-type: none"> Turn off the Mobile data of your smartphone and connect the appliance using the Wi-Fi network.
	The wireless network name (SSID) is set incorrectly. <ul style="list-style-type: none"> 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. <ul style="list-style-type: none"> 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 appliance is too far from the router. <ul style="list-style-type: none"> 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.

APPENDIX

Product Specifications

Specifications Guide



Name	Air Purifier
Power	AC 220-240 V, 50/60 Hz
External dimensions (1 x 2 x 3)	315 mm x 315 mm x 511 mm



Warranty Card

Call Center Care Line : 1300 - 822 - 822

1800 - 18 - 7874 (For PuriCare™ product)

Operation Hours : 9.00 am - 6.00 pm (Mon - Fri), 9.00 am - 1.00 pm (Sat)

LG Electronics (M) Sdn Bhd 200001003055 (505660-U)

Card No :

Please produce this complete copy of warranty card or your record of purchase, i.e. sales invoice/ receipt whenever your product requires our service during the warranty period.

Model No.	Owner's Name	Gender : Male / Female
Date of Purchase	Address	Contact No
		(H)
		(O)
	Postcode: State:	(Email)
Serial No.	Authorised Dealer's Stamp	
	For limited warranty provided by LG to be valid, the Dealer's stamp must be endorsed on this card	

* By completing and submitting this warranty card, you will be registered as a customer in the LG Electronics (M) Sdn Bhd customer database, and hereby accept and agree to abide by our Privacy Policy. Please read LG Privacy Policy for more information at <http://www.lg.com/my/privacy>

Product	Warranty Period	Service Type	Extended Warranty	Conditions
Refrigerator	1 Year	On-Site	5 Years on Non-Inverter Compressor	Product warranty excludes In-box accessories such as filters, flexible hose, extension pipes, etc and external parts such as casting control knobs / buttons, cables, etc.
			10 Years on Inverter Compressor	
Washing Machine		On-Site	5 Years on Non-Direct Drive Motor	
			10 Years on Direct Drive Motor	
			10 Years on Smart Inverter Motor	
Dryer		On-Site	10 Years on Dual Inverter Compressor/ Motor	
Air conditioner		On-Site	5 Years on Non-Inverter Compressor	
			10 Years on Inverter Compressor (Residential Air-Conditioner only, Sold on 2015, Jun. 1st onwards)	
Styler		On-Site	10 Years on Inverter Compressor	
Microwave Oven		Carry-In	10 Years on Lightwave Magnetron	In-box accessories such as adapter, power cord & remote control 6 months warranty.
Vacuum Cleaner	Carry-In	1 Year on Battery (Only for CordZero models)	In-box accessories such as adapter, power cord, battery & remote control 6 months warranty.	
		10 Years on Smart Inverter Motor		
Cleaning Robot	Carry-In	10 Years on Smart Inverter Motor (Only for HOM-BOT TURBO model)	6 months on battery	
PuriCare™ Air Purifier	On-Site			
PuriCare™ Water Purifier	On-Site	10 Years on Inverter Compressor		

* Extended warranty for compressor and motor covers parts only. (Excluded labour, Transportation, Gas refilled or additional parts costs after the expiry of the 1st year warranty period)

TIME FOR SERVICE. Service will be available during Our Operation Hours.

PLACE OF SERVICE. Service will be provided on-site or at the location of Our Customer Service Center depending on the type of warranty covering the Product:

Warranty Type	Cost of Transport and Other Miscellaneous Expenses
On-Site	Reasonable transport costs related to the servicing of the Product, subject to the terms and conditions of this warranty, shall be borne entirely by Us.
Carry-In	Costs to transport the Product within Malaysia to Our Customer Service Center for service will not be borne by Us unless otherwise required by law. If We are obliged under law to provide on-site service to You or due to health and safety, environmental and/or technical requirements, certain repairs cannot be completed in Your residence, reasonable costs to transport and/or ship the Product for service will be paid by Us. Insurance, handling fees, applicable taxes and/or other incidental charges shall be borne by You.
Products outside Warranty coverage	

TERMS & CONDITIONS OF WARRANTY

1. The table above sets out the applicable warranty period commencing from the date of purchase, delivery or installation whichever later, for each relevant Product (hereinafter defined) under the categories of Normal Household Use Only and Commercial Use Only. During the said applicable warranty period, LG Electronics (M) Sdn Bhd (hereinafter referred to as "LG, We, Us and Our") will furnish without charge labour, transport, and/or replacement parts (or pay for same) necessary to repair or replace the product specified under the warranty card ("Product") due to defects in the material or manufacturing faults subject to the terms and conditions hereunder.
2. Product warranty may vary from country to country. This warranty is only applicable to Products purchased from Our authorized dealers and retailers in Malaysia. The Product when covered under this warranty shall include only its original configuration, design or specifications. Unless otherwise provided herein, coverage does not and will not apply to any consumables, non-functional parts, accessories that are used in conjunction with or to enhance the performance of the covered Product.
3. To be eligible for the warranty coverage, (i) You shall have to register the Product by following the instructions provided to You from Us within fifteen (15) days of date of purchase; and/or (ii) show valid proof of purchase as and when required. Please note that Products which are not registered in accordance with the terms and conditions herein, without valid proof of purchase and/or with proof of purchase that has been altered or illegible, shall be deemed to be outside the cover of this warranty.
4. If there are any missing part(s), faults and/or defects which do not conform to the sales contract, invoice or packaging ("Defects") which can reasonably be discovered through visual inspections on the date of purchase or immediately thereafter must be reported within seven (7) days of date of purchase, failing which, no Defects will be deemed to be present at the time of purchase. Claims relating to such Defects must be supported in writing by; or processed through, the authorised distributor or retailer where You have purchased the Product.
5. We reserve the right to impose charges for services on the Product which are outside the cover of the warranty. We also reserve the right to decline to provide service where the Product is obsolete, no longer deemed serviceable or replaceable for any reason. Products after servicing or inspections must be collected within three (3) months from the date of notification. We may dispose of the Product which remains uncollected after three (3) months, without notice to You, in any way We deem fit and We may also claim any damages from You including any costs for the storage of the Product. We reserve the right of lien for unpaid charges.
6. Time shall not be of the essence as Our services can be inadvertently affected by factors outside Our control. We shall not be liable for any losses or damages howsoever arising out of delays, loss of use, etc., nevertheless, We shall make reasonable efforts to inform You in the event where the service may exceed one (1) month of date of service request.
7. If the Product or a unit, consumables, part or subassembly requires repair, We may, at Our option and discretion, repair, replace or exchange it with an equivalent product, unit, consumables, part or subassembly that is new or refurbished. We will retain the replaced part or product that is exchanged during service as Our property, and the replacement part or product will become Your property. Repaired, replaced or exchanged part or product will continue to be under warranty for the remaining Product warranty period but for a period of not less than thirty (30) days.
8. If service is required, You agree to make the Product reasonably accessible to Us. Products not reasonably accessible or cannot be safely accessed will be deemed to be outside the cover of this warranty.
9. This warranty is good only to the person named as the owner of the Product in the warranty card and the Product whose serial and/or model number corresponds with the Product Installation Location specified under the warranty card and is not assignable and/or transferable.
10. We shall reserve the right to vary the coverage or refuse to cover Products which in Our records indicate are "End-of-Line" or "Clearance".

11. We shall reserve the right to vary, modify or change the terms and conditions herein due to change(s) in availability of services, products and/or spare parts or for the purposes of complying with applicable policies, rules, regulations and law, with or without notice.

12. LIMITATIONS OF COVERAGE - THIS WARRANTY DO NOT COVER:

(i) Any Product purchased outside Malaysia.

(ii) Damage, fault or failure due to alteration or repairs made by anyone other than Us, or the use of supplies and accessories other than those manufactured by Us.

(iii) Damage, fault or failure due to causes beyond Our control including, but not limited to, repairs necessary due to operator negligence, improper installation, damage caused by spillage of foods/liquids, exposure to moisture, dampness or extreme thermal environment conditions, wrong usage of electrical supply and voltage, abnormal voltage, excessive heat, dust, corrosive surroundings, chemical reaction, failure to maintain the Product, failure to operate or use the Product according to instructions, accident, mishandling, misuse, tampering, vandalism, theft, fire, lightning, flood, wind, freezing, power failure, static, normal wear and tear, pests, vermin, foreign matter entering the Product, inadequate or excess power supply, unusual atmospheric conditions, or acts of war or acts of God.

(iv) Damage, fault or failure resulting from software, virus(es), electrical wiring and connections, user facilitated minor adjustments and settings, external antenna or local reception problems, structural problems of Your premises, inaccessible Products or parts, negligence, misuse, tampering or abuse, whether wilful or not.

(v) Damage, fault or failure due to improper transportation, improper packing during shipment, inappropriate storage conditions or materials, improper ventilation, reconfiguration of the Product, movement of the Product.

(vi) Damage, fault or failure due to or arising out of, transit or delivery, packing, unpacking, assembly, installation, routine maintenance, dismantle, relocation or removal.

(vii) Non failure problems that do not require parts and intermittent issues, including without limitations, reception and/or incompatibility issues, demonstration, training, reminders, adjustments, set-up, installations, battery change, replenishing of consumables, short circuit, routine maintenance and servicing, periodic checkups, cleaning, checking of improper operation or incorrect use. We will not pay for adjustments or repairs required because of conditions at Your location or specific to You.

(viii) Products where the serial number is removed, defaced or made illegible, parallel imported sets, products purchased overseas or from non-authorised dealers or retailers, second hand sets, products sold "AS IS", "REFURBISHED" or bearing similar notations.

(ix) Cosmetic defects, reduced or impaired functionality, reduced lifespan or limitations of Products which, in Our records indicate, are second hand, "Used", "Refurbished", "Open Set" or "Display Sets".

(x) Any utilization of Product that is inconsistent with either the design of the Product or the way the manufacturer intended the Product to be used. Any installation and/or modifications that prevents normal service. Any and all cases in which a reasonable manufacturer of such a product would not honour the warranty of the Product.

(xi) Normal wear and tear and cosmetic damage such as, but not limited to corrosion, scratches, dents, rust, stains. Non-functional parts such as, but not limited to, plastics and finishes. Expendable or lost items, such as, but not limited to cables, ear buds or head phones.

(xii) Consumables. Consumables are defined as any part or component of an expendable nature and/or any item that is designed to be consumed (wear out) during the life of the Product, regardless if it is consumer replaceable or not and whether such consumables originate from Us or not. CONSUMABLE ITEMS INCLUDE WITHOUT

LIMITATION, REPLACEMENT PARTS, GAS REFILLS, REFRIGERANT AND OTHER MISCELLANEOUS MATERIALS FOR THE PRODUCT, INSTALLATION MATERIALS, WHICH INCLUDE WITHOUT LIMITATION, INLET/OUTLET HOSES, INSULATION MATERIALS, COPPER PIPING, PVC PIPING AND ELECTRICAL WIRING.

(xiii) Consequential losses and/or damages as a result of malfunctioning of, damage to, failure of an operating part of the covered Product, or damages, fault or failure as a result of any repairs or replacements under this warranty. Damages, fault or failure caused by delays in rendering of Our services or loss of use during servicing or otherwise awaiting parts are not covered. You are responsible for creating backups of all Your data and software on a regular basis.

(xiv) Damages, fault, failure, imperfections, caused by abuse, tampering, illegal use, negligence, prolonged use or operation.

(xv) Products that are leased, rented, used exceeding normal limits, used continuously and/or subject to abuse, unreasonable, abnormal or extreme operations.

(xvi) Warranty card is altered, defaced or erased in any manner whatsoever.

(xvii) general product maintenance, demonstration, installation, routine servicing, calibration and customisation of the product.

13. Dead Pixel Limited Warranty Statement

LCD displays typically contain a small number of pixels that do not function normally. Your display has been inspected and is in compliance with manufacturer's specifications, indicating that any pixel defects do not affect the operation or use of you applicable to display. Without prejudice to generality of the foregoing, Dead Pixel not exceeding 7 dots is within factory specification and is not considered a defect under this warranty.

Strictly limited to Monitor : Zero Bright Defect (ZBD) only applies when it occurs within 7 working days from purchased date, regardless of dot quantity, the defective LCD panel/module shall be replace by Us.

Bright Dot Defect occurs when pixels are always lit or "ON". Black Dot Defect occurs when pixels are always dark or "OFF".

14. We reserve the rights to charge You for any reasonable and applicable costs and expenses (at prevailing rates) relating to or arising out of the repair or replacement under these excluded circumstances.

15. Product warranty may vary from country to country. This limited warranty is only applicable to Products purchased from Our authorized dealers and retailers in Malaysia. The Product when covered under this limited manufacturer warranty shall include only its original configuration, design or specifications. Unless otherwise provided herein, coverage does not and will not apply to any consumable items, non-functional parts, accessories that are used in conjunction with or to enhance the performance of the covered Product.

16. None of Our employees, distributors, dealers, retailers, contractors, agents has the authority to vary, modify or amend any of the terms and conditions of this warranty.

17. Our decisions regarding all matters concerning this warranty shall be final and binding.

18. All warranty information, product features and specification are subject to change without prior notice.

LIMITATION OF LIABILITY

19. THIS LIMITED LOCAL WARRANTY ("this warranty") DOES NOT COVER MINOR IMPERFECTIONS IN PRODUCTS THAT MEET DESIGN SPECIFICATIONS OR IMPERFECTIONS THAT DO NOT MATERIALLY ALTER FUNCTIONALITY. WE MAKE NO SATISFACTION GUARANTEES, PERFORMANCE GUARANTEES, RISK FREE GUARANTEES, ERROR FREE GUARANTEES. ANY EXPRESS OR IMPLIED WARRANTIES INCLUDING BUT NOT LIMITED TO FITNESS FOR A PARTICULAR PURPOSE, PERFORMANCE, USE OR MERCHANTABILITY. WHETHER BY STATUTE, COMMON LAW OR OTHERWISE ARE EXCLUDED TO THE MAXIMUM EXTENT PERMISSIBLE BY APPLICABLE LAWS.

20. TO THE MAXIMUM EXTENT PERMISSIBLE UNDER APPLICABLE LAWS, WE (INCLUDING OUR AFFILIATES, OUR AGENTS AND CONTRACTORS) WILL NOT UNDER ANY CIRCUMSTANCES OR UNDER LEGAL THEORY (WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE) BE LIABLE FOR ANY INDIRECT, INCIDENTAL OR CONSEQUENTIAL LOSSES AND/OR DAMAGES, INCLUDING WITHOUT LIMITATION, PROPERTY DAMAGE, LOST TIME, LOSS OF USE, LOSS OF DATA, DELAYS IN SERVICING OR THE INABILITY TO RENDER SERVICE ON ANY COVERED PRODUCT.

21. This limited warranty shall not extend to anyone other than the original purchaser of this product and states your exclusive remedy. If any portion of this limited warranty is held illegal or unenforceable by reason of any law, such partial illegality or unenforceability shall not affect the enforceability for the remainder of this limited warranty which you acknowledge is and will always be construed to be limited by its terms or as limited as the law permits.

22. The defective Products or parts thereof covered under this warranty shall be repaired or replaced (with comparable and/or refurbished equipment or parts) as determined by us in our sole discretion free of charge. Save for personal injury and death caused by our own negligence and to the maximum extent permitted by applicable laws, the remedies in this warranty are your sole and exclusive remedies and our liability, howsoever arising out of, relating to or in connection with this warranty, shall not under any circumstances exceed the Product purchase price.

23. LG shall not be liable for any damages of any kind resulting from the purchase, use or misuse of, or inability to use the product or arising directly or indirectly from the use or loss of use of the product or from the breach of the express warranty, including incidental, special, consequential or similar damages, or loss of anticipated profits or benefits, or for damages arising from any tort (including negligence) or fault committed by LG, its agents or employees, or for any breach of contract or for any claim brought against you by any other party

GOVERNING LAW

24. This warranty is governed under the laws of Malaysia.

