



ENGLISH

ESPAÑOL

OWNER'S MANUAL  
**AIR PURIFIER**

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

Model name: AS560DWR0



MFL69726848  
Rev.01\_082818

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

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This manual is produced for a group of products and may contain images or content different from the model you purchased.

This manual is subject to revision by the manufacturer.

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# Safety Instructions

## READ AND SAVE THESE INSTRUCTIONS.

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

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

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

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

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

This equipment is home (class B) EMI suitable equipment, which is mainly for home use, and it can be used in all regions.

### Warning

To reduce the risk of fire, electric shock or personal injury when using this product, follow basic safety precautions including the following:

## 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.

## INSTALLATION

- Install the product near an easily accessible electrical outlet.
- Do not install the product on an uneven or inclined surface.
- Do not install the product in a damp area and keep away from splashing rain or water.
- Do not install the product in an area exposed to direct sunlight or near heat-generating equipment.
- Do not install the product in a place where combustible gas may leak or industrial oil or metallic particulates are present.

## POWER

- This product is designed to use a standard 115 V, 60 Hz outlet. Always check the supply voltage before using it.
- Make sure the product does not pinch or crush the power cord or plug.
- Unplug the product before cleaning it or replacing the filter.
- Do not touch the power plug with wet hands.
- Make sure the plug is clean and dry before plugging it firmly into the outlet.
- When unplugging the power cord, always pull it by the plug.
- Unplug the product during electrical storms or when not in use for a long time.

- Do not bend the power cable excessively or place a heavy object on top of it.
- Do not extend the length of the power cable or alter it.
- Do not use several devices on a multi-socket extension outlet.
- Unplug the product before cleaning or attempting any user maintenance. Turning the controls to the OFF position does not disconnect the appliance from the power supply.
- Take care to ensure that the power cable cannot be pulled out or damaged during operation. There is risk of fire or electric shock.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified person in order to avoid a hazard.

## **USE**

- If the product is submerged in water, stop using it and contact the LG Service Center.
- If there is a gas leak (isobutane, propane, LNG, etc.), do not touch the product or power plug and ventilate the area immediately.
- Do not use abrasive or metal brushes, cloths or sponges to clean the product.
- If you detect any abnormal noise, odor or smoke, unplug the product immediately and contact an LG Service Center.
- Only an LG Electronics authorized repair person should disassemble, repair, or modify the product.

- Do not use the product near an open flame. Do not use or store combustible or flammable substances near the product, such as ether, benzene, alcohol, drugs, propane, butane, combustible sprays, insecticide, air freshener, cosmetics, candles, and lamps.
- Do not place the power cord under rugs, carpeting or mats.
- Do not allow animals or pets to chew on the power cord.
- Do not allow children to climb on or play with the product.
- Do not move the product when it is in operation.
- Do not place objects or containers on top of the product.
- Do not insert hands or metal objects into the air inlet or outlet.
- Do not impact the product.
- To avoid injury, take care around pinch points when detaching or reattaching product parts.
- Unplug the product when not in use for a long time.
- Do not install or use broken parts.
- Unplug the product before cleaning it.
- Do not put flammable substances into the product.
- Do not operate the product while its cover is open.
- Do not swallow the battery. It may cause injury, including damage to internal organs, or death.

## **DISPOSAL**

- Dispose of the packing materials (vinyl, styrofoam etc.) to keep them out of the reach of children.

 **Caution**

To reduce the risk of fire, electric shock, or personal injury when using the product, follow basic safety precautions, including the following:

**INSTALLATION**

- Do not tilt the product while moving or transporting it.
- This product is not designed for maritime use or for mobile installations such as RVs, trailers, or aircraft.
- Avoid installing product within 3 1/4 ft (1 m) of any TV or audio equipment.
- Do not place the product under bright light.
- The appliance shall be installed in accordance with national wiring regulations.
- When moving or storing the product, wrap the power cord around the base of the product to prevent personal injury, damage to the cord or damage to floors.
- Dropping the product may cause personal injury or product malfunction.

**USAGE**

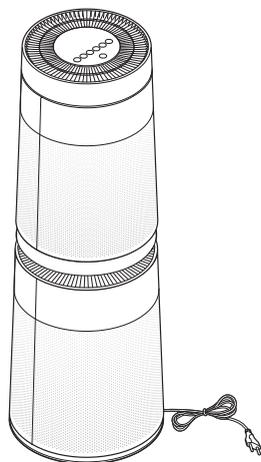
- Do not use the product for removal of toxic gas such as carbon monoxide.
- Do not use the product for ventilation purposes.
- Do not connect the product to a power supply with unstable voltage for extended periods.
- Do not place obstacles around the air inlet or outlet.
- For safe use of the product, children or others with reduced mental capabilities need to be closely monitored by a person who is responsible for their safety.

- Do not place the product near curtains.
- Use this product only for its intended purpose. This product is not intended for use in preserving animals/plants, precision equipment, artwork, etc.
- Do not climb or place objects on the product.
- Do not operate the product with wet hands.
- Do not let the moisture from a humidifier directly touch the product.
- Do not use the product while it is not in an upright position.
- Do not use the product near objects vulnerable to heat.
- Use the filter only for its intended purpose.
- Do not use detergents, cosmetics, chemicals, air fresheners, or disinfectants in the product.
- Do not place magnetic or metal objects on top of the product.
- Clean with a soft cloth only. Do not use strong detergents or solvents to clean the product.
- Use the Booster mode only when necessary.
- Do not insert any objects into the Booster.
- Do not operate the product while the Booster cover and grille are separated.
- Do not insert hands or metal objects into the Booster.
- Do not modify the battery. Doing so may cause a fire or electric shock.
- Inserting the battery incorrectly may cause an explosion.
- Do not recharge or take apart the battery. Doing so may result in an explosion.
- Do not burn the battery or leave it near heat. Doing so may result in an explosion.

# Unpacking

## Parts

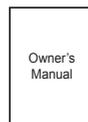
ENGLISH



Air Purifier



Remote Control /  
Battery (CR2025, 1 Unit)



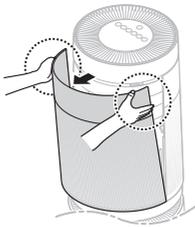
Owner's Manual

- The appearance or components of the product may differ depending on the model.
- The shape of the power plug differs depending on the country.

## Removing Packing Materials

Unpack the product and remove any packing tape or protective vinyl before using the product.

- 1** Pull out the product from the packaging and remove the packing tape attached to the product.
- 2** Grab the top end of the back cover and gently pull it.
  - You will see "PM 1.0 & GAS SENSOR SYSTEM" on the back cover of the product.

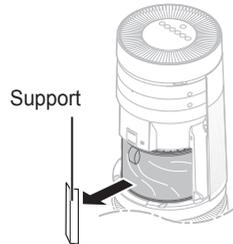


- 3** Remove the upper back from the product.

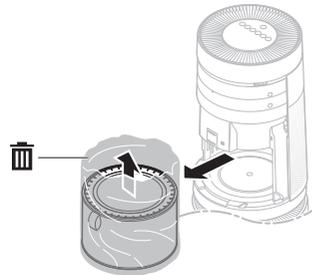


- 4** Remove the support located at the filter inlet.

- Upper filter inlet: 1 support
- Lower filter inlet: 2 supports



- 5** Remove the filter, unwrap it, and discard the plastic wrapper.

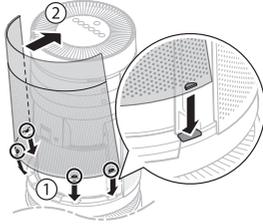


- 6** Install the filter in the product.

- Make sure that the handle faces upward.



- 7** Insert the tabs on the bottom of the upper back cover into the slots in the product and close the cover.



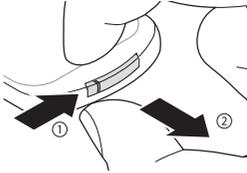
- 8** Follow steps 2 through 7 to unpack and install the lower filter.

**⚠ Caution**

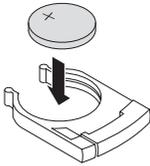
- Failure to remove the foam supports may affect the performance of the product. Please be sure to remove them before use.
- Make sure that you remove the filter's protective packaging prior to use otherwise it may result in product malfunction.
- Pay attention to the direction of the filter when you install the filter otherwise it may cause malfunction or failure of the product.

## Remote Control Setup

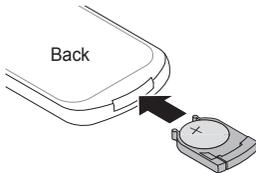
- 1** With the bottom of the remote facing up, remove the battery tray from the remote.



- 2** Insert the battery provided with the product into the tray.
- The (+) electrode of the battery must face upward.



- 3** Insert the battery tray into the remote.



### ⚠ Warning

- A button/coin-shaped battery is used in the remote.
- Do not swallow the battery. It may cause injury, including damage to internal organs, or death.
- If the battery is swallowed, consult a physician immediately. Damage to internal organs, or in severe cases death, may occur within 2 hours of swallowing.
- Keep the battery out of reach of children.
- If the battery tray is not secured firmly, stop using the remote immediately and keep it away from children.

### ⚠ Caution

- Do not modify the battery. Doing so may cause a fire or electric shock.
- The battery may explode if recharged, disassembled, or installed improperly.
- Do not expose the battery to fire or heat. Doing so may cause it to explode.

### Note

- Replace the used battery with the proper battery type (CR2025).
- If the remote does not work as expected, try to replace the battery or check the polarity (+, -) of the battery. If the problem continues, contact the LG Service Center.
- Dispose of the used battery according to environmental regulations.

# Installation

## Transporting or Moving the Product

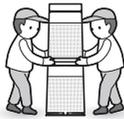
### ⚠ Caution

Transport the product in a well-secured and upright position. Impacts may cause product damage.

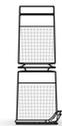


The product is heavy. Use two people when moving it.

- Dropping the product may cause personal injury or product malfunction.
- Do not hold the outer cover when you carry the product. The cover may open accidentally, causing the product to drop.



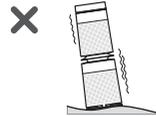
When moving or storing the product, wrap the power cord around the base of the product to prevent personal injury, damage to the cord or damage to floors.



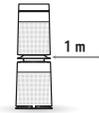
## Installing the Product

### ⚠ Caution

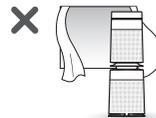
Install the product on a strong, level surface. Installing the product on a weak or tilted surface may cause noise and vibration or tipping, resulting in injury.



Allow a 3.25 ft (1 m) clearance between the product and surrounding surfaces or objects. The air inlet needs space to function properly.

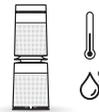


Do not install the product near curtains which could block the air inlet or outlet. Doing so may result in product malfunction or failure.



Product performance may be affected by environmental factors such as temperature and humidity.

- For optimal performance, use in an area with a 40% to 70% humidity level.



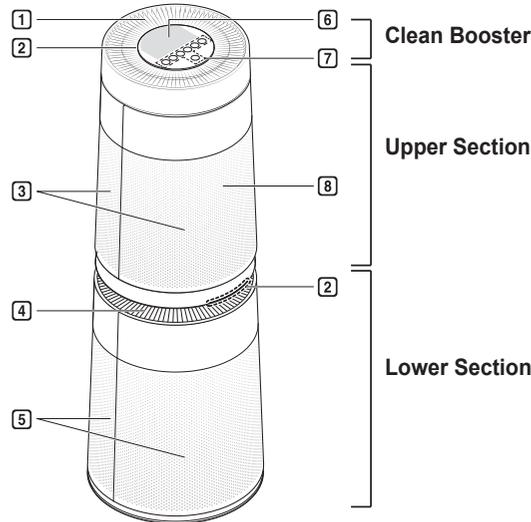
To reduce the risk of electric shock, this equipment has a polarized plug (one blade is wider than the other). This plug will fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact qualified personnel to install the proper outlet. Do not alter the plug in any way.

# Operation

## Product Overview

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### Front



- 1 Upper Air Outlet/Clean Booster**
- Discharges purified air through the upper filter.
  - Controls the direction of the air so that it reaches every corner of the room.

- 2 Air Quality Indicator Light**
- Changes color to indicate the air quality.

- 3 Upper Air Inlet (Top Cover)**
- Draws air into the upper section of the air purifier. The front and rear covers can be removed separately.

- 4 Lower Air Outlet**
- Discharges purified air through the lower filter.

- 5 Lower Air Inlet (Bottom Cover)**
- Draws air into the lower section of the air purifier. The front and rear covers can be removed separately.

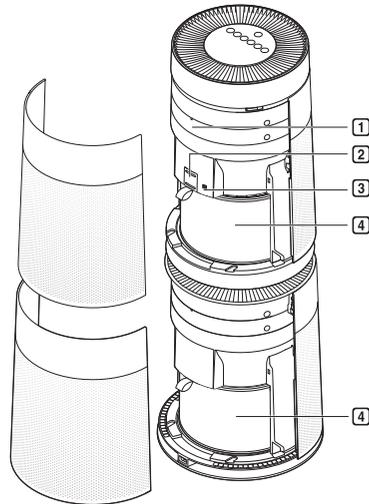
- 6 Status Panel**
- Indicates air quality and settings status.

- 7 Control Panel**
- Set or adjust product functions.

- 8 Receiver for Remote Control Signal**

- The appearance or components of the product may differ depending on the model.

## Back



**1 Smart Diagnosis Speaker**

In the event of a malfunction or failure, use the Smart Diagnosis option to check the product condition. (See **Smart Functions**.)

**2 PM 1.0 (super ultra-fine dust) sensor**

Detects the PM (particulate matter) density for very fine particles.

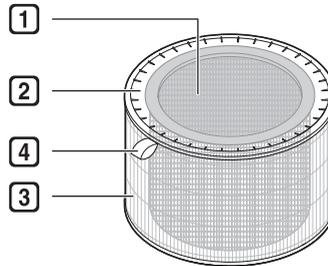
**3 Odor (Gas) Sensor**

Detects odors in the air.

**4 Filter**

Removes ultra-fine dust particles, possible sources of sick house syndrome, smog, and odors.

## Filter System



- 1 Total Deodorizing Care Filter**  
Removes unpleasant everyday odors from sources such as diapers, cigarette smoke, and strong-smelling foods.
- 2 True HEPA filter**  
Removes super ultra-fine particles, such as fine sand and cigarette ash, from the air.
- 3 Ultra-fine Filter**  
This prefilter on the outside of the combined filter primarily removes large airborne particulates such as pet hair.
- 4 Filter Handle**  
Used to remove the filter from the air purifier.

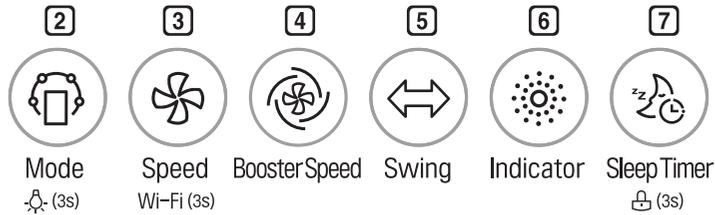
### **⚠ Caution**

- Filters 1 and 2 are assembled together. Do not try to separate the two filters.
- The filter is not a toy. Use it only for its intended purpose.

### **Note**

- For best performance, keep windows or doors closed while using the air purifier. To avoid elevated carbon dioxide levels, do not operate the air purifier in a tightly enclosed space for extended periods.
- Carbon monoxide (CO) is a harmful gas that is mainly introduced with outside air, and cannot be removed with a filter.
- The deodorization performance of the filter may decrease sharply if used for an extended time in an area with very strong odors. Replace the filter if it starts to emit rather than trap unpleasant odors.
- Very strong odors should be eliminated by ventilating the area first. Then use the air purifier to remove any lingering odors.

## Control Panel



1

### 1 Start/Stop Button

Press to start or stop the air purifier.

### 2 Mode Button

Press to set the operating mode.

- Press and hold the button for 3 seconds to turn on/off the overall air quality indicator light. (See **Turning the Indicator Light On/Off.**)

### 3 Speed Button

Press repeatedly to adjust the fan speed.

- Press and hold for 3 seconds to activate the Wi-Fi registration mode. Once the product is registered in the smartphone app, pressing and holding the button for 3 seconds turns on the Wi-Fi.
- To turn off the Wi-Fi, press and hold the **Start/Stop** and **Speed** buttons at the same time until the Wi-Fi icon turns off in the display.

### 4 Booster Speed Button

Press repeatedly to adjust the fan speed of the Clean Booster.

### 5 Swing Button

Press while in Booster mode to rotate the Clean Booster left and right.

### 6 Indicator Button

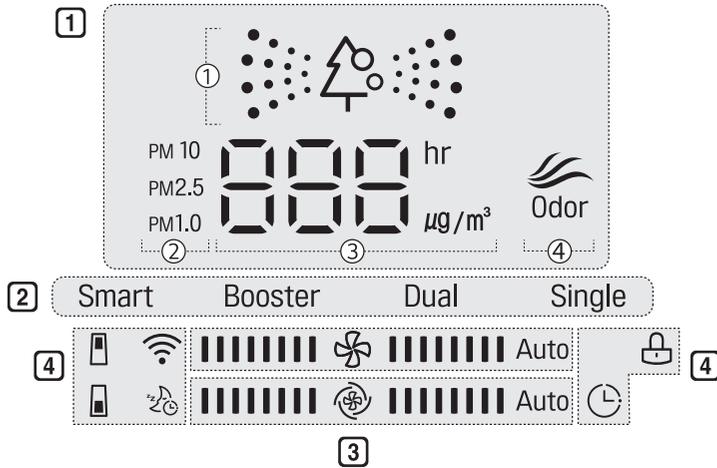
Press repeatedly to see the PM (particulate matter) densities by particle size.

### 7 Sleep Timer Button

Press repeatedly to schedule a delay time until the air purifier turns off automatically.

- Press and hold for 3 seconds to lock or unlock the control panel buttons. (See **Locking the Control Panel Buttons.**)

## Status Display Panel



### 1 Air Quality Status Display

- ① Overall air quality (color)
- ② PM particle size and density (color)
- ③ PM density or Sleep Timer delay time
- ④ Odor level (color)

### 2 Operating Mode Display

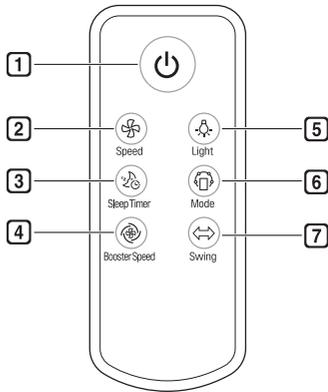
### 3 Fan Speed and Booster Speed Display

-  Speed: Displays the air purifier's fan speed.
-  Booster Speed: Displays the Clean Booster's fan speed.

### 4 Icons

Icon	Description
	It is time to replace the upper filter.
	It is time to replace the lower filter.
	The Wi-Fi function is activated.
	The Sleep Timer function is activated.
	The "On/Off Reservation" has been set in the LG SmartThinQ application.
	The control panel is locked.

## Remote Control



- 1 Start/Stop Button**  
Press to start or stop the air purifier.
- 2 Speed Button**  
Press to adjust the fan speed.
- 3 Sleep Timer Button**  
Press repeatedly to schedule a delay time until the air purifier turns off automatically.
- 4 Booster Speed Button**  
Press to adjust the fan speed of the Clean Booster.
- 5 Light Button**  
Press to turn the overall air quality indicator light off or on.
- 6 Mode Button**  
Press to set the operating mode.
- 7 Swing Button**  
Press while in Booster mode to rotate the Clean Booster left and right.

### **!** Caution

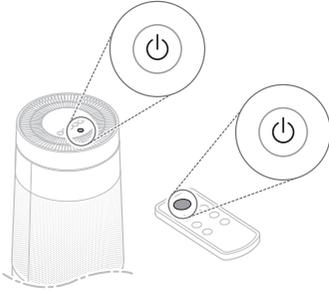
- Do not press multiple buttons at the same time. Doing so may cause the product to stop operating or malfunction.
- Do not kick or step on the remote control. Doing so may result in damage.
- Do not use the remote near water or in high humidity. Doing so may result in fire or electric shock.
- Do not expose the remote to fire or heat. Doing so may result in a fire or product deformation.
- Remove and store the battery in a safe location if you don't intend to use the remote control for a long time. Failure to do so may result in battery leakage or product failure.

### Note

- For best performance, aim the front of the remote at the signal receptor on the front of the product.
- The remote may not work properly at a distance greater than 23 ft (7 m) from the front of the product.
- If the remote control does not work even after replacing the battery, contact the nearest service center.
- The remote control may not work properly if the signal receptor is in direct sunlight or other strong light such as 3-wavelength fluorescent lamps or neon signs.
- A replacement remote control can be purchased from the [www.lg.com](http://www.lg.com) website or by calling an LG Service Center.

## Starting the Air Purifier

Press the **Start/Stop** button to turn the air purifier on or off.



### Note

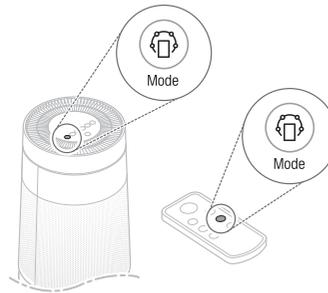
- The product defaults to **Booster** mode when used for the first time.
- The operating mode defaults to the last mode selected, even after a power failure.
- The air purifier sensor takes 30 seconds to stabilize and will then display the PM levels. During stabilization,  Ready appears in the display. You can specify the sensor stabilization time using the Air Quality Sensor Operation Time option in the LG SmartThinQ application.
  - 'Always On': The sensor stabilization turns on the first time the product is used and stays on thereafter.
  - 'Only During Operation': The sensor stabilization turns on or off with the product.

## Using Smart Mode

Use Smart mode to automatically adjust the operating mode and fan speed based on the overall air quality.

Press the **Mode** button to choose the **Smart** mode.

- Each time you press the button, the operating mode changes in the following order: **Smart** → **Booster** → **Dual** → **Single**.



### Note

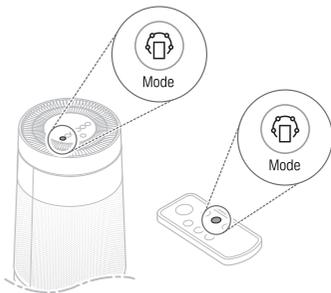
- **Smart** mode disables the **Speed**, **Booster Speed**, and **Swing** buttons.
- **Smart** mode operates either the Clean Booster or the air purifier and controls the fan speed depending on the air quality.

## Using Booster Mode

The Clean Booster purifies air and then uses the fan to quickly circulate it throughout the room.

Press the **Mode** button to choose the **Booster** mode.

- Each time you press the button, the operating mode changes in the following order: **Smart** → **Booster** → **Dual** → **Single**.

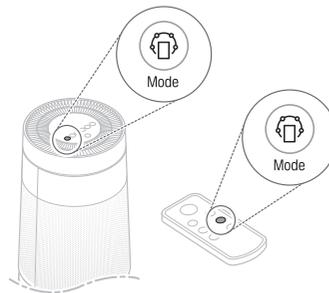


## Using Dual Mode

Dual mode uses both the upper and lower sections of the air purifier to quickly purify indoor air.

Press the **Mode** button to choose **Dual** mode.

- Each time you press the button, the operating mode changes in the following order: **Smart** → **Booster** → **Dual** → **Single**.



### Caution

Keep hands away from the Clean Booster fan and other moving parts.

### Note

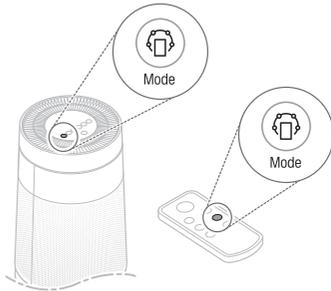
- When the **Booster** mode is selected, the Clean Booster fan rises up at a 55° angle to push the air forward and help circulate it.
- To control the fan speed of the Clean Booster, see **Adjusting the Clean Booster Fan Speed**.
- To rotate the Clean Booster left and right, see **Rotating the Clean Booster**.
- If the product is unplugged before the Clean Booster is completely closed, simply plug the product in again. The Clean Booster will swing left and right and will then close completely.

## Using Single Mode

Single mode uses the lower section of the air purifier to purify the air.

Press the **Mode** button to choose **Single** mode.

- Each time you press the button, the operating mode changes in the following order: **Smart** → **Booster** → **Dual** → **Single**.



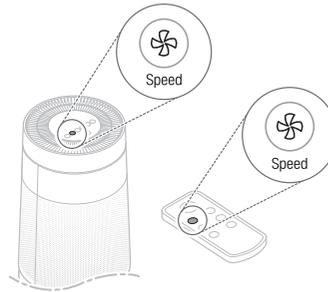
### Note

For best performance, the fan on the upper section of the air purifier runs on low speed in Single mode.

## Adjusting the Purifier Fan Speed

Press the **Speed** button to adjust the air purifier fan speed. The fan speed can only be adjusted while the air purifier is running.

- Each time you press the button, the speed changes in the following order: Auto → Low → Middle → High → Turbo.



## Purifier Fan Speed Display

As the fan speed is adjusted, the lighted bars on the display increase or decrease in increments of two. For example, a medium fan speed would appear as shown.



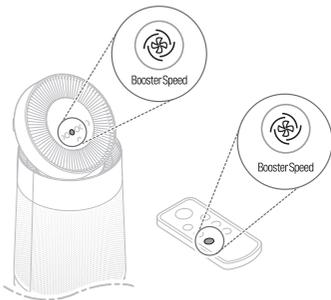
### Note

- The fan speed is set to Auto when you first start the air purifier. The Auto setting controls the fan speed automatically according to the overall air quality.
- You can control the fan speed only in the **Booster**, **Dual**, and **Single** modes.

## Adjusting the Clean Booster Fan Speed

Press the **Booster Speed** button to adjust the Clean Booster fan speed. The Clean Booster fan speed can only be adjusted when the air purifier is in **Booster** mode.

- Each time you press the button, the speed changes in the following order: Auto → Low → Middle → High → Turbo.



## Booster Fan Speed Display

As the booster fan speed is adjusted, the lighted bars on the display increase or decrease in increments of two. For example, a medium booster fan speed would appear as shown.

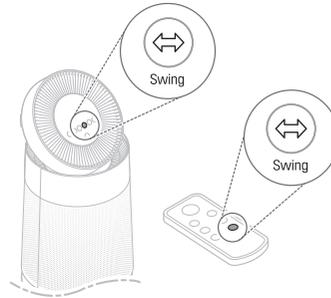


### Note

- In **Smart** mode, the Clean Booster fan automatically matches the speed of the air purifier fan. For example, if the air purifier fan speed is automatically set to Low, the Clean Booster fan speed also changes to Low.
- The Clean Booster fan can only be adjusted in **Booster** mode.

## Rotating the Clean Booster

While in **Booster** mode, press the **Swing** button to rotate the Clean Booster left and right.



### ⚠ Caution

Keep hands away from the Clean Booster and other moving parts.

### Note

- The Clean Booster rotates 35° to each side.
- The **Swing** button only works in the **Booster** mode.

## Checking the Air Quality

The overall air quality is indicated by the color of the air quality indicator light and the information displayed on the status panel.

### Understanding the Overall Air Quality Level

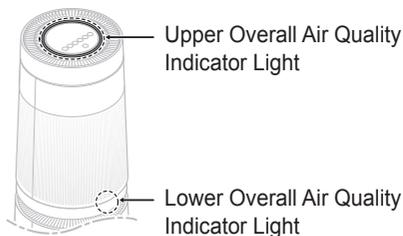
The overall air quality level is determined based on the PM density and odor level detected. The detection ranges are separated into 4 levels, and the overall air quality indicator light turns green, yellow, orange, or red depending on the highest contamination level detected.

Overall Air Quality	State	PM density ( $\mu\text{g}/\text{m}^3$ )			Odor Level	
		PM10 (fine dust)	PM2.5 (ultra fine dust)	PM1.0 (super ultra fine dust)	State	Level
Red	Very Bad	255 or more	56 or more	56 or more	Very strong	4
Orange	Bad	155~254	36~55	36~55	Strong	3
Yellow	Normal	55~154	13~35	13~35	Normal	2
Green	Good	54 or less	12 or less	12 or less	Weak	1

- The overall air quality is indicated by the color of the overall air quality indicator light and of the overall air quality status  in the display panel.
- The level (color) displayed is based on the highest level detected, whether PM density or odor level.

### Checking the Air Quality Using the Indicator Light

The color of the overall air quality indicator light provides an easy way to gauge the overall air quality.

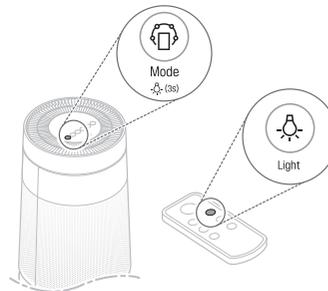


#### Note

During the initial PM sensor stabilization, which lasts for 30 seconds, the overall air quality indicator light turns white. The odor sensor takes 2 minutes to stabilize, and the odor level is not reflected in the overall air quality indicator during this time.

### Turning the Indicator Light On/Off

Press and hold the **Mode** button for 3 seconds to turn the overall air quality indicator light on or off.



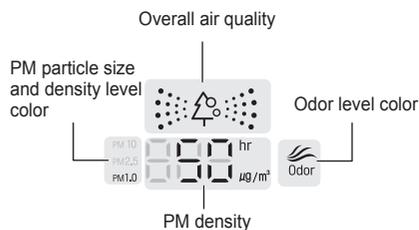
#### Note

- The overall air quality indicator light turns off when the Sleep Timer is set.
- Turning on the overall air quality indicator light after the Sleep Timer has been set turns on the overall air quality indicator on the display panel as well.

## Checking Air Quality on the Status Display Panel

The status display panel shows the overall air quality, PM density, and odor level.

- **Overall air quality:** The color of the overall air quality icon  in the status display panel shows the overall air quality level.
- **PM density:** The PM density is shown in the display and is also indicated by the color of the PM particle size indicator, which shows the highest detected level among the 3 particle sizes.
  - If all PM densities are at the Good level, the display shows the PM10 (fine dust) density value.
  - If any of the PM densities is worse than the Normal level, the display shows the value for the PM particle size with the highest density. If some or all of the PM densities are the same, the display shows the highest PM density in the following order of preference: PM1.0, PM2.5, and PM10 (super ultra-fine, ultra-fine, and fine).
- **Odor level:** The color of the odor level icon  in the status panel display indicates the odor level.



In the example shown, the PM1.0 level is displayed, which means that the concentration of super ultra fine dust is highest.

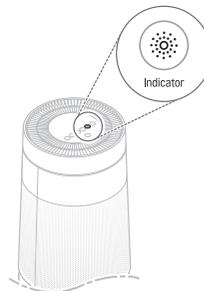
The color of the PM particle size indicator is based only on the PM density level. The color of the odor level indicator  is based only on the odor level. But the color of the overall air quality icon  is based on the highest detected level, whether from PM density or odor.

If the odor level is Normal, but the PM1.0 density level is Bad, the overall air quality indicators will be orange. But if the odor level becomes Very Strong, the overall air quality indicators will turn red.

## Checking the PM Density Levels

With the air purifier running, press the Indicator button repeatedly to show the PM densities by particle size.

- Whenever you press the button, the display changes in the following order: **PM10** → **PM2.5** → **PM1.0**.
- The display shows each PM density for approximately 10 seconds.



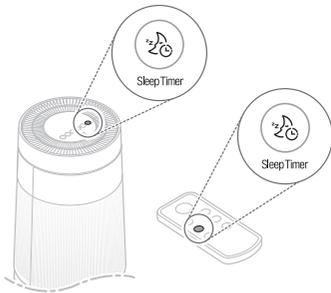
**Note**

- PM (particulate matter) density is displayed in increments of 1 unit, from 8 to 999. PM density values are based on the data sheet provided by the sensor manufacturer.
- The PM10 and PM2.5 air quality values follow those provided by the United States EPA (Environmental Protection Agency) for 2015.
  - The overall air quality level displayed on the product may differ from the level announced by the EPA.
- The PM1.0 density is displayed in the same manner as the PM2.5 density and is based on LG Electronics standards.
- The PM10 and PM2.5 densities displayed by the product could differ from the EPA forecast and from densities measured by other products or devices.
  - Differences in PM density values may be the result of different methods of measuring or differences in the actual PM density levels.
  - The PM density measurement was tested using LG Electronics' standard test materials.
- Using the product near a humidifier, mist generator, air-conditioner or other device which generates steam or micro-particles could affect the PM densities.
- The overall air quality level is a result of both PM densities and the odor level. It may differ from the PM10, PM2.5 and PM1.0 density levels.
- Even two products placed in the same space could measure the PM10 density differently due to air circulation.
- The chemicals contained in air fresheners, perfumes, deodorizers or cosmetics may affect the overall air quality display due to odor sensor.
- The PM density displayed may change with environmental factors such as the presence of sofas, beds, carpets, vacuum cleaners, humidity, smoke, bugs, pets or cooking oils.
- The PM densities may be affected by changes in the outside environment such as construction, heavy traffic or pollen.
- The micro dust density could be higher near outside doors, windows, vents or in areas where outside air enters.
- Use **ONLY** water to clean the sensor. Using anything else could cause product failure.
- The fine dust density could be affected by cooking or using humidifiers, sprays or other products which generate steam or fine particles.

## Setting the Sleep Timer

Press the **Sleep Timer** button on the control panel or the remote while the air purifier is running to turn it off automatically after a set time delay.

- Press the button repeatedly to select from among preset time delays: After **2** hours → After **4** hours → After **8** hours → After **12** hours → Cancel.
- Once the Sleep Timer is set, all lights on the product are turned off except for the Sleep Timer icon  and a few other icons.



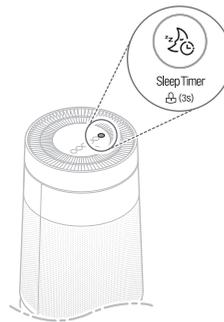
### Note

- To help you fall asleep, the fan speed is set to Low for a preset time after which it switches to the Auto mode.
- To adjust the fan speed when the Sleep Timer is set, press the **Speed** button. (Except in **Smart** mode)
- After the Sleep Timer is set, press the button once more to see the delay time. To cancel the Sleep Timer, press the button repeatedly until the display activates again.
- The Sleep Timer remains on even if the power goes off and then on due to a blackout.

## Locking the Control Panel Buttons

Press and hold the **Sleep Timer** button for 3 seconds while the air purifier is running to lock the control panel buttons. This helps prevent children or others from changing settings accidentally.

-  (Lock) is displayed on the status panel.



### Note

- To unlock the control panel, press and hold Sleep Timer for 3 seconds.
- Pulling out the power plug will also unlock the control panel.
- The control panel will remain locked even if the product is turned off.
- If you turn off the product on the control panel, the product will not turn off.
- When you turn off the product with the remote control, the lock is held and the product is turned off.

# Smart Functions

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## Using the SmartThinQ™ Application

Install the LG SmartThinQ application on your smartphone to add convenient features.

### Installing Smart ThinQ

Find and install the LG SmartThinQ application from the Apple App Store/Google Play Store on your smartphone. For more information on how to use LG SmartThinQ, refer to the Help menu in the app.

### Wi-Fi Function

#### Smart Diagnosis™

Troubleshoot problems with the air purifier using the Smart Diagnosis function in the application.

#### Settings

Use the Settings feature to configure product or application settings.

#### Note

- Wi-Fi only supports 2.4 GHz frequency.
  - When registering the product, make sure that the Wi-Fi connection of the smartphone is on.
  - If you delete the registered product from the app while the Wi-Fi is turned off, press and hold the Wi-Fi button twice to activate the Wi-Fi registration again.
  - To just turn the Wi-Fi back on, press and hold the Wi-Fi button once. The Wi-Fi connection will be reestablished within 1 minute. (Pressing and holding the button more than once initiates the Wi-Fi registration mode.)
- A wireless router and cable and an Internet connection are required to use the smartphone application.
  - To connect to the Internet, contact an Internet service provider (ISP). The wireless router and cable can also be purchased from and installed by the ISP. If installing the wireless router yourself, refer to the user manual enclosed with the router.
  - If possible, install the wireless router close to the product. The signal strength depends on the location and distance from the router, and will affect the data transmission rate from the router to the product.
  - Contact your Internet service provider for assistance with issues like signal strength and network settings.
  - For best results, set the security protocol on the router to WPA2. If the WEP protocol is used, the product may fail to register on the network.
  - Set the wireless network name (SSID) to any alphanumeric combination. For best results, do not use special characters. The SSID is what appears in the list when you search for available Wi-Fi networks on your smartphone.
  - Connect only to wireless networks you are authorized to use. Unauthorized Wi-Fi connections are illegal, and may subject you to legal action.
  - These instructions are accurate at the time of publication. The LG SmartThinQ application may be changed without prior notice to users.

## Wireless LAN Module Specifications

Model	LCW-003
Frequency Range	2412 – 2462 MHz
Output Power (max)	IEEE 802.11b: 17.56 dBm IEEE 802.11g: 25.53 dBm IEEE 802.11n: 25.29 dBm

### FCC Notice (For transmitter module contained in this product)

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) this device may not cause harmful interference and
- (2) this device must accept any interference received, including interference that may cause undesired operation of the device.

Any changes or modifications in construction of this device which are not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

### FCC RF Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

This equipment should be installed and operated with a minimum distance of 20 cm (7.8 inches) between the antenna and your body. Users must follow the specific operating instructions for satisfying RF exposure compliance.

### Open Source Software License Notice

Visit <http://opensource.lge.com> to obtain open source codes developed under GPL, LGPL, MPL or other open source licenses that are included in this product.

In addition to source codes, you can also download the contents of all licenses, copyright indications and indication of no warranty.

If you request open source codes for any software included in this product by sending an email to [opensource@lge.com](mailto:opensource@lge.com) within three years of purchasing the product, we will send the codes on a CD-ROM with minimal charges for the CD and shipping.

## Smart Diagnosis Function

- This only applies to models with the  logo.

Troubleshoot problems with the product using the Smart Diagnosis function in the LG SmartThinQ application.

### Diagnosis via Wi-Fi

- 1** Make sure the product is connected to Wi-Fi.
- 2** Open the app and select the product from the list of registered products. Press the menu icon at the top right of the screen in the app.
- 3** Select Smart Diagnosis from the menu in the app and tap the Start **Smart Diagnosis** button. The results of the diagnosis will appear in the app.

- If the network connection is not stable, you may need to press the **Retry** button to run the diagnosis again.
- If Wi-Fi connection issues persist, tap the **Audible Diagnosis** button in the app to run Smart Diagnosis by recording audible tones.

### Note

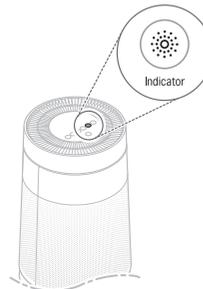
For further assistance in troubleshooting any issues, contact an LG Service Center.

## Audible Diagnosis

- This only applies to models with the  logo.

Troubleshoot product issues with the assistance of the LG Service Center. Only use this function when directed to do so by the call center agent. Smart Diagnosis cannot be used unless the appliance is connected to power.

- 1** Open the LG SmartThinQ application on the smart phone.
- 2** Press the **Smart Diagnosis** button.
- 3** Follow the instructions on the smart phone.
- 4** Press and hold the **Indicator** button for 5 seconds to start the **Smart Diagnosis** function.



- 5** Place the phone near the product.
- The microphone on your phone should face the **Smart Diagnosis** (📞) logo on the back of the product. Do not move the phone away from the product while data is being transmitted.
  - You need to keep the phone near the product while the data is being transmitted for **Smart Diagnosis**.
  - The data transmission sounds resemble fax transmission sounds, and you may find them startling or unpleasant. It is important to keep the phone close to the product throughout the transmission to provide an accurate diagnosis.



- 6** After the data transfer is complete, the service agent will explain the result of the Smart Diagnosis.
- After the service agent explains the diagnosis result, take the recommended measures.

#### Note

- The **Smart Diagnosis** function depends on the local call quality.
- The communication performance will improve and you may get more accurate results if you use a landline phone.
- Poor call quality may interfere with an accurate diagnosis.

# Maintenance

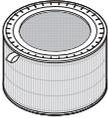
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## ⚠ Caution

- Turn off and unplug the product before cleaning it or replacing the filter.
- Do not spray water directly on the product.
- After cleaning the product or replacing the filter, assemble the product in the reverse order of disassembly.
- To help you distinguish between the front and back covers, the front cover has an LG logo on it.

- To purchase replacement filters, visit the LG website at [www.lg.com](http://www.lg.com)
- Service to clean or replace filters is not covered under the product warranty, and a fee will be charged.
- If the PM density on the status display panel does not change for a long period, clean the PM1.0 sensor even if it hasn't been 2 months since it was last cleaned. For more information on cleaning the PM1.0 sensor, see **Cleaning the PM Sensor**.

## Scheduled Maintenance

Component	Cleaning Frequency	Replacement Frequency
 <p>Filter</p>	<p><b>Ultra-fine filter only</b></p> <p>If contaminated, clean the ultra-fine filter with a vacuum cleaner or soft brush.</p>	<p><b>The whole filter</b></p> <p>1 year</p>
 <p>PM 1.0 (super ultra-fine dust) sensor</p>	<p>2 months</p>	<p>-</p>

### Note

- The operating environment and length of operation may affect the cleaning frequency. Clean the product more frequently if used in a dusty environment.
- Failure to perform regular cleaning and maintenance may result in poor performance and odor.

## Alerts on the Status Panel

The status display panel shows an alert when the filter needs to be replaced.

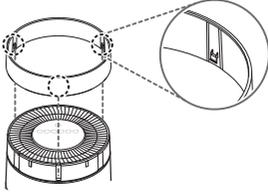
Alert	Measures
	Replace the upper filter.
	Replace the lower filter.

### Note

- Filter replacement alerts appear based on the maximum usage time, taking into account the operating hours of the product. The replacement frequency is determined by the operating hours and environment.
- For more information on how to reset a filter replacement alert, see **Resetting the Filter Replacement Alert**.
- The cost of replacing filters is not covered under the warranty.

### ⚠ Caution

- Do not attempt to disassemble the Clean Booster.
- If the Clean Booster cover comes loose, snap the 3 retaining hooks back into place before using the product.

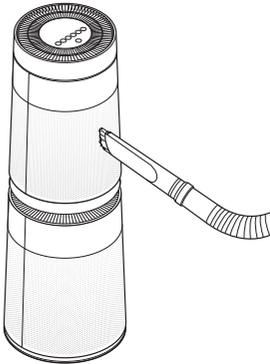


- Do not unscrew the 2 screws fixing the Clean Booster grille on the back of the product.

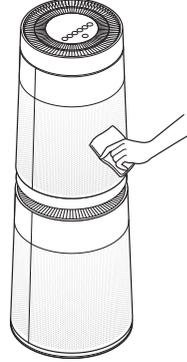


## Cleaning the Exterior

- 1 Remove dust from the air inlet and outlet using a vacuum cleaner and crevice tool.



- 2 Wipe the exterior with a soft cloth.



### ⚠ Caution

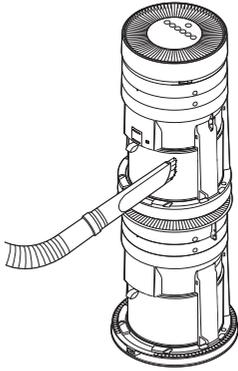
- Do not clean the product with an alkaline detergent.
- Do not wipe the product surface using sulfuric acid, hydrochloric acid or organic solvent (thinner, kerosene etc.) or attach a sticker on the product. Doing so may damage the product surface.
- Keep water from getting inside the product.

### Note

The front and back covers can be removed from the product for easier cleaning. Wash them in water and place them in a shady spot to dry completely before reassembling.

## Cleaning the Filter

- 1 Separate the cover from the product.
  - For more information on how to remove and reassemble the cover, please see **Removing Packing Materials**.
- 2 Remove dust from the ultra-fine filter using a vacuum cleaner with a crevice tool or soft brush attachment.



### Caution

- Do not wash the filter with water. Doing so may reduce the lifespan of the filter.
- Take care when using vacuum tools to avoid damaging the product or the filter.

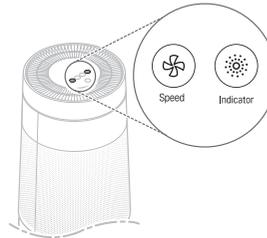
## Replacing the Filter

- 1 Remove the cover and replace the filter.
  - For more information on how to remove the cover and replace the filter, please see **Removing Packing Materials**.
  - Protect the floor with newspaper or paper towels to catch any falling debris before removing the filter.
- 2 Once you have replaced the filter, reset the filter replacement alert.

## Resetting the Upper Filter Replacement Alert

Press and hold the **Speed** and **Indicator** buttons simultaneously for 3 seconds.

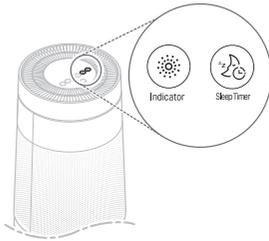
- The  (Upper Filter Replacement Alert) is reset.



## Resetting the Lower Filter Replacement Alert

Press and hold the **Indicator** and **Sleep Timer** buttons simultaneously for 3 seconds.

- The  (Lower Filter Replacement Alert) is reset.

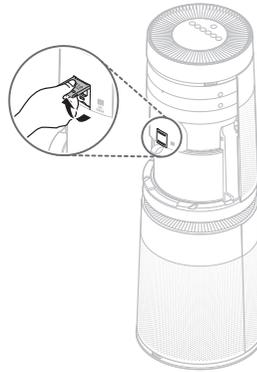


## Cleaning the PM Sensor

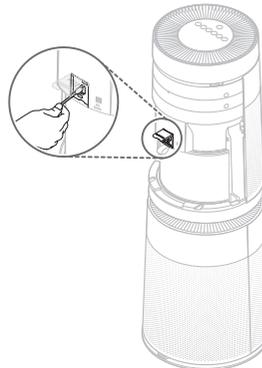
Clean the PM1.0 super ultra-fine dust sensor lens regularly. The sensor is used to detect both fine dust and larger dust.

- 1 Remove the rear cover from the product.
  - For more information on how to remove and reassemble the cover, please see **Removing Packing Materials**.

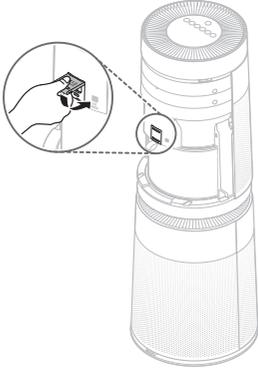
- 2 Open the sensor cover.



- 3 Moisten the lens with a cotton swab dipped in water, then wipe it clean using a dry cotton swab.



- 4** Close the sensor cover and reassemble the rear cover.



**Note**

To avoid product failure, do not use any fluids other than water to clean the sensor.

**Storage**

If the product is not used for a long period of time, store it in a dry place out of direct sunlight.

- 1** Operate the product in **Dual** mode for at least an hour on a clear day.
- This removes the moisture and prevents molds from building up inside the product.

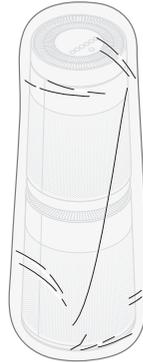
- 2** Turn off the power and unplug the product from the electrical outlet.
- Wind the power cord around the bottom of the product.



**Note**

The shape of the power plug differs depending on the country.

- 3** Cover the product to prevent dust or foreign substances from getting inside. Store the product out of direct sunlight.



**⚠ Caution**

Do not store the product in direct sunlight or where there is high humidity. Doing so may cause product deformation, malfunction, or odor.

## Before Calling for Service

If the product malfunctions, check the following before contacting the LG Customer Information Center.

Symptom	Cause	Solution
The product does not operate.	Power plug is unplugged or loose in the outlet.	<ul style="list-style-type: none"> <li>Insert the power plug into the outlet properly.</li> </ul>
The fan is noisy even on Low speed.	The ultra fine filter is dirty.	<ul style="list-style-type: none"> <li>Clean the ultra fine filter.</li> </ul>
	The True HEPA filter is dirty.	<ul style="list-style-type: none"> <li>Replace the filter.</li> </ul>
The air purifier is not removing dust or odors.	Air is extremely dusty or odors very strong.	<ul style="list-style-type: none"> <li>Ventilate the indoor air before you use the product.</li> </ul>
	The ultra fine filter is dirty.	<ul style="list-style-type: none"> <li>Clean the ultra fine filter.</li> </ul>
	The combined filter is dirty.	<ul style="list-style-type: none"> <li>Replace the filter.</li> </ul>
	The space is too large for the air purifier.	<ul style="list-style-type: none"> <li>Use a product that fits the size of the room.</li> <li>Do not install product near open doors or windows.</li> </ul>
	Objects are blocking the air circulation.	<ul style="list-style-type: none"> <li>Remove obstacles or relocate the air purifier.</li> </ul>
	The product is installed in a corner.	<ul style="list-style-type: none"> <li>Relocate the product with sufficient clearance.</li> </ul>
There is a strong odor, but the overall air quality indicator light does not change color.	The overall air quality indicator light is already orange or red.	<ul style="list-style-type: none"> <li>The PM density level may be higher than the odor level. The color of the overall air quality indicator light is based on whichever is higher.</li> <li>The odor sensor detects harmful gases. While some strong smells such as food smells may be unpleasant, the sensor may not react to them, even though the combined filter is working to remove the odors.</li> </ul>

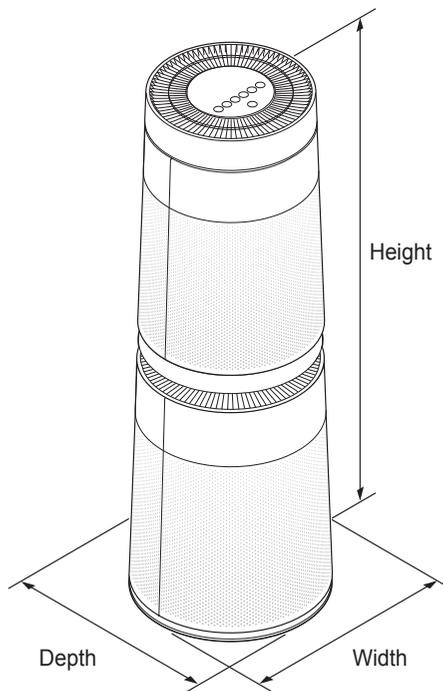
Symptom	Cause	Solution
The overall air quality indicator light stays red for a long period.	The color should change if the air purifier is moved to a cleaner area. If it doesn't, clean the sensor or unplug the product briefly.	<ul style="list-style-type: none"> <li>• If the odor level is beyond the capacity of the air purifier, the display may not change.</li> <li>• Clean the sensor area.</li> <li>• Remove the power plug from the outlet and reconnect it one minute later.</li> </ul>
	A spray product such as cooking oil, perfume, or deodorizer was used near the air purifier.	<ul style="list-style-type: none"> <li>• Do not spray substances near the air purifier.</li> </ul>
The buttons on the control panel do not work.	The Lock icon  is showing on the status display panel.	<ul style="list-style-type: none"> <li>• Press and hold the <b>Sleep Timer</b> button for 3 sec. or longer to disable the Lock function.</li> </ul>
The fine dust density does not change.	The sensor may be dirty.	<ul style="list-style-type: none"> <li>• Clean the PM 1.0 (super ultra-fine dust) sensor.</li> </ul>
	The air purifier is installed in an enclosed space.	<ul style="list-style-type: none"> <li>• If there is little air circulation or incoming air in the space, the air quality may stay the same.</li> </ul>
The fine dust density remains high.	The product may be installed near a constant flow of outside air.	<ul style="list-style-type: none"> <li>• In an environment where outside air is supplied continuously, the density may remain high.</li> </ul>
The color of the overall air quality indicator does not match the dust density level.	The odor level may be higher than the dust density level.	<ul style="list-style-type: none"> <li>• The overall air quality level is determined by the higher of the PM density and odor levels.</li> <li>• Even if the PM density is low, if the odor level is high, the overall air quality indicator will reflect the odor level.</li> </ul>
The overall air quality level is different than the EPA overall air quality level.	The EPA method of measuring overall air quality may be different.	<ul style="list-style-type: none"> <li>• The EPA measurement is an average value over time. The air purifier measures air quality in real time. So the results may be different.</li> </ul>

Symptom	Cause	Solution
There is a strange smell coming from the air outlet and the filter.	The air purifier is new.	<ul style="list-style-type: none"> <li>The odor of activated charcoal is not harmful. This is similar to the smell you may experience in a brand new car. The odor will go away after 1-2 weeks of use.</li> </ul>
	The air purifier is installed in a smoky or smelly area.	<ul style="list-style-type: none"> <li>Do not use the air purifier in place of a vent fan or range hood. Ventilate smoke or strong odors first, then use the air purifier to eliminate lingering odors.</li> </ul>
	The filter is no longer working and needs to be replaced.	<ul style="list-style-type: none"> <li>Replace the filter. The filter replacement frequency may differ depending on the usage environment.</li> </ul>
	The air purifier is installed near a stove.	<ul style="list-style-type: none"> <li>Running the air purifier for an extended period near where you cook, broil or fry food may rapidly shorten the lifespan of the filter.</li> <li>Use a range hood or ventilate the room while cooking, and only use the air purifier to remove lingering odors.</li> </ul>
The Clean Booster is not working.	Is the operation mode set to the Clean Booster mode?	<ul style="list-style-type: none"> <li>The booster fan speed and booster fan rotation functions work only in the Clean Booster mode.</li> </ul>
There is a noise when starting or stopping the Clean Booster	-	<ul style="list-style-type: none"> <li>The Clean Booster is trying to find the correct angle.</li> </ul>

Symptom	Cause	Solution
I can't connect to the product in the LG SmartThinQ app.	The air purifier may be unplugged.	<ul style="list-style-type: none"> <li>• Plug in the air purifier.</li> </ul>
	The wireless router connected to the product is not working.	<ul style="list-style-type: none"> <li>• Power off the wireless router then power it on again.</li> <li>• Check if there is an Internet connection problem with the router.</li> </ul>
I can't register the product in the LG SmartThinQ app.	The product may be too far away from your wireless router.	<ul style="list-style-type: none"> <li>• Move the product near the wireless router while registering it.</li> </ul>
	Your wireless router may not be working properly.	<ul style="list-style-type: none"> <li>• Some carriers provide routers that are available to their members only. If you have an outdated model, contact your carrier to have it replaced with a newer one.</li> </ul>
The PM density levels are different between the product and the LG SmartThinQ app.	The PM densities may be for different particle sizes or the application may not have updated the information.	<ul style="list-style-type: none"> <li>• Make sure that you are comparing the PM density values for the same size particles.</li> <li>• If the PM density values for the same particle size differ, the LG SmartThinQ application may have a longer delay in updating than the product.</li> </ul>

# Product Specifications

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The external appearance and dimensions of the product are subject to change without prior notice.

<b>Model</b>	AS560DWR0
<b>Power</b>	115 V~, 60 Hz
<b>Exterior dimensions (Width X Height X Depth)</b>	Without the Clean Booster running: 14.7 in. x 42.2 in. x 14.7 in. (373 mm x 1,073 mm x 373 mm)
	With the Clean Booster running: 14.7 in. x 51.6 in. x 14.7 in. (373 mm x 1,310 mm x 373 mm)

# Warranty (USA)

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

Should the LG Air Purifier fail due to a defect in materials or workmanship under normal home 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 and applies only when purchased and used within the United States, including U.S. Territories. Proof of original retail purchase is required to obtain warranty service under this limited warranty.

Warranty Period	Scope of Warranty	Remark
One (1) year from date of original retail purchase	Any internal / functional parts and labor	LG will provide parts and labor to repair or replace defective parts.
Ten (10) years from date of original retail purchase	Smart Inverter Motor	Parts Only. Customer will be responsible for any labor or in-home service to replace defective parts.

- 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 or remanufactured.

**THIS WARRANTY IS IN LIEU OF ANY OTHER WARRANTY, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TO THE EXTENT ANY IMPLIED WARRANTY IS REQUIRED BY LAW, IT IS LIMITED IN DURATION TO THE EXPRESS WARRANTY PERIOD ABOVE. NEITHER THE MANUFACTURER NOR ITS U.S. DISTRIBUTOR SHALL BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES OF ANY NATURE, INCLUDING WITHOUT LIMITATION, LOST REVENUES OR PROFITS, OR ANY OTHER DAMAGE WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE.**

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 exclusion or limitation may not apply to you. This 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 or repair the product; instruction to the customer on operation of the product; repair or replacement of fuses or correction of wiring or plumbing, or correction of unauthorized repairs/installation.
- Failure of the product to perform during power failures and interrupted or inadequate electrical service.

- Damage caused by leaky or broken water pipes, frozen water pipes, restricted drain lines, inadequate or interrupted water supply or inadequate supply of air.
- Damage resulting from operating the product in a corrosive atmosphere or contrary to the instructions outlined in the product's owner's manual.
- Damage to the product caused by accidents, pests and vermin, lightning, wind, fire, floods, or acts of God.
- Damage or failure caused by unauthorized modification or alteration, or if it is used for other than the intended purpose, or any water leakage where the unit was not properly installed.
- Damage or failure caused by incorrect electrical current, voltage, or plumbing codes, commercial or industrial use, or use of accessories, components, or consumable cleaning products that are not approved by LG.
- Damage caused by transportation and handling, including scratches, dents, chips, and/or other damage to the finish of your product, unless such damage results from defects in materials or workmanship and is reported within one (1) week of delivery.
- Damage or missing items to any display, open box, discounted, or refurbished product.
- Products with original serial numbers that have been removed, altered, or cannot be readily determined. Model and serial numbers, along with original retail sales receipts, are required for warranty validation.
- Increases in utility costs and additional utility expenses.
- Repairs when the product is used for other than normal and usual household use (e.g. commercial use, in offices and recreational facilities) or contrary to the instructions outlined in the product's owner's manual.
- Costs associated with removal of the product from your home for repairs.
- The removal and reinstallation of the product if it is installed in an inaccessible location or is not installed in accordance with published installation instructions, including LG's owner's and installation manuals.
- Damage resulting from misuse, abuse, improper installation, repair, or maintenance. Improper repair includes use of parts not approved or specified by LG.

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

TO OBTAIN WARRANTY SERVICE AND ADDITIONAL INFORMATION

For additional product information, visit the LG website at <http://www.lg.com>

For assistance using this product or to schedule service, contact LG Electronics at 1-800-243-0000 (US).

For further assistance, write: LG Electronics, 201 James Record Road, Huntsville, Alabama 35813

**PROCEDURE FOR RESOLVING DISPUTES:**

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

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

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

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

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

issues relating to the scope and enforceability of the arbitration provision and to the arbitrability of the dispute are for the court to decide. The arbitrator is bound by the terms of this provision.

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

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

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

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

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

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**MEMO**