



## LG Smart Laundry&DW Application – USING Smart Diagnosis

[Home](#) » [LG](#) » LG Smart Laundry&DW Application – USING Smart Diagnosis 

### Contents

- [1 LG Smart Laundry&DW Application – USING Smart Diagnosis](#)
- [2 USING Smart Diagnosis™](#)
- [3 MAINTENANCE](#)
- [4 TROUBLESHOOTING](#)
- [5 Related Posts](#)



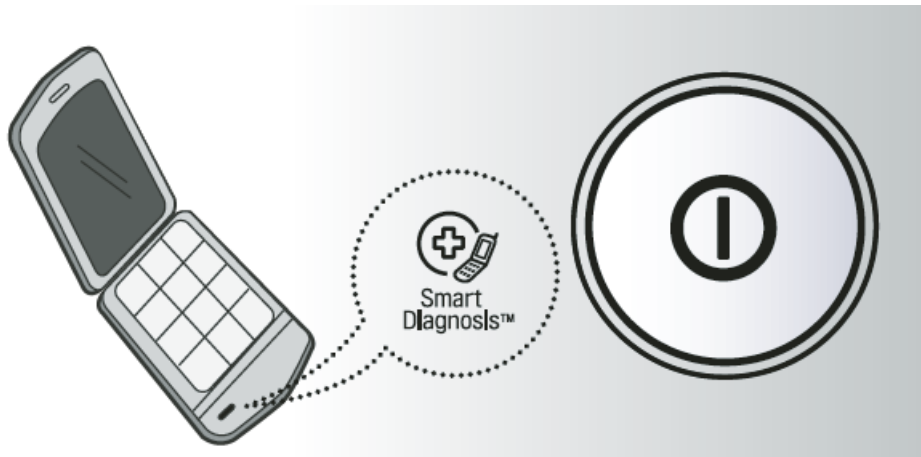
### LG Smart Laundry&DW Application – USING Smart Diagnosis



### USING Smart Diagnosis™

Should you experience any problems with your dryer, it has the capability of transmitting data to your Smart Phone using the LG Smart Laundry&DW Application or via your telephone to the LG call center. Smart Diagnosis™ cannot be activated unless your dryer is turned on by pressing the Power button. If your dryer is unable to turn on, then troubleshooting must be done without using Smart Diagnosis™.

### Audible Diagnosis



### Smart Diagnosis™ Using Your SmartPhone

1. Download the LG Smart Laundry&DW application on your smartphone.
2. Open the LG Smart Laundry&DW application on your smartphone. Press the right arrow button to advance to the next screen.
3. Press the Record button on the smartphone and then hold the mouthpiece of the smartphone near the Smart Diagnosis™ logo on the dryer.
4. With the phone held in place, press and hold Temp. button for three seconds.
5. Keep the phone in place until the tone transmission has finished. It takes time on panel displayed.
6. When the recording is complete, view the diagnosis by pressing the Next button on the phone.

#### NOTE

Smart Diagnosis™ is a troubleshooting feature designed to assist, not replace, the traditional method of troubleshooting through service calls. The effectiveness of this feature depends upon various factors, including, but not limited to, the reception of the cellular phone being used for transmission, any external noise that may be present during the transmission, and the acoustics of the room where the machine is located. Accordingly, LG does not guarantee that Smart Diagnosis™ would accurately troubleshoot any given issue.

### Smart Diagnosis™ Through the Call Center

1. Call the LG call center at: (LG U.S.) 1-800-243-0000 (LG Canada) 1-888-542-2623.
2. When instructed to do so by the call center agent, hold the mouthpiece of your phone over the Smart Diagnosis™ logo on the machine. Hold the phone no more than one inch (but not touching) the machine.

#### NOTE

Do not touch any other buttons or icons on the display screen.

3. Press and hold the Temp. button for three seconds.
4. Keep the phone in place until the tone transmission has finished. It takes time on panel displayed.
5. Once the countdown is over and the tones have stopped, resume your conversation with the call center agent, who will then be able to assist you in using the information transmitted for analysis.

## MAINTENANCE

### Regular Cleaning

#### WARNING

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

- Unplug the dryer before cleaning to avoid the risk of electric shock. Failure to follow this warning can cause serious injury, fire, electrical shock, or death.
- Never use harsh chemicals, abrasive cleaners, or solvents to clean the washer. They will damage the finish.

### **Cleaning the Exterior**

Proper care of the dryer can extend its life.

The outside of the machine can be cleaned with warm water and a mild, nonabrasive household detergent. Immediately wipe off any spills with a soft, damp cloth.

### **NOTE**

Do not use methylated spirits, solvents, or similar products.

Never use steel wool or abrasive cleansers; they can damage the surface.

### **Cleaning the Interior**

Wipe around the door opening and seal with a soft, damp cloth to prevent lint and dust buildup that could damage the door seal.

Clean the window with a soft cloth dampened with warm water and a mild, nonabrasive household detergent; then wipe dry.

The stainless steel drum can be cleaned with a conventional stainless steel cleaner, used according to the manufacturer's specifications.

Never use steel wool or abrasive cleansers; they can scratch or damage the surface.

### **Cleaning Around and Under the Dryer**

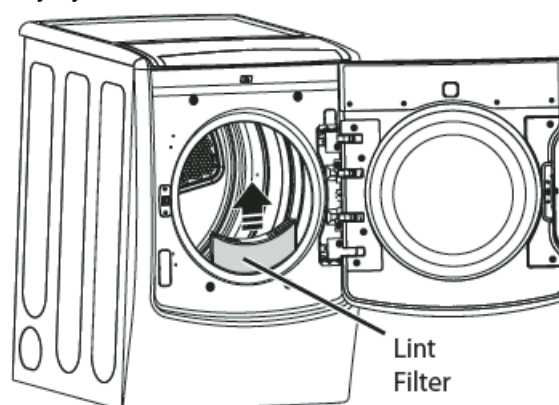
Vacuum lint and dust from around the dryer and underneath it regularly. Vent ductwork should be checked for lint buildup and cleaned at least once per year. If any noticeable reduction in airflow or drying performance occurs, immediately check ductwork for obstructions and blockages.

### **Maintaining Ductwork**

Vent ductwork should be checked for lint buildup and cleaned at least once per year. If any noticeable reduction in airflow or drying performance occurs, immediately check ductwork for obstructions and blockages. Contact a qualified technician or service provider.

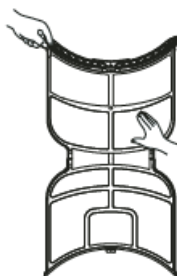
### **Cleaning the Lint Filter**

Always clean the lint filter after every cycle.

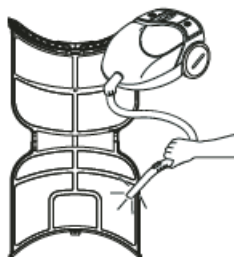


To clean, open the dryer door and pull the lint filter straight up. Then:

1. Roll any lint off the filter with your fingers, or



2. Vacuum the lint filter,



3. If the lint filter has become very dirty or clogged with fabric softener, wash the lint filter in warm, soapy water and allow to dry thoroughly before reinstalling it.



#### NOTE

NEVER operate the dryer without the lint filter in place. NEVER operate the dryer with a wet lint filter.

## TROUBLESHOOTING

### Before Calling for Service

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

Problem	Possible Causes	Solutions

<p>The dryer will not turn on</p>	<ul style="list-style-type: none"> <li>• Power cord is not properly plugged in.</li> <li>• House fuse is blown, the circuit breaker has tripped, or a power outage has occurred.</li> </ul>	<ul style="list-style-type: none"> <li>• Make sure that the plug is plugged securely into a grounded outlet matching the dryer's rating plate.</li> <li>• Reset the circuit breaker or replace the fuse. Do not increase fuse capacity. If the problem is a circuit overload, have it corrected by a qualified electrician?</li> </ul>
<p>The dryer does not heat</p>	<ul style="list-style-type: none"> <li>• House fuse is blown, the circuit breaker has tripped, or a power outage has occurred.</li> <li>• Gas supply or service turned off (gas models only).</li> <li>• Energy Saver option selected</li> </ul>	<ul style="list-style-type: none"> <li>• Reset the circuit breaker or replace the fuse. Do not increase fuse capacity. If the problem is a circuit overload, have it corrected by a qualified electrician?</li> <li>• Confirm that the house gas shutoff and the dryer gas shutoff are both fully open.</li> <li>• If using the Cotton/Normal cycle, deselect the Energy Saver option. The Energy Saver option is selected by default. This option reduces energy use by adding an air dry section to the beginning of the cycle. It is normal to feel no heat at the beginning of the cycle while in Energy Saver mode.</li> </ul>

<p>Greasy or dirty spots on clothes</p>	<ul style="list-style-type: none"> <li>• Fabric softener used incorrectly.</li> <li>• Clean and dirty clothes being dried together.</li> </ul>	<ul style="list-style-type: none"> <li>• Confirm and follow the instructions provided with your fabric softener.</li> <li>• Make sure to use your dryer to dry only clean items, because dirty items can soil clean clothes placed in the same or subsequent loads.</li> <li>• Stains on dried clothes are actually stains that were not removed during the washing process.</li> </ul> <p>Make sure that clothes are being completely cleaned according to the instructions for your washer and detergent.</p>
<p>Display shows error code tE1 or tE2</p>	<ul style="list-style-type: none"> <li>• Thermistor is malfunctioning.</li> </ul>	<ul style="list-style-type: none"> <li>• Turn off the dryer and call for service.</li> </ul>

Lint on clothes	<ul style="list-style-type: none"> <li>• Lint filter not cleaned properly.</li> <li>• Laundry not sorted properly.</li> <li>• Excess static in clothes.</li> <li>• Dryer is overloaded.</li> <li>• Tissue, paper, etc., left in pockets.</li> </ul>	<ul style="list-style-type: none"> <li>• Make sure the lint filter is cleaned before every load. With some loads that produce high amounts of lint, it may be necessary to clean the filter during the cycle.</li> <li>• Some fabrics are lint producers (i.e., a fuzzy white cotton towel) and should be dried separately from clothes that are lint trappers (i.e., a pair of black linen pants).</li> <li>• See the Excess static in clothes after drying section below.</li> <li>• Divide larger loads into smaller loads for drying.</li> <li>• Check pockets thoroughly before washing and drying clothes.</li> </ul>
Excess static in clothes after drying	<ul style="list-style-type: none"> <li>• Fabric softener not used or used incorrectly.</li> <li>• Clothes dried too long (overdried).</li> <li>• Drying synthetics, permanent press, or synthetic blends.</li> </ul>	<ul style="list-style-type: none"> <li>• Use a fabric softener to reduce static electricity correctly. Do not use fabric softeners or products to eliminate static unless recommended by the manufacturer of the fabric softener or product.</li> <li>• Overdrying a load of laundry can cause a buildup of static electricity. Adjust settings and use a shorter drying time, or use SENSOR DRY cycles.</li> <li>• These materials can cause static buildup. Try using a fabric softener.</li> </ul>

<p>The display shows error code PS</p>	<ul style="list-style-type: none"> <li>• Power cord connection is incorrect.</li> </ul>	<ul style="list-style-type: none"> <li>• Check the connection of the power cord to the terminal block. Refer to pages 27-30 in this manual.</li> </ul>
--	---	--

**Download PDF:** [LG Smart Laundry&DW Application – USING Smart Diagnosis](#)