

REF		
REF	Troubleshooting	Parts Triage
Not cooling or Low cooling	<ul style="list-style-type: none"> ● Check if evaporator fan is running ● check if ice build up on evaporator cover ● check if condensor fan is running ● check if compressor is running ● open the evaporator cover if you don't see ice on the cover ● check to see if there is ice build up on the evap in such a pattern <ol style="list-style-type: none"> 1. drain plugged - ice build below evaporator 2. fan issue - frost build on top of the evaporator 3. defrost issue - the whole evaporator will be covered in ice 4. low on refrigerant - there will be an ice ball on the tube that feeds the evaporator and partial ice on the evaporator <ul style="list-style-type: none"> ● put your thumb on the evaporator, if the frost dissipates, it's a good indication you have an inefficient compressor ● if you don't see anything obvious, tap into the system ● if compressor is running and pressure is high on the low side and low on the high side, then the compressor is faulty ● if compressor is running and it shows a system vacuum, then it's a leak in the system and all you need is pressure test the system to find the leak ● check sensors, freezer and refrigerator 	<ol style="list-style-type: none"> 1. Compressor With Filter Drier 2. PCB
Too cold	<ul style="list-style-type: none"> ● check if icemaker door gaskets are sealing properly or missing otherwise it will allow air from freezer into main fridge ● check if dampers are opening and closing with test button. Press once for open, press second time to close ● check sensor resistance: freezer and fridge ● Check if hot pot is placed under the fridge sensor causing the temperature to misread ● Check freezer temperatures, should be below -15Celsius. If it is above, then suspect sealed system issue 	<ol style="list-style-type: none"> 1. freezer sensor 2. PCB 3. Damper

No ice	<ul style="list-style-type: none"> ● check if the ice maker tray has ice in it or empty? ● if it has ice, it means you need to check the temperature in the freezer (should be below -15Celsius) and check ice maker fan. if that checks out, it could be main pcb. if it doesn't check out, then it could be insufficient cooling due to compressor or sealed system issue ● if it doesn't have ice in the tray, then you are looking to see if water is absent from the ice maker. use the test button to cycle the ice maker to see water come through. ● if all the above checks out, ask customer how often they are opening the freezer door ● verify condenser coil is not plugged with dust and has good air flow 	1. ice maker fan 2. door gasket assembly 3. compressor with filter drier 4. pcb
Noise	<ul style="list-style-type: none"> ● check fan ● check compressor ● check for vibrations with food items ● check if ice maker is hooked up to water line or not ● check for stickers on the power cord rubbing on back wall panel of fridge 	1. evap assembly 2. cond fan motor
Bad water taste	<ul style="list-style-type: none"> ● confirm bad water taste ● check for braided stainless steel water line coming in from home, this will need to be replaced with copper line as per manual ● if that check checks out, replace LG recommended parts: filter filter head water valve water tank left door 	1. filter 2. filter head 3. water valve 4. water tank
Door's won't close	<ul style="list-style-type: none"> ● Typically this happens due to door disassembly by deliver team to fit the product in the house. Re-assembly is done incorrectly ● check for frame damage on fridge ● check fridge legs are level ● check plate assembly (mullion flap) ● check cog wheel on tracks for freezer door ● check door gaskets ● check two plastic clips underneath the french door, 1 on each side ● check springloaded hinges on bottom of freezer door 	