



ENGLISH

ESPAÑOL

FRANÇAIS

# OWNER'S MANUAL

# HOOD

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

LSHD3689BD    LSHD3089BD  
LSHD3680ST    LSHD3080ST



MFL70282902\_07

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

Copyright © 2017 - 2022 LG Electronics Inc. All Rights Reserved.

# TABLE OF CONTENTS

## **3 IMPORTANT SAFETY INSTRUCTIONS**

---

## **6 PRODUCT OVERVIEW**

---

- 6 Parts
- 6 Specifications

## **7 OPERATION**

---

## **8 SMART FUNCTIONS**

---

- 8 LG ThinQ Application
- 9 FCC Notice
- 9 FCC RF Radiation Exposure Statement
- 9 Industry Canada Statement
- 9 IC Radiation Exposure Statement

## **11 MAINTENANCE**

---

- 11 Surface Maintenance
- 11 Aluminum Mesh Filters
- 11 Removing Mesh Filters

## **12 TROUBLESHOOTING**

---

- 12 Before Calling for Service

## **14 LIMITED WARRANTY (USA)**

---

## **17 LIMITED WARRANTY (CANADA)**

---

# IMPORTANT SAFETY INSTRUCTIONS

Read and follow all instructions when using the range to prevent the risk of fire, electric shock, personal injury, or damage. This guide does not cover all possible conditions that may occur. Always contact your service agent or manufacturer about problems that you do not understand.

Download this owner's manual at: <http://www.lg.com>



This is the safety alert symbol. This symbol alerts you to potential hazards that can result in property damage and/or serious bodily harm or death.

All safety messages will follow the safety alert symbol and either the word WARNING or CAUTION. These words mean:



**WARNING** - Indicates a hazardous situation which, if not avoided, could result in death or serious injury.



**CAUTION** - Indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.



## WARNING

- To avoid the possibility of explosion or fire, do not store or use combustible, flammable or explosive vapors and liquids (such as gasoline) inside or in the vicinity of this or any other appliance. Also keep items that could explode, such as aerosol cans, away from cooktop burners, ovens and range hoods. Do not store flammable or explosive materials in adjacent cabinets or areas.
- **TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK, OR INJURY TO PERSONS, OBSERVE THE FOLLOWING:**
  - Use this unit only in the manner intended by the manufacturer. If you have questions, contact the manufacturer.
  - Before servicing or cleaning unit, switch power off at service panel and lock the service panel door to prevent power from being switched on accidentally. When the service panel door cannot be locked, securely fasten a prominent warning device, such as a tag, to the service panel.



## CAUTION

- For general ventilating use only. DO NOT use to exhaust hazardous or explosive materials and vapors.

## GENERAL SAFETY PRECAUTIONS

To reduce the risk of fire, electric shock, serious injury or death when using the range hood, follow basic safety precautions, including the following:

### **WARNING**

- If you receive a damaged product, immediately contact your dealer or builder. Do not install or use a damaged hood.
- Make sure that the range hood has been properly installed and grounded by a qualified installer according to the accompanying installation instructions. Have the installer show you the location of the fuse or junction box so that you know where and how to turn the power off.
- Do not install, repair or replace any part of the range hood unless specifically recommended in the literature accompanying it. A qualified service technician should perform all other service.
- To avoid the risk of electric shock, before servicing the range hood, switch power off at the fuse or junction box and lock the electrical panel door to prevent power from being switched on accidentally. When the electrical panel cannot be locked, securely fasten a prominent warning device, such as a tag, to the service panel.
- To avoid the risk of electric shock, before cleaning the range hood, turn off the main power switch.
- Use the range hood only for its intended purpose as outlined in this manual. **DO NOT** use this range hood to vent hazardous or explosive materials or vapors. If you have questions, contact the manufacturer.
- Do not tamper with the controls.
- Never allow the filters to become blocked or clogged. Do not allow foreign objects, such as cigarettes or napkins, to be sucked into the hood.
- If the cooktop and range hood are near a window, use an appropriate window treatment. Avoid long drapes or other window coverings that could blow over the cooktop and hood, resulting in a fire hazard.
- Always run the fan(s) whenever the cooktop is operating.
- Do not leave children alone or unattended in the area where the cooktop and range hood are in use. Never allow children to sit or stand on an appliance. Do not let children play with a range, cooktop or range hood. Do not store items of interest to children above or around the cooktop, range or range hood.
- The minimum vertical distance between the cooktop surface and the exterior part of the hood must be no less than 26" (66 cm). The required vertical distance may be longer for the range or cooktop being used. Consult the range or cooktop installation instructions for the minimum vertical distance from the appliance being used.
- To reduce the risk of a range-top grease fire:
  - Never leave surface units unattended at high settings. Boil-overs cause smoking and greasy spill-overs that may ignite. Heat oils slowly on low or medium settings.
  - Always turn hood ON when cooking at high heat or when flambéing food (i.e. Crepes Suzette, Cherries Jubilee, Peppercorn Beef Flambé).
  - Clean ventilating fans frequently. Grease should not be allowed to accumulate on fan or filter.
  - Use proper pan size. Always use cookware appropriate for the size of the surface element.

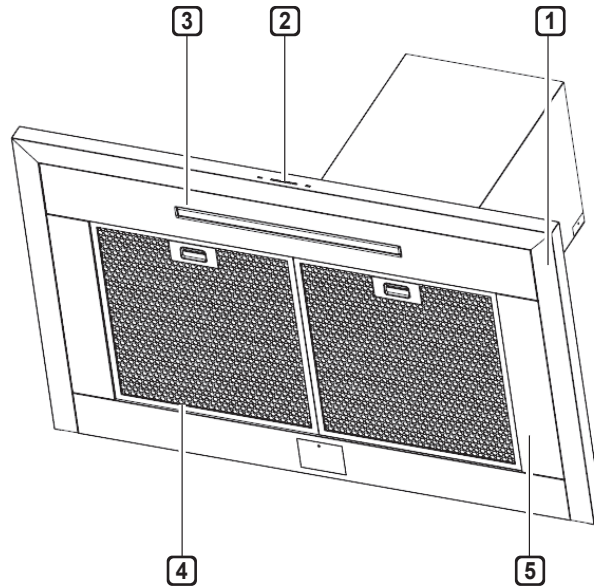
** WARNING**

- TO REDUCE THE RISK OF INJURY TO PERSONS IN THE EVENT OF A RANGE-TOP GREASE FIRE:
  - SMOTHER FLAMES with a close-fitting lid, cookie sheet or metal tray, then turn off the burner. BE CAREFUL TO PREVENT BURNS. If the flames do not go out immediately, EVACUATE AND CALL THE FIRE DEPARTMENT.
  - NEVER PICK UP A FLAMING PAN - you may be burned.
  - DO NOT USE WATER, including wet dish cloths or towels - a violent steam explosion may result.
  - Use a fire extinguisher ONLY if:
    - You have a Class ABC extinguisher, and you already know how to operate it.
    - The fire is small and contained in the area where it started.
    - The fire department is being called.
    - You can fight the fire with your back to an exit.

**READ AND SAVE THESE INSTRUCTIONS**

# PRODUCT OVERVIEW

## Parts

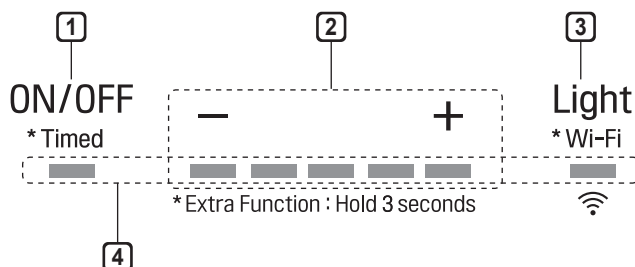


- ① HOOD
- ② ICON TOUCH CONTROL PANEL
- ③ LED STRIP LIGHT
- ④ MESH FILTER
- ⑤ SIDE PANEL (Only for LSHD3689BD, LSHD3680ST)

## Specifications

Hood Models	LSHD3689BD, LSHD3680ST, LSHD3089BD, LSHD3080ST
Hood Width	LSHD3689BD, LSHD3680ST : 36 Inches LSHD3089BD, LSHD3080ST : 30 Inches
Filters	2 pcs
Lights	1(LED Strip type)

# OPERATION



## 1 POWER / DELAY OFF BUTTON ON/OFF \* Timed

### Power Button Function

- ON/OFF  
\* Timed Button will turn power on and off for entire hood (fan and lights).
- Hood will remember the last speed and light level it was turned off at.  
(Example: Press the ON/OFF  
\* Timed button to turn off the hood with fan speed at level 4 and lights on high. Press the ON/OFF  
\* Timed again and the hood will turn on with the fan speed set to 4 and the lights on high.)

### Delay Off Button Function

- With the fan on, press and hold the ON/OFF  
\* Timed button for three seconds. The fan will change to speed 1 and the 5 minute delay off timer will start.  
ON/OFF  
\* Timed + — + LEDs will illuminate and slowly blink in accordance with the time remaining until the fan and lights automatically turn off.
- Pressing the ON/OFF  
\* Timed button while the Delay Off Function is enabled will turn the hood off and cancel the Delay Off Function.

## 2 SPEED SELECTION BUTTON

### Fan Speed Decrease Button —

- Press this button to decrease fan speed. 5, 4, 3, 2, 1.
- If fan is On at level 1 and this button is pressed, fan will power Off.

### Fan Speed Increase Button +

- Press this button to increase fan speed. Fan On, 1, 2, 3, 4, 5.
- If hood is Off and this button is pressed, fan will turn On at level 1.

## 3 LIGHT BUTTON Light \* Wi-Fi

- The light has two levels: High and Low.
- From off, press one time for High. Press again for Low. Press again to power lights off.
- Press and hold the Light button for 3 seconds to connect to a home Wi-Fi network. See page 8 for more information.



## 4 DISPLAY INDICATORS

### Mesh Filter Clean Reminder (always enabled)

- After 30 hours of fan usage, the — button indicator will begin to slowly blink indicating it is time to clean the mesh filters.
- **To reset:** With hood off: hold the — button for three seconds. All LED indicators will blink two times confirming the 30 hour timer has been reset.

# SMART FUNCTIONS

## LG ThinQ Application

This feature is only available on models with the  or  logo.

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

### LG ThinQ Application Features

#### Settings

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

#### Monitoring

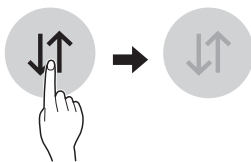
This function helps you recognize the current status, remaining time, cook settings and end time on the screen.

#### NOTE

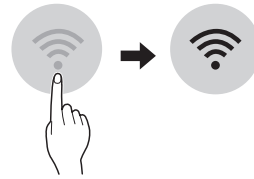
- If you change your wireless router, Internet service provider, or password, delete the registered appliance from the **LG ThinQ** application and register it again.
- This information is current at the time of publication. The application is subject to change for product improvement purposes without notice to users.
- This feature is only available on some models.

### Before Using LG ThinQ Application


- 1 Use a smartphone to check the strength of the wireless router (Wi-Fi network) near the appliance.
  - If the distance between the appliance and the wireless router is too far, the signal becomes weak. It takes long time to register or fails to install the application.
- 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 **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.
- The surrounding wireless environment can make the wireless network service run slowly.
- 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 network connection may not work properly depending on the Internet service provider.
- The Wi-Fi connection may not connect or may be interrupted because of the home network environment.
- If the appliance cannot be registered due to problems with the wireless signal transmission, unplug the appliance and wait about a minute before trying 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**, network setup may fail. Change the security protocol (**WPA2** is recommended), and register 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.

## Wireless LAN Module Specifications

Model	LCW-003
Frequency Range	2412 - 2462 MHz
Output Power (Max)	< 30 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 colocated 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.

## Industry Canada Statement

- For transmitter module contained in this product
- This device contains licence-exempt transmitter(s)/ receiver(s) that comply with Innovation, Science and Economic Development Canada's licence exempt RSS(s). Operation is subject to the following two conditions:
- (1) This device may not cause interference.
  - (2) This device must accept any interference, including interference that may cause undesired operation of the device.

## IC Radiation Exposure Statement

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment.

This equipment should be installed and operated with a minimum distance of 20 cm (7.8 inches) between the antenna and your body.

### NOTE

THE MANUFACTURER IS NOT RESPONSIBLE FOR ANY RADIO OR TV INTERFERENCE CAUSED BY UNAUTHORIZED MODIFICATIONS TO THIS EQUIPMENT. SUCH MODIFICATIONS COULD VOID THE USER'S AUTHORITY TO OPERATE THE EQUIPMENT.

## **Open Source Software Notice Information**

To obtain the source code under GPL, LGPL, MPL, and other open source licenses, that is contained in this product, please visit <http://opensource.lge.com>. In addition to the source code, all referred license terms, warranty disclaimers and copyright notices are available for download.

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](mailto:opensource@lge.com). This offer is valid for a period of three years after our last shipment of this product. This offer is valid to anyone in receipt of this information.

# MAINTENANCE

## Surface Maintenance

Clean periodically with hot soapy water and a clean cotton cloth. Do not use corrosive or abrasive detergent, or steel wool/scouring pads which will scratch and damage surface. Do not use products containing chlorine bleach or citrus-based cleaners.

For heavier soil use liquid degreaser.

After cleaning, you may use non-abrasive stainless steel polish or cleaners to polish and buff out the stainless luster and grain. Using a clean microfiber or cotton cloth, scrub lightly and with the grain.

## Aluminum Mesh Filters

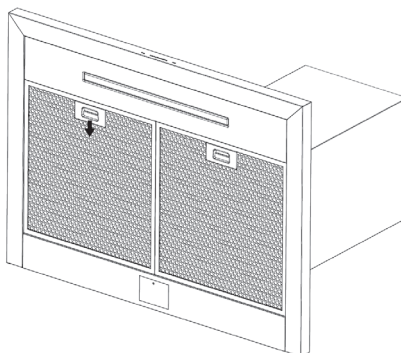
The aluminum mesh filters installed by the factory are intended to filter out residue and grease from cooking. They don't need to be replaced on a regular basis, as long as they are kept clean.

Remove and clean by hand or in dishwasher on low heat. Spray degreasing detergent and leave to soak if heavily soiled.

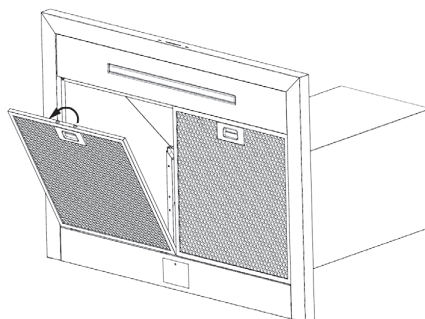
Dry filters and re-install before using hood.

## Removing Mesh Filters

- 1 Push handle on filter toward back of range hood.



- 2 Pivot the front of the filter down and pull the filter forward to remove it.



- Follow these steps in reverse to reassemble the filter.

# TROUBLESHOOTING

## Before Calling for Service

Symptoms	Possible Causes / Solutions
<b>After installation, the unit doesn't work.</b>	<ul style="list-style-type: none"> <li>• The power source is not turned ON.               <ul style="list-style-type: none"> <li>- Make sure the circuit breaker and the unit's power is ON.</li> </ul> </li> <li>• The power cord and the cable locking connector are not connected properly.               <ul style="list-style-type: none"> <li>- Make sure the power cord is properly connected to the unit.</li> </ul> </li> </ul>
<b>Lights work, but blower is not turning.</b>	<ul style="list-style-type: none"> <li>• The thermally protected system detects if the blower is too hot to operate and shuts the blower down.               <ul style="list-style-type: none"> <li>- The blower will function properly after the thermally protected system cools down.</li> </ul> </li> </ul>
<b>The unit is vibrating.</b>	<ul style="list-style-type: none"> <li>• The blower is not securely in place.               <ul style="list-style-type: none"> <li>- Tighten the screws holding the blower in place.</li> </ul> </li> <li>• Damaged blower wheel.               <ul style="list-style-type: none"> <li>- Call for service.</li> </ul> </li> <li>• The hood is not secured in place.               <ul style="list-style-type: none"> <li>- Check the installation of the hood.</li> </ul> </li> </ul>
<b>The blower is working, but the lights are not.</b>	<ul style="list-style-type: none"> <li>• Call for service.</li> </ul>
<b>The speed levels of the blower sound the same.</b>	<ul style="list-style-type: none"> <li>• Using the wrong size of ducting.               <ul style="list-style-type: none"> <li>- Change the ducting to at least 8" round or 3-1/4" x 10" rectangular for single blower or 10" round for dual blower.</li> </ul> </li> </ul>
<b>The hood is not venting out properly.</b>	<ul style="list-style-type: none"> <li>• The hood might be hanging too far above the cook top.               <ul style="list-style-type: none"> <li>- Adjust the distance between the cook top and the bottom of the hood to within 26" to 36".</li> </ul> </li> <li>• The wind from the opened windows or opened doors in the surrounding area are affecting the ventilation of the hood.               <ul style="list-style-type: none"> <li>- Close all windows and doors to eliminate the outside wind flow.</li> </ul> </li> <li>• Blockage in the duct opening or duct work.               <ul style="list-style-type: none"> <li>- Clear any blockages from the duct work or duct opening.</li> </ul> </li> <li>• The direction of duct opening is against the wind.               <ul style="list-style-type: none"> <li>- Adjust the duct opening direction.</li> </ul> </li> <li>• Using the wrong size of ducting.               <ul style="list-style-type: none"> <li>- Change the ducting to correct size.</li> </ul> </li> </ul>
<b>Mesh filter is vibrating.</b>	<ul style="list-style-type: none"> <li>• Mesh filter is loose.               <ul style="list-style-type: none"> <li>- Change the metal filter.</li> </ul> </li> </ul>
<b>The unit turns on by itself.</b>	<ul style="list-style-type: none"> <li>• A spot light or kitchen lamp is shining directly onto the switch controls.               <ul style="list-style-type: none"> <li>- The switch controls are light sensitive. A light source aimed directly at the switch controls may disrupt switch functions.</li> </ul> </li> </ul>

Symptoms	Possible Causes / Solutions
<b>Trouble connecting appliance and smartphone to Wi-Fi network</b>	<ul style="list-style-type: none"><li>• The password for the Wi-Fi network was entered incorrectly.<ul style="list-style-type: none"><li>- Delete your home Wi-Fi network in the application and begin the registration process again.</li></ul></li><li>• Mobile data for your smartphone is turned on.<ul style="list-style-type: none"><li>- Turn off the Mobile data on your smartphone before registering the appliance.</li></ul></li><li>• The wireless network name (SSID) is set incorrectly.<ul style="list-style-type: none"><li>- The wireless network name (SSID) should be a combination of English letters and numbers. (Do not use special characters.)</li></ul></li><li>• The router frequency is not 2.4 GHz.<ul style="list-style-type: none"><li>- 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.</li></ul></li><li>• The distance between the appliance and the router is too far.<ul style="list-style-type: none"><li>- 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 or purchase and install a Wi-Fi repeater.</li></ul></li></ul>

## LIMITED WARRANTY (USA)

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 your LG Hood ("Product") fail due to a defect in materials or workmanship under normal and proper use, during the warranty period set forth below, LG Electronics ("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.

Warranty Period	Scope of Warranty
Two (2) year from date of original retail purchase	Parts and Labor (internal / functional parts only)

- 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, reconditioned, refurbished, or otherwise factory remanufactured.
- Proof of original retail purchase specifying the Product model and date of purchase is required to obtain warranty service under this limited warranty.

**EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THE PRODUCT IS LIMITED IN DURATION TO THE DURATION OF THE ABOVE LIMITED WARRANTY. UNDER NO CIRCUMSTANCES SHALL LG OR ITS U.S. DISTRIBUTORS/DEALERS BE LIABLE FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, OR PUNITIVE DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST GOODWILL, LOST REVENUES OR PROFITS, WORK STOPPAGE, IMPAIRMENT OF OTHER GOODS, COST OF REMOVAL AND REINSTALLATION OF THE PRODUCT, LOSS OF USE, OR ANY OTHER DAMAGES WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE. LG'S TOTAL LIABILITY, IF ANY, SHALL NOT EXCEED THE PURCHASE PRICE PAID BY YOU FOR THE PRODUCT.**

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 exclusions or limitations may not apply to you. This limited 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, educate how to operate, correct wiring, or correct unauthorized repairs.
- Damage or failure of the Product to perform during power failures and interrupted or inadequate electrical service.
- Damage or failure resulting from operating the Product in a corrosive atmosphere or contrary to the Product owner's manual.
- Damage or failure to the Product caused by accidents, pests and vermin, lightning, wind, fire, floods, acts of God, or any other causes beyond the control of LG.
- Damage or failure caused by unauthorized modification or alteration, or if used for other than the intended purpose.
- Damage or failure resulting from misuse, abuse, improper installation, repair, or maintenance. Improper repair includes use of parts not authorized by LG. Improper installation or maintenance includes installation or maintenance contrary to the Product owner's manual.
- Damage or failure caused by incorrect electrical current, voltage, or ventilation/plumbing codes.
- Damage or failure caused by transportation and handling, including scratches, dents, chips, and/or other damage to the finish of the Product, unless such damage is reported within one (1) week of delivery.
- Damage or missing items to any display, open box, or discounted Product.
- Refurbished Product or any Product sold "As Is", "Where Is", "With all Faults", or similar disclaimer.
- Products with original serial numbers that have been removed, altered, or cannot be readily determined.

- Increases in utility costs and additional utility expenses.
- Any noises associated with normal operation.
- Use of accessories, components, or consumable cleaning products that are not authorized by LG.
- Replacement of light bulbs, filters, or any consumable parts.
- When Product is used for other than normal and proper household use (e.g. commercial or industrial use, offices, and recreational facilities or vehicles) or contrary to the Product's owner's manual.
- Costs associated with removal and reinstallation of your Product for repairs.
- Shelves, drawers and accessories, except for internal/functional parts covered under this limited warranty.

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

#### **TO OBTAIN WARRANTY SERVICE AND ADDITIONAL INFORMATION**

Call 1-800-243-0000 and select the appropriate option from the menu.

Or visit our website at <http://www.lg.com>

Or by mail: LG Electronics Customer Service P.O. Box 240007 Huntsville, AL 35813 ATTN: CIC

#### **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 111 Sylvan Avenue, Englewood Cliffs, NJ 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 111 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.



# LIMITED WARRANTY (CANADA)

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 THE LAWS OF YOUR PROVINCE OR TERRITORY DO NOT PERMIT THAT, OR, IN OTHER JURISDICTIONS, IF 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 your LG Hood ("Product") fail due to a defect in materials or workmanship under normal and proper use, during the warranty period set forth below, LG Electronics Canada, Inc. ("LGECI") will, at its option, repair or replace the Product upon receipt of proof of the original retail purchase. This limited warranty is valid only to the original retail purchaser of the Product and applies only to a Product distributed, purchased and used within Canada, as determined at the sole discretion of LGECI.

**WARRANTY PERIOD: (Note: If the original date of purchase cannot be verified, the warranty will begin sixty (60) days from the date of manufacture).**

Warranty Period	Scope of Warranty
Two (2) year from date of original retail purchase	Parts and Labor (internal / functional parts only)

- 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, reconditioned, refurbished, or otherwise factory remanufactured, all at the sole discretion of LGECI.
- Proof of original retail purchase specifying the Product model and date of purchase is required to obtain warranty service under this Limited Warranty.

**LGECI'S SOLE LIABILITY IS LIMITED TO THE LIMITED WARRANTY SET OUT ABOVE. EXCEPT AS EXPRESSLY PROVIDED ABOVE, LGECI MAKES NO, AND HEREBY DISCLAIMS, ALL OTHER WARRANTIES AND CONDITIONS RESPECTING THE PRODUCT, WHETHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OR CONDITION OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NO REPRESENTATIONS SHALL BE BINDING ON LGECI. LGECI DOES NOT AUTHORIZE ANY PERSON TO CREATE OR ASSUME FOR IT ANY OTHER WARRANTY OBLIGATION OR LIABILITY IN CONNECTION WITH THE PRODUCT. TO THE EXTENT THAT ANY WARRANTY OR CONDITION IS IMPLIED BY LAW, IT IS LIMITED TO THE WARRANTY PERIOD SET OUT ABOVE. UNDER NO CIRCUMSTANCES SHALL LGECI, THE MANUFACTURER OR DISTRIBUTOR OF THE PRODUCT, BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, SPECIAL, DIRECT, INDIRECT, PUNITIVE OR EXEMPLARY DAMAGES, INCLUDING, WITHOUT LIMITATION, LOSS OF GOODWILL, LOST PROFITS, LOSS OF ANTICIPATED PROFITS, LOST REVENUE, LOSS OF USE, OR ANY OTHER DAMAGE, WHETHER ARISING DIRECTLY OR INDIRECTLY FROM ANY CONTRACTUAL BREACH, FUNDAMENTAL BREACH, TORT OR OTHERWISE, OR FROM ANY ACTS OR OMISSIONS. LGECI'S TOTAL LIABILITY, IF ANY, SHALL NOT EXCEED THE PURCHASE PRICE PAID BY YOU FOR THE PRODUCT.**

This Limited Warranty gives you specific legal rights. You may also have other rights that vary from province to province depending on applicable provincial laws. Any term of this Limited Warranty that negates or varies any implied condition or warranty under provincial law is severable where it conflicts with such provincial law without affecting the remainder of this warranty's terms.

## THIS LIMITED WARRANTY DOES NOT COVER:

- Service trips to i) deliver, pick up, or install or; educate on how to operate the Product; ii) correct wiring or plumbing; or iii) correct unauthorized repairs or installations of the Product;
- Damage or failure of the Product to perform during power failures and interrupted or inadequate electrical service;
- Damage or failure resulting from operating the Product in a corrosive atmosphere or contrary to the instructions outlined in the Product's owner's manual;
- Damage or failure to the Product caused by accidents, pests and vermin, lightning, wind, fire, floods, acts of God, or any other causes beyond the control of LGECI or the manufacturer;

## 18 LIMITED WARRANTY

---

- Damage or failure resulting from misuse, abuse, improper installation, repair, or maintenance of the Product. Improper repair includes use of parts not authorized or specified by LGECI. Improper installation or maintenance includes installation or maintenance contrary to the Product's owner's manual;
- Damage or failure caused by unauthorized modification or alteration of the Product, or if used for other than the intended household purpose/use of the Product, or damage or failure resulting from any water leakage due to improper installation of the Product;
- Damage or failure caused by incorrect electrical current, voltage or plumbing codes;
- Damage or failure caused by use that is other than normal household use, including, without limitation, commercial or industrial use, including use in commercial offices or recreational facilities, or as otherwise outlined in the Product's owner's manual;
- Damage or failure caused by transportation and handling, including scratches, dents, chips and/or other damage to the finish of the Product, **unless** such damage results from defects in materials or workmanship and is reported to LGECI within one (1) week of delivery of the Products;
- Damage or missing items to any display, open box, refurbished or discounted Product;
- Refurbished Product or any Product sold "As Is", "Where Is", "With all Faults", or any similar disclaimer;
- Products with original serial numbers that have been removed, altered or cannot be readily determined at the discretion of LGECI;
- Increases in utility costs and additional utility expenses in any way associated with the Product;
- Any noises associated with normal operation of the Product;
- Replacement of light bulbs, filters, fuses or any other consumable parts
- Replacement of any part that was not originally included with the Product;
- Costs associated with removal and/or reinstallation of the Product for repairs; and
- Shelves, drawers, handle and accessories to the Product, except for internal/functional parts covered under this Limited Warranty.
- Coverage for "in Home" repairs, for products in-warranty, will be provided if the Product is within a 150 km radius from the nearest authorized service center (ASC), as determined by LG Canada. If your Product is located outside a 150 km radius from a ASC, as determined by LG Canada, it will be your responsibility to bring the Product, at your sole expense, to the ASC for in-warranty repair.

**All costs and expenses associated with the above excluded circumstances, listed under the heading, This Limited Warranty Does Not Cover, shall be borne by the consumer.**

TO OBTAIN WARRANTY SERVICE AND ADDITIONAL INFORMATION, PLEASE CALL OR VISIT OUR WEBSITE:

Call 1-888-542-2623 (7 A.M. to 12 A.M., 365 days a year) and select the appropriate option from the menu, or visit our website at <http://www.lg.com>

**PROCEDURE FOR RESOLVING DISPUTES:**

EXCEPT WHERE PROHIBITED AT LAW, 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. EXCEPT WHERE PROHIBITED AT LAW, YOU AND LG BOTH IRREVOCABLY AGREE TO WAIVE 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 Canada, 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 LGECI Legal Team at 20 Norelco Drive, North York, Ontario, Canada M9L 2X6 (the “Notice of Dispute”). 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 of LG’s receipt of the Notice of Dispute, the dispute shall be resolved by binding arbitration in accordance with the procedure set out herein. You and LG both agree that, during the arbitration proceeding, the terms (including any amount) of any settlement offer made by either you or LG will not be disclosed to the arbitrator until the arbitrator determines the dispute.

**Agreement to Binding Arbitration and Class Action Waiver.** Upon failure to resolve the dispute during the 30 day period after LG’s receipt of the Notice of Dispute, you and LG agree to resolve any claims between you and LG only by binding arbitration on an individual basis, unless you opt out as provided below, or you reside in a jurisdiction that prevents full application of this clause in the circumstances of the claims at issue (in which case if you are a consumer, this clause will only apply if you expressly agree to the arbitration). To the extent permitted by applicable law, 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, except to the extent such a prohibition is not permitted at law, 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 except to the extent this prohibition is not permitted at law in your province or territory of jurisdiction as it relates to the claims at issue between you and LG.

**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 private and confidential, and conducted on a simplified and expedited basis before a single arbitrator chosen by the parties under the provincial or territorial commercial arbitration law and rules of the province or territory of your residence. You must also send a copy of your written demand to LG at LG Electronics, Canada, Inc., Attn: Legal Department- Arbitration, 20 Norelco Drive, North York, Ontario M9L 2X6. This arbitration provision is governed by your applicable provincial or territorial commercial arbitration legislation. 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 province or territory of your purchase shall govern this Limited Warranty and any disputes between you and LG except to the extent that such law is preempted by or inconsistent with applicable federal or provincial/territorial law. Should arbitration not be permitted for any claim, action, dispute or controversy between you and LG, you and LG attorn to the exclusive jurisdiction of the courts of the province or territory of your purchase for the resolution of the claim, action, dispute or controversy between you and LG.

**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 unless you seek more than \$25,000 in damages, in which case the payment of these fees will be governed by the applicable arbitration rules. Except as otherwise provided for herein, LG will pay all filing, administration and arbitrator fees for any arbitration initiated in accordance with the applicable arbitration 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 applicable laws), then the payment of all arbitration fees will be governed by the applicable arbitration 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 applicable arbitration 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 (1) on the basis of documents submitted to the arbitrator, (2) through a telephonic hearing, or (3) by an in-person hearing as established by the applicable arbitration rules. If your claim exceeds \$25,000, the right to a hearing will be determined by the applicable arbitration rules. Any in-person arbitration hearings will be held at the nearest, most mutually-convenient arbitration location available within the province or territory in which you reside unless you and LG both agree to another location or agree to a telephonic arbitration.

**Severability and Waiver.** If any portion of this Limited Warranty (including these arbitration procedures) is unenforceable, the remaining provisions will continue in full force and effect to the maximum extent permitted by applicable law. Should LG fail to enforce strict performance of any provision of this Limited Warranty (including these arbitration procedures), it does not mean that LG intends to waive or has waived any provision or part of this Limited Warranty.

**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/ca\\_en/support/repair-service/schedule-repair](https://www.lg.com/ca_en/support/repair-service/schedule-repair) and clicking on "Find My Model & Serial Number").

In the event that you "Opt Out", the law of the province or territory of your residence shall govern this Limited Warranty and any disputes between you and LG except to the extent that such law is preempted by or inconsistent with applicable federal or provincial/territorial law. Should arbitration not be permitted for any claim, action, dispute or controversy between you and LG, you and LG agree to attorn to the exclusive jurisdiction of the courts of the province or territory of your residence for the resolution of the claim, action, dispute or controversy between you and LG.

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.

**Conflict of Terms.** In the event of a conflict or inconsistency between the terms of this Limited Warranty and the End User License Agreement ("EULA") in regards to dispute resolution, the terms of this Limited Warranty shall control and govern the rights and obligations of the parties and shall take precedence over the EULA.



LG Customer Information Center

**1-800-243-0000** USA

**1-888-542-2623** CANADA

Register your product Online!

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

Centre d'informations aux consommateurs LG

**1-800-243-0000** États-Unis

**1-888-542-2623** CANADA

Enregistrez votre produit en ligne!

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