

LG TONE Free

Bluetooth[®] LG Stereo Headset

Simple Owner's Manual

Please read the Important Safety Information for the proper use of this product. After reading, store this Owner's Manual in an easily accessible place for all users.

Rev 1.0
US

✔ **NOTE:** Please read all information carefully prior to using the headset in order to enjoy the best performance and prevent damage to the product.

TONE-T90Q (Earbud)
TONE-T90QC (Cradle)

www.lg.com

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Product Components



LG TONE Free®
Earbuds (medium eargels
installed)
UV Charging Case



Extra Ear Gels
(small & large)



USB Type-C™
Charging and
Data cable



USB-C™ to AUX cable



Simple Owner's Manual

✓ **NOTE:** Actual product design may differ from images shown in manual.

⚠ CAUTION

Make sure authentic LG Electronics components are used. Using a nonauthentic component may damage the product. The LG limited warranty does not cover damage caused by the use of non-authentic components. Use the USB Type-C™ Charging and Data cable/USB-C™ to AUX cable provided with the product.

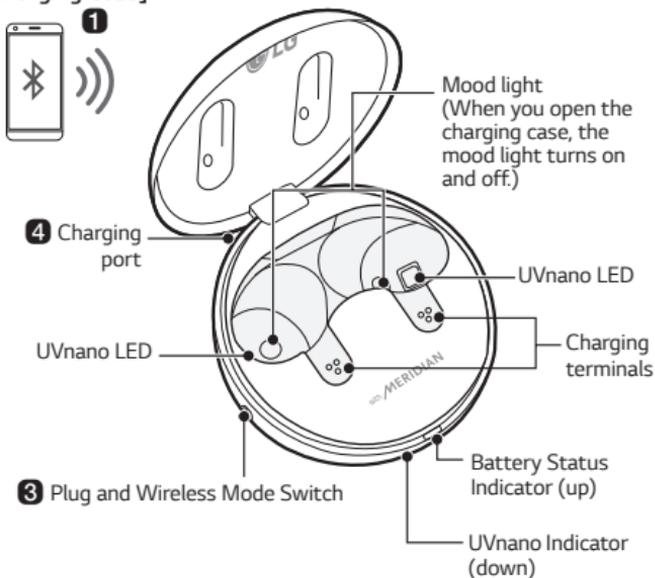
✓ **NOTE**

The complete manual is available for download from the LG Electronics website.

📄 www.lg.com > Support > Manuals & Documents > Browse by Product > Mobile Devices > LG *Bluetooth* Devices

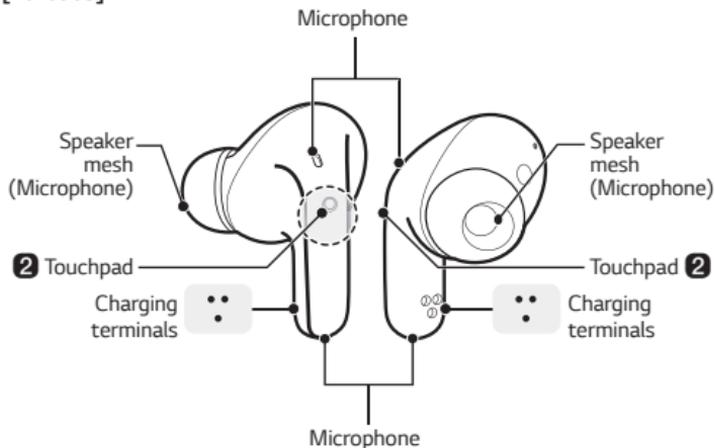
Overview

[Charging Case]



[Earbuds]

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*Make sure that the charging terminal is not soiled with foreign substance.

*The appearance and specifications of the actual product may differ depending on the model.

Using the Earbuds

1. Connect the Earbuds to a mobile phone via Bluetooth

- 1 Tap the **Setting** [Settings icon] app on your mobile phone. Select **Bluetooth** and then turn on the Bluetooth function. (Off > On)
- 2 Open the cover of the charging case with the earbuds mounted on the case. The battery status indicator on the front will blink blue. If the battery status light does not blink blue, or if you want to connect a device other than the one already connected, press and hold the touchpad of the left or right earbud for 3 to 5 seconds.



- 3 When the Fast Pair connection pop-up appears on the bottom of the mobile phone screen, tap it to connect.
 - 4 If the pop-up does not appear, select [TONE-T90Q] from the Bluetooth menu on the mobile phone and connect it.
- In the list of Bluetooth connected devices, TONE-T90Q_LE is not the correct model name for connection. Check the model name in use and connect with the model name without "LE".

2. Using the Earbuds with touch

Touch the earbuds to play or pause music, answer or reject calls.

You can change how the function works in the touchpad settings of the "LG TONE Free" app.

Description	Mobile Calling Functions	Playing Music	Plug and Wireless Mode	Listen to the Ambient Sound (LAS) / Active Noise Cancellation (ANC)
 Touch once	Answering Calls	Play / Pause	Mute or Unmute	-
 Touch twice	Ending Calls	Decrease volume (Touch the left) Increase volume (Touch the right)		-
 Touch three times	-	Play Next	Play Next song (Connecting with USB audio device)	-

 Touch and hold	Rejecting Calls	-	-	Change the functions
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- When the charging case is connected to an analog device, touching it three times triggers no response.
- Connect the charging case to a USB audio device and then touch once to play/pause music.

3. Connecting to an External Device(Plug and Wireless Mode)

You can connect the charging case to an analog device (airplane seat audio, treadmill, cassette, radio, TV, etc.) or a USB audio device (PC) to listen to the sound with the earbuds.

[How to connect analog devices]

- 1 Connect the USB-C™ side of the included USB-C™ to AUX cable to the charging case.
 - 2 Connect the AUX side to a device you want to use.
 - 3 Wear the earbuds.
 - 4 Push the Plug and Wireless Mode switch to the right to turn on the mode. The indicator on the charging case flashes in green.
 - 5 Once the charging case is connected to the earbuds, the indicator turns off.
- To disconnect an external device, push the Plug and Wireless Mode switch to the left. The indicator on the charging case flashes in blue and the earbuds

reconnect to the device that was previously connected.

- If the device is not found, the earbuds enter the Connection Ready mode.
- Call function is not supported when connected to an analog device.

[How to connect USB audio device]

- 1 Connect the USB-C™ side of the included USB Type-C™ Charging and Data cable to the charging case.
- 2 Connect the USB-A side to a device you want to use.
- 3 Wear the earbuds.
- 4 Push the Plug and Wireless Mode switch to the right to turn on the mode.
The indicator on the charging case flashes in green.
- 5 Once the charging case is connected to the earbuds, the indicator turns off.
 - To disconnect an external device, push the Plug and Wireless Mode switch to the left .
The indicator on the charging case flashes in blue and the earbuds reconnect to the device that was previously connected.
 - If the device is not found, the earbuds enter the Connection Ready mode.

4. Charging

[Wired Charging] With the earbuds mounted to the charging case, connect the charging cable to the charging case to charge. The earbuds and the charging case are charged at the same time.

- The UVnano LED operates for 10 minutes when mounted in the charging case while it is being charged.

[Wireless Charging] Align the bottom center of the charging case with the center of the wireless charger.

- When wirelessly charging, the UVnano LED sanitizes the earbuds' ear gels for 10 minutes before charging.

⚠ CAUTION: Be aware that the temperature of the earbuds may rise while the UVnano LED is on.

RISK GROUP 2



CAUTION : UV EMITTED FROM THIS PRODUCT.
EYE OR SKIN IRRITATION MAY RESULT FROM EXPOSURE.
USE APPROPRIATE SHIELDING.

WARNING : THE UVNANO FUNCTION IS NOT ACTIVATED
WHEN THE CHARGING CASE IS OPENED OR IF EARBUDS
AREN'T CHARGING.

5. Connecting the LG TONE Free app

- 1 Search for "LG TONE Free" in the Google Play Store or App Store on your mobile phone or scan the QR code below to install the LG TONE Free app.
- 2 Run the app to use various functions. (Check Earbud Battery, Voice Alert, Change Equalizer Mode, Check Last Connected Location Information, and Find My Earbuds function, etc.)



<Android>



<iOS>

The LG TONE Free (TONE-T90Q) is a lightweight wireless headset that uses *Bluetooth* technology.

This product can be used as an audio accessory for devices supporting either the A2DP or Hands-Free *Bluetooth* Profile.

Safety Precautions

The following safety precautions are provided to prevent any unexpected accident or damage. Please familiarize yourself with the safety precautions. The safety precautions are classified into "WARNING" and "CAUTION".

 **WARNING:** Failing to comply with the instructions may result in serious injury or death.

 **CAUTION:** Failing to comply with the instructions may result in minor injury or product damage.

WARNING

Do not drop the product from a high place.

Make sure there is no alcohol, or benzene in contact with the product.

Do not store the product in a wet or dusty place.

Do not place heavy objects on the product.

Earbuds tested under controlled laboratory conditions with an IPX4 rating.

Resistant to splashed water. Dry before using. Do not charge while wet.

Case has not been tested for IPX4.

 CAUTION

Do not disassemble, adjust, or repair the product.

Do not place the product near excessive heat or flammable material.

The product may be damaged if an incompatible charger is used.

Keep small components of the product away from infants or children.

Make sure that foreign objects do not enter the charger's connectors (charging port and power plug). Foreign objects in the charger's connectors may result in fire or electric shock.

If you have a medical device implanted, contact your doctor before using this device.

For your safety, do not remove the battery incorporated in the product.

This product has a built-in battery, and the battery cannot be removed or replaced.

If you arbitrarily replace the battery or don't replace it correctly, it may explode.

The lithium-ion battery is a hazardous component that can cause injury.

Battery replacement by an unqualified professional can cause damage to your device.

Do not discard the battery arbitrarily. Follow the local procedure for discarding batteries.

In order to prevent unnecessary energy consumption, disconnect the device when fully charged. Always use an easily accessible power outlet for charging your device.

Risk of fire or explosion if the battery is replaced by an incorrect type.

Do not store or transport at pressures lower than 0.116 bar (11.6 kPa) and at above 9.32 miles (15,000 m) altitude.

Replacement of a battery with an incorrect type that can defeat a safeguard (for example, in the case of some lithium battery types).

Disposal of a battery into fire or a hot oven, or mechanically crushing or cutting of a battery, may result in an explosion.

Leaving a battery in an extremely high temperature surrounding environment that can result in an explosion or the leakage of flammable liquid or gas.

A battery subjected to extremely low air pressure may result in an explosion or the leakage of flammable liquid or gas.

Do not carelessly throw away old batteries. It can cause an explosion or fire. The disposal method may vary by country and region. Dispose of it in an appropriate manner.

Precautions When Using the Product

If the product is exposed to excessive sweat, Clean the product with dry cloth. Keep the earbuds clean.

HD Speaker

If the communication network of the device you are connecting to supports HD Voice Calling, you can enjoy making voice calls and listening to music in high definition.

Troubleshooting

If you see any of the following symptoms while using the product, make sure to recheck it. It may not be a malfunction.

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Symptom	Cause and Solution
The power does not turn on	Check the battery level and charge it.
If unable to make a call with earbuds	If the mobile phone does not support headset and hands-free functions, you cannot use the calling features. Check the battery level and charge it.
If unable to register earbuds to mobile phone	Check whether earbuds are turned on. Check if the earbuds have entered the search mode. - While the earbuds are inserted in the charging case, press and hold the touch pad on the left or right earbud for 3 to 5 seconds to switch to the search mode. Check whether Plug and Wireless mode switch is turned on.

If you replaced the earbuds or there is a problem with the operation (Factory reset)

While the earbuds are inserted in the charging case, press and hold the touch pad on the left or right earbud for 10 seconds or more.

- The battery status indicator of the charging case flashes red and the initialization to the factory status is carried out. After initialization to the factory status, reconnect the earbuds.

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- Factory reset and Search mode cannot be used in Plug and Wireless mode.

Specifications and Features

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Item	Comments
Bluetooth Specifications	V 5.3 (HSP/HFP/A2DP/AVRCP)
Battery	Earbud : 3.85 V / 51 mAh, Lithium-ion Charging case : 3.7 V / 390 mAh, Lithium-ion
Music Play Time Earbuds & With Charging case	ANC Off : Up to 8 & Up to 24 hours* ANC On : Up to 5 & Up to 15 hours*
Charging Time	Earbud : within an hour / Charging case : within 2 hours Fast Charging : 5 min charge for up to 60 min playtime* • When charging wired at room temperature
Rated Input Voltage	Earbud : 5 V $\overline{\text{---}}$, 102 mA Charging case : 5 V $\overline{\text{---}}$, 500 mA
Operating Temperature	0°C (+32°F) ~ +40°C (+104°F)
Operating Humidity	5 % ~ 60 %

Dimensions (inch) / Weight (oz)	Earbud : 0.85" (W) X 1.09" (L) X 0.98" (H) / 0.18 oz (One earbud) Charging case : 2.15" (W) X 2.15" (L) X 1.17" (H) / 1.36 oz
Frequency range	2402 MHz to 2480 MHz

*Duration of use may vary depending on the connected mobile device, features being used, settings, signal strength, operating temperature, frequency band, and other methods of use.

Declaration of Confirmation

FCC NOTICE TO USERS:

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.

Changes or modifications not expressly approved by the manufacturer (or party responsible) for compliance could void the user's authority to operate the equipment.

FCC Part 15.105 statement

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.

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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 receiver.
- Connect the equipment into 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.

IMPORTANT NOTE:

To comply with the FCC RF exposure compliance requirements, no change to the antenna or the device is permitted. Any change to the antenna or the device could result in the device exceeding the RF exposure requirements and void the user's authority to operate the device.

Bluetooth® is a registered trademark of Bluetooth SIG, Inc. worldwide.

Android, Google Play, the Google Play logo, and other related marks and logos are trademarks of Google LLC.

Supplier's Declaration of Conformity

Trade Name	LG
Responsible Party	LG Electronics USA, Inc.
Address	111 Sylvan Avenue, North Building Englewood Cliffs, New Jersey 07632
Email	lg.environmental@lge.com



**FCC ID: ZNFTONET90Q (Earbud) /
ZNFTONET90QC (Cradle)**

“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.”

« Cet appareil contient un ou des émetteurs/récepteurs exempts de licence conformes aux RSS exempts de licence d'Innovation, Sciences et Développement économique Canada. Son fonctionnement est soumis aux deux conditions suivantes : 1. Cet appareil ne doit pas provoquer d'interférences. 2. Cet appareil doit accepter toute interférence, y compris les interférences pouvant entraîner un fonctionnement indésirable de l'appareil.

IC : 2703C-TONET90Q (Earbud) /

IC : 2703C-TONET90QC (Cradle)

Additional Information

1. Radio frequency exposure

This *Bluetooth* LG Stereo Headset is a radio transmitter and receiver. When in operation, it communicates with a *Bluetooth*-equipped mobile device by receiving and transmitting radio frequency (RF) electromagnetic fields (microwaves) in the frequency range 2402 to 2480 MHz.

Your *Bluetooth* headset is designed to operate in compliance with the RF exposure guidelines and limits set by national authorities and international health agencies when used with any compatible mobile phone.

2. *Bluetooth* connection precautions

The following environments affect the range and reception of *Bluetooth* signals:

- When walls, metal, human bodies, or other obstacles exist between the *Bluetooth* device and the connected device.
- When equipment that uses 2.4 GHz frequency signals (wireless LANs, wireless phones, microwave ovens, etc.) is placed near the devices being used.
- When using a *Bluetooth* device (TV, laptop, etc.) other than the mobile phone, the sound quality may be affected by the specifications and performance of the device.

3. Potentially explosive atmosphere

Turn off your electronic device when in any area with a potentially explosive atmosphere. Although this is uncommon, your electronic device could generate sparks. Sparks in such areas could cause an explosion or fire resulting in bodily injury or even death. Areas with a potentially explosive atmosphere are often but not always clearly marked.

4. Emergency calls

IMPORTANT!

This *Bluetooth* headset and the electronic device connected to the headset operate using radio signals and mobile and landline networks as well as user-programmed functions, which cannot guarantee connection under all conditions. Therefore, you should never rely solely upon any electronic device for essential communications (e.g., medical emergencies). Remember, in order to make or receive calls, the headset and the electronic device connected to the headset must be switched on and in a service area with adequate mobile signal strength. Emergency calls may not be possible on all mobile phone networks or when certain network services and/or phone features are in use. Check with your local service provider.

5. Battery information

A rechargeable battery has a long service life if treated properly. A new battery or one that has not been used for a long period of time could have reduced capacity the first few times it is used. Do not expose the battery to extreme temperatures, never above +122°F (+50°C) or below +14°F (-10°C). For maximum battery capacity, use the battery at room temperature. If the battery is used in low temperatures, the battery capacity will be reduced. The battery can only be charged in temperatures between +32°F (0°C) and +113°F (+45°C).

6. Recycling the battery in your *Bluetooth* headset

The battery in your *Bluetooth* headset must be disposed of properly and should never be placed in municipal waste.

In case rechargeable battery is included in this product, the entire device should be recycled in compliance with rechargeable battery recycling

standards because of the internal battery. To dispose of properly, call (800) 822-8837 or visit www.call2recycle.org.

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Important Safety Information

Avoiding hearing damage

Permanent hearing loss may occur if you use your headset at a high volume.

Set the volume to a safe level. Over time you can become accustomed to a higher volume that may sound normal but can be damaging to your hearing.

If you experience ringing in your ears or muffled speech, stop listening and have your hearing checked. The louder the volume, the less time that is required before your hearing could be affected.

Hearing experts suggest that to protect your hearing:

- Limit the amount of time you use the headset at a high volume.
- Avoid turning up the volume to block out noisy surroundings.
- Turn the volume down if you can't hear people speaking near you.



Using headsets safely

Use of headsets to listen to music while operating a vehicle is not recommended and is illegal in some areas. Be careful and attentive while driving. Stop using this device if you find it disruptive or distracting while operating any type of vehicle or performing any other activity that requires your full attention.

Open Source Software Notice Information

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

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

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

Symbols

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	Refers to alternating current (AC).
	Refers to direct current (DC).
	Refers to class II equipment.
	Refers to stand-by.
	Refers to "ON" (power).
	Refers to dangerous voltage.

The output level shall automatically return to an output level not exceeding RS1 when the power is switched off.

LIMITED WARRANTY- U.S.A. ONLY**TONE-T90Q**

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 TONE Free ("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 purchaser of the Product and applies only when purchased lawfully and used within the United States including U.S. Territories.

WARRANTY PERIOD	HOW SERVICE IS HANDLED
PARTS/LABOR: 1 Year from the date of original retail purchase	The original sales invoice specifying the Product and date of purchase is required to obtain warranty service. For customer assistance, please contact LG Electronics: Call 1(800)243-0000 and select the appropriate option from the menu. Or visit our website at http://www.lg.com/us Or by mail: LG Electronics Customer Service P.O. Box 240007, Huntsville, AL 35813 ATTN: Customer Service

- 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.
- Any replaced Product and/or parts will be the property of LG.

Disclaimer:

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 PERIOD. 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 THE CUSTOMER 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:

- Damage or loss to programs, data, or removable storage media.
- Damage or failure of the Product caused by improper set-up or adjustment on consumer controls.
- Damage or failure of the Product caused by transportation and/or handling, including scratches, dents, chips, and/or other damage to the finish of your Product, unless such damage results from a defect in materials or workmanship and is reported within one (1) week of delivery (Call: 1-800-243-0000).
- Damage or failure of the Product from other than normal intended use.
- Damage or failure of Product caused by incorrect electrical current or voltage (including power surge), power failures, interruptions or inadequate electrical service, including incorrect or insufficient AC supply.
- Damage or failure of the Product resulting from misuse, abuse, improper installation or operation of the Product contrary to the Product owner's manual and/or installation manual.
- Damage or failure of the Product caused by accidents, liquid, pests and vermin, lightning, wind, fire, flood, or other acts of nature.
- Damage or failure of the Product caused by abnormal conditions or an environment where the temperature and humidity is not adequately controlled.
- Damage or failure of the Product caused by the use of accessories, parts, consumable cleaning products, or service not provided or approved by LG.
- Damage or failure of the Product or missing items to any Product sold "As Is", "With all Faults" or similar disclaimer.

- Products with original serial numbers that have been removed, altered, or cannot be readily determined.
- Replacement of any consumable parts including batteries.
- Minor imperfections that do not materially alter or affect functionality.

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

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, USA. 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. 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, USA. 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.

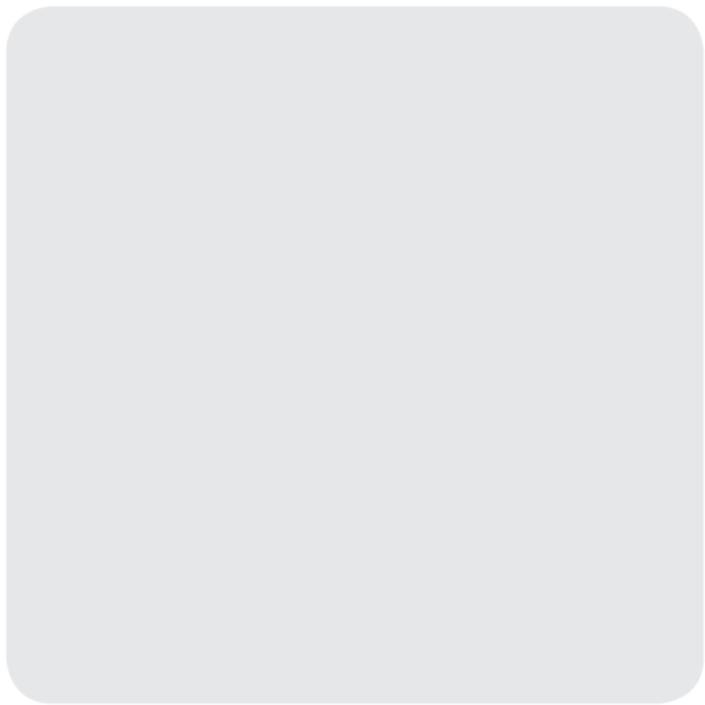
Hearings and Location. If your claim is for \$25,000 or less, you may choose to have the arbitration conducted solely on the basis of (1) documents submitted to the arbitrator, (2) through a telephonic hearing, or (3) by an in-person hearing as established by the AAA Rules. If your claim exceeds \$25,000, 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, with the subject line: "Arbitration Opt Out" or (ii) calling 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").

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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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