LG

LG Subscribe™

LG CareShip

Care you can count on, always.

Say Hello to Effortless Care.

Introducing LG CareShip.

Care you can count on, always.

Your LG Subscribe™ products deserve more than just a one-time setup — they deserve consistent care to keep performing like the day you brought them home. That's where LG CareShip comes in.

It's a hassle-free, scheduled maintenance service designed to keep your LG PuriCare™ Water and Air Purifiers in tip-top shape — so your family continues to enjoy cleaner, fresher air and purer water every day.

With regular visits from trained LG professionals, you'll get:

- Thorough system check-ups to ensure optimal performance
- Filter replacements done right on schedule
- Expert cleaning and tune-ups to extend product lifespan
- Peace of mind knowing your home environment stays safe and healthy

Whether it's for your drinking water or the air you breathe, LG CareShip is your behind-the-scenes hero, helping you and your loved ones live better, effortlessly.

Why Choose LG CareShip?

1 Plan 0 Worries.

Year-round freshness starts with a well-maintained LG Subscribe™ Product.

Economical Rates

Save More with Extended LG CareShip Subscriptions

Easy Cashless Transactions Available

LG Genuine Filters and Parts

Free Reinstallation*

No Additional Charges for Expired Filter Replacements**

Complimentary Yearly Internal Pipe Change***

Applicable to Water Purifiers Only

Routine Product Maintenance with Good Review

Professionally Trained CareShip Personnel

* Free Reinstallation is limited to one (1) time per year. Additional requests may incur charges.
** Additional charges related to filter replacement may be incurred in case of heavy usage.
*** Yearly change internal pipe entitled for selected water purifier models only.

Water Purifier

Why Regular Product Maintenance is Key to Longevity & Performance?

Why It Matters:

1. Reliable Water Quality

Regular filter replacement ensures that your purifier consistently delivers clean and safe drinking water, removing impurities and providing peace of mind.

2. Maximized Efficiency

Well-maintained units perform at their best, reducing energy consumption and preventing costly breakdowns.

3. Longevity of Your Investment

Regular servicing helps you get the most out of your water purifier, prolonging its lifespan and maintaining top-notch performance.

What LG Provides:

At LG, we make it simple for you. With professional maintenance services and easy filter replacement, you can rest easy knowing your water purifier is in expert hands.

Regular Visit Plan

Including 2 Visits Per Year (Once Every 6 Months)

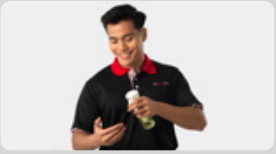
1st Visit

- Product Sanitation
- Product Features & Functions Inspection
- Change Filter (Follow Schedule)

2nd Visit

- Product Sanitation
- Product Features & Functions Inspection
- Change Filter (Follow Schedule)
- Change Internal Pipe*

Hassle Free Regular Visit Maintenance Process:



1. Preparation

Wash your hands, wear gloves, and clean the surroundings before performing water purifier maintenance.

2. Filter Removal

Perform operation & test mode checking on washer to identify issues (if any).

3. Filter Head Cleaning

Complete product sanitation starts by using a sterilization kit and cleaning the filter head with a brush.

4. Filter Installation

Insert the new filter by turning it clockwise and push it back into position.

5. Final Steps

Make sure the arrows on the filter joints are aligned, close the filter cover, then press and hold the 'cold' button for 3–5 seconds to reset the filter.

6. Explanation & Complete

Explain functions, guide nozzle cleaning, complete service card, and note next maintenance.

*For WD210MN model, press and hold "Light" and "Volume" button for 3 seconds to reset the filter.
*Internal pipe change is available on WD112, WD210, WD512, WD515, WS410 only.
*Features of the product may vary from model to model. Creative visualization is for illustration purposes only.
*Images are for demonstration purpose only. LG reserve the right to modify the maintenance process without prior notice.

Self-Service Plan

Filter delivery 2 Times Per Year (Once Every 6 Months)

Hassle Free Self-Service Maintenance Process:

1. Preparation

Open the filter cover.

2. Filter Removal

Remove the filter by turning to anti-clockwise.

3. Filter Head Cleaning

Clean the filter head with brush.

4. Filter Installation

Assemble the new filter by turning clockwise.

5. Final Steps

Push the filter back to position.

6. Final Check

Ensure the arrow mark on the filter joint is aligned.

7. Reassemble Cover

Close the filter cover.

8. Filter Reset & Complete

Press and hold “cold” button 3-5 seconds for filter reset.*

*For WD210MN model, press and hold "Light" and "Volume" button for 3 seconds to reset the filter.
*Features of the product may vary from model to model. Creative visualization is for illustration purposes only.
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Combine Maintenance Plan

Get the best of both worlds for total peace of mind!

Stay in Control with Easy Self-Service

Self-Service (Alternate 6 Months)

Keep your water purifier in top condition with our hassle-free self-service routine. Every 6 months, you'll get fresh filters delivered to your doorstep, so you can enjoy clean, pure water — anytime!

Simple Self-Service Steps:

Step 1. Remove filter
Step 2. Clean filter head
Step 3. Install new filter
Step 4. Perform final check
Step 5. Reassemble cover
Step 6. Reset filter and finish

*The Combined Maintenance Plan provides a self-service filter delivery in the first 6 months and a professional service regular visit in the following 6 months. This fixed cycle continues throughout the warranty period, with a total of 1x Filter Delivery and 1x Regular Visit per year. Images are for illustration purposes only and may differ from actual products. For continual products development, LG reserves the right to change specifications, availability and pricing without further notice. T&Cs Apply.

Combination Plan Perks:

1 x Filter delivery (Self-Service) +
1 x Pro Service Visit annually (Regular Visit)

Effortless Maintenance for Peace of Mind with Regular Visit

Regular Visit (Alternate 12 Months)

Let our experts handle the details! Once a year, enjoy a complete maintenance service by our professional maintenance team. We'll make sure your system runs perfectly, so you can relax and sip away.

What's included:

Step 1. Briefing and explanation
Step 2. Remove filter
Step 3. Clean filter head
Step 4. Install new filter
Step 5. Perform final check
Step 6. Reassemble cover
Step 7. Reset filter and finish
Step 8. Final explanation and completion

Air Purifier

Why Regular Product Maintenance is Key to Longevity & Performance?

Why It Matters:

1. Pure Performance Always

Dust, allergens, and pollutants don't take breaks—and your purifier shouldn't either. Regular maintenance ensures peak performance and cleaner, healthier air.

2. Longer Lifespan

Taking care of your LG PuriCare™ 360° Air Purifiers means it'll take care of you for years to come. Replace filters on time, clean it gently, and it'll be your loyal guardian.

3. Longevity of Your Investment

Taking care of your device means it'll take care of you for years to come. Replace filters on time, clean it gently, and it'll be with you for a long time.

What LG Provides:

At LG, we make it simple for you. With professional maintenance services and easy filter replacement, you can rest easy knowing your air purifier is in expert hands.

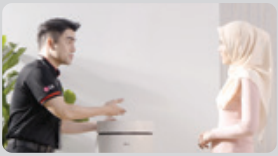
Regular Visit Plan

Including 1 Visit Per Year (Once Every 12 Months)

Technician Visit

- Cleaning
- Checking
- Change Pre-Filter & HEPA Filter

Hassle Free Regular Visit Maintenance Process:



1. Briefing & Explanation

Inform the customer about maintenance service that will be provided & give an estimated completion time.

2. Getting Ready

Turn off power, lay plastic sheets on the ground.

3. Steam Care on Booster Fan

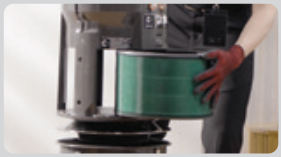
Disassemble & perform steam care cleaning on booster fan.

4. Steam Care Cleaning

Proceed with steam care cleaning on covers, then remove the used filters and clean the unit thoroughly.

5. Clean the PM 1.0 sensor

Use a cotton bud & gently clean the lens of the PM 1.0 Sensor.



6. Replace Filters

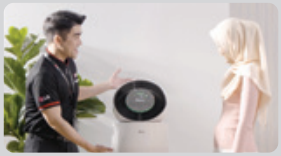
Replace new Ultra-Fine Filter. (Once every 6th months). Replace HEPA Filters (annually).

7. Reassemble & Power On

Put the air purifier cover back on after installing the new filters & turn on power.

8. Reset Filters

Press SPEED + INDICATOR to reset the upper filter. Press INDICATOR + SLEEP TIMER to reset the lower filter.
(*Press & hold 3 or more seconds)



9. Explanation & Complete

Brief & explain to customer regarding product information after maintenance service.

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Self-Service Plan

Filter delivery 1 Time Per Year (Once Every 12 Months)

Hassle Free Self-Service Maintenance Process:

1. Getting Ready

Turn off power, lay plastic sheets on the ground.

2. Remove & Clean

Remove the air purifier cover, take out the used filters, and clean the unit.

3. Clean the PM 1.0 Sensor

Use a cotton bud & gently clean the lens of the PM 1.0 Sensor.

4. Replace Ultra-Fine Filter

Replace new Ultra-Fine Filter. (Once every 6th months)

5. Replace HEPA Filter

Replace new HEPA Filter. (Annually)

6. Reassemble & Power On

Put the air purifier cover back on after installing the new filters & turn on power.

7. Reset Upper Filter

Press and hold the SPEED and INDICATOR buttons simultaneously for 3 seconds or more.

8. Reset Lower Filter

Press and hold the INDICATOR and SLEEP TIMER buttons simultaneously for 3 seconds or more

9. Maintenance Complete

Self Service maintenance is done.

*AeroFuniture : Press and hold the Standby On/Off and Mood Light buttons on the control panel for 3 seconds.

*Images may be simulated and dramatized for illustrative purposes. Actual features, functionality, and other product specifications may differ and are subject to change without notice.*Features of the product may vary from model to model. Creative visualization is for illustration purposes only.

LG CareShip Plan

Select from a variety of pricing plans that suit your needs.

Water Purifier
LG CareShip Plans

		WD112AN White **WD210AN** Silver, White	**WD512AN** Silver, White **WD515AN** Shiny Rose, Silver, White	**WS410GN** White **WS510SN** White
	Years	**Regular Visit**	**Regular Visit**	**Regular Visit**
LG CareShip Charges (RM)	1	RM500	RM500	RM500
	2	RM950	RM950	RM950
Visiting Care		1x Regular Visit Every 3 Months		
Filter Change Period		• Pre-Carbon Block Plus Filter (6 Months) • UF Membrane + Post Carbon Filter (12 Months)		• Sediment Filter (6 Months) • Pre-Carbon Block Plus Filter (12 Months) • UF Membrane Filter (12 Months) • Post-Carbon Filter (18 Months)
Inner Pipe Change		• Internal pipe change is available on WD112, WD210, WD512, WD515, WS410 only (12 Months)		-

		WD217AN Grey, White	**WD517AN** Grey, White	**WD216AN** Navy Blue, Silver, White		
	Years	**Regular Visit**	**Regular Visit**	**Regular Visit**	**Self-Service**	**Combine Maintenance**
LG CareShip Charges (RM)	1	RM500	RM500	RM350	RM250	RM300
	2	RM950	RM950	RM665	RM475	RM570
Visiting Care		1x Regular Visit Every 3 Months		1x Regular visit every 6 months	2x filter deliveries per year	1x Filter Delivery every 6 months + 1x Regular Visit annually
Filter Change Period		• Pre-Carbon Block Plus Filter + (9 Heavy Metals Removal) (6 Months) • UF Membrane + Post-Carbon Filter (12 Months)		• Pre-Carbon Block Plus Filter + (9 Heavy Metals Removal) (6 Months) • UF Membrane + Post-Carbon Filter (12 Months)		

*The Combined Maintenance Plan provides a self-service filter delivery in the first 6 months and a professional service regular visit in the following 6 months. This fixed cycle continues throughout the warranty period, with a total of 1x Filter Delivery and 1x Regular Visit per year. Images are for illustration purposes only and may differ from actual products. For continual products development, LG reserves the right to change specifications, availability and pricing without further notice. T&Cs Apply.

WD516AN
Navy Blue, Silver, White

WD210MN
Calming Beige, Calming Clay Brown

	Years	Regular Visit	Self-Service	Combine Maintenance	Regular Visit	Self-Service	Combine Maintenance
LG CareShip Charges (RM)	**1**	RM350	RM250	RM300	RM350	RM250	RM300
	2	RM665	RM475	RM570	RM665	RM475	RM570
Visiting Care	1x Regular visit every 6 months		2x filter deliveries per year	1x Filter Delivery every 6 months + 1x Regular Visit annually	1x Regular visit every 6 months	2x filter deliveries per year	1x Filter Delivery every 6 months + 1x Regular Visit annually
Filter Change Period	• Pre-Carbon Block Plus Filter + (9 Heavy Metals Removal) (6 Months) • UF Membrane + Post-Carbon Filter (12 Months)				• Pre-Carbon Block Plus Filter + (9 Heavy Metals Removal) (6 Months) • UF Membrane + Post-Carbon Filter (12 Months)		

WD518AN
Calming Beige, Calming Pebble Grey, Calming Cream White, Calming Pink, Calming Cream Sky, Clay Mint

WU525BS
Silver, Black

	Years	Regular Visit	Self-Service	Combine Maintenance	Regular Visit	Self-Service	Combine Maintenance
LG CareShip Charges (RM)	**1**	RM350	RM250	RM300	RM350	RM250	RM300
	2	RM665	RM475	RM570	RM665	RM475	RM570
Visiting Care	1x Regular visit every 6 months		2x filter deliveries per year	1x Filter Delivery every 6 months + 1x Regular Visit annually	1x Regular visit every 6 months	2x filter deliveries per year	1x Filter Delivery every 6 months + 1x Regular Visit annually
Filter Change Period	• Pre-Carbon Block Plus Filter + (9 Heavy Metals Removal) (6 Months) • UF Membrane + Post-Carbon Filter (12 Months)				• Pre-Carbon Block Plus Filter + (9 Heavy Metals Removal) (6 Months) • UF Membrane + Post-Carbon Filter (12 Months)		

*The Combined Maintenance Plan provides a self-service filter delivery in the first 6 months and a professional service regular visit in the following 6 months. This fixed cycle continues throughout the warranty period, with a total of 1x Filter Delivery and 1x Regular Visit per year. Images are for illustration purposes only and may differ from actual products. For continual products development, LG reserves the right to change specifications, availability and pricing without further notice. T&Cs Apply.

Air Purifier & Styler LG CareShip Plans

AS20GPHK0 & AS20GPBK0 & AS20GPKK0
Essence White, Clay Brown, Graphite

AS10GDBY0
Beige

	Years	Regular Visit	Self-Service	Regular Visit	Self-Service
LG CareShip Charges (RM)	1	RM400	RM300	RM600	RM500
	2	RM760	RM570	RM1,140	RM950
Visiting Care		1x Regular visit every 12 months	1x filter delivery per year	1x Regular visit every 12 months	1x filter delivery per year
Filter Change Period		Pre-Filter + HEPA Filter (12 Months)		Pre-Filter + HEPA Filter (12 Months)	

AS65GDBY0
Beige

AS10GDPB0 & AS10GDWB0
Romantic Rose, White

	Years	Regular Visit	Self-Service	Regular Visit	Self-Service
LG CareShip Charges (RM)	1	RM400	RM300	RM600	RM500
	2	RM760	RM570	RM1,140	RM950
Visiting Care		1x Regular visit every 12 months	1x filter delivery per year	1x Regular visit every 12 months	1x filter delivery per year
Filter Change Period		Pre-Filter + HEPA Filter (12 Months)		Pre-Filter + HEPA Filter (12 Months)	

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		AS65GDPB0 & AS65GDWB0 Romantic Rose & White		AS60GHWG0 & AS60GHCG0 & AS60GHBTO White, Brown, Blue (Pet Version)		AS55GGWX0 & AS55GGSYO White, Beige (Pet Version)	
	Years	**Regular Visit**	**Self-Service**	**Regular Visit**	**Self-Service**	**Regular Visit**	**Self-Service**
LG CareShip Charges (RM)	**1**	RM400	RM300	RM400	RM300	RM600	RM500
	2	RM760	RM570	RM760	RM570	RM1,140	RM950
Visiting Care		1x Regular visit every 12 months	1x filter delivery per year	1x Regular visit every 12 months	1x filter delivery per year	1x Regular visit every 12 months	1x filter delivery per year
Filter Change Period		Pre-Filter + HEPA Filter (12 Months)		Pre-Filter + HEPA Filter (12 Months)		Pre-Filter + HEPA Filter (12 Months)	

		AS25GCBZ0 Clay Brown		AS35GGW10 Essence White, Dark Gray Outlet Grille		AS30GGW10 White	
	Years	**Regular Visit**	**Self-Service**	**Regular Visit**	**Self-Service**	**Regular Visit**	**Self-Service**
LG CareShip Charges (RM)	**1**	RM400	RM300	RM400	RM300	RM240	RM180
	2	RM760	RM570	RM760	RM570	RM430	RM340
Visiting Care		1x Regular visit every 12 months	1x filter delivery per year	1x Regular visit every 12 months	1x filter delivery per year	1x Regular visit every 12 months	1x filter delivery per year
Filter Change Period		Pre-Filter + HEPA Filter (12 Months)		Pre-Filter + HEPA Filter (12 Months)		Pre-Filter + HEPA Filter (12 Months)	

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Plans

		AS60GLSG0 Calming Beige		**DD16GMWE1 & DD16GMEE1** Essence White & Calming Beige		**S3WF & S3GHM** White, Essence Win Mirror	
	Years	**Regular Visit**	**Self-Service**	**Regular Visit**	**Self-Service**	**Regular Visit**	**Self-Service**
LG CareShip Charges (RM)	**1**	RM400	RM300	RM250	RM150	–	–
	2	RM760	RM570	RM475	RM285	RM550	RM400
Visiting Care	1x Regular visit every 12 months		1x filter delivery per year	1x Regular visit every 12 months	1x filter delivery per year	2x filter accessories delivery per year	
Filter Change Period	Pre-Filter + HEPA Filter (12 Months)			Accessory Assembly (Cover + HEPA Filter) (12 Months)		• Aroma Sheet (6 Months) • Water Supply Tank & Water Drain Tank (24 Months)	

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Life's Good.