

## Before you start

### The basics

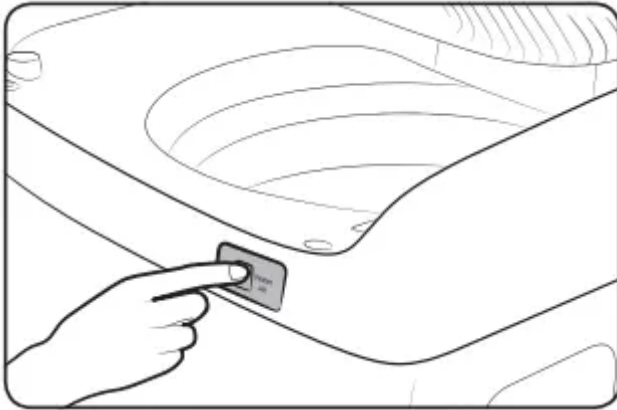
#### Prewash (Water Jet & Built-in sink)

##### CAUTION:

- Do not abuse Water Jet. Excessive use of Water Jet increases water consumption.
- When running water to the tub, do that gently. Otherwise, water may overflow the tub.

Water Jet and Built-in sink help you handwash before the washing machine starts operation. Water Jet is available only when the door is open with the water level set to less than High. For prewashing, use the Built-in sink that is designed to facilitate the hand-wash.

1. With the door open, lower the Built-in sink, and put clothes to prewash on it.
2. Press Water Jet to supply water to the Built-in sink, and hand-wash.



3. When done, you can either reuse the water in the main cycle or simply drain.



- To reuse the water, run the water down to the tub manually.
- To drain the water, press Drain.

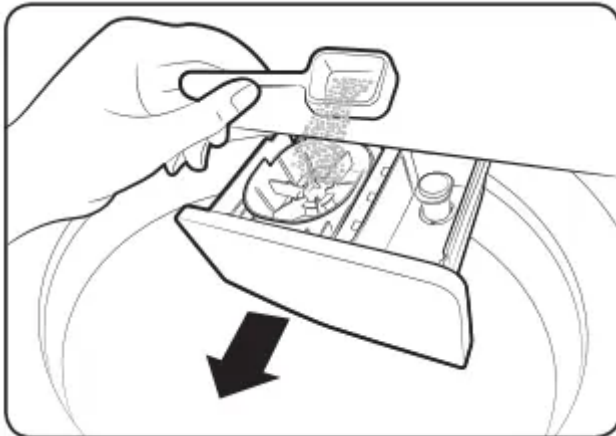
**NOTE:**

- If you want to hand-wash while the machine is operating, press Start/Pause to stop operation, and then follow steps 1-3 above.
- If you open both the door and the Built-in sink, lower the Built-in sink manually for prewashing.
- For the first-time use, Water Jet supplies water to the detergent drawer for 1 second to extract air from the water hose. After the first use, Water Jet stops automatically after 5 minutes of water supply

**Detergent drawer**

To add a laundry-specific detergent, follow these steps:

1. Open the door then the Built-in sink to reveal the tub.
2. Locate the detergent drawer, and slide it open.
3. Apply powder detergent as recommended by the manufacturer. Do not exceed the max line that is marked on the wing distributor.
4. If necessary, apply fabric softener as appropriate. Do not exceed the max line that is marked on the rinse cap.



**CAUTION:** Make sure to use detergent as appropriate. An excessive amount of detergent may not dissolve well.

**Child Lock**

Child Lock is designed to prevent accidents by children or infants, such as drowning.

1. Press Power.
2. To activate the Child Lock, hold down Rinse and Power Spin simultaneously for 3 seconds. The indicator blinks.
3. To deactivate the Child Lock, hold down Rinse and Power Spin simultaneously for 3 seconds. The indicator turns off. If the tub has contained water, simply restart the

machine and hold down two buttons simultaneously for 3 seconds to deactivate the Child Lock.

With the Child Lock enabled

- You can still manipulate on the control panel while the door is closed. If you open the door, an information code (CL, dC) appears with an alarm. Then, the machine starts forced draining after 30 seconds in order to prevent infant or child accidents such as drowning.
- Only when water supply is complete, the Child Lock becomes active.
- If the door leaves open for 30 seconds with the tub containing water, the machine drains the water with the “CL” code, which you cannot stop.
- To add detergent or more laundry in the tub, or to change the cycle settings, you must first deactivate the Child Lock.

**WARNING:** If you open the door with the Child Lock enabled, the machine starts forced draining to prevent accidents such as drowning.

**NOTE:** The Child Lock remains active after you power off the machine. You cannot deactivate the Child Lock as long as the “CL” code appears on the display. But, you can deactivate when the dC code appears by holding down two buttons simultaneously

## Smart Check

To enable this function, you must first download the Samsung Smart Washer app at the Play Store or the Apple Store, and install it on a mobile device featuring a camera function.

The Smart Check function has been optimized for Galaxy & iPhone series (applicable models only).

1. Press and hold Wash and Rinse simultaneously for 3 seconds to enter the Smart Check mode.
2. The washing machine starts the self-diagnosis procedure and displays an information code if a problem is detected.
3. Run the Samsung Smart Washer app on your mobile device, and tap Smart Check.
4. Put the mobile device close to the washing machine's display so that the mobile device and the washing machine face each other. Then, the information code will be recognized automatically by the app.
5. When the information code is recognized correctly, the app provides detailed information about the problem with applicable solutions.

### NOTE:

- The function name, Smart Check, may differ depending on the language.

- If there is strong reflected light on the washing machine display, the app may fail to recognize the information code.
- If the app fails to recognize the Smart Check code consecutively, enter the information code manually onto the app screen.

## Laundry guidelines

### Checkpoints

- Check for stains or dirt. Apply a little detergent to a white towel. Rub the white towel and the dirty clothes together to transfer the dirt or colour to the white towel.
- Before washing, pre-treat the sleeves, collars, dress hems, and pockets by brushing with detergent.
- Wrinkle-processed clothes made of wool must be specially treated by tightening them with threads before washing. Remove the threads after washing and drying is complete.

### CAUTION:

- Do not keep heavy clothes or objects in the tub.
- Do not put candles or a heat source in or on the washing machine.
- Do not wash these clothes:

Neckties, brassieres, jackets, suits, and coats can be easily deformed by shrinking or discolouring on the surface. These clothes are mostly made of rayon, polynosic, cuff, and/ or blended fabric.

Wrinkle-processed, embossed, or resin processed clothes easily deform merely by soaking in water.

Clothes that are easily discoloured made from cotton, wool, wrinkled silk, leather wear and accessories, and leather ornamented clothes and accessories.

Waterproof clothes (skiwear, diaper covers, footboards, etc) are likely to be ejected or cause abnormal noise or vibration, resulting in physical injury or property damage.

### STEP 1 Sort

#### Sort the laundry according to these criteria:

- Care Label: Sort the laundry into cottons, mixed fibres, synthetics, silks, wools, and rayon.
- Colour: Separate whites from colours.
- Size: Mixing different-sized items together in the tub improves the washing performance.
- Sensitivity: Follow the cloth-specific instructions on the care label of delicate items such as pure, new woollen items, curtains, and silk items.

**NOTE:** Make sure to check the care label on the clothing, and sort them accordingly before starting the wash.

## **STEP 2 Empty pockets**

**Empty all the pockets of your laundry items, and remove dirt and/or soils from them.**

- Metal objects such as coins, pins, and buckles on clothing may damage other laundry items as well as the tub.
- Turn clothing with buttons and embroideries inside out.
- If pants or jacket zippers are open while washing, the tub may be damaged.
- Zippers should be closed and fixed with a string.
- Clothing with long strings may become entangled with other clothes. Make sure to tie the strings before washing.

## **STEP 3 Use a laundry net**

- Brassieres (water washable) must be placed in a laundry net. Metal parts of the brassieres may break through and tear other laundry items.
- Cashmilon, large volume garments, and lightweight clothes (lace-decorated clothes, lingerie, nylon stocking, and synthetic fabrics) may float on water during washing and cause problems to the machine. Use the laundry net or wash them separately.
- Do not wash the laundry net by itself without other laundry. This may cause abnormal vibrations that could move the washing machine and result in injury.

## **STEP 4 Prewash (if necessary)**

- To remove stains and dirt on collars, sleeves, hems, and pockets, apply detergent lightly and brush off.
- Use powder or liquid detergents. Do not use soap, as this may remain on the tub after washing.
- Prewash white socks, sleeves, and collars with a little detergent and a brush.

## **STEP 5 Determine the load capacity**

Do not overload the washing machine. Overloading may cause the washing machine to not wash properly.

**NOTE:** When washing bedding or bedding covers, the wash time may be lengthened or the spin efficiency may be reduced. For bedding or bedding covers, the recommended load capacity is 3.5kg or less.

**CAUTION:** If the laundry is unbalanced and the “Ub” information code is displayed, redistribute the load. Unbalanced laundry may reduce the spinning performance.

## **STEP 6 Apply a proper detergent type**

The type of detergent depends on the type of fabric (cotton, synthetic, delicate items, wool), colour, wash temperature, and degree of soiling. Always use “low suds” laundry detergent, which is designed for automatic washing machines.

**CAUTION:**

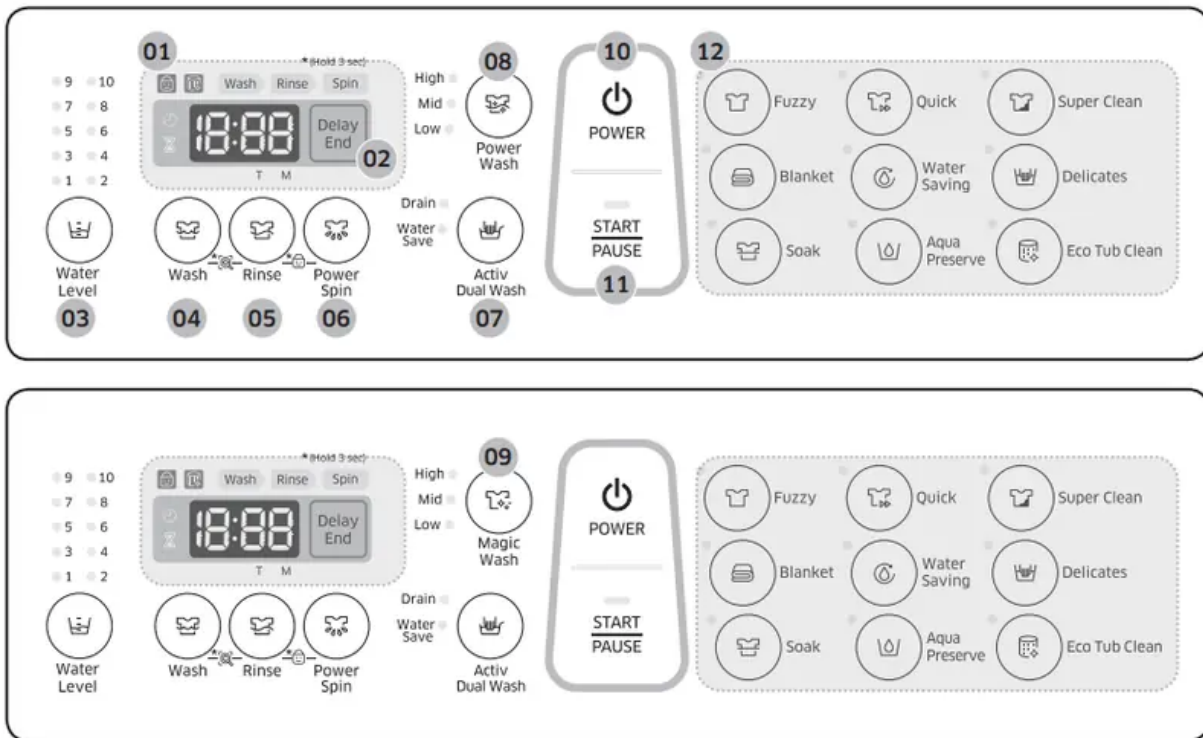
- Use an appropriate amount of detergent. Excess amounts of detergent do not produce much improvement in washing results but cause damage to the laundry due to deteriorated rinsing performance.
- Bleach is strong alkali in nature, causing damage to or discolouration of the laundry.
- Use a longer or added rinse cycle when using powder detergent that is very likely to remain on the laundry and cause bad odours after washing is complete.
- If an excessive amount of detergent is used especially in cold water, the detergent doesn't dissolve well, ending up with contaminated laundry, hoses, and/or tub.
- In case of timed washing, do not apply detergent directly to laundry or the tub. The laundry may be discoloured. Use the detergent drawer.
- When washing wool using the Wool cycle, use only a neutral detergent to avoid discolouring the laundry.

**NOTE:**

- Follow the detergent manufacturer's recommendations based on the weight of the laundry, the degree of soiling, and the hardness of the water in your local area. If you are not sure about the water hardness, contact a local water authority.
- Do not use detergent that tends to be hardened or solidified. This detergent may remain after the rinse process, blocking the drain outlet.

# Operations

## Control panel



### 01. Display

Displays the remaining time of a cycle, or the information code when a problem occurs.

### 02. Delay End

Press this button to finish the wash at a specified time.

To cancel the Delay End settings, simply turn off the washing machine.

You can set the Delay End time up to 19 hours.

### 03. Water Level

The water level is adjusted according to the cycle. However, you can change the level manually

### 04. Wash

Press to start washing, or adjust the wash time between 6 and 30 minutes.

### 05. Rinse

Press to run the rinse cycle, or change the rinse count up to 5.

### 06. Power Spin

Press to run the spin cycle, or change the spinning time in this sequence: 1-9 min (increase by 1 minute) > 15 min > 30 min.

### 07. Activ Dual Wash

This button provides two options, and is available only when the washing machine is stopped or in Standby state.

- **Water Save (default):** Select to reuse water in the tub that remains after using Water Jet. The water will be used for the main cycle.
- **Drain:** Select to drain water that remains after using Water Jet. When draining is complete, the washing machine switches to Water Save mode automatically. Then, you can choose a cycle.

### 08. Power Wash

Power Wash introduces a digital inverter motor to fine-tune the water-flow level for washing and spinning.

### 09. Magic Wash

Magic Wash lets you adjust the water-flow level for washing and spinning. Three options are available: LOW, MIDDLE, and HIGH.

### 10. Power

Press once to turn the machine on, or twice to turn it off.

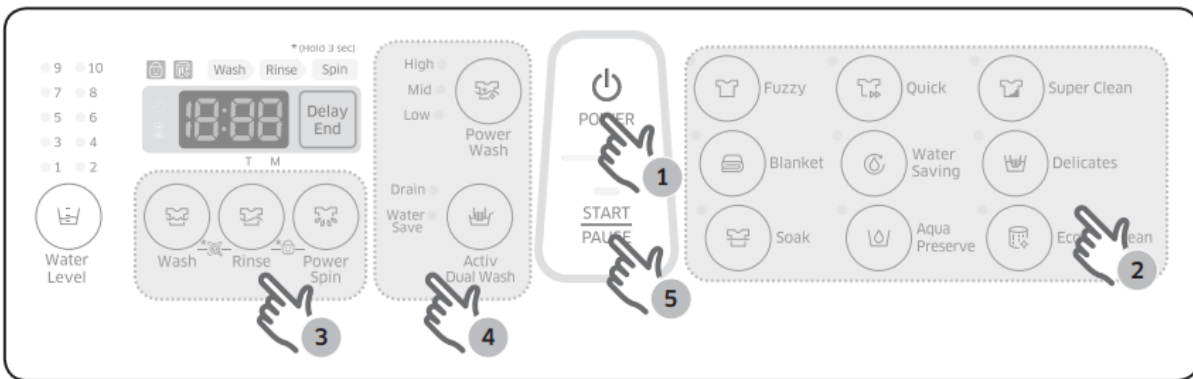
### 11. Start/Pause

Press to stop or resume operation. To change the cycle sequence, press once to stop operation, and then change the sequence. To resume operation, press again.

### 12. Cycle Panel

Choose one that best suits your needs.

## Simple steps to start




1. Press Power to turn on the washing machine.
2. Select a cycle in the cycle panel.
3. Change the cycle settings (wash time, rinse count, and/or spinning time) as necessary.
4. To add an option such as Power Wash, Magic Wash and Activ Dual Wash, press the corresponding button.
5. Press Start/Pause.

To change the cycle during operation

1. Press Start/Pause to stop operation.

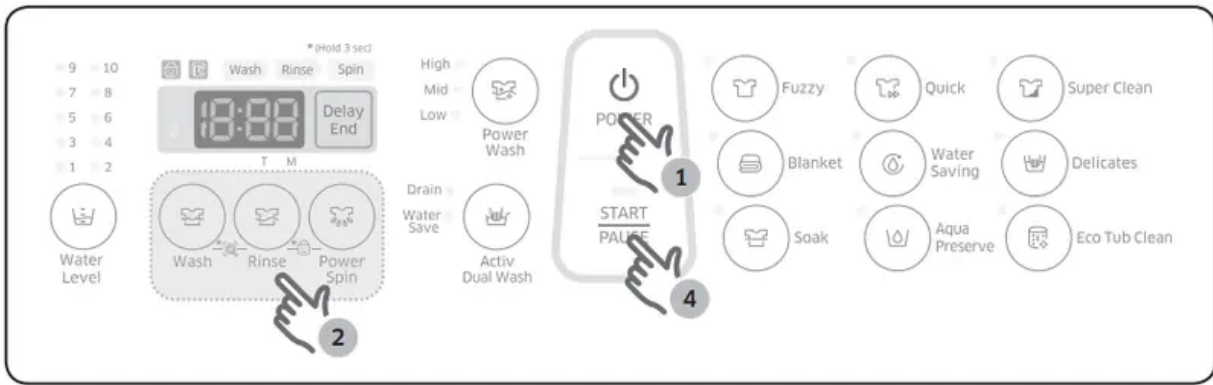
2. Select a different cycle, and repeat steps 2-3 above if necessary.
3. Press Start/Pause again to start the new cycle.

## Auto cycles

Cycle	Description
Fuzzy	Select this for most fabrics including cottons, liners, and normally soiled garments.
Quick	Select this for less soiled clothes in reduced time.
Super Clean	Select this if you want to produce powerful cleaning performance.
Blanket	Suitable for a large-sized laundry such as blankets and bed cover sheets.
Water Saving	Select this to wash effectively with a minimum amount of water.
Delicates	Select this for delicate items such as sweaters, cardigans, or wool clothes.
Soak	With this selected, the washing machine adds a soaking process in advance of the main cycle.
Aqua Preserve	Use this if you want to save the water to use. The water used in the rinse process will be reused for the next process.
Eco Tub Clean	<p>Select this to clean the tub. The powerful spinning force will remove impurities and bad odours from inside the tub.</p> <p>If you see the  indicator blinking, this indicates that it is recommended to clean the tub using Eco Tub Clean. For details, see the Cleaning section in this manual.</p>

## Manual cycles

You might want to use a single cycle to wash less soiled clothes. For example, you can run the wash cycle once for nightwear.



1. Press Power to turn on the washing machine.
2. Press Wash/Rinse/Power Spin to run the individual cycle to your needs. The duration or count of each cycle can be adjusted by pressing the applicable button as many times as needed.

Wash time	Rinse count	Power Spin time
6-30 minutes	1-5 times	1-9, 15, 30 minutes

3. If you want to run a combination of cycles, press applicable cycle buttons as below:

Wash + Rinse	Rinse + Spin	Wash + Rinse + Power Spin
Rinsing after washing	Spinning after rinsing	Washing, rinsing, and then spinning in sequence


4. Press Start/Pause.

## Maintenance

### Cleaning

Keep the washing machine clean to prevent deteriorated performance and to preserve its life cycle.

#### Eco Tub Clean reminder

- The  indicator reminds you of cleaning the tub when necessary. If you happen to see the indicator blinking after washing is complete, remove the laundry and run the Eco Tub Clean cycle.
- You can ignore this reminder and continue to run cycles normally because this is not a system failure. However, the reminder remains active for 6 consecutive cycles immediately after each cycle is complete.
- The reminder is activated once every 1-3 months, depending on the cycle count.

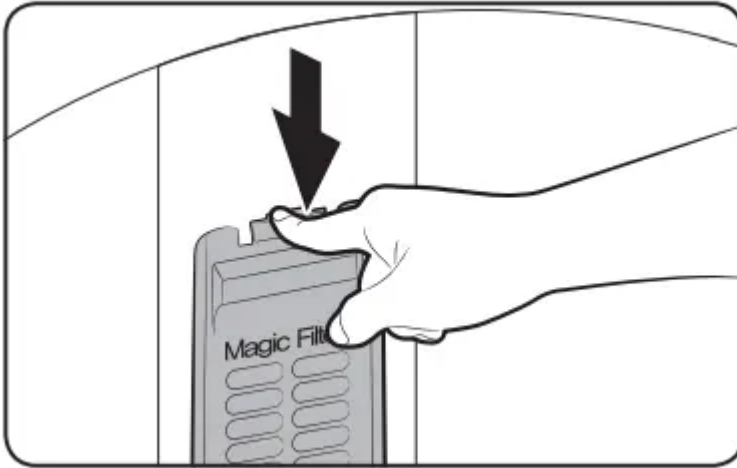
- To keep the tub clean, it is recommended to run Eco Tub Clean on a regular basis.

### Built-in sink

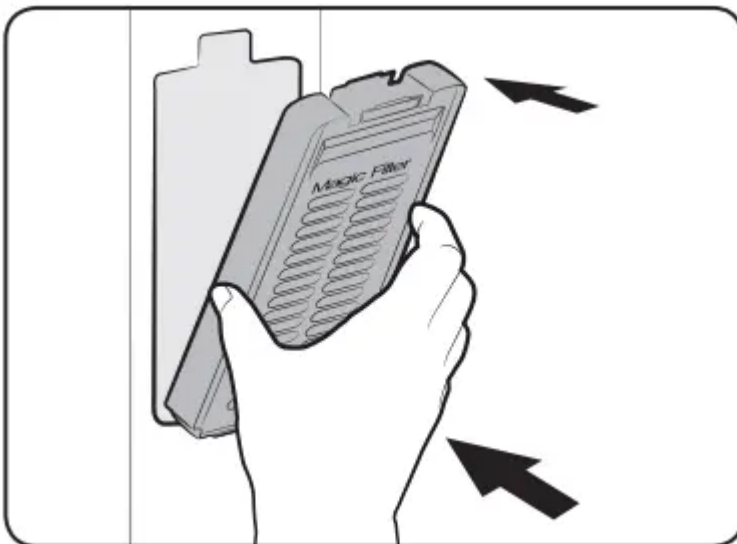
1. Open the door, and use a cloth or sponge to clean the Built-in sink.
2. Press Water Jet to supply water to the board. Use this water to rinse the board.

### Lint filter

1. Press down the upper area of the filter case to remove.
2. Unlock the cover, and clean the filter with running water and a brush.

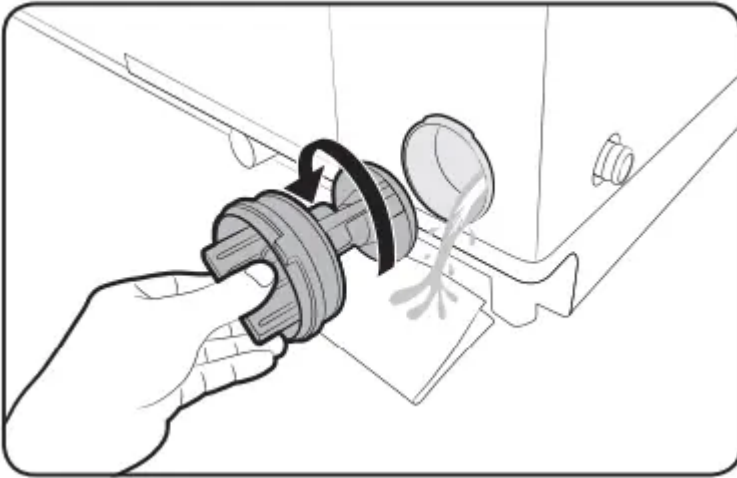


3. When cleaning is complete, close the cover and reinsert the filter case to the original position. You will hear a clicking sound when the filter case fits in.

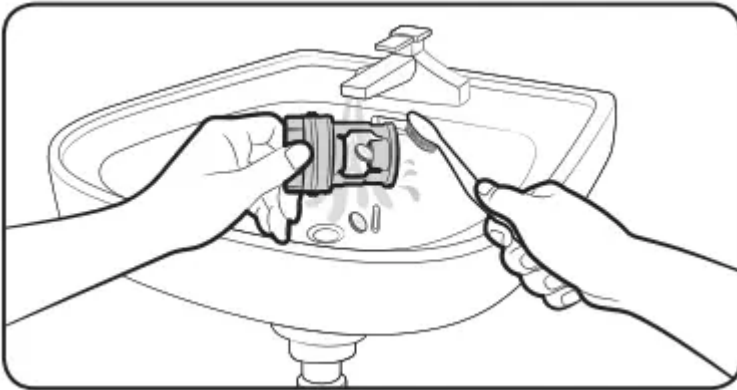


### Pump filter (applicable models only)

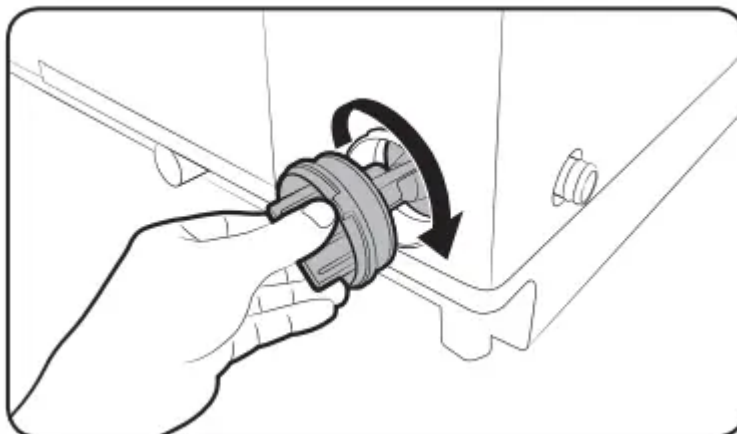
1. Put a floor-cloth or towel under the Pump filter. Turn the filter knob anticlockwise to remove.



2. Clean the filter with running water and a soft brush.



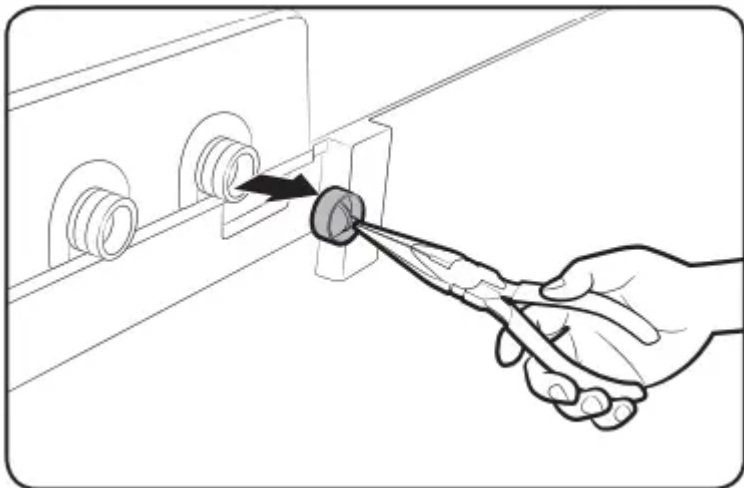
3. Reinsert the filter, and turn clockwise until it locks into position.



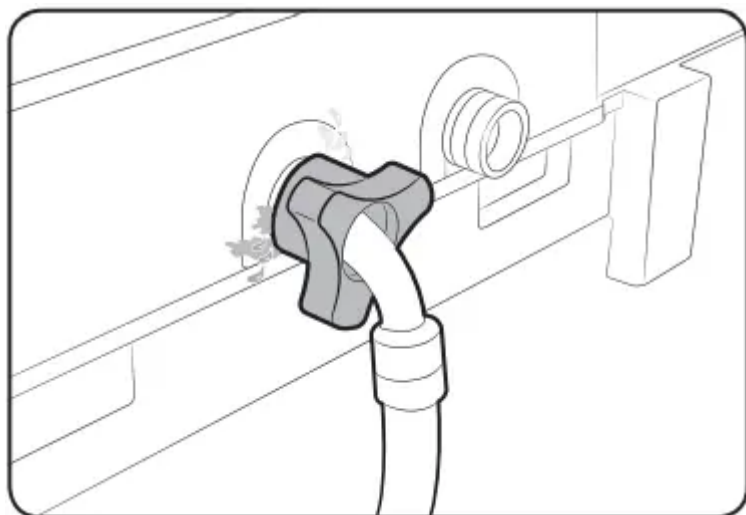
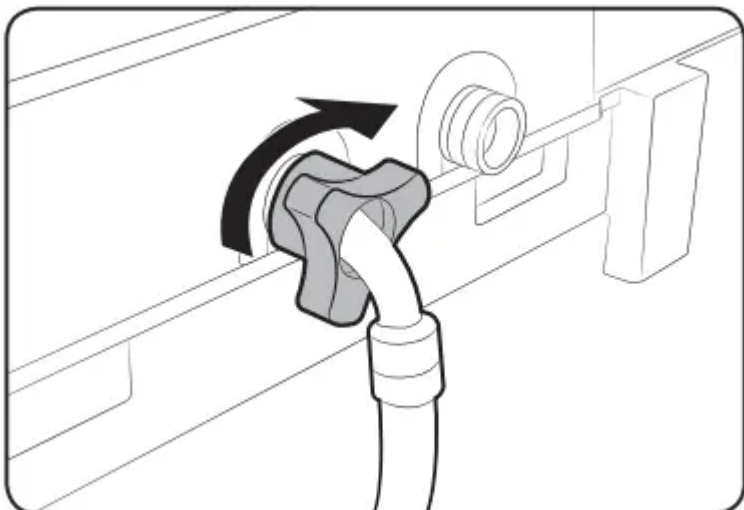
### Mesh filter

1. Use pliers to pull out the mesh filter from inside the water inlet as shown.

2. Use a soft brush to clean the filter with running water.



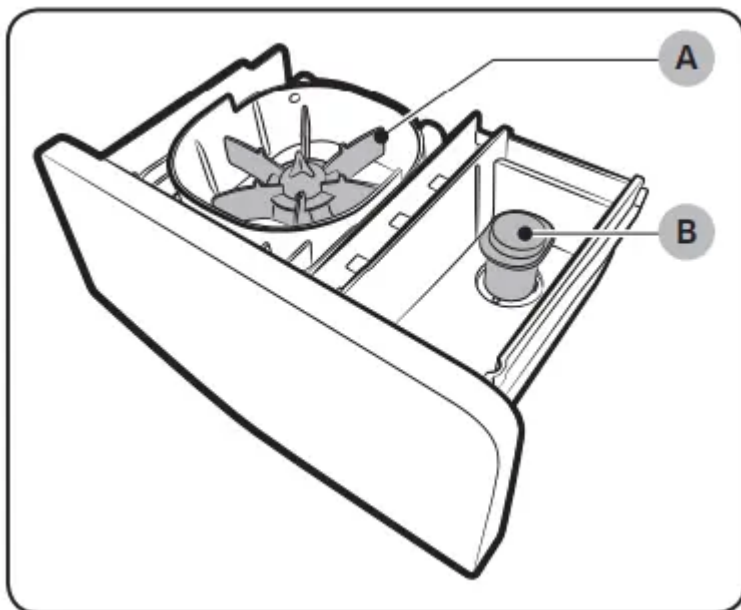
3. Reinsert the filter. Make sure it is tightened against water leaks.



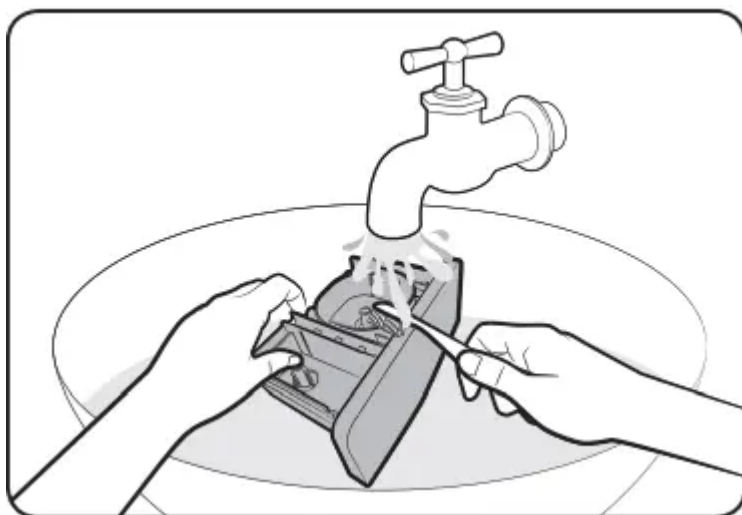
### Detergent drawer

1. Open the door and then the Built-in sink to reveal the detergent drawer.
2. Slightly lift up the front edge of the drawer, and then slide it open.

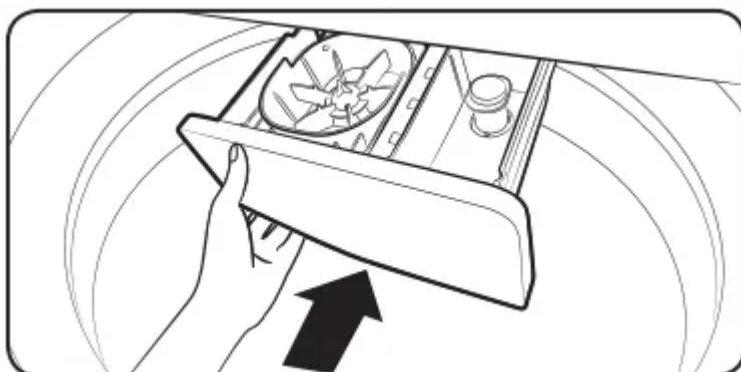
3. Remove the wing distributor (A) and rinse cap (B) from the drawer.



4. Clean the drawer as well as the distributor and rinse cap with running water and a soft brush.



5. When complete, close the rinse cap and reinsert the distributor. Then, reinsert the detergent drawer.



# Troubleshooting

## Checkpoints

If you encounter a problem with the washing machine, first check the table below and try the suggestions.



Problem	Action
Does not turn on.	<ul style="list-style-type: none"> <li>• Make sure you use rated power for the product.</li> <li>• Make sure the power cord is completely plugged in.</li> <li>• Check the fuse or reset the circuit breaker.</li> </ul>
Does not start.	<ul style="list-style-type: none"> <li>• Make sure the door is closed.</li> <li>• Make sure the water taps are open.</li> <li>• Make sure to press or tap Start/Pause to start the washing machine.</li> <li>• Make sure Child Lock is not activated.</li> <li>• Before the washing machine starts to fill, it will make a series of clicking noises to check the door open and does a quick drain.</li> <li>• Was the door opened during the spinning cycle? Close the door, and press or tap Start/Pause to resume.</li> <li>• The machine enters Standby or is in a soaking cycle. Please wait.</li> <li>• Check the fuse or reset the circuit breaker.</li> </ul>
Water is not supplied.	<ul style="list-style-type: none"> <li>• Make sure you press or tap Start/Pause after selecting the water supply.</li> <li>• Make sure the water taps are open.</li> <li>• Is the filter net at the water supply hose connector clogged? Clean the filter net by brushing with a toothbrush.</li> <li>• Is the water supply cut off? If the water supply is cut off, close the tap and power off.</li> <li>• Straighten the water supply hoses.</li> <li>• Open and close the door, then press or tap Start/Pause.</li> <li>• If the water pressure is low, it takes longer to start washing.</li> <li>• If the water level is not as high as necessary or lower than expected, use the level selector to adjust the water level.</li> </ul>
After a cycle, detergent remains in the automatic dispenser.	<ul style="list-style-type: none"> <li>• Make sure the washing machine is running with sufficient water pressure.</li> <li>• Make sure the detergent drawer is properly inserted.</li> </ul>

Problem	Action
	<ul style="list-style-type: none"> <li>• Remove and clean the detergent drawer, and then try again.</li> </ul>
<p>Vibrates excessively or makes noise.</p>	<ul style="list-style-type: none"> <li>• Make sure the washing machine is set on a level floor. If the floor is not level, use the levelling feet to adjust the washing machine.</li> <li>• Make sure the washing machine is not contacting any other object.</li> <li>• Make sure the laundry load is balanced.</li> <li>• Make sure the laundry is spread evenly in the washing machine. Spread out the laundry evenly and start again.</li> <li>• Make sure the space around the washing machine is free of objects.</li> <li>• Humming is produced normally during operation.</li> <li>• Objects such as coins can cause noise. Remove these objects from the washing machine after washing is complete.</li> </ul>
<p>Stops.</p>	<ul style="list-style-type: none"> <li>• Plug the power cord into a live electrical outlet.</li> <li>• Check the fuse or reset the circuit breaker.</li> <li>• Close the door, and press or tap <b>Start/Pause</b> to start the washing machine. For your safety, the washing machine will not spin unless the door is closed.</li> <li>• Before the washing machine starts to fill, it will make a series of clicking noises to check the door open and does a quick drain.</li> <li>• There may be a pause or soak period in the cycle. Wait briefly and the washing machine may start.</li> <li>• Make sure the inlet hose screens at the taps are not clogged. Periodically clean the screens.</li> <li>• This problem occurs temporarily due to low voltages, and will be solved when power recovers.</li> </ul>



Problem	Action
<p>Fills with the wrong temperature water.</p>	<ul style="list-style-type: none"> <li>• Fully open both water taps.</li> <li>• Make sure the temperature selection is correct.</li> <li>• Make sure the hoses are connected to the correct water taps. Flush water lines.</li> <li>• Disconnect the hoses and clean the screens. The hose filter screens may be clogged.</li> <li>• While the washing machine fills, the water temperature may change as the automatic temperature control feature checks incoming water temperature. This is normal.</li> <li>• While the washing machine fills, you may notice just hot and/ or just cold water going through the dispenser when cold or warm temperatures are selected.</li> </ul> <p>This is a normal function of the automatic temperature control feature as the washing machine determines the water temperature.</p>
<p>Does not drain and/ or spin.</p>	<ul style="list-style-type: none"> <li>• Check the fuse or reset the circuit breaker.</li> <li>• Make sure the electrical voltage is normal.</li> <li>• Make sure the washing machine is plugged in.</li> <li>• Make sure the drain hose is pointed downward. (Natural drain models only)</li> <li>• Make sure the drain hose is not clogged.</li> <li>• Make sure the drain hose is not kinked.</li> <li>• Straighten the drain hose. If there is a drain restriction, call for service.</li> <li>• Close the door, and press or tap <b>Start/Pause</b>. For your safety, the washing machine will not spin unless the door is closed.</li> </ul>
<p>Load is wet at the end of the cycle.</p>	<ul style="list-style-type: none"> <li>• Use the High or Extra High spin speed. (Applicable model only)</li> <li>• Use high efficiency (HE) detergent to reduce oversudsing.</li> <li>• Load is too small. Small loads (one or two items) may become unbalanced and not spin completely.</li> </ul>



Problem	Action
Leaks water.	<ul style="list-style-type: none"> <li>• Make sure all hose connections are tight.</li> <li>• Make sure the water supply hose's rubber packing is in the correct position. Screw tightly again.</li> <li>• Make sure the end of the drain hose is correctly inserted and secured to the drain system.</li> <li>• Avoid overloading.</li> <li>• Use high efficiency (HE) detergent to prevent oversudsing.</li> <li>• Make sure the water supply hose is not kinked.</li> <li>• If the water supply is too strong, water may leak. Close the water tap a little.</li> <li>• Make sure water is not leaking from the water tap. If so, repair the water tap.</li> </ul>
Excessive suds.	<ul style="list-style-type: none"> <li>• Use high efficiency (HE) detergent to prevent oversudsing.</li> <li>• Reduce the detergent amount for soft water, small loads, or lightly soiled loads.</li> <li>• Non-HE detergent is not recommended.</li> </ul>
The spin basket or drain/ supply hose is frozen.	<ul style="list-style-type: none"> <li>• Use warm water to disconnect the water supply hose and drain hose. Soak them in warm water.</li> <li>• Fill the spin basket with warm water, and then wait for about 10 minutes.</li> <li>• Put a hot towel on the drain hose connector.</li> <li>• Reconnect the water supply hose and drain hose, and check if water is supplied properly.</li> </ul>
Water drains out immediately.	<ul style="list-style-type: none"> <li>• Make sure the drain hose is not clogged, and is hung over the drain hose hook. Fill the spin basket halfway with water, and try spinning again.</li> <li>• Lift the end of the drain hose to prevent water from draining. Fill the spin basket halfway with water, and then run spinning after releasing the drain hose.</li> </ul>



Problem	Action
	<ul style="list-style-type: none"> <li>• Make sure the drain hose is installed correctly. See the installation section of this user manual and adjust the position of the drain hose as instructed.</li> </ul>
Stains on clothes.	<ul style="list-style-type: none"> <li>• Clean the magic filter.</li> </ul>
Has odours.	<ul style="list-style-type: none"> <li>• Excessive suds collect in recesses and can cause foul odours.</li> <li>• Run cleansing cycles to sanitize periodically.</li> <li>• Dry the washing machine interior after a cycle has finished.</li> </ul>

If a problem persists, contact a local Samsung service centre.

### Information codes

If the washing machine fails to operate, you may see an information code on the display. Check the table below and try the suggestions

Code	Action
1C	<p><b>The WaterLevel sensor is not working properly.</b></p> <ul style="list-style-type: none"> <li>• Check WaterLevel Sensor wire harness.</li> <li>• If the information code remains, contact a customer service centre.</li> </ul>
3C	<p><b>Motor problem</b></p> <ul style="list-style-type: none"> <li>• Try restarting the cycle.</li> <li>• If the problem continues, call for service.</li> </ul>
4C	<p><b>Water is not supplied.</b></p> <ul style="list-style-type: none"> <li>• Make sure the water taps are open.</li> <li>• Make sure the water hoses are not clogged.</li> <li>• Make sure the water taps are not frozen.</li> <li>• Make sure the washing machine is operating with sufficient water pressure.</li> <li>• Make sure that the cold water tap and the hot water tap are properly connected.</li> <li>• Clean the mesh filter as it may be clogged.</li> </ul>
4C2	<ul style="list-style-type: none"> <li>• Make sure the cold water supply hose is firmly connected to the cold water tap.</li> </ul> <p>If it is connected to the hot water tap, the laundry may be deformed with some cycles.</p>
5C	<p><b>Water is not draining.</b></p> <ul style="list-style-type: none"> <li>• Make sure the drain hose is not frozen or clogged.</li> <li>• Make sure the drain hose is positioned correctly, depending on the connection type.</li> <li>• Clean the debris filter as it may be clogged.</li> <li>• Make sure the drain hose is straightened all the way to the drain system.</li> <li>• If the information code remains, contact a customer service centre.</li> </ul>



Code	Action
9C1	<p><b>Electronic Control Problem (Over Voltage Error)</b></p> <ul style="list-style-type: none"> <li>• Check the PCB and wire harness.</li> <li>• Check if power is supplied properly.</li> <li>• If the information code remains, contact a customer service centre.</li> </ul>
9C2	<p><b>Low voltage detected</b></p> <ul style="list-style-type: none"> <li>• Check if the power cord is plugged in.</li> <li>• If the information code remains, contact a customer service centre.</li> </ul>
AC6	<p><b>Inverter Communication problem</b></p> <ul style="list-style-type: none"> <li>• Check the Inverter PCB and wire harness.</li> <li>• If the information code remains, contact a customer service centre.</li> </ul>
dC	<p><b>Operating the washer with the door open.</b></p> <ul style="list-style-type: none"> <li>• Make sure the door is properly closed.</li> <li>• Make sure laundry is not caught in the door.</li> </ul>
HC	<p><b>Water temperature control problem (Heater control)</b></p> <ul style="list-style-type: none"> <li>• If the information code remains, contact a customer service centre.</li> </ul>
LC	<p><b>Check the drain hose.</b></p> <ul style="list-style-type: none"> <li>• Make sure the end of the drain hose is placed on the floor.</li> <li>• Make sure the drain hose is not clogged.</li> <li>• If the information code remains, contact a customer service centre.</li> </ul>
OC	<p><b>Water is overflowed.</b></p> <ul style="list-style-type: none"> <li>• Restart after spinning.</li> <li>• If the information code remains on the display, contact a local Samsung service centre.</li> </ul>



Code	Action
PC	<p><b>When position of the clutch can't be detected.</b></p> <ul style="list-style-type: none"> <li>• If the information code remains, contact a customer service centre.</li> </ul>
PC1	<p><b>After position of the clutch is detected, if the signal of the clutch hall goes wrong.</b></p> <ul style="list-style-type: none"> <li>• If the information code remains, contact a customer service centre.</li> </ul>
Ub	<p><b>Spinning does not work.</b></p> <ul style="list-style-type: none"> <li>• Make sure laundry is spread out evenly.</li> <li>• Make sure the washing machine is on a flat, stable surface.</li> <li>• Redistribute the load. If only one item of clothing needs washing, such as a bathrobe or pair of jeans, the final spin result might be unsatisfactory, and an "<b>Ub</b>" check message will be shown in the display.</li> </ul>

If any information code keeps appearing on the screen, contact a local Samsung service centre.

### Warning

This content is compiled from multiple sources and is provided for reference purposes only. It may not be complete or fully applicable to all situations. If you are unable to resolve your issue, please contact the product manufacturer or an authorized service provider for official support.