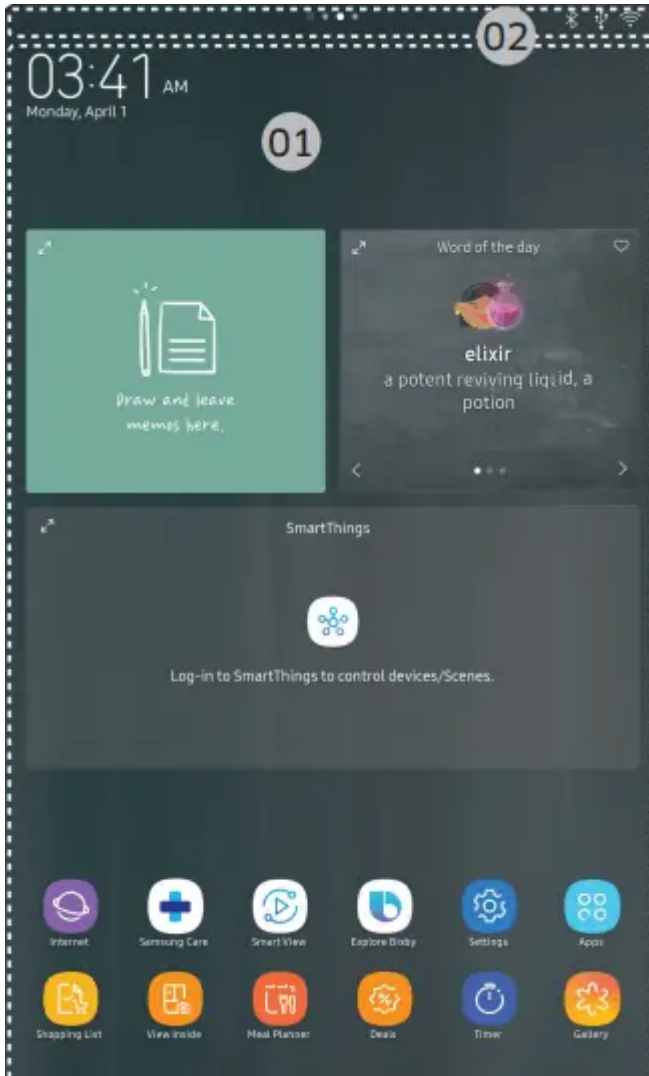


## Operations

### 01. Home screen



### 01. Apps & Widgets

- Tap a desired app or widget to launch it.
- Tap and hold an app or widget to enter Edit mode. A grid appears. In Edit mode, you can drag and drop an app or widget to a new position on the grid. When you move the app or widget to a new grid location, the location turns grey if it is available. If it is not available, it turns red.
- You can add an app or widget that has been removed from the Apps list.


### 02. Status bar


- Displays the status of various functions. (Refer to the following Icon descriptions table.)


### Icon descriptions


**Bluetooth** : Indicates Bluetooth connection status.


**USB** : Indicates USB connection status.


**Remote Management** : Turns on when Remote Management is enabled and running.

**Network** : Indicates network connection status in 5 levels (Off, 1-4).

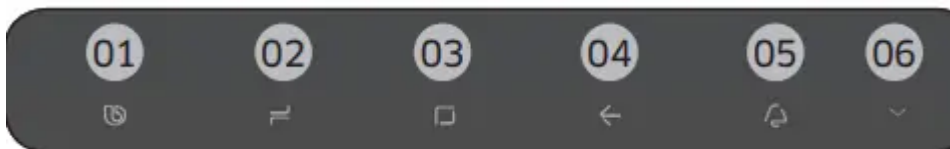
**Software Update** : Indicates that the newest version of the refrigerator's software has been downloaded from the server and is ready for installation.

**Notification** : Indicates there is a notification message.

**Cloud sync** : Indicates Family Hub is receiving data from the cloud server

**Energy Saver** : Indicates Energy Saver is on

### 02. Soft buttons



#### 01. Bixby

- Tap to use Bixby.

#### 02. Task Manager

- Tap to open the Task Manager.
- See the Task Manager section for details.

#### 03. Home

- Tap to open the Home screen.

#### 04. Return

- Tap to return to the previous screen.

#### 05. Notification

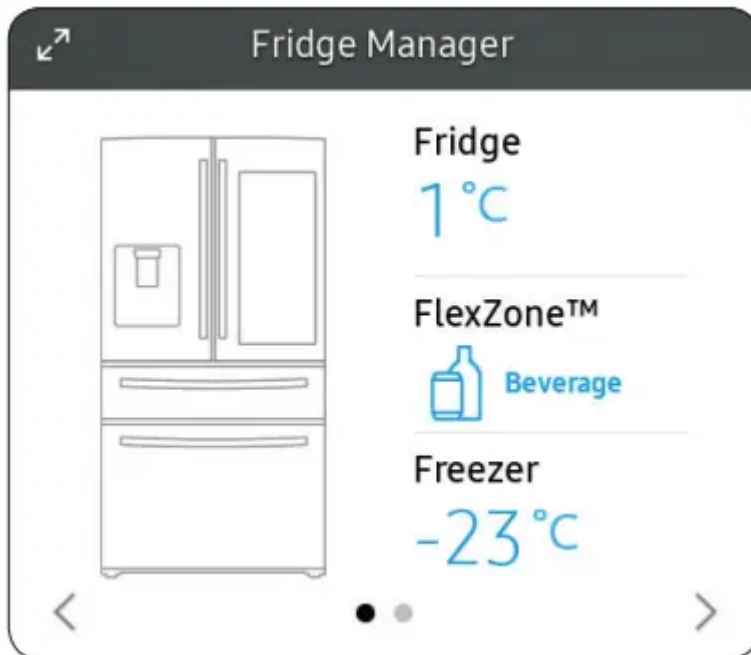
- Tap to display the Quick Panel.

## 06. Hide/Show

- Tap to hide or show Soft buttons.
- The Hide/Show button only appears when an app is active.

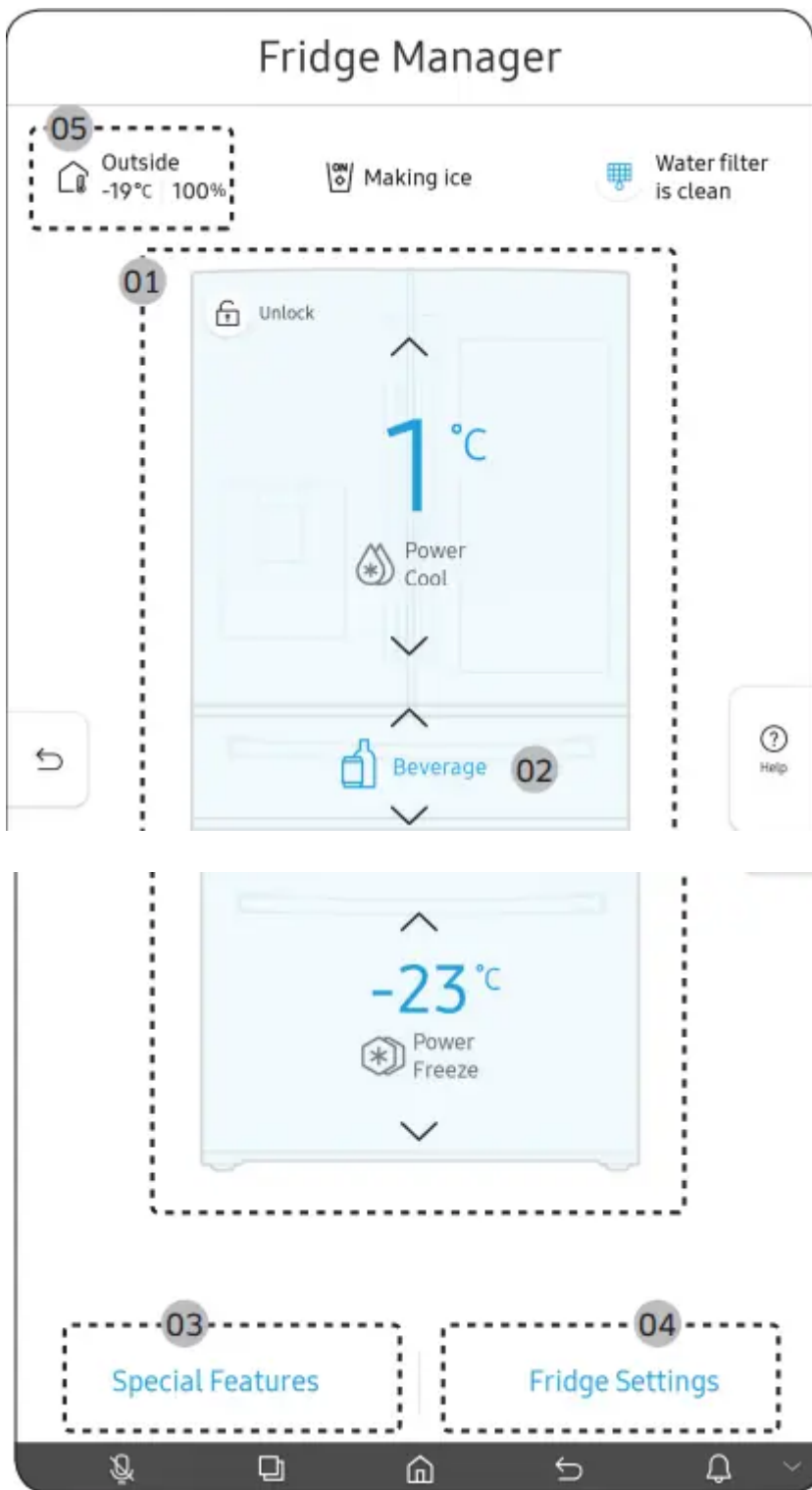
### Fridge Manager

To access Fridge Manager, swipe the Home screen to the left, and then tap the Fridge Manager widget.



- The design of the Fridge Manager widget differs with the model.
- On the Fridge Manager widget, the current fridge and freezer temperatures are displayed.
- For detailed settings, tap the widget to open the Fridge Manager.

NOTE : If you tap Buy Filter on the second page of the Fridge Manager widget, you will be directed to the website where you can purchase a water filter.



The Fridge Manager is a graphical representation of your refrigerator. The top half represents the refrigerator compartment, and the bottom half represents the freezer compartment. The temperature or mode settings for each are displayed over each section. Fridge Manager At a Glance

### 01. Temperature

Changes the set temperature in the fridge or freezer. You can also turn on and turn off the refrigerator's Power Cool function and the freezer's Power Freeze function.

- Power Freeze speeds up the freezing process at maximum fan speed. The freezer keeps running at full speed for several hours and then returns to the previous temperature.
- To freeze large amounts of food, activate Power Freeze at least 20 hours before putting the food in the freezer.

## 02. FlexZone™

The FlexZone™ is a full-width drawer featuring temperature control. It has a temperature sensor that adjusts the amount of cold air allowed into the zone.

- The refrigerator adjusts the temperature in the FlexZone™ according to the selected mode.

Mode	Description	Examples
Wine	Select Wine to keep food fresh for a long time. The temperature of the FlexZone™ will be kept around 41 °F (5 °C).	Wine, cocktails, cake, cheese
Deli	Select Deli to keep food fresh for a longer time. The temperature of the FlexZone™ will be kept around 37 °F (3 °C).	Pineapples, lemons, biscuits, potatoes
Beverage	Select Beverage to keep drinks cold and refreshing. The temperature of the FlexZone™ will be kept around 34 °F (1 °C).	Bottled water, juice, soft drinks, beer
Meat	Select Meat to keep meat or fish fresh for a longer time. The temperature of the FlexZone™ will be kept around 30 °F (-1 °C).	Steaks, cold cuts, bacon, chili dogs

## 03. Special Features

View a short explanation of some of the refrigerator's special features.

## 04. Fridge Settings

Change many of the fridge's settings including settings for ice making, the door alarm, and the temperature units (°F or °C). See the next page for details.

## 05. External Conditions

Displays the external (ambient) temperature and humidity.

### NOTE

- The displayed conditions may differ from the actual temperature and humidity.

- Also displayed is the Ice Off (ice making off) indicator at the top, center. When the indicator displays Ice Off, the refrigerator's ice maker is turned off

**Ice Maker (applicable models only)** : Turns the icemaker on and off. Tap and drag the button to turn on or off. Note that if the ice bucket is full of ice, the refrigerator does not start making ice when you tap and drag this button (turning the Ice Maker on), but displays the Ice Full indicator on the main screen. If you hold down the dispenser lever for 5 seconds, the Ice Maker Off status changes to Ice Maker On.

**Dispenser Lock (applicable models only)** : Turns the ice and water dispensers on and off. Tap to set Dispenser Lock on or off.

**Door Alarm** : The door alarm sounds if you leave the door open. Tap and drag the button to turn on **or off**.

**Temp. Unit** : Switch the temperature scale between Celsius and Fahrenheit. Touch °F or °C to change the scale.

**Water Filter (applicable models only)** : Provides a water filter replacement tutorial and lets you reset the water filter replacement indicator. Tap to open.

**Self Check** : Self Check is a self diagnoses function. Tap to open. Tap Start to run.

**Energy Saver** : Tap and drag this button to turn Energy Saver mode on and off. The Energy Saver function automatically turns off when power is supplied to the refrigerator. The settings for Energy Saver may differ with the model. If condensation or water drops appear on the doors, turn the Energy Saver mode off.

**Demand Response (applicable models only)** : Works with the Smart Grid energy saving manager. Tap to open. Tap and drag the button to turn on or off. See the Smart Grid section in this manual for more information.

**Cooling Off** : Cooling Off mode (also called Shop mode), is designed for use by retailers when they are displaying refrigerators on the shop floor. In Cooling Off mode, the refrigerator's fan motor and lights work normally, but the compressors do not run, and the refrigerator and freezer do not get cold. If Cooling Off is turned on, all cooling controls will turn to OFF on the Fridge Manager.

- To activate Cooling Off, tap Activate > Proceed from Cancel/Proceed.
- To deactivate Cooling Off, tap Deactivate > Proceed from Cancel/Proceed.

## Settings

Connections	Wi-Fi	<ul style="list-style-type: none"> <li>• Turn on or turn off a Wi-Fi connection. The current Wi-Fi network is listed first in the access point (AP) list.</li> </ul>
	Network Status	<ul style="list-style-type: none"> <li>• Select Network Status to check the status of your network connection.</li> </ul>
	Bluetooth and Speaker	<ul style="list-style-type: none"> <li>• When the Speaker mode is on, you can listen to music and media located on your mobile phone or tablet through Family Hub's speaker. <ul style="list-style-type: none"> <li>- Only one connected mobile phone or tablet is listed.</li> </ul> </li> <li>• When the Speaker mode is off, you can search and connect to nearby Bluetooth-enabled devices. <ul style="list-style-type: none"> <li>- Up to 4 recently paired Bluetooth devices are listed.</li> <li>- To add a new device when 4 paired devices are listed, first unpair a paired device from the device list.</li> <li>- Available devices are Bluetooth-enabled headsets, headphones, and speakers.</li> </ul> </li> </ul>
	Easy Connection	<ul style="list-style-type: none"> <li>• Easy Connection can be used with Samsung Smartphone apps and allows you to connect your device to the same home Wi-Fi network that your smartphone is connected to.</li> </ul>

Display	Display	<ul style="list-style-type: none"> <li>• You can set the screen brightness, wallpapers, auto wake-up, motion detector, theme, screen timeout, and duration of the screen saver.</li> </ul>
	Clean screen mode	<ul style="list-style-type: none"> <li>• Turn on so you can clean the screen without activating any apps.</li> </ul>
Sound		<ul style="list-style-type: none"> <li>• Set the volume and equalizer and turn on or turn off the touch sound.</li> </ul>
Notifications		<ul style="list-style-type: none"> <li>• You can turn on or turn off Preview of Notification.</li> </ul>
Profile		<ul style="list-style-type: none"> <li>• You can add, edit, or delete a profile.</li> </ul>

Bixby	<ul style="list-style-type: none"> <li>You can set the functions related to Bixby voice recognition.</li> <li><b>Language and Voice Style</b> : You can choose Bixby's Language and Voice Style.</li> <li><b>Voice Wake up</b> : You can Play and Stop media using Bixby's Voice wake-up function.</li> <li><b>Wake up Sensitivity</b> : You can set Bixby's voice wake-up sensitivity.</li> <li><b>Multi Device Wake up</b> : You can turn on and turn off Bixby's Multi Device Wake Up function. <ul style="list-style-type: none"> <li>Only the device that is closest to the refrigerator will wake up when Multi Device Wake up is on.</li> </ul> </li> <li><b>Voice ID</b> : You can Turn on and Turn Off Voice ID.</li> <li><b>About Bixby</b> : You can check the Bixby Version and related information</li> </ul>
Security	<ul style="list-style-type: none"> <li>Enable or disable restrictions on Family Hub features and apps.</li> </ul>
Storage	<ul style="list-style-type: none"> <li>You can check the amount of storage used by each app and the amount of storage used by images.</li> </ul>

Language and Time	Language	<ul style="list-style-type: none"> <li>Select a preferred language. Available languages depend on the sales region.</li> </ul>
	Date and Time	<ul style="list-style-type: none"> <li>Make sure the Auto update function is on with a proper Wi-Fi network connection. Open the fridge door and locate the display reset button on the inner side of the door. Press the button, and then press again to reset the display. The date and time will be synced by the time server.</li> <li>You can change the time zone through the Time Zone menu.</li> </ul>
Accessibility		<ul style="list-style-type: none"> <li>Set to turn the screen reader function for blind and low vision users on or off.</li> </ul>

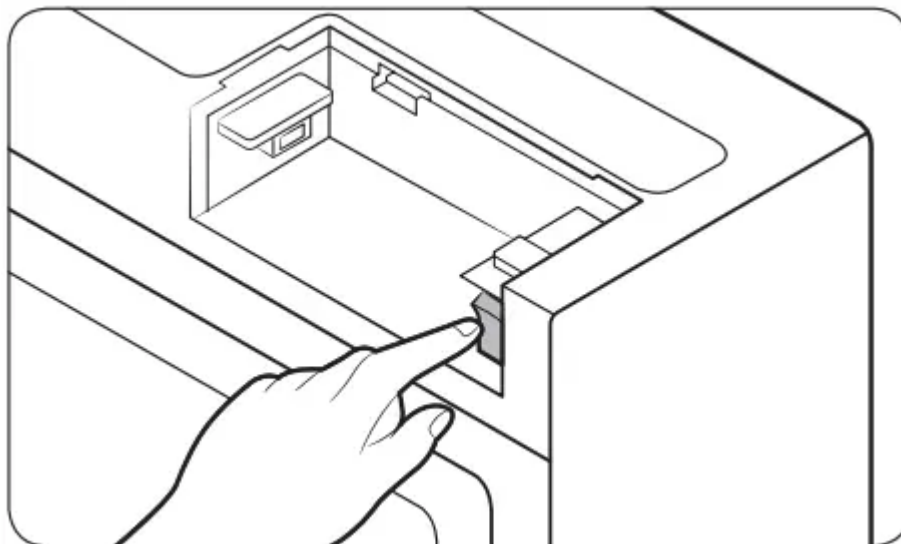
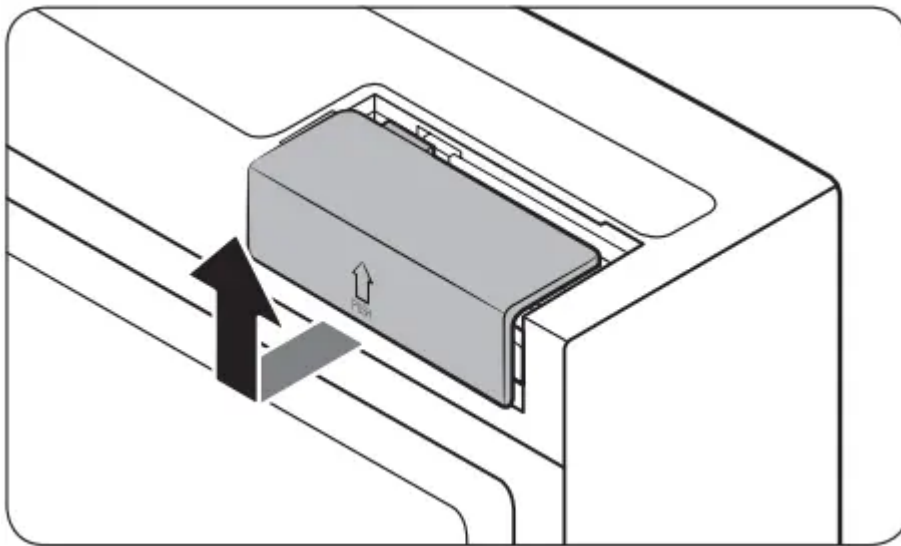
About Family Hub	Device information	<ul style="list-style-type: none"> <li>• Make sure the Software Update function is on with a proper Wi-Fi network connection.</li> <li>• When updates are available, the Update button becomes active. When updates are complete, the refrigerator restarts automatically.</li> <li>• Legal information displays the Open Source License Agreement. Tap the list item to open the Open Source Announcement.</li> </ul>
	Restart and Factory Data Reset	<ul style="list-style-type: none"> <li>• Tap the Restart Button to restart the Family Hub LCD.</li> <li>• Tap the Reset Network Settings button to reset and initialize Wi-Fi and Bluetooth settings.</li> <li>• Tap the Factory Data Reset button to reset Family Hub's storage memory to the factory default. All currently stored user data will be removed permanently. Data that will be removed includes account information, memos, photos, and user settings.</li> </ul> <p><b>⚠ CAUTION</b> Once factory reset is complete, no user data can be recovered.</p>

Help & Contact Us	Online Manual	<ul style="list-style-type: none"> <li>• The online manual shows you how to use various menus and apps on the refrigerator directly on the display.</li> </ul>
	Remote Management	<ul style="list-style-type: none"> <li>• Use Remote Management to allow a service representative to remotely diagnose problems and provide solutions.</li> <li>• Remote Management requires a Wi-Fi connection.</li> <li>• The Remote Management menu does not appear on models that do not support Remote Management.</li> </ul>
	Feedback, Questions, Issues	<ul style="list-style-type: none"> <li>• Send your feedback, questions and minor issues about Family Hub to Samsung.</li> </ul>

### Display reset (applicable models only)

If the display is not working correctly, try resetting the display. This may resolve the problem.

1. Open the right-side fridge door and locate the switch cover on the top right corner of the door.
2. Push up the cover to reveal the power switch.
3. Turn the switch off, and then turn it on again.
4. Reinsert the switch cover. You will hear a click when the cover is in place.



## SmartThings

### Installation

Visit the Google Play Store, Galaxy Apps, or Apple App Store and search for “SmartThings”. Download and install the SmartThings app provided by Samsung Electronics to your smart device.

### Samsung account

You are required to register your Samsung account to use the app. If you don't have a Samsung account, follow the app's onscreen instructions to create a free Samsung account.

### Getting started

Turn on the device you want to connect, open the SmartThings app on your phone, and then follow the instructions below. If a pop-up appears saying that a new device has been found, tap ADD NOW. If a pop-up doesn't appear, tap the

+ button, and then select the device you want to connect from the list of available devices. If your device isn't in the list of available devices, tap Supported Devices, select the device type (Refrigerator), and then select the specific device model. Follow the instructions in the app to set up your device. Once setup is complete, your refrigerator will appear as a "card" on your Devices screen

## Refrigerator app

### Integrated control

You can monitor and control your refrigerator at home and on the go.

- Tap the refrigerator icon on the SmartThings Dashboard or tap the Devices icon at the bottom of the Dashboard, and then tap the refrigerator "card" to open the Refrigerator page.
- Check the operation status or notifications related to your refrigerator, and then change options or settings if necessary.

Category	Item	Description
Monitoring	Fridge temperature	Displays the desired temperature setting of the fridge.
	Freezer temperature	Displays the desired temperature setting of the freezer.
	FlexZone™ settings	Displays the settings of the FlexZone™.
	Diagnosis	Detects abnormal operations of the refrigerator.
	Energy monitoring	Checks the accumulated power consumption of the refrigerator for the last 180 days.
Functions	Ice making	You can turn the ice making function on or off, and check the current settings of the function. You can also check the status and progress of ice making.
	Power Cool	You can turn Power Cool on or off, and check the current settings.
	Power Freeze	You can turn Power Freeze on or off, and check the current settings.
	Fridge temperature	You can change the desired temperate setting of the Fridge.
	Freezer temperature	You can change the desired temperate setting of the Freezer.
	FlexZone	You can change the mode of the FlexZone.

Alarms	Abnormally high temperature	This alarm is triggered when the fridge or freezer has abnormally high temperatures.
	Door opening	This alarm is triggered if the fridge door, the freezer drawer, or the FlexZone™ drawer is open for a specific length of time.
	Water filter replacement	This alarm reminds you that the water filter must be replaced.
Inside Image		You can view the inside of the refrigerator and can see if you need to replace food items.
Family Hub App Link		You can connect to the App Store and download the Refrigerator app.

### SMART GRID Function (Demand Response)

When the refrigerator operates in SMART GRID (Demand Response) mode, the Energy Management Refrigerator function can control energy usage or delay the operation of some functions to save money when energy prices or demand are the highest.

#### Using the SMART GRID (Demand Response) Function

This feature monitors energy prices and demand information from your utility company and sends notifications to the refrigerator to run high energy consuming tasks during offpeak times when electricity costs and demand are lower. If the refrigerator receives a control signal from the utility company, the refrigerator will display the DAL (L3) ~ TALR (L4) levels on the refrigerator display and control the power consumption according to the level. [Exception condition] The DAL and TALR control signals from a utility company work as long as product performance is maintained. If the refrigerator receives the SMART GRID (Demand Response) signal (DAL or TALR), the refrigerator will operate in Delay Appliance Load (Display:L3) or Temporary Appliance Load Reduction (Display:L4) mode.

- Delay Appliance Load (L3): The refrigerator responds to a DAL signal by providing a moderate load reduction for the duration of the delay period. This function controls functions that consume a lot of energy such as adjusting the Cooling system, running the defrost cycle, and making ice.
  - When the refrigerator operates in DAL (L3) mode, “L3” is displayed on the refrigerator display.
  - DAL mode is automatically deactivated after it lasts for the amount of time stipulated by the DAL signal (max. 4.5 hours) or when the Peak Demand Off key is pressed.
- Temporary Appliance Load Reduction (L4): The refrigerator responds to a TALR signal by aggressively reducing the load for a short time period. This function reduces energy consumption by stopping the compressor and



controlling the functions that consume a lot of energy such as the defrost cycle and making ice.

- When the refrigerator operates in TALR (L4) mode, "L4" is displayed on the refrigerator display.
- TALR (L4) mode is automatically deactivated after it lasts for the received duration (max. 15 minutes), or when the Peak Demand Off key is pressed. The mode is immediately deactivated and the refrigerator returns to the normal state when the door is opened or closed, or the dispenser is used.

### **To check the MAC address**

1. Tap the Settings icon on the Home screen.
2. Scroll down to and open About Family Hub.
3. The screen displays (among other things) the Wi-Fi MAC address

### **Peak Demand Off (Override mode)**

When you want the refrigerator to ignore the SMART GRID (Demand Response) signal from the utility company, you can activate Peak Demand Off (Override mode). When you activate Peak Demand Off (Override mode), the refrigerator ignores the SMART GRID (Demand Response) signal and is not controlled by the utility company.

### **Activating and deactivating Peak Demand Off (Override mode)**

1. Tap the 'FridgeManager' Icon on the Home screen.
2. Open the 'Fridge Settings' menu on the bottom of the screen.
3. Open the 'Demand Response' menu.
4. Turn the 'Peak Demand Off (Override mode)' on and off. Tap and drag the button to activate or deactivate "Demand Off".

### **Using the Energy Management Function**

The Energy Management function enables you to control and monitor your Energy Management refrigerator using the SmartThings app for your convenience.

1. Operational Status
  - You can check the DR and Peak Demand Off (Override mode) status.
2. Energy Consumption Reporting

- Shows the accumulated power consumption. Power consumption data is updated every 10 minutes.

### 3. Delay Defrost Capability

- The Delay Defrost Capability function saves energy by delaying the defrost operation to a time specified by the user. You can configure the time, and this function will save energy during the specified period in a 24-hour cycle. If the time is not set, the function works with the default time settings. The default time settings are below:

- 6 am to 10 am: 1st. November ~ 30th. April

- 3 pm to 7 pm: 1st. May ~ 31th. October

#### **To change the time setting for the Delay Defrost Capability**

You can change the time setting for the Delay Defrost Capability on the app.

### **Provision for Open Access to the Connected Product Requirements**

#### 1. SGIP Open Standards (Smart Energy Profile 2.0)

- Energy Consumption Reporting
- Demand Response

#### 2. Samsung OPEN API

- Operational Status, User Settings & Messages
- ICE Maker Status: GET /icemaker/status/vs/0 - Door Open Alarm: GET /doors/vs/0
- DR Status: GET /drlc/vs/0
- Delay Defrost Capability
- Set Schedule of the Defrost Delay: POST /defrost/reservation/vs/0?op=add
- Get Schedule of the Defrost Delay : GET /defrost/reservation/vs/0
- Delete Schedule of the Defrost Delay: POST /defrost/reservation/vs/0?op=remove
- Defrost Delay On/OFF: POST /defrost/delay/vs/0

### **Recommendations for voice recognition**

For the voice recognition function, there is a built-in microphone on top of the refrigerator's display. To use the voice recognition function:

- Stand no more than 3 feet (1 meter) from the refrigerator and speak loudly and clearly towards the built-in microphone.
- Speak at a regular pace. Reduce ambient noises, such as noises from a living-room TV.

## **Samsung Family Hub**

### **Installation**

Visit the Google Play Store, Galaxy Apps, or Apple App Store and search for “Samsung Family Hub”. Download and install the Samsung Family Hub app provided by Samsung Electronics to your smart device.

### **Samsung account**

You are required to register your Samsung account to use the Samsung Family Hub app. If you don't have a Samsung account, follow the app's onscreen instructions to create a free Samsung account.

NOTE : To connect your smartphone and the refrigerator, register your Samsung account in Settings → Profile.

**Calendar** : You can share your schedule with your family.

**To Do** : You can create and edit a to-do list.

**Memo** : You can create and edit a memo for specific users.

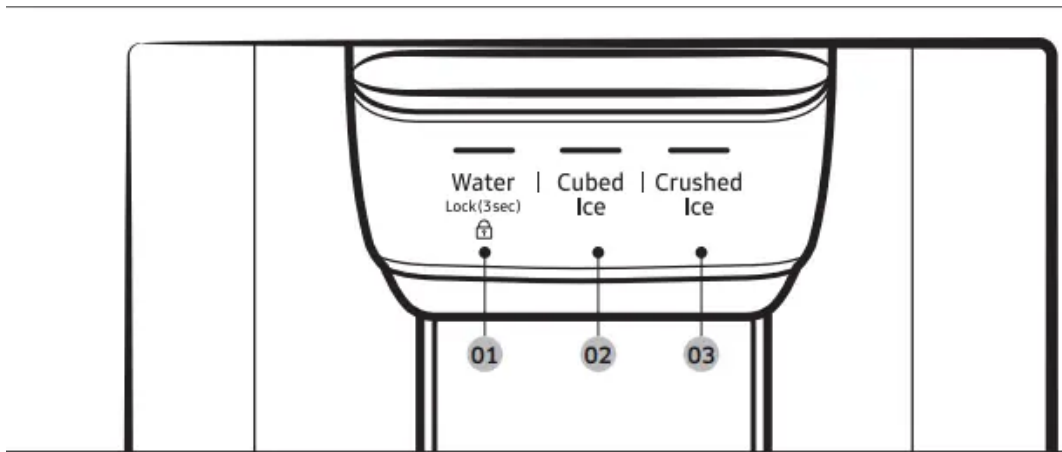
**Whiteboard** : You can send White Board contents created on the refrigerator to your smartphone or vice versa.

**Gallery** : You can send photos from your smartphone to the refrigerator.

**View Inside** : You can view the inside of the refrigerator and see electronic labels you created with item-specific storage periods to keep track of item expiration dates.

**Shopping List** : You can create and edit a shopping list

### **Dispenser panel**



01. Water / Lock

02. Cubed Ice

03. Crushed Ice

### 01. Water / Lock (3 sec)

**Water** : To dispense chilled water, press Water. The corresponding indicator turns on.

**Lock (Dispenser panel / Dispenser lever)** : To prevent the use of the dispenser panel buttons and the dispenser lever, press and hold Water for more than 3 seconds. If you press and hold the button again for more than 3 seconds, the dispenser lock will be deactivated. When dispenser lock is on, the indicator blinks if any button on the dispenser panel is pressed or the dispenser lever is pressed.

### 02. Cubed Ice

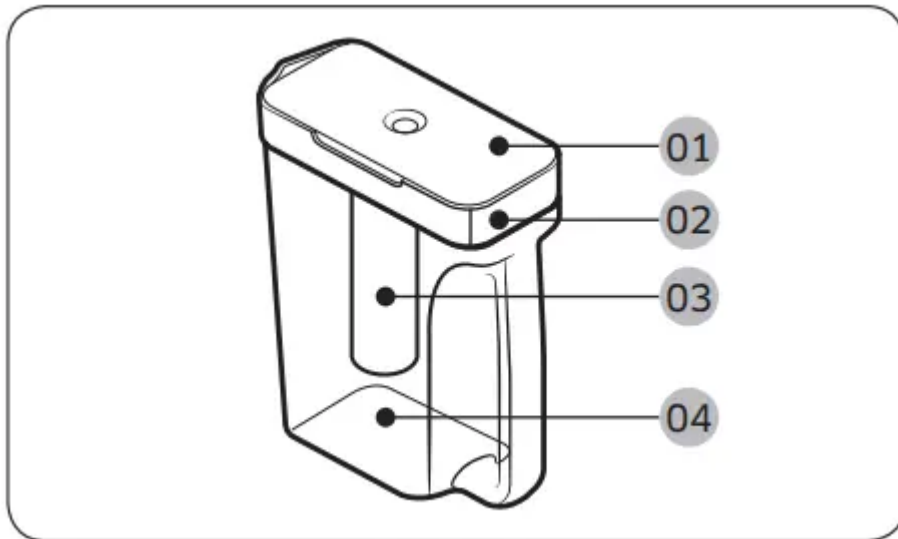
**Cubed Ice** : Press Cubed Ice to dispense cubed ice. The corresponding indicator turns on.

### 03. Crushed Ice

**Crushed Ice** : Press Crushed Ice to dispense crushed ice. The corresponding indicator turns on.

## Special features

Water tank (Auto Water Fill) (applicable models only) The Auto Water Fill function lets you cold brew tea in your refrigerator.



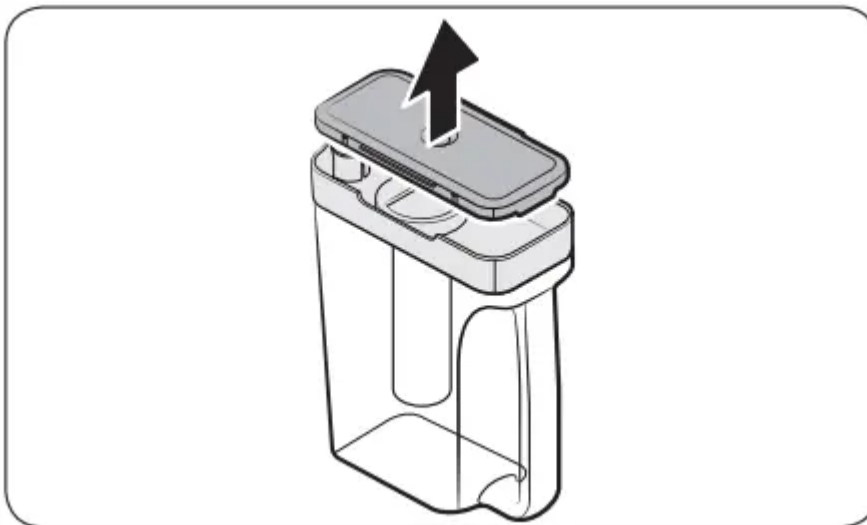
01. Lid

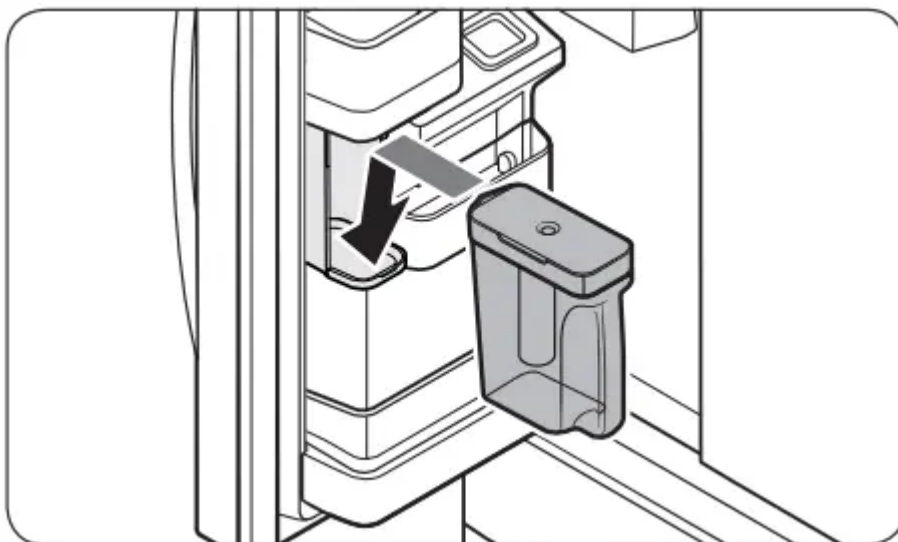
02. Sealed mouth

03. Infuser

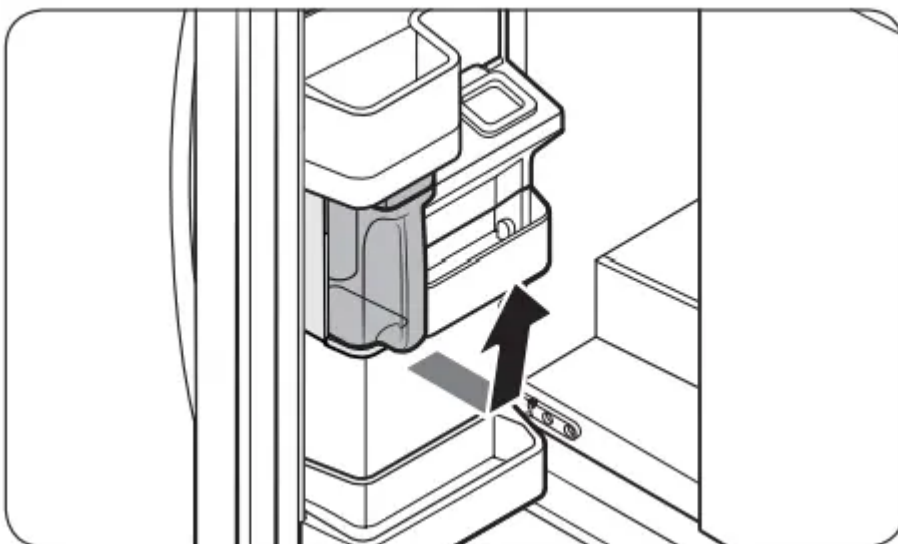
04. Body

**To fill the water tank**





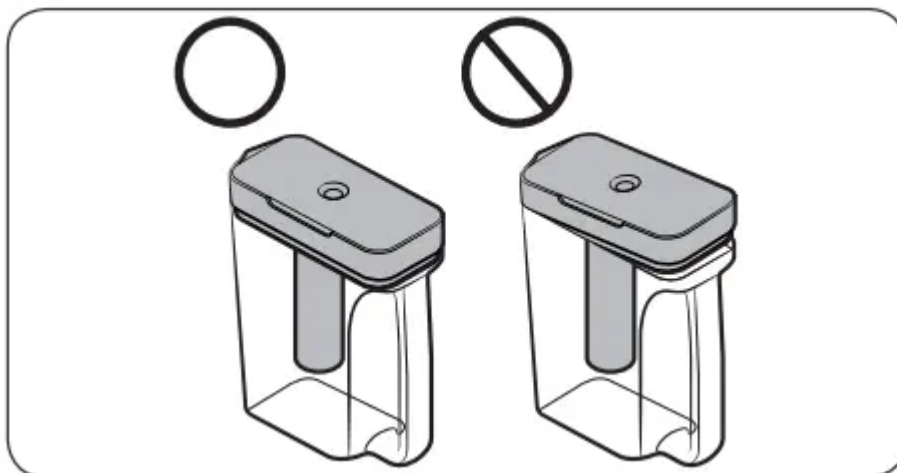
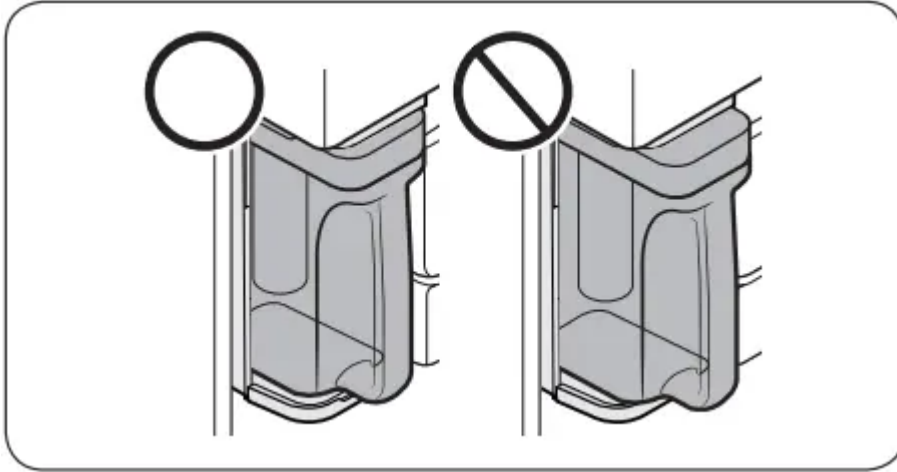
1. Grasp a handle groove of the sealed mouth, and then pull up to open the lid.
2. Put tea leaves or fruit to your taste into the infuser.
3. Enable the Auto Water Fill function on the main panel. Open the left door of the fridge door, and then mount the water tank onto the holder. Push it straight in as shown in the illustration on the left.
4. Close the door. The infuser will start to fill with chilled water a short time later.
5. To drink tea, open the door and detach the water tank. Pull it straight out.



#### **CAUTION**

- We recommend consuming fruit infused water within 24 hours. After that, the infused water can spoil over time.
- You must clean the water tank after you have consumed the infused water. Also clean the water tank if you haven't used it for a long time.

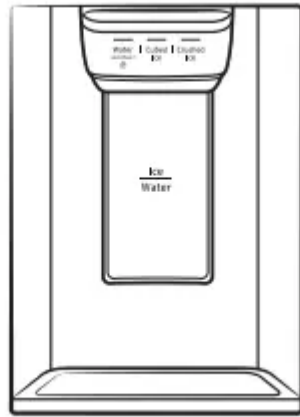
- To prevent the water tank from tipping over or leaking, make sure the water tank fits in the water tank holder.
- To prevent the water tank from spilling over or leaking, make sure the sealed mouth is properly inserted.



### **Water/Ice dispenser**

Using the dispenser, you can dispense water with or without ice. The water dispenser offers 3 options: chilled water, cubed ice, and crushed ice. To dispense chilled water, press Water on the dispenser panel. Put a water glass under the dispenser, and then push the dispenser lever.

#### **To dispense water with ice**



1. With the Ice Maker enabled, press Cubed Ice or Crushed Ice to select the ice type.
2. Put a water glass under the dispenser, and then push the dispenser lever with the glass. Ice will be dispensed from the dispenser.
3. Press Water to select water.
4. Push the dispenser lever with the glass. Water will be dispensed from the dispenser.

### **Ice maker**

The refrigerator has a built-in ice maker that automatically dispenses ice so that you can enjoy filtered water with cubed or crushed ice.

### **Ice making**

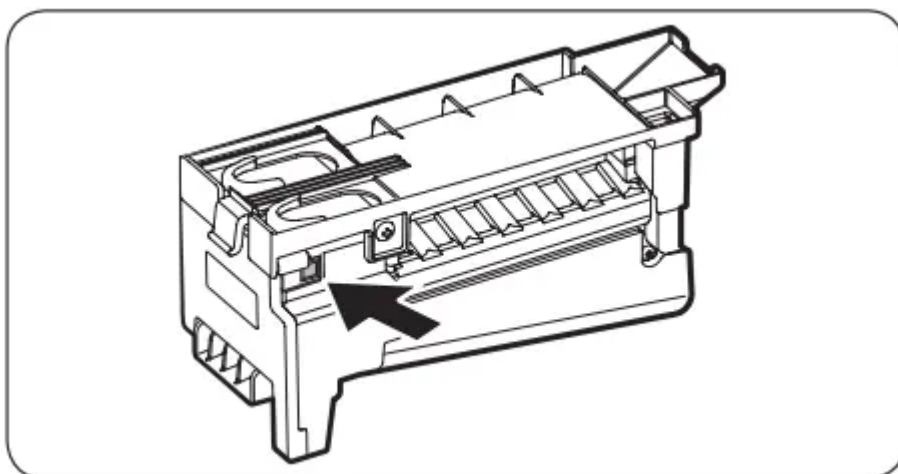
After you have installed your refrigerator and plugged it in, follow these instructions to ensure proper ice making and to keep the ice bucket full of ice:

1. Let the refrigerator operate for at least 24 hours to ensure optimal performance.
2. Dispense the first 4 to 6 ice cubes into a glass.
3. Wait another 8 hours and dispense another 4 to 6 ice cubes.
4. Then, wait another 16 hours and dispense the first glass-full of ice.

### **Diagnosis**

If ice does not dispense, first check the ice maker.

1. Press Test on the side of the ice maker. You will hear a chime (ding-dong) when you press the button.
2. You will hear another chime if the ice maker is operating properly.



### **If You Turn the Ice Maker Off**

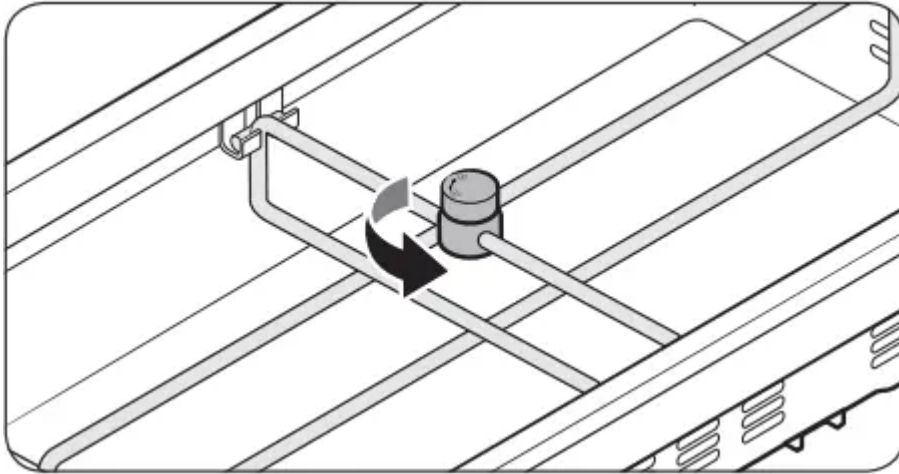
If you press and hold Ice Maker for more than 3 seconds to turn the ice maker off, make sure to remove all ice cubes from the ice bucket. Remaining ice cubes may clump together, making it difficult to remove them. To remove the ice bucket, see the Ice bucket (applicable models only) section on page 66.

### **Water clouding**

Water supplied to the refrigerator flows through a core alkaline filter. During this filtering process, the water pressure of the water increases and the water becomes saturated with oxygen and nitrogen. This causes the water to look misty or cloudy temporarily when dispensed. This is normal and the water will look clear after a few seconds.

### **FlexZone™ divider**

You can change the divider position. To do this, unlock the divider by turning the divider dial counter clockwise. Then, move the width and height bars as appropriate. When done, turn the dial clockwise to lock the divider.



## Maintenance

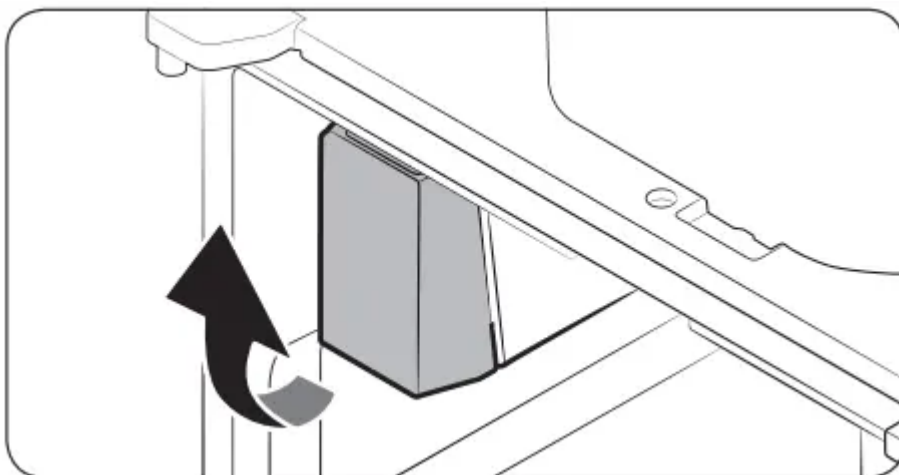
### Handling and care

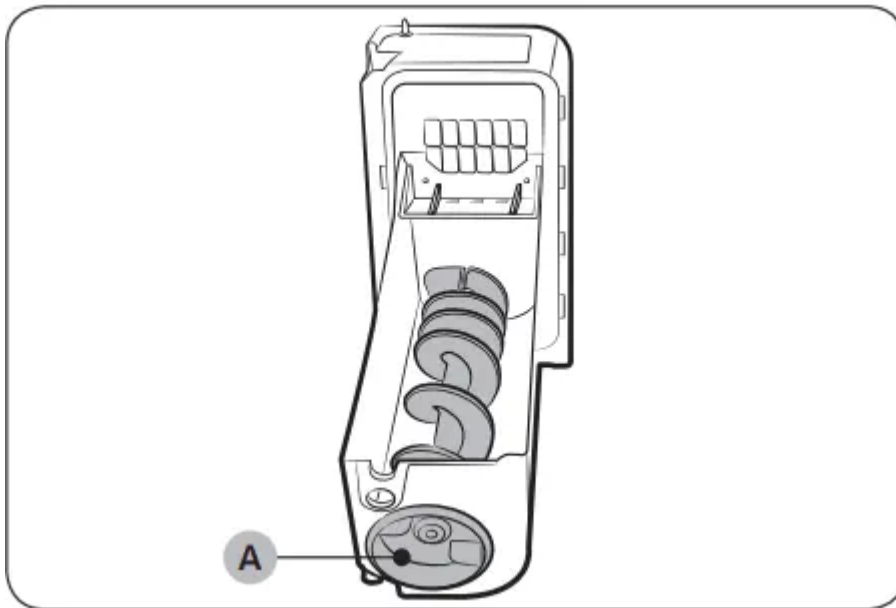
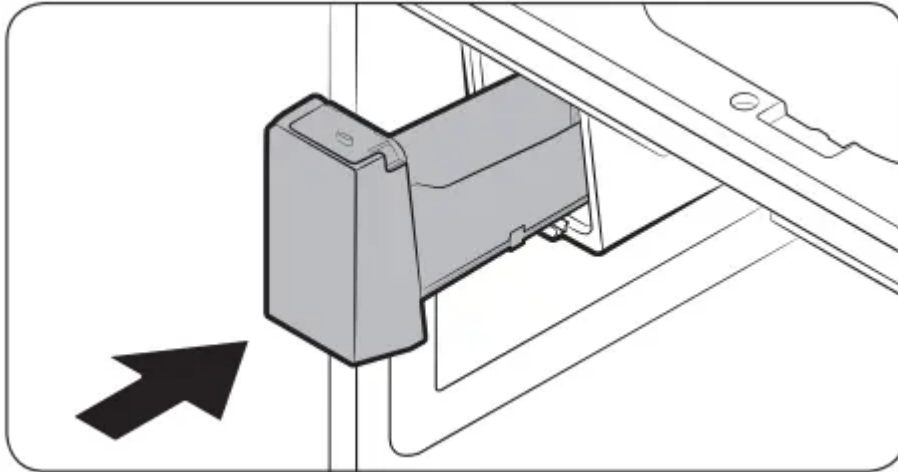
#### Ice bucket (applicable models only)

If you do not dispense ice for an extended period, ice may form clumps inside the bucket. If this happens, remove and empty the ice bucket.

1. To remove the ice bucket, gently lift it up, and then pull it out slowly while holding the bottom of the bucket with one hand and the side with the other hand.
2. Empty the bucket.
3. When done, put the bucket back into position. If the bucket does not fit in, turn the helix screw 90 degrees, and then try again.

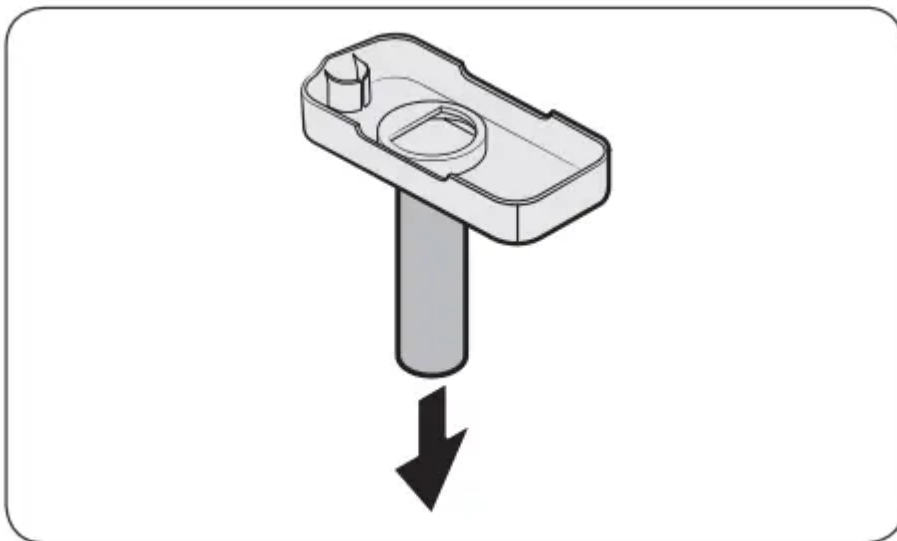
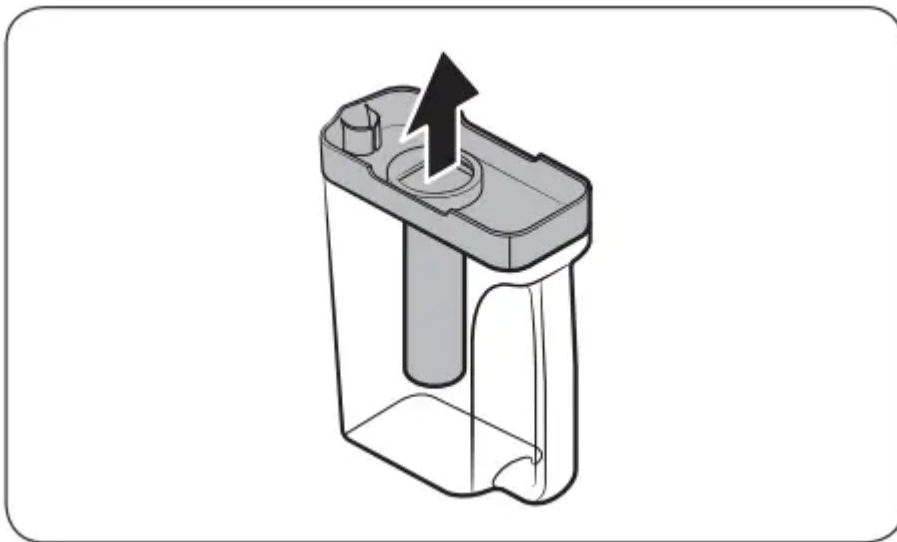
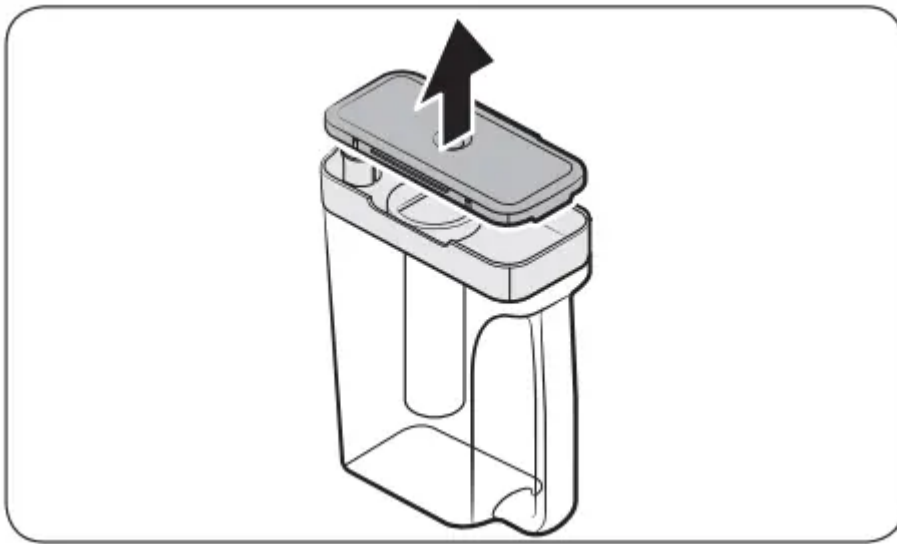
If the ice bucket is not firmly inserted, turn the Helix (A) 90 degrees, and then try again





### **Auto Water Fill (applicable models only)**

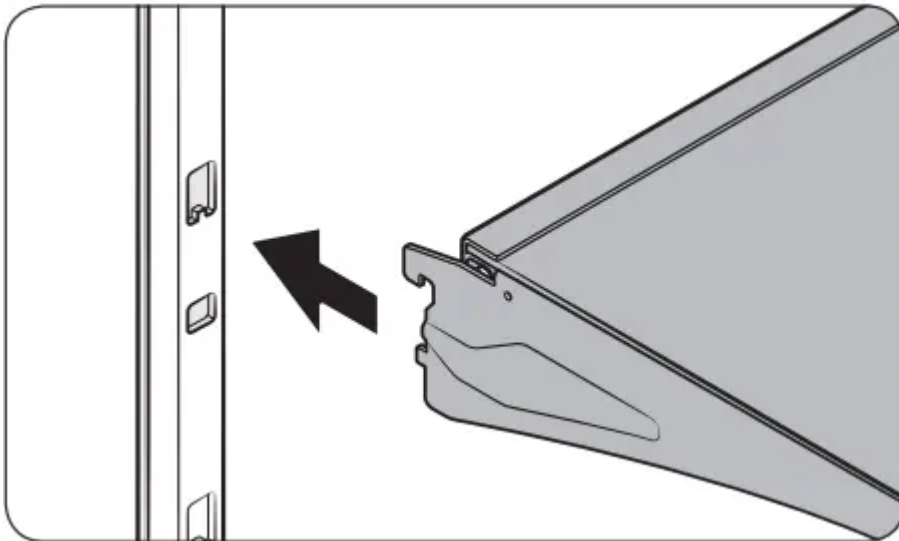
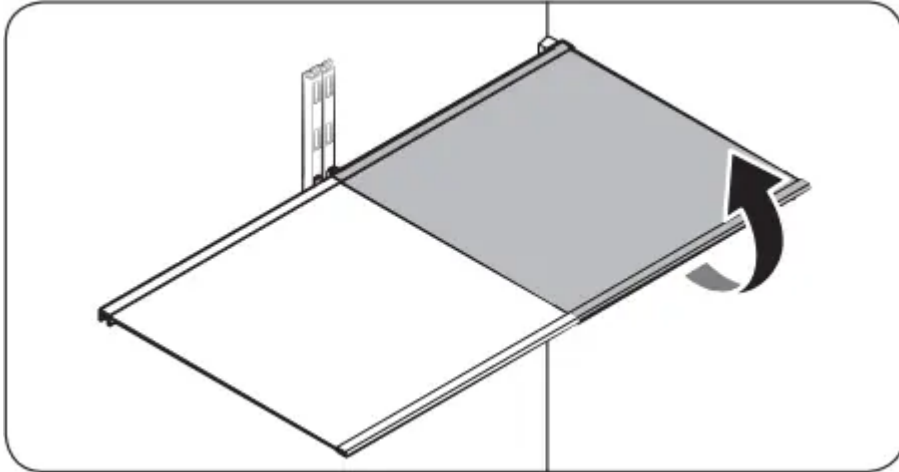
1. Grasp a handle groove of the sealed mouth, and then pull up to remove.
2. Grasp both sides of the sealed mouth, and then lift to remove.
3. While slightly twisting the infuser, pull it out of the sealed mouth.
4. Clean the infuser with neutral agents and running water. Rinse and dry well.
5. Reassemble the Auto Water Fill in the reverse order of disassembly.

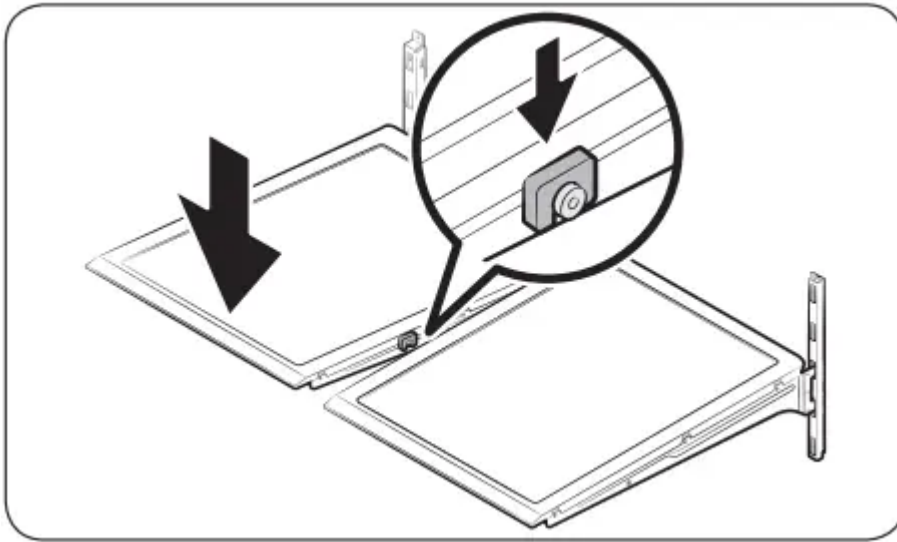


### Fridge shelves

The appearance of the shelves differs by model.

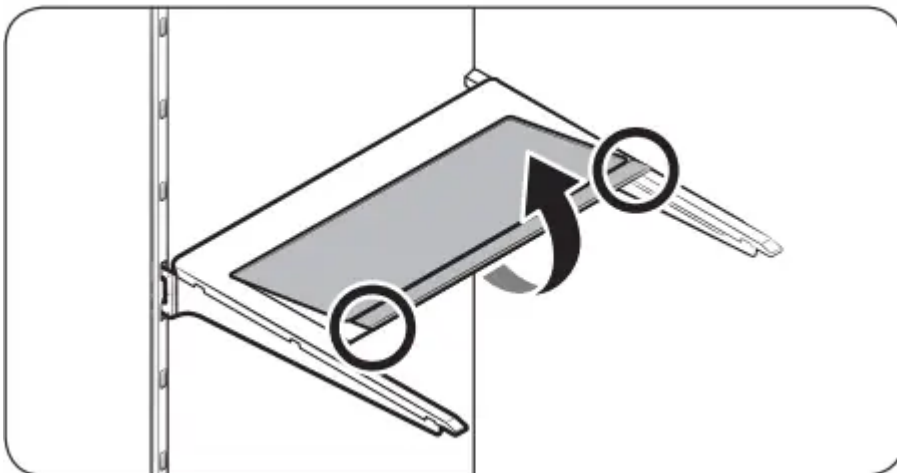
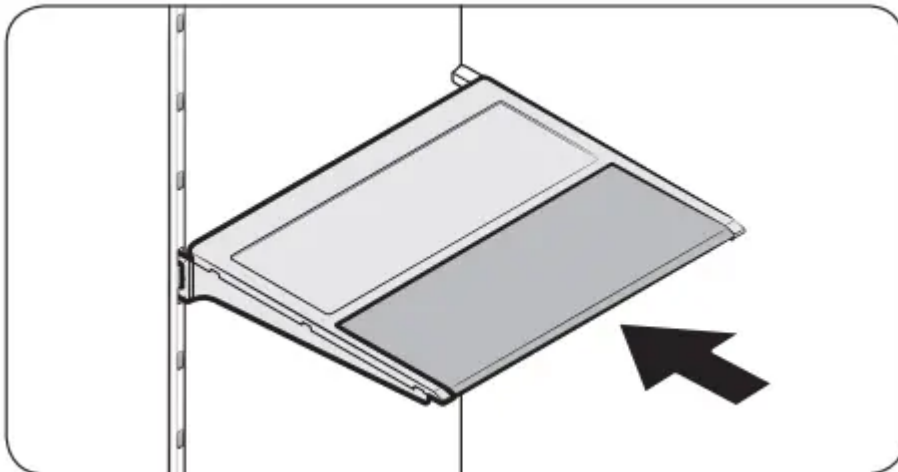
- To remove a shelf, fully open the corresponding door. Hold the front of the shelf, and then gently lift up and slide out.
- To reinsert, hold the shelf at an angle so the front is higher than the back, and then insert the top hook into the top shelf notch. Then, lower the shelf and insert the bottom shelf hook into the bottom shelf notch.





### Foldable shelf

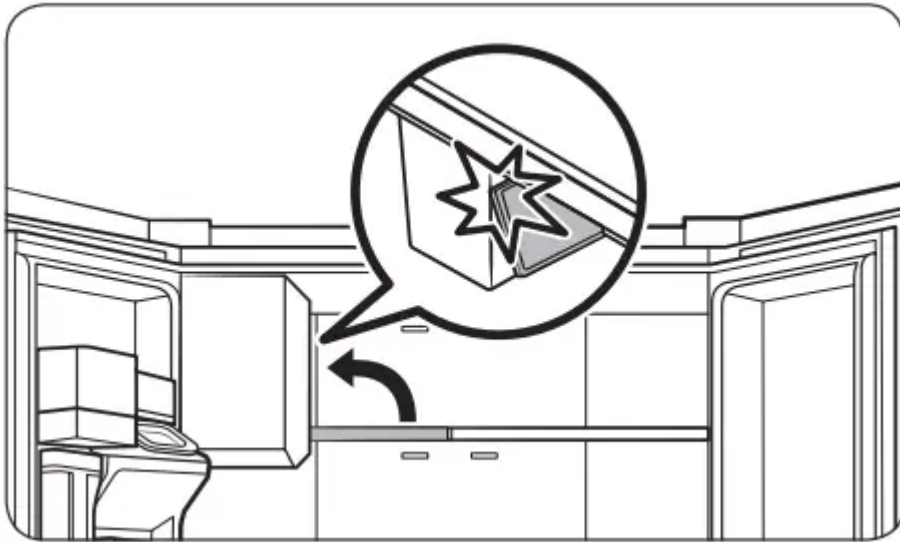
To remove, slide up the front of the shelf so that it folds. Then gently lift up and pull out. To reinsert, place the shelf on the angled frame in the main unit, and then, press down to unfold.



### Recommended foldable shelf location

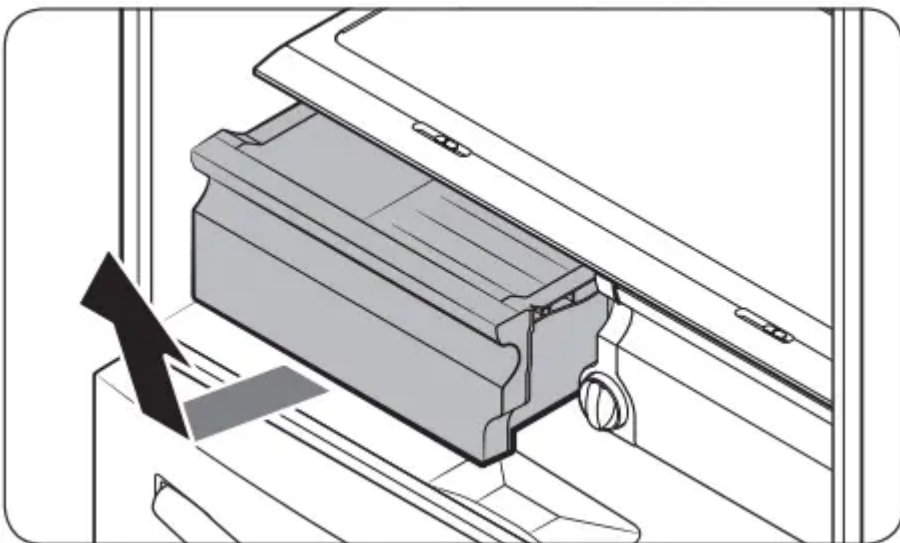
The foldable shelf folds up from the center, giving you more room for storage.

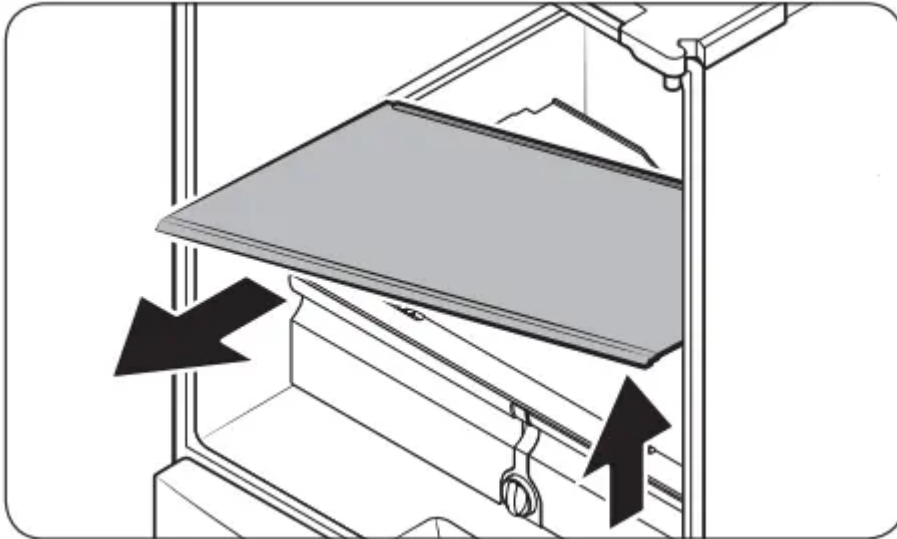
- Insert the shelf in the right side of the fridge. Left side insertion does not allow the shelf to fold completely.
- To fold, push the front area of the shelf inward so that it folds up from the middle.



### Vegetable shelf

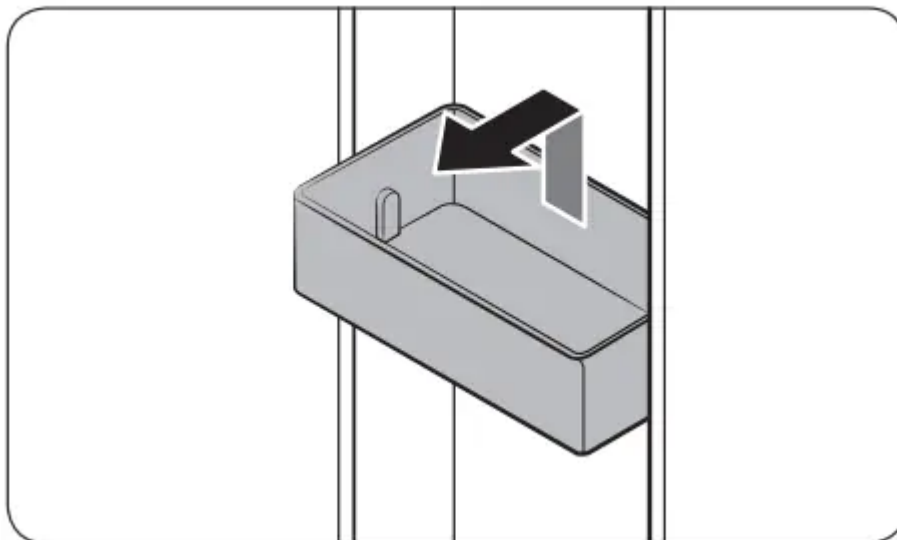
1. Slide out the left-side vegetable drawer.
2. While supporting the vegetable shelf with one hand, slide it out with the other hand.





### Door bins

- To remove the top door bin, hold the front sides of the bin, and then gently lift up to remove.
- To reinsert, insert the door bin slightly above its final location making sure that the back of the bin is against the door. Hold the rear of the door bin with both hands, and then press down so that it fits snugly.



### Fridge drawers

#### Vegetable / fruit drawers

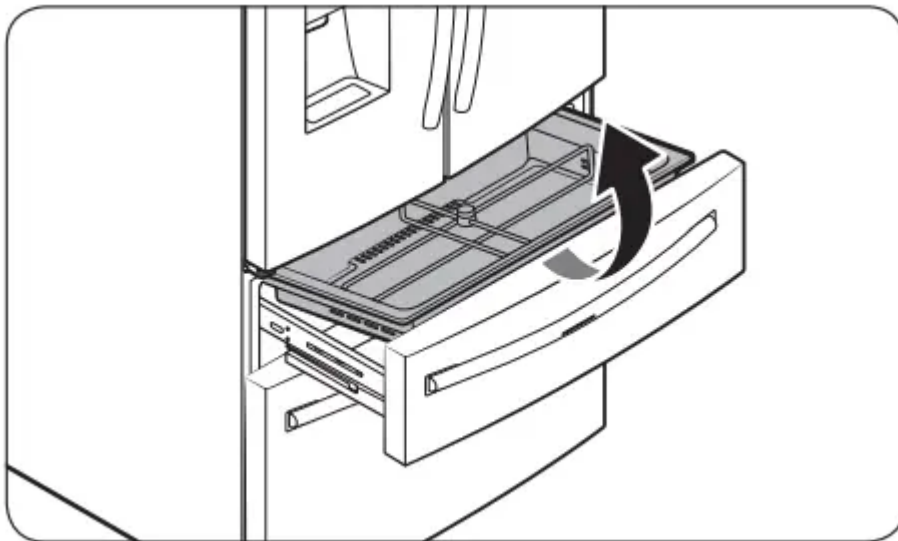
Gently lift up the front of the drawer and slide out.

- We recommend that you remove the door bins before removing the drawer. This is to prevent damage to the door bins.

- To reinsert, insert the drawer into the frame rails and then slide inward.

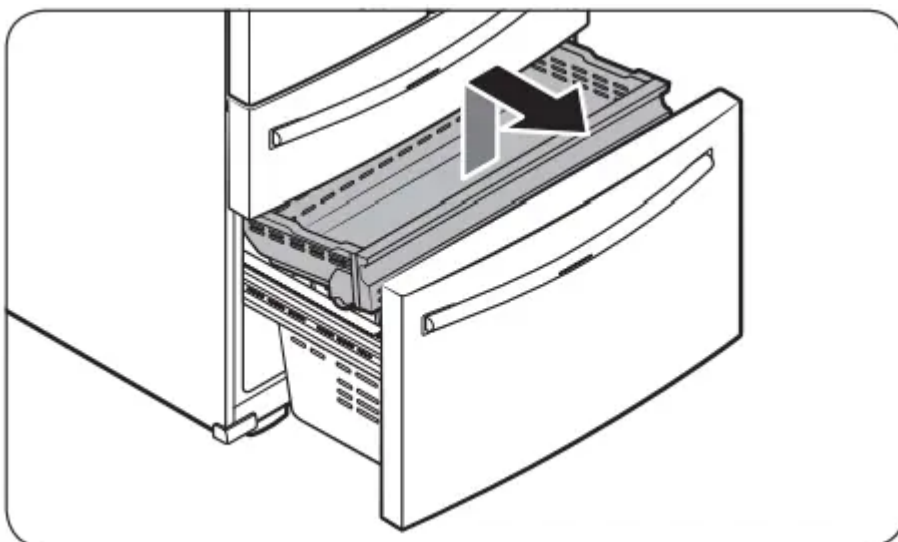
### **FlexZone™ basket**

- To remove, fully open the FlexZone™ drawer. Lift up the FlexZone™ basket, and then pull out with both hands.
- To reinsert, fully open the FlexZone™ drawer. While tilting up the front of the basket, insert the rear of the basket into the rail assembly. Lower the front until the basket is in place.
- If the divider lock does not function, wipe the bars to remove moisture on them.



### **Freezer baskets**

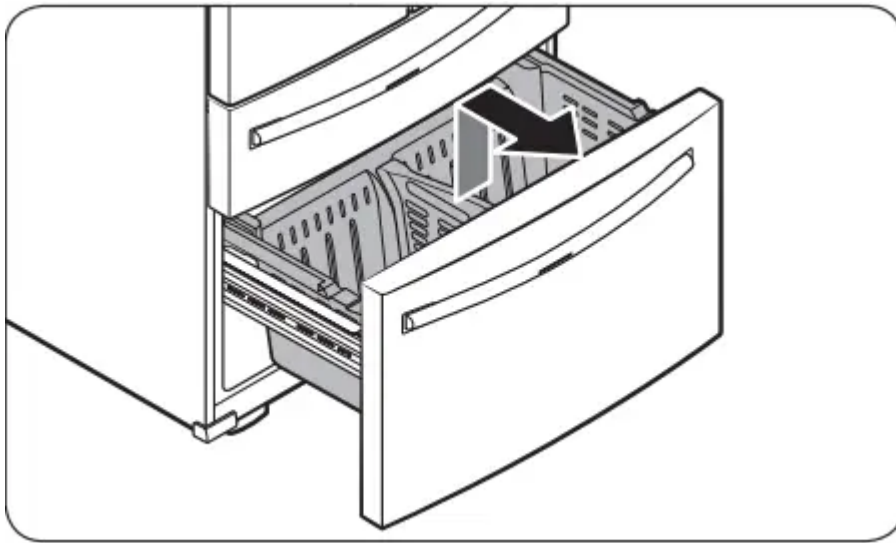
#### **Upper basket**



- To remove, fully slide open the freezer drawer. Push the upper basket to the end, and then pull up to remove.
- To reinsert, align the front wheels of the upper basket with the end of the lower basket. Slide the upper basket to the front.

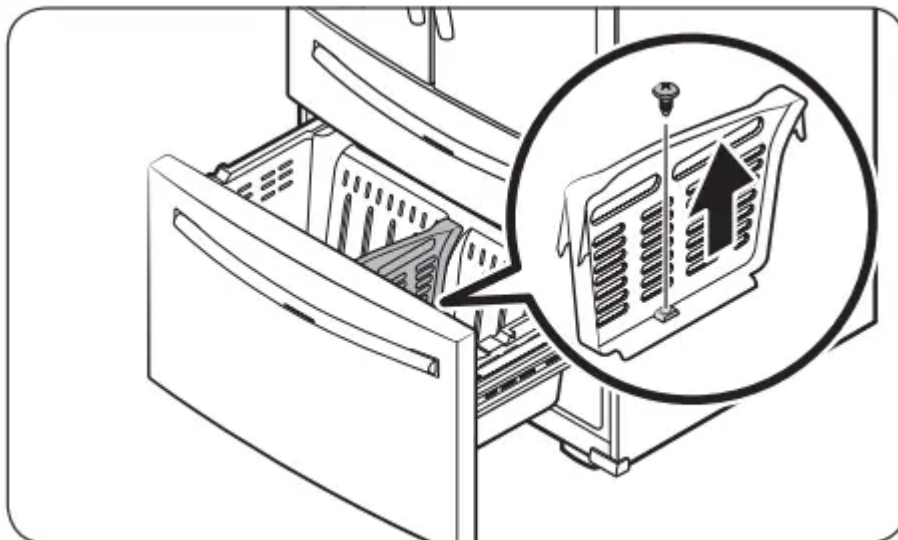
### Lower basket

- To remove, first remove the upper basket. Then, tilt up the front of the lower basket to pull out.
- To reinsert, put the basket onto the rail assembly rear side first.



### Freezer basket divider

Loosen and remove the screw from the lower side of the divider. Then, pull straight up to remove the divider.



### Cleaning

### Interior and exterior

Regularly use a dry cloth to remove all foreign substances such as dust or water from the power plug terminals and contact points.

1. Unplug the power cord.
2. Use a moistened, soft, lint-free cloth or paper towel to clean the refrigerator's interior and exterior.
3. When done, use a dry cloth or paper towel to dry well.
4. Plug in the power cord.

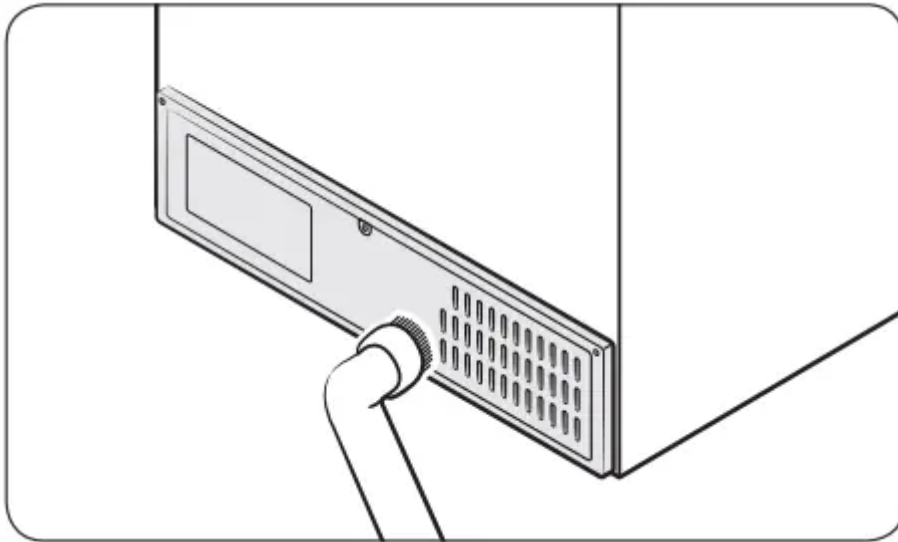
### Ice / Water dispenser

CAUTION : When crushed ice is selected, some residual ice chips may collect in the ice chute. To prevent this, remove the residual ice from the chute using a soft, clean cloth.

### Rubber seals

If the rubber seals of a door become dirty, the door may not close properly and reducing refrigerator performance and efficiency. Use a mild detergent and damp cloth to clean the rubber seals. Then, dry well with a cloth.

### Rear panel



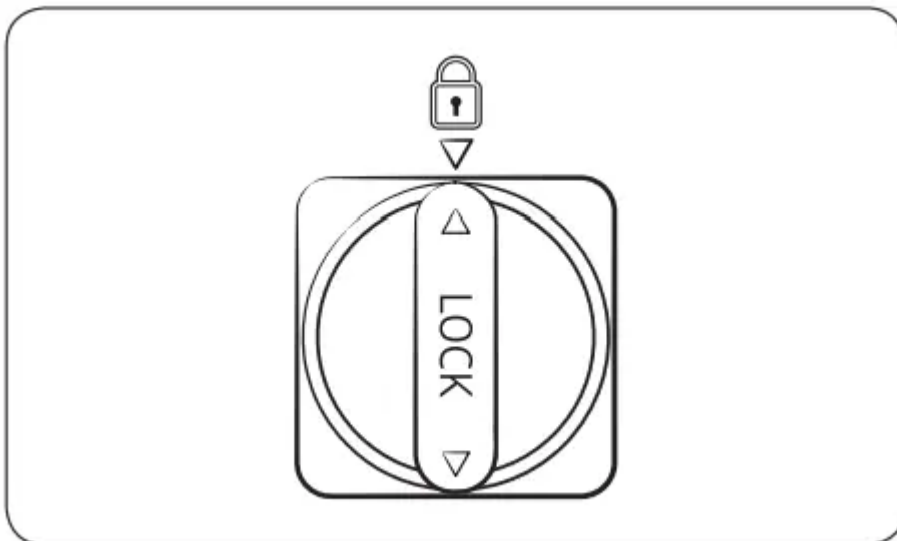
To keep cords and exposed parts of the rear panel free of dirt, vacuum the panel once or twice a year.

### Replacement

#### Water filter

The Filter Reset indicator (**Filter**) turns red to let you know it is time to replace the water filter. Before replacing the filter, make sure the water supply line is shut off.

1. Shut off the water supply line.
2. Turn the knob of the filter cartridge counter clockwise 90 degrees (1/4 turn). The filter cartridge unlocks.
3. Pull out to remove the cartridge.
  - If the water filter is severely contaminated, the cartridge may not be easy to remove. If that is the case, use force to remove the cartridge.
  - To prevent water leaks from the filter opening, pull the cartridge straight out while removing it.
4. Insert a new filter cartridge. Use only Samsung-provided or approved filters.
5. Turn the cartridge knob clockwise to lock into place.
6. Press and hold Filter Reset on the main panel for 3 seconds to reset the life cycle detector. The Filter Reset indicator ( **Filter** ) turns off.
7. When you are done replacing the filter, open the water valve and run water through the dispenser for about 7 minutes. This is to remove impurities and air from the water line.



### **Reverse osmosis water filtration system**

The water pressure of the water supply system to a reverse osmosis water filtration system must be between 35 psi and 120 psi (241 kPa and 827 kPa). The water pressure of the reverse osmosis water filtration system to the refrigerator's cold water line must be at least 40 psi (276 kPa). If the water pressure is below these specifications:

- Check if the sediment filter in the reverse osmosis system is blocked. Replace the filter if necessary.

- Refill the water tank in the reverse osmosis system with water.
- If your refrigerator has a water filter, it may further reduce the water pressure when used in conjunction with a reverse osmosis system. Remove the water filter.

For more information or servicing, contact a licensed plumbing professional.

### **Ordering a new filter**

To purchase a new water filter, contact a local Samsung service center

### **LED Lamps**

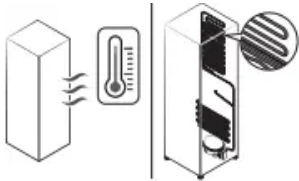
To replace the lamps of the refrigerator, contact a local Samsung service center.

## **Troubleshooting**

### **General**

#### **Temperature**



Symptom	Possible causes	Solution
Fridge/freezer does not operate. Fridge/freezer temperature is warm.	Power cord is not plugged in properly.	Properly plug in the power cord.
	Temperature control is not set correctly.	Set the temperature lower.
	Refrigerator is located near a heat source or direct sunlight.	Keep the refrigerator away from direct sunlight or a heat source.
	Not enough clearance between refrigerator and nearby walls or cabinets.	Make sure there is a gap of at least 2.5 inches (5 cm) between the refrigerator back and sides and any nearby walls or cabinets
	Energy Saver mode is activated.	Deactivate Energy Saver mode.
	The refrigerator is overloaded. Food is blocking the refrigerator vents.	Do not overload the refrigerator. Do not allow food to block vents
Fridge/freezer is over-cooling.	Temperature control is not set correctly	Set the temperature higher.
Interior wall is hot.	Refrigerator has heat-proof piping in the interior wall.	<p>To prevent condensation from forming, the refrigerator has heat-proof piping in the front corners. If the ambient temperature rises, this equipment may not work effectively. This is not a system failure.</p> 

## Odors

Symptom	Possible causes	Solution
Refrigerator has odors.	Spoiled food.	Clean the refrigerator and remove any spoiled food.
	Food with strong odors	Make sure strong smelling food is wrapped airtight.

## Frost

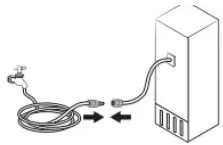
Symptom	Possible causes	Solution
Frost around the vents.	Food is blocking the vents.	Make sure no food blocks the refrigerator vents.
Frost on interior walls.	Door is not closed properly.	Make sure food does not block the door. Clean the door gasket.
Fruits or vegetables are frozen.	Fruits or vegetables are stored in the FlexZone™.	Do not store most kinds of fruit or vegetables in the FlexZone™.

## Condensation

Symptom	Possible causes	Solution
Condensation forms on the interior walls.	If door is left open, moisture enters the refrigerator.	Remove the moisture and do not leave a door open for extended periods of time.
	Food with high moisture content.	Make sure food is wrapped airtight.

## Water/ice (dispenser models only)

Symptom	Possible causes	Solution
Water flow is weaker than normal.	Water pressure is too low.	Make sure the water pressure is between 20 and 120 psi.
Ice maker makes a buzzing sound.	The ice maker function is activated, but the water supply to the refrigerator has not been connected.	Press Ice Maker.
Ice maker does not make ice.	Ice maker has just been installed.	You must wait for 12 hours for the refrigerator to make ice.
	Freezer temperature is too high.	Set the freezer temperature below 0 °F (-18 °C) or -4 °F (-20 °C) in warm ambient air.
	Dispenser panel Lock is activated.	Deactivate dispenser panel Lock.
	Ice maker is off	Turn on the ice maker.
Ice does not dispense	Ice may jam if the ice dispenser is not used for a long time (approx. 3 weeks).	If you won't be using the refrigerator for a long time, empty the ice bucket and turn off the ice maker.
	Ice bucket is not properly inserted.	Make sure the ice bucket is properly inserted.
	Water line is not connected properly or water supply is not on.	Check if the water line is installed correctly. Check if the water line stop cock is closed. 
Water does not dispense.	Water line is not connected properly or water supply is not on.	Check if the water line is installed correctly. Check if the water line stop cock is closed.

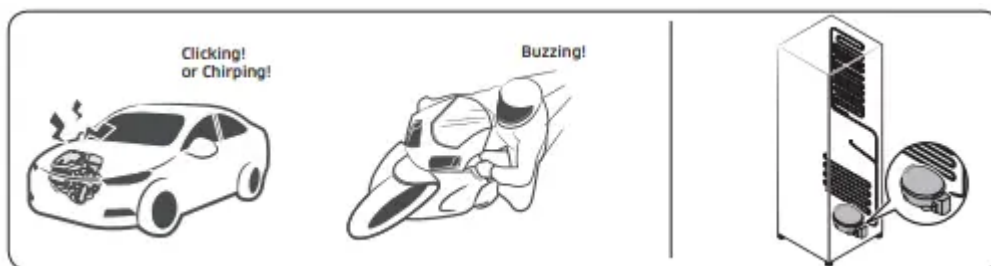
		
Dispenser panel Lock is activated.		Deactivate dispenser panel Lock.
A third-party water filter was installed.		<ul style="list-style-type: none"> <li>• Use only Samsung-provided or approved filters.</li> <li>• Unapproved filters may leak and damage the refrigerator.</li> </ul>
Water filter indicator turns on or blinks.		Replace the water filter. After replacing, reset the filter indicator sensor.

### Do you hear abnormal sounds from the refrigerator?

Before calling for service, review the information below. If you still have questions about sounds your refrigerator is making, please call Samsung Customer Care at 1-800-SAMSUNG (726-7864). Note that you will be charged for any service visits related to normal operating sounds in which no defects were found.

#### These sounds are normal

- When starting or ending an operation, the refrigerator may make sounds similar to a car engine ignition. As the operation stabilizes, the sounds will decrease.



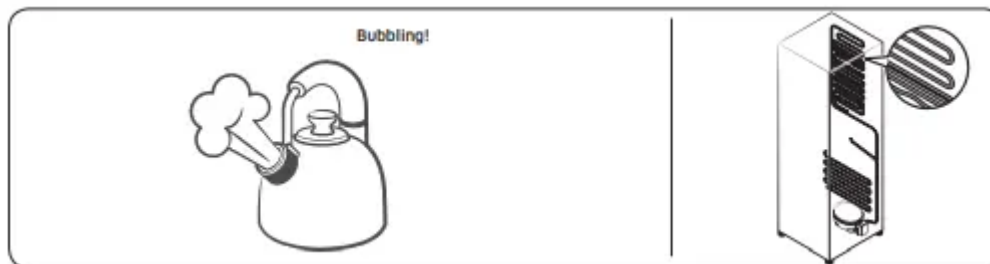
- While the fan is operating, these sounds may occur. When the refrigerator reaches the set temperature, the fan sound will stop.



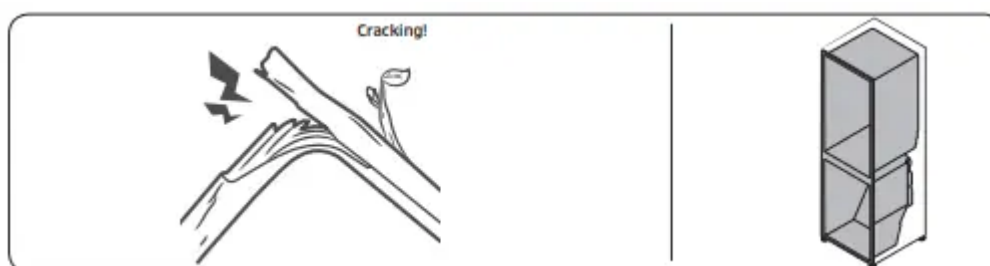
- During a defrost cycle, water may drip on the defrost heater, causing sizzling sounds.



- As the refrigerator cools or freezes, refrigerant gas moves through sealed pipes, causing bubbling sounds.



- As the refrigerator temperature increases or decreases, plastic parts contract and expand, creating knocking noises. These noises occur during the defrosting cycle or when electronic parts are working.



- For ice maker models: When the water valve opens to fill the ice maker, you may hear a buzzing sound.
- Due to pressure equalizing when you open and close the refrigerator door, you may hear a whooshing sound.

## SmartThings

Symptom	Action
<p>Could not find “SmartThings” in the app market.</p>	<ul style="list-style-type: none"> <li>• The SmartThings app is not available for some tablets, iPads, and smartphones:               <ul style="list-style-type: none"> <li>- That support [Android] OS 6.0 or higher. (mimimum 2 GB RAM Size)</li> <li>- That support [iOS] 10.0 or higher/iPhone 6 or higher</li> </ul> </li> </ul>
<p>The SmartThings app fails to operate.</p>	<ul style="list-style-type: none"> <li>• The SmartThings app is available for applicable models only.</li> <li>• The old Samsung Smart Refrigerator app cannot connect with Samsung Smart Home models.</li> </ul>
<p>The SmartThings app is installed but is not connected to my refrigerator.</p>	<ul style="list-style-type: none"> <li>• You must log into your Samsung account to use the app.</li> <li>• Make sure that your router is operating normally.</li> <li>• If you have not connected your refrigerator to the SmartThings App after the app was installed, you must make the connection using the device registration function of the app</li> </ul>
<p>Could not log into the app.</p>	<ul style="list-style-type: none"> <li>• You must log into your Samsung account to use the app.</li> <li>• If you don't have a Samsung account, follow the app's onscreen instructions to create one.</li> </ul>
<p>An error message appears when I try to register my refrigerator.</p>	<p>Easy Connection may fail due to the distance from your access point (AP) or electrical interference from the surrounding environment. Wait a moment and try again.</p>
<p>The SmartThings app is successfully connected to my refrigerator but does not run.</p>	<ul style="list-style-type: none"> <li>• Exit and restart the SmartThings app or disconnect and reconnect the router.</li> <li>• Unplug the power cord of the refrigerator, and then plug it in again after 1 minute.</li> </ul>



## Samsung Family Hub

Symptom	Action
Could not find “Samsung Family Hub” in the app market.	<ul style="list-style-type: none"><li>• The Samsung Family Hub app is not available for some tablets, iPads, and smartphones:<ul style="list-style-type: none"><li>- That support [Android] OS 6.0 or higher. (mimimum 2 GB RAM Size)</li><li>- That support [iOS] 10.0 or higher/iPhone 6 or higher.</li></ul></li></ul>
Could not log into the app.	<ul style="list-style-type: none"><li>• You must log into your Samsung account to use the app.</li><li>• If you don't have a Samsung account, follow the app's onscreen instructions to create one.</li></ul>

## Smart Grid (applicable models only)



Symptom	Action
<p>What Do I Need to use the Energy Management and Smart Grid functions?</p>	<p>To use the Smart Grid (Demand Response) and Energy Management functions on your refrigerator, you need the following:</p> <p>Devices</p> <ul style="list-style-type: none"> <li>• A wireless access point (router)</li> <li>• A Samsung Energy Management-supported refrigerator</li> <li>• A smartphone</li> </ul> <p>Registration</p> <ul style="list-style-type: none"> <li>• Connect your refrigerator to your home Wi-Fi network.</li> <li>• Register for the EMS service with your electric company. Your electric company must have an EMS (Energy Management System) supporting SEP (Smart Energy profile).</li> </ul> <p>App</p> <ul style="list-style-type: none"> <li>• Download the SmartThings app from the Google Play Store, Apple App Store, or Samsung Galaxy Apps.</li> <li>• Install and run the SmartThings app on your smartphone.</li> </ul>
<p>Why isn't the Energy Management function working normally?</p>	<ul style="list-style-type: none"> <li>• Make sure that your home router is operating normally with a proper connection and proper Internet service.</li> <li>• Make sure that the refrigerator is connected to the AP (router).</li> </ul> <p>Checkpoints</p> <ul style="list-style-type: none"> <li>• Connect your smartphone to the router (AP, Access Point), and then check if you can browse the Internet on the smartphone.</li> </ul>
<p>Why isn't the Delay Defrost Capability working normally?</p>	<p>Make sure that your home router is operating normally with a proper connection and proper Internet service.</p>

## LCD



Symptom	Action
Cannot connect to my TV	<ul style="list-style-type: none"> <li>• This refrigerator can connect only with the following Samsung Smart TVs J/K/MU6400 series or above launched in 2015~2017; NU7400 series or above launched in 2018; Q60R series or above launched in 2018. Please check the model of your TV before attempting to connect.</li> <li>• Network connections may suffer temporary interruptions. Turn your TV off, and then try again.</li> </ul>
The inner view picture looks bulged out or incomplete.	<ul style="list-style-type: none"> <li>• The edges of the inner view may look bulged out. The bulging is caused by the convex lens of the camera.</li> <li>• The inner view may be incomplete due to the blind spots on the left and right corners or be screened depending on the layout of food items. Make sure to place food items in the front center.</li> </ul>
The displayed measurement on the Fridge Manager is not correct.	The displayed conditions may differ from the actual temperature and humidity.

### 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.

