

## Before you start

### Initial settings Run

Calibration (recommended) Calibration ensures accurate weight detection by the washer. Make sure the drum is empty before running Calibration.

1. Press Power to turn on the washer.
2. Press and hold Temp. and Delay End simultaneously for 3 seconds.
3. Press and hold Start/Pause (Hold to Start) to start Calibration.
  - The door is locked during the operation.
  - The drum keeps rotating clockwise and counterclockwise for several minutes.
4. When complete, the washer turns off automatically.

### Laundry guidelines

#### STEP 1 Sort

Sort the laundry according to these criteria:

- Care Label: Sort the laundry into cottons, mixed fibers, synthetics, silks, wools, and rayon.
- Color: Separate whites from colors.
- Size: Mixing different sized items together in the drum improves the washing performance.
- Sensitivity: Wash delicate items separately. For pure, new woolen items, curtains, and silk items, check the labels on the items.

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

#### STEP 2 Empty pockets

Empty all the pockets of your laundry items

- Metal objects such as coins, pins, and buckles on clothing may damage other laundry items as well as the drum.

Turn clothing with buttons and embroideries inside out

- If pants or jacket zippers are open while washing, the drum 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 starting the wash.

### **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.
- Small, light clothing such as socks, gloves, stockings, and handkerchiefs may become caught around the door. Place them inside a fine laundry net.
- Do not wash the laundry net by itself without other laundry. This may cause abnormal vibrations that could move the washer and result in injury.

### **STEP 4 Determine the load capacity**

Do not overload the washer. Overloading may cause the washer to wash improperly.

#### **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 maximum spin level is Level 2 or Level 3, and the load capacity is 3.0 kg or less.

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

### **STEP 5 Add the correct detergent type**

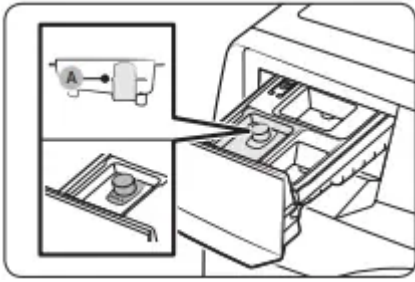
The type of detergent you use - general purpose, specifically for woolens, etc. - depends on the type of fabric (cotton, synthetic, delicate items, wool), color, wash temperature, and degree of soiling. Regardless of the specific type of detergent you use, always use “low suds” HE laundry detergent which is designed for automatic washers.

#### **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 your local water authority.
- Do not use detergent that tends to harden or solidify. This detergent may remain after the rinse cycle, blocking the drain outlet.

**CAUTION** When washing wool using the WOOL cycle, use only a neutral liquid detergent. Powdered detergent used with the WOOL cycle can remain on the laundry and discolor it.

### **To add washing agents to the detergent drawer**



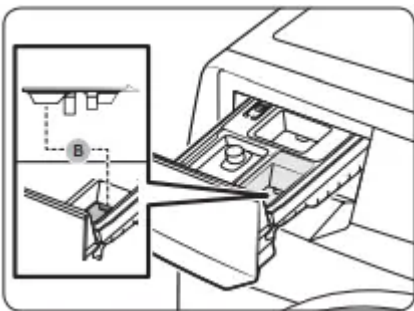
1. Slide open the detergent drawer.
2. Add liquid laundry detergent to the liquid detergent container in the main wash compartment.

### CAUTION

- Make sure the liquid detergent container is inserted in the main wash compartment.
- Do not exceed the marked max line (A).

### NOTE

- Do not add powdered laundry detergent or other powdered laundry agents to the liquid laundry container.
- To use powdered detergent, see page 33.



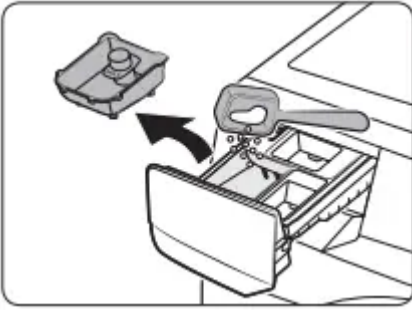
3. Add fabric softener to the softener compartment. Do not exceed the max line (B).

### CAUTION

- Powdered fabric softener is not recommended. Use liquid fabric softener only.
- Concentrated fabric softener must be diluted with water before being added.
- Do not add main-wash detergent to the softener compartment.

4. Close the detergent drawer.

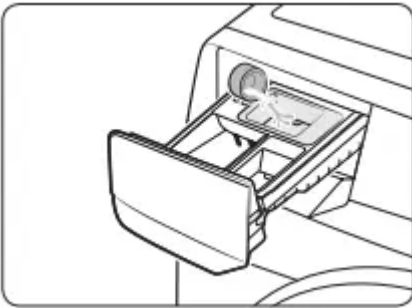
### To use powdered detergent



First, remove the provided liquid detergent container from the mainwash compartment. Then, add powdered detergent to the main-wash compartment according to the detergent manufacturer's instructions.

**CAUTION** Do not add powdered detergent to the liquid detergent container.

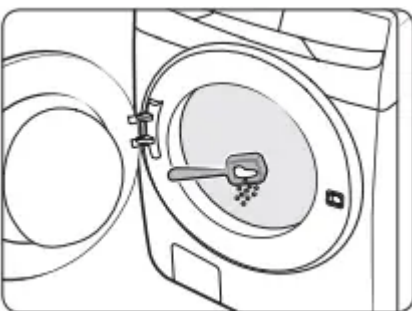
### To use the bleach compartment



Add only liquid chlorine bleach to the bleach compartment. Do not exceed the max line.

**CAUTION** Do not add undiluted liquid chlorine bleach directly to the load or to the drum. It is a powerful chemical and can cause fabric damage, such as weakening of the fibers or color loss if not used properly.

### To use oxygen boosters or color-safe bleach

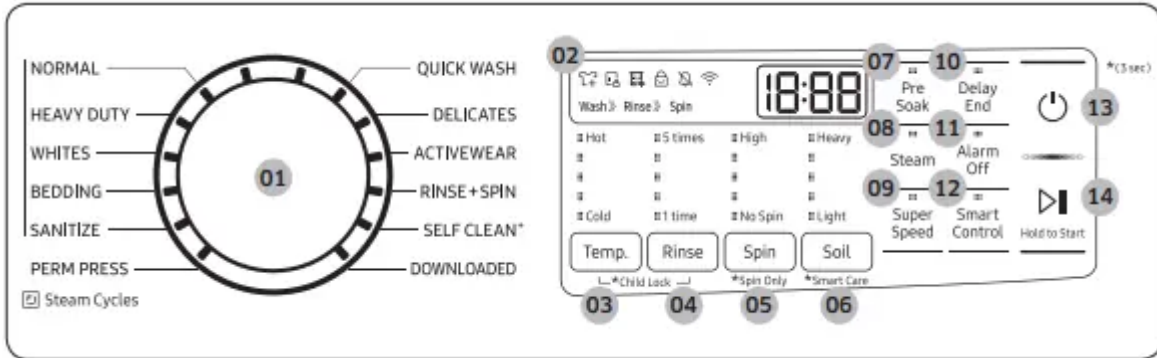


Oxygen boosters or color-safe bleach can increase washing performance. Make sure to add the oxygen booster or color-safe bleach after putting the laundry into the drum.

**NOTE** To use both powdered detergent and powdered oxygen booster or powdered color-safe bleach, it is more effective to put them together into the drum before loading the laundry.

# Operations







## Control panel



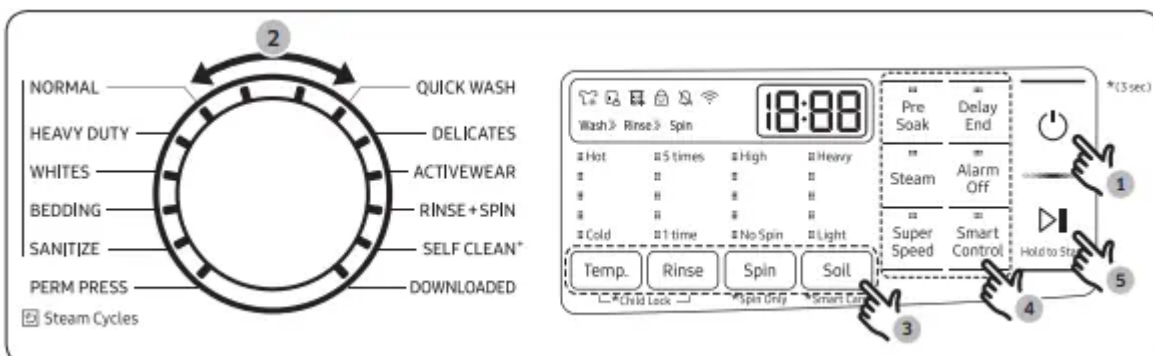
01 Cycle Selector	Turn the dial to select a cycle. (For more information about wash cycles, see page 37.)
02 Display	The display shows current cycle information and estimated time remaining, or an information code if the washer needs to be checked.
03 Temp.	<p>Press to change the water temperature for the current cycle.</p> <ul style="list-style-type: none"> <li>• Hot (Level 5): Heavily soiled, colorfast items. Only available with NORMAL, HEAVY DUTY, SANITIZE and SELF CLEAN .</li> <li>• (Level 4): Whites and heavily soiled, colorfast items.</li> <li>• (Level 3): Colorfast items.</li> <li>• (Level 2): Brightly colored, very lightly soiled items.</li> <li>• Cold (Level 1): Uses only cold water without utilizing the washer's heater. No warm water is supplied.</li> </ul>
04 Rinse	<p>Press to change the rinse count for the current cycle.</p> <ul style="list-style-type: none"> <li>• You can select 1 to 5 rinses.</li> </ul>
05 Spin	<p>Press to change the spinning speed for the current cycle.</p> <ul style="list-style-type: none"> <li>• High (Level 5): Extends the spinning process to effectively remove moisture from the load. This level uses a stronger spinning process to remove moisture, so it is not suitable for wrinkle-free or non-iron fabrics, or overloads.</li> <li>• (Level 4): Underwear, t-shirts, jeans, and sturdy cottons.</li> <li>• (Level 3): Jeans, wrinkle-free or wash-and-wear items, and synthetics.</li> <li>• (Level 2): Delicate items that require a lower spinning speed.</li> <li>• No Spin (Level 1): The drum does not spin after the final drain process.</li> </ul> <p>Rinse hold (All indicators are off): The final rinse process is suspended so that the laundry remains in the water. To unload the laundry, run a drain or spin process.</p> <p><b>NOTE:</b> Spin Only: To perform the spin process only, press and hold Spin for 3 seconds. With the cycle time on the display, press Spin repeatedly until a desired spinning speed is selected. Then, press and hold Start/ Pause (Hold to Start) to start.</p>
06 Soil	<p>Press to change the soil level for the current cycle.</p> <ul style="list-style-type: none"> <li>• Heavy (Level 5): For extremely soiled loads.</li> <li>• (Level 4): For heavily soiled loads.</li> <li>• (Level 3): For moderately soiled loads. This setting is best for most loads.</li> <li>• (Level 2): For lightly soiled loads.</li> <li>• Light (Level 1): For barely soiled loads.</li> </ul>
07 Pre Soak	Press to add 30 minutes of soaking time at the start of the wash cycle for better stain removal.

08 Steam	Press to use the Steam function. The Steam function is available with NORMAL, HEAVY DUTY, WHITES, BEDDING, and SANITIZE. For heavily soiled, colorfast items, this function improves stain treatment and uses less water.
09 Super Speed	Press this button if you need to shorten the washing time, applicable for NORMAL, WHITES, HEAVY DUTY or BEDDING. The shortened time may differ depending on the selected cycle/load/options.
10 Delay End	Set the washer to finish your wash automatically at later time. Choose a delay of between 1 to 24 hours (in 1 hour increments). (For more information about Delay End, see page 41.)
11 Alarm Off	Press to turn the alarm sound on or off. When the alarm is off, the cycle completion melody and the power-off beep will not sound. However, button and alert sounds will remain on.
12 Smart Control	After connecting the washer to your home network using the SmartThings app, you can control the washer remotely. When started, the Smart Control indicator blinks and the front door locks. The washer enters waiting mode and waits for remote commands. (For more information about Smart Control, visit the SmartThings app page.)
13 Power	Press to turn the washer on or off.
14 Start/ Pause (Hold to Start)	Press and hold to start operation or press to stop operation temporarily.

### Icon description

 Garment+	<ul style="list-style-type: none"> <li>• This icon indicates you can add or take out items after a cycle has started.</li> <li>• To add or take out items, press Start/Pause (Hold to Start) to pause the cycle, and then open the door. To resume the cycle, close the door, and then press and hold Start/Pause (Hold to Start).</li> </ul>
 Door Lock	<ul style="list-style-type: none"> <li>• This icon indicates the door is locked and cannot be opened.</li> <li>• The door locks automatically during a cycle and this indicator turns on.</li> <li>• You can open the door when this icon disappears.</li> </ul>
 SELF CLEAN reminder	<ul style="list-style-type: none"> <li>• This icon indicates that you should clean the drum using the SELF CLEAN cycle.</li> <li>• After every 40 cycles, this icon appears for an hour and then turns off automatically. The icon will appear for 6 more cycles, turn off, and then will not appear for another 40 cycles.</li> </ul>
 Child Lock	<ul style="list-style-type: none"> <li>• This icon indicates that Child Lock is on.</li> <li>• For more information on Child Lock, see page 41.</li> </ul>
 Alarm Off	<ul style="list-style-type: none"> <li>• This icon indicates that the alarm is off.</li> <li>• For more information on Alarm Off, see page 42.</li> </ul>
 Wi-Fi	<ul style="list-style-type: none"> <li>• This icon indicates that the washer is connected to Wi-Fi.</li> </ul>

## Simple steps to start



1. Press Power to turn on the washer.
2. Turn the Cycle Selector to select a cycle.
3. Change the cycle settings (Temp., Rinse, Spin, and Soil) as necessary.

4. Select desired options as necessary.
5. Press and hold Start/Pause (Hold to Start).

### **To change the cycle during operation**

1. Press Start/Pause (Hold to Start) to stop operation.
2. Select a different cycle.
3. Press and hold Start/Pause (Hold to Start) again to start the new cycle.

**WARNING** Do not place anything on top of your washer while it is running.

### **Cycle overview**

Standard Cycles



Cycle	Description
PERM PRESS	<ul style="list-style-type: none"> <li>• For wash-and-wear, synthetic fabrics, and lightly to normally soiled items.</li> </ul>
QUICK WASH	<ul style="list-style-type: none"> <li>• For lightly soiled items that you want to finish washing quickly.</li> <li>• For best performance, recommended load is 4 lb or lower.</li> </ul>
DELICATES	<ul style="list-style-type: none"> <li>• For sheer fabrics, bras, lingerie (silk), and other handwashonly fabrics.</li> <li>• For best performance, use liquid detergent.</li> </ul>
ACTIVEWEAR	<ul style="list-style-type: none"> <li>• For exercise wear such as sports jerseys, training pants, shirts/tops and other performance clothing. This cycle provides effective soil removal with controlled drum rotation for special fabric care.</li> </ul>
RINSE+SPIN	<ul style="list-style-type: none"> <li>• Features an additional rinse process after fabric softener is applied to the laundry.</li> </ul>
SELF CLEAN <sup>+</sup>	<ul style="list-style-type: none"> <li>• Cleans the drum by removing dirt and bacteria from the drum.</li> <li>• Perform once every 40 washes.</li> <li>• Make sure the drum is empty.</li> </ul>
DOWNLOADED	<ul style="list-style-type: none"> <li>• Select to choose from more cycles available on the SmartThings app on your smartphone.</li> <li>• Available cycles: TOWELS, ALLERGEN, WOOL, ECO COLD, DEEP STEAM, UNDERGARMENTS, BLOUSES, THIN BEDDING, TOWELS SANITIZE, DARKS, POWER RINSE.</li> <li>• Factory setting: TOWELS</li> </ul>



## Steam Cycles

Cycle	Description
NORMAL	<ul style="list-style-type: none"><li>• For cottons, bed linens, table linens, underwear, towels, or shirts. The washing time and the number of rinses are automatically adjusted according to the load.</li></ul>
HEAVY DUTY	<ul style="list-style-type: none"><li>• For sturdy, colorfast fabrics and heavily soiled items.</li></ul>
WHITES	<ul style="list-style-type: none"><li>• For white items. You can wash with or without bleach.</li></ul>
BEDDING	<ul style="list-style-type: none"><li>• For bulky items such as comforters, blankets, and sheets.</li><li>• For best results, wash only 1 type of bedding.</li><li>• For bulky items, use liquid detergent and do not roll the items in the drum because they might get stuck in the drum.</li></ul>
SANITIZE	<ul style="list-style-type: none"><li>• For heavily soiled, colorfast items. This cycle heats the water to 150 °F (65 °C) to eliminate bacteria.</li></ul> <p><b>NOTE</b> If you press Start/Pause (Hold to Start) during the heating portion of the SANITIZE cycle, your washer door will remain locked for your safety.</p>

## Special features

### Delay End

You can set the washer to finish your wash automatically at a later time by choosing a delay of between 1 to 24 hours (in 1 hour increments). The hour displayed indicates the time the wash will finish.

1. Select a cycle. Then, change the cycle settings if necessary.
2. Press Delay End repeatedly until a desired end time is set.
3. Press and hold Start/Pause (Hold to Start).
4. To cancel Delay End, restart the washer by pressing Power.

### Real-life case

You want to finish a two-hour cycle 3 hours from now. To do this, you add the Delay End option to the current cycle with a 3-hour setting, and then press and hold Start/Pause (Hold to Start) at 2:00 pm. The washer starts operating at 3:00 pm and ends at 5:00 pm. Provided below is the time line for this example.



## ATC (Auto Temperature Control)

ATC enables the washer to control water temperatures in each washing cycle using the internal thermistor. It is designed to maintain certain washing temperatures for best results.

### NOTE

- If you select NORMAL or HEAVY DUTY, you may notice the washer supplying cold water. This is normal because the machine is designed to reduce power consumption. In these cycles, the water temperature for Level 5 is similar to bath-water temperatures, and Level 3 is similar to comfortable swimming pool temperatures.
- To wash clothes at a specific temperature, you must choose a different cycle first.

## Child Lock

The Child Lock function locks the washer door to prevent children from climbing into and suffocating inside the drum.

To activate Child Lock

- Press and hold both Temp. and Rinse for 3 seconds. Then, press and hold Start/Pause (Hold to Start) to activate. The door locks, and the Child Lock indicator turns on.

To deactivate Child Lock temporarily

- You can deactivate Child Lock temporarily for 1 minute. To do this, press and hold both Temp. and Rinse for 3 seconds. The door is unlocked for 1 minute and the Child Lock indicator blinks.

### NOTE

- If you open the door 1 minute after deactivating Child Lock, an alarm sounds for up to 2 minutes.
- If you close the door within 2 minutes, the door locks and Child Lock is reactivated. If you do not close the door or the door is not properly closed, the alarm keeps sounding for 2 minutes.
- To add laundry after activating Child Lock, deactivate Child Lock or restart the washer.

**To cancel Child Lock**

- Press and hold both Temp. and Rinse for 6 seconds. The door unlocks, and the Child Lock indicator turns off.

**Alarm Off** 

You can turn the alarm sound on or off. When the alarm is off, the cycle completion melody and the power-off beep will not sound. However, the other sounds stay active.

- Press Alarm Off to turn the alarm on or off.
- Your setting will be kept even after you turn off and then restart the appliance.

### **DOWNLOADED cycle**

You can choose from more cycles available on the SmartThings app on your smartphone.

1. On your smartphone, select the DOWNLOADED cycle.
  - You can choose from TOWELS, ALLERGEN, WOOL, ECO COLD, DEEP STEAM, UNDERGARMENTS, BLOUSES, THIN BEDDING, TOWELS SANITIZE, DARKS, and POWER RINSE.
2. Press Power on your washer.
3. Turn the Cycle Selector to DOWNLOADED.
4. Press and hold Start/Pause (Hold to Start).

## **Maintenance**

### **Self Clean<sup>+</sup>**

Certain usage and environmental conditions may result in some residue build-up or odor in the washer drum. To prevent this build-up of residue or odor causing bacteria and keep your washer drum fresh and clean, perform the SELF CLEAN<sup>+</sup> cycle at least once a month or every 40 cycles. Perform the recommended procedure below when using the SELF CLEAN<sup>+</sup> cycle.

1. Remove all items from the washer drum and ensure the drum is empty. Laundry left in the drum during the SELF CLEAN<sup>+</sup> cycle may be damaged.
2. Press Power to turn on the washer.
3. Turn the Cycle Selector to SELF CLEAN<sup>+</sup>.
4. Press and hold Start/Pause (Hold to Start).

### **NOTE**

- The water temperature for SELF CLEAN is defaulted to Hot. This temperature cannot be changed.
- In the case where residue is present in the washer drum, add liquid chlorine bleach to the MAX level line in the main-wash compartment before starting the SELF CLEAN cycle. Do not add the liquid chlorine bleach to the bleach compartment (This is only the case for SELF CLEAN cycle).

- Do not exceed the max line. Do not use or mix any other detergent or chemicals during the SELF CLEAN cycle. If necessary, run a RINSE+SPIN cycle after the SELF CLEAN cycle has completed to help remove any remaining residue.

**CAUTION** If there is chlorine bleach left in the washer drum for an extended period of time, rust can occur.

### **SELF CLEAN reminder**

- After 40 washing cycles, the SELF CLEAN LED reminder icon and the SELF CLEAN cycle LED will blink on the control panel for an hour and then turn off automatically.
- The reminder will appear on the control panel for 5 additional consecutive cycles before turning off. The next reminder will not appear until another 40 cycles have been completed.

### **Smart Care**

To enable this function, you must first download the Samsung Laundry app from the Play Store or the App Store and install it on a mobile device that has a camera function. The Smart Care function has been optimized for Galaxy and iPhone mobile devices (applicable models only).

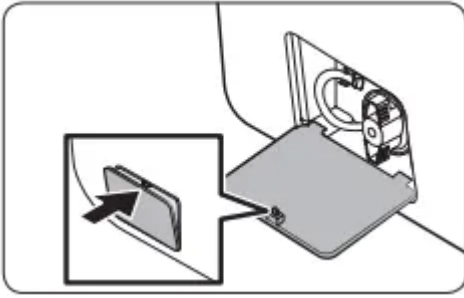
1. When the washer detects an issue to check, an information code appears on the display. To enter Smart Care mode, press and hold Soil for 3 seconds.
2. The washer starts the self-diagnosis procedure and displays an information code if a problem is detected.
3. Run the Samsung Laundry app on your mobile device, and then tap Smart Care.
4. Put the mobile device close to the washer's display so that the smartphone camera and the washer face each other. 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**

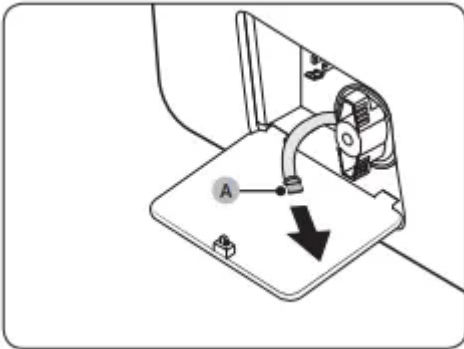
- The function name, Smart Care, may differ depending on the language.
- If the washer's display reflects light, the app may fail to recognize the information code.
- If the app fails to recognize the information code, you can enter the code manually on the app.

### **Emergency drain**

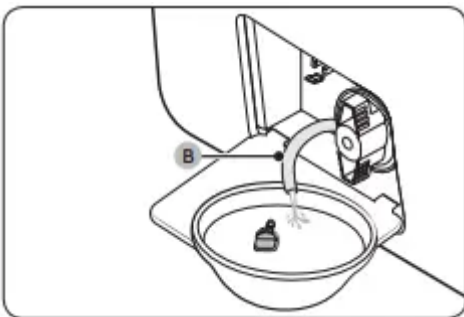
In case of a power failure, drain the water inside the drum before taking out the laundry.



1. Turn off the washer, and then unplug the power cord.
2. Gently press the top area of the filter cover to open.



3. Put an empty, spacious container around the cover, and stretch the emergency drain tube to the container while holding the tube cap (A).



4. Open the tube cap and let water in the Emergency drain tube (B) flow into the container.
5. When done, close the tube cap, and reinsert the tube. Then, close the filter cover.

**NOTE** Use a spacious container because the water in the drum may be more than expected.

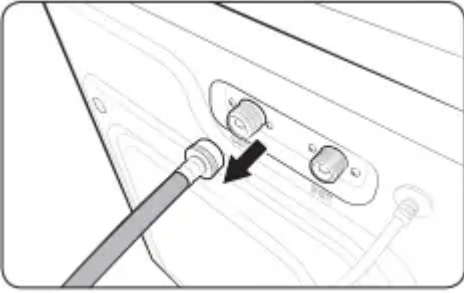
## Cleaning

### Surface of the washer

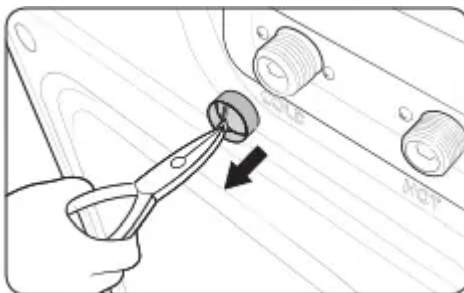
Use a soft cloth with a nonabrasive household cleaner. Do not spray water onto the washer.

### Mesh filter

Clean the mesh filter of the water hose once or twice a year.



1. Turn off the washer, and then unplug the power cord.
2. Close the water tap.
3. Loosen and disconnect the water hoses from the back of the washer. Cover the each hose with a cloth to prevent water from gushing out.

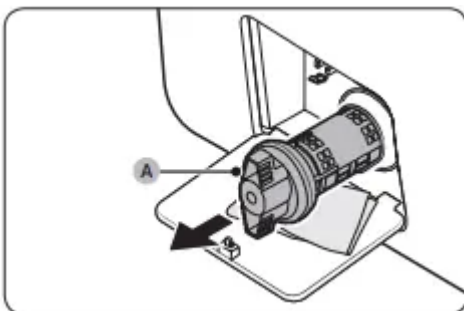


4. Use pliers to pull out the mesh filter from the inlet valves.
5. Thoroughly clean the mesh filters in water.
6. Completely dry the mesh filters. Do not dry in direct sunlight.
7. Reinsert the mesh filters, and then reconnect the water hoses.
8. Open the water taps.

**NOTE** If a mesh filter is clogged, the “4C” information code appears on the washer’s display screen.

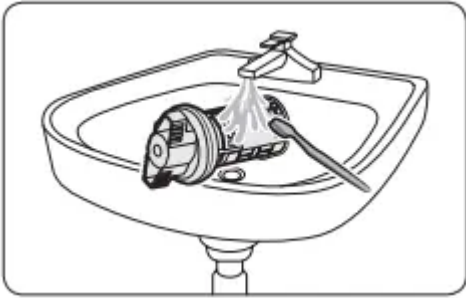
## Pump filter

You should clean the pump filter 5 or 6 times a year to prevent it from clogging. A clogged pump filter may reduce the bubble effect.

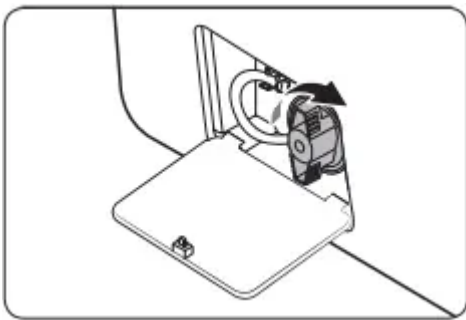


1. Turn off the washer, and then unplug the power cord.

2. Gently press the top area of the filter cover to open.
3. Drain the remaining water inside the drum. See the Emergency drain section on page 46.
4. Turn the pump filter knob (A) counterclockwise, and then drain the remaining water.



5. Clean the pump filter using a soft brush. Make sure the drain pump propeller inside the filter is not clogged.
6. Reinsert the pump filter, and then turn the filter knob clockwise.
7. Close the filter cover.



#### NOTE

- Some pump filters feature a safety knob that is designed to prevent children from accidentally opening the filter compartment. To open the safety knob of the pump filter, push in and turn it counterclockwise. The spring mechanism of the safety knob helps open the filter.
- To close the safety knob of the pump filter, turn it clockwise. The spring makes a rattling sound, which is normal.
- Before closing the filter cover, make sure the pump filter is properly inserted.

#### Care for an extended period of non-use

Avoid leaving the washer unused for an extended time. However, if you intend to leave the washer unused for a long period of time, follow the directions below:

1. Press Power, and then turn the Cycle Selector to RINSE+SPIN.
2. Empty the drum, and then press and hold Start/Pause (Hold to Start).
3. When the cycle is complete, close the water taps and disconnect the water hoses.

4. Turn off the washer, and then unplug the power cord.
5. Open the door to let air circulate through the drum.

## Cleaning the exterior

1. Turn off the water taps after finishing the day's washing. This will shut off the water supply to your washer and prevent the unlikely possibility of damage from escaping water. Leave the door open to allow the inside of your washer to dry out.
2. Use a soft cloth to wipe up all detergent, bleach, or other spills as they occur. Clean the following as recommended below:
  - Control Panel – Clean with a soft, damp cloth. Do not use abrasive powders or cleaning pads. Do not spray cleaners directly on the panel.
  - Cabinet – Clean with soap and water.

## Cleaning the interior

Clean the interior of your washer periodically to remove any dirt, soil, odor, mold, mildew, or bacterial residue that may remain in your washer as a result of washing clothes.

**CAUTION:** Failure to follow these instructions may result in unpleasant conditions, including odors and/or permanent stains on your washer or laundry.

**NOTE:** Hard water deposits may be removed, if needed. Use a cleaner labeled "Washer safe".

## Troubleshooting

### Checkpoints

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

Problem	Action
Does not start.	<ul style="list-style-type: none"> <li>• Make sure the washer is plugged in.</li> <li>• Make sure the door is properly closed.</li> <li>• Make sure the faucets are open.</li> <li>• Make sure to press or tap Start/Pause (Hold to Start) to start the washer. • Make sure Child Lock is not activated.</li> <li>• Before the washer starts to fill, it will make a series of clicking noises to check the door lock and does a quick drain.</li> <li>• Check the fuse or reset the circuit breaker.</li> </ul>
Water supply is insufficient, or no water is supplied.	<ul style="list-style-type: none"> <li>• Fully open the faucet.</li> <li>• Make sure the door is properly closed.</li> <li>• Make sure the water supply hose is not frozen.</li> <li>• Make sure the water supply hose is not kinked or clogged.</li> <li>• Make sure there is sufficient water pressure.</li> </ul>
After a cycle, detergent remains in the detergent drawer.	<ul style="list-style-type: none"> <li>• Make sure the washer is running with sufficient water pressure.</li> <li>• Make sure you add liquid detergent to the liquid detergent container. Make sure to remove the liquid detergent container if you are using powdered detergent.</li> <li>• Clean the detergent drawer.</li> </ul>
Excessive vibrations or makes noise.	<ul style="list-style-type: none"> <li>• Make sure the washer is installed on a level, solid floor that is not slippery. If the floor is not level, use the leveling feet to adjust the height of the washer.</li> <li>• Make sure the shipping bolts are removed.</li> <li>• Make sure the washer is not contacting any other object.</li> <li>• Make sure the laundry load is balanced.</li> <li>• The motor can cause noise during normal operation.</li> <li>• Overalls or metal-decorated clothes can cause noise while being washed. This is normal.</li> <li>• Metal objects such as coins can cause noise. After washing, remove these objects from the drum or filter case.</li> </ul>



<p>Does not drain and/ or spin.</p>	<ul style="list-style-type: none"> <li>• Make sure the drain hose is neither kinked nor obstructed all the way to the drain system. If there is a drain restriction, call for service.</li> <li>• Make sure the debris filter is not clogged.</li> <li>• Close the door and press or tap Start/Pause (Hold to Start). For your safety, the washer will not tumble or spin unless the door is closed.</li> <li>• Make sure the drain hose is not frozen or clogged.</li> <li>• Make sure the drain hose is connected to a drain system that is not clogged.</li> <li>• If the washer is not supplied with sufficient power, the washer temporarily will not drain or spin. As soon as the washer regains sufficient power, it will operate normally.</li> </ul>
<p>The door does not open.</p>	<ul style="list-style-type: none"> <li>• Press or tap Start/Pause (Hold to Start) to stop the washer.</li> <li>• It may take a few moments for the door lock mechanism to disengage.</li> <li>• The door will not open until 3 minutes after the washer has stopped or the power turned off.</li> <li>• Make sure all the water in the drum is drained.</li> <li>• The door may not open if water remains in the drum. Drain the drum and open the door manually.</li> <li>• Make sure the door lock light is off. The door lock light turns off after the washer has drained.</li> <li>• If the washer is paused after the water is supplied, the door cannot be opened until one minute has passed.</li> </ul>
<p>Excessive suds.</p>	<ul style="list-style-type: none"> <li>• Make sure you use the recommended types and amounts of detergent.</li> <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>• Don't use Non-HE detergent.</li> </ul>
<p>Cannot add additional detergent.</p>	<ul style="list-style-type: none"> <li>• Make sure the remaining amount of detergent and fabric softener is not over the limit.</li> </ul>
<p>The washer 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> </ul>



	<ul style="list-style-type: none"> <li>• Close the door and press Start/Pause (Hold to Start) to start the washer. For your safety, the washer will not tumble or spin unless the door is closed.</li> <li>• Before the washer starts to fill, it will make a series of clicking noises to check the door lock and does a quick drain.</li> <li>• There may be a pause or soak period in the cycle. Wait briefly and the washer may start.</li> <li>• Make sure the mesh filter of the water supply hose at the faucets is not clogged. Periodically clean the mesh filter.</li> <li>• If the washer is not supplied with sufficient power, the washer temporarily will not drain or spin. As soon as the washer regains sufficient power, it will operate normally.</li> </ul>
<p>Fills with the wrong temperature water.</p>	<ul style="list-style-type: none"> <li>• Fully open both taps.</li> <li>• Make sure the temperature selection is correct.</li> <li>• Make sure the hoses are connected to the correct taps. Flush water lines.</li> <li>• Make sure your water heater is set to supply hot water with a minimum temperature of 120 °F (49 °C) at the tap. Also, check the water heater capacity and recovery rate.</li> <li>• Disconnect the hoses and clean the mesh filters. The mesh filters may be clogged.</li> <li>• While the washer fills, the water temperature may change as the automatic temperature control feature checks incoming water temperature. This is normal.</li> <li>• While the washer fills, you may notice just hot and/or just cold water going through the dispenser when cold or warm temperatures are selected. This is a normal function of the automatic temperature control feature as the washer determines the water temperature.</li> </ul>
<p>The load is wet at the end of a cycle.</p>	<ul style="list-style-type: none"> <li>• Use the High or Extra High spin speed.</li> <li>• Use high efficiency (HE) detergent to reduce oversudsing.</li> <li>• The load is too small. Small loads (one or two items) may become unbalanced and not spin completely.</li> <li>• Make sure the drain hose is not kinked or clogged.</li> </ul>



Leaks water.	<ul style="list-style-type: none"> <li>• Make sure the door is properly closed.</li> <li>• Make sure all hose connections are tight.</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> </ul>
Has odors.	<ul style="list-style-type: none"> <li>• Excessive suds collect in recesses and can cause foul odors.</li> <li>• Run cleansing cycles to sanitize periodically.</li> <li>• Clean the door seal (diaphragm).</li> <li>• Dry the washer interior after a cycle has finished.</li> </ul>
After a cycle, washer is not off and/or the door does not open.	<ul style="list-style-type: none"> <li>• If the Remaining Laundry Notification is on, press Power to turn the power off, and then remove the items.</li> <li>• If the SELF CLEAN indicator is on, remove all items from the drum, and then run the SELF CLEAN<sup>+</sup> cycle.</li> </ul>

### Information codes

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



Code	Action
1C	<p>Check the water level sensor.</p> <ul style="list-style-type: none"> <li>• Power the washer off. Wait 2-3 minutes, power the washer on, and then try again.</li> <li>• Depending on the model, the drain system may drain water automatically. The Power and Start/Pause (Hold to Start) buttons may be disabled during this process.</li> </ul>
DC	<p>The door is open.</p> <ul style="list-style-type: none"> <li>• Close the door and press Start/Pause (Hold to Start) to resume operation.</li> </ul>
DC1	<p>Check the door switch.</p> <ul style="list-style-type: none"> <li>• Power the washer off. Wait 2-3 minutes, power the washer on, and then try again.</li> </ul>
LC	<p>Check for water leaks.</p> <ul style="list-style-type: none"> <li>• Power the washer off, and then check the drain system for any leaks. Once the leak issue is resolved, power the washer on.</li> <li>• Depending on the model, the drain system may drain water automatically. The Power and Start/Pause (Hold to Start) buttons may be disabled during this process.</li> </ul>
4C	<p>Check the water supply line.</p> <ul style="list-style-type: none"> <li>• Check the connection to the water lines (including water taps).</li> <li>• Power the washer off. Wait 2-3 minutes, power the washer on, and then try again.</li> <li>• Depending on the model, the drain system may drain water automatically. The Power and Start/Pause (Hold to Start) buttons may be disabled during this process.</li> </ul>
4C2	<p>Laundry needs protection because the water being supplied is too hot.</p> <ul style="list-style-type: none"> <li>• Make sure the cold and hot water taps are properly connected.</li> <li>• Power the washer off. Wait 2-3 minutes, power the washer on, and then try again.</li> </ul>
5C	<p>Check the drain system.</p> <ul style="list-style-type: none"> <li>• Make sure the drain filter is not clogged.</li> <li>• If the drain filter is clogged, clean the filter, and then restart the washer.</li> </ul>
HC	<p>Check the washing heater.</p>



	<ul style="list-style-type: none"> <li>• Power off the washer, and then contact a Samsung service center.</li> </ul>
UB	<p>Check the spinning process.</p> <ul style="list-style-type: none"> <li>• The load may not be balanced inside the drum. Check the drum and make sure the load is balanced.</li> <li>• Press Start/Pause (Hold to Start) to resume operation or power the washer off, wait 2-3 minutes, power the washer on, and then try again.</li> </ul>
8C, 8C1, 8C2	<p>Check the MEMS sensor.</p> <ul style="list-style-type: none"> <li>• Power the washer off. Wait 2-3 minutes, power the washer on, and then try again.</li> </ul>
OC	<p>Water may overflow.</p> <ul style="list-style-type: none"> <li>• Close the water valve and call for service.</li> </ul>
3C	<p>Check the motor.</p> <ul style="list-style-type: none"> <li>• Power the washer off. Wait 2-3 minutes, power the washer on, and then try again.</li> </ul>
AC6	<p>Check the PBA communication status.</p> <ul style="list-style-type: none"> <li>• Power the washer off. Wait 2-3 minutes, power the washer on, and then try again.</li> </ul>
9C1, 9C2	<p>The electronic control needs to be checked.</p> <ul style="list-style-type: none"> <li>• Check if power is supplied properly.</li> <li>• If the information code remains, contact a Samsung service center.</li> </ul>
SF	<p>System failed.</p> <ul style="list-style-type: none"> <li>• Power off the washer, and then contact a Samsung service center.</li> </ul>

### 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.

