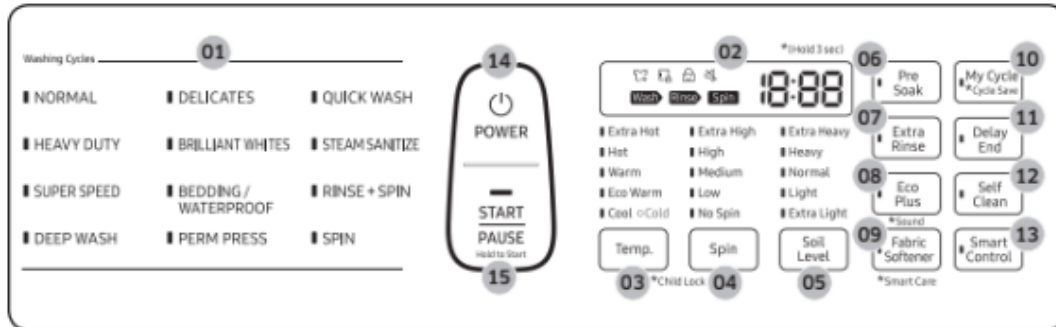


## User Manual

### Washing a load of laundry

**WARNING:** To reduce the risk of fire, electric shock, or injury to persons, read the IMPORTANT SAFETY INSTRUCTIONS before operating this appliance.

### Control panel



<p><b>01. Cycle Selector</b></p>	<p>Press to select a desired cycle in the left-most portion of the panel. When a cycle is selected, the cycle indicator lights up.</p>
<p><b>02. Display</b></p>	<p>Provides instructions and diagnostics while keeping you updated on the cycle status and time remaining.</p>
<p><b>03. Temp.</b></p>	<p>Press this button repeatedly to cycle through the different water temperature options.</p> <ul style="list-style-type: none"> <li>• <b>Extra Hot</b> - Heavily soiled, colorfast items.</li> <li>• <b>Hot</b> - Whites and heavily soiled, colorfast items.</li> <li>• <b>Warm</b> - Colorfast items.</li> <li>• <b>Eco Warm</b> - Moderately soiled, colorfast items; most wrinkle-free items.</li> <li>• <b>Cool</b> - Brightly colored, very lightly soiled items.</li> <li>• <b>Cold</b> - Cold water with no warm water added.</li> </ul>
<p><b>04. Spin</b></p>	<p>Press this button repeatedly to cycle through the different spin speed options.</p> <ul style="list-style-type: none"> <li>• <b>Extra High</b> - Removes more water from loads during spin.</li> <li>• <b>High</b> - Use for underwear, t-shirts, jeans, and sturdy cottons.</li> <li>• <b>Medium</b> - Use for jeans, wrinkle-free or wash-and-wear items, and synthetics.</li> <li>• <b>Low</b> - Use for delicate items needing a slow spin speed.</li> <li>• <b>No Spin</b> - Drains your washer without spinning. Use for extremely delicate items that cannot tolerate any spin.</li> </ul>



<p><b>05. Soil Level</b></p>	<p>Press this button to select the soil level/washing time.</p> <ul style="list-style-type: none"> <li>• <b>Extra Heavy</b> - For heavily soiled loads.</li> <li>• <b>Heavy</b> - For heavily soiled loads.</li> <li>• <b>Normal</b> - For moderately soiled loads. This setting is best for most loads.</li> <li>• <b>Light</b> - For lightly soiled loads.</li> <li>• <b>Extra Light</b> - For lightly soiled loads.</li> </ul>
<p><b>06. Pre Soak</b></p>	<p>Adds 18 minutes soaking time at the start of the wash cycle for better stain removal.</p>
<p><b>07. Extra Rinse</b></p>	<p>Add an additional rinse at the end of the cycle to more thoroughly remove laundry additives and perfumes.</p>
<p><b>08. Eco Plus</b></p>	<p>Press to increase your energy savings on your wash cycles. (Less hot water consumption)</p>
<p><b>09. Fabric Softener</b></p>	<p>Adds an additional rinse at the end of the cycle to more thoroughly remove laundry additives and perfumes.</p>
<p><b>10. My Cycle</b></p>	<p>Press and hold for 3 seconds to save your own cycle.</p> <p>Create and/or use a cycle you have customized with cycle, temperature, spin speed, soil level, and option settings you have selected.</p>
<p><b>11. Delay End</b></p>	<p>Delay the end of any cycle for up to 24 hours in one-hour increments. Displayed hour indicates the time the wash will be ended.</p>
<p><b>12. Self Clean</b></p>	<p>Use to clean dirt and bacteria from the drum. Regular use (after every washes) is recommended.</p>
<p><b>13. Smart Control</b></p>	<p>After connecting the washer to your home network using the Samsung Smart Home app, you can control the washer remotely. When you start Smart Control, the Smart Control indicator blinks and the front door locks. The washer enters waiting mode and waits for remote commands.</p>
<p><b>14. POWER</b></p>	<p>Press once to turn your washer on. Press again to turn your washer off. If the washer is left on for more than 10 minutes</p>



	without any buttons being pressed, the power automatically turns off.
<b>15. START/PAUSE (Hold To Start)</b>	Press and hold to start operation or press to stop operation.

**NOTE**

We recommend that you untangle the items before washing. Do not put objects on the washer, especially on the feature panel.

**Cycle overview**

**NOTE:** To minimize wrinkling of laundry, select PERM PRESS.

Cycle Description



Cycle	Description
<b>NORMAL</b>	For most fabrics including cottons, linens, and normally soiled garments
<b>HEAVY DUTY</b>	For sturdy, colorfast fabrics, heavily soiled garments.
<b>DELICATES</b>	For sheer fabrics, bras, lingerie, silks, and other handwash-only fabrics. For best results, use liquid detergent.
<b>DEEP WASH</b>	To use more water in washing and rinsing.
<b>SUPER SPEED</b>	For normally soiled loads (up to 8 lb).
<b>STEAM SANITIZE</b>	<p>For heavily soiled, colorfast garments. (less than 14lbs)</p> <p><b>NOTE:</b> If you select pause during the heating portion of the Sanitize Cycle, your Washer door will remain locked for your safety.</p>
<b>BEDDING/ WATERPROOF</b>	<p>For bulky and large items, such as comforters, blankets, and sheets, and waterproof or water resistant items. When washing comforters, use liquid detergent.</p> <p><b>CAUTION:</b></p> <ul style="list-style-type: none"> <li>• Do not wash waterproof items and non-waterproof items together.</li> <li>• Check the specification label on each item to see if the item is waterproof.</li> <li>• Use the BEDDING/WATERPROOF cycle for waterproof or water-resistant items such as plastic mats, ski pants, raincoats, and comforters which hardly absorb water.</li> </ul>
<b>PERM PRESS</b>	For wash-and-wear, synthetic fabrics, and lightly to normally soiled garments.
<b>BRILLIANT WHITES</b>	For white fabrics with or without bleach.



<b>QUICK WASH</b>	For lightly soiled garments needed quickly.
<b>RINSE + SPIN</b>	Use for loads that need rinsing only or to add rinse-added fabric softener to a load.
<b>SPIN</b>	Drains the water and spins at a high speed.


## Options

### Child Lock

To prevent children or infants from accidentally starting or setting the washer, Child Lock locks all buttons except for the POWER button.

#### Activating the Child Lock function

Press and hold Temp. and Spin simultaneously for approximately 3 seconds.

- When you activate the  Child Lock function, the Child Lock indicator blinks.

#### Using the Child Lock function

- If the lid is opened when the Child Lock function is on, “dC” is displayed and an alarm sounds.
- If the water level in the tub is above the safe water level, “dC” is displayed on the LED display and the washer starts to drain water by force after 30 seconds.
- If the water level in the tub is above the safe water level and the Child Lock function is turned on while the lid is open, “CL” is displayed on the LED display even if the washer is turned off and the washer drains water by force.
- When Child Lock is on and the washer is off, if the water in the tub is above the Reset water level and the lid is opened, “CL” is displayed on the LED display. No alarm sounds, but the washer drains the water. When the draining operation finishes, the power automatically turns off again.
- If you activate the Child Lock function while the washer is running, the START/ PAUSE button will not work.
- After the compulsory drain, the “CL” blinks at 1 second intervals and the washer enters the “CL” mode. (When the washer is in the “CL” mode, only the POWER button works.)
- To cancel the “CL” mode, turn the power off and then on again.
- To cancel the “dC” mode, deactivate the Child Lock function. To deactivate the Child Lock function, press and hold Temp. and Spin simultaneously for at least 3 seconds.


#### NOTE

## Adding laundry when Child Lock is on

To add laundry, deactivate the Child Lock function. To deactivate the Child Lock function, press and hold Temp. and Spin simultaneously for at least 3 seconds. See the “Pause Option” section on page 43 for additional details.

## Deactivating the Child Lock function

Press and hold both Temp. and Spin simultaneously for approximately 3 seconds.

- When you deactivate the  Child Lock function, the Child Lock indicator is turned off.
- The Child Lock function prevents children or the infirm from accidentally operating the washer and injuring themselves.

**WARNING:** If a child enters the washer, the child may become trapped and suffocate.

## CAUTION


- Once you have activated the Child Lock function, it continues working even if the power is turned off.
- Forcing the lid open can result in injury or damage to the product.

**NOTE:** To add laundry after you have activated the Child Lock function, you must first deactivate the Child Lock function.

## Sound

The Sound Off function can be selected during all cycles.

## Garment Plus

You can add or take out laundry items even after the wash has started, as long as the  Garment Plus indicator is on. Pressing START/PAUSE unlocks the lid. If you open the lid and want to continue the wash cycle, close the lid, and then press START/PAUSE.

**NOTE:** If you have activated the Child Lock, you must deactivate it first. See page 37.

## My Cycle

Lets you save a custom wash cycle temperature, spin, soil level, etc.) and then recall and use it with one button convenience.

To save a cycle and selected options as your My Cycle, follow these steps:

1. Press POWER.
2. Select a cycle using the Cycle Selector.
3. After cycle selection, set each option.

**NOTE:** See the “Cycle chart” section on page 67 for available option settings with each cycle.

4. You can then store the selected cycle and options by pressing and holding My Cycle for longer than 3 seconds.
5. The cycle and options you select will be displayed the next time you choose the My Cycle function.
6. Press My Cycle to load and use the saved My Cycle options. The “My Cycle” LED lights up indicating activation and the chosen cycle and option lights blink.

**NOTE:** You can change the My Cycle settings by repeating the process above. The last saved settings will be displayed the next time you choose the My Cycle function.

**NOTE:** If you press My Cycle and release it within seconds, the previously saved cycle and options appear. If you press and hold My Cycle for 3 seconds or longer, the currently set cycle and options are saved and the LED blinks for 3 seconds.

### **Delay End**

You can set the washer to start your wash automatically at a later time by choosing a delay time. The hour displayed indicates the time at which the wash will be ended.

1. Set your wash cycle.
2. Press Delay End repeatedly until the delay time is set.
3. Press START/PAUSE. The “Delay End” indicator will be lit, and the clock will begin counting down until it reaches the set time.
4. To cancel a Delay End function, press the POWER button and then turn the washer on again.

### **Pre Soak**

Use this function when the laundry is heavily contaminated or stained. This function improves the wash performance by adding a Pre Soak cycle.

- If you select this function, the total cycle time is increased by 18 minutes.
- When the Pre Soak cycle starts, the washer repeats a wash cycle after supplying water and then performs a minute soak cycle.
- When the Pre Soak cycle is complete, the configured wash cycle starts without draining water.

### **Eco Plus**

This function sets the temperature somewhat lower than the typical washing cycle and extends the wash time slightly. With laundry time slightly extended, it's possible to keep the same level of washing performance with cooler water. This function reduces energy consumption and maintains the quality of the wash.

### **Mist Shower**

Mist Shower sprays water from a nozzle that is independent of the main water supply system. The water soaks the laundry with additional water from the beginning of the rinse cycle and provides a more effective rinse. (The Mist Shower function may not work if there is too large of a load in the machine.)

### **Smart Care**

If your washer displays an error code, this function lets see the meaning of the code and the countermeasures you can take on a smartphone.

1. To enable the Smart Care function, press and hold Fabric Softener for 3 seconds after turning the power on or when an error occurs.

**NOTE:** The error code history is deleted after you use this function.

2. The Smart Care indicator is lit on the display.

3. Run the Smart Care app on your smart phone.

- Android: Galaxy S series, Galaxy Note series. (Other devices may not run the app properly.) Supported OS : Android 2.2 or higher
- iOS: iPhone series Supported OS : iOS 4.3 or higher

4. Focus your smart phone's camera on the display panel of the washer.

5. If the smart phone's camera is focused on the display panel of the washer, the panel and error message are automatically recognized and the error type and countermeasures are displayed on the smart phone.

6. If the smartphone fails to recognize the error code more than twice, enter the error code displayed on the display panel of the washer manually into the Smart Care app.

### **NOTE**

#### **Downloading the Smart Care app**

- Download the Samsung Laundry App into your mobile phone from the Android market or Apple App store. (Search word : Samsung Smart Washer/ Dryer)

### **NOTE**

#### **Precautions when using Smart Care**

- If light from a light bulb, fluorescent bulb, or lamp is reflected on the display panel of the washer, the smartphone may not be able to recognize the panel or error message easily.
- If you hold the smartphone at too large an angle relative to the front of the display panel, it may not be able to recognize the error code. For best results, hold the smartphone so that the front of the panel and the smartphone are parallel or nearly parallel.

## Samsung Smart Home



This product is a smart washer that supports the Samsung Smart Home service.

The amount of time the EZ setup function (for connecting the washer to your network) can take to complete the network connection varies, depending on your network conditions.

### Installation

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

### NOTE

- The Samsung Smart Home app is designed for Android 4.0 (ICS) or higher, or iOS 8.0 or higher, and is optimized for Samsung smartphones (Galaxy S and Galaxy Note series).
- On other devices, some functions may operate differently.
- For improved performance, the Samsung Smart Home app is subject to change without notice.

### Registering a Samsung account

To use the Samsung Smart Home app, you must first sign in to your Samsung account. If you don't have a Samsung account, select Register in the app, and then follow the on-screen instructions to create an account.

### NOTE

- If you have a registered Samsung account, log into your Samsung account. If you have a Samsung smartphone, you can go to the Settings menu on your smartphone, select Accounts, and then sign in to your Samsung account. This will allow you to log in without additional authentication.
- For third-party smart phones, the app account must be the same as the EZ Setup account.

### Getting started

Using Samsung Smart Home, you can control your washer from your smart device remotely. For improved performance, the content and design of the app is subject to change without notice.

1. Launch the Samsung Smart Home App on your smartphone.

2. If 'Washer' is not listed, tap Add Device > Select other device > Washer on the app screen.
3. Press and hold Smart Control on your washer's control panel for more than 5 seconds until the 'AP' message appears on the display.
4. When the device registration is complete, turn on the Smart Control function on your washer and control your washer remotely.

## Washing clothes using the option button

Your new washer makes washing clothes easy, using Samsung's "Fuzzy Control" automatic control system. When you select a wash program, the machine will set the correct temperature, washing time, and washing speed.

1. Press POWER.
2. Open the lid.
3. Load the articles of clothing one at a time loosely into the drum, without overfilling it.
4. Add liquid (or powdered) detergent, softener, and/or bleach (if necessary) to the appropriate compartments. See the "Detergent use" section on page 47.
5. Close the lid.
6. Use the option button to select the appropriate cycle according to the type of material: NORMAL, HEAVY DUTY, DELICATES, DEEP WASH, SUPER SPEED, BEDDING/WATERPROOF, PERM PRESS, BRILLIANT WHITES, QUICK WASH, RINSE+SPIN, and SPIN. The relevant indicators will illuminate on the control panel.
7. At this time, you can control the wash temperature, the number of rinse cycles, the spinning speed, and the delay time by pressing the appropriate option button.
8. Press and hold START/PAUSE and the wash will begin. The process indicator will light up and the remaining time for the cycle will appear in the display.

## Pause Option

To remove or add laundry items, follow these steps:

1. Press START/PAUSE to unlock the lid.

**NOTE:** The lid cannot be opened when the water is too HOT.

2. Remove or add laundry items.
3. Close the lid, and then press and hold START/PAUSE to restart the wash.

**NOTE:** If you have Child Lock on, you must deactivate it first. See page 37.

## When the cycle is finished:

After the total cycle has finished, the power will turn off automatically.

1. Open the lid.

2. Remove laundry.

## **ATC (Auto Temperature Control)**

The ATC function controls wash water temperature using the washer's built-in temperature sensor (thermistor).

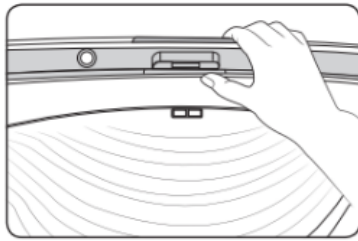
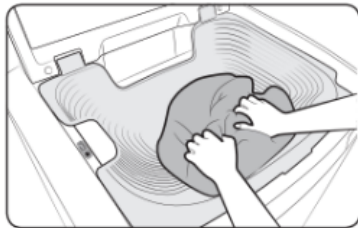
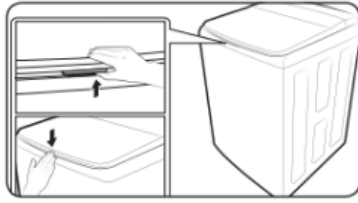
**NOTE:** By reacting to changes in external and internal temperatures, the ATC function maintains the correct wash temperature for each cycle, providing the best washing performance while using the least amount of energy.

**NOTE:** New washers must reduce the amount of energy usage as a first priority. When you use the most commonly used wash cycle, Normal (which is the regulation and UL cycle), you will notice more cold water entering the washer as an energy saving step. This is normal. In the Normal cycle, the hot water temperature is similar to acceptable adult bath water temperature and warm water temperature is similar to comfortable swimming-pool water temperature.

**NOTE:** If you want to wash clothes at different water temperatures, you should choose a different cycle, and then choose a specific temperature (Hot/Warm/Eco Warm).

## **The basics**

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



Water Jet function and the Built-in sink let you hand-wash items before you place them in the washing machine. The Water Jet function is available only when the lid is open and the water level is set to less than High. To hand-wash, use the Built-in sink that is designed to facilitate hand-washing.

1. With the lid open, lower the Built-in sink . To open only the lid, press and release the front middle of the lid. To close and lock both the lid and the Built-in sink, press down on the lid until you hear a click.
2. Put the clothes you want to hand-wash into the sink.
3. Press Water Jet to supply water to the Built-in sink, and then hand-wash.
4. When done, gently lift up the Built-in sink to drain water into the tub.

**NOTE**

- If you want to hand-wash while the washer is operating, press START/PAUSE to stop operation, and then follow steps 1-4 above.
- If you open both the lid and the Built-in sink, lower the Built-in sink manually for hand-washing.

[The Water Jet stops]

- The Water Jet function stops operating automatically when the washing machine detects the maximum water level.
- The Water Jet function stops operating automatically 5 minutes after it begins. To add more water, press Water Jet again to resupply water.

[Draining water added by the Water Jet function]

- Select a cycle and press START/PAUSE. The washer drains the water.
- If the washer is off before it starts the wash cycle, it drains the water added by the Water Jet function. However, if you turn the washer off during a wash cycle to use the Water Jet function, and then turn the washer back on, it does not drain the water.

**NOTE:** The Water Jet function supplies water through the Mist Shower nozzle for 1 second when it is first activated after the washing machine turns on, and then through the Water Jet nozzle.

### **CAUTION**

- Do not over-use the Water Jet function. Excessive use increases water consumption.
- When pouring water from the Built-in sink into the tub, do it gently. Otherwise, water may overflow and spill out of the tub.
- Use caution when removing laundry from the tub. You may bump your head on the Built-in sink.
- Do not block the Water Jet outlet with hands. Water may leak outside the tub, causing a system failure.
- Put only clothes to prewash in the Built-in sink. Do not clean shoes, wash food, or wash pets in the Built-in sink.
- Do not open the Built-in sink quickly.
- Water remaining in the sink may splash on the lid or control panel.
- Due to differences in air pressure, water coming from the Water Jet outlet may splatter when you first activate it.
- Make sure the lid is closed tightly before you start a load of laundry.

### **Detergent use**



Your washer is designed to use high efficiency (HE) detergents.

- For the best cleaning results, use a high efficiency detergent such as Tide HE, Wisk HE, Cheer HE or Gain HE\*. High efficiency detergents contain suds suppressors that reduce or eliminate suds. When fewer suds are produced, the load tumbles more efficiently and cleaning is maximized. (\* Brand names are trademarks of their respective manufacturers.)

**WARNING:** Regular detergent is not recommended. Use HE detergents only.

**NOTE:** Reducing the amount of detergent may reduce the quality of cleaning. It is important to pre-treat stains, sort carefully by color and soil level, and avoid overloading.

## Features

### Automatic dispenser

Your washer has separate compartments for dispensing detergent and color-safe bleach and fabric softener. Add all laundry additives to their respective compartments before starting your washer.

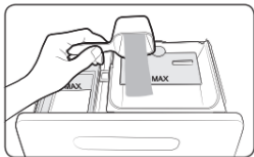
The automatic dispenser must always be in place before you start your washer.

DO NOT open the automatic dispenser when your washer is running.

### NOTE

- Never exceed the manufacturer's recommendations when adding detergent.
- This compartment holds liquid detergent for the main wash cycle, which is added to the load at the beginning of the cycle.
- When using powdered detergent, remove the liquid detergent compartment from the detergent drawer. The washer will not dispense powdered detergent from the liquid detergent compartment.

### To add detergent to the automatic dispenser:

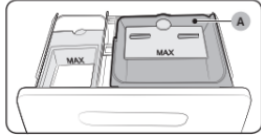


1. Open the dispenser drawer.
2. Load the recommended amount of liquid or powder) detergent into the detergent compartment before you start your wash.
3. Close the drawer slowly and smoothly to avoid spilling, splashing, or premature dispensing of the contents.

**NOTE:** It is normal for a small amount of water to remain in the dispenser compartments at the end of the cycle.

**NOTE:** Do not put chlorine bleach in the dispenser drawer.

### Loading the Liquid (or Powered) detergent compartment

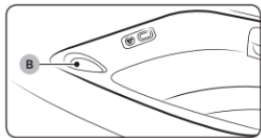


1. Pour the recommended amount of laundry detergent directly into the detergent compartment before starting your washer.
2. If you are using color-safe bleach, add it with the detergent to the detergent compartment.

**NOTE:** When adding color-safe bleach with detergent, it is best if both laundry products are in the same form – liquid.

**NOTE:** When using powdered detergent, remove the liquid detergent compartment (A) from the detergent drawer. The washer will not dispense powdered detergent from the liquid detergent compartment.

### Loading the Bleach compartment



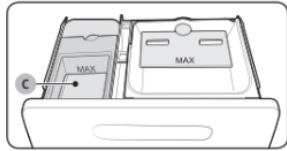
**CAUTION:** Use liquid chlorine bleach only.

1. Add chlorine bleach to the bleach compartment (B). DO NOT overfill the bleach compartment.

**NOTE**

- Avoid splashing or over-filling the compartment.
- Never pour undiluted liquid chlorine bleach directly onto the load or into the tub. It is a powerful chemical and can cause fabric damage, such as weakening of the fibers or color loss, if not used properly.
- If you prefer to use color-safe, add it to the appropriate detergent compartment. DO NOT pour color-safe bleach into the Bleach compartment.

### Loading the fabric softener compartment



1. Pour the recommended amount of liquid fabric softener into the softener compartment (C). For smaller loads, use less than one capful.
2. Dilute the fabric softener with water until it reaches MAX FILL in the compartment.
3. The dispenser automatically releases liquid fabric softener at the proper time during the rinse cycle.

#### NOTE

- Use the softener compartment ONLY for liquid fabric softeners.
- DO NOT use the Downy Ball\* in the fabric softener compartment with this washer. It will not add fabric softener at the appropriate time. Use the detergent compartment. (\* Brand names are trademarks of their respective manufacturers.)
- Do not use liquid fabric softener that is too thick or sticky. It may not mix with the water sufficiently.

## Maintaining your washer

**WARNING:** Certain internal parts are intentionally not grounded and may present a risk electric shock only during servicing. Service personnel – Do not contact the following parts while the appliance is energized: Control board, heat sink, motor, inlet valve, heater and pump.

### Cleaning the exterior

1. Turn off the water faucets 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 lid 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.
3. Clean the control panel with a soft, damp cloth. Do not use abrasive powders or cleaning pads. Do not spray cleaners directly on the panel.

## 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.

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

Hard water deposits may be removed, if needed. Use cleaners labeled “Washer safe”.

## Storing your washer

Washers can be damaged if water is not removed from hoses and internal components before storage. Prepare your washer for storage as follows:

1. Select the Quick Wash cycle and add bleach to the automatic dispenser. Run your washer through the cycle without a load.
2. Turn the water faucets off and disconnect the inlet hoses.
3. Unplug your washer from the electrical outlet and leave your washer lid open to let air circulate inside the drum. If your washer has been stored in below–freezing temperatures, allow time for any leftover water in your washer to thaw out before use.

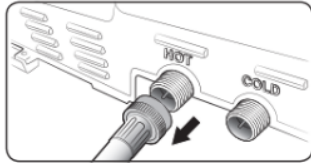
## Protecting the top cover and the front frame

Do not place any heavy or sharp objects or a detergent box on the washer. They can scratch or damage the top cover of the unit.

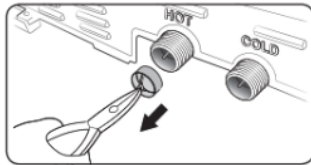
**NOTE:** Since the entire washer has a high-gloss finish, the surface can be scratched or damaged. Avoid scratching or damaging the surface when using the washer.

## Cleaning mesh filter

Clean the mesh filters in the water inlets once or twice a year.



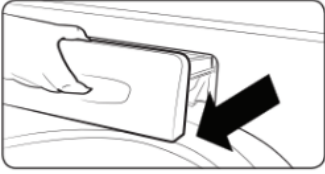
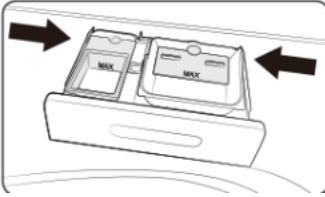
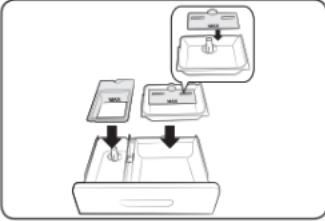
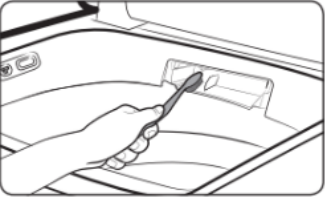
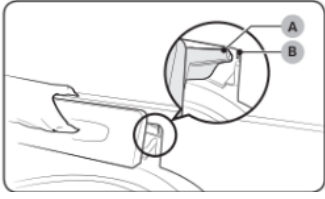
1. Turn off the washer, and then unplug the power cord.
2. Close the faucet.
3. Loosen and disconnect the water hoses from the back of the washer. Cover the hoses with a cloth or towel to prevent water from gushing out.



4. Use pliers to pull out the mesh filter from the inlet valve.
5. Submerge the mesh filter deeply in water so that the threaded connector is also submerged. Carefully remove any debris from the filter.
6. Dry the mesh filter completely in a shaded area.
7. Reinsert the mesh filter into the inlet valve, and reconnect the water hose to the inlet valve.
8. Open the faucet.

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

## Cleaning the dispensers

	<p>The automatic dispenser may need to be cleaned periodically due to laundry additive buildup.</p> <ol style="list-style-type: none"><li>1. Pull the dispenser drawer straight back until it stops.</li></ol>
	<ol style="list-style-type: none"><li>2. Push in both sides of the drawer at the back simultaneously. When you feel the sides move inward, pull out the dispenser drawer.</li></ol>
	<ol style="list-style-type: none"><li>3. Remove the inserts from the 3 compartments. Rinse the inserts and the drawer with warm water to remove traces of accumulated laundry products.</li></ol>
	<ol style="list-style-type: none"><li>4. Use a small, non-metal brush (for example, a toothbrush) to clean the drawer opening and the recess. Remove all residue from the upper and lower parts of the recess.</li></ol>
	<ol style="list-style-type: none"><li>5. Return the inserts to their proper compartments, and then replace the drawer by placing the dispenser drawer rail (B) on top of the compartment rail (A) (To make this easier, tilt the dispenser drawer downward and insert it). Then push the drawer in firmly and slowly.</li></ol>

## Self Clean

Certain usage and environmental conditions may result in some residue build-up or odor in the washer tub. To prevent this build-up of residue or odor causing bacteria and keep your

washer tub fresh and clean, perform the Self Clean cycle at least once a month or every 20 cycles. Perform the recommended procedure below when using the Self Clean cycle.

1. Remove all items from the washer tub and ensure the tub is empty. Laundry left in the tub during the Self Clean cycle may be damaged.
2. Press POWER.
3. Select Self Clean. Once Self Clean is selected, the only function that can be set is Delay End.
4. Press and hold START/PAUSE. The Self Clean cycle starts.

#### **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 tub, add 1 cup (8 fl.oz, 240 ml) of liquid chlorine bleach to the bleach compartment before you start the Self Clean cycle. 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**

- Check the washer tub before using the Self Clean cycle. Remove any remaining water in the tub by running a SPIN cycle prior to starting the Self Clean cycle.
- If there is chlorine bleach left in the washer tub for an extended period of time, rust can occur.

#### **Self Clean reminder**

- After 20 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 20 cycles have been completed.

## **Troubleshooting**

### **Checkpoints**

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

**Does not turn on.**

- Make sure your home electrical system is providing electrical power that matches the requirements of the washer. See page 19.
- Make sure the power cord is completely plugged in.
- Check the fuse or reset the circuit breaker.

**Does not start.**

- Make sure the door is closed.
- Make sure the water taps are open.
- Make sure to press or tap START/PAUSE to start the washing machine.
- Make sure Child Lock is not activated.
- Before the washing machine starts to fill, it will make a series of clicking noises to check the door lock, and then does a quick drain.
- Was the door opened during the spinning cycle? Close the door, and then press or tap START/PAUSE to resume.
- The machine enters Standby or is in a soaking cycle. Please wait.
- Check the fuse or reset the circuit breaker

**Water is not supplied.**

- Make sure you press or tap START/PAUSE after selecting the cycle and options.
- Make sure the water taps are open.
- Are the mesh filters in the water inlets clogged? Clean the mesh filters by brushing with a toothbrush. See page 53.
- Is the water supply cut off? If the water supply is cut off, close the tap and power off.
- Straighten the water supply hoses.
- Open and close the door, and then press or tap START/PAUSE.
- If the water pressure is low, it takes longer to start washing.
- If the water level is not as high as necessary or lower than expected, use the level selector to adjust the water level.

**After a cycle, detergent remains in the automatic dispenser.**

- Make sure the washing machine is running with sufficient water pressure.
- Make sure the detergent drawer is properly inserted.
- Remove and clean the detergent drawer, and then try again.

**Vibrates excessively or makes noise.**

- Make sure the washing machine is on a level floor. If the floor is not level, use the levelling feet to adjust the washing machine.
- Make sure the washing machine is not contacting any other object.
- Make sure the laundry load is balanced.
- Make sure the laundry is spread evenly in the washing machine.
- Spread out the laundry evenly and start again.
- Make sure the space around the washing machine is free of objects.
- Humming is produced normally during operation.
- Objects such as coins can cause noise. Remove these objects from the washing machine after washing is complete.

**Stops.**

- Plug the power cord into a live electrical outlet.
- Check the fuse or reset the circuit breaker.
- Close the door, and then press or tap START/PAUSE to start the washing machine. For your safety, the washing machine will not spin unless the door is closed.
- Before the washing machine starts to fill, it will make a series of clicking noises to check the door lock, and then does a quick drain.
- There may be a pause or soak period in the cycle. Wait briefly and the washing machine may start.
- Make sure the inlet hose filters at the taps are not clogged.
- Periodically clean the filters. See page 53.
- This problem can occur temporarily due to low voltage in your household electrical system. It will be resolved when the voltage returns to normal.

**Fills with the wrong temperature water.**

- Fully open both water taps.
- Make sure the temperature selection is correct.
- Make sure the hoses are connected to the correct water taps. Flush water lines.
- Disconnect the hoses and clean the mesh filters. The water inlet mesh filters may be clogged. See page 53.
- While the washing machine fills, the water temperature may change as the automatic temperature control feature checks incoming water temperature. This is normal.
- While the washing machine fills, you may notice just hot and/or just cold water going through the dispenser when cold or warm temperatures are selected. This is a normal

function of the automatic temperature control feature as the washing machine determines the water temperature.

**Door (Lid) locked or will not open.**

- While the washing machine is operating, press or tap START/ PAUSE to stop the washing machine.
- It may take a few moments for the door lock mechanism to disengage.

**Does not drain and/or spin.**

- Check the fuse or reset the circuit breaker.
- Make sure the electrical voltage is normal.
- Make sure the washing machine is plugged in.
- Make sure the drain hose is pointed downward. (Natural drain models only)
- Make sure the drain hose is not clogged.
- Make sure the drain hose is not kinked.
- Straighten the drain hose. If there is a drain restriction, call for service.
- Close the door, and then press or tap START/PAUSE. For your safety, the washing machine will not spin unless the door is closed.

**Load is wet at the end of the cycle.**

- Use the High or Extra High spin speed cycle. (Applicable model only)
- Use high efficiency (HE) detergent to reduce oversudsing.
- The load is too small. Small loads (one or two items) may become unbalanced and not spin completely.

**Leaks water.**

- Make sure all hose connections are tight.
- Make sure the water supply hoses' rubber washers are in the correct position. Screw tightly again.
- Make sure the end of the drain hose is correctly inserted and secured to the drain system.
- Avoid overloading.
- Use high efficiency (HE) detergent to prevent oversudsing.
- Make sure the water supply hose is not kinked.
- If the water supply pressure is too strong, water may leak. Close the water tap a little.
- Make sure water is not leaking from the water tap. If it is, repair the water tap.

**Excessive suds.**

- Use high efficiency (HE) detergent to prevent oversudsing.
- Reduce the detergent amount for soft water, small loads, or lightly soiled loads.
- Non-HE detergent is not recommended.

**The spin basket or drain/supply hose is frozen.**

- Use warm water to disconnect the water supply hose and drain hose. Soak them in warm water.
- Fill the spin basket with warm water, and then wait for about 10 minutes.
- Put a hot towel on the drain hose connector.
- Reconnect the water supply hose and drain hose, and then check if water is supplied properly.

**Water drains out immediately.**

- Make sure the drain hose is not clogged, and is hung over the drain hose hook. Fill the spin basket halfway with water, and try spinning again.
- Lift the end of the drain hose to prevent water from draining. Fill the spin basket halfway with water, and then run the Spin cycle after releasing the drain hose.
- Make sure the drain hose is installed correctly. See the installation section of this user manual and adjust the position of the drain hose as instructed.

**Stains on clothes.**

- Select an appropriate cycle for the laundry. Use the Heavy Duty cycle for stained clothes.
- Apply a recommended amount of detergent as instructed by the detergent manufacturer.
- Clean the magic filter (if it comes with your washer) on a regular basis.

**Has odors.**

- Excessive suds collect in recesses and can cause foul odors.
- Run a Self Clean cycle to sanitize periodically.
- Dry the washing machine interior after a cycle has finished.

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

**Information codes**

The washer may display information codes to help you understand what is occurring with your washer better.

No	Code	Meaning
1	1C	<p>The Water Level sensor is not working properly.</p> <ul style="list-style-type: none"> <li>• Turn off the washer, unplug it, wait 30 seconds, and then plug the washer in again. If the information code remains, contact a Samsung customer service center.</li> </ul> <p><b>NOTE:</b> If the washer displays “1C”, the washer will automatically drain for 3 minutes. During this time, the POWER button is inoperative.</p>
2	3C	<p>Check the motor for operation.</p> <ul style="list-style-type: none"> <li>• Try restarting the cycle.</li> <li>• If the problem continues, call for service.</li> </ul>
3	4C	<p>Water is not supplied.</p> <ul style="list-style-type: none"> <li>• Make sure the water taps are open.</li> <li>• Make sure the water hoses are not clogged.</li> </ul>



		<ul style="list-style-type: none"> <li>• Make sure the water taps are not frozen.</li> <li>• Make sure the washing machine is operating with sufficient water pressure.</li> <li>• Make sure that the cold water tap and the hot water tap are properly connected.</li> <li>• Clean the mesh filter as it may be clogged.</li> </ul> <p><b>NOTE:</b> If the washer displays “4C”, the washer will automatically drain for 3 minutes. During this time, the POWER button is inoperative.</p>
4	4C2	Make sure the cold water supply hose is firmly connected to the cold water tap. If it is connected to the hot water tap, laundry may be damaged when some cycles are run.
5	5C	<p><b>Water is not draining.</b></p> <ul style="list-style-type: none"> <li>• Make sure the drain hose is not frozen or clogged.</li> <li>• Make sure the drain hose is positioned correctly, depending on the connection type.</li> </ul>



		<ul style="list-style-type: none"> <li>• Clean the mesh debris filter as it may be clogged.</li> <li>• Make sure the drain hose is straight all the way to the drain system.</li> <li>• Turn off the washer, unplug it, wait one minute, and then plug the washer in again. If the information code remains, contact a Samsung customer service center.</li> </ul>
6	9C1	<p>The electronic control needs to be checked (Over Voltage Error).</p> <ul style="list-style-type: none"> <li>• Check if power is supplied properly.</li> <li>• Turn off the washer, unplug it, wait one minute, and then plug the washer in again. If the information code remains, contact a Samsung customer service center.</li> </ul>
7	9C2	



		<p>Low voltage detected.</p> <ul style="list-style-type: none"> <li>• Check if the power cord is plugged in.</li> <li>• Turn off the washer, unplug it, wait one minute, and then plug the washer in again. If the information code remains, contact a Samsung customer service center.</li> </ul>
8	AC6	<p>Inverter Communication problem.</p> <ul style="list-style-type: none"> <li>• Turn off the washer, unplug it, wait one minute, and then plug the washer in again. If the information code remains, contact a Samsung customer service center.</li> </ul>
9	dC	<p>Operating the washer with the door open.</p> <ul style="list-style-type: none"> <li>• Make sure the door is properly closed.</li> <li>• Make sure laundry is not caught in the door.</li> </ul>

10	HC	<p>High temperature heating check.</p> <ul style="list-style-type: none"> <li>• Turn off the washer, unplug it, wait one minute, and then plug the washer in again. If the information code remains, contact a Samsung customer service center</li> </ul>
11	LC	<p>Check the drain hose.</p> <ul style="list-style-type: none"> <li>• Make sure the end of the drain hose is positioned correctly.</li> <li>• Make sure the drain hose is not clogged.</li> <li>• Turn off the washer, unplug it, wait one minute, and then plug the washer in again. If the information code remains, contact a Samsung customer service center.</li> </ul> <p><b>NOTE:</b> When the washer displays “LC”, the washer do draining for 3 minutes. During this time, the POWER button is inoperative.</p>



12	OC	<p>Water overflowed.</p> <ul style="list-style-type: none"> <li>• Restart after spinning.</li> <li>• Turn off the washer, unplug it, wait one minute, and then plug the washer in again. If the information code remains, contact a Samsung customer service center.</li> </ul>
13	PC	<p>When position of the clutch can't be detected.</p> <ul style="list-style-type: none"> <li>• Turn off the washer, unplug it, wait one minute, and then plug the washer in again. If the information code remains, contact a Samsung customer service center.</li> </ul>
14	PC1	<p>After position of the clutch is detected, if the signal from the hall clutch hall is incorrect.</p> <ul style="list-style-type: none"> <li>• Turn off the washer, unplug it, wait one minute, and then plug the washer in again. If the information code remains,</li> </ul>



		<p>contact a Samsung customer service center.</p>
15	Ub	<p>Spinning does not work.</p> <ul style="list-style-type: none"> <li>• Make sure laundry is spread out evenly.</li> <li>• Make sure the washing machine is on a flat, stable surface.</li> <li>• Redistribute the load. If only one item of clothing needs washing, such as a bathrobe or pair of jeans, the final spin result might be unsatisfactory, and an “Ub” check message will appear in the display.</li> </ul>
16	Ur	<p>Display for additional rinsing.</p> <ul style="list-style-type: none"> <li>• Show additional rinsing in sensing unbalance.</li> <li>• Method of releasing the display. <ul style="list-style-type: none"> <li>◦ Any key input.</li> </ul> </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.

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