

## Installation

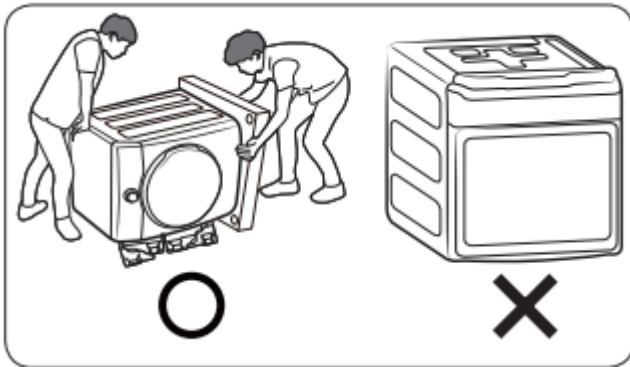
Follow these instructions carefully to ensure proper installation of your washer and to prevent accidents when doing laundry.

**WARNING:** Control board, heat sink, motor, inlet valve and pump are intentionally not grounded and may present a risk of electric shock only during servicing.

### Unpacking your washer

Unpack your washer and inspect it for shipping damage. Make sure you have received all the items shown below. To prevent personal injury or strain, wear protective gloves whenever lifting or carrying the unit.

**WARNING:** Packing materials can be dangerous to children; Keep all packing material (plastic bags, polystyrene, etc.) well out of children's reach.



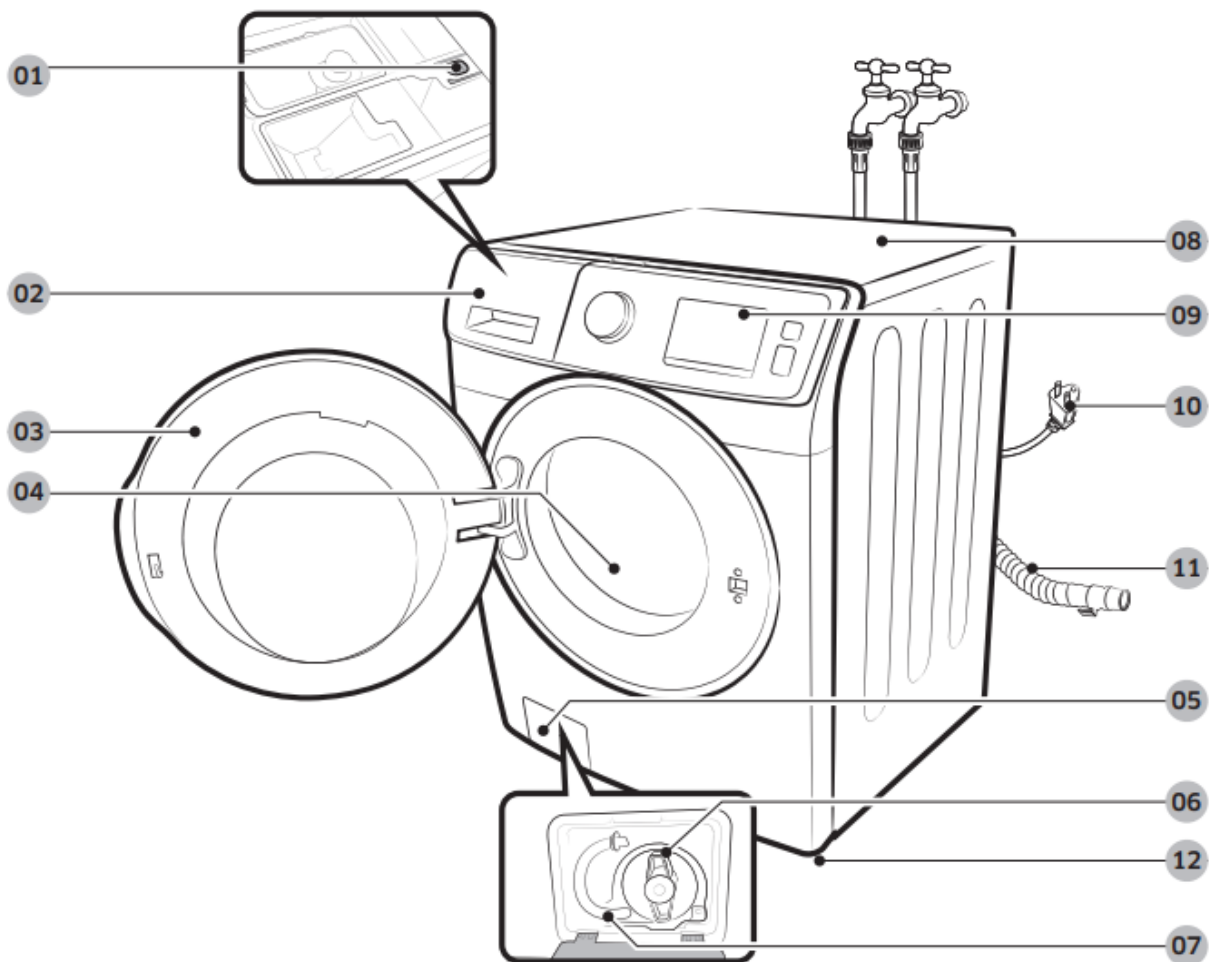
### CAUTION:

When unpacking the washer, a 2 person collaboration is needed. To remove the cushion bottom of the packing materials, do not tip the washer over on its front side.

When you lay the washer down to remove the carton base, protect the side of the washer and lay it down carefully. Never lay your washer on its back or front.

### What's included

Make sure all the parts are included in the product package. If you have a problem with the washer or the parts, contact a local Samsung customer center or the retailer.



- 01. Release lever
- 02. Detergent drawer
- 03. Door
- 04. Drum
- 05. Filter cover
- 06. Pump filter
- 07. Emergency drain tube
- 08. Worktop
- 09. Control panel
- 10. Power plug
- 11. Drain hose
- 12. Levelling feet

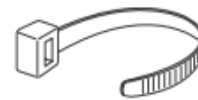
**Parts supplied**



Bolt caps



Hose guide



Tie straps

### Parts not supplied



Water hoses (sold separately)



Anti-slip pads (sold separately)

### Tools needed for installation



Wrench



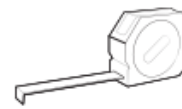
Philips screwdriver



Level



Adjustable Plier



Measuring tape

### NOTE:

- Bolt caps: The number (3 to 6) of bolt caps provided depends on the model.
- The appearance of the washer and provided accessories may differ with the model.
- To purchase an accessory or lost part, contact a local Samsung service center or the retailer.

### CAUTION:

- Do not reuse old water hoses, which may leak or burst, causing flooding and/or property damage.
- Make sure rubber washers are inserted in each coupling of both water hoses.

### Installation requirements

#### Electrical supply and grounding

- AC 120 V / 60 Hz fuse or circuit breaker is required.
- Use an individual branch circuit. Connect only the washer to the circuit.

To ensure proper grounding, the washer comes with a power cord featuring a three-prong grounding plug for use in a properly installed and grounded outlet. Check with a qualified electrician or service person if you are not sure about the grounding. Do not modify the provided plug. If it does not fit the outlet, call a qualified electrician to install a proper outlet.

**WARNING:**

- Do NOT use an extension cord.
- Use only the power cord that comes with the washer.
- Do NOT connect the ground wire to plastic plumbing, gas lines, or hot water pipes.
- Improperly connected grounding conductors may cause electric shock.
- To prevent unnecessary risk of fire, electrical shock, or personal injury, all wiring and grounding must be done in accordance with local codes, or in the absence of local codes, in accordance with the National Electrical Code, ANSI/ NFPA No. 70-Latest Revision (for the U.S.) or the Canadian Electrical Code CSA C22.1 – Latest Revisions and local codes and ordinances. It is your responsibility to provide adequate electrical service for your washer.

**Water supply**

Proper water pressure for this washer is between 20-116 psi (137-800 kPa). Water pressure less than 20 psi (137 kPa) may cause the water valve not to close completely. Or, it may take longer to fill the drum, causing the washer to turn off. Faucets must be within 4 feet (122 cm) from the rear of the washer so that the provided inlet hoses reach the washer.

To reduce the risk of leaks:

- Make sure faucets are easily accessible.
- Turn off the taps when the washer is not in use.
- Check for any leaks at the water inlet hose fittings on a regular basis.

**CAUTION:** Before using the washer for the first time, check all connections at the water valve and taps for any leaks.

**Drain**

Samsung recommends a standpipe 18 in (46 cm) high. The drain hose must be connected through the hose clip to the standpipe, and the standpipe must fully cover the drain hose.

**Flooring**

For best performance, the washer must be installed on a solid floor. Wood floors may need to be reinforced to minimize vibration and/or unbalanced loads. Carpeting and soft tile surfaces do not



provide good resistance to vibrations and may cause the washer to move slightly during the spin cycle.

**CAUTION:** Do NOT install the washer on a platform or a poorly supported structure.

**Water temperature**

Do not install the washer in areas where water may freeze as the washer always retains some water in its water valves, pumps, and/or hoses. Frozen water left in the connection parts may cause damage to belts, the pump, and other components of the washer.

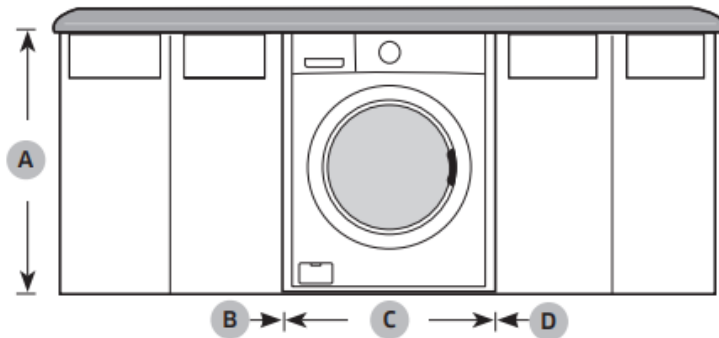
**Alcove or closet installation**

Minimum clearance for stable operation:

Sides	1 in. (25 mm)
Top	17 in. (432 mm)
Rear	5.9 in. (150 mm)
Front	2 in. (51 mm)

If both the washer and a dryer are installed in the same location, the front of the alcove or closet must have at least a 72 in<sup>2</sup> (465 cm<sup>2</sup>) unobstructed air opening. Your washer alone does not require a specific air opening.

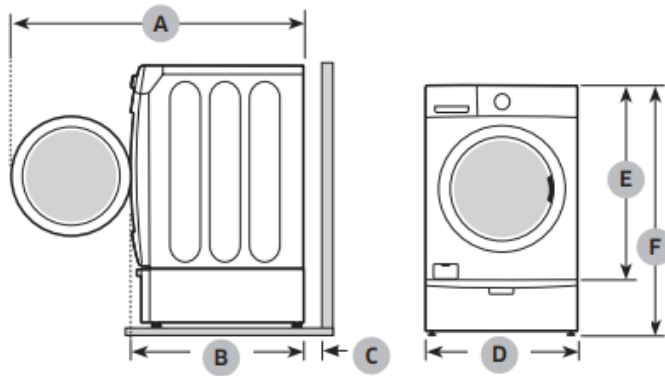
**Undercounter installation**



A	39 in. (991 mm)	C	27 in. (686 mm)
B	1 in. (25 mm)	D	1 in. (25 mm)

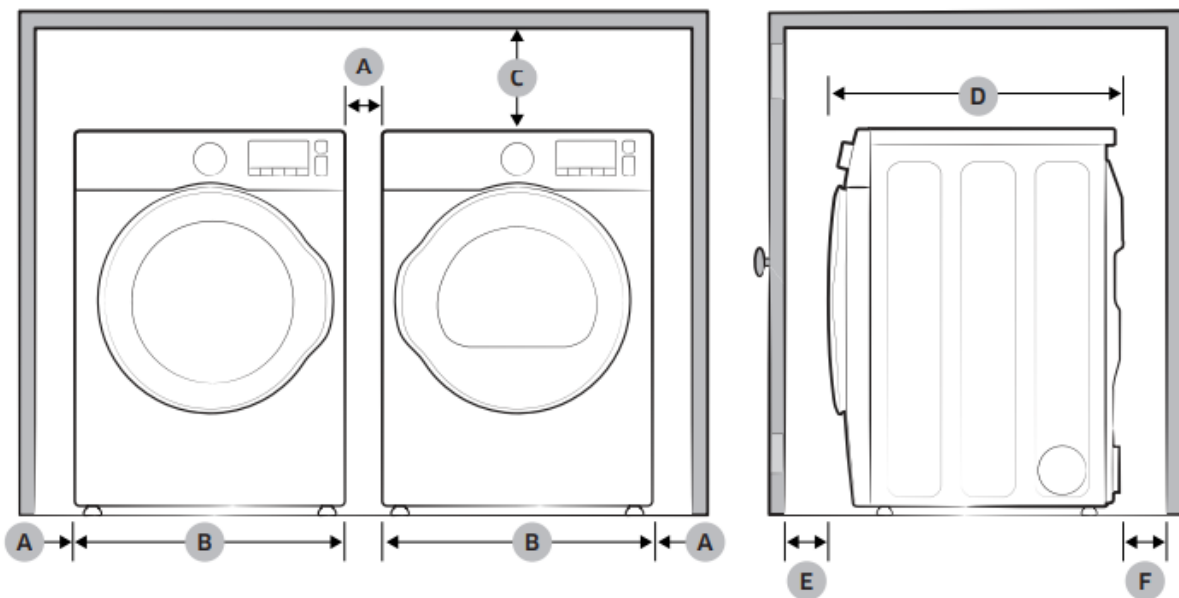
**Installation on a pedestal**





A	54.6 in. (1387 mm)	D	27 in. (686 mm)
B	34 in. (864 mm)	E	38.7 in. (983 mm)
C	5.9 in. (150 mm)	F	53.4 in. (1356 mm)

Side by side installation



A*	1 in. (25 mm)	D	34 in. (864 mm)
B	27 in. (686 mm)	E	2 in. (51 mm)
C	17 in. (432 mm)	F	5.9 in. (150 mm)

\*This clearance is not applicable to stand-alone washers.

## Step-by-step installation

### STEP 1 Select a location

Location requirements:

- A solid, level surface without carpeting or flooring that may obstruct ventilation
- No direct sunlight

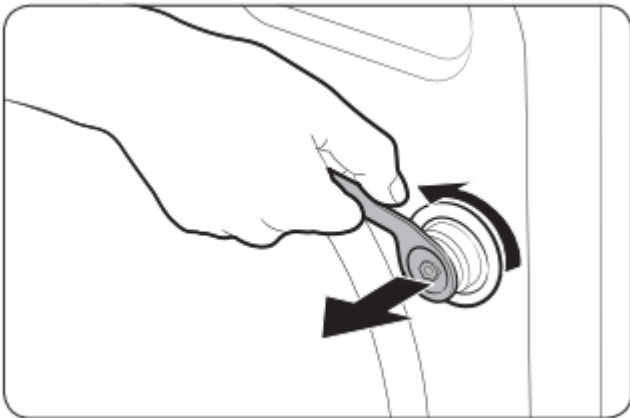
- Adequate room for ventilation and wiring
- Ambient temperature always higher than the freezing point (32 °F / 0 °C)
- Away from heat sources

## STEP 2 Remove the shipping bolts

Unpack the product package and remove all shipping bolts.

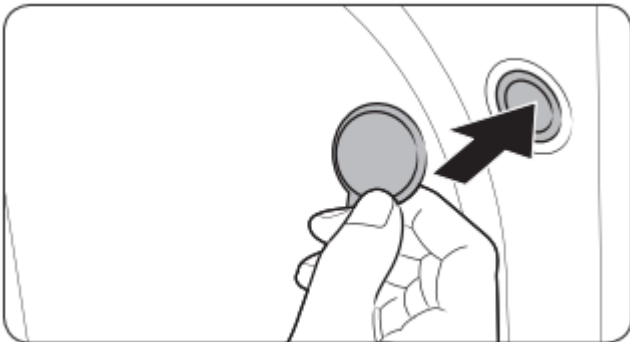
1. Loosen all shipping bolts on the rear of the machine using the spanner.

**NOTE:** An adjustable wrench or 10 mm openend wrench is required for removing the shipping bolts.



2. Fill the holes with the supplied plastic bolt caps.

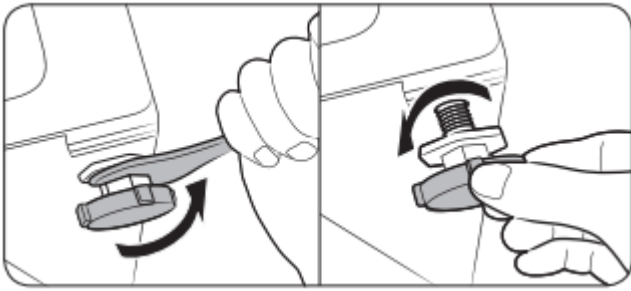
Keep the shipping bolts for future use.



**WARNING:** Packaging materials can be dangerous to children. Dispose all packaging material (plastic bags, polystyrene, etc.) out of children's reach.

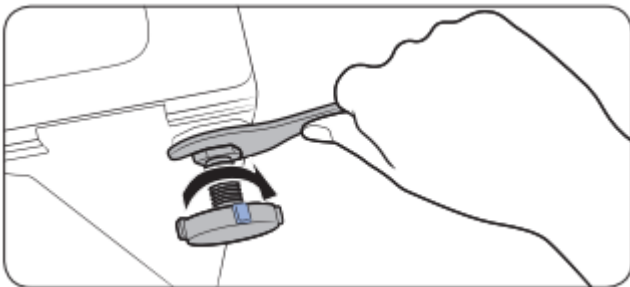
## STEP 3 Adjust the levelling feet

1. Gently slide the washer into position. Excessive force may damage the levelling feet.
2. Level the washer by manually adjusting the levelling feet.

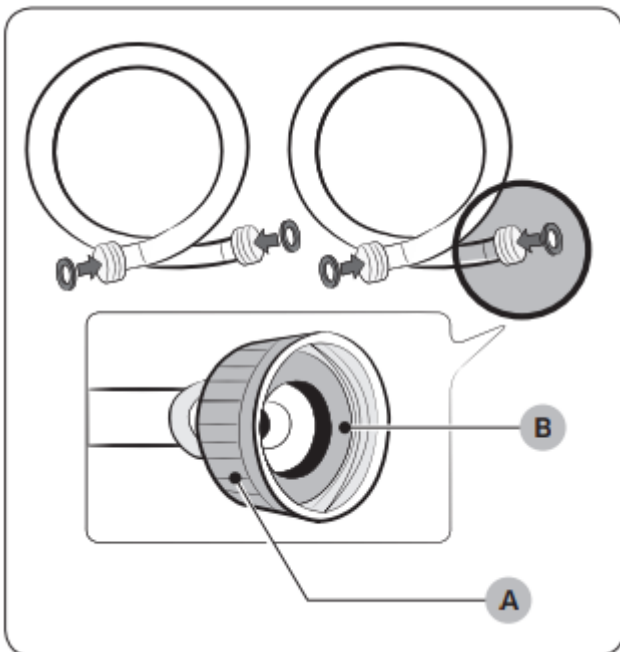


3. When levelling is complete, tighten the nuts using the spanner.

**NOTE:** An adjustable wrench or 17 mm openend wrench is required to loosen or tighten the leveling feet.



#### STEP 4 Connect the water hose



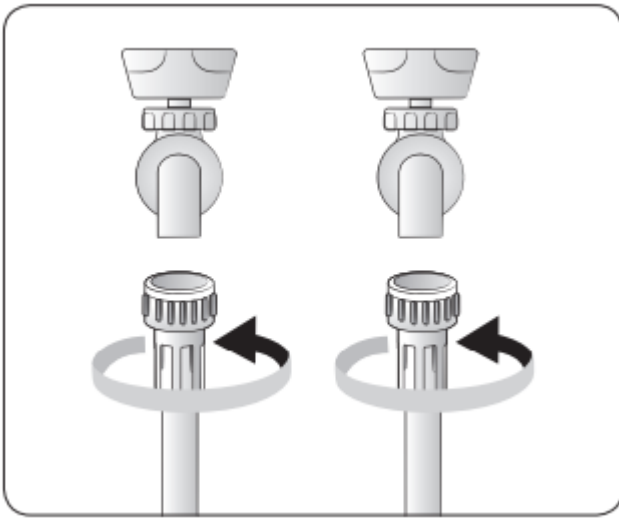
#### CAUTION:

- Make sure you use a new water hoses, and there are rubber gaskets (B) inside the couplings (A) at either end of each water hose. A water hose without the gasket may leak.
- If there is a water leak, stop using the washer and contact a local Samsung service center. A water leak may cause electric shock.

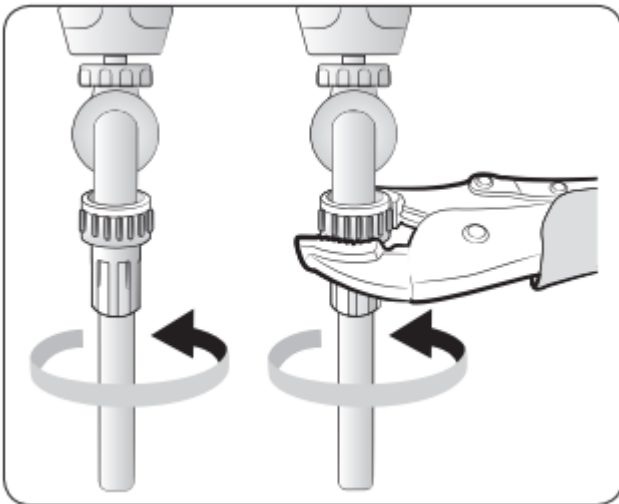
- Do not stretch the water hoses by force. If a hose is too short, replace the hose with a longer, high-pressure hose.
- To prevent leaks, make sure both water hoses are not bent or kinked. A water leak may cause electric shock.

To connect the water hoses to the faucets:

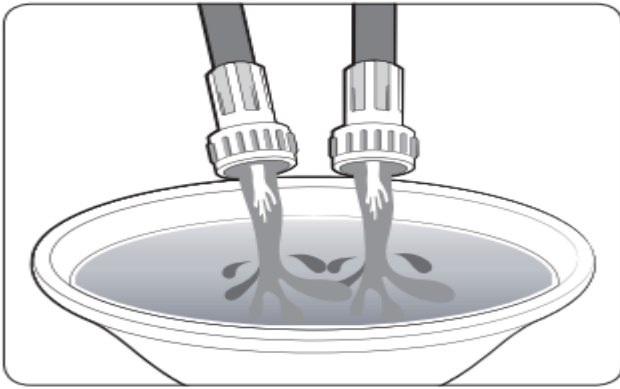
1. Connect one end of each water hose to the Hot or Cold tap.
2. Turn the fittings by hand until they are tight, and then tighten them by just an additional two-thirds of a turn with a pliers. Do not overtighten the fittings. You can damage them.



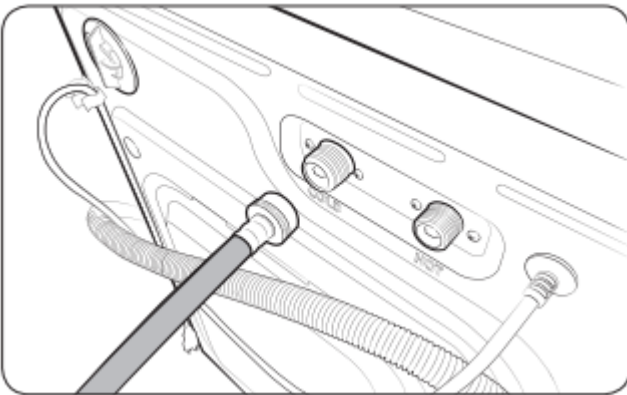
3. When done, pull the water hoses up and down to check if they are properly connected.



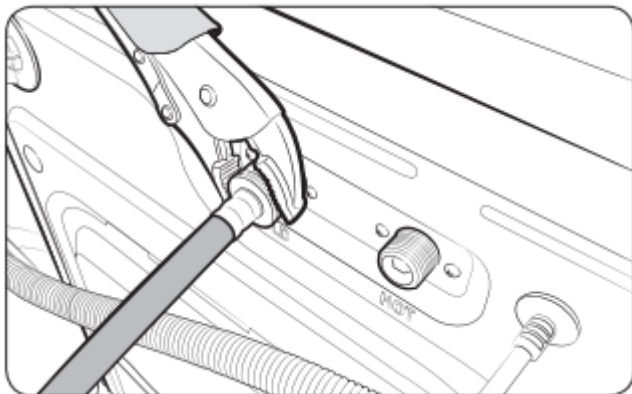
4. Put the other ends of the hoses into a bucket and open the taps for 10-15 seconds to remove impurities. When done, close the taps.



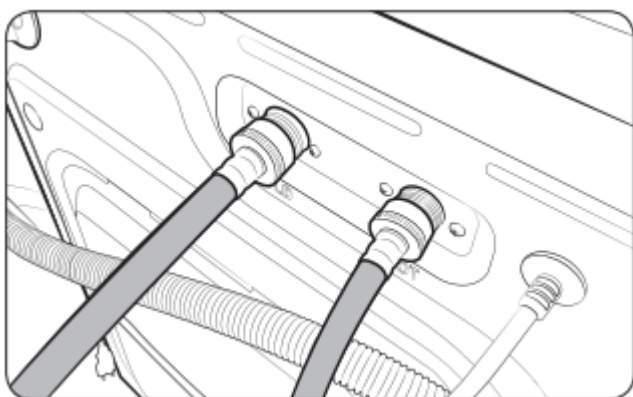
5. Connect the other ends of the water hoses to the corresponding inlets on the rear of the machine as specified. Make sure the hot water hose is connected to the hot inlet, and the cold water hose to the cold inlet.



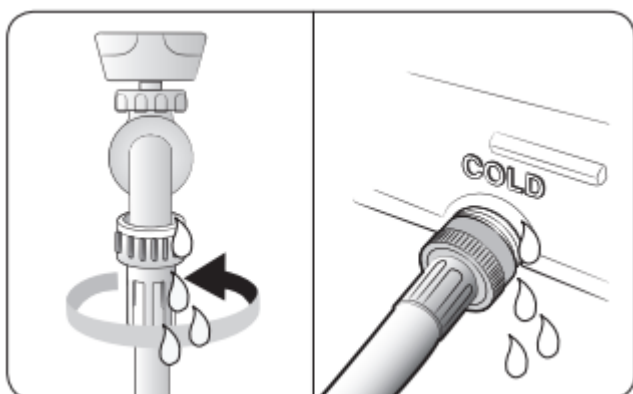
6. Repeat step 2 above on the other fittings. Make sure both water hoses are connected properly. See the "4C" information code for troubleshooting.



7. Open both faucets, and check if there is a leak.



**NOTE:** If you do not want to use the hot water hose, insert the inlet cap into the hot water inlet. In this case, you must select Tap Cold for the water temperature. All other water indicators turn off.



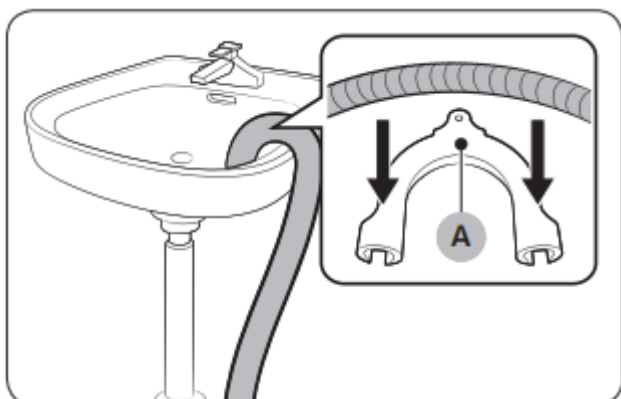
**CAUTION:** To prevent water hoses from being bent or kinked, make sure there is at least a 6 inch (150 mm) space between the washer and the rear wall.

### STEP 5 Position the drain hose

The drain hose can be positioned in three ways:

#### Over the edge of a wash basin

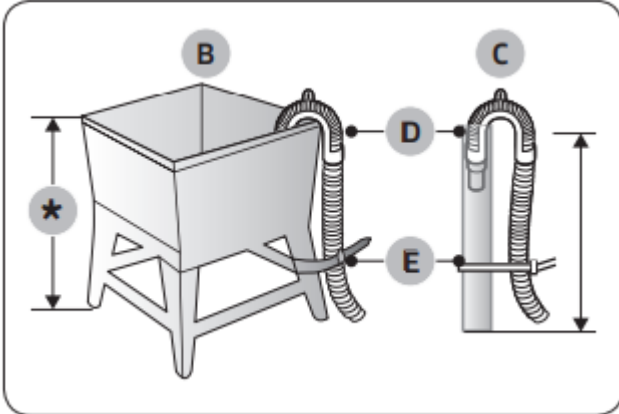
The drain hose must be placed at a height of between 24 in. (60 cm) and 35 in. (90 cm) from the floor. To keep the spout of the drain hose bent, use the supplied plastic hose guide (A). Secure the guide to the wall using a hook to ensure stable drainage.



### In a standpipe or laundry tub

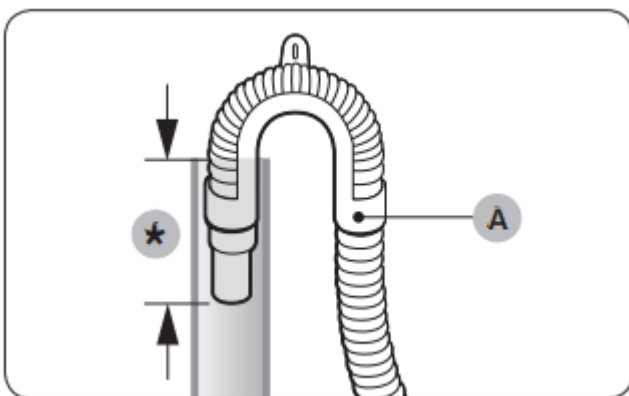
The laundry tub (B) or standpipe (C) must be no shorter than 18 in. (46 cm) and no higher or longer than 96 inches (245 cm). Make sure the drain hose and the standpipe are not airtight.

**NOTE:** D: Hose retainer / E: Tie straps



### CAUTION:

- Connect the hose guide (A) within 6 in. (15 cm)\* of the end of the drain hose. If the drain hose is extended beyond the end of the hose guide, mold or microorganisms could spread inside the washer.
- The drain hose can be installed up to 96 in. (245 cm) high, but the draining capability can be reduced at the maximum height. Water remaining in the drain system may cause an odor.
- If the drain hose is installed less than 18 in. (46 cm) high, water can be drained during the process due to a siphon phenomenon. If this happens, a “4C” information code appears on the display.



### STEP 6 Remove the film inside the door

Wall standpipe drain system

The drain hose must be placed into a wall standpipe drain system. To keep the end of the drain hose bent, use the supplied hose guide (A). Secure the guide to the wall using a hook to ensure stable drainage

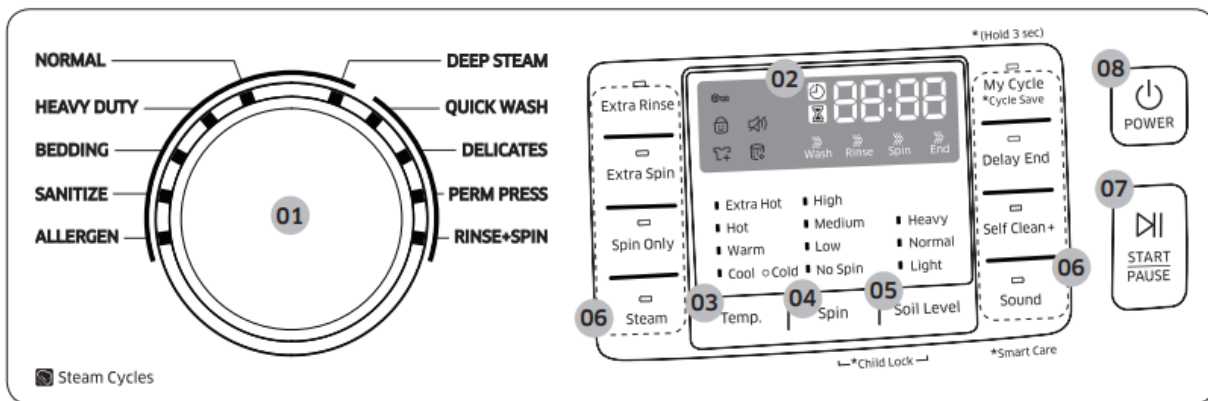
### STEP 7 Power on

Plug the power cord into an AC 120 V / 60 Hz approved electrical outlet protected by a fuse or circuit breaker. Then, press POWER to turn on the washer

Remove the small circle film (B) above the door latch before use.

## Operations

### Feature panel



#### 01. Cycle Selector

Turn the dial to select a cycle.

#### 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.

Press to change the water temperature for the current cycle.

- Extra Hot: Heavily soiled, colorfast items. Only available with NORMAL, HEAVY DUTY, and SANITIZE.
- Hot: Whites and heavily soiled, colorfast items.
- Warm: Uses warm water only in the final rinse process. This is for energy saving purposes.
- Cool: Brightly colored, very lightly soiled items. The washer supplies additional hot water or drives the heater to warm up the water if it is below 60 °F (16 °C).
- Cold: Uses only cold water without driving the heater. No warm water is supplied.

#### 04. Spin

Press to change the spinning speed for the current cycle.

- High: Underwear, t-shirts, jeans and sturdy cottons.
- Medium: Jeans, wrinkle-free or wash-and-wear items and synthetics.
- Low: Delicate items that requires a lower spinning speed.
- No Spin: The drum does not spin after the final drain process.
- Rinse Hold (No lamp turns on): The final rinse process is suspended so that the laundry remains in the water. To unload the laundry, run a drain or spin process.

**NOTE:** Spin Only: This cycle runs the spinning process. With the cycle time on the display, press Spin repeatedly until a desired spinning speed is selected. Then, press START/PAUSE to start the cycle. This cycle is available only when no specific cycle is selected.

#### 05. Soil Level

Press the button to select the soil level/washing time. • Heavy: For heavily soiled loads. • Normal: For moderately soiled loads. This setting is best for most loads. • Light: For lightly soiled loads.

#### 06. Options

Press the buttons to select different cycle options.

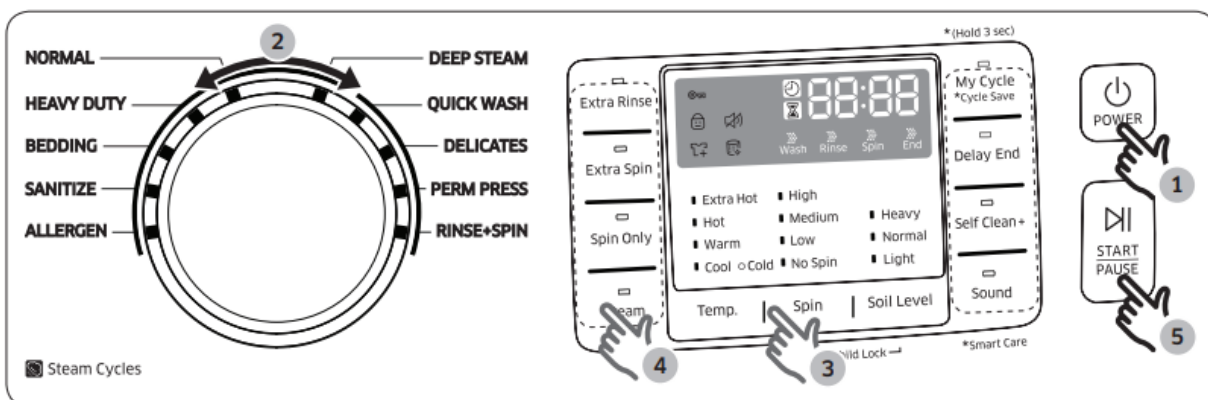
#### 07. START/PAUSE

Press to Start or Pause operation.

#### 08. POWER

Press to turn the washer on or off.

### Simple steps to start



Press POWER to turn on the washer.

2. Turn the Cycle Selector to select a cycle.

3. Change the cycle settings (Temp., Spin, and Soil Level) as necessary.

4. Select desired options as necessary.

5. Press START/PAUSE.

To change the cycle during operation


1. Press START/PAUSE to stop operation.
2. Select a different cycle.
3. Press START/PAUSE again to start the new cycle.

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

## Cycle overview



Cycle	Description
QUICK WASH	For lightly soiled items that you want to finish washing quickly. DELICATES • For sheer
DELICATES	For sheer fabrics, bras, lingerie (silk), and other handwash only fabrics. For best performance, use liquid detergent.
PERM PRESS	For wash-and-wear, synthetic fabrics, and lightly to normally soiled items.
RINSE+SPIN	Features an additional rinse process after fabric softener is applied to the laundry
DEEP STEAM	For heavily soiled, colorfast items. This cycle uses steam and a high water temperature to effectively remove stains.
NORMAL	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.
HEAVY DUTY	For sturdy, colorfast fabrics and heavily soiled items.
BEDDING	For bulky items such as comforters, blankets, and sheets. For best results, wash only 1 type of bedding. For bulky items, use liquid detergent and do not roll the items in the drum because they might get stuck in the drum.
SANITIZE	For heavily soiled, colorfast items. This cycle heats the water to 150 °F to eliminate bacteria. <b>NOTE:</b> If you press START/PAUSE during the heating portion of SANITIZE cycle, your washer door will remain locked for your safety
ALLERGEN	Use to remove dust mites, pet dander, or other allergic substances.
Extra Rinse	Adds an additional rinse at the end of the cycle to remove laundry additives more thoroughly. Extra Spin • Adds additional spin time to remove
Extra Spin	Adds additional spin time to remove more water from loads.
Spin Only	Press to run the Spin cycle of a selected course only.
Steam	Press this button to use the Steam function. Steam is available with the NORMAL, HEAVY DUTY, BEDDING, SANITIZE, DEEP STEAM and

	ALLERGEN. For heavily soiled, colorfast items, the Steam function improves stain treatment and uses less water.
Sound	Press to mute the washer. No alarm or melody will sound except for the diagnostic checking beep and the indicator “  ” lights up. To unmute, press the button again.
My Cycle	Create your own washing cycle with preferred settings and use the cycle with a single button push.
Delay End	Set the washer to finish your wash automatically at a later time. Choose a delay of between 1 to 24 hours (in 1 hour increments).
Self Clean+	Cleans the drum by removing dirt and bacteria from the drum. Perform once every 40 washes with no detergent or bleach added. Make sure the drum is empty. Do not add any drum cleaning agents.
Smart Care	This function enables you to check the status of the washing machine using a smartphone.

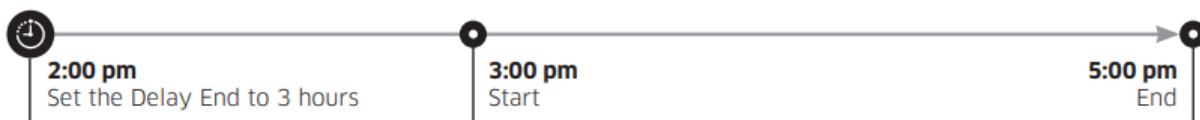
## Delay End

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 START/PAUSE. The indicator turns on with the clock running.
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 START/PAUSE 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.



## Steam

With the Steam cycle, the washer senses the weight of the load and controls the steam effect according to the load size. This improves washing performance. Available Steam cycles are: NORMAL, HEAVY DUTY, BEDDING, SANITIZE, ALLERGEN, and DEEP STEAM.

1. Turn the Cycle Selector to select a Steam cycle.
2. Press Steam.
3. Add detergent and fabric softener as instructed.
4. Press START/PAUSE to start the cycle.

### NOTE:

Steam may not be visible or present during the cycle. This is normal.

Unlike other Steam cycles, you don't need to press Steam for DEEP STEAM as the Steam function turns on automatically.

## Child Lock

To prevent accidents by children or infants, Child Lock locks all buttons except for the Power button.

To activate Child Lock

Press and hold both Soil Level and Spin for 3 seconds. Then, press START/PAUSE 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 Soil Level and Spin 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 Soil Level and Spin for 6 seconds. The door unlocks and the Child Lock indicator turns off.

## My Cycle

Create your own washing cycle with preferred settings and use the cycle with the push of a single button.

To create your own cycle

1. Turn the Cycle Selector to select a cycle.
2. Change the cycle settings (Temp., Spin, and Soil Level) as necessary.
3. Add an option to your preference.
4. Press and hold My Cycle for 3 seconds to save your settings. Applicable indicators blink for 3 seconds. Once you save the cycle, you can use it by pressing My Cycle.

**NOTE:** If you press and release My Cycle within 3 seconds, the previously saved cycle and options appear.

## Sound

Mute or unmute the sound.

The Sound Off function can be selected during all cycles.

## 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 Hot temperature is similar to bath-water temperatures, and the Warm temperature to comfortable swimming pool temperatures.
- To wash clothes at a specific temperature, you must choose a different cycle first.

## Maintenance

Keep the washer clean to prevent its performance from deteriorating and to preserve it throughout its life cycle.

**WARNING:** Control board, heat sink, motor, inlet valve and pump are intentionally not grounded and may present a risk of electric shock only during servicing.

## Self Clean+

Perform this cycle regularly to clean the drum and to remove bacteria from it.

1. Make sure the drum is empty.
2. Press POWER to turn on the washer.
3. Press Self Clean+.
4. Press START/PAUSE.

**NOTE:** The water temperature for Self Clean+ is set to Extra Hot, which cannot be changed.

**CAUTION:** Do not use any cleaning agents. Do not add detergent or bleach. Chemical residue in the drum degrades the cleaning performance.

### Self Clean+ reminder ( )

- The Self Clean+ reminder appears on the main screen once every 40 washes. It is advisable to perform the Self Clean+ regularly.
- If you do not run the cycle within 1 hour when the Self Clean+ reminder appears, the reminder turns off automatically.
- When you first see this reminder, you can ignore the reminder for 6 consecutive washes. From the 7th wash, the reminder no longer appears. However, it appears again on the second 40th wash.

## Smart Care

The Smart Care function helps you diagnose and troubleshoot your washer if it has a problem. To enable this function, you must first download the Samsung Smart Washer app from the Play Store or the Apple Store, and install it on a mobile device that has a camera. The Smart Washer Smart Care function has been optimized for: Galaxy and iPhone series devices. (It is not supported by some models.)

As the washer operates, it runs its self-diagnosis function in the background. If it senses a problem, it displays an information code on the display which you can scan using the app's Smart Care function. The Smart Care function will then display detailed information about the code.

1. To enable the Smart Care function.

Press and hold Sound on the washer for 3 seconds to enter the Smart Care mode.

2. Run the Samsung Smart Washer app on your mobile device, and tap Smart Care.
3. Hold the mobile device so that the mobile device and the washer's display panel face each other. The app will recognize the information code automatically.
4. When the information code is recognized correctly, the app provides detailed information about the symptom and recommends further action.

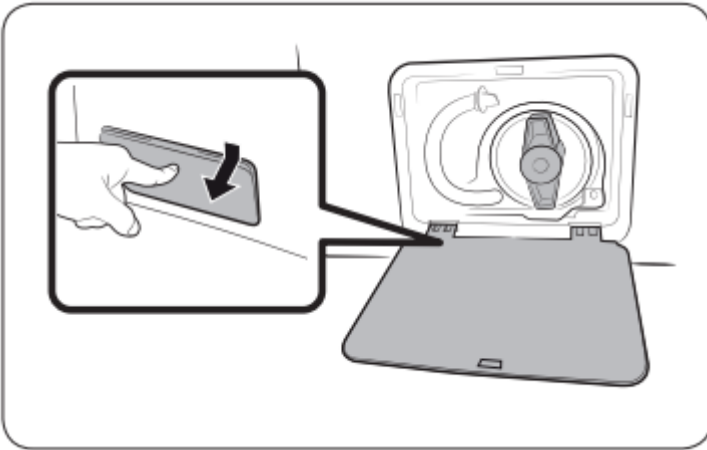
**NOTE:**

- The function name, Smart Care, may differ depending on your language.
- If the washer display is reflecting light, the app may fail to recognize the information code.
- If the app fails to recognize the Smart Care code a number of times consecutively, enter the information code manually onto the app screen.

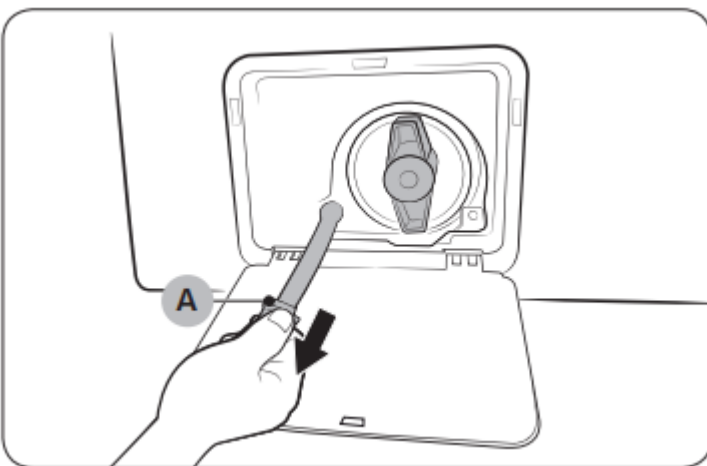
**Emergency drain**

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

1. Power off the washer, and then unplug it from the electrical outlet.
2. Gently press the top area of the filter cover to open.



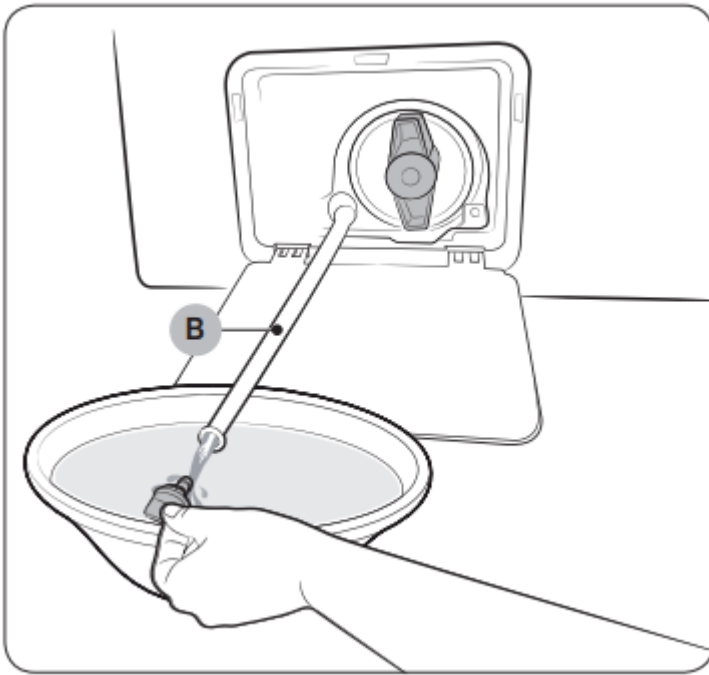
3. Put an empty, spacious container around the cover, and stretch the emergency drain tube to the container while holding the tube cap (A).



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

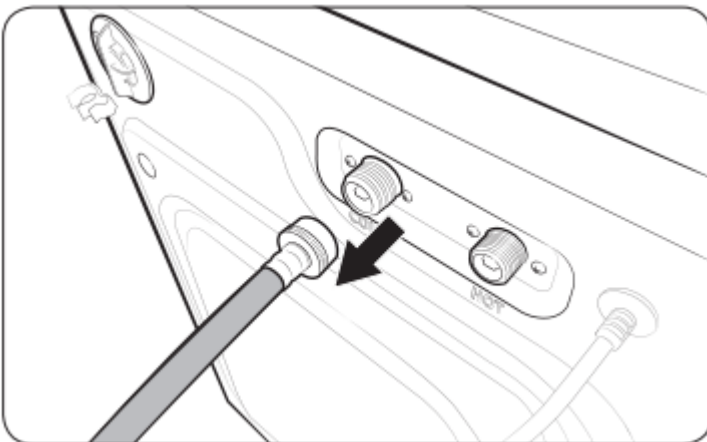
### Surface of the washer

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

### Mesh filter

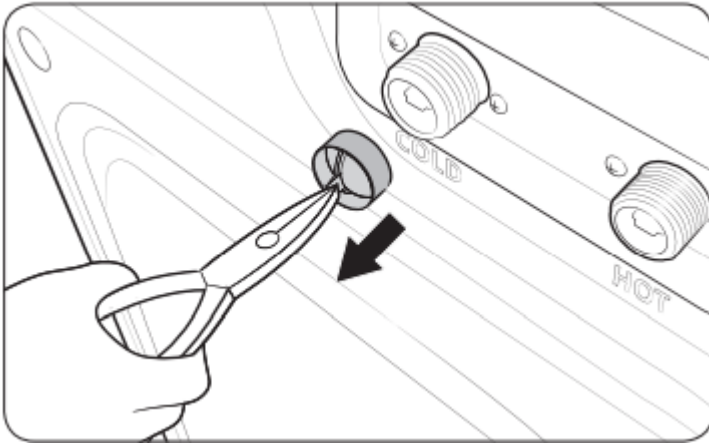
Clean the mesh filter of the water hose once or twice a year.

1. Turn off the washer, and then unplug the power cord.
2. Close the faucet.
3. Loosen and disconnect the water hose from the back of the washer. Cover the hose with a cloth 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.

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.

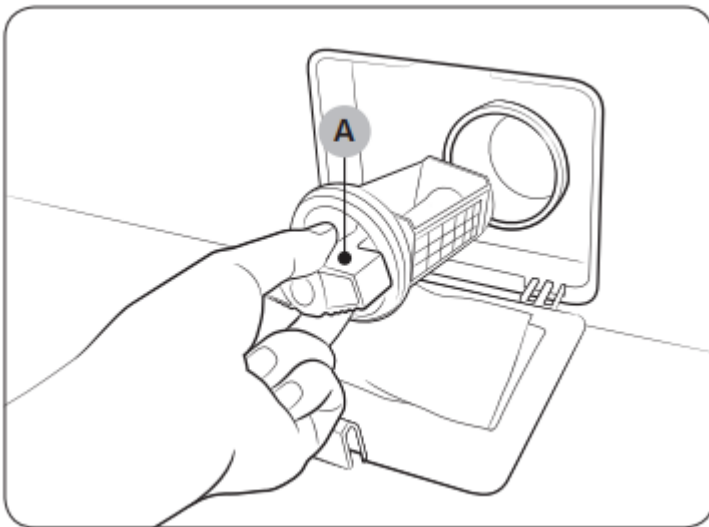


**NOTE:** If the mesh filter is clogged, the “4C” information code appears on the the washer’s display screen

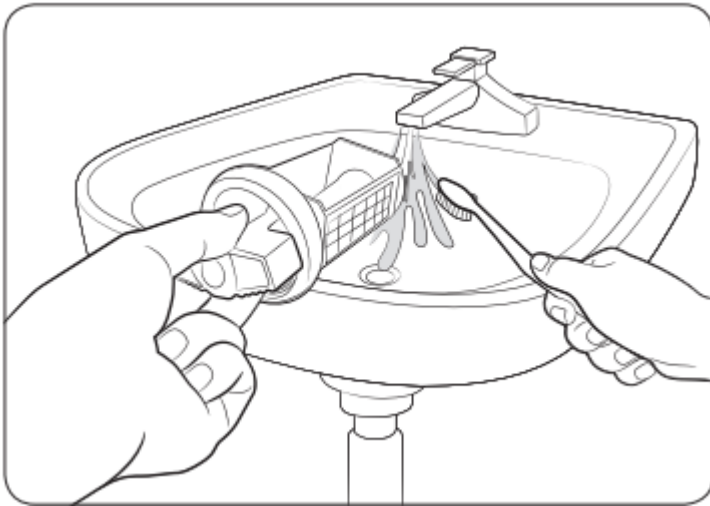
### **Pump filter**

It is advisable to clean the pump filter 5 or 6 times a year to prevent its clogging. A clogged pump filter may reduce the bubble effect.

1. Turn off the washer, and unplug the power cord.
2. Drain the remaining water inside the drum.
3. Gently press the top area of the filter cover to open.
4. Turn the pump filter knob (A) to the left, and drain off the remaining water.

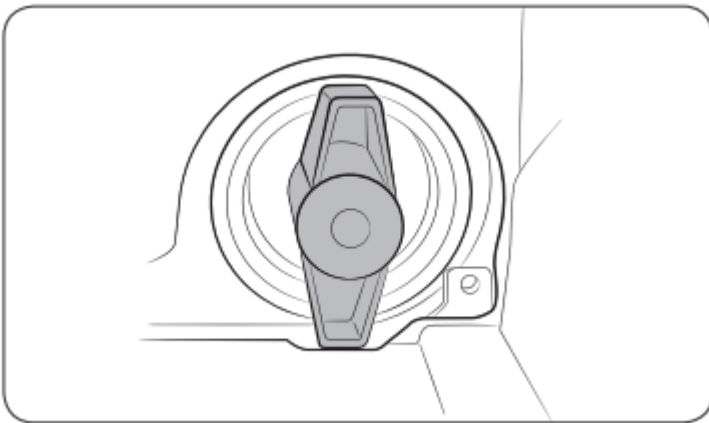


5. Clean the pump filter using a soft brush. Make sure the drain pump propeller inside the filter is not clogged.



6. Reinsert the pump filter, and then turn the filter knob to the right.

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.

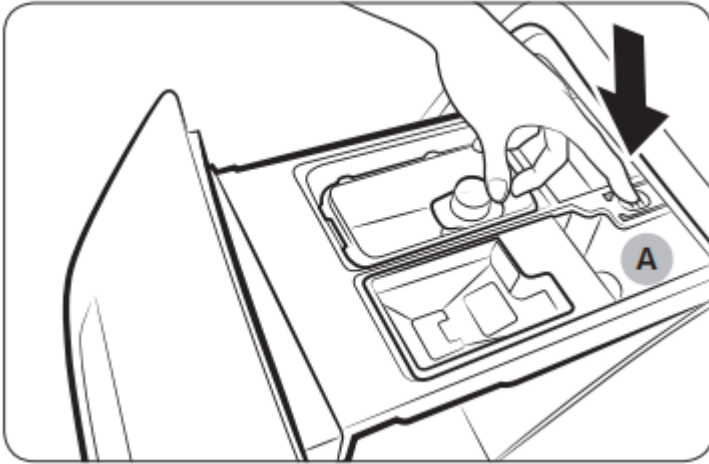
**NOTE:** If the pump filter is clogged, the “5C” information code appears on the washer’s display screen.

**CAUTION:**

- Make sure the filter knob is closed properly after cleaning the filter. Otherwise, this may cause a leak.
- Make sure the filter is inserted properly after cleaning it. Otherwise, this may cause an operational failure or a leak.

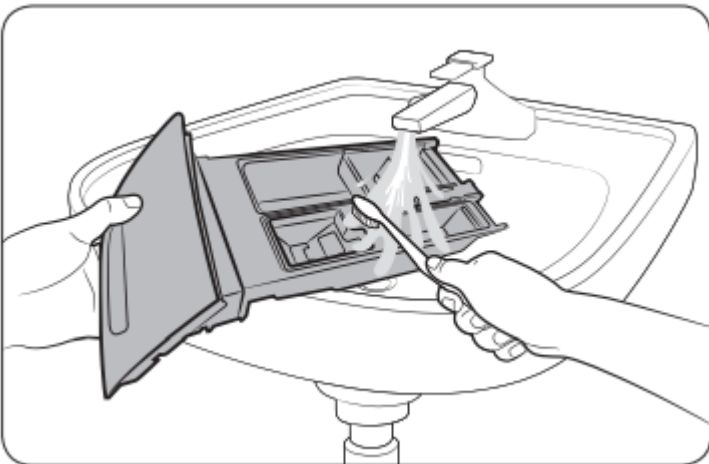
**Detergent drawer**

1. While holding down the release lever (A) inside the drawer, slide open the drawer, and then remove the drawer from the washer.
2. Remove the liquid detergent container from the drawer.

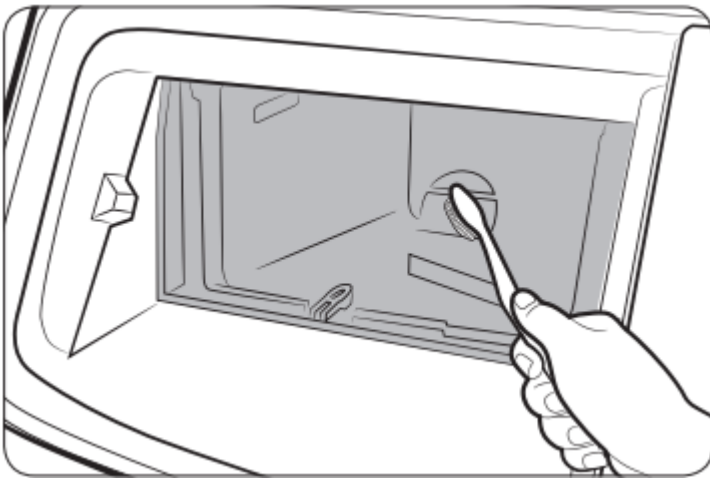


3. Clean the drawer components in flowing water using a soft brush.

**NOTE:** Other parts of the drawer can also be removed. They can fall out if you hold the drawer upside down.

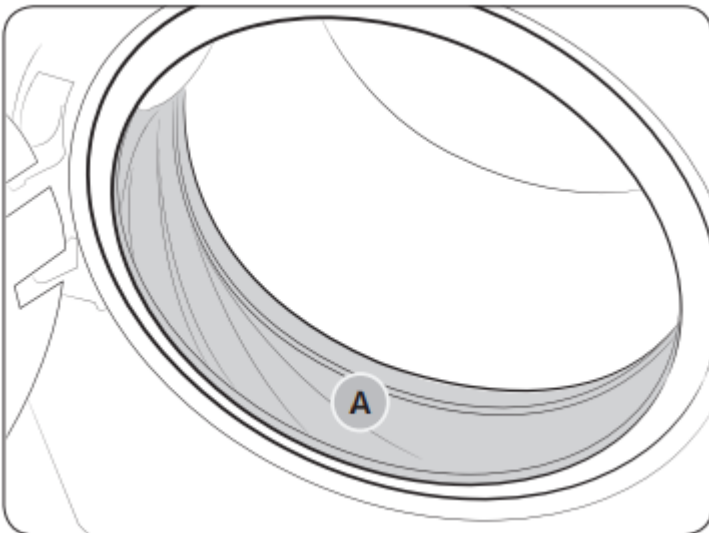


4. Clean the drawer recess using a soft brush.
5. Reinsert the liquid detergent container into the detergent drawer.
6. Slide the drawer into the drawer recess, and then push it inward until it is fully closed.



**NOTE:** To remove remaining detergent, run a RINSE+SPIN cycle with the drum empty.

### Door diaphragm



1. Open the door, and then empty the drum.
2. Combine 3/4 cups of liquid chlorine bleach and 1 gallon of warm tap water.
3. Turn over the diaphragm (A).
4. Wearing rubber gloves, use a soft, clean cloth dipped in the water and bleach solution to clean the diaphragm.
5. Let stand 5 minutes, and then wipe up and dry well.
6. Put the diaphragm back into position.

**CAUTION:** Use bleach carefully and be sure to follow the bleach manufacturer's use and care instructions.

### Recovery from freezing

The washer may freeze when the temperature in its location drops below 32 °F (0 °C).

1. Turn off the washer, and unplug the power cord.
2. Pour warm water over the faucet to loosen the water hose.
3. Disconnect the water hose, and soak it in warm water.
4. Pour warm water into the drum and leave it for about 10 minutes.
5. Reconnect the water hose to the faucet.

**NOTE:** If the washer still doesn't operate normally, repeat the steps above until it operates normally.

### **Care against an extended time of disuse**

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 the POWER button, and then turn the Cycle Selector to RINSE+SPIN.
2. Empty the drum, and then press START/PAUSE.
3. When the cycle is complete, close the faucets 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 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 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.	<p>Make sure the washer is plugged in.</p> <p>Make sure the door is properly closed.</p> <p>Make sure the faucets are open.</p> <p>Make sure to press or tap START/PAUSE to start the washer.</p> <p>Make sure Child Lock is not activated.</p> <p>Before the washer starts to fill, it will make a series of clicking noises to check the door lock and does a quick drain.</p> <p>Check the fuse or reset the circuit breaker.</p>
Water supply is insufficient, or no water is supplied.	<p>Fully open the faucet.</p> <p>Make sure the door is properly closed.</p> <p>Make sure the water supply hose is not frozen.</p> <p>Make sure the water supply hose is not kinked or clogged.</p> <p>Make sure there is sufficient water pressure.</p>
After a cycle, detergent remains in the detergent drawer.	<p>Make sure the washer is running with sufficient water pressure.</p> <p>Make sure the detergent is added to the center of the detergent drawer.</p> <p>Make sure the rinse cap is inserted properly.</p> <p>If using granular detergent, make sure the detergent selector is in the upper position.</p> <p>Remove the rinse cap and clean the detergent drawer.</p>
Excessive vibrations or makes noise.	<p>Make sure the washer is installed on a level, solid floor that is not slippery. If the floor is not level, use the levelling feet to adjust the height of the washer.</p> <p>Make sure the shipping bolts are removed.</p> <p>Make sure the washer is not contacting any other object.</p> <p>Make sure the laundry load is balanced.</p> <p>The motor can cause noise during normal operation.</p> <p>Overalls or metal-decorated clothes can cause noise while being washed. This is normal.</p>



	<p>Metal objects such as coins can cause noise. After washing, remove these objects from the drum or filter case.</p>
<p>Does not drain and/ or spin.</p>	<p>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.</p> <p>Make sure the debris filter is not clogged.</p> <p>Close the door and press or tap START/PAUSE. For your safety, the washer will not tumble or spin unless the door is closed.</p> <p>Make sure the drain hose is not frozen or clogged.</p> <p>Make sure the drain hose is connected to a drain system that is not clogged.</p> <p>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.</p>
<p>The door does not open.</p>	<p>Press or tap START/PAUSE to stop the washer.</p> <p>It may take a few moments for the door lock mechanism to disengage.</p> <p>The door will not open until 3 minutes after the washer has stopped or the power turned off.</p> <p>Make sure all the water in the drum is drained.</p> <p>The door may not open if water remains in the drum. Drain the drum and open the door manually.</p> <p>Make sure the door lock light is off. The door lock light turns off after the washer has drained.</p>



<p>Excessive suds.</p>	<p>Make sure you use the recommended types and amounts of detergent.</p> <p>Use high efficiency (HE) detergent to prevent oversudsing.</p> <p>Reduce the detergent amount for soft water, small loads, or lightly soiled loads.</p> <p>Non-HE detergent is not recommended.</p>
<p>Cannot add additional detergent.</p>	<p>Make sure the remaining amount of detergent and fabric softener is not over the limit.</p>
<p>The washer stops.</p>	<p>Plug the power cord into a live electrical outlet.</p> <p>Check the fuse or reset the circuit breaker.</p> <p>Close the door and press START/PAUSE to start the washer. For your safety, the washer will not tumble or spin unless the door is closed.</p> <p>Before the washer starts to fill, it will make a series of clicking noises to check the door lock and does a quick drain.</p> <p>There may be a pause or soak period in the cycle. Wait briefly and the washer may start.</p> <p>Make sure the mesh filter of the water supply hose at the faucets is not clogged. Periodically clean the mesh filter.</p> <p>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.</p>



<p>Fills with the wrong temperature water.</p>	<p>Fully open both taps.</p> <p>Make sure the temperature selection is correct.</p> <p>Make sure the hoses are connected to the correct taps. Flush water lines.</p> <p>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.</p> <p>Disconnect the hoses and clean the mesh filters. The mesh filters may be clogged.</p> <p>While the washer fills, the water temperature may change as the automatic temperature control feature checks incoming water temperature. This is normal.</p> <p>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.</p>
<p>The load is wet at the end of a cycle.</p>	<p>Use the High or Extra High spin speed.</p> <p>Use high efficiency (HE) detergent to reduce oversudsing.</p> <p>The load is too small. Small loads (one or two items) may become unbalanced and not spin completely.</p> <p>Make sure the drain hose is not kinked or clogged.</p>
<p>Leaks water.</p>	<p>Make sure the door is properly closed.</p> <p>Make sure all hose connections are tight.</p> <p>Make sure the end of the drain hose is correctly inserted and secured to the drain system.</p> <p>Avoid overloading.</p> <p>Use high efficiency (HE) detergent to prevent oversudsing.</p>
<p>Has odors.</p>	<p>Excessive suds collect in recesses and can cause foul odors.</p> <p>Run cleansing cycles to sanitize periodically.</p> <p>Clean the door seal (diaphragm).</p>



	Dry the washer interior after a cycle has finished.
No bubbles are seen (Bubbleshot models only).	Overloading may screen bubbles. Severely contaminated laundry may not generate bubbles.

### 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> <p>Power the washer off. Wait 2-3 minutes, power the washer on, and then try again.</p> <p>Depending on the model, the drain system drains water automatically. The POWER and START/PAUSE buttons may be disabled during this process.</p>
DC	<p>The door is open.</p> <p>Close the door and press START/PAUSE to resume operation.</p>
DC1	<p>Check the door switch.</p> <p>Power the washer off. Wait 2-3 minutes, power the washer on, and then try again.</p>
LC	<p>Check for water leaks.</p> <p>Power the washer off, and then check the drain system for any leaks. Once the leak issue is resolved, power the washer on.</p> <p>Depending on the model, the drain system drains water automatically. The POWER and START/PAUSE buttons may be disabled during this process.</p>
4C	<p>Check the water supply line.</p> <p>Check the connection to the water lines (including water taps).</p> <p>Power the washer off. Wait 2-3 minutes, power the washer on, and then try again.</p> <p>Depending on the model, the drain system drains water automatically. The POWER and START/PAUSE buttons may be disabled during this process.</p>
4C2	<p>Laundry needs protection because the water being supplied is too hot.</p> <p>Make sure the cold and hot water taps are properly connected.</p> <p>Power the washer off. Wait 2-3 minutes, power the washer on, and then try again.</p>



5C	<p>Check the drain system.</p> <p>Make sure the drain filter is not clogged.</p> <p>If the drain filter is clogged, clean the filter, and then restart the washer.</p>
HC	<p>Check the washing heater.</p> <p>Power off the washer, and then contact a Samsung service center.</p>
UB	<p>Check the spinning process.</p> <p>The load may not be balanced inside the drum. Check the drum and make sure the load is balanced.</p> <p>Press START/PAUSE to resume operation or power the washer off, wait 2-3 minutes, power the washer on, and then try again.</p>
8C, 8C1, 8C2	<p>Check the MEMS sensor.</p> <p>Power the washer off. Wait 2-3 minutes, power the washer on, and then try again.</p>
OC	<p>Water may overflow.</p> <p>Close the water valve and call for service.</p>
3C	<p>Check the motor.</p> <p>Power the washer off. Wait 2-3 minutes, power the washer on, and then try again.</p>
AC6	<p>Check the PBA communication status.</p> <p>Power the washer off. Wait 2-3 minutes, power the washer on, and then try again.</p>
9C1/9C2	<p>The electronic control needs to be checked.</p> <p>Check if power is supplied properly.</p> <p>If the information code remains, contact a Samsung service center.</p>



SF	System failed. Power off the washer, and then contact a Samsung service center.
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**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.

