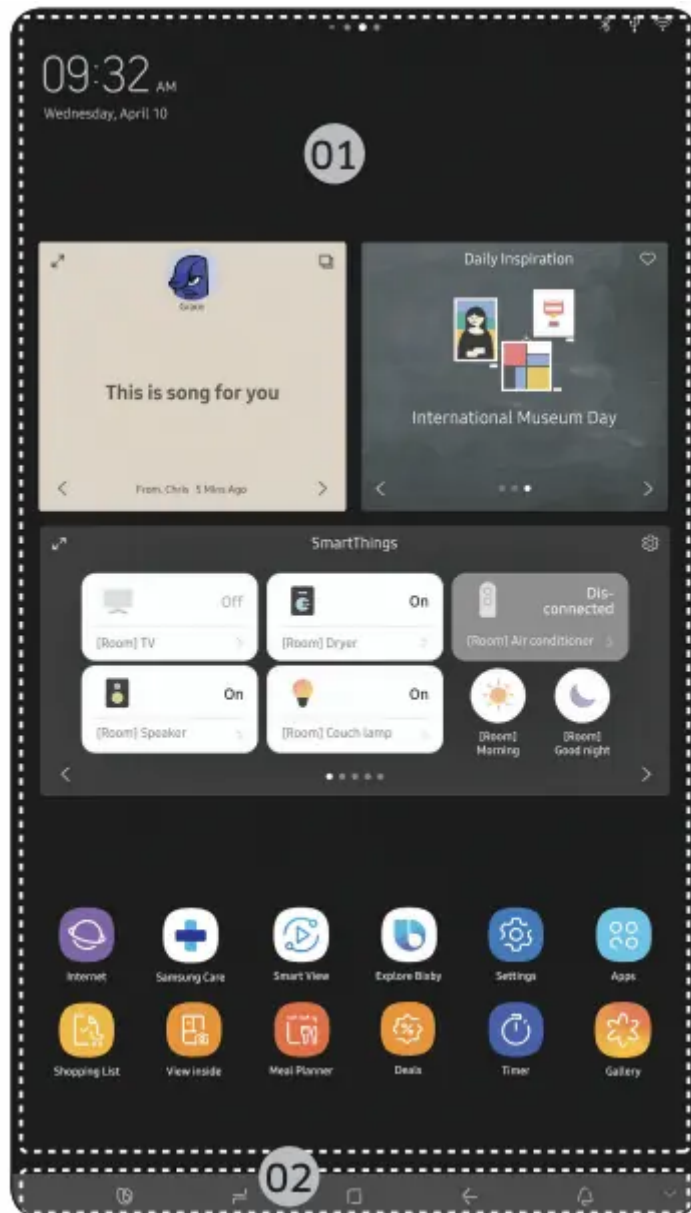


Operations

User interface

NOTE

- For more information about other menus and apps available on the Refrigerator app. See the Online manual of your refrigerator.
- The content of apps and widgets, or their design is subject to change or support may be discontinued without notice, depending on the content provider's policy.
- Children's use of the refrigerator's functions, apps, and services must be supervised by adults.
- Underage transactions with the services must be supervised by adults.

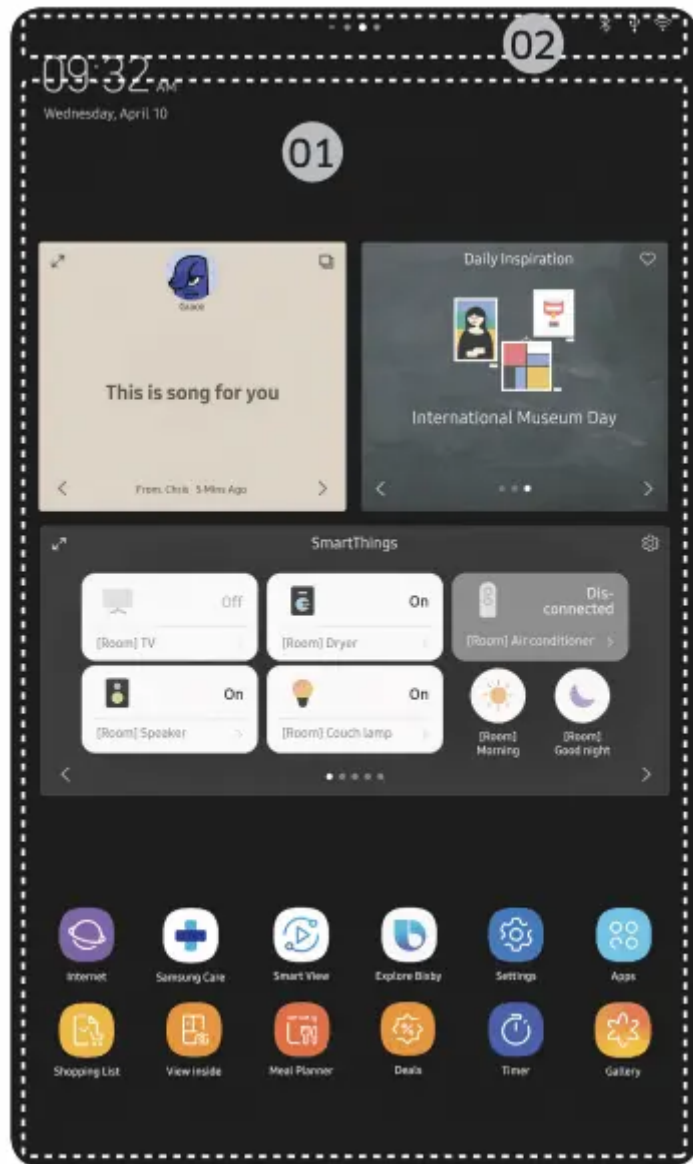


01 Home screen

02 Soft buttons

01 Home screen





01 Apps & Widgets

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

02 Status bar

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

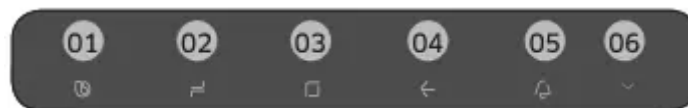
Icon descriptions

| | |
|-----------------------|--|
| Bluetooth (⌘) | Indicates Bluetooth connection status. |
| USB (ψ) | Indicates USB connection status. NOTE The refrigerator supports USB memory that is formatted in the FAT32 or exFAT file systems. NTFS is not supported. Be sure to convert NTFS to FAT32 or exFAT before use. |
| Remote Management (Ⓜ) | Turns on when Remote Management is enabled and running. |
| Network (📶) | Indicates network connection status in 5 levels (Off, 1-4). |
| Software Update (🔄) | Indicates that the newest version of the refrigerator's software has been downloaded from the server and is ready to update. |

| | |
|------------------|---|
| Notification (📧) | Indicates there is a notification message. |
| Cloud sync (☁️) | Indicates Family Hub is receiving data from the cloud server. |
| Energy Saver (🔋) | Indicates Energy Saver is on. |

02

Soft buttons



01 Bixby

- Tap to use Bixby.

02 Task Manager

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

03 Home

- Tap to open the Home screen.

04 Return

- Tap to return to the previous screen.

05 Notification

- Tap to display the Quick Panel.

06 Hide/Show

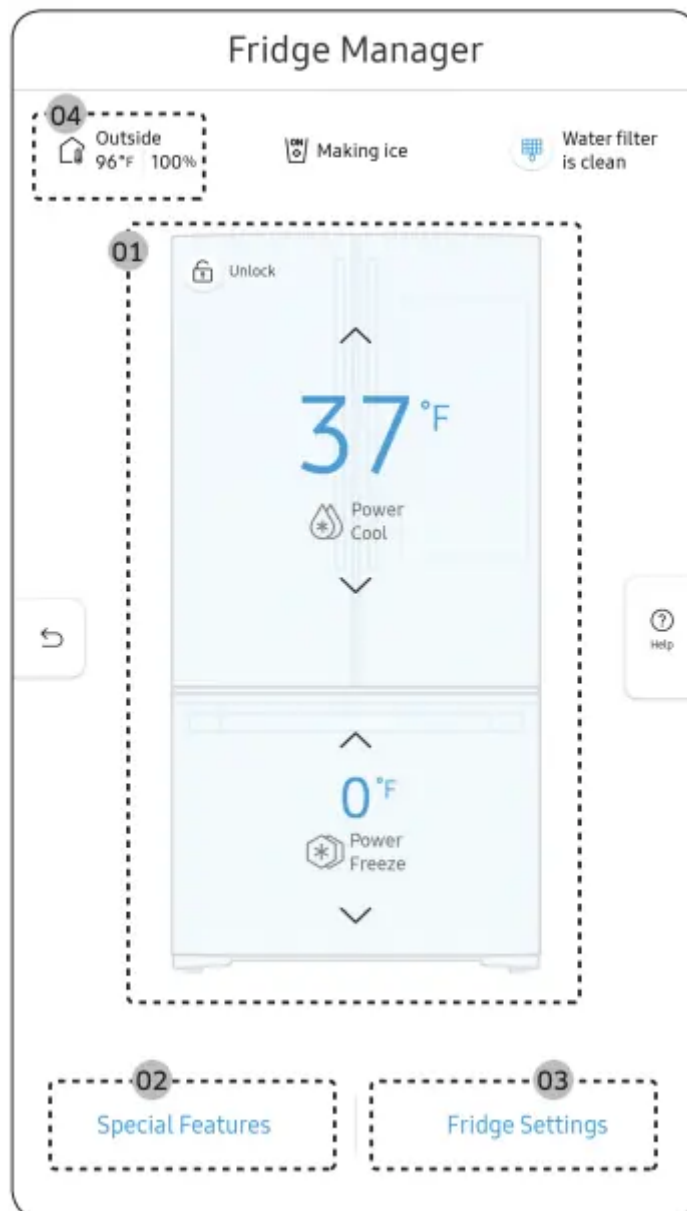
- Tap to hide or show Soft buttons.
- The Hide/Show button only appears when an app is active.

Fridge Manager

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



- Tap < or > on the bottom of the widget to move between pages.
- On the first page, you can check the current temperatures or modes of each compartment as well as active special functions.
- Tap the first page to open the Fridge Manager for detailed settings.
- On the second page, you can check the filter status.
- Tap Buy Filter on the second page to open the website where you can purchase a water filter.



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

Fridge Manager At a Glance

01 Temperature

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

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

NOTE Using Power Freeze increases power consumption. Make sure you turn it off so the freezer returns to its previous temperature if you do not need it any longer.

02 Special Features

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

03 Fridge Settings

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

04 External Conditions

Displays the external (ambient) temperature and humidity.

NOTE

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

NOTE

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

| | |
|---|--|
| Ice Maker (applicable models only) | <p>Turns the icemaker on and off. Tap and drag the button to turn on or off. Note that if the ice bucket is full of ice, the refrigerator does not start making ice when you turn on the icemaker, but displays the Ice Full indicator on the main screen. If you hold down the dispenser lever for 5 seconds, the Ice Maker Off status changes to Making ice. If you hold down the dispenser lever for 5 seconds, the Ice Maker Off status changes to Ice Maker On.</p> |
| Door Alarm | <p>The door alarm sounds if you leave the door open. Tap and drag the button to turn on or off.</p> |
| Temp. Unit | <p>Switch the temperature scale between Celsius and Fahrenheit. Touch °F or °C to change the scale.</p> |
| Water Filter (applicable models only) | <p>Provides a water filter replacement tutorial and lets you reset the water filter replacement indicator. Tap to open.</p> <p>NOTE</p> <ul style="list-style-type: none"> • After installing the water filter, tap Water Filter, and then tap Reset. Tapping Reset re-initializes the function that measures the time remaining until the water filter needs to be replaced again. • If you tap Buy Filter, you will be directed to the website where you can purchase a water filter. |
| Self Check | <p>Self Check is a self diagnoses function. Tap to open. Tap Start to run.</p> |
| Energy Saver | <p>Tap and drag this button to turn Energy Saver mode on and off.</p> <p>The Energy Saver function automatically turns on when power is supplied to the refrigerator. Settings of Energy Saver may differ with the model. If condensation or water drops appear on the doors, turn the Energy Saver mode off.</p> |
| Demand Response (applicable models only) | <p>Works with the Smart Grid energy saving manager. Tap to open. Tap and drag the button to turn on or off. See the Smart Grid section in this manual for more information</p> |
| Cooling Off | <p>Cooling Off mode (also called Shop mode), is designed for use by retailers when they are displaying refrigerators on the shop floor. In Cooling Off mode, the refrigerator's fan motor and lights work normally, but the compressors do not run, and the refrigerator and freezer do not get cold. If Cooling Off is turned on, all cooling controls will turn to OFF on the Fridge Manager.</p> |



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

Settings

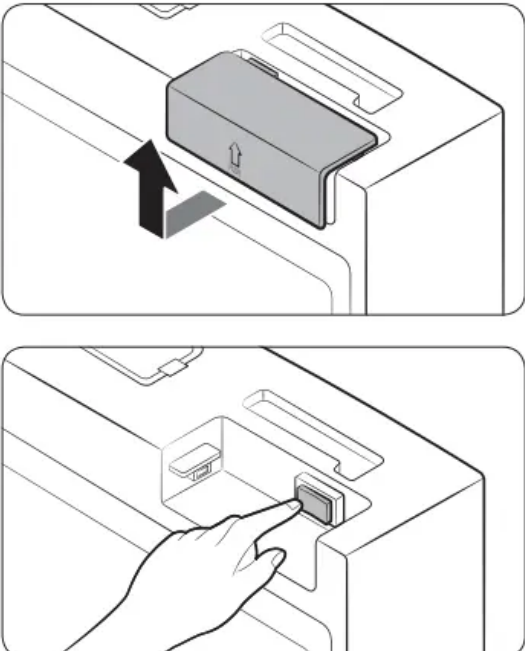
| | | |
|----------------------|-----------------------|--|
| Connections | Wi-Fi | <ul style="list-style-type: none"> • Turn on or turn off a Wi-Fi connection. The current Wi-Fi network is listed first in the access point (AP) list. |
| | Network Status | <ul style="list-style-type: none"> • You can check your Network Status by Selection of Network Status Menu. |
| | Bluetooth and Speaker | <ul style="list-style-type: none"> • When the Speaker mode is on, you can listen to music and media on your mobile phone or tablet through Family Hub's speaker. <ul style="list-style-type: none"> - Only one connected mobile phone or tablet is listed. • When the Speaker mode is off, you can search and connect to nearby Bluetooth-enabled devices. <ul style="list-style-type: none"> - Up to 4 recently paired Bluetooth devices are listed. - To add a new device when 4 paired devices are listed, first unpair a paired device from the device list. - Available devices are Bluetooth-enabled headsets, headphones, and speakers. |
| | Easy Connection | <ul style="list-style-type: none"> • Easy Connection can be used with Samsung Smartphone apps, and allows you to connect your device to the same home Wi-Fi network that your smartphone is connected to. |
| Display | Display | <ul style="list-style-type: none"> • You can set the screen brightness, wallpapers, auto wake-up, theme, screen timeout, and duration of the screen saver. |
| | Clean screen mode | <ul style="list-style-type: none"> • Turn on so you can clean the screen without activating any apps. |
| Sound | | <ul style="list-style-type: none"> • Set the volume and equalizer and turn on or turn off the touch sound. |
| Notifications | | <ul style="list-style-type: none"> • You can turn on or turn off Preview of Notification. |
| Profile | | <ul style="list-style-type: none"> • You can add, edit, or delete a profile. |
| Bixby | | <ul style="list-style-type: none"> • You can set the function that related with voice recognition. • Language and Voice Style : Set the language to communicate with Bixby and set the style of voice feedback. The selected language is applied only when you talk with Bixby. • Sound feedback : Change the sound feedback settings. |

| | | |
|--------------------------|--------------------------------|---|
| | | <ul style="list-style-type: none"> • Voice wake-up : Set Bixby to wake up when it hears you say “Hi, Bixby”. You can also change the settings for the voice wake-up feature. • Voice ID : Change the Voice ID settings. You can also register and delete the Voice ID. • Privacy : Set to use Bixby's interactive and customised services to enhance your experience. • About Bixby : View the Bixby version and legal information. |
| | Security | <ul style="list-style-type: none"> • Enable or disable restrictions on Family Hub features and apps. |
| | Storage | <ul style="list-style-type: none"> • You can check saving storage of each app and check saving storage of Images. |
| Language and Time | Language | <ul style="list-style-type: none"> • Select a preferred language. Available languages depend on the sales region. |
| | Date and Time | <ul style="list-style-type: none"> • Make sure the Auto update function is on with a proper Wi-Fi network connection. Open the fridge door and locate the display reset button on the inner side of the door. Press the button and press again to reset the display. Then, the date and time will be synced by the time server. • You can change the time zone through the Time zone menu. |
| About Family Hub | Device information | <ul style="list-style-type: none"> • Make sure the Software Update function is on with a proper Wi-Fi network connection. • When updates are available, the Update button becomes active. When updates are complete, the refrigerator restarts automatically. • Legal information displays the Open Source License Agreement. Tap the list item to open the Open Source Announcement. |
| | Restart and Factory Data Reset | <ul style="list-style-type: none"> • You can restart Family Hub LCD by selection of Restart Button. • You can initialize Setting of Wi-Fi and Bluetooth by selection of Reset network Settings Button. |

| | | |
|------------------------------|-------------------|---|
| | | <ul style="list-style-type: none"> • Tap Reset to restart the refrigerator by selection of Factory Data Reset button. All user data will be removed permanently. Data that will be removed includes account information, memos, photos, and user settings. <p>CAUTION Once factory reset is complete, no user data can be recovered</p> |
| Help & Contact Us | Online Manual | <ul style="list-style-type: none"> • The online manual will walk you through various menus and apps that the refrigerator provides directly on the display. |
| | Remote Management | <ul style="list-style-type: none"> • Use Remote Management to allow a service representative to remotely diagnose problems and provide solutions. • Remote Management requires a Wi-Fi connection. • The Remote Management menu does not appear on models that do not support Remote Management. |

Display reset (applicable models only)

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

| | |
|---|--|
|  | <ol style="list-style-type: none"> 1. Open the right-side fridge door and locate the switch cover on the top right corner of the door. 2. Push up the cover to reveal the power switch. 3. Turn the switch off, and then turn it on again. 4. Reinsert the switch cover. You will hear a click when the cover is in place. |
|---|--|

SmartThings

Installation



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

NOTE

- The SmartThings app is not available for some tablet and iPad and some smartphone.
support that [Android] OS 6.0 or higher (mimimum 2GB RAM Size)
support that [iOS]10.0 or higher/iPhone6 or higher
- For improved performance, the SmartThings app is subject to change without notice or discontinued support according to the manufacturer’s policy.
- Recommended encryption systems include WPA/TKIP and WPA2/AES. Any newer or non-standard Wi-Fi authentication protocols are not supported.
- Wireless networks may be affected by the surrounding wireless communication environment.
- If your Internet service provider has registered the MAC address of your PC or modem for identification, your Samsung Smart Refrigerator may fail to connect to the Internet. If this happens, contact your Internet service provider for technical assistance.
- The firewall settings of your network system may prevent your Samsung Smart Refrigerator from accessing the Internet. Contact your Internet service provider for technical assistance. If this symptom continues, contact a local Samsung service center or retailer.
- To configure the wireless access point (AP) settings, see the user manual of the AP router).
- Samsung Smart Refrigerators support both IEEE 802.11 b/g/n (2.4GHz) and 802.11a/n/ac (5GHz) protocols. (IEEE 802.11 n and 802.11ac are recommended.)
- Unauthorized Wi-Fi wireless routers may fail to connect to applicable Samsung Smart Refrigerators.

Samsung account

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

Getting started

Turn on the device you want to connect, open the SmartThings app on your phone, and then follow the instructions below.

If a pop-up appears saying that a new device has been found, tap ADD NOW.

If a pop-up doesn't appear, tap the + button, and then select the device you want to connect from the list of available devices.

If your device isn't in the list of available devices, tap Supported Devices, select the device type (Refrigerator), and then select the specific device model.

Follow the instructions in the app to set up your device. Once setup is complete, your refrigerator will appear as a "card" on your Devices screen.

Refrigerator app

Integrated control

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

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

NOTE

Some options or settings of the refrigerator may not be available for remote control.

| Category | Item | Description |
|----------------------------|----------------------|---|
| Monitoring | Fridge temperature | Displays the desired temperature setting of the fridge. |
| | Freezer temperature | Displays the desired temperature setting of the freezer. |
| | Pantry Room settings | Displays the settings of the Cool Select Pantry. |
| | Diagnosis | Detects abnormal operations of the refrigerator. |
| | Energy monitoring | Checks the accumulated power consumption of the refrigerator for the last 180 days. |
| Functions | Ice making | You can turn the ice making function on or off, and check the current settings of the function. |
| | | You can also check the status and progress of ice making. |
| | Power Cool | You can turn Power Cool on or off, and check the current settings. |
| | Power Freeze | You can turn Power Freeze on or off, and check the current settings. |
| | Fridge temperature | You can change the desired temperature setting of the Fridge. |
| | Freezer temperature | You can change the desired temperature setting of the Freezer. |
| | FlexZone | You can change the mode of the FlexZone. |
| | Alarms | Abnormally high temperature |
| Door opening | | This alarm is triggered if the fridge door or freezer drawer is left open for a specific time. |
| Water filter replacement | | This alarm reminds you that the water filter must be replaced. |
| Inside Image | | You can view the inside of the refrigerator and you can know when to replace food items. |
| Family Hub App Link | | You can connect to the App Store and download the Refrigerator app. |

Special features

Ice maker (applicable models only)

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

Ice making

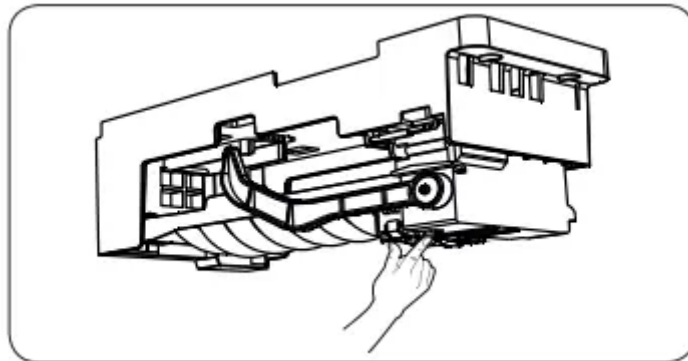
After you have installed your refrigerator and plugged it in, follow these instructions to ensure proper ice making and to keep the ice bucket full of ice:

1. Let the refrigerator run at least 24 hours without dispensing ice for optimal performance.
 2. Pull out the freezer drawer and then discard the ice in the ice bucket.
- You must discard the first bucket of ice made after installation.

NOTE

- If you consume all the ice at once, you must wait 8 hours before dispensing the first 4 to 6 cubes. This ensures that the ice bucket is filled with ice properly.
- Ice cubes generated rapidly may look white, which is normal.

Diagnosis



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

To check the ice maker

1. Press Test on the bottom of the ice maker.
2. The motor will automatically start to operate, and water will be supplied to make ice.

CAUTION

- Do not press Test repeatedly after the ice tray is filled with ice or water. Water may overflow or ice may jam.
- Do not put food in the ice bucket. The frozen food may damage the ice maker, especially when you open or close the door.
- When the refrigerator recovers power after a power failure, the ice bucket may contain a mix of melted and jammed ice cubes, which can prevent the ice maker from working

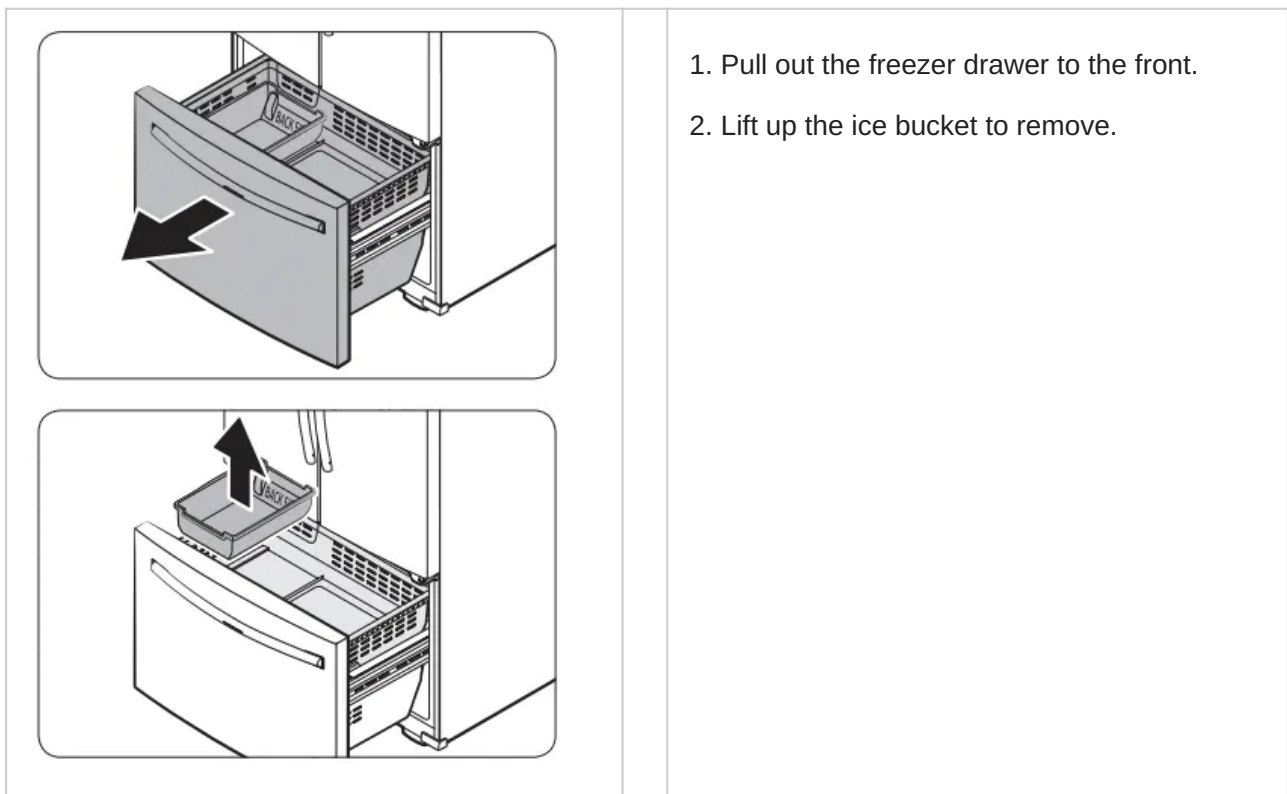
properly. To prevent this, make sure to empty the ice bucket before using the ice maker again.

- Do not put fingers or any objects into the dispenser outlet or the ice maker. This can cause physical injury or property damage.
- When reinserting the ice maker tray, make sure that the tray is properly centered at the entrance. Otherwise, the tray can get stuck.

Ice Maker Off

To disable the ice maker, tap Fridge Manager > Fridge Settings > Ice Maker on the Home screen, and then select Off. Make sure to empty the ice bucket. Remaining ice cubes may clump together, making it difficult to remove them.

To remove the ice bucket

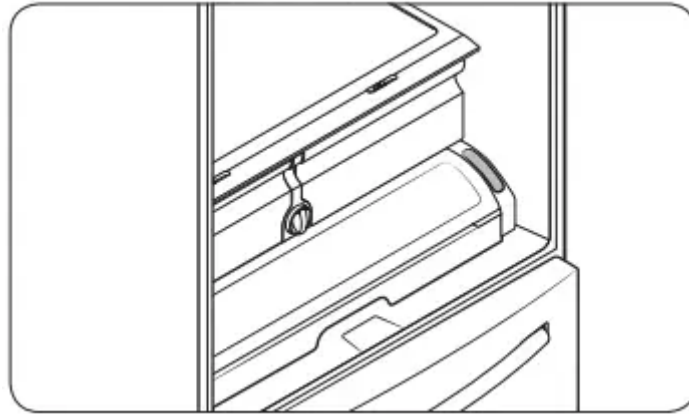


NOTE Removal of the ice bucket does not affect the thermal and mechanical performance of the refrigerator.

Cool Select pantry

The Cool Select pantry is a full-width drawer featuring a temperature control. It has a temperature sensor that adjusts the amount of cold air allowed into the pantry.

Control bar



To select a mode, press Temp. repeatedly. The temperature will change to match the mode settings. Note that the actual temperature depends on the distribution conditions of food items, the ambient temperature, and how often the door is opened.

| Mode | Description | Food |
|----------------|--|---|
| Deli | Select Deli to keep fruits fresh for an extended time. The temperature of the pantry will be kept around 41 °F (5 °C). | pineapples, lemon, avocados, potatoes |
| Fresh | Select Fresh to keep drinks, fruits, and vegetables cold and refreshing. The temperature of the pantry will be kept around 38 °F (3 °C). | cucumbers, apples, oranges, grapes, zucchinis, corn |
| Chilled | Select Chilled to keep meat or fish fresh for an extended time. The temperature of the pantry will be kept around 34 °F (1 °C) | steaks, hard cheeses, cold cuts, hot dogs |

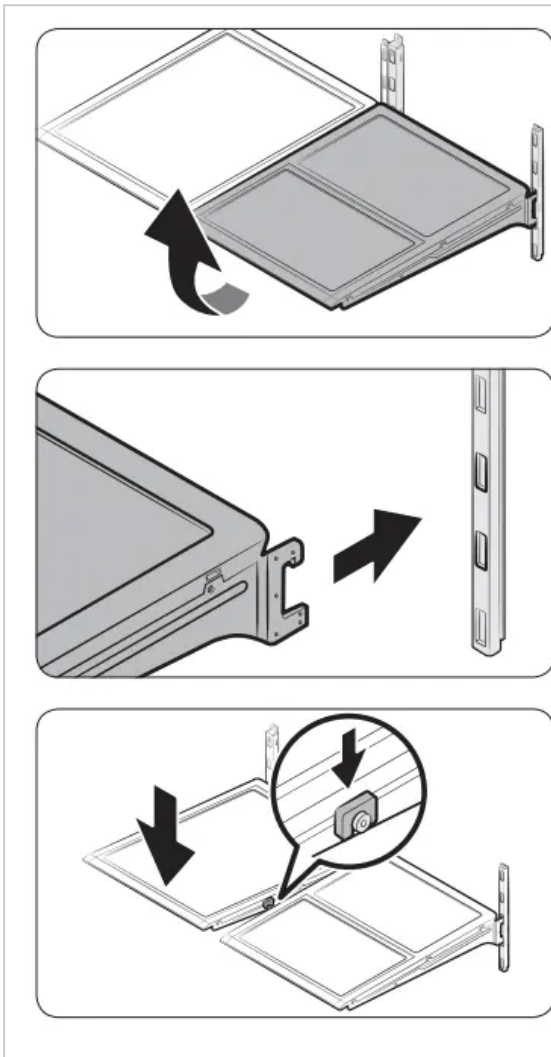
CAUTION

- Do not store fruits and vegetables in Chilled mode. They may be spoiled.
- Do not store leafy produce such as lettuce in the pantry.
- Do not store glass bottles. They may break or freeze.
- Do not put a water bowl without its cover in the pantry. Condensation may form around the bowl or the pantry.

Maintenance

Handling and care

Tempered glass shelves (fridge)



- To remove a shelf, fully open the corresponding door. Hold the front of the shelf, and then gently lift up and slide out.

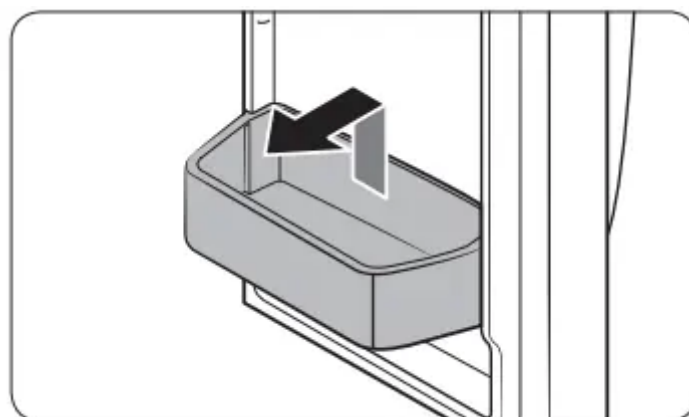
- To reinsert, hold the shelf at an angle so the front is higher than the back, and then insert the top hook into the top shelf notch. Then, lower the shelf and insert the bottom shelf hook into the bottom shelf notch.

CAUTION

- The tempered glass shelves are heavy. Use caution when removing them.
- The shelf must be inserted correctly. Do not insert upside down.
- Glass containers may scratch the surface of glass shelves.

Door bins

The top door bin section has a marked line to ensure easy removal and proper reinsertion.

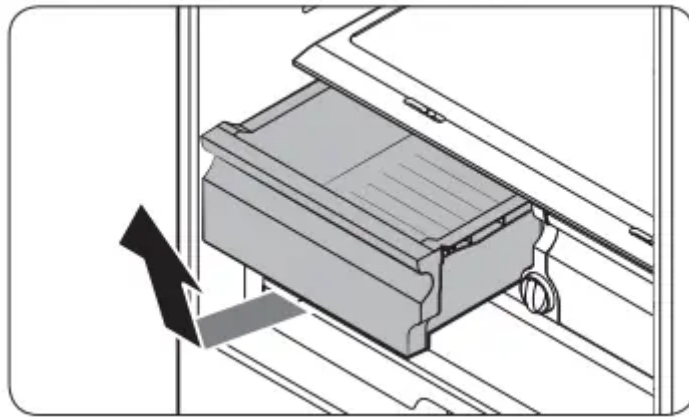


Lift up the door bin, and then pull out straight.

CAUTION Do not allow children to play with the bins. Sharp-edged corners may cause injury.

Vegetable & fruit drawers

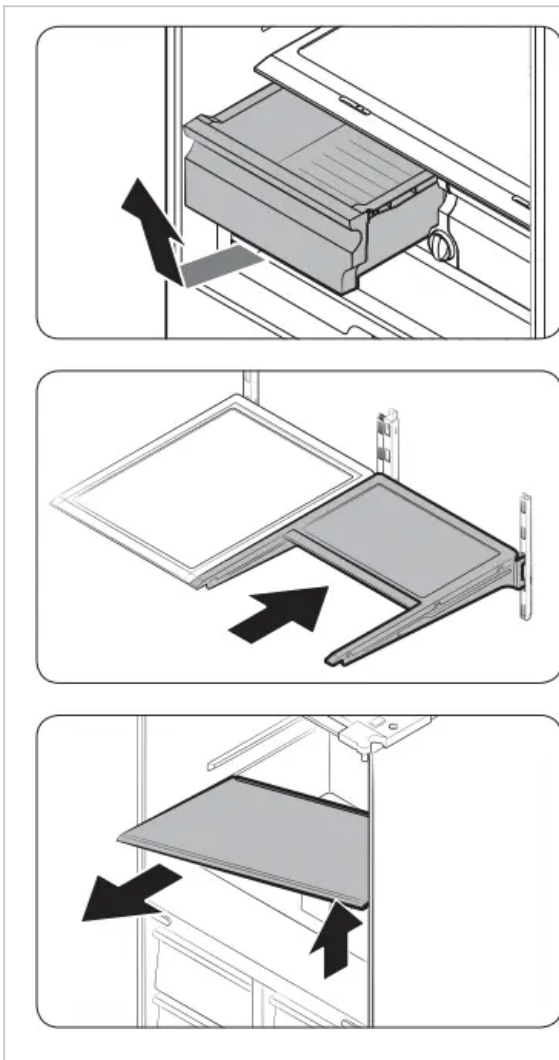




Gently lift up the front of the drawer and slide out.

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

Vegetable shelf



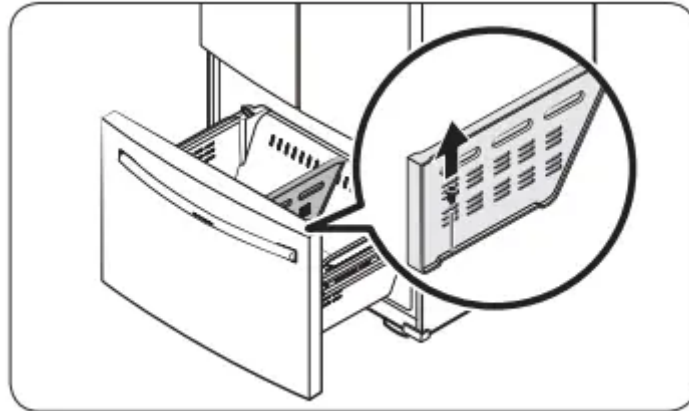
1. Slide out the left-side vegetable drawer.
2. Slide in the right-side foldable shelf.
3. While supporting the vegetable shelf with one hand, slide it out with the other hand.

NOTE To use the space that is opened up after removing the foldable shelf, take out the vegetable shelf. To reinsert, follow the steps above in the reverse order.

Ice bucket (applicable models only)

To remove the ice bucket, see the Maintenance section on page 63.

Freezer basket divider



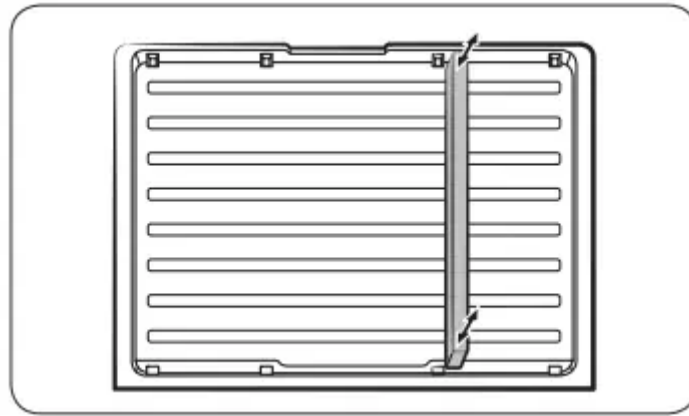
Loosen and remove the screw from the lower side of the divider. Then, pull up straight to remove the divider.

Cool Select pantry

| | |
|--|---|
| A line drawing of a Cool Select pantry being lifted out of a drawer. An arrow points upwards from the front edge of the pantry. | <ul style="list-style-type: none">• To remove the pantry, slide the pantry fully open. Lift up the front side of the pantry, and then remove.• To reinsert the pantry, push the rails back to the end. Put the drawer onto the rails, and then slide the pantry back into place. |
| A line drawing of a Cool Select pantry being reinserted into a drawer. A circular callout shows a close-up of the rails being pushed back to the end. An arrow points downwards from the front edge of the pantry. | |

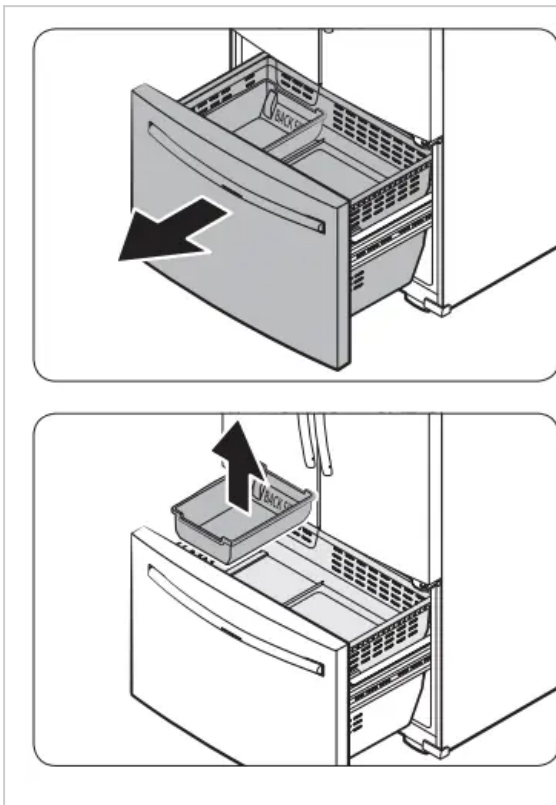
Pantry divider





- To remove the divider, slide the pantry fully open. Lift up the front side of the divider first, and then the rear side to unlock. Pull straight up to remove.
- To reinsert the divider, insert the rear side of the divider first, and then the front side so that the divider locks into position.
- The divider can be positioned in any of the two locking points.

Ice bucket



1. Pull out the freezer drawer to the front.
2. Lift up the ice bucket to remove.

Cleaning

Interior and exterior

WARNING

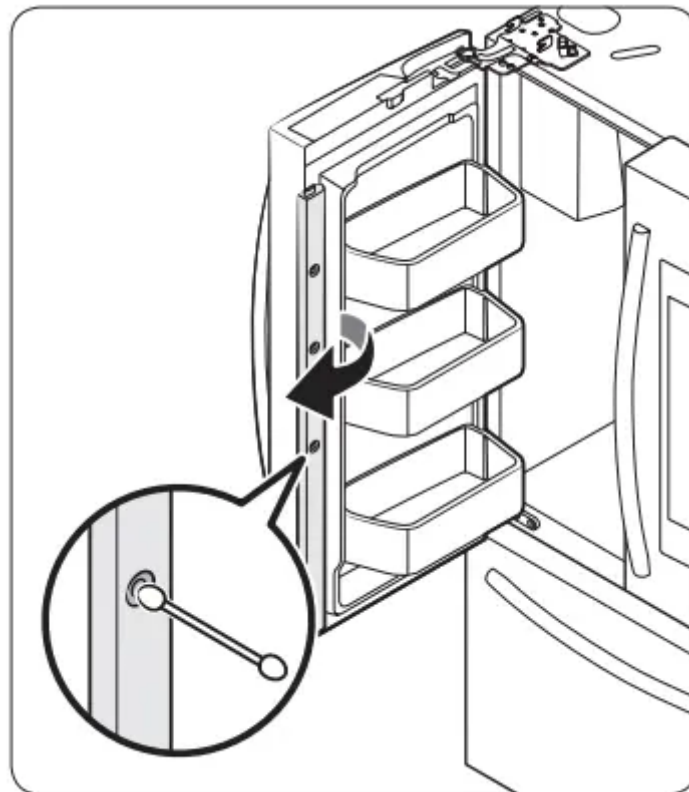
- Do not use benzene, thinner, home/car detergent, or Clorox™ for cleaning. They may damage the surface of the refrigerator or cause a fire.
- Do not spray water onto the refrigerator. This may cause electric shock.
- Do not put fingers or any objects into the dispenser outlet.

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

To clean the refrigerator

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

Inner-view camera




NOTE Use a cotton swab or microfiber cloth to clean the camera on the left-side door of the fridge.

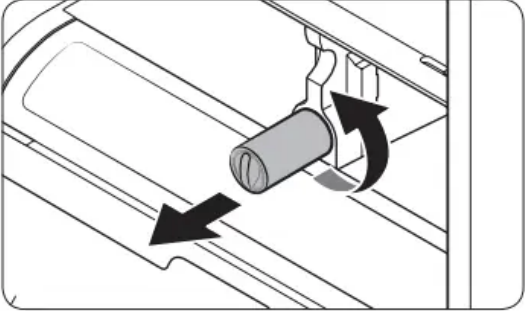
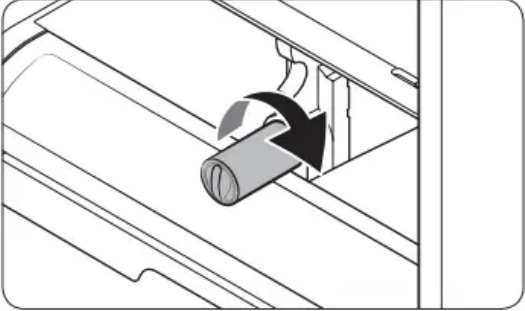
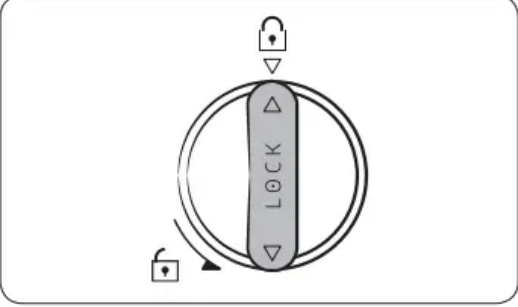
Replacement

Water filter (applicable models only)

WARNING

- Do not use third-party water filters. Use only Samsung-provided or -approved filters.
- Unapproved filters may leak and damage the refrigerator, causing electric shock. Samsung is not responsible for any damage that may occur from use of third-party water filters.

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

| | |
|--|---|
|   | <ol style="list-style-type: none">1. Turn the knob of the filter cartridge counter clockwise 90 degrees (1/4 turn). The filter cartridge unlocks.2. Pull out to remove the cartridge. - If the water filter is severely contaminated, the cartridge may not be easy to remove. If that is the case, use force to remove the cartridge. - To prevent water leaks from the filter opening, pull the cartridge straight out while removing it.3. Insert a new filter cartridge. Use only Samsung-provided or approved filters. |
|  | <ol style="list-style-type: none">4. Turn the cartridge knob clockwise to lock into place.5. On the Home screen, tap Fridge Manager > Fridge Settings > Water Filter, and then select Reset. The filter indicator turns off.6. When you are done replacing the filter, open the water valve and run water through the dispenser for about 7 minutes. This is to remove impurities and air from the water line. |

NOTE

- A newly installed filter may cause the water dispenser to spurt water briefly. This is because air has entered the waterline.

- The replacement process may cause the water dispenser to drip for a short period of time. If it drips, simply wipe up any water on the floor with a dry towel.

Reverse osmosis water filtration system

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

- Check if the sediment filter in the reverse osmosis system is blocked. Replace the filter if necessary.
- Refill the water tank in the reverse osmosis system with water.
- If your refrigerator has a water filter, it may further reduce the water pressure when used in conjunction with a reverse osmosis system. Remove the water filter.

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

Ordering a new filter

To purchase a new water filter, contact a local Samsung service center or visit www.samsungparts.com on the web.

LED Lights

To replace the LED lights on the refrigerator, contact a local Samsung service center.

WARNING

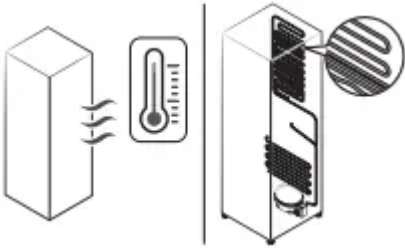
The LED lights are not user-serviceable. Do not attempt to replace an LED light yourself. This can cause electric shock.

Troubleshooting

Before calling for service, review the checkpoints below. Any service calls regarding normal situations (No Defect Cases) will be charged to users.

General

Temperature

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

Odors

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

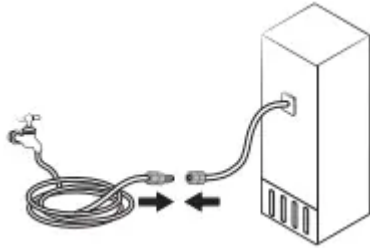
Frost

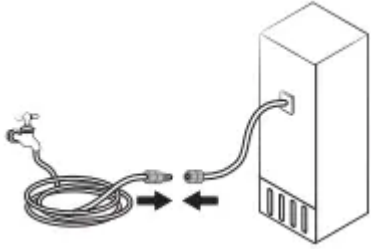
| Symptom | Possible causes | Solution |
|---|--|--|
| Frost around the vents. | Food is blocking the vents. | Make sure no food blocks the refrigerator vents. |
| Frost on interior walls. | Door is not closed properly. | Make sure food does not block the door. Clean the door gasket. |
| Fruits or vegetables are frozen. | Fruits or vegetables are stored in the Pantry and the temperature was set too low. | Set the temperature of the Pantry to a temperature appropriate for fruits or vegetables. |

Condensation

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

Water/ice (dispenser models only)

| Symptom | Possible causes | Solution |
|--|---|--|
| Water flow is weaker than normal. | Water pressure is too low | Make sure the water pressure is between 20 to 120 psi (138-862 kPa). |
| Ice maker makes a buzzing sound. | The ice maker function is activated, but the water supply to the refrigerator has not been connected. | Press Ice Maker off . |
| Ice maker does not make ice. | Ice maker has just been installed. | You must wait 12 hours for the refrigerator to make ice. |
| | Freezer temperature is too low. | Set the freezer temperature below 0 °F (-18 °C) or -4 °F (-20 °C) in warm, ambient air. |
| | Dispenser Lock is activated | Deactivate Dispenser Lock. |
| | Ice maker is off. | Turn on the ice maker |
| Ice does not dispense. | Ice may jam if the ice dispenser is not used for a long time (approx. 3 weeks). | If you won't be using the refrigerator for a long time, empty the ice bucket and turn off the ice maker. |
| | Ice bucket is not properly inserted. | Make sure the ice bucket is properly inserted. |
| | Water line is not connected properly or water supply is not on. | Check if the water line is installed correctly. Check if the water line stop cock is closed.  |
| Water does not dispense. | Water line is not connected properly or water supply is not on. | Check the water installation conditions. |

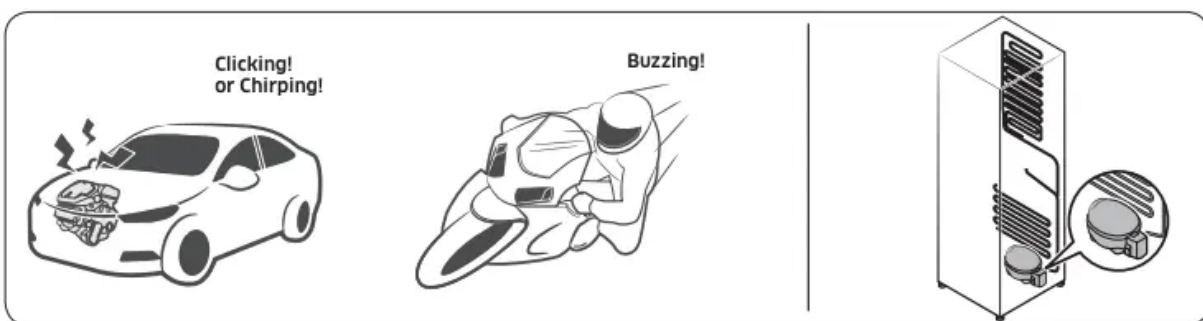
| | | |
|--|--|--|
| | |  |
| | Dispenser Lock is activated. | Deactivate Dispenser Lock. |
| | A third-party water filter was installed. | <ul style="list-style-type: none"> • Use only Samsung-provided or approved filters. • Unapproved filters may leak and damage the refrigerator. |
| | Water filter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

Do you hear abnormal sounds from the refrigerator?

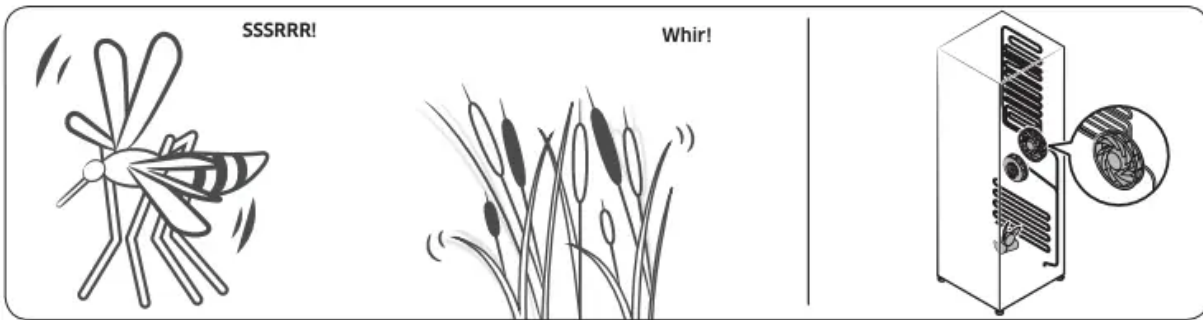
Before calling for service, review the checkpoints below. Any service calls related to normal sounds will be charged to the user.

These sounds are normal.

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



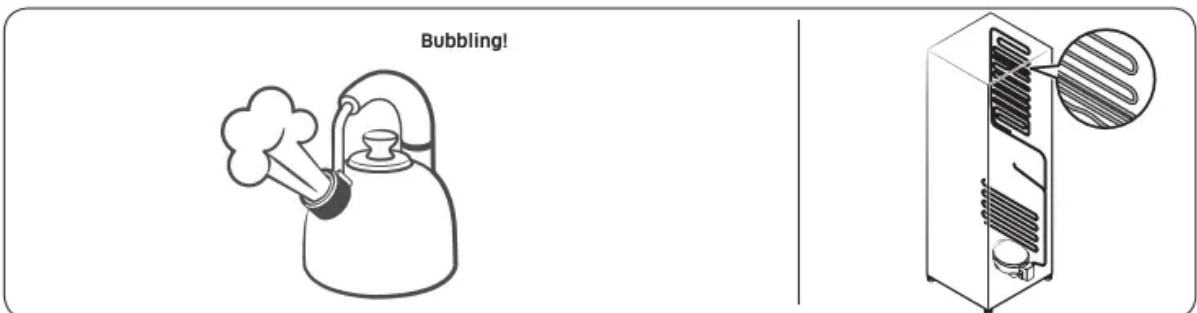
- While the fan is operating, these sounds may occur. When the refrigerator reaches the set temperature, the fan sound will stop.



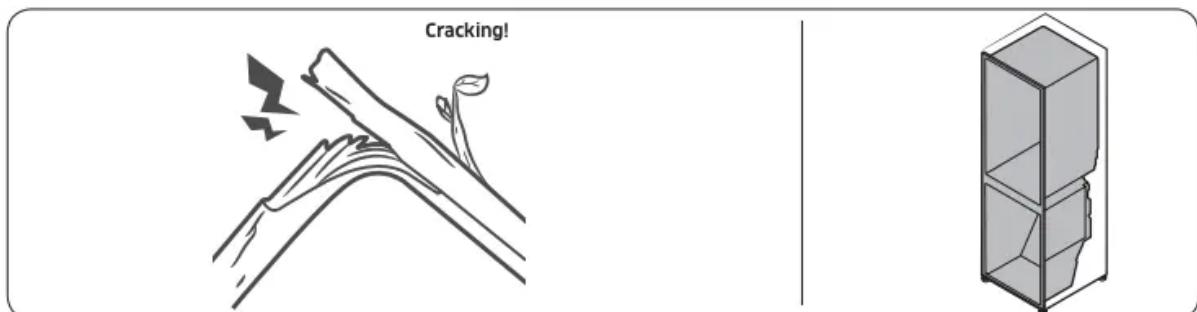
- During a defrost cycle, water may drip on the defrost heater, causing sizzling sounds.



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



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



- For ice maker models: When the water valve opens to fill the ice maker, buzzing sounds may occur.

- Due to pressure equalizing when you open and close the refrigerator door, whooshing sounds may occur.

SmartThings

| Symptom | Action |
|---|---|
| Could not find “SmartThings” in the app market. | <ul style="list-style-type: none"> • The SmartThings app is not available for some tablet and iPad and some smartphone. - support that [Android] OS 6.0 or higher (mimimum 2GB RAM Size) - support that [iOS]10.0 or higher/iPhone6 or higher. |
| The SmartThings app fails to operate | <ul style="list-style-type: none"> • The SmartThings app is available for applicable models only. • The old Samsung Smart Refrigerator app cannot connect with Samsung Smart Home models. |
| The SmartThings app is installed but is not connected to my refrigerator. | <ul style="list-style-type: none"> • You must log into your Samsung account to use the app. • Make sure that your router is operating normally. • If you have not connected your refrigerator to the SmartThings App after the app was installed, you must make the connection using the device registration function of the app |
| Could not log into the app. | <ul style="list-style-type: none"> • You must log into your Samsung account to use the app. • If you don't have a Samsung account, follow the app's onscreen instructions to create one. |
| An error message appears when I try to register my refrigerator. | <ul style="list-style-type: none"> • Easy Connection may fail due to the distance from your access point (AP) or electrical interference from the surrounding environment. Wait a moment and try again. |
| The SmartThings app is successfully connected to my refrigerator but does not run. | <ul style="list-style-type: none"> • Exit and restart the SmartThings app or disconnect and reconnect the router. • Unplug the power cord of the refrigerator, and then plug it in again after 1 minute. |

Samsung Family Hub

| Symptom | Action |
|---|---|
| Could not find “Samsung Family Hub” in the app market. | <ul style="list-style-type: none">• The Samsung Family Hub app is not available for some tablet and iPad and some smartphone.- support that [Android] OS 6.0 or higher (mimimum 2GB RAM Size)- support that [iOS]10.0 or higher/iPhone6 or higher |
| Could not log into the app. | <ul style="list-style-type: none">• You must log into your Samsung account to use the app.• If you don't have a Samsung account, follow the app's onscreen instructions to create one. |



Smart Grid (applicable models only)

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

LCD

| Symptom | Action |
|--|--|
| Cannot connect to my TV. | <ul style="list-style-type: none">• This refrigerator can connect only with Samsung Smart TV Launched in 2015~17 : J/K/MU6400 series or above. Launched in 2018 : NU7400 series or above, Launched in 2018 : Q60R series or above. Please check the model name of your TV first.• Network connections may suffer temporary interruptions. Turn your TV off, and then try again. |
| The inner view picture looks bulged out or incomplete. | <ul style="list-style-type: none">• The edges of the inner view may look bulged out. The bulging is caused by the convex lens of the camera.• The inner view may be incomplete due to the blind spots on the left and right corners or be screened depending on the layout of food items. Make sure to place food items in the front center. |
| The displayed measurement on the Fridge Manager is not correct. | <ul style="list-style-type: none">• The displayed conditions may differ from the actual temperature and humidity. |

Warning

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