

## Operations

### User interface

#### NOTE

- For detailed information about the refrigerator's functions, and apps, see the on-screen user manual available on the LCD display of your refrigerator.
- The content of apps and widgets and their design is subject to change. Support for apps and widgets 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.
- The PANDORA apps are only available in the United States

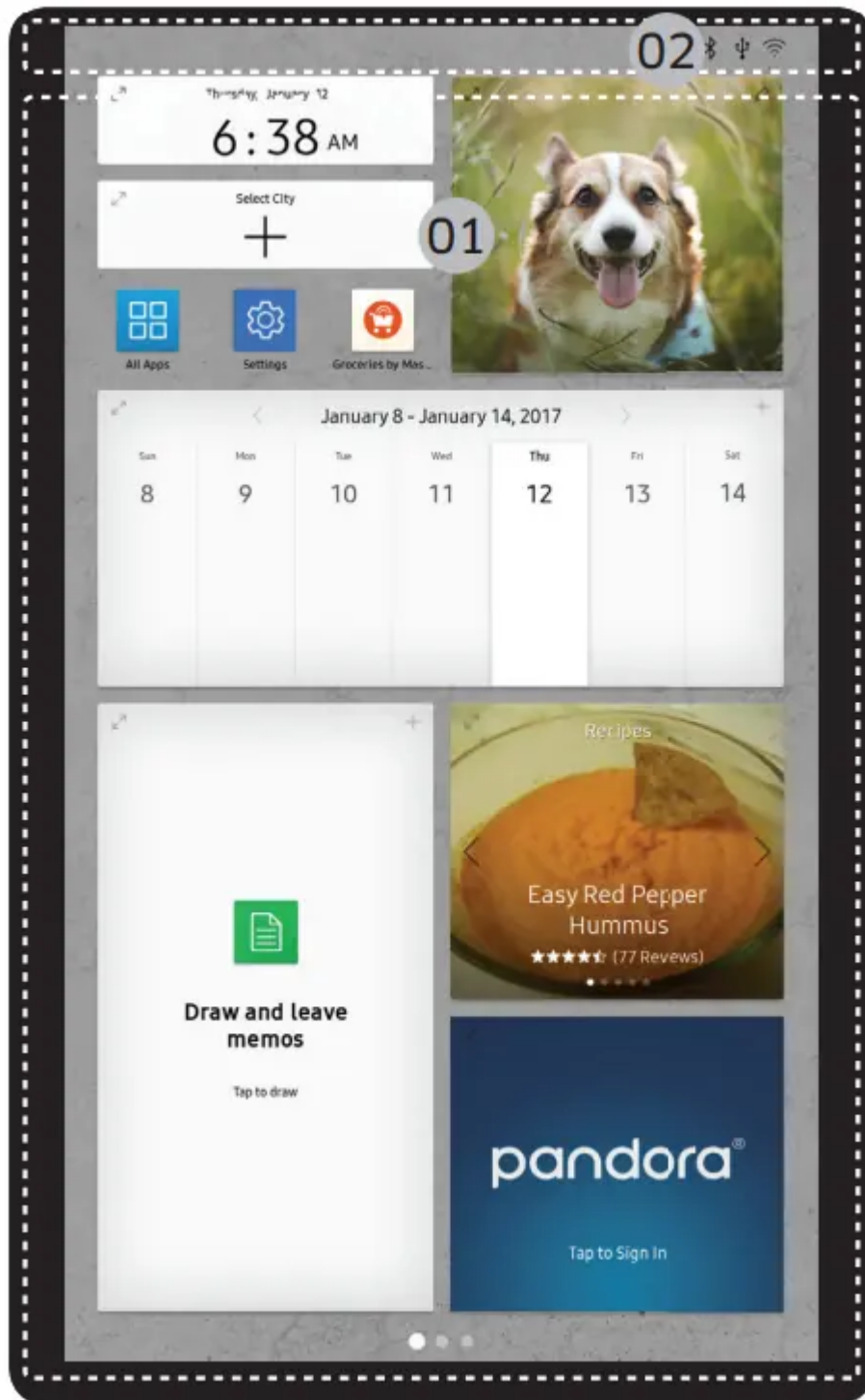


01 Home screen



## 02 Task bar

### 1. 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 blue 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 All Apps list.

## 02 Status bar

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

### Icon descriptions

Bluetooth (📶)	Indicates Bluetooth connection status.
USB (📁)	Indicates USB connection status. <b>NOTE</b> 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 the newest version of 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.

## 2. Task bar



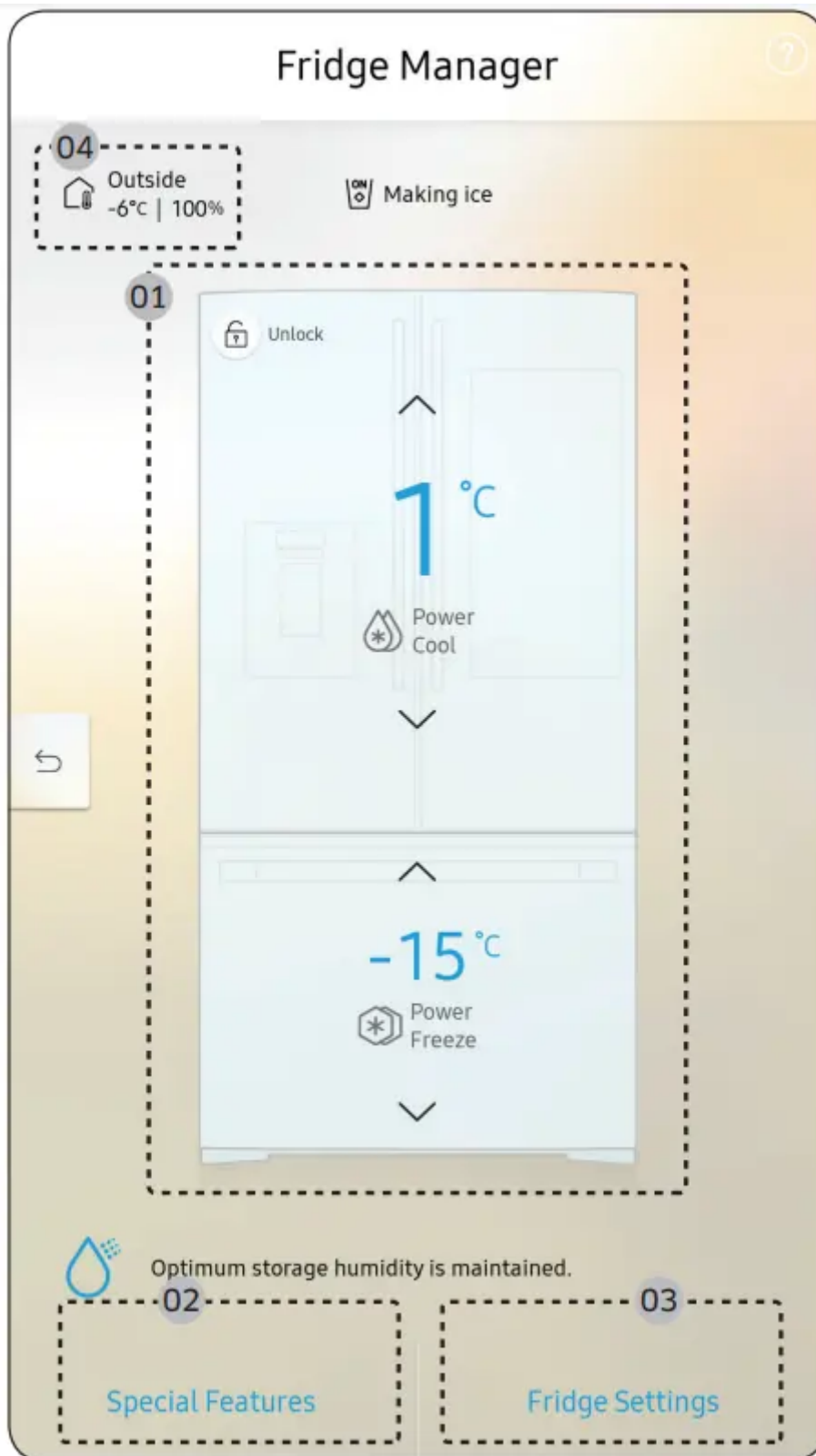
01 Microphone	Tap to turn on or turn off the voice recognition function. The microphone icon turns red when it is turned off.
02 Menu	Tap to display the menus available.
03 Home	<ul style="list-style-type: none"> <li>◦ Tap to open the Home screen.</li> <li>◦ Tap and hold to open the Task Manager. See the Task Manager section for details.</li> </ul>
04 Return	Tap to return to the previous screen.
05 Notification	Tap to display the Quick Panel.

## Fridge Manager

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



- On the Fridge Manager widget, the current fridge and freezer temperatures are displayed.
- For detailed settings, tap the widget to open the Fridge Manager.



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



## 01 Temperature

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

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

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

<b>Ice Maker</b>	Turns the icemaker on and off. Tap and drag the button to turn on or off. Note that if the ice bucket is full of ice, the refrigerator does not start making ice when you tap this button (turning the Ice Maker on), but displays the Ice Full indicator on the main screen. If you hold down the dispenser lever for 5 seconds, the Ice Maker Off status changes to Ice Maker On.
<b>Dispenser Lock</b>	Turns the ice and water dispensers on and off. Tap to set Dispenser Lock on or off.
<b>Door Alarm</b>	The door alarm sounds if you leave the door open. Tap and drag the button to turn on or off.
<b>Temp. Unit</b>	Switch the temperature scale between Celsius and Fahrenheit. Touch °F or °C to change the scale.
<b>Water Filter</b>	Provides a water filter replacement tutorial and lets you reset the water filter replacement indicator. Tap to open.  <b>NOTE</b> After installing the water filter for the first time, tap Water Filter, and then tap RESET. Tapping RESET initializes the time remaining until the water filter needs to be replaced.
<b>Self Check</b>	Self Check is a self diagnoses function. Tap to open. Tap START to run.
<b>Energy Saver</b>	Tap and drag this button to turn Energy Saver mode on and off. The Energy Saver function automatically turns on when power is supplied to the refrigerator. If condensation or water drops appear on the doors, turn the Energy Saver mode off.
<b>Demand Response</b>	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.
<b>Cooling Off</b>	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.  <ul style="list-style-type: none"> <li>• To activate Cooling Off, tap Activate &gt; Proceed from Cancel/ Proceed.</li> <li>• To deactivate Cooling Off, tap Deactivate &gt; Proceed from Cancel/ Proceed.</li> </ul>

## Settings

<b>Display</b>	You can set the screen brightness, wallpapers, auto wake-up, motion detector, and theme, duration and start time of the screen saver.
<b>Sound</b>	Set the volume and equalizer and turn on or turn off the touch sound.
<b>Wi-Fi</b>	Turn on or turn off a Wi-Fi connection. The current Wi-Fi network is listed first in the access point (AP) list.
<b>Bluetooth</b>	<ul style="list-style-type: none"> <li>• Up to 4 recently paired Bluetooth devices are listed.</li> <li>• To add a new device when 4 paired devices are listed, first unpair a paired device from the device list.</li> <li>• Available devices are Bluetooth-enabled headsets, headphones, and speakers.</li> </ul>
<b>Voice</b>	Set the language of the Voice function and turn on or turn off voice feedback and voice wakeup.
<b>Profiles</b>	You can add, edit, or delete a profile.
<b>Parental Controls</b>	Enable or disable restrictions on Family Hub features and apps
<b>Language</b>	Select a preferred language. Available languages depend on the sales region.
<b>Date and Time</b>	<ul style="list-style-type: none"> <li>• Make sure the Auto update function is on with a proper Wi-Fi network connection. Open the fridge door and locate the display reset button on the inner side of the door. Press the button and press again to reset the display. Then, the date and time will be synced by the time server.</li> <li>• You can change the time zone through the Time zone menu</li> </ul>
<b>About Device</b>	<ul style="list-style-type: none"> <li>• Make sure the Software Update function is on with a proper Wi-Fi network connection.</li> <li>• When updates are available, the Update button becomes active. When updates are complete, the refrigerator restarts automatically.</li> <li>• Legal information displays the Open Source License Agreement. Tap the list item to open the Open Source Announcement.</li> </ul>
<b>Easy Connection</b>	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.

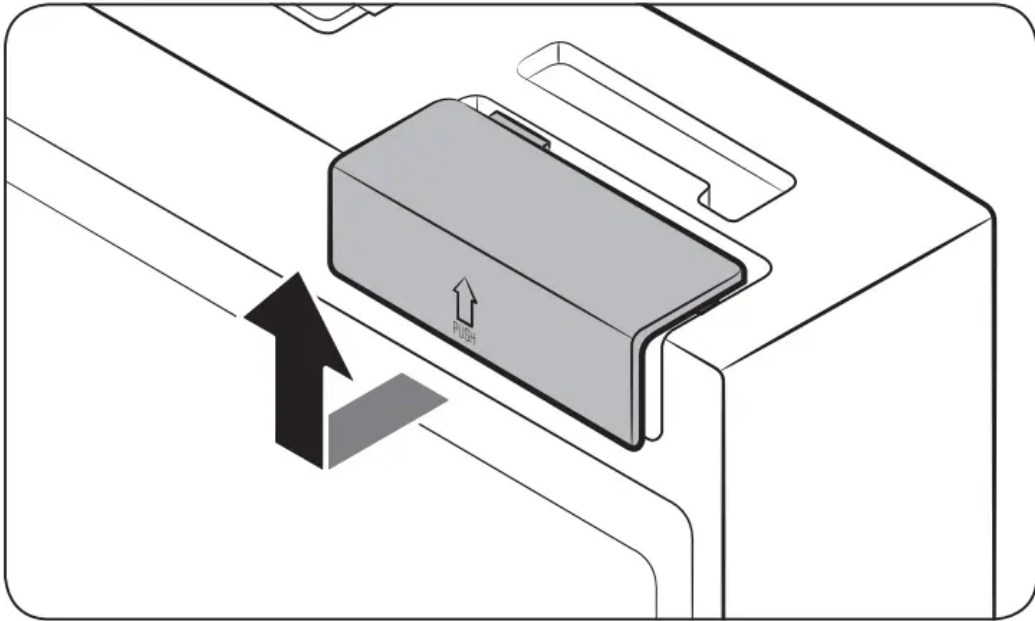
<b>Device Authentication</b>	<ul style="list-style-type: none"> <li>• Device Authentication can be used with Samsung Smart TV apps where the privacy information on the refrigerator can be shared to the TV.</li> <li>• Availability of this function depends on the device model.</li> </ul>
<b>Clean screen mode</b>	<p>Turn on so you can clean the screen without activating any apps</p>
<b>Accessibility</b>	<p>Set to turn on or off the screen reader function for blind and lowvision users.</p>
<b>Online Manual</b>	<p>The online manual will walk you through various menus and apps that the refrigerator provides directly on the display.</p>
<b>Factory Reset</b>	<p>Tap Reset to restart the refrigerator in Factory Data Reset mode. All user data will be removed permanently. Data that will be removed includes account information, memos, photos, and user settings.</p> <p><b>CAUTION</b> Once factory reset is complete, no user data can be recovered</p>
<b>Remote Management</b>	<ul style="list-style-type: none"> <li>• Use Remote Management to allow a service representative to remotely diagnose problems and provide solutions.</li> <li>• Remote Management requires a Wi-Fi connection.</li> <li>• The Remote Management menu does not appear on models that do not support Remote Management.</li> </ul>

**Display reset (applicable models only)**

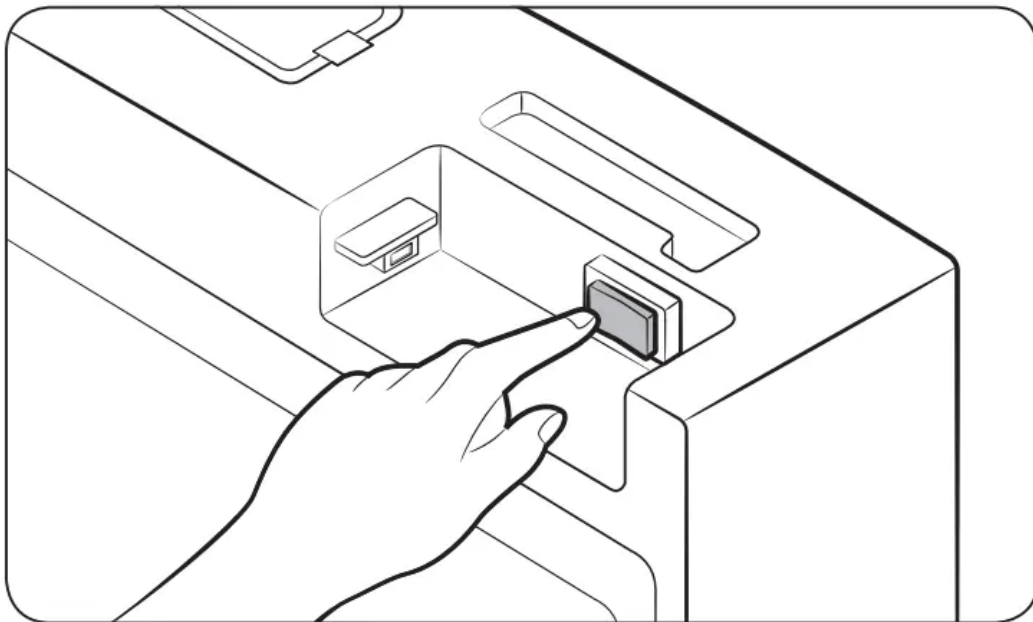


If the display is not working correctly, try resetting the display. This may resolve the problem.

1. Open the right-side fridge door and locate the switch cover on the top right corner of the door.



2. Push up the cover to reveal the power switch.



3. Turn the switch off, and then turn it on again.
4. Reinsert the switch cover. You will hear a click when the cover is in place.

## Recommendations for voice recognition

Around the 'MIC' marked area of the refrigerator's display is a built-in microphone.

- Speak loud and clear towards the built-in microphone within 1 m from the refrigerator's display.
- Voice recognition may not be triggered or enabled at distances over 1 m or with low voices.
- Speak clearly at a regular pace. Reduce ambient noises, such as from the living-room TV.

## Special features

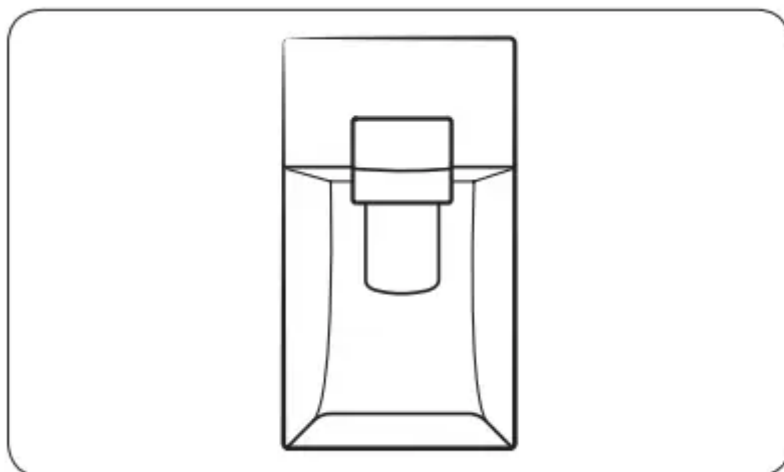
### Water/Ice dispenser

With the dispenser, you can dispense water with or without ice.

The water dispenser offers 3 options: chilled water, cubed ice, and crushed ice. To dispense chilled water, press Water on the dispenser panel. Put a water glass against dispenser lever, and then push the dispenser lever.

To dispense water with ice

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



### NOTE

- The dispenser will stop dispensing if you keep pushing the dispenser lever for about 1 minute. To dispense more water, release and push the lever again.

- To prevent spills, wait 1 second before removing the glass after dispensing.
- Make sure the glass is vertically aligned with the dispenser to prevent the dispensed water from spilling out.
- If you do not use the water dispenser for 2-3 days, the dispensed water may have an abnormal smell or taste. This is not a system failure. Discard the first 1-2 glasses of water.

### Ice maker

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

### Ice making

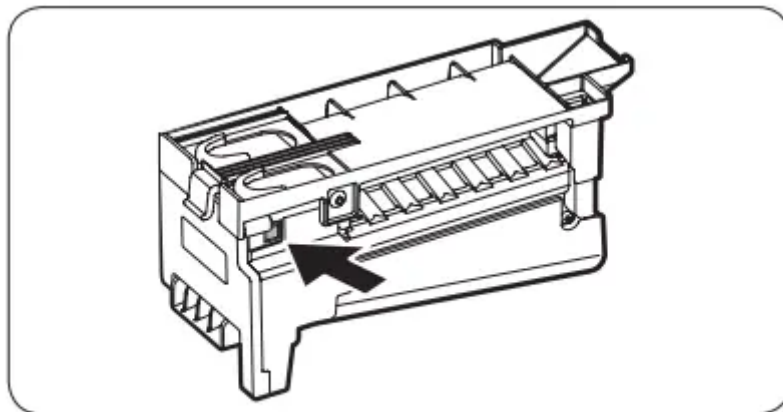
After you have installed your refrigerator and plugged it in, follow these instructions to ensure proper ice making and to keep the ice bucket full of ice:

1. Let the refrigerator run at least 24 hours without dispensing ice for optimal performance.
2. Dispense the first 4 to 6 ice cubes into a glass.
3. Wait another 8 hours and dispense another 4 to 6 ice cubes.
4. Then, wait another 16 hours and dispense the first glass-full of ice.

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

### CAUTION

- If the ice making chime rings repeatedly, contact the waterline installer or a local Samsung service center.
- 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.

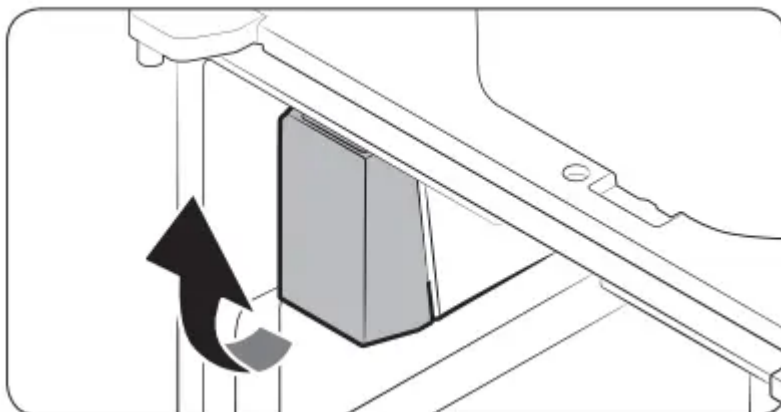
### Ice Maker Off

To disable the icemaker, tap Fridge Manager > Fridge Settings > Ice Maker on the Home screen, and then select Off. Make sure to empty the ice bucket.

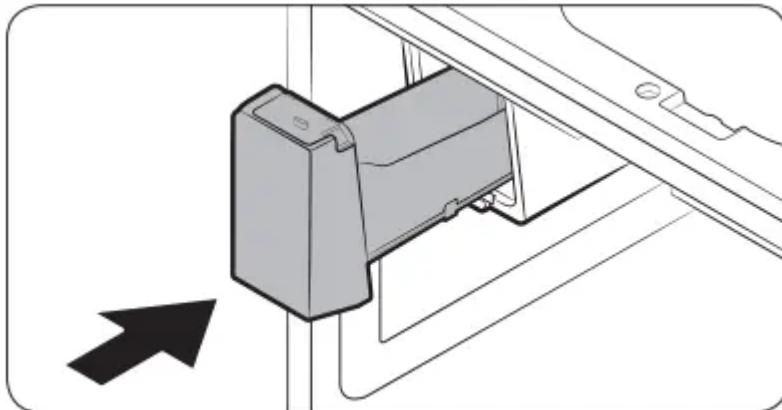
Remaining ice cubes may clump together, making it difficult to remove them.

To remove the ice bucket

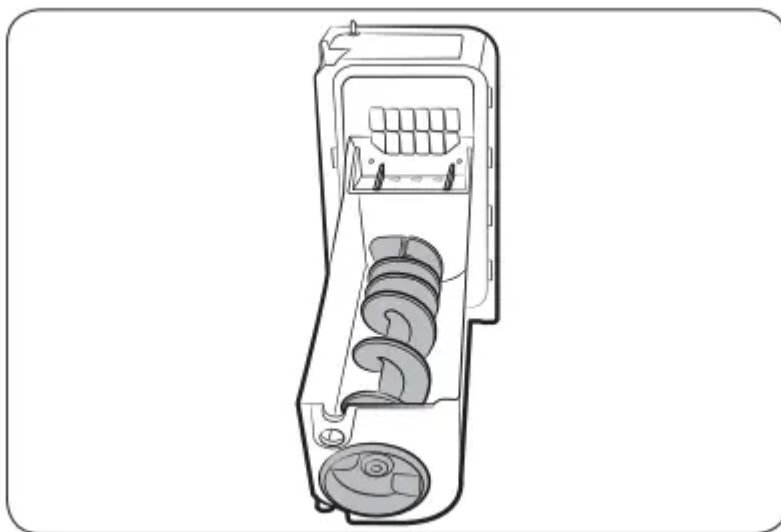
1. Hold the bottom of the ice bucket with one hand and hold the side with the other hand.



2. Gently lift it up and pull out.



3. Remove the remaining ice cubes, and then put the ice bucket back into place.



#### **NOTE**

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

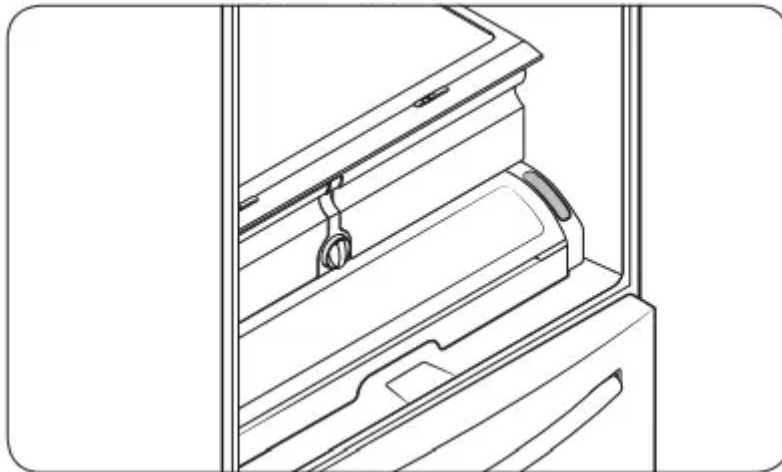
#### **Water clouding**

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

#### **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

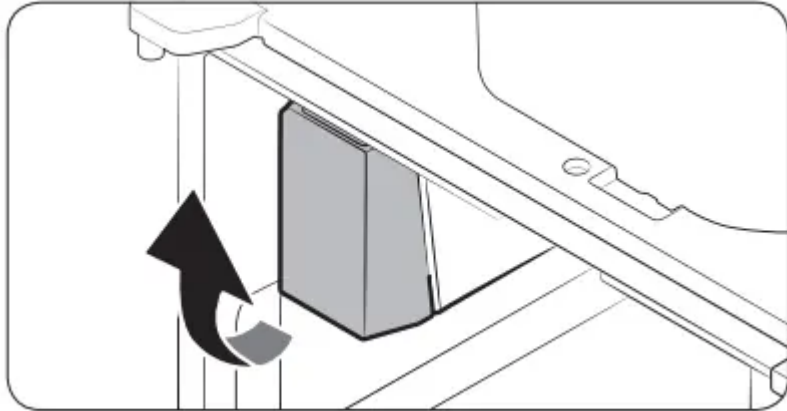
### Handling and care

#### Ice bucket

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

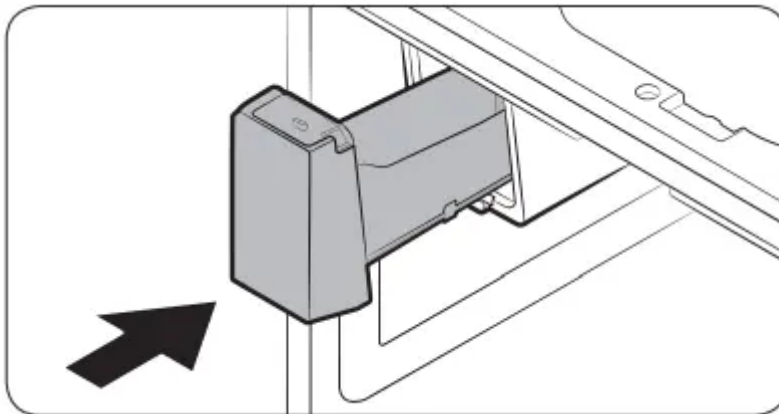
1. To remove the ice bucket, gently lift it up, and then pull it out slowly while holding the bottom of the bucket with one hand and the side with the other hand.

2.



Empty the bucket.

3. When done, put the bucket back into position. If the bucket does not fit in, turn the helix screw 90 degrees, and then try again.



## CAUTION

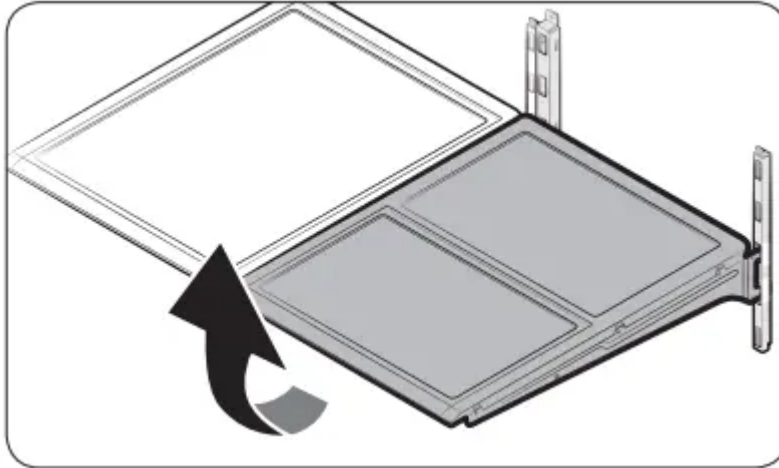
- Do not apply excessive force to the bucket cover. The cover may break.
- Do not forcefully close the door. Water may spill over the ice maker.
- To prevent injury, make sure to clean up any ice or water that has fallen on the floor.
- To prevent accidents or injury, do not let children play with the water dispenser or the ice maker.
- Do not put your hand or an object into the ice chute. This may cause physical injury or product damage.
- Use only the provided ice bucket. Third-party ice buckets may cause a system failure.
- Use only potable water that is connected to the water supply line.

## NOTE

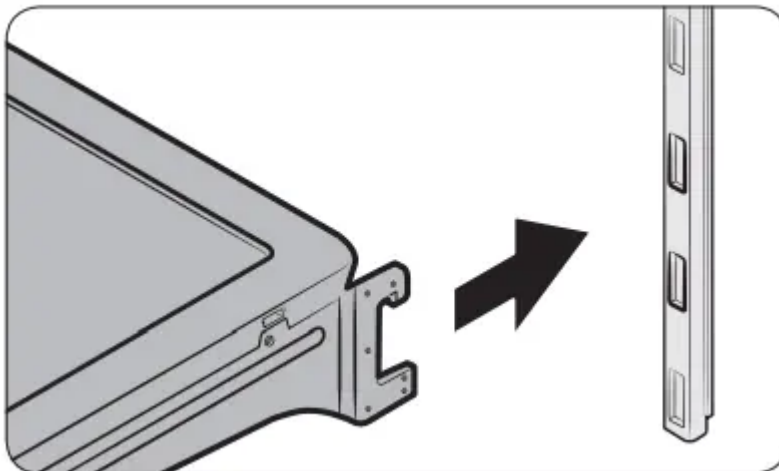
- The water pressure required for ice making is between 20 psi and 125 psi.
- Noise from the the ice maker as it produces ice during the ice making process is normal.
- While the door is open, neither the ice maker nor the water dispenser operates.

## 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.

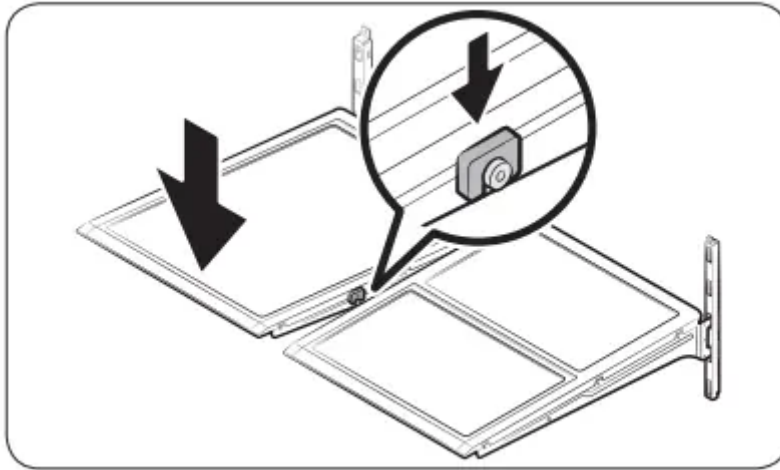


- To reinsert, hold the shelf at an angle so the front is higher than the back, and then insert the top hook into the top shelf notch. Then, lower the shelf and insert the bottom shelf hook into the bottom shelf notch.



## CAUTION

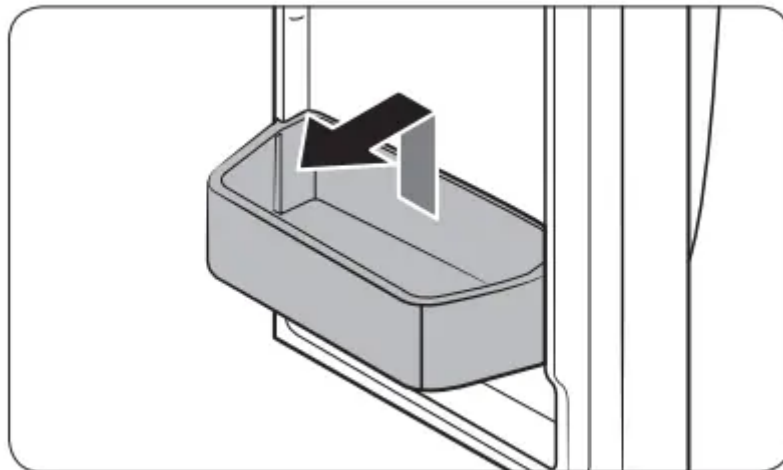
- The tempered glass shelves are heavy. Use caution when removing them.
- The shelf must be inserted correctly. Do not insert upside down.
- Glass containers may scratch the surface of glass shelves.



### **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.



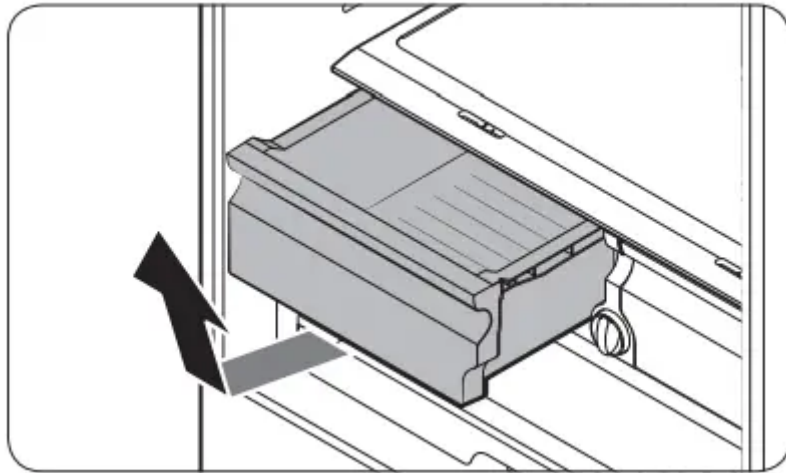
### **CAUTION**

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

### **Vegetable & fruit drawers**

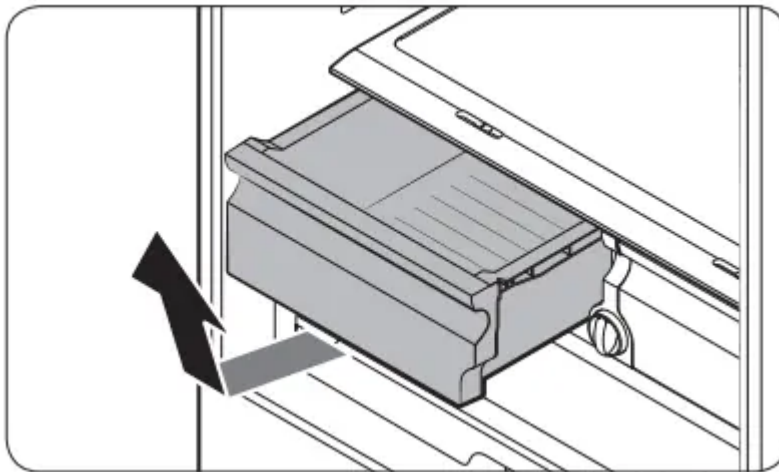
Gently lift up the front of the drawer and slide out.

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

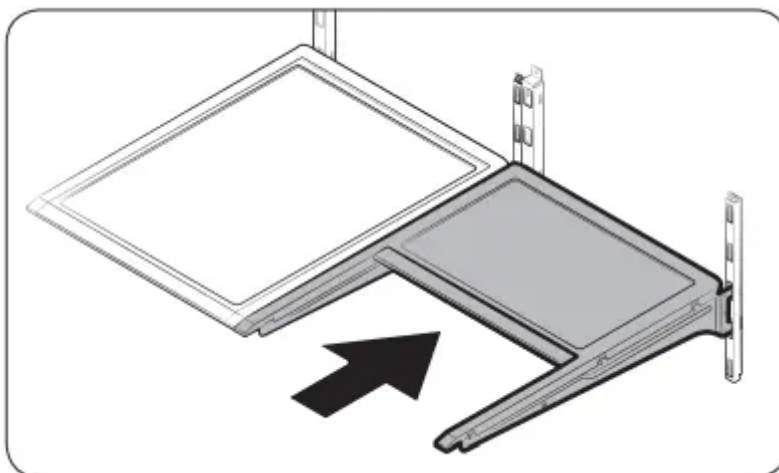


### Vegetable shelf

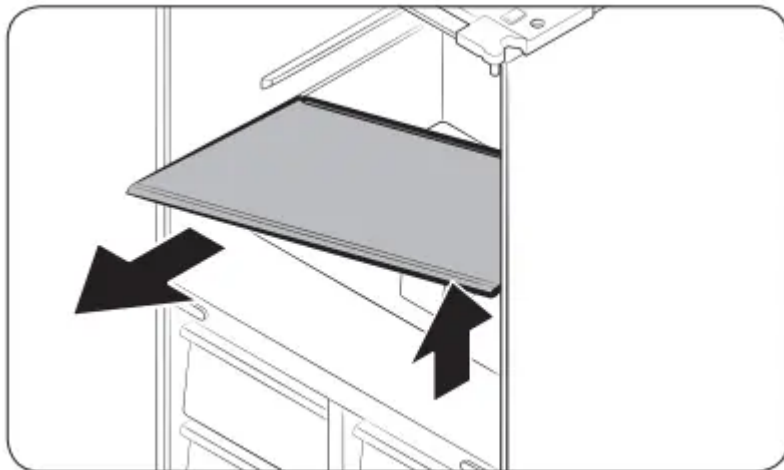
1. Slide out the left-side vegetable drawer.



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.

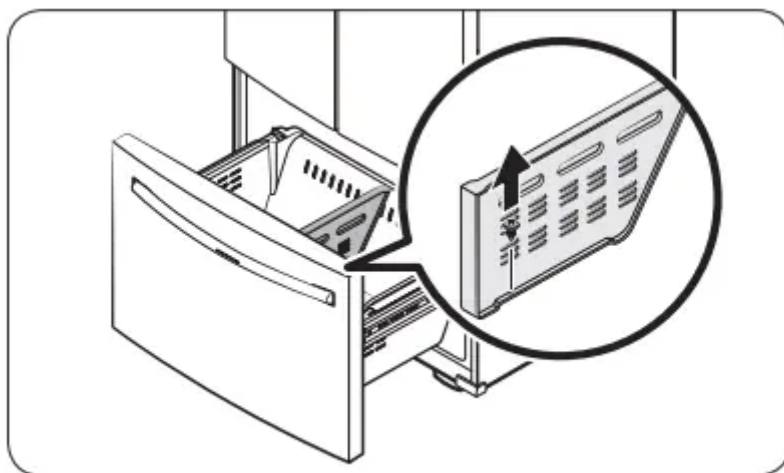
To reinsert, follow the steps above in the reverse order.

**Ice bucket**

To remove the ice bucket, see the Maintenance section on page 58.

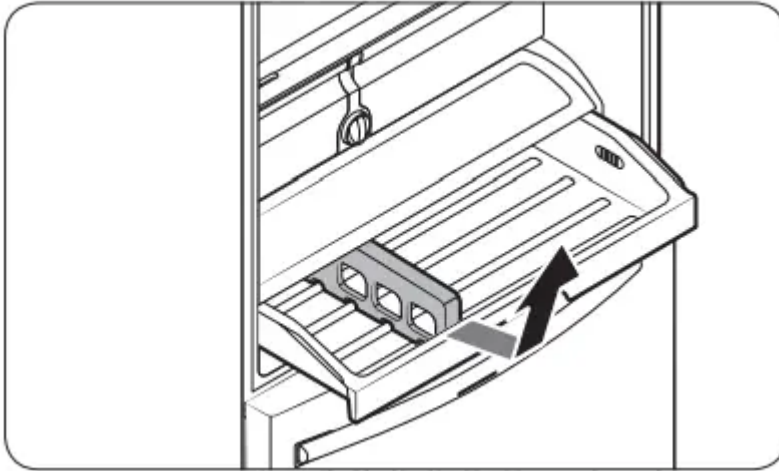
**Freezer basket divider**

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

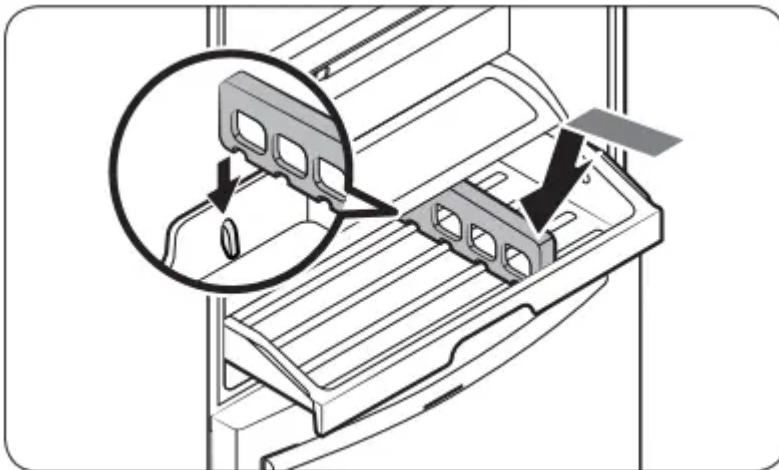


## Cool Select pantry

- To remove the pantry, slide the pantry fully open. Lift up the front side of the pantry, and then remove.

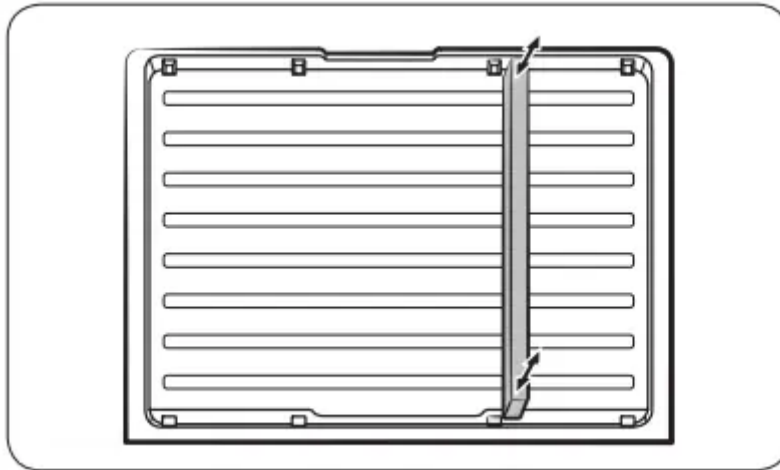


- To reinsert the pantry, push the rails back to the end. Put the drawer onto the rails, and then slide the pantry back into place.



## 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.



## 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.

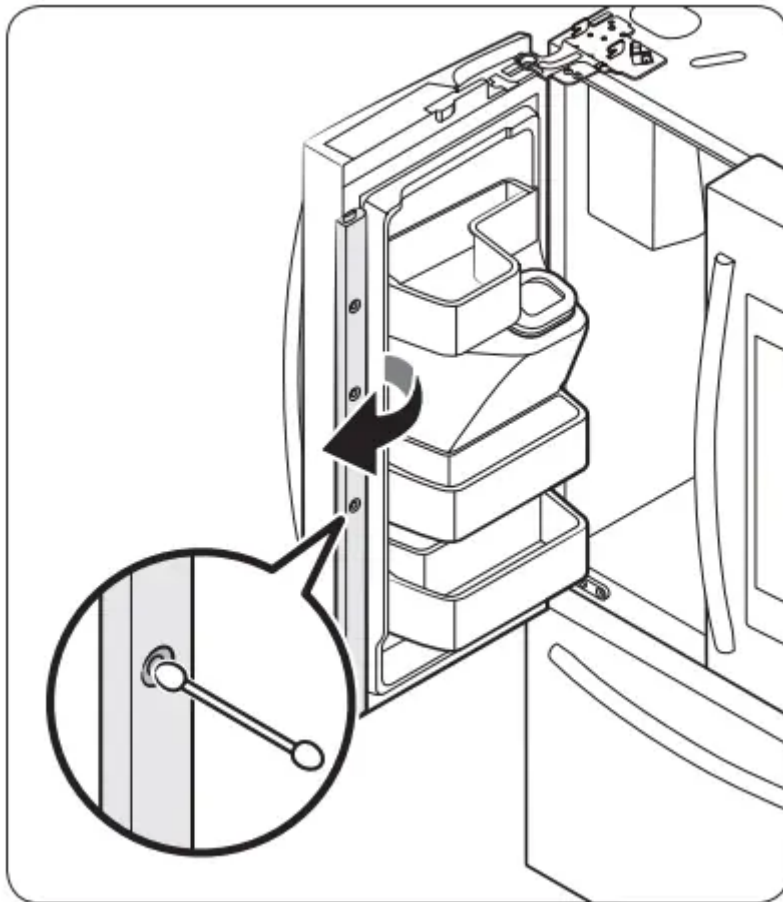
Regularly use a dry cloth to remove all foreign substances such as dust or water from the power plug terminals and contact points.

#### 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

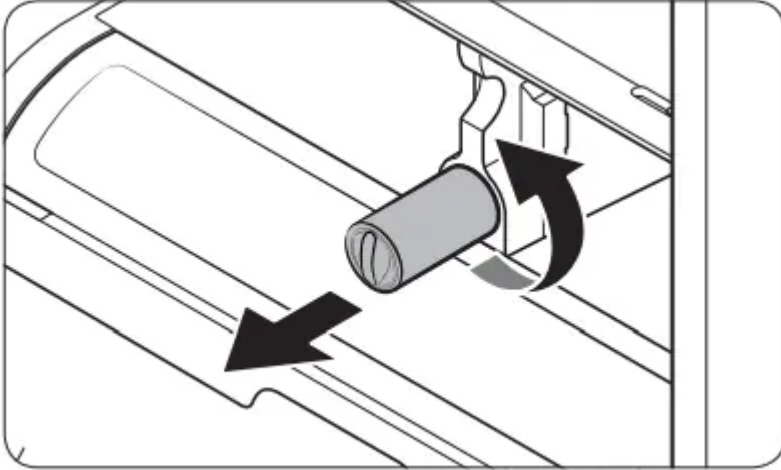
#### WARNING

- 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.

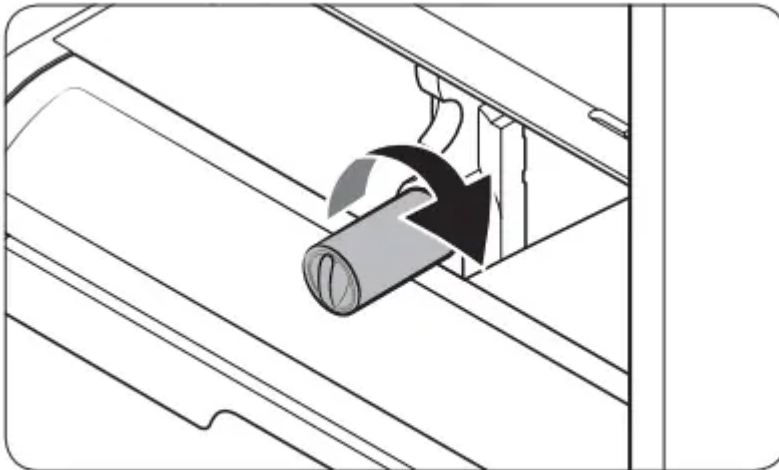
The filter indicator (  ) turns red to let you know it is time to replace the water filter. Before replacing the filter, shut off the water supply line.

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.



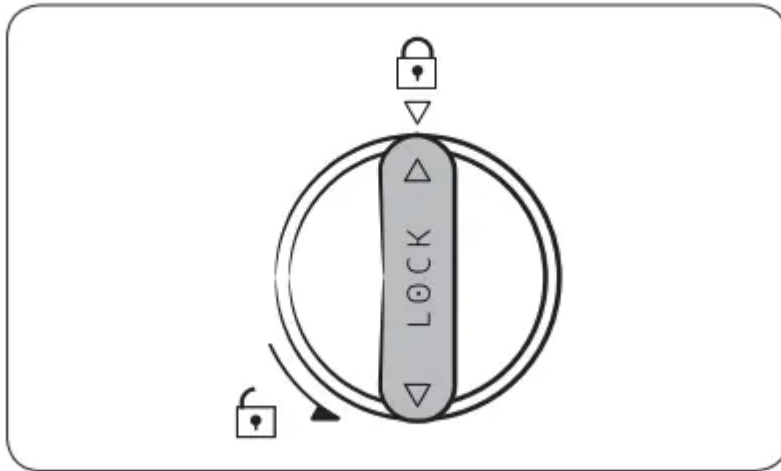
3. Insert a new filter cartridge. Use only Samsung-provided or approved filters.



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](http://www.samsungparts.com) on the web.

#### LED Lights

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

## **WARNING**

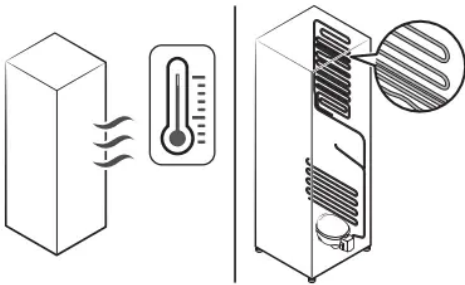
The LED lights are not user-serviceable. Do not attempt to replace an LED light yourself. This can cause electric shock.

## **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
<p><b>Fridge/freezer does not operate.</b> <b>Fridge/freezer temperature is warm.</b></p>	<ul style="list-style-type: none"> <li>• Power cord is not plugged in properly.</li> <li>• Temperature control is not set correctly.</li> <li>• Refrigerator is located near a heat source or direct sunlight.</li> <li>• Not enough clearance between refrigerator and nearby walls or cabinets.</li> <li>• The refrigerator is overloaded. Food is blocking the refrigerator vents.</li> </ul>	<ul style="list-style-type: none"> <li>• Properly plug in the power cord.</li> <li>• Set the temperature lower.</li> <li>• Keep the refrigerator away from direct sunlight or a heat source.</li> <li>• 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.</li> <li>• Do not overload the refrigerator. Do not allow food to block ventilation.</li> </ul>
<p><b>Fridge/freezer is over-cooling.</b></p>	<p>Temperature control is not set correctly.</p>	<p>Set the temperature higher.</p>
<p><b>Interior wall is hot.</b></p>	<p>Refrigerator has heat-proof piping in the interior wall.</p>	<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
<b>Refrigerator has odors.</b>	<ul style="list-style-type: none"> <li>• Spoiled food.</li> <li>• Food with strong odors.</li> </ul>	<ul style="list-style-type: none"> <li>• Clean the refrigerator and remove any spoiled food.</li> <li>• Make sure strong smelling food is wrapped airtight.</li> </ul>

### Frost

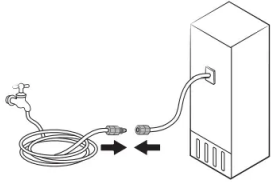
Symptom	Possible causes	Solution
<b>Frost around the vents.</b>	Food is blocking the vents.	Make sure no food blocks the refrigerator vents.
<b>Frost on interior walls.</b>	Door is not closed properly.	Make sure food does not block the door. Clean the door gasket.
<b>Fruits or vegetables are frozen.</b>	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
<b>Condensation forms on the interior walls.</b>	<ul style="list-style-type: none"> <li>• If door is left open, moisture enters the refrigerator.</li> <li>• Food with high moisture content.</li> </ul>	<ul style="list-style-type: none"> <li>• Remove the moisture and do not leave a door open for extended periods of time.</li> <li>• Make sure food is wrapped airtight.</li> </ul>

### Water/ice (dispenser models only)

Symptom	Possible causes	Solution
<b>Water flow is weaker than normal.</b>	Water pressure is too low.	Make sure the water pressure is between 20 to 120 psi.
<b>Ice maker makes a buzzing sound.</b>	The ice maker function is activated, but the water supply to the refrigerator has not been connected.	Press Ice Maker off .
<b>Ice maker does not make ice.</b>	<ul style="list-style-type: none"> <li>• Ice maker has just been installed.</li> <li>• Freezer temperature is too low.</li> <li>• Dispenser Lock is activated</li> <li>• Ice maker is off.</li> </ul>	<ul style="list-style-type: none"> <li>• You must wait 12 hours for the refrigerator to make ice.</li> <li>• Set the freezer temperature below 0 °F (-18 °C) or -4 °F (-20 °C) in warm, ambient air.</li> <li>• Deactivate Dispenser Lock.</li> <li>• Turn on the ice maker</li> </ul>
<b>Ice does not dispense.</b>	<ul style="list-style-type: none"> <li>• Ice may jam if the ice dispenser is not used for a long time (approx. 3 weeks).</li> <li>• Ice bucket is not properly inserted.</li> <li>• Water line is not connected properly or water supply is not on.</li> </ul>	<ul style="list-style-type: none"> <li>• If you won't be using the refrigerator for a long time, empty the ice bucket and turn off the ice maker.</li> <li>• Make sure the ice bucket is properly inserted.</li> <li>• Check if the water line is installed correctly. Check if the water line stop cock is closed.</li> </ul> <div data-bbox="954 1585 1326 1832" data-label="Image"> </div>

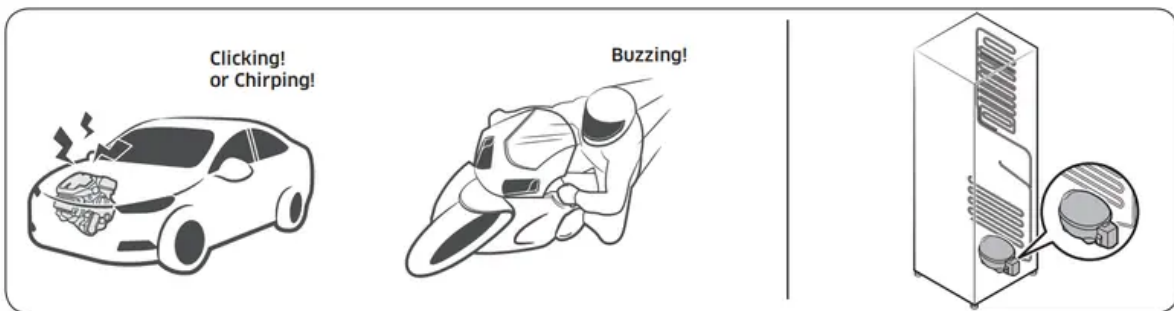
Symptom	Possible causes	Solution
Water does not dispense.	<ul style="list-style-type: none"> <li>• Water line is not connected properly or water supply is not on.</li> <li>• Dispenser Lock is activated.</li> <li>• A third-party water filter was installed.</li> <li>• Water filter indicator turns on or blinks.</li> </ul>	<ul style="list-style-type: none"> <li>• Check the water installation conditions.</li> </ul>  <ul style="list-style-type: none"> <li>• Deactivate Dispenser Lock.</li> <li>• Use only Samsung-provided or approved filters.</li> <li>• Unapproved filters may leak and damage the refrigerator.</li> <li>• Replace the water filter. After replacing, reset the filter indicator sensor.</li> </ul>

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

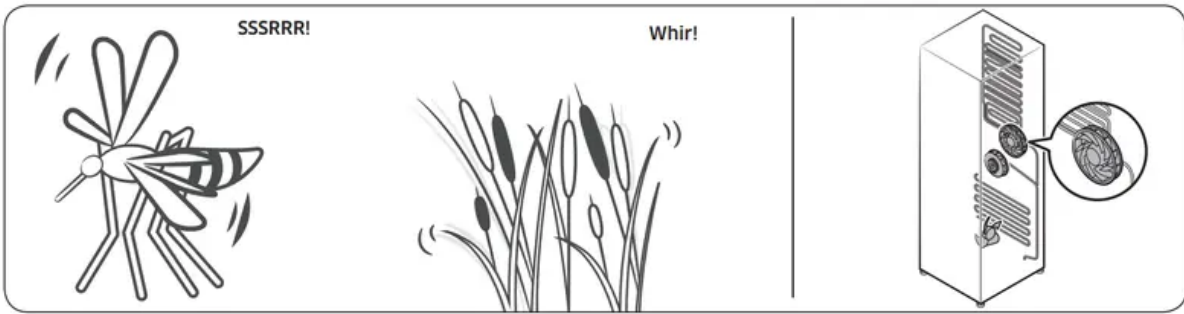
Before calling for service, review the checkpoints below. Any service calls related to normal sounds will be charged to the user.

#### 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.



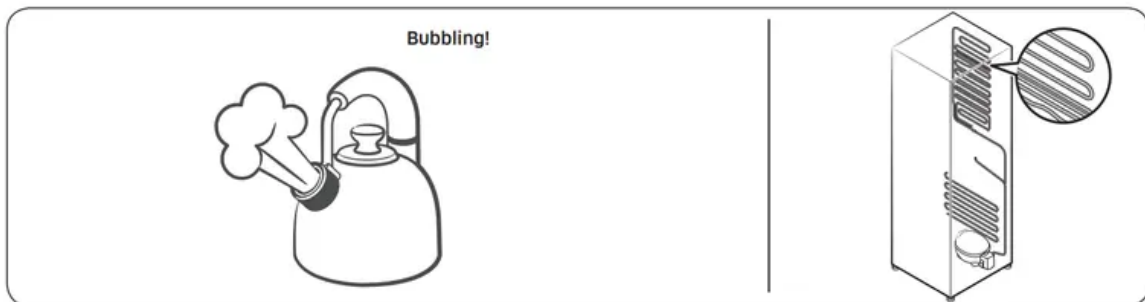
- While the fan is operating, these sounds may occur. When the refrigerator reaches the set temperature, the fan sound will stop.



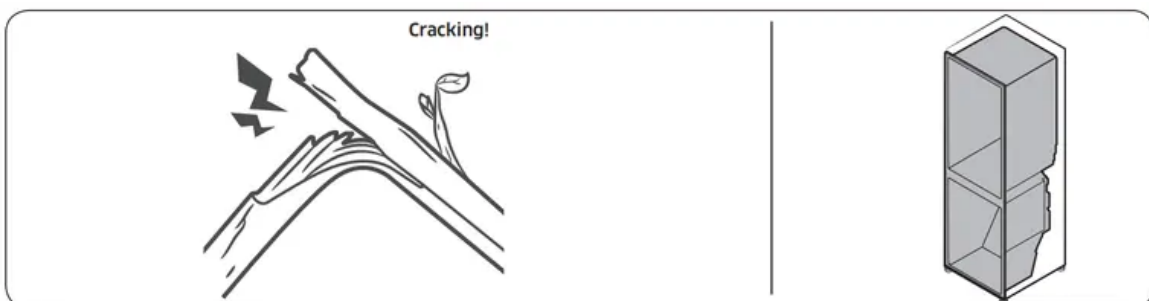
- During a defrost cycle, water may drip on the defrost heater, causing sizzling sounds.



- 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.

## Samsung Connect

Symptom	Action
<b>Could not find “Samsung Connect” in the app market.</b>	The Samsung Connect app is available for smartphones that run Android 6.0 (Marshmallow) or higher, or iOS 9.0 or higher.
<b>The Samsung Connect app fails to operate.</b>	<ul style="list-style-type: none"> <li>• The Samsung Connect app is available for applicable models only.</li> <li>• The old Samsung Smart Refrigerator app cannot connect with Samsung Smart Home models</li> </ul>
<b>The Samsung Connect app is installed but is not connected to my refrigerator.</b>	<ul style="list-style-type: none"> <li>• You must log into your Samsung account to use the app.</li> <li>• Make sure that your router is operating normally.</li> <li>• If you have not connected your refrigerator to the Samsung Connect App after the app was installed, you must make the connection using the device registration function of the app.</li> </ul>
<b>Could not log into the app.</b>	<ul style="list-style-type: none"> <li>• You must log into your Samsung account to use the app.</li> <li>• If you don't have a Samsung account, follow the app's onscreen instructions to create one.</li> </ul>
<b>An error message appears when I try to register my refrigerator.</b>	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.
<b>The Samsung Connect app is successfully connected to my refrigerator but does not run.</b>	<ul style="list-style-type: none"> <li>• Exit and restart the Samsung Connect app or disconnect and reconnect the router.</li> <li>• Unplug the power cord of the refrigerator, and then plug it in again after 1 minute.</li> </ul>

## Samsung Family Hub

Symptom	Action
<b>Could not find “Samsung Family Hub” in the app market.</b>	The Samsung Family Hub app is available for smartphones that run Android 4.4 (KitKat) or higher, or iOS 8.0 or higher.
<b>Could not log into the app.</b>	<ul style="list-style-type: none"><li>• You must log into your Samsung account to use the app.</li><li>• If you don't have a Samsung account, follow the app's onscreen instructions to create one.</li></ul>



## Smart Grid

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

## LCD

Symptom	Action
<b>Cannot connect to my TV.</b>	<ul style="list-style-type: none"><li>• This refrigerator can connect only with Samsung Smart TV 6400 series or higher models released since 2015. Please check the model name of your TV first.</li><li>• Network connections may suffer temporary interruptions. Turn your TV off, and then try again.</li></ul>
<b>The inner view picture looks bulged out or incomplete.</b>	<ul style="list-style-type: none"><li>• The edges of the inner view may look bulged out. The bulging is caused by the convex lens of the camera.</li><li>• The inner view may be incomplete due to the blind spots on the left and right corners or be screened depending on the layout of food items. Make sure to place food items in the front center</li></ul>
<b>The displayed measurement on the Fridge Manager is not correct.</b>	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.