

# Before you start

## Initial settings

**Run Calibration (recommended):** Calibration ensures accurate weight detection by the washing machine. Make sure the drum is empty before running Calibration.

1. Power off, and then power on the washing machine.
2. Hold down Temp. and Delay End simultaneously for 3 seconds to enter Calibration mode. The “Cb” message appears.
3. Press START/PAUSE to run the Calibration cycle.
4. The drum rotates clockwise and counter-clockwise for about 3 minutes.
5. When the cycle is complete, “0” appears on the display and the washing machine turns off automatically.
6. The washing machine is now ready for use.

## Laundry guidelines

**STEP 1 Sort** - Sort the laundry according to these criteria:

- Care Label: Sort the laundry into cottons, mixed fibres, synthetics, silks, wools, and rayon.
- Colour: Separate whites from colours.
- Size: Mixing different sized items together in the drum improves the washing performance.
- Sensitivity: Wash delicate items separately for pure, new woollen items, curtains, and silk items. Check the labels on the items.

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

## STEP 2 Empty pockets

Empty all the pockets of your laundry items

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

Turn clothing with buttons and embroideries inside out

- If pants or jacket zippers are open while washing, the drum may be damaged. Zippers should be closed and fixed with a string.

- Clothing with long strings may become entangled with other clothes. Make sure to tie the strings before starting the wash.

### **STEP 3 Use a laundry net**

- Brassieres (water washable) must be placed in a laundry net. Metal parts of the brassieres may break through and tear other laundry items.
- Small, light clothing such as socks, gloves, stockings, and handkerchiefs may become caught around the door. Place them inside a fine laundry net.
- Do not wash the laundry net by itself without other laundry. This may cause abnormal vibrations that could move the washing machine and result in injury

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

- Do not overload the washing machine. Overloading may cause the washing machine to not wash properly. For the load capacity for the type of clothing
- NOTE: When washing bedding or bedding covers, the wash time may be lengthened or the spin efficiency may be reduced. For bedding or bedding covers, the recommended maximum spin cycle speed is 800 rpm, and the load capacity is 2.0 kg or less.
- CAUTION: If the laundry is unbalanced and the “Ub” information code is displayed, redistribute the load. Unbalanced laundry may reduce the spinning performance.

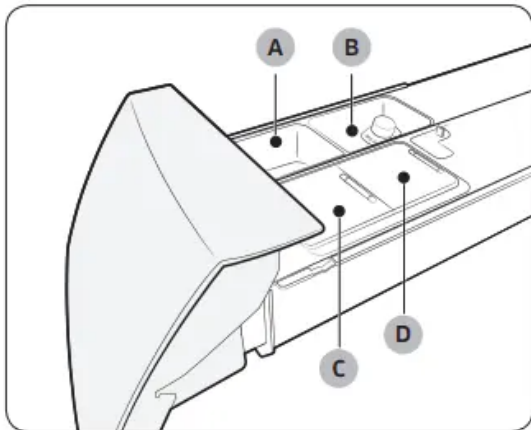
### **STEP 5 Apply a proper detergent type**

- The type of detergent depends on the type of fabric (cotton, synthetic, delicate items, wool), colour, wash temperature, and degree of soiling. Always use “low suds” laundry detergent, which is designed for automatic washing machines.
- NOTE
  - Follow the detergent manufacturer’s recommendations based on the weight of the laundry, the degree of soiling, and the hardness of the water in your local area. If you are not sure about the water hardness, contact a local water authority.
  - Do not use detergent that tends to be hardened or solidified. This detergent may remain after the rinse cycle, blocking the drain outlet.
- CAUTION: When washing wool using the Wool cycle, use only a neutral liquid detergent. If used with the Wool cycle, powder detergent may remain on the laundry and discolour the laundry.

### **Detergent drawer guidelines**

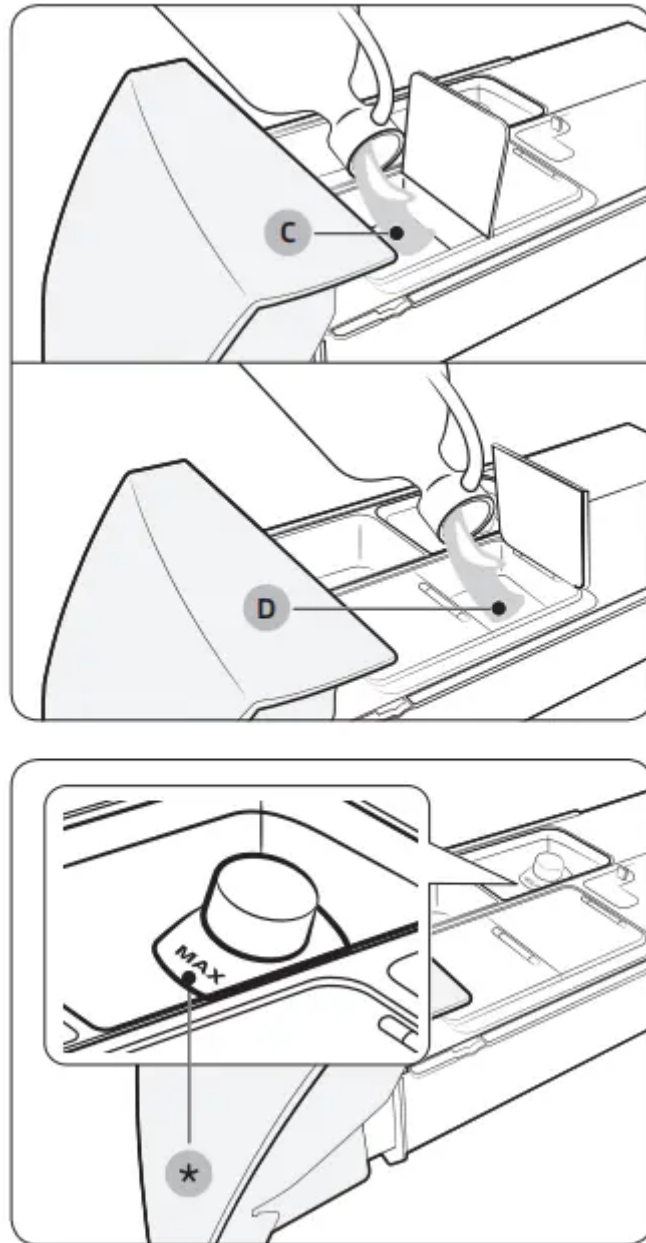
- The washing machine provides a four-compartment dispenser: two compartments for manual input, and the other two for auto dispensing. With Auto Detergent and Auto

Softener enabled, the washing machine dispenses an adequate amount of detergent or fabric softener for each load. See below for details:



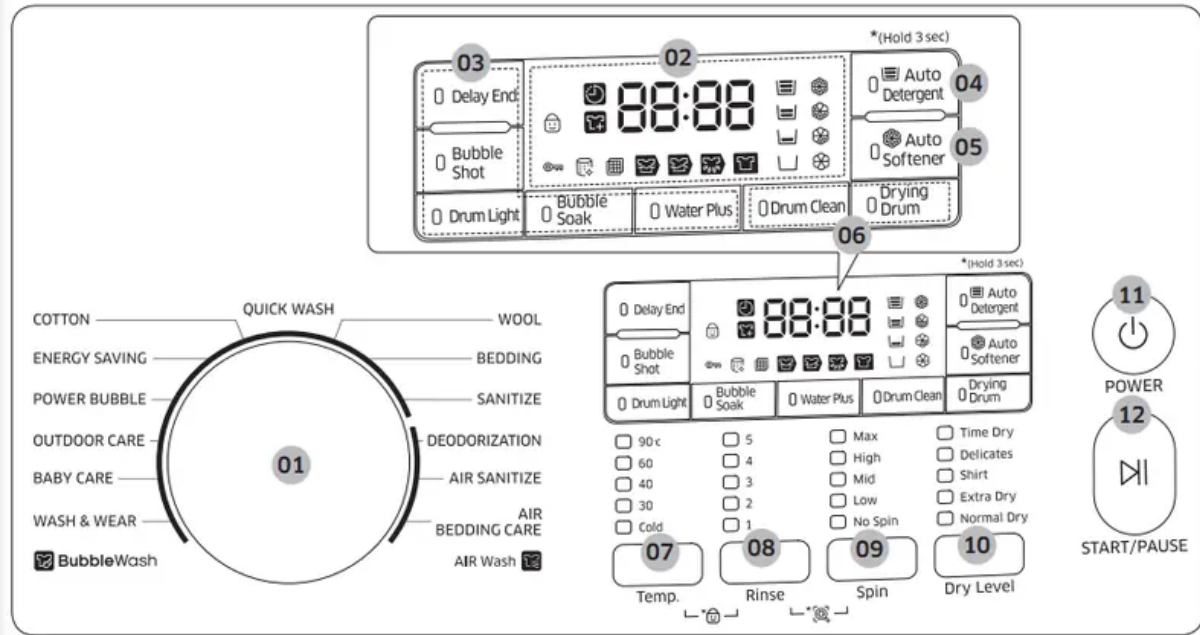
- A. Detergent:** Use this to add powder or liquid detergent manually.
- B. Softener:** Use this to add fabric softener manually.
- C. Auto Detergent:** Use liquid detergent only.
- D. Auto Softener:** Use fabric softener only.


**To refill the detergent or fabric softener**



1. Slide open the detergent drawer.
2. Apply an appropriate amount of detergent to the Auto Detergent compartment (C). If necessary, apply an appropriate amount of fabric softener to the Auto Softener compartment (D) if necessary.
3. Slide the detergent drawer inward. Make sure the door is closed.

# Control panel

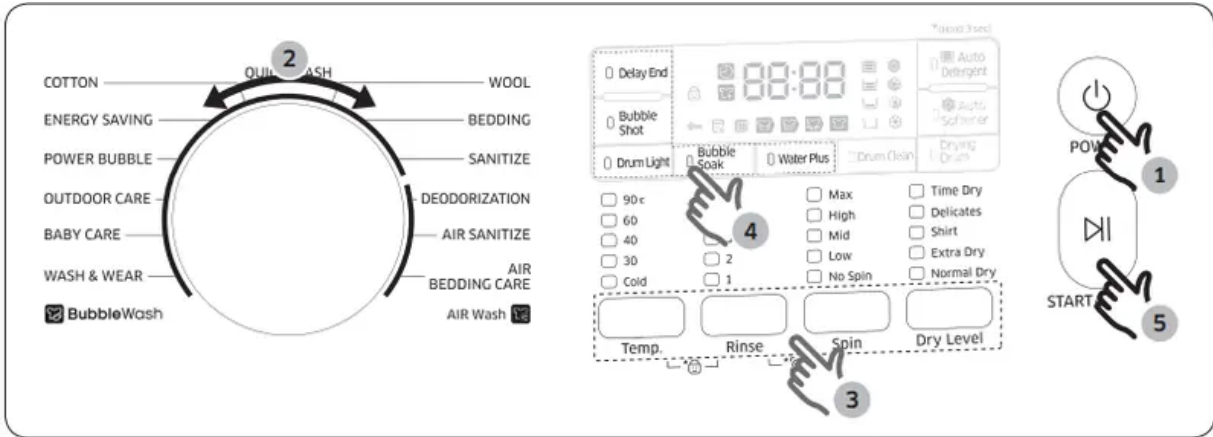


01. Cycle Selector	Turn the dial to select a cycle.
02. Display	The display shows current cycle information and estimated time remaining, or an information code when an abnormal situation occurs.
03. Options	Press to select an option.  Select an option to your needs or convenience. Available options are: Bubble Shot, Bubble Soak, Water Plus, Drum Light, and Delay End.
04. Auto Detergent	The washing machine dispenses detergent automatically according to the load.
05. Auto Softener	The washing machine dispenses fabric softener automatically according to the load.
06. Maintenance	Useful for cleaning the drum.  Available functions are: Drum Clean and Drying Drum
07. Temp	Press to change the water temperature for the current cycle.
08. Rinse	Press to change the rinse count for the current cycle. You can set the rinse count to a max of 5.
09. Spin	Press to change the spinning speed for the current cycle.  <ul style="list-style-type: none"> <li>• No Spin  : The drum does not spin after the final drain process.</li> </ul>
10. Dry Level	Press to select a dry level. <ul style="list-style-type: none"> <li>• Normal Dry: Use to dry laundry such as cotton, underwear, and linen.</li> <li>• Extra Dry: Use to dry heavy laundry such as jeans and towels.</li> <li>• Shirt: Use when want to quickly dry one shirt. (In 20 minutes)</li> <li>• Delicates: Use to dry heat-sensitive laundry. This protects the fibers of the laundry by drying it at low temperatures.</li> <li>• Time Dry: Use to dry the laundry for a specified period of time according to the material, load, and moisture.</li> </ul>
11. POWER	Press to turn on/off the washing machine.

12. START/ PAUSE	Press to start or stop operation
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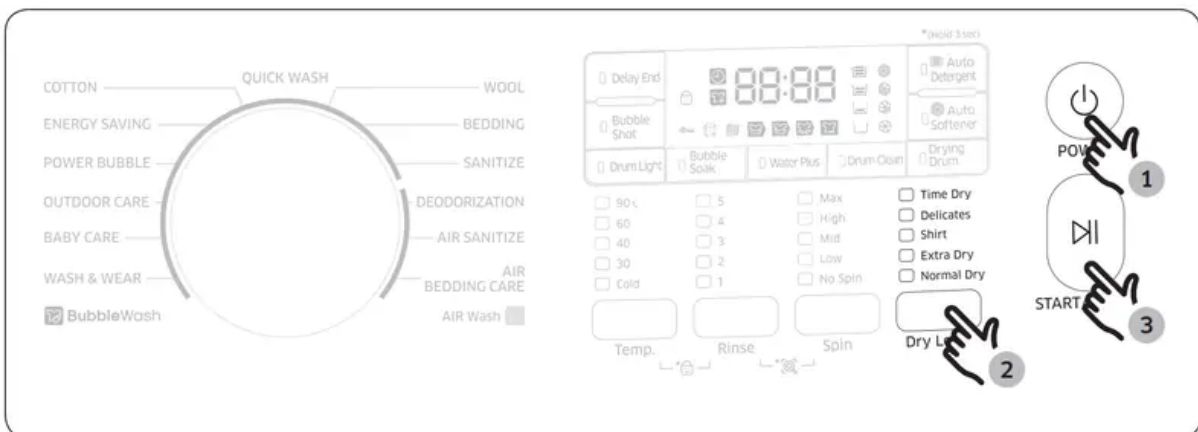
## Simple steps to start

### Standard steps



1. Press POWER to turn on the washing machine.
2. Turn the Cycle Selector to select a cycle.
3. Change the cycle settings (Temp., Rinse, Spin, and Dry Level) as necessary.
4. Select a preferred option(s) for the cycle. The corresponding indicator(s) light up with the estimated running time on the display.
5. Press START/PAUSE.

**Drying only:** Follow these steps to dry damp laundry or laundry that has just finished washing.



1. Press POWER to turn on the washing machine.
2. Press Dry Level repeatedly until a desired dry level is set.
3. 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.

## **Cycle overview**

### **Options**

Option	Description
Delay End	<ul style="list-style-type: none"> <li>• The displayed time refers to the end time of a selected cycle.</li> </ul>
Bubble Shot	<p>Bubble Shot creates bubbles inside the drum that help the detergent penetrate into the fabric faster and more effectively. Bubble Shot produces cleaner results in less time and protects the fabric from being damaged.</p> <ul style="list-style-type: none"> <li>• Bubble Shot is active by default for all washing cycles.</li> <li>• You cannot deactivate Bubble Shot for POWER BUBBLE, OUTDOOR CARE, WASH&amp;WEAR, WOOL, and Quick Wash.</li> <li>• Once a washing cycle starts, Bubble Shot cannot be activated/deactivated.</li> <li>• Do not apply detergent excessively. A specified amount of detergent generates sufficient bubbles.</li> <li>• Clean the debris filter regularly to help generate sufficient bubbles.</li> <li>• The size and quantity of the bubble depends on the detergent and laundry.</li> <li>• Although bubbles are generated immediately after a cycle starts, it may take several minutes for them to become visible.</li> </ul>
Bubble Soak	<p>Bubble Soak helps remove a variety of stubborn stains.</p> <ul style="list-style-type: none"> <li>• With Bubble Soak selected, laundry is thoroughly soaked in water bubbles for effective washing.</li> <li>• Bubble Soak adds up to 30 minutes to the selected cycle.</li> <li>• Availability of this option depends on the cycle.</li> </ul>
Drum Light	<ul style="list-style-type: none"> <li>• Press to turn on/off the Drum Light.</li> <li>• The drum light turns off automatically after 2 minutes</li> </ul>
Water Plus	<ul style="list-style-type: none"> <li>• This adds extra water immediately before the rinse cycle to improve rinsing effects.</li> </ul>

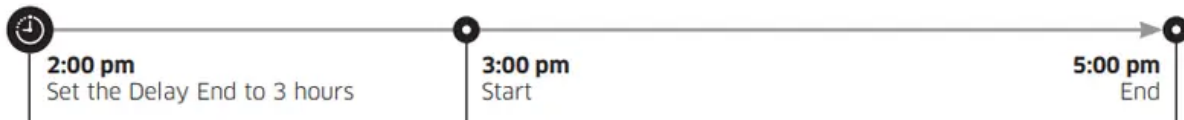
**Delay End:** You can set the washing machine to finish your wash automatically at a later time, choosing a delay of between 1 to 24 hours (in 1 hour increments). The hour displayed indicates the time the wash finishes.

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 corresponding indicator turns on with the clock running.

4. To cancel the Delay End, restart the washing machine by pressing POWER.

Real-life case: You want to finish a two-hour cycle 3 hours later from now. For this, you add the Delay End option to the current cycle with the 3-hour setting, and press START/PAUSE at 2:00 p.m. Then, what happens? The washing machine starts operating at 3:00 p.m., and ends at 5:00 p.m. Provided below is the time line for this example.



## Special features

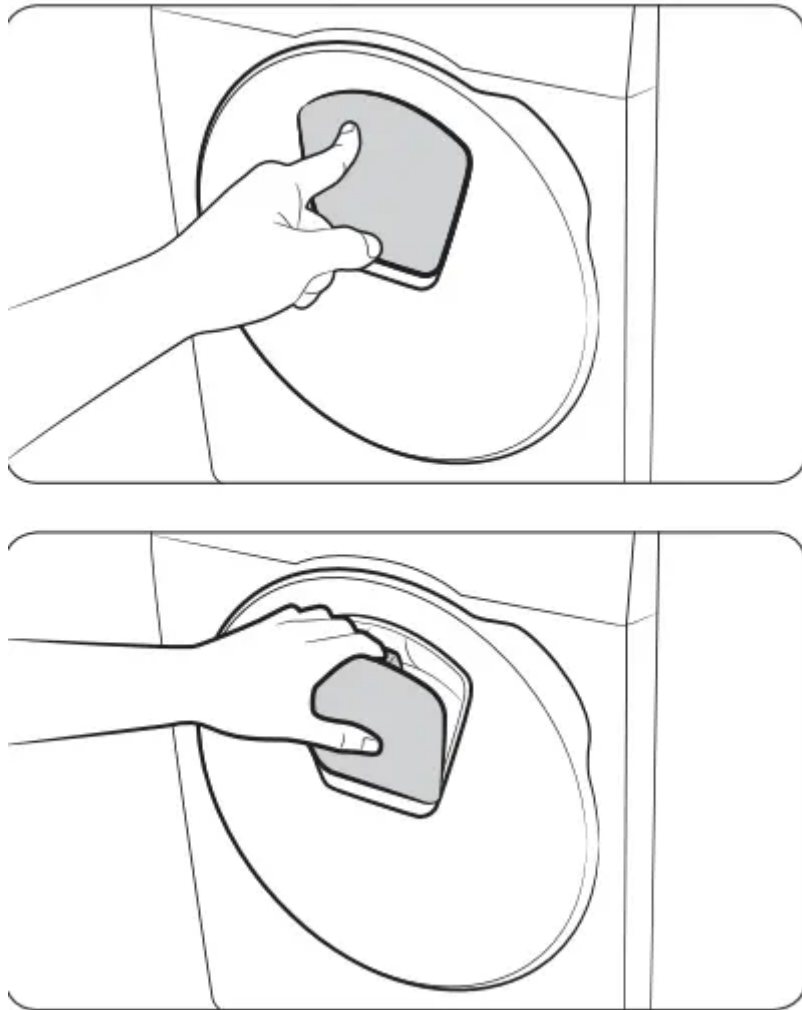
### User convenience & maintenance

Option	Description
Drum Clean	<p>Clean the drum by removing dirt and bacteria from the drum.</p> <ul style="list-style-type: none"><li>• Run this once every 40 washes with no detergent or bleach applied.</li><li>• Make sure the drum is empty with no cleaning agents</li></ul>
Drying Drum	<ul style="list-style-type: none"><li>• Clean and dry the drum using the hot air after washing is complete.</li></ul>

### AddWash



: When the AddWash indicator is on, you can stop operation of the machine and put additional laundry or softener into the drum. The Add Door opens by more than 130° for easy access.




1. Press Start/Pause to stop operation.
2. Press the upper area of the Add Door until you hear a clicking sound to unlock. Pull the handle of the Add Door to open.
3. Open the Add Door and put additional laundry or softener into the drum.
4. Push the Add Door until you hear a clicking sound to close.
5. Press Start/Pause to resume operation

## Settings

### Child Lock

- Child Lock is designed to prevent accidents by children or the elderly and infirm. Child Lock locks all buttons except for the POWER button.
- To activate Child Lock: Hold down both Temp. and Rinse simultaneously for 3 seconds.

The Child Lock indicator  turns on. If a button is pressed with Child Lock activated, the indicator blinks.

- To deactivate Child Lock temporarily and open the door: Hold down both Temp. and Rinse simultaneously for 3 seconds. Child Lock is deactivated temporarily for 1 minute, and the indicator blinks. Add laundry, for example, and close the door within the next 2 minutes. Otherwise, the machine sounds an alert for another 2 minutes. Once you close the door, Child Lock will be reactivated with the indicator turned on.
- **WARNING:** Do not let children play around the machine. They may enter the machine and be trapped, resulting in suffocation.
- **CAUTION:** Do not try to open the door while Child Lock is active. Product damage may occur.
- **NOTE**
  - Child Lock stays active after the machine powers off. To add laundry, you must deactivate Child Lock first. For details, see the deactivation section above.
  - Once Child Lock is activated, the door locks for the first 5 seconds and then unlocks temporarily for the next 5 seconds. Then, the door locks again. In summary, the door locks normally after the first 10 seconds.

### Auto Detergent/Auto Softener

1. . Press the Auto Detergent button to cycle through the following settings: Standard



Softener button to cycle through the following settings: Standard > Extra >

Disable > Economy

2. Press and hold Auto Detergent and Auto Softener simultaneously for 3 seconds. Then, press the Auto Detergent or Auto Softener to set the concentration level: 1 (Normal) > 2 (2X concentration) > 3 (3X concentration)
3. Press and hold Auto Detergent and Auto Softener simultaneously for 3 seconds to confirm your changes.

**Anti-freezing:** Use the Anti-freezing cycle when you leave the house for a long period of time or if the temperature is very cold. To prevent the washing machine from freezing, the washing machine continuously supplies and drains water up to 16 hours and then stops automatically. To use Anti-freezing

1. Make sure the washing machine door is closed and the drum is empty.
2. Press and hold Delay End and Spin simultaneously for 3 seconds.
3. The cycle begins with the weight sensor activated. The progress of the cycle is represented in a rotating bar on the display as shown.

## Maintenance

Keep the washing machine clean to prevent deteriorated performance and to preserve its life cycle.

### Drum clean


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

1. Press POWER to turn on the washing machine.
2. Press Drum Clean.
3. Press START/PAUSE.

NOTE: The water temperature for DRUM CLEAN is set to 60 °C, which cannot be changed.

CAUTION: Do not use any cleaning agents for cleaning the drum. Chemical residue in the drum deteriorates the washing performance.

### DRUM CLEAN reminder

-  The DRUM CLEAN reminder appears on the main display once every 40 washes. It is advisable to perform the DRUM CLEAN regularly.
- 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 Check

To enable this function, you must first download the Samsung Smart Washer app at the Play Store or the App Store, and install it on a mobile device featuring a camera function.

The Smart Check function has been optimized for Galaxy & iPhone series (applicable models only).

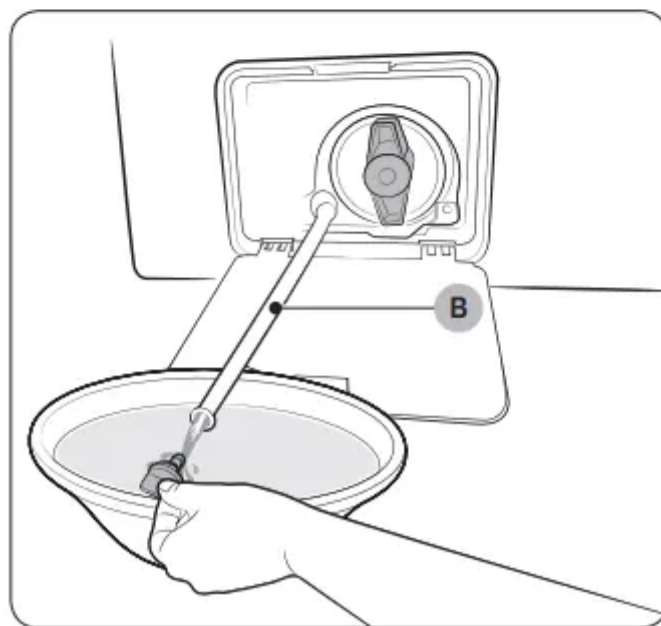
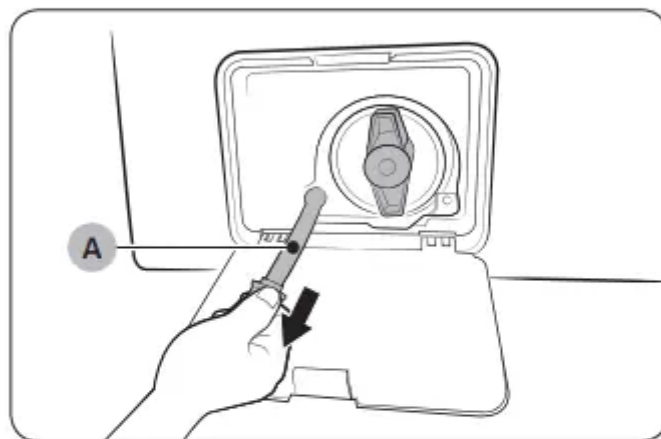
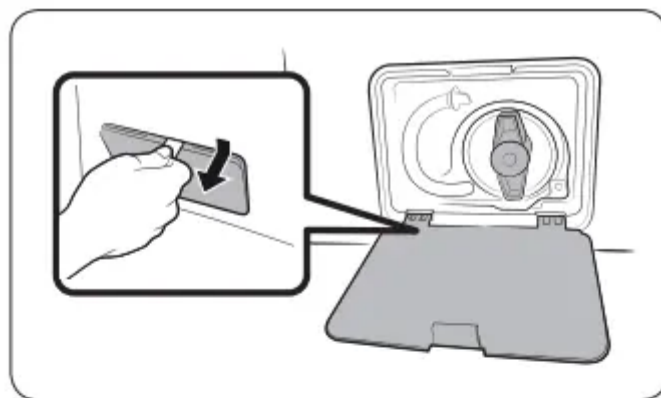
1. Press and hold Rinse and Spin simultaneously for 3 seconds to enter the Smart Check mode.
2. The washing machine starts the self-diagnosis procedure and displays an information code if a problem is detected.
3. Run the Samsung Smart Washer app on your mobile device, and tap Smart Check.
4. Put the mobile device close to the washing machine's display so that the mobile device and the washing machine face each other. Then, the information code is recognized automatically by the app.
5. When the information code is recognized correctly, the app provides detailed information about the problem with applicable solutions.

## NOTE

- The function name, Smart Check, may differ depending on the language.
- If there is strong reflected light on the washing machine display, the app may fail to recognize the information code.
- If the app fails to recognize the Smart Check code 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 and unplug the washing machine 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 washing machine

- Use a soft cloth with a nonabrasive household detergent. Do not spray water onto the washing machine.

### Add Door

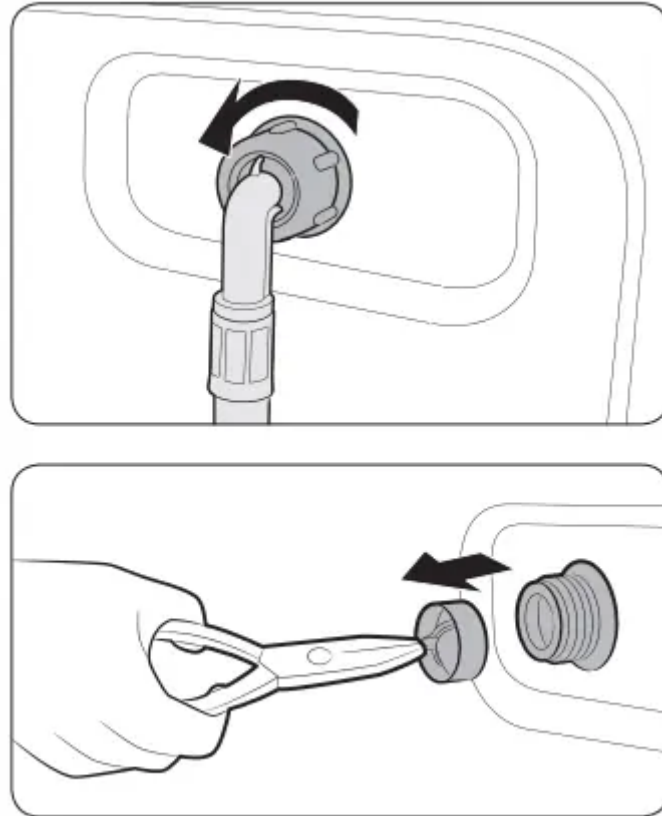


1. Open the Add Door.
2. Use a wet cloth to clean the Add Door.
  - Do not use cleaning agents. Discoloration may occur.
  - Use caution when cleaning the rubber packing and the locking mechanism (A).
  - Dust off the door area regularly.
3. Wipe up and close the Add Door until you hear a clicking sound.

### CAUTION

- Do not apply force on the Add Door. It may break.
- Do not leave the Add Door open while the machine is operating.
- Do not put heavy objects on the Add Door at any time.
- To prevent physical injury, do not touch the Add Door while the drum is rotating.
- Do not open the Add Door while the machine is operating. This may cause physical injury.
- Do not manipulate the feature panel while the Add Door is open. This may cause physical injury or system failure.
- Do not input objects other than laundry.
- Do not input bulky items to the drum through the Add Door.
- Do not pull out the rubber packing of the Add Door when cleaning. This may cause damage.

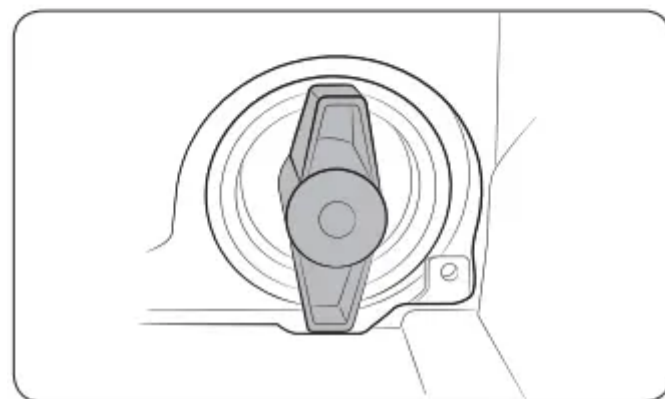
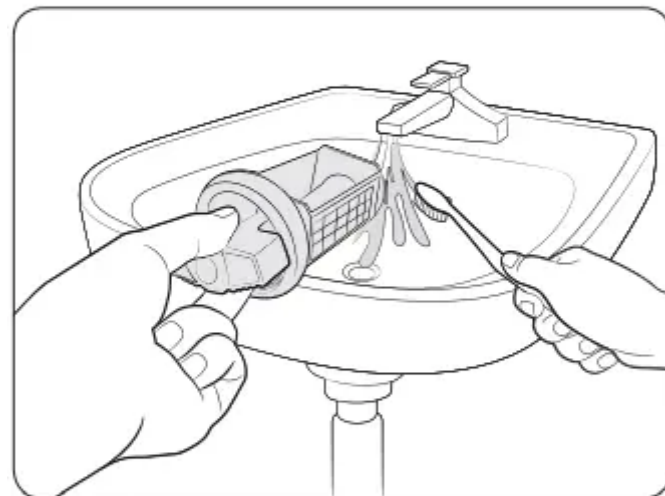
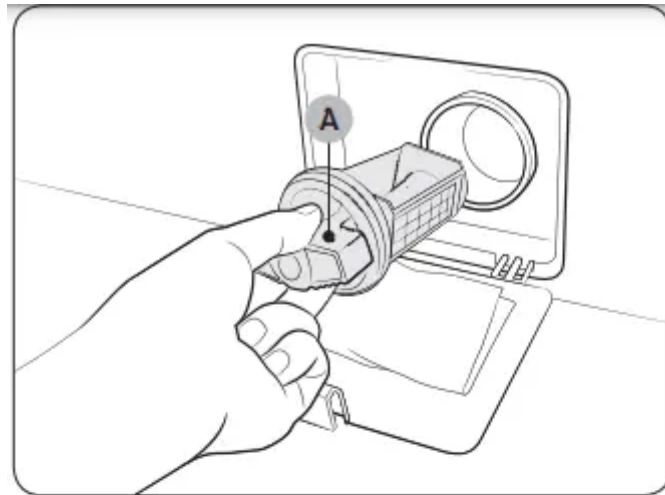
**Mesh filter:** Clean the mesh filter of the water hose once or twice a year.



1. Turn off the washing machine, and unplug the power cord.
2. Close the water tap.
3. Loosen and disconnect the water hose from the back of the washing machine. 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 the shade.
7. Reinsert the mesh filter into the inlet valve, and reconnect the water hose to the inlet valve.
8. Open the water tap.

NOTE: If the mesh filter is clogged, an information code of “4C” appears on the 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 washing machine, and unplug the power cord.
2. Drain the remaining water inside the drum. See the “Emergency drain” section.
3. Open the filter cover using a coin or key.
4. Turn the pump filter knob (A) to the left, and drain off the remaining water.
5. Clean the pump filter using soft brushes. Make sure the drain pump propeller inside the filter is unclogged.
6. Reinsert the pump filter, and turn the filter knob to the right.

## NOTE

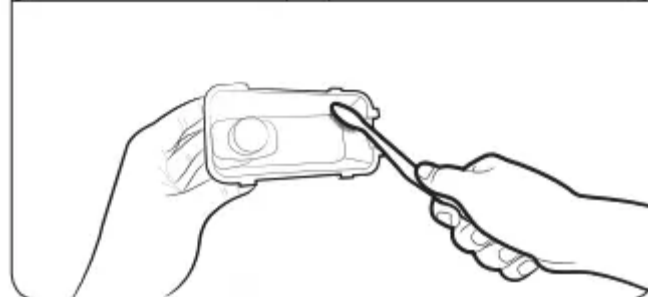
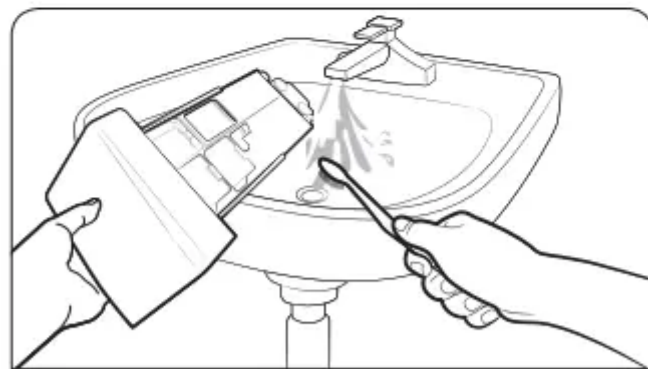
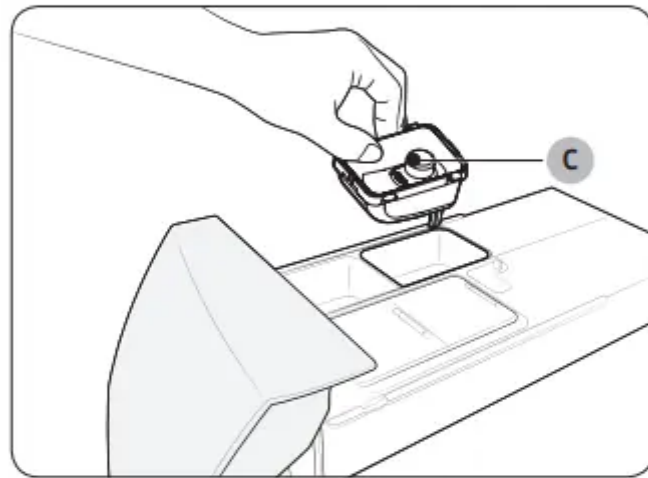
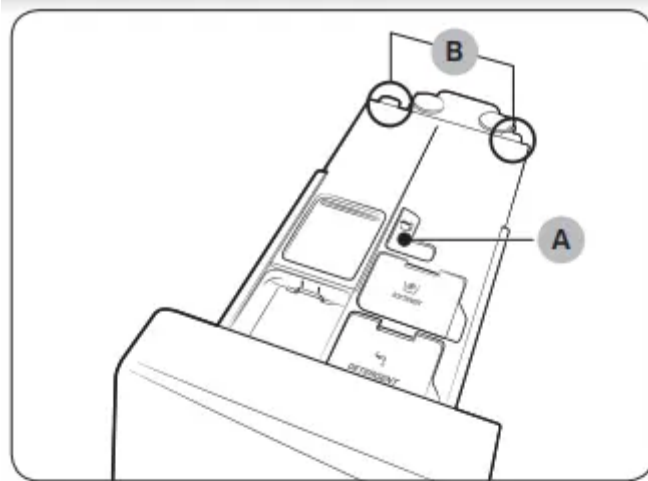
- Some pump filters feature a safety knob that is designed to prevent accidents by children. To open the safety knob of the pump filter, push in and turn it anticlockwise. The spring mechanism of the safety knob helps open the filter.
- To close the safety knob of the pump filter, turn it clockwise. The spring makes a rattling sound, which is normal.

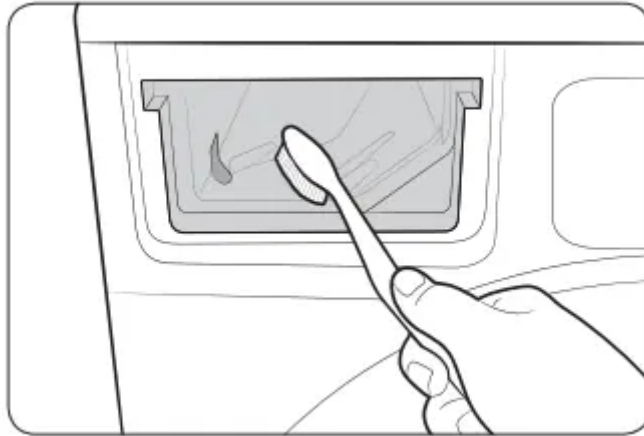
NOTE: If the pump filter is clogged, an information code of "5C" appears on the screen.

## 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) on the inner of the drawer, slide open the drawer.
2. Remove the compartment cover by holding and pulling back part (B).
3. Remove the Liquid softener container (C) as shown.
4. Clean the drawer components in flowing water using a soft brush.
5. Clean the drawer recess using a soft brush.
6. Assemble the compartment cover firmly with the detergent drawer.
7. Slide the drawer inward to close it.

NOTE: To remove remaining detergent, perform the QUICK WASH cycle with an empty drum.

### **Recovery from freezing**

The washing machine may freeze when it drops below 0 °C.

1. Turn off the washing machine, and unplug the power cord.
2. Pour warm water over the water tap 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 water tap.

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

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

Avoid leaving the washing machine unused for an extended time. If this is the case, drain the washing machine and unplug the power cord.

1. Turn the Cycle Selector to select QUICK WASH .
2. Empty the drum, and press START/PAUSE.

3. When the cycle is complete, close the water tap and disconnect the water hose.
4. Turn off the washing machine, and unplug the power cord.
5. Open the door to let air circulate through the drum.

## **Troubleshooting**

### **Checkpoints**



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

Problem	Action
Does not start.	<ul style="list-style-type: none"> <li>• Make sure the washing machine is plugged in.</li> <li>• Make sure the door is properly closed.</li> <li>• Make sure the water taps are open.</li> <li>• Make sure to press or tap START/PAUSE to start the washing machine.</li> <li>• Make sure Child Lock is not activated.</li> <li>• Before the washing machine starts to fill, it will make a series of clicking noises to check the door lock and does a quick drain.</li> <li>• Check the fuse or reset the circuit breaker</li> </ul>
Water supply is insufficient, or no water is supplied.	<ul style="list-style-type: none"> <li>• Fully open the water tap.</li> <li>• Make sure the door is properly closed.</li> <li>• Make sure the water supply hose is not frozen.</li> <li>• Make sure the water supply hose is not kinked or clogged.</li> <li>• Make sure there is sufficient water pressure.</li> </ul>
After a cycle, detergent remains in the detergent drawer.	<ul style="list-style-type: none"> <li>• Make sure the washing machine is running with sufficient water pressure.</li> <li>• Make sure the detergent is added to the centre of the detergent drawer.</li> <li>• Make sure the rinse cap is inserted properly.</li> <li>• If using granular detergent, make sure the detergent selector is in the upper position.</li> <li>• Remove the rinse cap and clean the detergent drawer</li> </ul>
Excessive vibrations or makes noise.	<ul style="list-style-type: none"> <li>• Make sure the washing machine 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 washing machine.</li> <li>• Make sure the shipping bolts are removed.</li> <li>• Make sure the washing machine is not contacting any other object.</li> <li>• Make sure the laundry load is balanced.</li> <li>• The motor can cause noise during normal operation.</li> </ul>

	<ul style="list-style-type: none"> <li>• Overalls or metal-decorated clothes can cause noise while being washed. This is normal.</li> <li>• Metal objects such as coins can cause noise. After washing, remove these objects from the drum or filter case.</li> </ul>
Does not drain and/or spin	<ul style="list-style-type: none"> <li>• Make sure the drain hose is straightened all the way to the drain system. If you encounter a drain restriction, call for service.</li> <li>• Make sure the debris filter is not clogged.</li> <li>• Close the door and press or tap START/PAUSE. For your safety, the washing machine will not tumble or spin unless the door is closed.</li> <li>• Make sure the drain hose is not frozen or clogged.</li> <li>• Make sure the drain hose is connected to a drain system that is not clogged.</li> <li>• If the washing machine is not supplied with sufficient power, the washing machine temporarily will not drain or spin. As soon as the washing machine regains sufficient power, it will operate normally</li> </ul>
The door does not open.	<ul style="list-style-type: none"> <li>• Press or tap START/PAUSE to stop the washing machine.</li> <li>• It may take a few moments for the door lock mechanism to disengage.</li> <li>• The door will not open until 3 minutes after the washing machine has stopped or the power turned off.</li> <li>• Make sure all the water in the drum is drained.</li> <li>• The door may not open if water remains in the drum. Drain the drum and open the door manually.</li> <li>• Make sure the door lock light is off. The door lock light turns off after the washing machine has drained.</li> </ul>
Excessive suds.	<ul style="list-style-type: none"> <li>• Make sure you use the recommended types of detergent as appropriate.</li> <li>• Use high efficiency (HE) detergent to prevent oversudsing.</li> <li>• Reduce the detergent amount for soft water, small loads, or lightly soiled loads.</li> <li>• Non-HE detergent is not recommended.</li> </ul>

<p>Cannot apply additional detergent</p>	<ul style="list-style-type: none"> <li>• Make sure the remaining amount of detergent and fabric softener is not over the limit.</li> </ul>
<p>Stops.</p>	<ul style="list-style-type: none"> <li>• Plug the power cord into a live electrical outlet.</li> <li>• Check the fuse or reset the circuit breaker.</li> <li>• Close the door and press the START/PAUSE button to start the washing machine. For your safety, the washing machine will not tumble or spin unless the door is closed.</li> <li>• Before the washing machine starts to fill, it will make a series of clicking noises to check the door lock and does a quick drain.</li> <li>• There may be a pause or soak period in the cycle. Wait briefly and the washing machine may start.</li> <li>• Make sure the mesh filter of the water supply hose at the water taps is not clogged. Periodically clean the mesh filter.</li> <li>• If the washing machine is not supplied with sufficient power, the washing machine temporarily will not drain or spin. As soon as the washing machine regains sufficient power, it will operate normally</li> </ul>
<p>Fills with the wrong water temperature.</p>	<ul style="list-style-type: none"> <li>• Fully open both taps.</li> <li>• Make sure the temperature selection is correct.</li> <li>• Make sure the hoses are connected to the correct taps. Flush water lines.</li> <li>• Make sure the water heater is set to supply a minimum 49 °C hot water at the tap. Also, check the water heater capacity and recovery rate.</li> <li>• Disconnect the hoses and clean the mesh filter. The mesh filter may be clogged.</li> <li>• While the washing machine fills, the water temperature may change as the automatic temperature control feature checks incoming water temperature. This is normal.</li> <li>• While the washing machine fills, you may notice just hot and/ or just cold water going through the dispenser when cold or warm temperatures are selected. This is a normal function of the automatic temperature control feature as the washing machine determines the water temperature.</li> </ul>



<p>Load is wet at the end of a cycle.</p>	<ul style="list-style-type: none"> <li>• Use the High or Extra High spin speed.</li> <li>• Use high efficiency (HE) detergent to reduce oversudsing.</li> <li>• Load is too small. Small loads (one or two items) may become unbalanced and not spin completely.</li> <li>• Make sure the drain hose is not kinked or clogged.</li> </ul>
<p>Leaks water.</p>	<ul style="list-style-type: none"> <li>• Make sure the door is properly closed.</li> <li>• Make sure all hose connections are tight.</li> <li>• Make sure the end of the drain hose is correctly inserted and secured to the drain system.</li> <li>• Avoid overloading.</li> <li>• Use high efficiency (HE) detergent to prevent oversudsing.</li> </ul>
<p>Has odours.</p>	<ul style="list-style-type: none"> <li>• Excessive suds collect in recesses and can cause foul odours.</li> <li>• Run cleansing cycles to sanitize periodically.</li> <li>• Clean the door seal (diaphragm).</li> <li>• Dry the washing machine interior after a cycle has finished</li> </ul>
<p>No bubbles are seen (Bubbleshot models only)</p>	<ul style="list-style-type: none"> <li>• Overloading may screen bubbles.</li> <li>• Severely contaminated laundry may not generate bubbles.</li> </ul>
<p>Can I open the Add Door at any time?</p>	<ul style="list-style-type: none"> <li>•  indicator</li> </ul> <p>The Add Door can be opened only when the  indicator appears. However, it does not open in the following cases:</p> <ul style="list-style-type: none"> <li>◦ When the boiling or drying process is running and the internal temperature becomes high</li> <li>◦ If you set the Child Lock for safety reasons</li> <li>◦ When the drum wash or drum drying cycle is running that does not involve additional laundry</li> </ul>

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

## Information codes

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



Code	Action
1C	<p>Check the water level sensor.</p> <ul style="list-style-type: none"> <li>• Power off and power the machine on after 2-3 minutes, and then try again.</li> <li>• Depending on the model, the drain system drains water automatically. The POWER and START/PAUSE buttons may be disabled during this process</li> </ul>
TC2	<p>Check the temperature sensor on the dry air.</p> <ul style="list-style-type: none"> <li>• Power off and power the machine on after 2-3 minutes, and then try again.</li> </ul>
DC	<p>The door is open.</p> <ul style="list-style-type: none"> <li>• Close the door and press START/PAUSE to resume operation.</li> </ul>
DC1	<p>Check the door switch.</p> <ul style="list-style-type: none"> <li>• Power off and power the machine on after 2-3 minutes, and then try again.</li> </ul>
LC	<p>Check for water leaks.</p> <ul style="list-style-type: none"> <li>• Power the machine off and check the drain system for any leak. Once the leak is solved, power the machine on after 2-3 minutes.</li> <li>• Depending on the model, the drain system drains water automatically. The POWER and START/PAUSE buttons may be disabled during this process</li> </ul>
FC	<p>Check the fan motor.</p> <ul style="list-style-type: none"> <li>• Power off and power the machine on after 2-3 minutes, and then try again.</li> </ul>
4C	<p>Check the water supply line.</p> <ul style="list-style-type: none"> <li>• Check for the connection of the water line (including water taps).</li> <li>• Power off and power the machine on after 2-3 minutes, and then try again.</li> <li>• Depending on the model, the drain system drains water automatically. The POWER and START/PAUSE buttons may be disabled during this process</li> </ul>
4C2	<p>Laundry needs protection because the water being supplied is too hot.</p> <ul style="list-style-type: none"> <li>• Make sure the cold and hot water taps are properly connected.</li> <li>• Power off and power the machine on after 2-3 minutes, and then try again.</li> </ul>



5C	<p>Check the drain system.</p> <ul style="list-style-type: none"> <li>• Make sure the drain filter is not clogged.</li> <li>• If the drain filter is clogged, clean the filter and restart the machine</li> </ul>
HC	<p>Check the washing heater.</p> <ul style="list-style-type: none"> <li>• Power off the machine and contact a local Samsung service centre.</li> </ul>
HC2	<p>Check the drying heater.</p> <ul style="list-style-type: none"> <li>• Power off and power the machine on after 2-3 minutes, and then try again.</li> </ul>
Ub	<p>Check the spinning process.</p> <ul style="list-style-type: none"> <li>• The load may not be balanced inside the drum. Check the drum and make sure the load is balanced.</li> <li>• Press START/PAUSE to resume operation, or power off and power the machine on after 2-3 minutes, and then try again.</li> </ul>
8C, 8C1, 8C2	<p>Check the MEMS sensor.</p> <ul style="list-style-type: none"> <li>• Power off and power the machine on after 2-3 minutes, and then try again.</li> </ul>
OC	<p>Water may overflow.</p> <ul style="list-style-type: none"> <li>• Close the water valve and call for service.</li> </ul>
3C	<p>Check the motor.</p> <ul style="list-style-type: none"> <li>• Power off and power the machine on after 2-3 minutes, and then try again.</li> </ul>
AC6	<p>Check the PBA communication status.</p> <ul style="list-style-type: none"> <li>• Power off and power the machine on after 2-3 minutes, and then try again.</li> </ul>
DDC	<p>The Add Door is open.</p> <ul style="list-style-type: none"> <li>• Close the Add Door and press START/PAUSE to resume operation</li> </ul>
DC3	<p>Check the Add Door.</p> <ul style="list-style-type: none"> <li>• Power off and power the machine on after 2-3 minutes, and then try again</li> </ul>

UC	<p>Check the electronic control board.</p> <ul style="list-style-type: none"><li>• Check if power is supplied properly.</li><li>• If the information code continues to appear, call for service.</li></ul> <p>A low voltage is detected.</p> <ul style="list-style-type: none"><li>• Check if the power cord is plugged in properly.</li><li>• If the information code continues to appear, call for service.</li></ul>
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For more information, see the user manual. If any of the information codes continues to appear, contact a local Samsung service centre.

**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.

