

## Installation

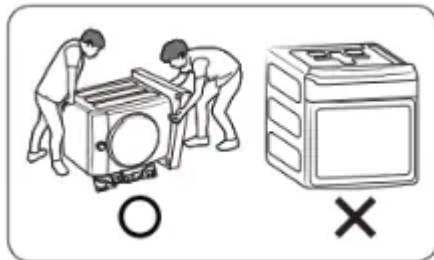
Follow these instructions carefully to ensure proper installation of the washer and to prevent accidents when doing laundry.

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

### Unpacking your washer

Unpack your washer and inspect it for shipping damage. Make sure you have received all the items shown on the next page. If your washer was damaged during shipping, or you do not have all of the items, call 1-800-SAMSUNG (1-800-726-7864). To prevent personal injury or strain, wear protective gloves whenever lifting or carrying the unit.

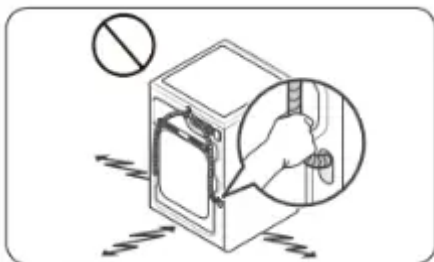
**WARNING** — Packing materials can be dangerous to children; Keep all packing material (plastic bags, polystyrene, etc.) well out of children's reach.



### CAUTION

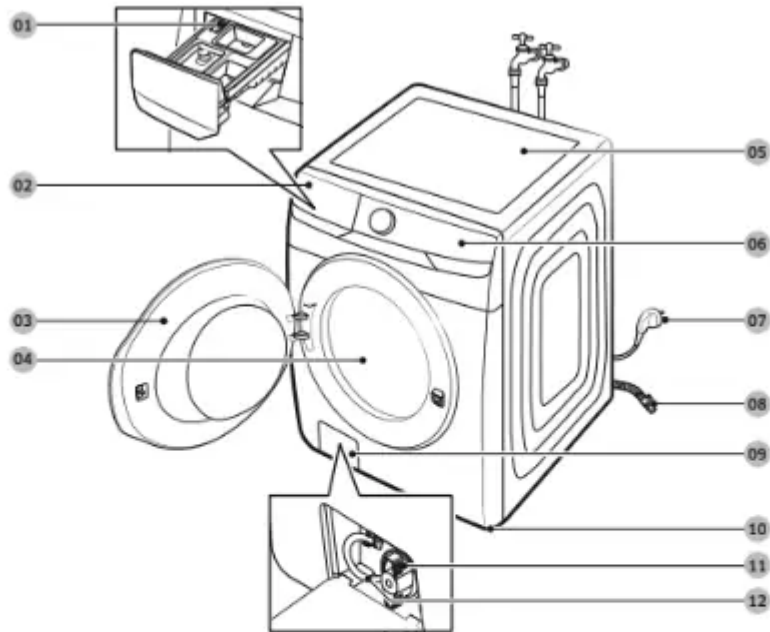
You must have at least 2 people unpack the washer. To remove the cushion bottom of the packing materials, do not tip the washer over on its front side. When you lay the washer down to remove the carton base, protect the side of the washer and lay it down carefully. Never lay your washer on its back or front.

**CAUTION:** Do not grab or pull the drain hose to drag and move the product.



## What's included

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



01 Release lever

02 Detergent drawer

03 Door

04 Drum

05 Worktop

06 Control panel

07 Power plug

08 Drain hose

09 Filter cover

10 Levelling feet

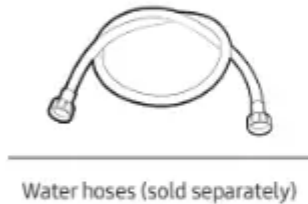
11 Debris filter

12 Emergency drain tube

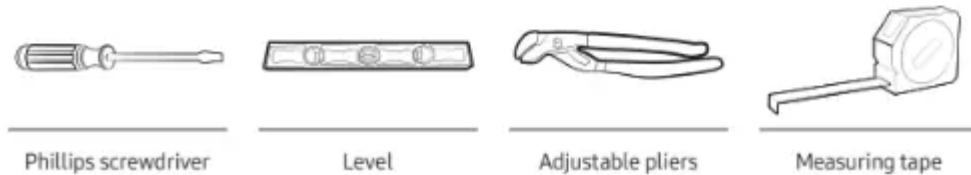
### Parts supplied



### Parts not supplied



### Tools needed for installation



### NOTE

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

### CAUTION

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

## Installation requirements

### Electrical supply and grounding

- AC 120 V / 60 Hz / 15 AMP fuse or circuit breaker is required.
- Use an individual branch circuit. Connect only the washer to the circuit.

To ensure proper grounding, the washer comes with a power cord featuring a three-prong grounding plug for use in a properly installed and grounded outlet.

Check with a qualified electrician or service person if you are not sure about the grounding.

Do not modify the provided plug. If it does not fit the outlet, call a qualified electrician to install a proper outlet.

## **WARNING**

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

## **Water supply**

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

To reduce the risk of leaks:

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

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

## **Drain**

Samsung recommends a standpipe 18 in. (460 mm) high. The drain hose must be connected through the hose clip to the standpipe, and the standpipe must fully cover the drain hose.

## **Flooring**

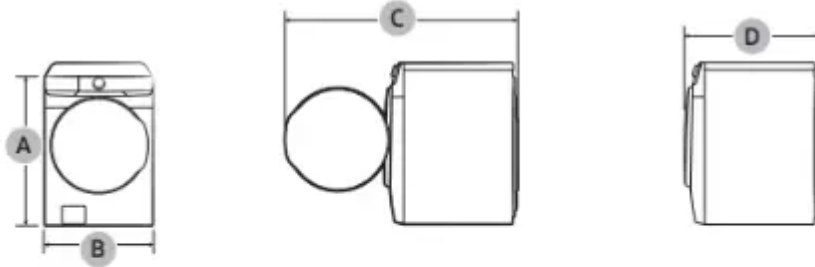
For best performance, the washer must be installed on a solid floor. Wood floors may need to be reinforced to minimize vibration and/or unbalanced loads. Carpeting and soft tile surfaces do not provide good resistance to vibrations and may cause the washer to move slightly during the spin cycle.

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

## **Water temperature**

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

### Dimensions



A. Overall height	38.7 in. (984 mm)
B. Width	27 in. (686 mm)
C. Depth with door open	54.8 in. (1392 mm)
D. Depth	33.5 in. (850 mm)

### Clearance requirement

This clearance requirement is applicable for washers only.

#### NOTE

- For dryer's clearance requirement, see the dryer's user manual.
- If the washer and dryer have different clearance requirements, use the one with the larger value.

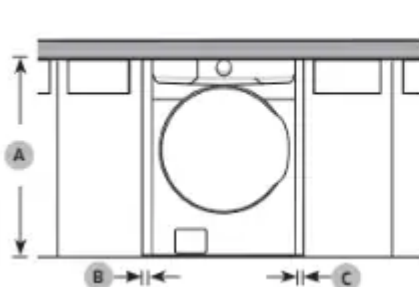
### Alcove or closet installations

Minimum clearance for stable operation:

Sides	Top	Rear	Front
1 in. (25 mm)	1 in. (25 mm)	5 in. (127 mm)	1 in. (25 mm)

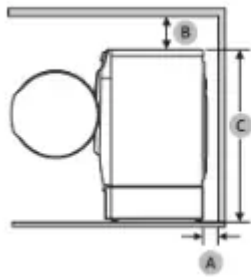
If both the washer and a dryer are installed in the same location, the front of the alcove or closet must have two unobstructed air openings for a combined minimum total area of 72 in.<sup>2</sup> 2 cm<sup>2</sup>

### Undercounter installation



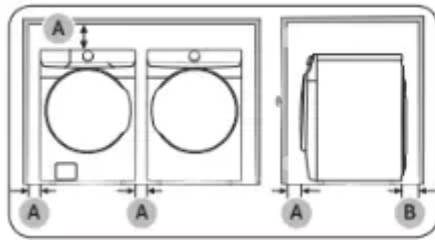
A	39.6 in. (1006 mm)
B	1 in. (25 mm)
C	1 in. (25 mm)

## Pedestal installation



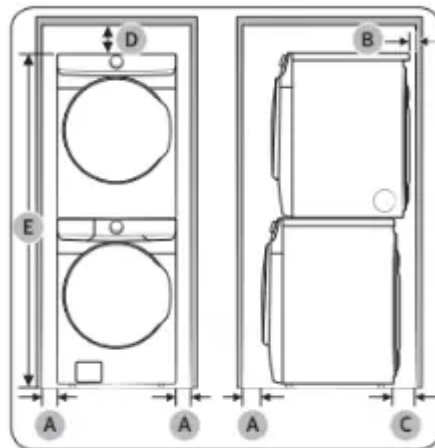
A	5 in. (127 mm)
B	6 in. (152 mm)
C	52.0 in. (1320 mm)

This clearance requirement is applicable for washer and dryer pair installation.



A	1 in. (25 mm)
B	5.9 in. (150 mm)
C	7.3 in. (185 mm)
D	6 in. (152 mm)
E	78.5 in. (1994 mm)

## Side by side installation



Stacked installation (Model: SKK-8K)

## WARNING

- Samsung's washers and dryers can be stacked to maximize usable space.
- The dryer feet need to be removed to stack the washer and dryer. You can purchase an optional stacking kit from your Samsung retailer.
- You must purchase the MultiControl KIT (Model: DV- MCK) if you want a multi-control connection.

## Step-by-step installation

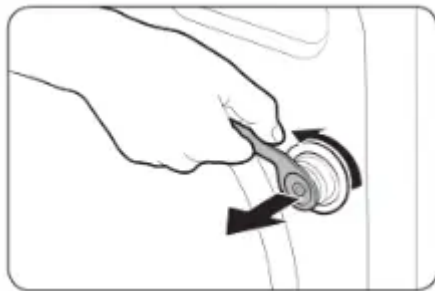
### STEP 1 Select a location

Location requirements:

- A solid, level surface without carpeting or flooring that may obstruct ventilation
- No direct sunlight
- Adequate room for ventilation and wiring
- Ambient temperature always higher than the freezing point (32 °F / 0 °C)
- Away from heat sources

## **STEP 2 Remove the shipping bolts**

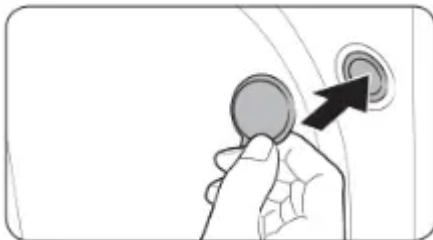
Unpack the product package and remove all shipping bolts.



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

**NOTE:** Use the enclosed end of the supplied wrench to remove the shipping bolts.

2. Fill the holes with the supplied plastic bolt caps. Keep the shipping bolts for future use.

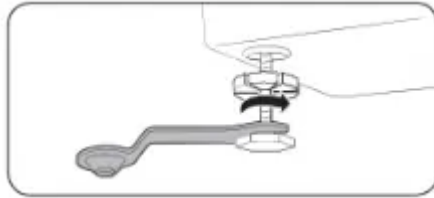


## **WARNING**

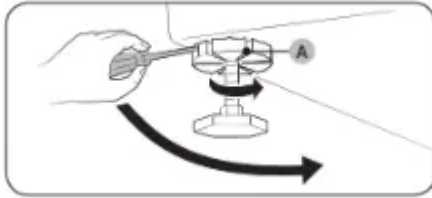
- The shipping bolts secure the tub during product transportation and reduce the chance of suspension damage. Remove the shipping bolts before using the product and only reassemble them back in case you need to move the product.
- Packaging materials can be dangerous to children. Dispose all packaging material (plastic bags, polystyrene, etc.) out of children's reach.

## **STEP 3 Adjust the leveling feet**

1. Gently slide the washer into position. Excessive force may damage the leveling feet.
2. Using a wrench, turn the leveling feet clockwise or counterclockwise to adjust the height until the washer is level.

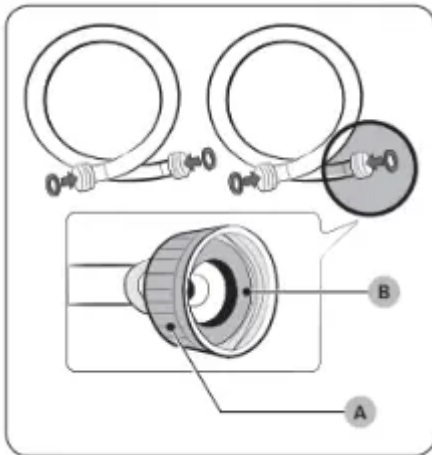


3. Using a flathead screwdriver, tighten the locking nuts (A).



**NOTE:** Use the open-end of the supplied wrench to adjust the leveling feet.

#### STEP 4 Connect the water hose

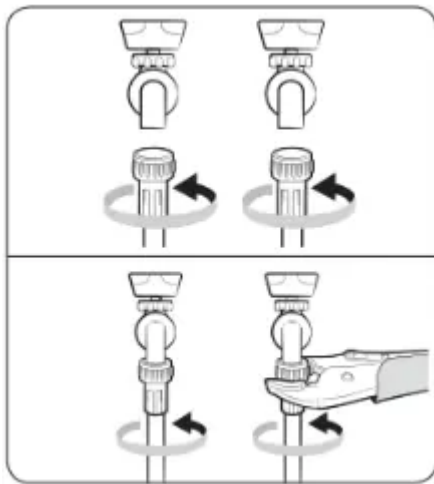


#### CAUTION

- Make sure to use new water hoses and that rubber gaskets (B) are inside the couplings (A) at both ends of the hoses. Water hoses without the gaskets may leak.
- Allow 5 in. (127 mm) of space between the back of the washer and the wall to prevent water hoses from being kinked. Kinked hoses may cause water leaks.
- If there is a water leak, stop using the washer and contact a local Samsung service center. A water leak may cause electric shock.
- Do not stretch the water hoses by force. If a hose is too short, replace the hose with a longer hose.

1. Attach the water hoses to the hot and cold water taps, and then hand tighten the water hose fittings until they are tight. Then, use pliers to tighten the fittings by an additional two-thirds of a turn. To avoid damaging the fittings, do not overtighten them.

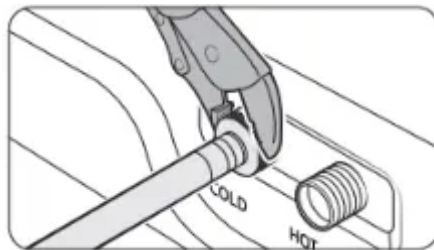
2. Pull the water hoses to check if they are firmly connected.



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

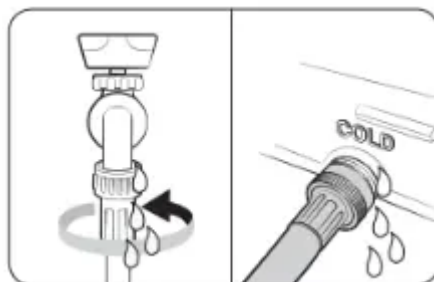


4. Attach the water hoses to the hot and cold water inlets on the back of the washer, and then hand tighten the water hose fittings until they are tight. Then, use pliers to tighten the fittings by an additional two-thirds of a turn.



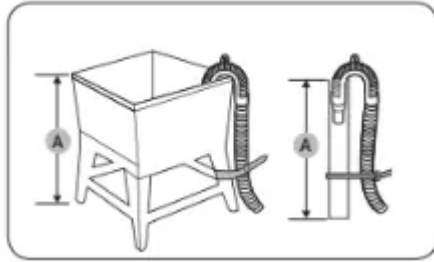
**NOTE:** If you do not want to use the hot water supply hose, attach the water intake cap to the hot water supply intake. When you do a wash, press Temp. to select Cold.

5. Open the water taps, and check for leaks.



## STEP 5 Connect the drain hose

### To a Laundry Tub or Drain Pipe



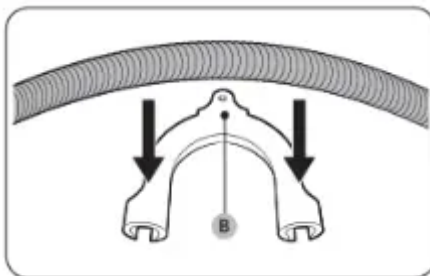
1. Check the height (A) of your drain system and make sure the minimum and maximum heights shown below are met.

Minimum	18 in. (46 cm)
Maximum	96 in. (245 cm)

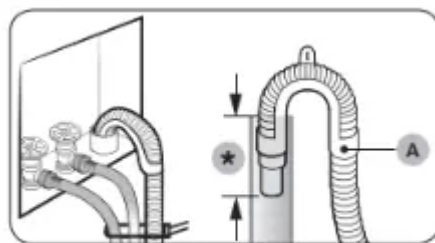
### NOTE

- Make sure to measure the height from the floor where the washer is placed.
- Draining efficiency may be reduced if the drain system is at the maximum height.
- To prevent the washer from siphoning water, do not use a drain system below the minimum height.

2. Attach the drain hose to the plastic hose guide (B).



3. Route the drain hose to the drain system.



(\*): Min. 6 in. (152 mm), Max. 8 in. (203 mm)

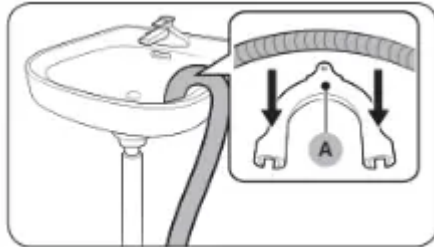
### CAUTION

- If using a standpipe, make sure the standpipe and drain hose connection is not airtight.

- If using a standpipe, make sure the drain hose is inserted at least 6 in. (152 mm) but no more than 8 in. mm) into the standpipe.

4. Secure the drain hose with cable ties.

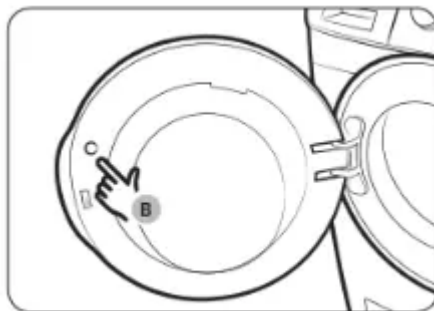
#### Over the edge of a wash basin



The drain hose must be placed no lower than 24 in. (60 cm) and no higher than 35 in. (90 cm) from the floor. To keep the spout of the drain hose bent, use the supplied plastic hose guide (A). Secure the guide to the wall using a hook to ensure stable drainage.

#### STEP 6 Remove the film inside the door

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



#### STEP 7 Power on

Plug the power cord into an AC 120 V / 60 Hz / 15 AMP approved electrical outlet protected by a fuse or circuit breaker. Then, press Power to turn on the washer.

#### Before you start

##### Initial setup

- When you turn on the washer for the first time, the screen shows the initial setup process. Follow the on-screen instructions to complete it.
- Once you select a language, the language selection screen will not reappear. However, you must complete a wash cycle once to stop the tutorial screen from reappearing.
- The initial setup includes language selection and a brief tutorial.
- Tap **OK** to skip to the next screen.

<p><b>01 Language selection</b></p> 	<p><b>02 Welcome screen</b></p> 
<p><b>03 Tutorial</b></p> 	

## Laundry guidelines

### STEP 1 Sort

Sort the laundry according to these criteria:

- Care Label: Sort the laundry into cottons, mixed fibers, synthetics, silks, wools, and rayon.
- Color: Separate whites from colors.
- Size: Mixing different sized items together in the drum improves the washing performance.
- Sensitivity: Wash delicate items separately. For pure, new woolen items, curtains, and silk items, check the labels on the items.

**NOTE:** Make sure to check the care label on all clothing, and sort clothing 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 washer and result in injury.

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

Do not overload the washer. Overloading may cause the washer to wash improperly.

#### **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 level is Level 2 or Level 3, and the load capacity is 3.0 kg or less.

**CAUTION:** If the laundry is unbalanced and the “Unbalanced laundry detected” information code is displayed, redistribute the load. Unbalanced laundry may reduce spinning performance.

### **STEP 5 Add the correct detergent type**


The type of detergent you use - general purpose, specifically for woolens, etc. - depends on the type of fabric (cotton, synthetic, delicate items, wool), color, wash temperature, and degree of soiling. Regardless of the specific type of detergent you use, always use “low suds” HE laundry detergent which is designed for automatic washers.

#### **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 your local water authority.
- Do not use detergent that tends to harden or solidify. This detergent may remain after the rinse cycle, blocking the drain outlet.

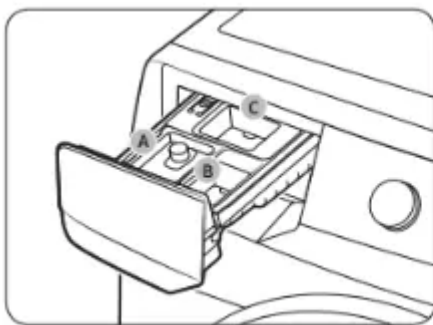
**CAUTION:** When washing wool using the WOOL cycle, use only a neutral liquid detergent. Powdered detergent used with the WOOL cycle can remain on the laundry and discolor it.

### **Use HE detergent only**

	<p>For the best cleaning results, use a high efficiency detergent such as Tide HE, Wisk HE, Cheer HE or Gain HE*. High efficiency detergents contain suds suppressors that reduce or eliminate suds. When fewer suds are produced, the load tumbles more efficiently and cleaning is maximized. (* Brand names are trademarks of their respective manufacturers.)</p> <p><b>⚠ WARNING</b> For best results, use HE detergents only. Do not use non-HE detergent, organic detergent, natural detergent or HE detergents with natural ingredients (such as vinegar, baking soda).</p>
---	---

## Detergent drawer guidelines

The washer provides a three-compartment dispenser: the front-left compartment for the main wash, the front-right for fabric softeners, and the rear-right for the liquid chlorine bleach.

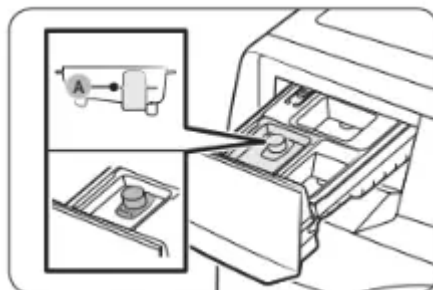


- A. Main-wash compartment:** Add main-wash detergent, water softener, soaking detergent, color-safe, and/or stain removers.
- B. Softener compartment:** Add fabric softener. Do not exceed the **max line**.
- C. Bleach compartment:** Add liquid chlorine bleach. Do not exceed the **max line**.

## WARNING

- Do not open the detergent drawer while the washer is operating.
- Do not put a tablet or capsule type detergents into the detergent drawer. Put them directly into the drum.
- Do not use a ball type detergent.
- To prevent the compartment from clogging, concentrated or highly-enriched agents (fabric softener or detergent) must be diluted with water before being added.

## To add washing agents to the detergent drawer



1. Slide open the detergent drawer.
2. Add liquid laundry detergent to the liquid detergent container in the main wash compartment.

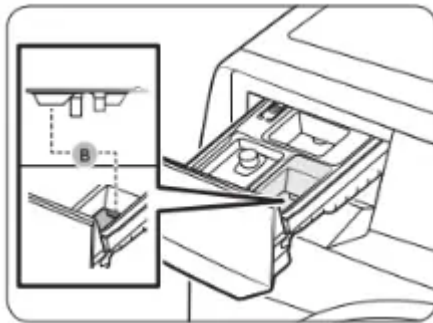
## CAUTION

- Make sure the liquid detergent container is inserted in the main wash compartment.
- Do not exceed the marked max line (A).

## NOTE

- Do not add powdered laundry detergent or other powdered laundry agents to the liquid laundry container.
- To use powdered detergent, see page 32.

3. Add fabric softener to the softener compartment. Do not exceed the max line (B).



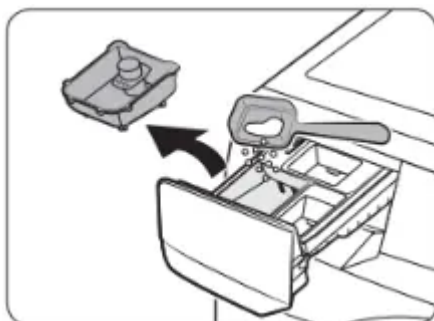
## WARNING

- Powdered fabric softener is not recommended. Use liquid fabric softener only.
- Concentrated fabric softener must be diluted with water before being added.
- Do not add main-wash detergent to the softener compartment.

4. Close the detergent drawer.

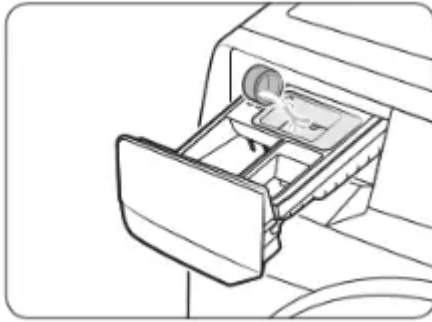
### To use powdered detergent

First, remove the provided liquid detergent container from the main-wash compartment. Then, add powdered detergent to the main-wash compartment according to the detergent manufacturer's instructions.



**CAUTION:** Do not add powdered detergent to the liquid detergent container.

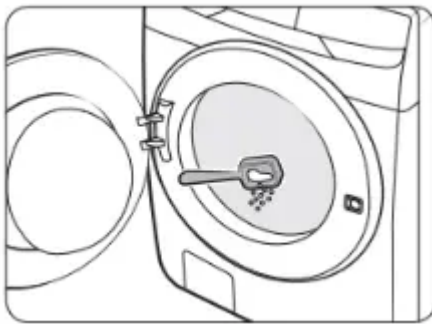
### To use the bleach compartment



Add only liquid chlorine bleach to the bleach compartment. Do not exceed the max line.

**CAUTION:** Do not add undiluted liquid chlorine bleach directly to the load or to the drum. It is a powerful chemical and can cause fabric damage, such as weakening of the fibers or color loss if not used properly.

**To use oxygen boosters or color-safe bleach**

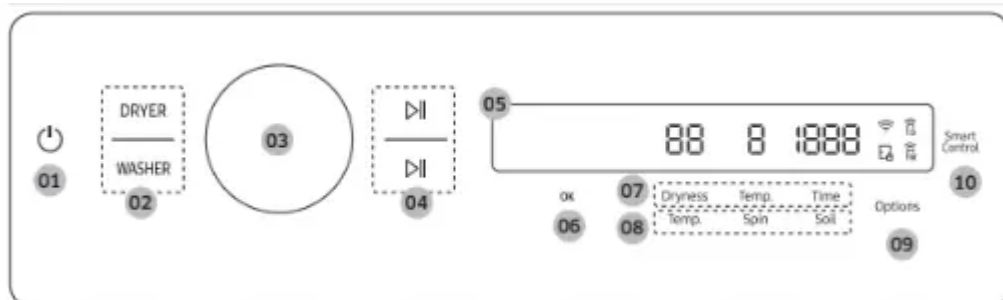


Oxygen boosters or color-safe bleach can increase washing performance. Make sure to add the oxygen booster or color-safe bleach after putting the laundry into the drum.

**NOTE:** To use both powdered detergent and powdered oxygen booster or powdered color-safe bleach, it is more effective to put them together into the drum before loading the laundry.

## Operations




### Multi-control panel



**1. Power** 

Tap to turn the washer on or off.

- After connecting the washer and the dryer with the multi-control cable, only the washer will turn on when you tap the button. Once the washer turns on, tap DRYER to turn on the dryer.
- If you do not manipulate the control panel for 10 minutes after turning on the washer, the washer automatically turns off.
- The washer automatically turns off when the cycle completes.

**CAUTION:** Do not tap  to turn off the power while the cycle is in progress. Tap  to pause the cycle first, and then tap  to turn off the power.

## 02. WASHER / DRYER

Tap **WASHER** to select the washer and use its features.

- You can tap and hold **WASHER** for 3 seconds to cancel the washer operation.

Tap **DRYER** to select the dryer and use its features.

- You can tap and hold **DRYER** for 3 seconds to cancel the washer operation.

**NOTE:** Dryer can be operated from the washer when units are stacked using DV-MCK accessory (sold separately).

## 03. Navigation dial

Turn the navigation dial left or right to navigate through cycles and functions.

Your selection (such as cycle, additional functions, and system functions) is displayed on the LCD as you turn the navigation dial.

## 04. Start/Pause

You can start or pause the operation.

- The upper button controls the dryer, and the lower button controls the washer.
- Tap and hold the button to start the operation.
- During the operation, tap the button to pause.

## 05. Display

The display shows current cycle information and estimated time remaining, or an information message when a problem occurs.

## 06. OK

Tap to confirm your selection of function or setting.

- The button is inactive when the selected function or setting is not supported.

## 07. Dry cycle settings

Tap the desired button to change the default dry cycle settings.

- **Dryness:** Tap to change the dry level. You can select from levels 1 to 5, but the available level depends on the selected cycle.
  - **4 or 5:** Suitable for large and thick items.
  - **3** Standard drying level.
  - **2** The Damp dry level is designed to partially dry items. Use for items that lay flat or hang to dry.
  - **1** Gently dries items to protect the fabric. Suitable for delicate items or items you want to naturally dry (by hanging or laying flat on the drying rack) while they are damp.
- **Temp.:** Temperature can only be adjusted in TIME DRY cycle. Tap to change the temperature of the current cycle.
- **Time:** Tap to change the cycle time.
  - Some cycles do not support a time setting.
  - You can set the drying time between 10 minutes and 90 minutes. However, available drying time depends on the selected cycle.

## 08. Wash cycle settings

Tap the desired button to change the default wash cycle settings.

- **Temp.:** Tap to change the water temperature for the selected cycle.
- **Spin:** Tap to change the spin speed for the selected cycle.
  - **Drain & No Spin:** The drum does not spin after the final drain process.
  - **Rinse Hold & No Spin** (All indicators are off): The final rinse process is suspended so that the laundry remains in the water. To unload the laundry, run a drain or spin process.
- **Soil:** Tap to change the soil level for the current cycle.

## 09. Options

Tap to enter the Options menu.

Tap and hold for 3 seconds to enter the System Functions menu.





## 10. Smart Control

Tap to activate or deactivate the Smart Control function.

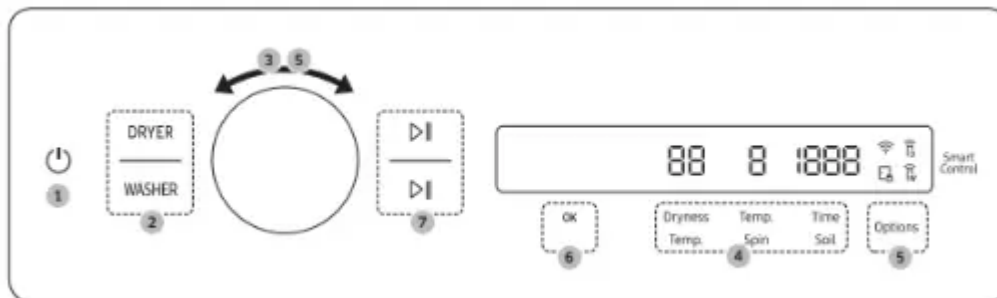
Tap and hold to enter pairing mode to connect to the SmartThings app.



- When the Smart Control function is activated, you can control your washer remotely using the SmartThings app on your smartphone or tablet (Android or iOS).
- When you tap the button, the Smart Control function activates on both the washer and the dryer.
- For more information on Smart Control, see page 46.

## Icon descriptions

	<b>Wi-Fi</b>	<ul style="list-style-type: none"> <li>This icon indicates that the washer is connected to Wi-Fi.</li> </ul>
	<b>Door Lock</b>	<ul style="list-style-type: none"> <li>This icon indicates the door is locked and cannot be opened.</li> <li>The door locks automatically during a cycle and this indicator turns on.</li> <li>You can open the door when this icon disappears.</li> </ul>
	<b>Smart Control</b>	<ul style="list-style-type: none"> <li>This icon indicates that the washer's Smart Control is on.</li> <li>For more information on Smart Control, see page 46.</li> </ul>
		<ul style="list-style-type: none"> <li>This icon indicates that the dryer's Smart Control is on.</li> <li>For more information on Smart Control, see page 46.</li> </ul>

## Operating a cycle



1. Tap  to turn the power on.
2. Tap **DRYER** or **WASHER**.
  - Tap **WASHER** to select the washer and use its features.
  - Tap **DRYER** to select the dryer and use its features.
3. Turn the **Navigation dial** to select the cycle you want.
  - For more information on Cycle overview, see page 38.
  - For more information on the dryer's cycles, please see the dryer's user manual.
4. Change the default cycle options.
  - For the washer, tap Temp., Spin, or Soil to change the default cycle settings.
  - For the dryer, tap Dryness, Temp., or Time to change the default cycle settings.
5. Tap **Options**, and then turn the **Navigation dial** to select the desired additional function.
  - For more information on **Options**, see page 42.
  - For more information on the dryer's additional functions, please see the dryer's user manual.
6. Tap **OK** to change the settings for selected additional function.
  - Not all cycles have additional functions available.
7. Tap and hold  to start operation.
  - Once you set the cycle you want, the screen displays a brief cycle description, and cycle time. You can also check the cycle progress, remaining cycle time, and information codes.

**NOTE:** For detailed information on the dryer's cycles and using the dryer, please see the dryer's user manual.

## **Cycle overview**

**NOTE:** For more information on the dryer's cycles, please see the dryer's user manual.

## **Cycle descriptions**

You can add or delete cycles to personalize the cycle list in the My Cycles option. See page 43 for more information.

### **Normal**

- For cottons, bed linens, table linens, underwear, towels, or shirts. The washing time and the rinse count are automatically adjusted according to the load.

### **Heavy Duty**

- For sturdy, colorfast fabrics and heavily soiled items.

### **Super Speed**

- Normal cycle with the Super Speed option.
- The shortened time may differ depending on the load/options.

### **Small Load**

- For lightly soiled items that you want to finish washing quickly.
- For best performance, recommended load is 4 lb or lower.

### **Delicates**

- For sheer fabrics, bras, lingerie (silk), and other handwash-only fabrics.

### **Steam Whites**

- For white items. You can wash with or without bleach.

### **Steam Sanitize**

- For colourfast fabrics and heavily soiled laundry, this cycle heats the supplied water over 60 °C to clean deeply.
- If you stop running the cycle while the washer is heating the water, the door remains locked for your safety.

### **Steam Normal**

- For washing everyday garments with steam.

### **Towels**

- For bath towels, washcloths, and mats.

## **Bedding**

- For bulky items such as comforters, blankets, and sheets.
- For best results, wash only 1 type of bedding.
- For bulky items, use liquid detergent and do not roll the items in the drum because they might get stuck in the drum.

## **Outdoor**

- For outdoor clothes, skiwear, and sportswear that are made of functional materials such as spandex, stretch, and micro-fibre.

## **Activewear**

- For exercise wear such as sports jerseys, training pants, shirts/tops and other performance clothing. This cycle provides effective soil removal with controlled drum rotation for special fabric care.

## **Denim**

- For denim and jeans.
- Wash inside out.
- Denim and jeans often contains excess dye and may run during the first few washes. Wash light and dark colored items separately.

## **Wool**

- Specific for machine-washable wool for loads less than 2.0 kg.
- The Wool cycle features fine pulsating and soaking to protect the wool fibres from shrinkage/distortion.
- A neutral detergent is recommended.

## **Colors**

- This cycle washes items in low-temperature water to prevent discolouration

## **Perm Press**

- For wash-and-wear, synthetic fabrics, and lightly to normally soiled items.

## **Eco Cold**

- For normally and lightly soiled items. This cycle uses only cold water to save energy. Cold water also helps prevent fabric damage.

## **Steam Bulky**

- Bedding cycle with the steam function.

## **Steam Allergen**

- To remove dust, pollen, and other non-living allergen substances from fabric.

## Power Steam

- Heavy Duty cycle with the steam function.

## Power Rinse

- To wash with powerful rinsing performance.

## Spin Only

- To perform the spin process only.

## Rinse+Spin

- Features an additional rinse process after fabric softener is applied to the laundry.

## Self Clean+

- Cleans the drum by removing dirt and build-up from the drum.
- Perform once every 40 washes.
- Make sure the drum is empty.

## Options

### Using Options

1. Tap **Options**.
2. Turn the **Navigation dial** to select the desired additional function.
3. Tap **OK** to change the selected function's settings or start the function.

### NOTE

- To return to the main screen, tap **Options** again or turn the Navigation dial to select **Back** and tap **OK**.
- If the selected function is not supported, the "Currently not supported." message is displayed, and the **OK** button is not activated.
- When you select an additional function, a brief help message appears for the first ten times of use.

## Super Speed

Use this function if you need to shorten the washing time.

1. Tap **Options**.
2. Turn the **Navigation dial** to select **Super Speed**, and then tap **OK**.
3. Tap **OK** to select **On** or **Off**.
  - Only available with Super speed, Heavy Duty, Power Steam, Bedding, Steam Bulky, and Steam Whites cycles.
  - The shortened time may differ depending on the load/options.

## Extra Rinse

Adds an additional rinse at the end of the cycle to remove laundry additives more thoroughly.

1. Tap **Options**.
2. Turn the Navigation dial to select **Extra Rinse**, and then tap **OK**.
3. Tap **OK** to select **On** or **Off**.

## Pre Soak

This adds 30 minutes of soaking time at the start of the wash cycle for better stain removal.

1. Select a cycle and change the cycle settings as necessary.
2. Tap **Options**.
3. Turn the **Navigation dial** to select **Pre Soak**, and then tap **OK**.
4. Tap **OK** to select **On** or **Off**.

## My Cycles

Add or remove cycles to create a personal cycle list.


1. Tap **Options**.
2. Turn the Navigation dial to select **My Cycles**, and then tap **OK**.
  - You can only edit a cycle to create a personal cycle when the washer is not operating.
3. Turn the **Navigation dial** to select a desired cycle.
4. Tap **OK** to add or remove the selected cycle.
  - Addition and removal of the course is saved automatically.
5. Once you finish creating **My Cycles**, tap **Options** to return to the cycles screen.


### NOTE:

- The Normal and Self Clean+ cycles cannot be removed from the cycles list.
- You can also edit My Cycles in the SmartThings app.


## Delay End

You can set the washer 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 will finish.

1. Select a cycle and change the cycle settings as necessary.
2. Tap **Options**.
3. Turn the **Navigation dial** to select **Delay End**, and then tap **OK**.
4. Turn the **Navigation dial** to select the desired time, and then tap **OK**.
5. Tap and hold 

- Status shows in the display and the washer tumbles the drum to sense the weight of the load (if load sensing is preset for the selected cycle). When load sensing is complete, the display shows the remaining time until the end of the wash cycle.
- To cancel Delay End, tap  to restart the washer.

## Child Lock

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

1. Tap **Options**.
2. Turn the **Navigation dial** to select **Child Lock**, and then tap **OK**.
3. Tap **OK** to select **On** or **Off**.

## NOTE

- When Child Lock is on, all buttons are disabled except for and Options. The washer door also locks.
- Tapping a button while Child Lock is on triggers an alarm with the “Child Lock On” message.
- You cannot open the door after a wash cycle when the Child Lock is on. Turn the function off before opening the door to take out the laundry.
- Setting Child Lock on the multi-control panel applies the function to both the washer and the dryer.
  - You can individually change the Child Lock setting for the dryer on the dryer's control panel.

## System Functions

### Using System Functions

1. Tap and hold **Options** for 3 seconds.
2. Turn the **Navigation dial** and select the desired system function, and then tap **OK**.
3. Tap **OK** to change the selected function's settings or start the function.

**NOTE:** To return to the main screen, tap Options again or turn the Navigation dial to select Back and tap OK.

### AI Pattern

This function saves frequently used cycles and settings. When you turn the function on, the washer remembers the cycles you use most and their settings (Temp., Rinse, Spin) and displays them in frequency order.

1. Tap and hold **Options** for 3 seconds.
2. Turn the **Navigation dial** to select **AI Pattern**, and then tap **OK**.

3. Tap **OK** to select **On** or **Off**.

- The default setting is On. Set it to Off if you do not want to use this function.
- When you turn off the function, all the saved data resets.

### **Alarm**

You can turn on or off the sound from the washer. When this function is set to Off, the melody of cycle completion and the power-off beep does not sound. However, the other sounds stay active.

1. Tap and hold **Options** for 3 seconds.
2. Turn the **Navigation dial** to select Alarm, and then tap **OK**.
3. Tap **OK** to select **On** or **Off**.
  - The default setting is On.

### **NOTE**

- The setting remains unchanged even if you restart the washer.
- If you turn on Alarm after connecting your washer and the dryer with the multi-control connection cable, the sound only plays on the multi-control panel.
- If you disconnect the multi-control connection, the sound plays on each appliance which you manipulate.

### **Calibration**


You can run calibration again for accurate weight detection.

1. Tap and hold **Options** for 3 seconds.
2. Turn the **Navigation dial** to select **Calibration**, and then tap **OK**.
  - Calibration does not start if the door is not closed properly.
  - The drum rotates clockwise and anticlockwise for about 3 minutes.
3. When calibration is complete, the "Calibration complete" message appears on the display and the washer turns off automatically.

### **Wi-Fi**

You can turn the washer's Wi-Fi on or off.

1. Tap and hold Options for 3 seconds.
2. Turn the Navigation dial to select Wi-Fi, and then tap **OK**.
3. Tap **OK** to select **On** or **Off**.
  - The washer's Wi-Fi is off as a factory default setting. However, the washer's Wi-Fi turns on automatically when you turn on the washer for the first time. Then, the final Wi-Fi setting maintains regardless of the washer power status.

- Once you turn on the washer's Wi-Fi and connect to a network, the washer remains connected to the network even when you turn off the power.
- The Wi-Fi  indicates that the washer is connected to the router through the Wi-Fi connection.


## Language

You can change the system language.

1. Tap and hold **Options** for 3 seconds.
2. Turn the **Navigation dial** to select **Language**, and then tap **OK**.
3. Turn the **Navigation dial** to select the desired language, and then tap **OK**.

## Self Diagnosis

You can use this function to check if there are any abnormal signs on your washing machine.

1. Tap and hold **Options** for 3 seconds.
2. Turn the **Navigation dial** to select **Self Diagnosis**, and then tap **OK**.
  - Self Diagnosis starts immediately and "**Testing...**" is displayed during the self diagnosis process.
  - Once the self diagnosis process starts, only the  button remains active.
  - If the washing machine detects any errors, an information code and the solution is displayed on the control panel.

## Factory Reset

You can reset the washer.


1. Tap and hold **Options** for 3 seconds.
2. Turn the **Navigation dial** to select **Factory Reset**, and then tap **OK**.
  - Your washer resets to the factory setting.

## Special features

### Smart control

You can connect to the SmartThings app and control your washer remotely.

### Connecting your washer

1. Download and open the SmartThings app on your smartphone or tablet (Android & iOS).
2. Tap  to turn on the washer.
3. Tap and hold **Smart Control**.
  - a. The washer enters AP mode and connects to your smartphone or tablet.
  - b. Tap **Smart Control** to authenticate your washer.

c. Once the authentication process is complete, your washer is successfully connected to the app.

- You can use various features available in the SmartThings app.

## **NOTE**

- If your washer fails to connect with the SmartThings app, try again.
- Check your router if you experience any Internet connection problem after connecting your washer with the SmartThings app.
- If the Wi-Fi is off, tap and hold Options for 3 seconds to enter the System functions menu, and select Wi-Fi to turn it on.
- Turning the washer's Wi-Fi on allows you connect to the washer via SmartThings app on your smartphone or tablet, regardless of the power status of the washer. However, the washer appears offline on the SmartThings app if the washer's Wi-Fi is off.
- Close the door before starting the Smart Control function.
- If you use your washer for a while without connecting it to the SmartThings app, a pop-up message about Smart Control will show for 3 seconds on 20th, 40th, and 60th use.
- If the washer's Wi-Fi is not connected to an AP (access point), the Wi-Fi will turn off when you turn of the power.
- You can turn on or off the Smart Control function simultaneously for both the washer and the dryer on the multi-control panel. However, you must complete EasySetup on both appliances in prior.
- If you turn on the Smart Control function on the multi-control panel after you complete EasySetup for both appliances, Smart Control icons for both appliances appear on display.

## **Stay Connect**

Set up the Stay Connect function in your SmartThings app to keep Smart Control turned on at the end of a cycle. Your washer stays connected to the app so you can send additional instructions, whether you are at home or away.

1. If you turn on the Stay Connect function on the SmartThings app, the washer will stay in standby power saving mode after completing a cycle.

- The Stay Connect function will remain active for up to 24 hours if the door remains closed.

2. When the Stay Connect function is active, the Smart Control, Door Lock, and Wi-Fi icons are illuminated on your washer display.

3. You can conveniently control your washer, adding rinse, spin cycles using the SmartThings app.

## NOTE

- The washer switches to standby power saving mode when operation is paused even if the machine is not connected to the SmartThings app.
- In some circumstances, only the Door Lock icon may be illuminated.

## SmartThings

### Wi-Fi connection

On your smartphone or tablet, go to Settings and turn on the wireless connection and select an AP (Access Point).

- This appliance supports the Wi-Fi 2.4 GHz protocols.

### Download

On an app market (Google Play Store, Apple App Store, Samsung Galaxy Apps), find the SmartThings app with a search term of “SmartThings”. Download and install the app on your device.

**NOTE:** The app is subject to change without notice for improved performance.

### Log in

You must first log into SmartThings with your Samsung account. To create a new Samsung account, follow the instructions on the app. You don't need a separate app to create your account.

**NOTE:** If you have a Samsung account, use the account to log in. A registered Samsung smartphone or tablet user automatically logs in.

### To register your appliance to SmartThings

1. Make sure your smartphone or tablet is connected to a wireless network. If not, go to Settings and turn on the wireless connection and select an AP (Access Point).
2. Open SmartThings on your smartphone or tablet.
3. If a message of “A new device is found.”, select Add.
4. If no message appears, select + and select your appliance in a list of devices available. If your appliance is not listed, select Device Type > Specific Device Model, and then add your appliance manually.
5. Register your appliance to the SmartThings app as follows.
  - a. Add your appliance to SmartThings. Make sure your appliance is connected to SmartThings.
  - b. When registration is complete, your appliance appears on your smartphone or tablet.



## Maintenance

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

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

### Self Clean+

Certain usage and environmental conditions may result in some residue build-up or odor in the washer drum. To prevent this build-up or odor and keep your washer drum fresh and clean, perform the Self Clean+ cycle at least once a month or every 40 cycles. Perform the recommended procedure below when using the Self Clean+ cycle.

1. Tap 
2. Turn the **Navigation dial** to select **Self Clean+**.
3. Tap and hold 

**CAUTION:** If there is chlorine bleach left in the washer drum for an extended period of time, rust can occur.

### NOTE

- The water temperature for Self Clean+ is defaulted to Extra Hot. This temperature cannot be changed.
- In the case where residue is present in the washer drum, add liquid chlorine bleach to the MAX level line in the main-wash compartment before starting the Self Clean+ cycle. Do not add the liquid chlorine bleach to the bleach compartment (This is only the case for Self Clean+ cycle).
- Do not exceed the max line. Do not use or mix any other detergent or chemicals during the Self Clean+ cycle. If necessary, run a Rinse+Spin cycle after the Self Clean+ cycle has completed to help remove any remaining residue.

### Self Clean+ reminder

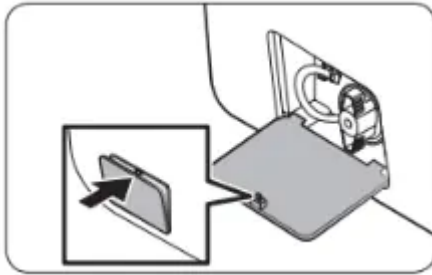
- After every 40 cycles, the washer displays the “Drum Clean needed” message for an hour to alert you to run the Self Clean+ cycle.
- It is recommended to run the cycle regularly for hygienic purposes.
- You will see the Self Clean+ alert message when the washer completes a cycle. If you open the door, the message disappears, and the display shows the Self Clean+ cycle setting screen automatically. At this time, the dryer control panel displays the recommended drying cycle.

- The reminder will appear on the control panel for 5 additional consecutive cycles before turning off. The next reminder will not appear until another 40 cycles have been completed.

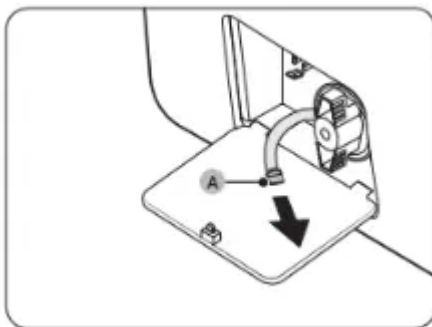
## Emergency drain

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

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

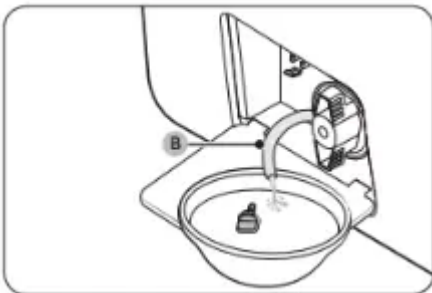


3. Put an empty, spacious container around the cover, and stretch the emergency drain tube to the container while holding the tube cap (A).



4. Open the tube cap and let water in the **emergency drain tube (B)** flow into the container.
5. When done, close the tube cap, and reinsert the tube. Then, close the filter cover.

**NOTE:** Use a spacious container because the water in the drum may be more than expected.



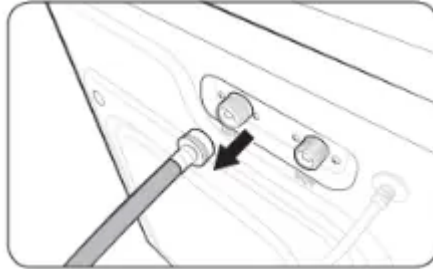
## Cleaning

### Surface of the washer

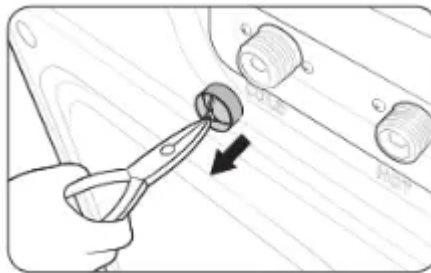
Use a soft cloth with a nonabrasive household detergent. Do not spray water onto the washer.

### Mesh filter

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



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

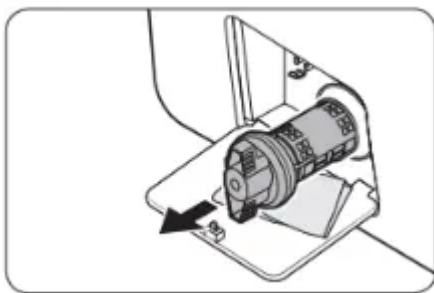


4. Use pliers to pull out the mesh filter from the inlet valve.
5. Submerge the mesh filter deeply in water so that the threaded connector is also submerged.
6. Dry the mesh filter completely in the shade.
7. Reinsert the mesh filter into the inlet valve, and reconnect the water hose to the inlet valve.
8. Open the water tap.

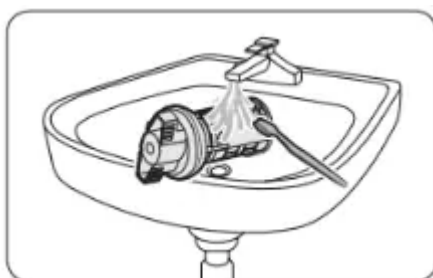
**NOTE:** If the mesh filter is clogged, an information code of “4C” appears on the screen.

### Debris filter

It is advisable to clean the debris filter every 2 months to prevent its clogging. A clogged debris filter may reduce the bubble effect.

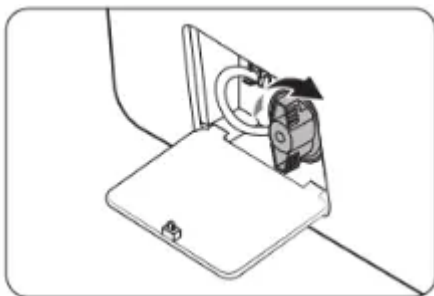


1. Turn off the washer, and unplug the power cord.
2. Drain the remaining water inside the drum. See the **Emergency drain** section.
3. Gently press the top area of the **filter cover** to open.
4. Turn the debris filter knob to the left, and drain off the remaining water.



5. Clean the debris filter using soft brushes. Make sure the drain pump propeller inside the filter is unclogged.
6. Reinsert the debris filter, and turn the filter knob to the right.

**NOTE**



- Some debris filters feature a safety knob that is designed to prevent accidents by children. To open the safety knob of the debris 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 debris filter, turn it clockwise. The spring makes a rattling sound, which is normal.

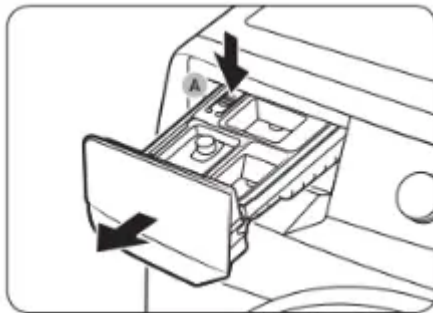
**NOTE:** If the pump filter is clogged, an information code of “5C” appears on the screen.

**CAUTION:**

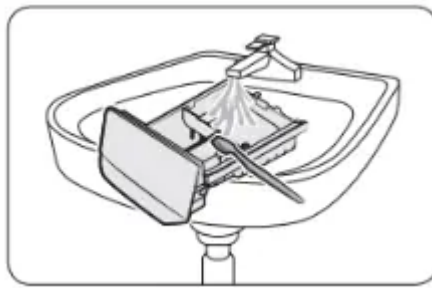
- Make sure the filter knob is closed properly after cleaning the filter. Otherwise, this may cause a leak.

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

### Detergent drawer

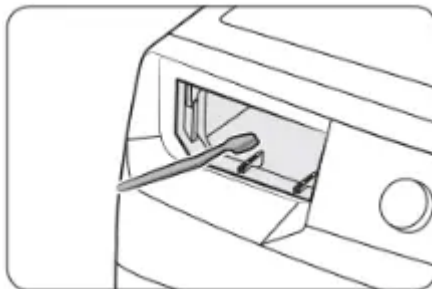


1. Open the drawer.
2. While holding down the release lever (A), remove the drawer.
3. Remove the liquid detergent container from the drawer.



4. Clean the drawer components in running water using a soft brush.

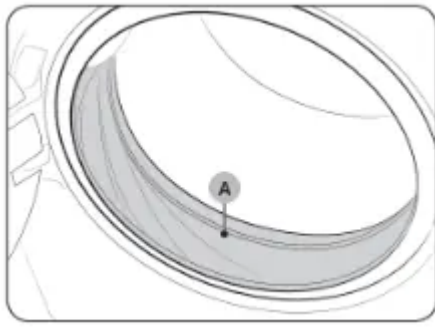
**NOTE:** Other parts of the drawer can also be removed. They can fall out if you hold the drawer upside down.



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

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

### Door diaphragm



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

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

### Recovery from freezing



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

1. Turn off the washer, and then unplug the power cord.
2. Pour warm water over the water tap to loosen the water hose.
3. Disconnect the water hose, and then 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 washer still doesn't operate normally, repeat the steps above.

### Care for an extended period of non-use

Avoid leaving the washer unused for an extended time. However, if you intend to leave the washer unused for a long period of time, follow the directions below:

1. Tap 
2. Turn the Navigation dial to select **Rinse+Spin**.
3. Empty the drum, and then tap and hold 
4. When the cycle is complete, close the water taps and disconnect the water hoses.
5. Turn off the washer, and then unplug the power cord.
6. Open the door to let air circulate through the drum.

## Cleaning the exterior

Turn off the water taps after finishing the day's washing.

1. This will shut off the water supply to your washer and prevent the unlikely possibility of damage from escaping water. Leave the door open to allow the inside of your washer to dry out.
2. Use a soft cloth to wipe up all detergent, bleach, or other spills as they occur. Clean the following as recommended below:
  - Control Panel – Clean with a soft, damp cloth. Do not use abrasive powders or cleaning pads. Do not spray cleaners directly on the panel.
  - Cabinet – Clean with soap and water.

## Cleaning the interior

Clean the interior of your washer periodically to remove any dirt, soil, odor, mold, mildew, or bacterial residue that may remain in your washer as a result of washing clothes.

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

**NOTE:** Hard water deposits may be removed, if needed. Use a cleaner labeled "Washer safe".

## Troubleshooting


If there is any problem, check the information message on the LCD screen and follow the on-screen instructions.

If the problem persists, please contact the service center.

## Checkpoints

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

### Does not start.

- Make sure the washer is plugged in.
- Make sure the door is properly closed.
- Make sure the water taps are open.
- Tap and hold  to start the washer.
- Make sure Child Lock is not activated.
- Before the washer starts to fill, it will make a series of clicking noises to check the door lock and will do quick drain.

- Check the fuse or reset the circuit breaker.
- Check if power is supplied properly.
- Low voltage detected.
  - Check if the power cord is plugged in.
- Make sure laundry is not caught in the door.

**Water supply is insufficient, or no water is supplied.**

- Fully open the water tap.
- Make sure the door is properly closed.
- Make sure the water supply hose is not frozen.
- Make sure the water supply hose is not kinked or clogged.
- Make sure there is sufficient water pressure.
- Make sure that the cold water tap and the hot water tap are properly connected.
- Clean the mesh filter as it may be clogged.


**After a cycle, detergent remains in the detergent drawer.**

- Make sure the washer is running with sufficient water pressure.
- Make sure the detergent is added to the centre of the detergent drawer.
- Make sure the rinse cap is inserted properly.
- If using granular detergent, make sure the detergent selector is in the upper position.
- Remove the rinse cap and clean the detergent drawer.


**Excessive vibrations or makes noise.**

- Make sure the washer is installed on a level, solid floor that is not slippery. If the floor is not level, use the levelling feet to adjust the height of the washer.
- Make sure the shipping bolts are removed.
- Make sure the washer is not in contact with any other object.
- Make sure the laundry load is balanced.
- The motor can cause noise during normal operation.
- Overalls or clothes with metallic decorations can cause noise while being washed. This is normal.
- Metal objects such as coins can cause noise. After washing, remove these objects from the drum or filter case.
- Redistribute the load. If only one item of clothing needs washing, such as a bathrobe or pair of jeans, the final spin result might be unsatisfactory, and a “Unbalanced laundry detected” check message will be shown in the display.

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

- Make sure the drain hose is straightened all the way to the drain system. If you encounter a drain problem, call for service.
- Make sure the debris filter is not clogged.
- Close the door and tap and hold 
- For your safety, the washer will not tumble or spin unless the door is closed.
- Make sure the drain hose is not frozen or clogged.
- Make sure the drain hose is connected to a drain system that is not clogged.
- If the washer is not supplied with sufficient power, the washer will temporarily not drain or spin. As soon as the washer regains sufficient power, it will operate normally.
- Make sure the drain hose is positioned correctly, depending on the connection type.
- Clean the debris filter as it may be clogged.

**The door does not open.**

- Tap  to stop the washer.
- It may take a few moments for the door lock mechanism to disengage.
- The door will not open until 3 minutes after the washer has stopped or the power has been off.
- Make sure all the water in the drum is drained.
- The door may not open if water remains in the drum. Drain the drum and open the door manually.
- Make sure the door lock light is off. The door lock light turns off after the washer has drained.

**Excessive suds.**


- Make sure you use the recommended types of detergent as appropriate.
- Use high efficiency (HE) detergent to prevent oversudsing.
- Reduce the detergent amount for soft water, small loads, or lightly soiled loads.
- Non-HE detergent is not recommended.

**Cannot add additional detergent.**

- Make sure the remaining amount of detergent and fabric softener is not over the limit.

**Stops.**

- Plug the power cord into a live electrical outlet.
- Check the fuse or reset the circuit breaker.

- Close the door, and tap and hold  to start the washer. For your safety, the washer will not tumble or spin unless the door is closed.
- Before the washer starts to fill, it will make a series of clicking noises to check the door lock and will do quick drain.
- There may be a pause or soak period in the cycle. Wait briefly, and the washer may start.
- Make sure the mesh filter of the water supply hose at the water taps is not clogged. Periodically clean the mesh filter.
- If the washer is not supplied with sufficient power, the washer will temporarily not drain or spin. As soon as the washer regains sufficient power, it will operate normally.

#### **Fills with the wrong water temperature.**

- Fully open both taps.
- Make sure the temperature selection is correct.
- Make sure the hoses are connected to the correct taps. Flush water lines.
- Make sure the water heater is set to supply a minimum of 49 °C hot water at the tap. Also, check the water heater capacity and recovery rate.
- Disconnect the hoses and clean the mesh filter. The mesh filter may be clogged.
- While the washer fills, the water temperature may change as the automatic temperature control feature checks incoming water temperature. This is normal.
- While the washer fills, you may notice just hot and/or just cold water going through the dispenser when cold or warm temperatures are selected. This is a normal function of the automatic temperature control feature as the washer determines the water temperature.

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

- Use the High or Extra High spin speed.
- Use high efficiency (HE) detergent to reduce oversudsing.
- Load is too small. Small loads (one or two items) may become unbalanced and not spin completely.
- Make sure the drain hose is not kinked or clogged.

#### **Leaks water.**

- Make sure the door is properly closed.
- Make sure all hose connections are tight.
- Make sure the end of the drain hose is correctly inserted and secured to the drain system.
- Avoid overloading.

- Use high efficiency (HE) detergent to prevent oversudsing.
- Check the drain hose.
  - Make sure the end of the drain hose is not placed on the floor.
  - Make sure the drain hose is not clogged.

#### **Has odours.**

- Excessive suds collect in recesses and can cause foul odours.
- Run cleansing cycles to sanitise periodically.
- Clean the door seal (diaphragm).
- Dry the washer interior after a cycle has finished.

#### **A message appears on the display to alert that dispenser is open.**

- Check if the detergent drawer is closed properly. Open the detergent drawer and close it again. Make sure it's closed properly.

If a problem persists, contact a service center. The number of the service center is on the label attached to the product.

### **Information codes**

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

#### **Check drainage**

Water is not draining.

- Make sure the drain hose is not frozen or clogged.
- Make sure the drain hose is positioned correctly, depending on the connection type.
- Clean the debris filter as it may be clogged.
- Make sure the drain hose is straightened all the way to the drain system.
- If the information code remains, contact a customer service centre

#### **Check water supply**

Water is not supplied.

- Make sure the water taps are open.
- Make sure the water hoses are not clogged.
- Make sure the water taps are not frozen.
- Make sure the washer is operating with sufficient water pressure.
- Make sure that the cold water tap and the hot water tap are properly connected.
- Clean the mesh filter as it may be clogged.

- All buttons will be disabled for 3 minutes after the information code appears.
- When the "Check water supply" message appears, the machine drains water for 3 minutes. In the meantime, the Power button will be disabled.

### **Check water lines**

- Make sure the cold water supply hose is firmly connected to the cold water tap. If it is connected to the hot water tap, the laundry may be deformed with some cycles.

### **Unbalanced laundry detected**

Spinning does not work.

- Make sure laundry is spread out evenly.
- Make sure the washer is on a flat, stable surface.
- Redistribute the load. If only one item of clothing needs washing, such as a bathrobe or pair of jeans, the final spin result might be unsatisfactory, and an "Unbalanced laundry detected" check message will be shown in the display.

### **Door is open**

Operating the washer with the door open.

- Make sure the door is properly closed.
- Make sure laundry is not caught in the door.

### **Code - OC**

Water has overflowed.

- Restart after spinning.
- If the information code remains on the display, contact a local Samsung service centre.

### **Code - LC, LC1**

Check the drain hose.

- Make sure the end of the drain hose is not placed on the floor.
- Make sure the drain hose is not clogged.
- If the information code remains, contact a customer service centre.

### **Code - 3C**

Check the drum motor for operation.

- Try restarting the cycle.
- If the information code remains, contact a customer service centre.

### **Code - HC**

High temperature heating check.

- If the information code remains, contact a customer service centre.

#### **Code - 1C**

The Water Level sensor is not working properly.

- Turn the machine off, and restart the cycle.
- If the information code remains, contact a customer service centre.

#### **Code - AC**

Check communications between main and sub PBAs.

- Turn the machine off, and restart the cycle.
- If the information code remains, contact a customer service centre.

#### **Code - AC6**

Check communications between the main and the inverter PBAs.

- Depending on the state, the machine may automatically returns to normal operation.
- Turn the machine off, and restart the cycle.
- If the information code remains, contact a customer service centre.

#### **Code - DC1**

The Main Door lock/unlock is not working properly.

- Turn the machine off, and restart the cycle.
- If the information code remains, contact a customer service centre.

If any information code keeps appearing on the screen, 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.