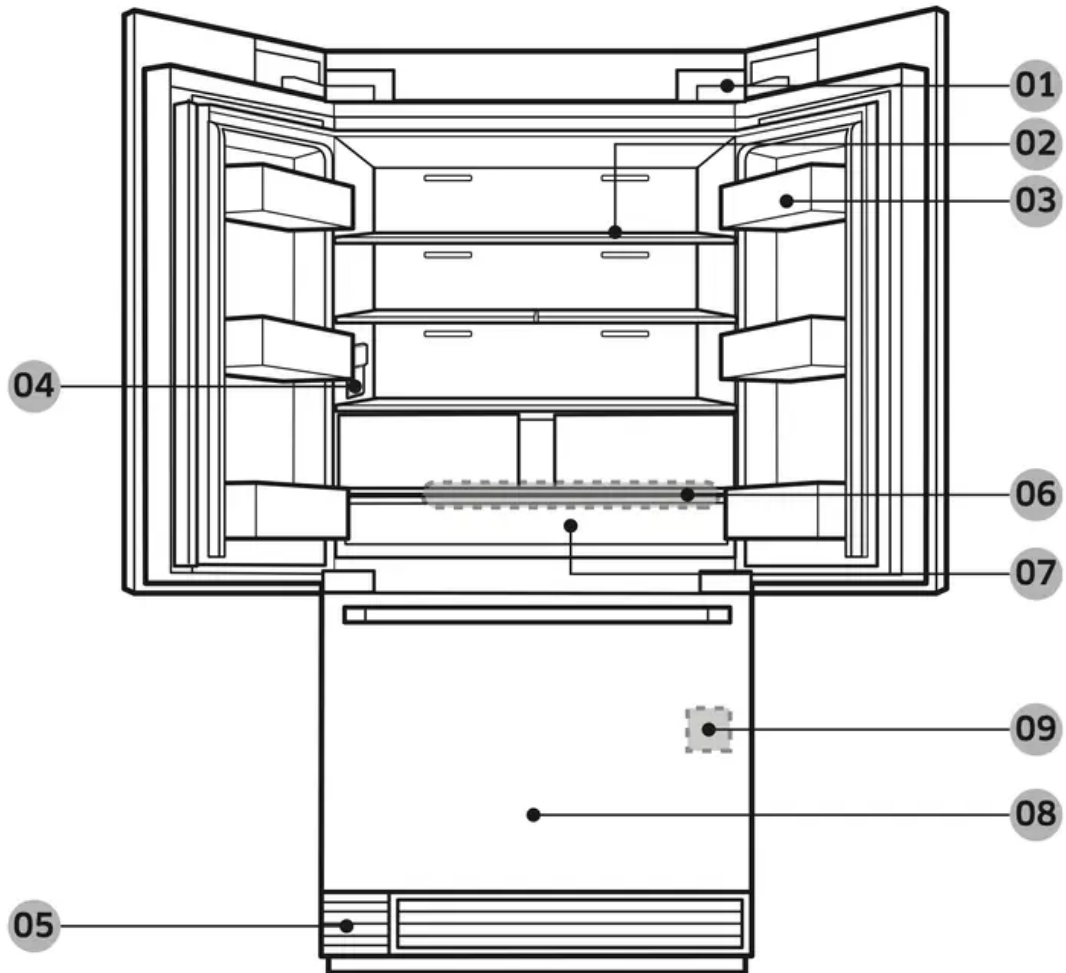


What's included

Inside Parts, Storage, and Shelving

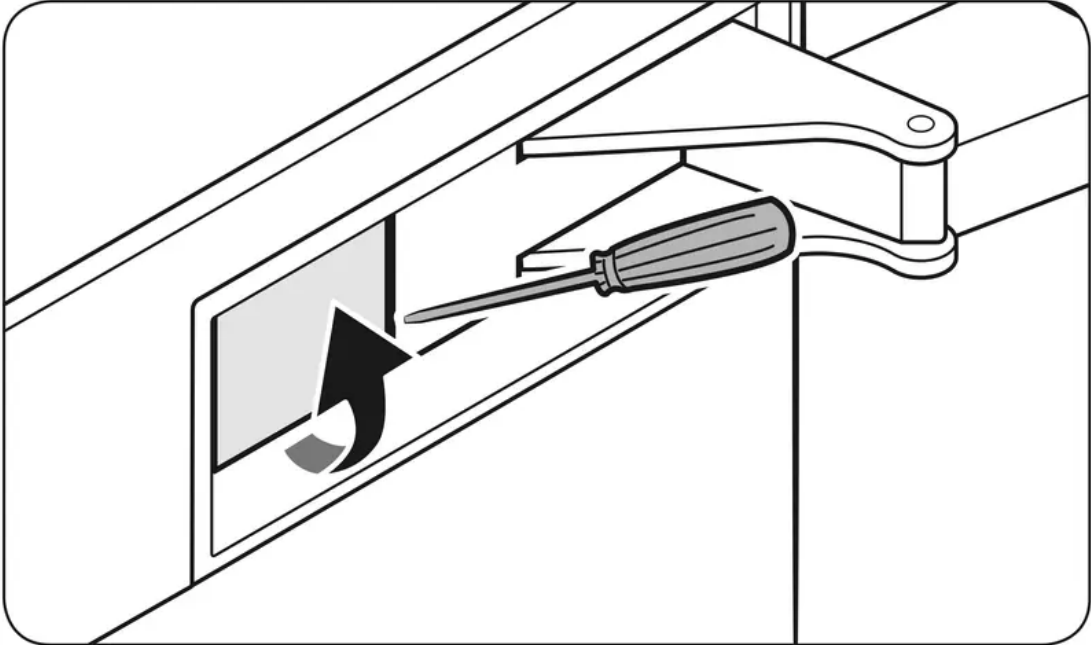


1. Power switch
2. Shelves
3. Door bins
4. Water dispenser
5. Water filter (cover)
6. Control panel (on FreshZone)
7. FreshZone
8. Freezer
9. Serial Number (on the Freezer wall)

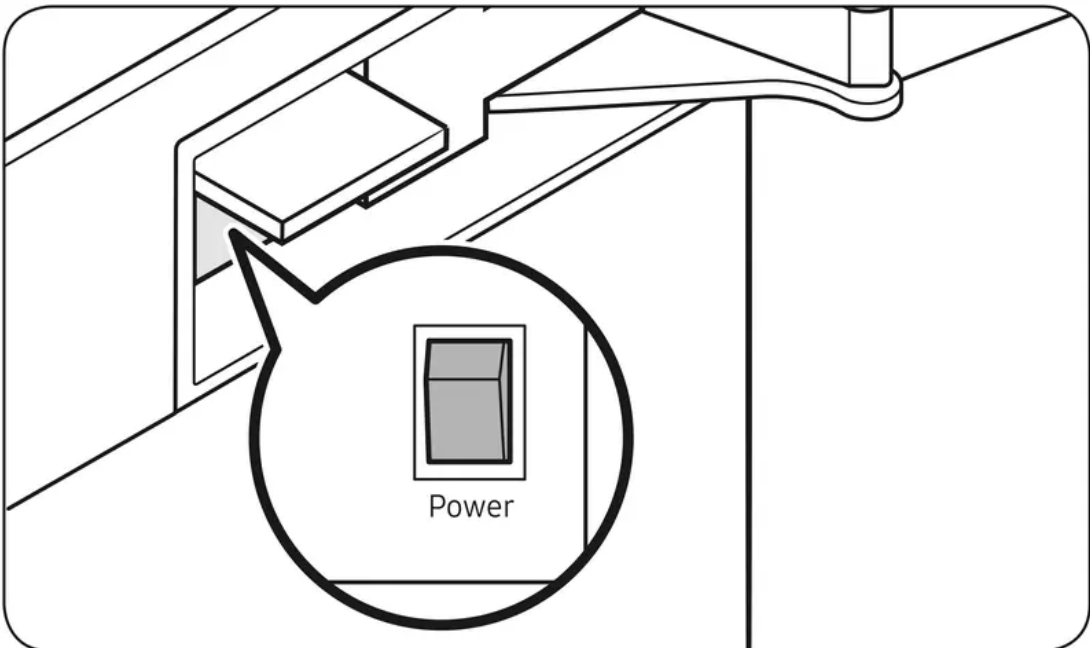


Switch box

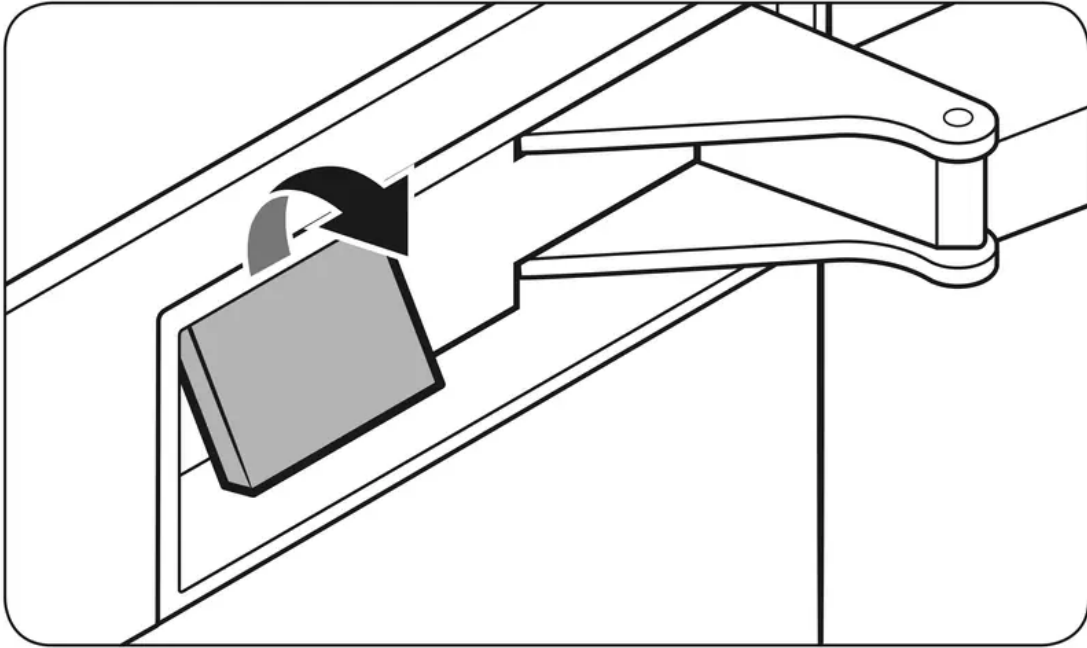
- Use a flat head screwdriver to open the switch box cover.



- The black one is the Power switch.



- Close the switch box cover.



Operations

Control panel





1. Fridge / Power Cool
2. Freezer / Power Freeze
3. FreshZone
4. Ice Maker
5. Filter Reset
6. Deodorizer Reset
7. Door Alarm / °C -> °F
8. Override
9. Control Lock
10. Network connection
11. Sabbath mode
12. Cooling Off

NOTE

- When you change the temperature on the panel, the panel displays the actual temperature inside the refrigerator until the temperature matches the temperature you set. Then, the panel displays the new set temperature. Note that it will take time for the refrigerator to reach the new temperature. This is normal. During this time, you need not set the temperature again.
- If no button is input for 10 seconds after Control Lock is deactivated, the display will turn off except for the Control Lock button. To turn the display on, press Control Lock again.
- If the control panel has moisture or liquid on its surface, it may fail. Wipe the moisture or liquid using a dry cloth, and then try again.

Fridge / Power Cool (3 sec)

Fridge	<p>The Fridge button can be used to set the fridge temperature, or to activate/deactivate Power Cool.</p> <p>You can manually adjust the cooling temperature for the fridge. The temperature indicator informs you of the currently set or selected temperature. Keep pressing Fridge to select a desired temperature between 34 °F (1 °C) and 44 °F (7 °C).</p>
Power Cool	<p>Power Cool speeds up the cooling process at maximum fan speed. The fridge keeps running at full speed for several hours and then returns to the previous temperature.</p> <ul style="list-style-type: none">• To activate Power Cool, press and hold Fridge for 3 seconds. The corresponding indicator () lights up, and the refrigerator will speed up the cooling process for you.• To deactivate Power Cool, press and hold Fridge again for 3 seconds. The fridge returns to the previous temperature setting. <p> NOTE</p> <p>Using Power Cool increases power consumption. Make sure you turn it off and return to the previous temperature if you don't intend to use it.</p>

Freezer / Power Freeze (3 sec)

Freezer	You can use the Freezer button to set the freezer temperature or to activate/deactivate Power Freeze. To set the freezer temperature, press Freezer repeatedly. Available temperatures are between 5 °F (-15 °C) and -8 °F (-23 °C).
Power Freeze	<p>Power Freeze lowers the freezer temperature and speeds up the freezing process. In Power Freeze mode, the freezer runs at full power for several hours and then returns to normal operation and the previous temperature setting.</p> <ul style="list-style-type: none"> To activate Power Freeze, press and hold Freezer for 3 seconds. The corresponding indicator (❄️) lights up, and the refrigerator speeds up the freezing process for you. To deactivate, press and hold Freezer for 3 seconds again. <p>NOTE Using Power Freeze increases power consumption. If you do not need the Power Freeze function on, make sure you turn it off so that the refrigerator can return to normal operation and the previous temperature setting.</p>

FreshZone

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

- Press FreshZone repeatedly to select a desired mode. By default, Cheese is selected.
- The refrigerator adjusts the temperature in the FreshZone according to the selected mode.

Mode	Description	Examples
Cheese	Select this to keep food fresh for a longer time. The temperature of the FreshZone will be kept around 37 °F (3 °C).	Pineapple, lemon, biscuits, potatoes, cheese
Cold Drinks	Select this to keep drinks cold and refreshing. The temperature of the FreshZone will be kept around 33 °F (1 °C).	Bottled water, juice, soft drinks, beer
Chill/Meat	Select this to keep meat or fish fresh for a longer time. The temperature of the FreshZone will be kept around 29 °F (-1 °C).	Steak, cold cut, bacon, chili dog


CAUTION

- Do not use the FreshZone for storing fruit or leafy vegetables. The food items may suffer cold-temperature damage.
- Do not store glass bottles in the FreshZone in Chill/Meat mode. They may break and cause physical injury.

Ice Maker (3 sec)

Ice Maker	<p>To turn the ice maker on, press and hold Ice Maker for more than 3 seconds. The indicator switches to ON.</p> <p>To turn the ice maker off, press and hold Ice Maker for more than 3 seconds again. The indicator switches to OFF.</p>
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Filter Reset (3 sec)

Filter Reset	<p>After about 6 months of using the original water filter (which typically amounts to about 300 gallons (1136 liters) of water), the Filter indicator blinks red to remind you that the filter needs to be replaced. When this happens, replace the filter, and then press and hold Filter Reset for 3 seconds. This resets the filter lifecycle detector and turns off the Filter indicator.</p> <p> NOTE</p> <ul style="list-style-type: none"> • Some areas have relatively large amounts of lime in their water. This may reduce the lifecycle of the filter. In these areas, you will have to replace the water filter more often than specified above. • If water is not dispensing properly, the water filter is most likely clogged. Even if the Filter indicator is not blinking, replace the water filter.
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Deodorizer Reset (3 sec)

Deodorizer Reset	<p>After about 18 months of using the original deodorizer filter, the Filter indicator blinks red to remind you that the filter needs to be replaced. If this happens, replace the filter, and press and hold Deodorizer Reset for 3 seconds. The filter lifecycle will be reset and the Filter indicator turns off.</p>
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Door Alarm / °C -> °F (3 sec)

Door Alarm	<p>You can enable or disable the door alarm by pressing Door Alarm. When Door Alarm is enabled and a door is left open for more than 2 minutes, the alarm will sound and the alarm indicator will blink. The Door Alarm function is enabled by factory default.</p>
°C ↔ °F	<p>You can use the Door Alarm button to switch the temperature scale between Celsius and Fahrenheit.</p> <p>To switch the temperature scale, press and hold Door Alarm for 3 seconds.</p>

Override (3 sec)

Override	<p>The Override function activates/deactivates Smart Grid.</p> <p>Press Override for 3 seconds to set/clear the Override function.</p>
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Control Lock (3 sec)

Control Lock	To prevent accidental setting changes, press and hold Control Lock for 3 seconds. Main panel will be disabled and the Lock indicator (—) will turn on. If you press and hold the button again for more than 3 seconds, Control Lock will be deactivated. However, Control Lock will be reactivated if no button is input for the next 1 minute.
Device authentication	To authenticate your device, press and hold Control Lock for 5 seconds. A chime sounds with a message of 'on' on the fridge temperature display for 5 seconds.

Network connection (applicable models only)

You can control and monitor your refrigerator through the SmartThings app. For more information, see the SmartThings section.

Sabbath mode

The Sabbath mode stays active for 85 hours once it is activated. After that, it will be deactivated automatically.

- To activate, press and hold Freezer and Door Alarm simultaneously for 5 seconds to enter Sabbath mode. Then the refrigerator operates in Sabbath mode where the buttons, the display, and the room lamps are all under control.
- To deactivate, press and hold the buttons again for 5 seconds to exit Sabbath mode.

NOTE

- If the Control Lock indicator turns on, you must first deactivate Control Lock.
- Even after the refrigerator powers off and restarts, the Sabbath mode remains active. To exit, you must deactivate it first.

Cooling Off

Cooling Off mode (also called Shop mode) is designed for use by retailers when they are displaying refrigerators on a retail floor.

In Cooling Off mode, the fan motor and lights operate normally, but the compressors do not run so both the refrigerator and the freezer do not get cold.

- To enter Cooling Off mode, press and hold Ice Maker, Filter Reset, and Override simultaneously for 5 seconds. The refrigerator chime sounds and the temperature display flashes "OFF".
- To exit Cooling Off mode, press and hold Ice Maker, Filter Reset, and Override simultaneously for 5 seconds again.

NOTE: If the Control Lock indicator turns on, you must first deactivate Control Lock.



SmartThings

Installation

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

NOTE

- The SmartThings app is not available for some tablet and iPad and some smartphone.
 - Support that [Android] OS 6.0 or higher. (mimimum 2 GB RAM Size)
 - Support that [iOS] 10.0 or higher/iPhone 6 or higher.
- For improved performance, the SmartThings app is subject to change without notice or discontinued support according to the manufacturer’s policy.
- Recommended encryption systems include WPA/TKIP and WPA2/AES. Any newer or non-standard Wi-Fi authentication protocols are not supported.
- In addition, further updates on the app or the function in the app may stop due to usability and security reasons, even if updates are currently supported on your OS.
- Wireless networks may be affected by the surrounding wireless communication environment.
- If your Internet service provider has registered the MAC address of your PC or modem for identification, your Samsung Smart Refrigerator may fail to connect to the Internet. If this happens, contact your Internet service provider for technical assistance.
- The firewall settings of your network system may prevent your Samsung Smart Refrigerator from accessing the Internet. Contact your Internet service provider for technical assistance. If this symptom continues, contact a local Samsung service center or retailer.
- To configure the wireless access point (AP) settings, see the user manual of the AP (router).
- Samsung Smart Refrigerators support both IEEE 802.11 b/g/n (2.4 GHz) and 802.11 a/n/ac (5 GHz) protocols. (IEEE 802.11 n and 802.11 ac are recommended.)
- Unauthorized Wi-Fi wireless routers may fail to connect to applicable Samsung Smart Refrigerators.

Samsung account

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

Getting started

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

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

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

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

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

Refrigerator app

Integrated control

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

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

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

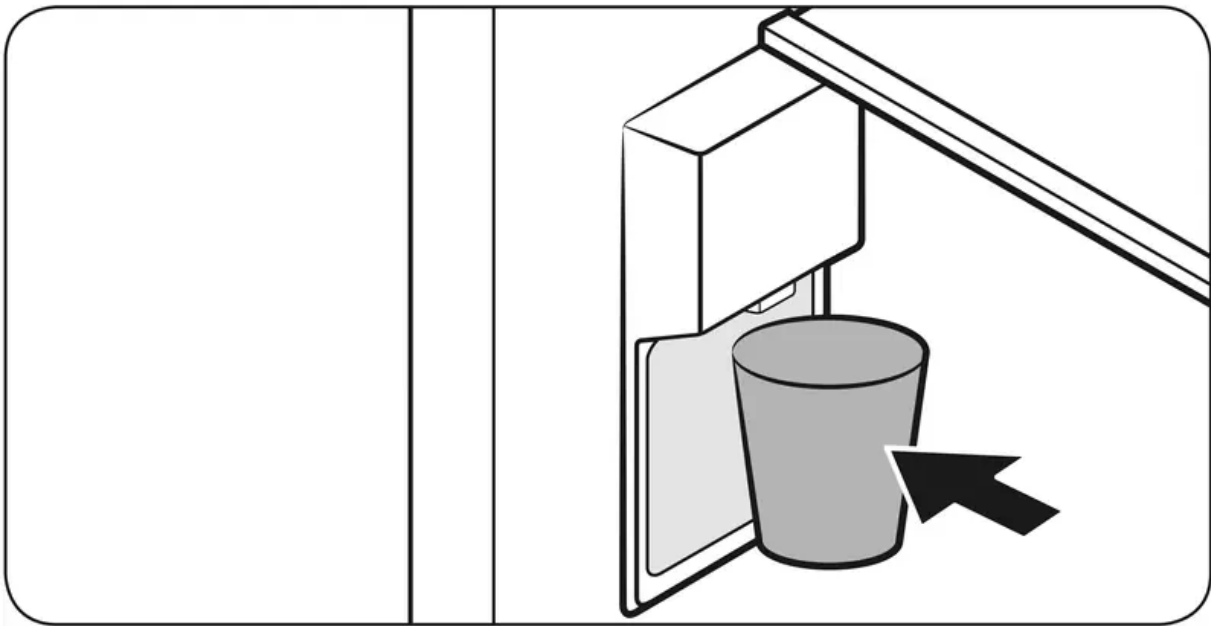
Category	Item	Description
Monitoring	Fridge temperature	Displays the current temperature setting of the fridge.
	Freezer temperature	Displays the current temperature setting of the freezer.
	FreshZone settings	Displays the settings of the FreshZone.
	Self Check	Detects abnormal operations of the refrigerator.
	Energy monitoring	Checks the accumulated power consumption of the refrigerator for the last 180 days.
Functions	Ice making	You can turn the ice making function on or off, and check the current settings of the function.
		You can also check the status and progress of ice making.
	Power Cool	You can turn Power Cool on or off, and check the current settings.
Power Freeze	You can turn Power Freeze on or off, and check the current settings.	
Alarms	Abnormally high temperature	This alarm is triggered when the fridge, the freezer, or the FreshZone has abnormally high temperatures.
	Door opening	This alarm is triggered if the fridge or freezer door, or the FreshZone drawer is left open for a specific time.
	Deodorizer filter replacement (applicable models only)	This alarm reminds you that the deodorizer filter must be replaced.
	Water filter replacement	This alarm reminds you that the water filter must be replaced.

Special features

Water dispenser

The dispenser lets you conveniently enjoy chilled water.

To dispense chilled water, put a water glass on the dispenser lever and push it. Chilled water will be dispensed from the dispenser.



CAUTION

- For first-time use or after you have replaced the water filter, dispense 3 gallons of water (for about 6 minutes) to remove impurities from the water line beforehand.
- If you are going for a business trip or leave home for an extended period of time, shut off the water supply to the refrigerator and close the water valve. This will help prevent an accidental leak.

NOTE

- To prevent spills, wait a second before removing the glass after dispensing. Then, the dispenser lever returns to its position.
- The dispenser will stop dispensing if you keep pushing the dispenser lever for about 1 minute. To dispense more water, release and push the lever again.
- Make sure the glass is in line with the dispenser to prevent the dispensed water from spilling out.

Ice maker

The refrigerator has a built-in ice maker that automatically dispenses ice.

Ice making

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

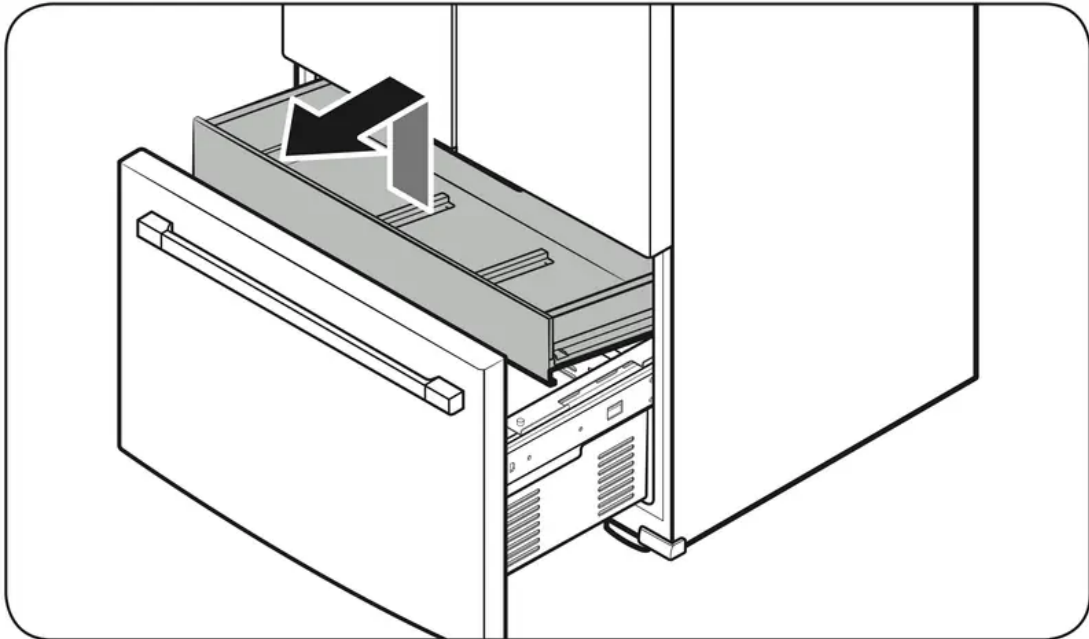
For first-time use

- Let the ice maker make ice for 1-2 days.
- Discard the first 1-2 buckets of ice to remove impurities in the water supply system.

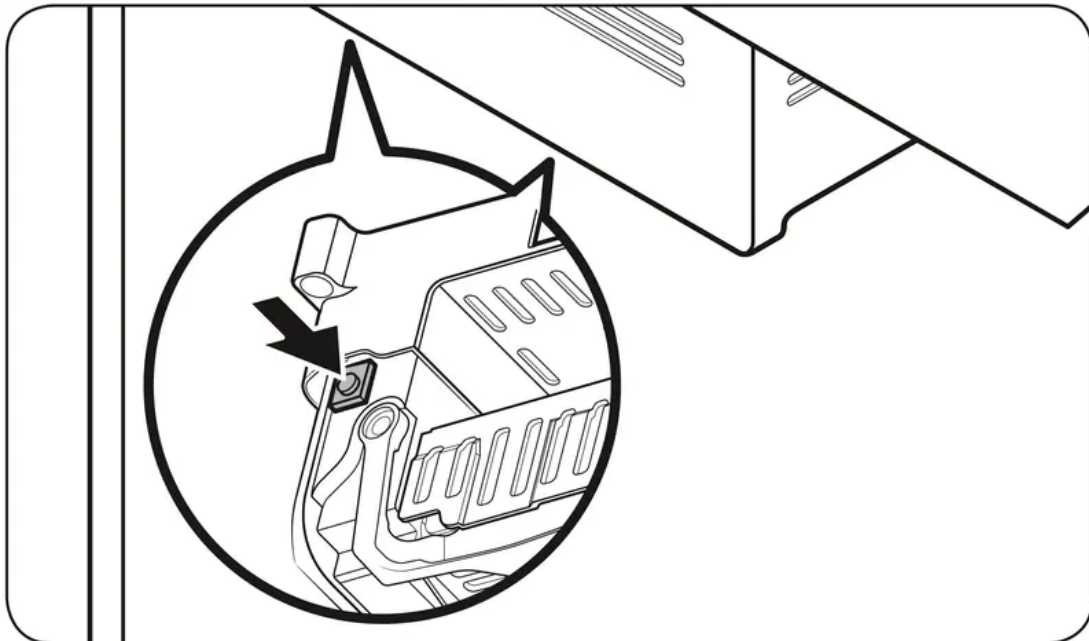
Diagnosis

If ice does not dispense, first check the status of the ice maker using the bluesiliconized Test button on the side of the ice maker.

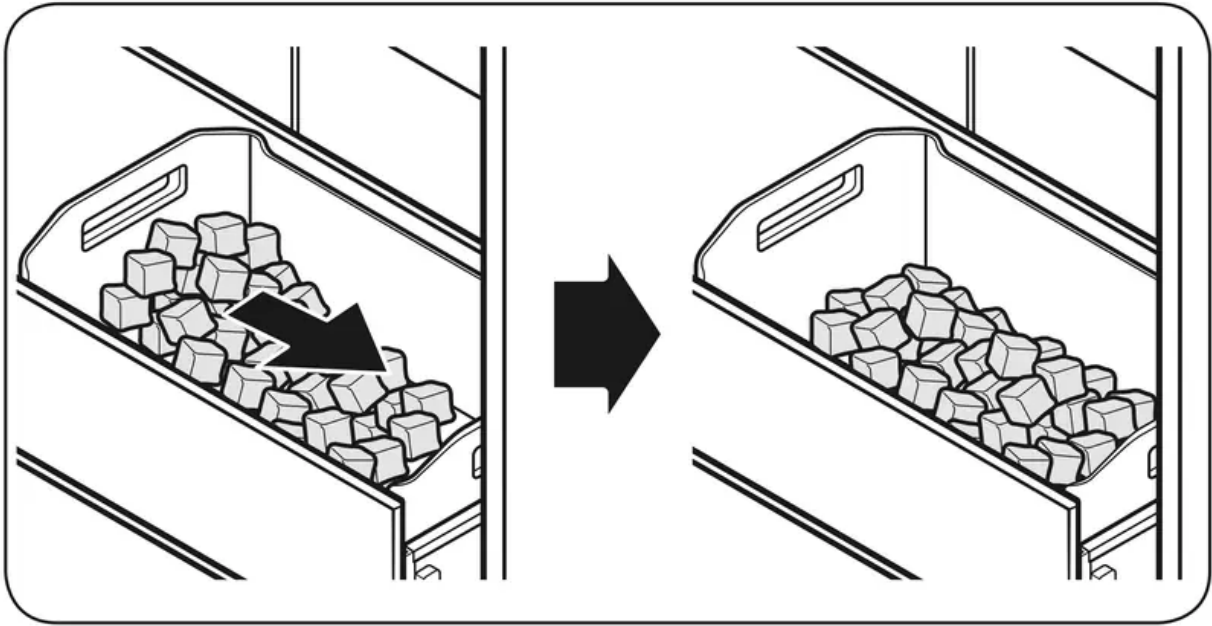
1. See the figure and remove the marked drawer for easy access to the Test button.



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



NOTE: Ice accumulating on one side of the tray is normal. Arrange the ice evenly in the tray to store more ice.



CAUTION

- Leaving the water line disconnected may cause the water valve to produce a buzzing sound over time. If this is the case, make sure to turn the ice making function off.
- If the ice making chime rings repeatedly, contact the waterline installer or a local Dacor service center.
- Do not press Test repeatedly after the ice tray is filled with ice or water. Water may overflow or ice may jam.
- Do not put food in the ice bucket. The frozen food may damage the ice maker, especially when you open or close the door.
- When the refrigerator recovers power after a power failure, the ice bucket may contain a mix of melted and jammed ice cubes, which can prevent the ice maker from working properly. To prevent this, make sure to empty the ice bucket before using the refrigerator.
- Do not put fingers or any objects into the ice maker. This can cause physical injury or property damage.
- Due to sublimation, ice stored in the freezer for a long time gets smaller and then forms large ice chunks. Therefore, if it will be a long time before you use ice, turn the ice maker off as follows.
- Use the new hose-sets supplied with the appliance only. Do not re-use an old hose set.

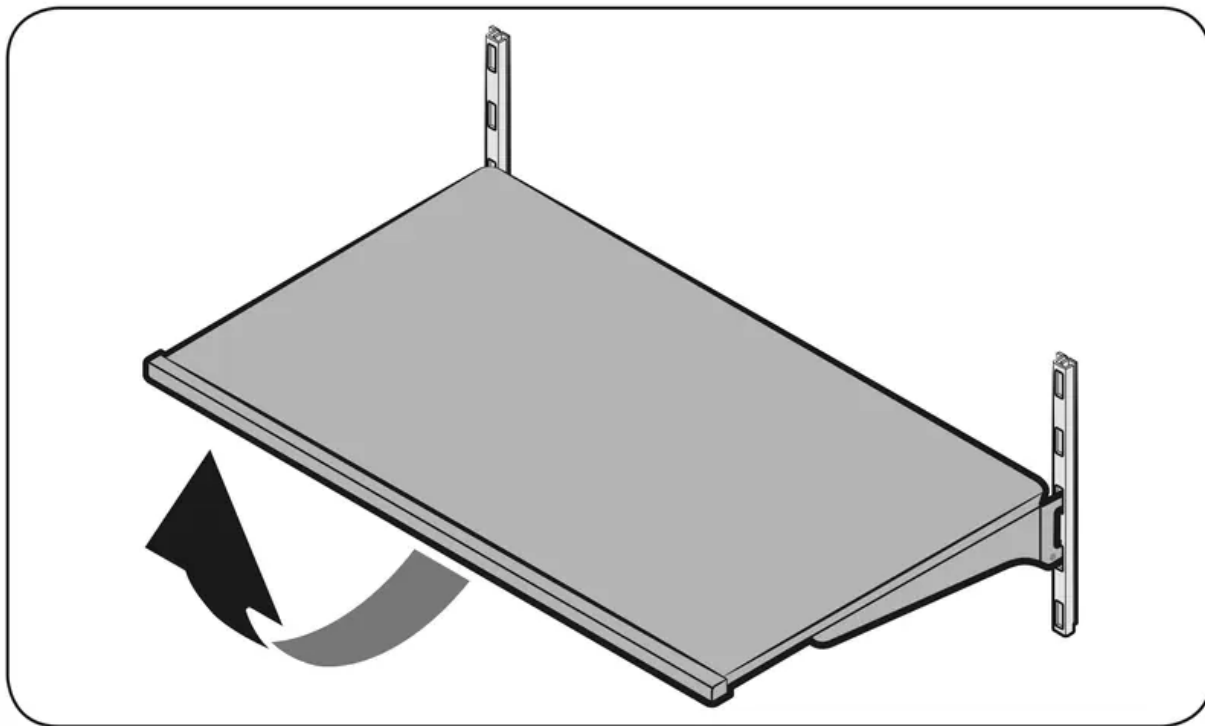
Ice Maker Off

If you press and hold Ice Maker for 3 seconds to turn the ice maker off, make sure to remove all ice cubes from the ice bucket. Remaining ice cubes may clump together, making it difficult to remove them.

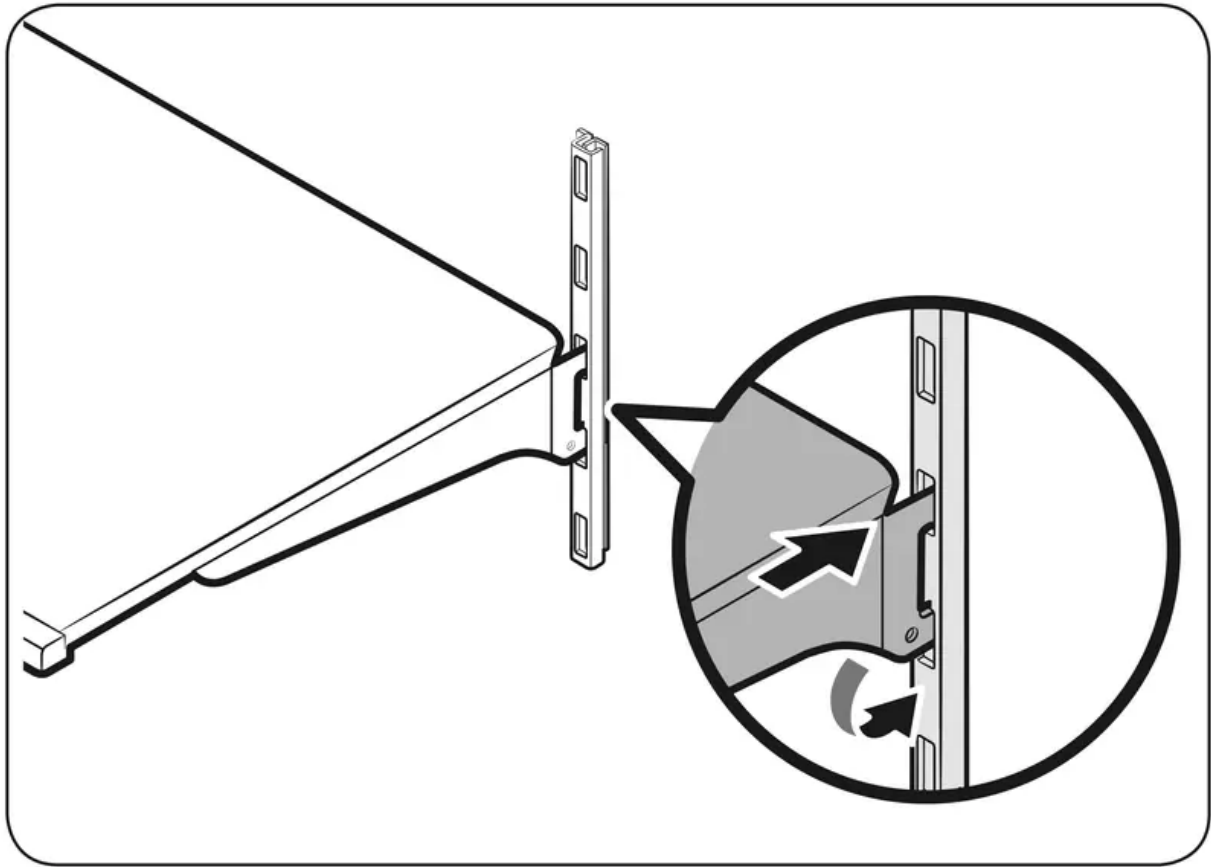
Handle and care

Tempered glass shelves

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



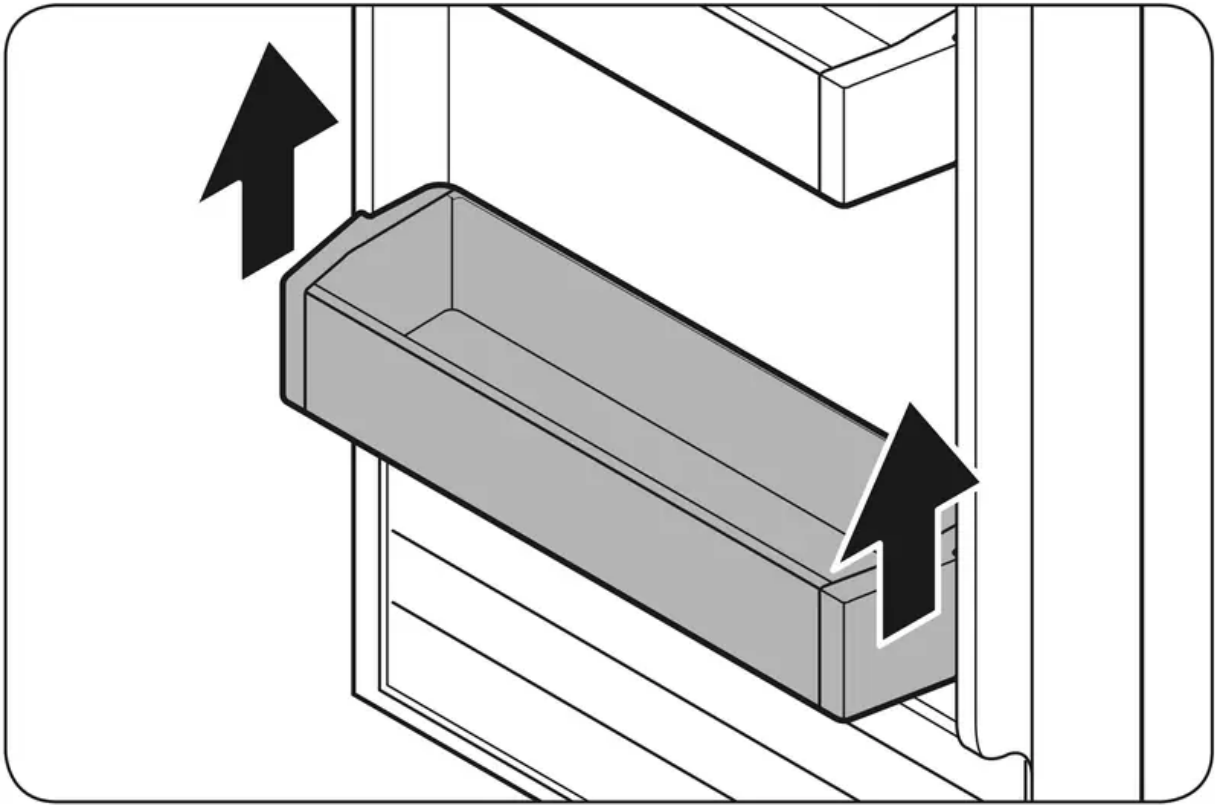
To reinsert, hold the shelf at an angle so the front is higher than the back, and then insert the top hook into the top shelf notch. Then, lower the shelf and insert the bottom shelf hook into the bottom shelf notch.



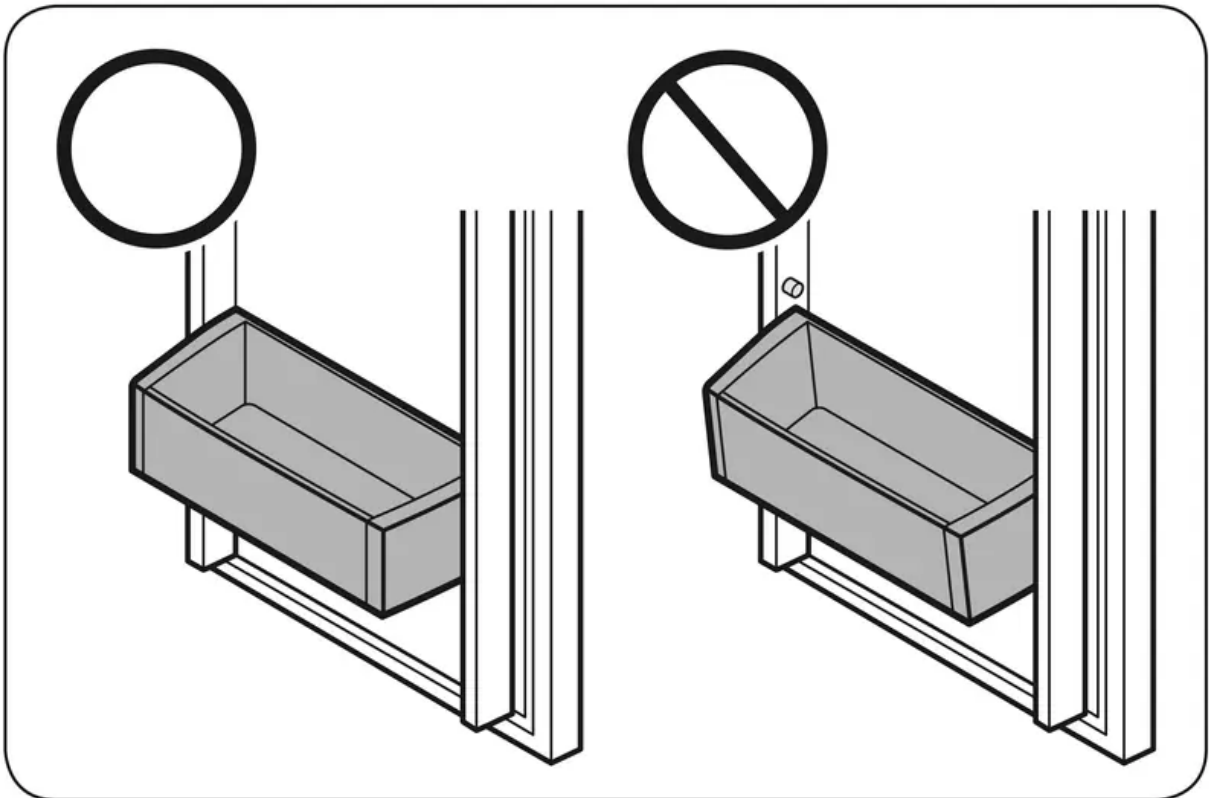
Door bins

To remove, lift up the door bin, and then pull out straight.

The door bin may not move well at firsttime use. If this is the case, remove the inner cap of the door first, and then try again.

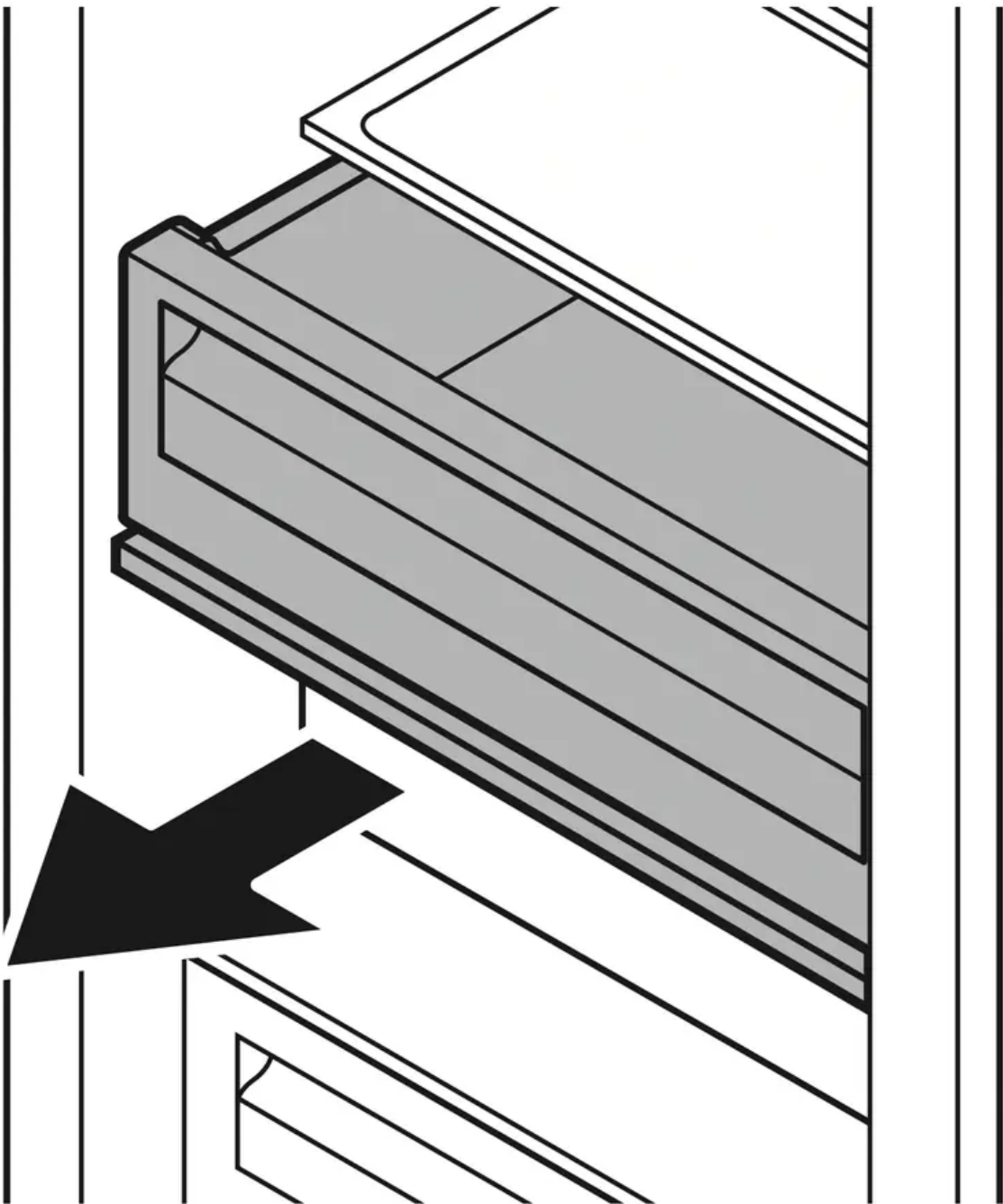


CAUTION: The door bin has 4 fitting holes, 2 for each side. When reinserting the door bin, make sure the 2 holes on one side of the door bin fit into 2 guiding fittings on the corresponding side of the door. In short, 4 holes of the door bin fit in 4 fittings of the door. Otherwise, the door bin cannot be inserted level.

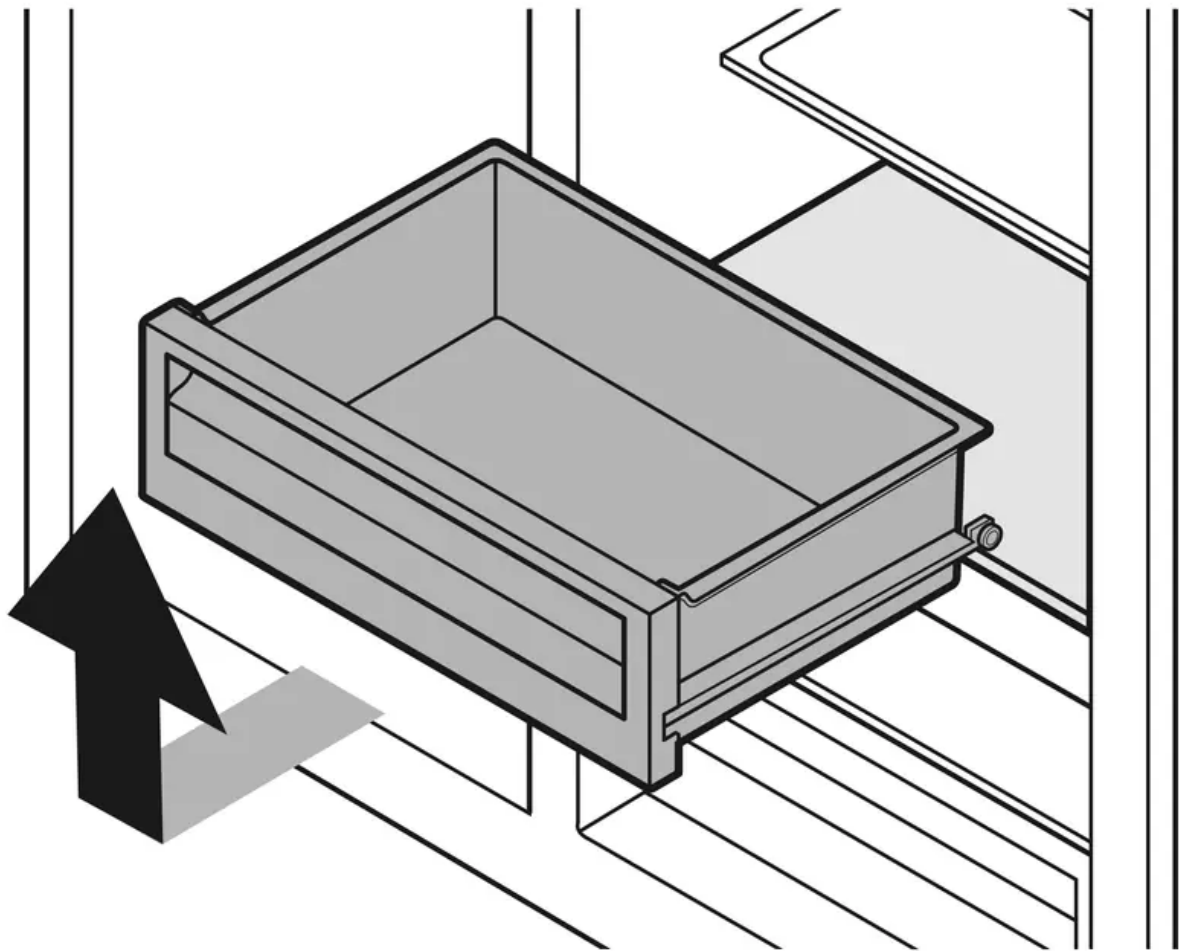


Drawers

To remove, gently lift up the front of the drawer and slide out. We recommend that you remove the door bins before removing the drawer. This is to prevent damage to the door bins.



Pulling the Drawers



Removing the Drawers

Replacement

Water filter

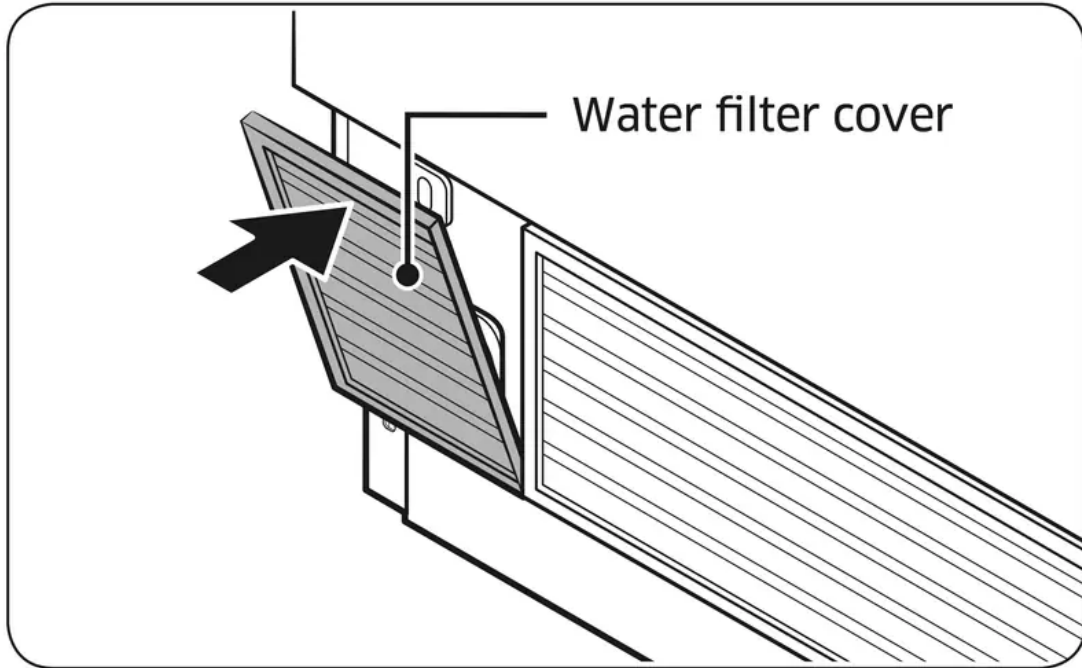
WARNING

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

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

1. Open up the Water Filter cover on the left bottom of the freezer.
2. Turn the dispenser filter counter clockwise to remove.
3. Replace with a new dispenser filter.

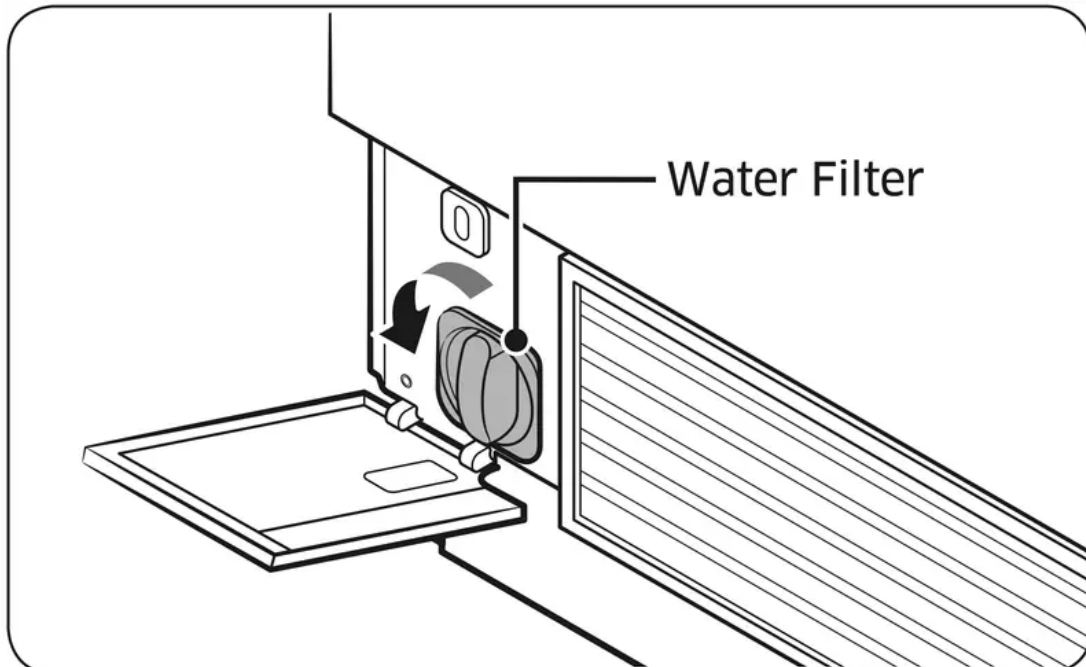
4. Close the Water Filter cover.



5. Press and hold Filter Reset on the feature panel for 3 seconds to reset the life cycle detector.

The filter indicator (-) turns off.

6. When you are done replacing the filter, open the water valve and run water through the dispenser for about 7 minutes. This is to remove impurities and air from the water line.



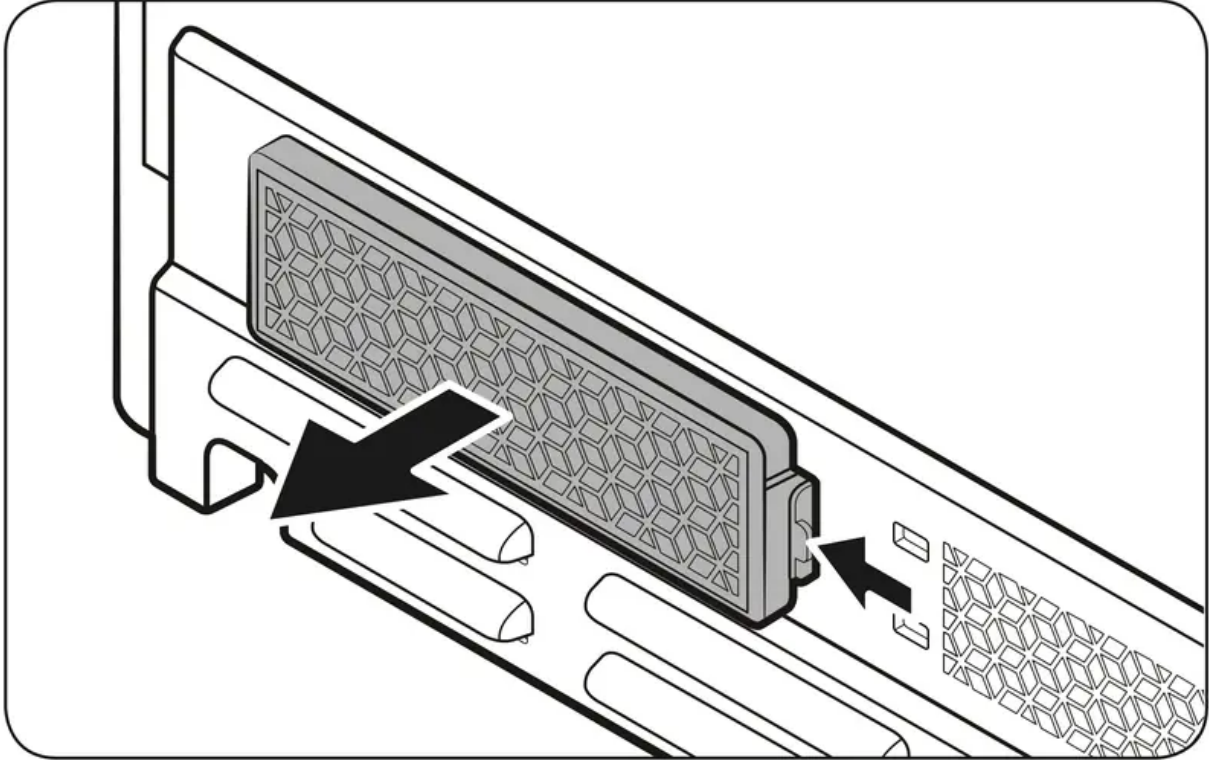
NOTE

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

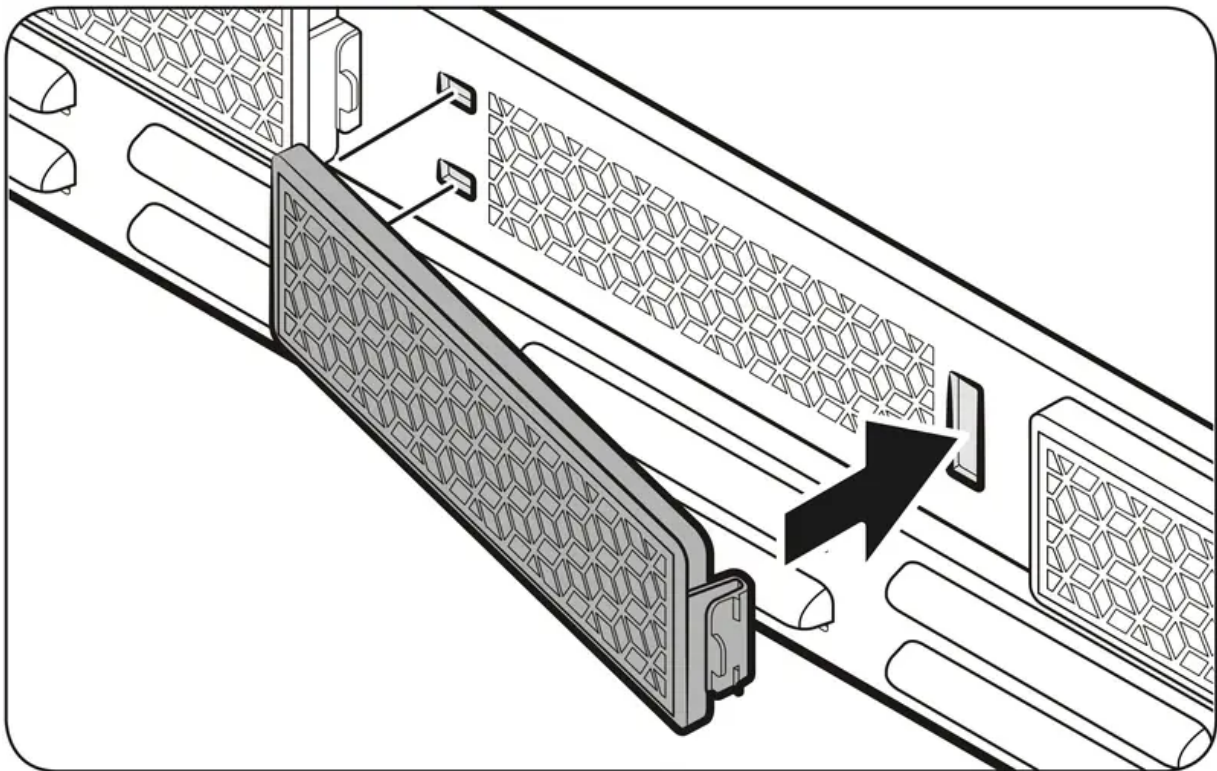
- The replacement process may cause the water dispenser to drip for a short period of time. If it drips, simply wipe up any water on the floor with a dry towel.

Deodorizer filter

To remove, take out the FreshZone drawer first to reveal the filter on the rear wall. Hold down the tabs of the filter to unlock and remove.



To insert, insert the rear of the filter first, and then push the front to lock into position.



NOTE: The lifecycle of the deodorizer filter is 18 months, which differs depending on the use conditions. You can purchase a new filter at a local Dacor service center.

LED Lights

To replace the LED lights on the refrigerator, contact a local service agent. Contact Dacor Customer Service at (833) 353-5483.

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

Care and Maintenance

Cleaning

WARNING

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

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

1. Power off the refrigerator.

2. Use a moistened, soft, lint-free cloth or paper towel to clean the refrigerator's interior and exterior.
3. When done, use a dry cloth or paper towel to dry well.
4. Power on the refrigerator.

Troubleshooting

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

General

Temperature

Symptom	Possible causes	Solution
Fridge/freezer does not operate. Fridge/freezer temperature is warm.	<ul style="list-style-type: none"> • Power cord is not plugged in properly. 	<ul style="list-style-type: none"> • Properly plug in the power cord.
	<ul style="list-style-type: none"> • Temperature control is not set correctly. 	<ul style="list-style-type: none"> • Set the temperature lower.
	<ul style="list-style-type: none"> • Refrigerator is located near a heat source or direct sunlight. 	<ul style="list-style-type: none"> • Keep the refrigerator away from direct sunlight or a heat source.
	<ul style="list-style-type: none"> • Not enough clearance between refrigerator and sides/rear. 	<ul style="list-style-type: none"> • Make sure there are at least 5 cm from the rear and sides.
	<ul style="list-style-type: none"> • The refrigerator is overloaded. Food is blocking the refrigerator vents. 	<ul style="list-style-type: none"> • Do not overload the refrigerator. Do not allow food to block ventilation.
Fridge/freezer is over-cooling.	<ul style="list-style-type: none"> • Temperature control is not set correctly. 	<ul style="list-style-type: none"> • Set the temperature higher.



Odors

Symptom	Possible causes	Solution
Refrigerator has odors.	<ul style="list-style-type: none"> • Spoiled food. 	<ul style="list-style-type: none"> • Clean the refrigerator and remove any spoiled food. • The lifecycle of the deodorizer filter is 18 months, which differs depending on the use conditions.
	<ul style="list-style-type: none"> • Food with strong odors. 	<ul style="list-style-type: none"> • Make sure strong smelling food is wrapped airtight.

Frost

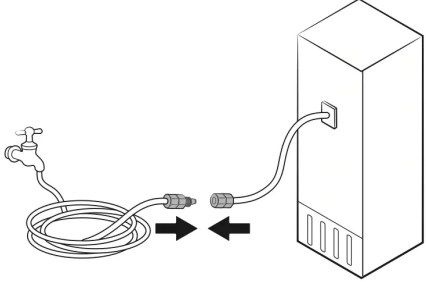
Symptom	Possible causes	Solution
Frost around the vents.	<ul style="list-style-type: none"> • Food is blocking the vents. 	<ul style="list-style-type: none"> • Make sure no food blocks the refrigerator vents.
Frost on interior walls.	<ul style="list-style-type: none"> • Door is not closed properly. 	<ul style="list-style-type: none"> • Make sure food does not block the door. Clean the door gasket.

Condensation

Symptom	Possible causes	Solution
Condensation forms on the interior walls.	<ul style="list-style-type: none"> • If door is left open, moisture enters the refrigerator. 	<ul style="list-style-type: none"> • Remove the moisture and do not open the door for a long time.
	<ul style="list-style-type: none"> • Food with high moisture content. 	<ul style="list-style-type: none"> • Make sure food is wrapped airtight.

Water/ice (dispenser models only)

Symptom	Possible causes	Solution
Water flow is weaker than normal.	<ul style="list-style-type: none"> • Water Pressure is too low. 	<ul style="list-style-type: none"> • Make sure the water pressure is between 30 to 120 psi (207 to 827 kPa).
Ice maker makes a buzzing sound.	<ul style="list-style-type: none"> • The ice maker function is activated, but the water supply to the refrigerator has not been connected. 	<ul style="list-style-type: none"> • Press and hold Ice Maker for 3 seconds to turn the ice maker off.
Ice maker does not make ice.	<ul style="list-style-type: none"> • Ice maker has just been installed. 	<ul style="list-style-type: none"> • You must wait for 12 hours until the refrigerator makes ice.
	<ul style="list-style-type: none"> • Ice maker is off. 	<ul style="list-style-type: none"> • Turn on the ice maker.
Ice does not dispense.	<ul style="list-style-type: none"> • Ice may jam if the ice dispenser is not used for a long time (approx. 3 weeks). 	<ul style="list-style-type: none"> • If you won't be using the refrigerator for a long time, empty the ice bucket and turn off the ice maker.
	<ul style="list-style-type: none"> • Ice bucket is not properly inserted. 	<ul style="list-style-type: none"> • Make sure the ice bucket is properly inserted.
	<ul style="list-style-type: none"> • Water line is not connected properly or water supply is not on. 	<ul style="list-style-type: none"> • Check the water installation conditions. 

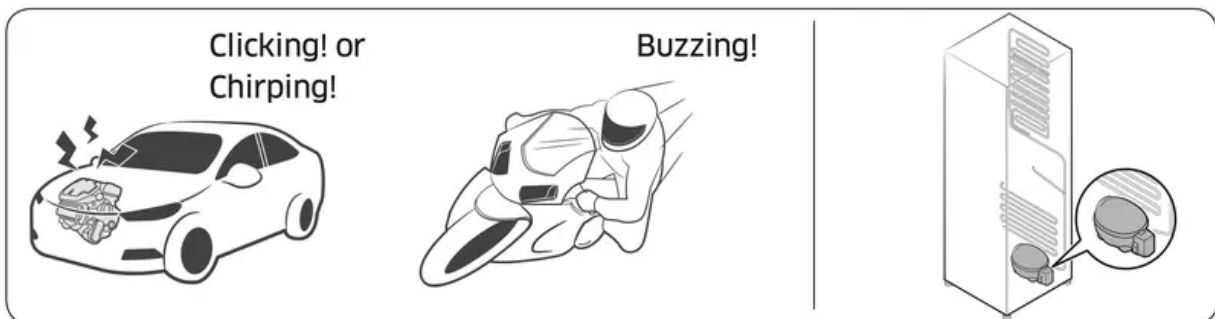
Water does not dispense.	<ul style="list-style-type: none"> • Water line is not connected properly or water supply is not on. 	<ul style="list-style-type: none"> • Check the water installation conditions. 
	<ul style="list-style-type: none"> • Do not use third-party water filters. 	<ul style="list-style-type: none"> • Use only Samsung-provided or approved filters. • Unapproved filters may leak and damage the refrigerator.
	<ul style="list-style-type: none"> • Water filter indicator turns on or blinks. 	<ul style="list-style-type: none"> • Replace the water filter. After replacing, reset the filter indicator sensor.

Do you hear abnormal sounds from the refrigerator?

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

These sounds are normal.

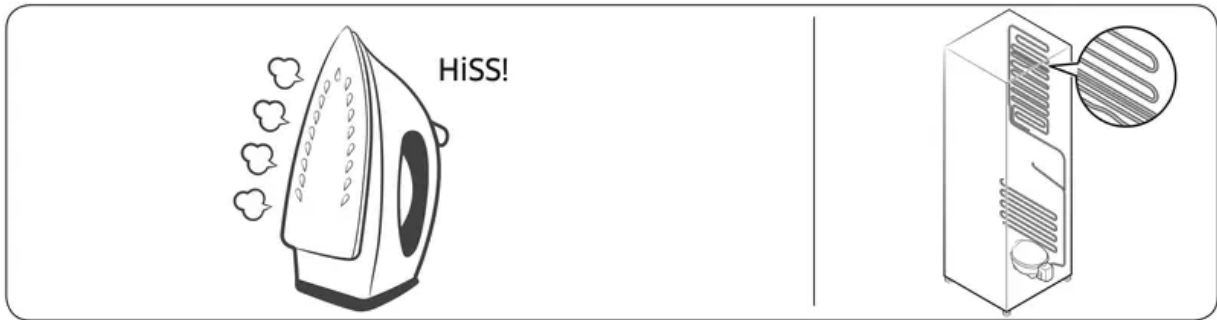
- When starting or ending an operation, the refrigerator may make sounds similar to a car engine igniting. As the operation stabilizes, the sounds will decrease.



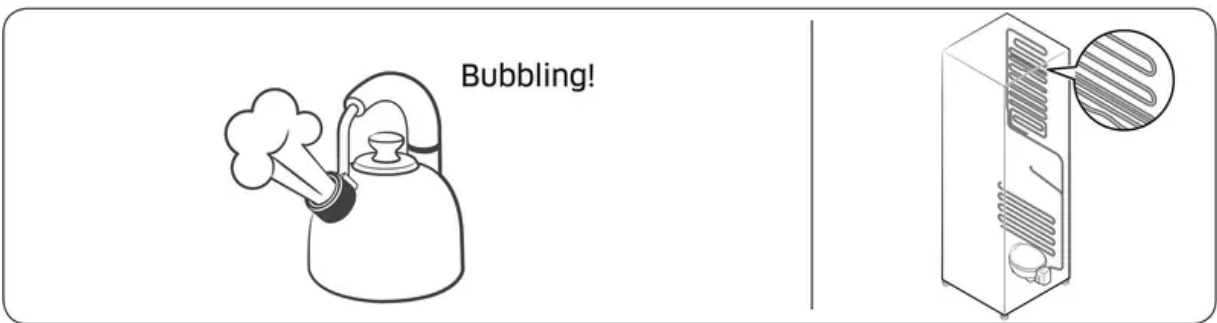
- While the fan is operating, these sounds may occur. When the refrigerator reaches the set temperature, no fan sound will occur.



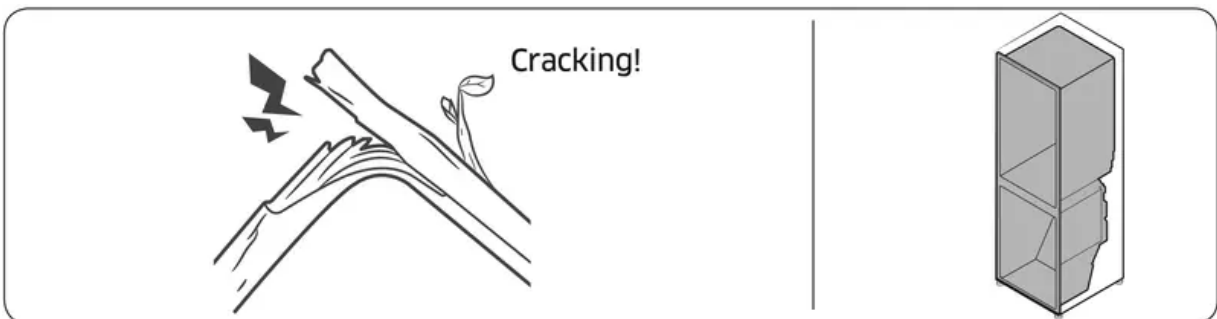
- During a defrost cycle, water may drip on the defrost heater, causing sizzling sounds.



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



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



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

- Due to pressure equalizing when opening and closing the refrigerator door, whooshing sounds may occur.

SmartThings

Symptom	Action
<p>Could not find “SmartThings” in the app market.</p>	<ul style="list-style-type: none"> • The SmartThings app is not available for some tablet and iPad and some smartphone. <ul style="list-style-type: none"> ◦ support that [Android] OS 6.0 or higher(minimum 2GB RAM Size) ◦ support that [iOS]10.0 or higher/iPhone6 or higher.
<p>The SmartThings app fails to operate.</p>	<ul style="list-style-type: none"> • The SmartThings app is available for applicable models only. • The old Samsung Smart Refrigerator app cannot connect with Samsung Smart Home models.
<p>The SmartThings app is installed but is not connected to my refrigerator.</p>	<ul style="list-style-type: none"> • You must log into your Samsung account to use the app. • Make sure that your router is operating normally. • If the Wi-Fi icon on the refrigerator’s display is off, this indicates that no network connection has been established yet. In this case, use the SmartThings app to connect and register your refrigerator to the access point (AP) of your house.
<p>Could not log into the app.</p>	<ul style="list-style-type: none"> • You must log into your Samsung account to use the app. • If you don’t have a Samsung account, follow the app’s on screen instructions to create one.
<p>An error message appears when I try to register my refrigerator.</p>	<ul style="list-style-type: none"> • Easy Connection may fail due to the distance from your access point (AP) or electrical interference from the surrounding environment. Wait a moment and try again.
<p>The SmartThings app is successfully connected to my refrigerator but does not run.</p>	<ul style="list-style-type: none"> • Exit and restart the SmartThings app, or disconnect and reconnect the router. • Power off the refrigerator, and then power it on again after 1 minute.



Smart Grid

Symptom	Action
<p>What Do I Need to use the Energy Management and Smart Grid functions?</p>	<ul style="list-style-type: none"> • To use the Smart Grid (Demand Response) and Energy Management function on your Refrigerator, you need the following devices and apps: <ul style="list-style-type: none"> ◦ Devices: 1) A Wireless Router, 2) A SmartThings Refrigerator, 3) A Smartphone. (Recommended: AndroidOS 6.0 or later version) ◦ Applications: 1) “SmartThings App” from the Goolge Play Store. <p>You also need to:</p> <ul style="list-style-type: none"> • Connect the Refrigerator and the Smartphone to the same Wi-Fi network in your home. • Install and run the SmartThings App on your Smartphone. • In addition, to use the Smart Grid (Demand Response) function, you must Register for the service with your electric company. The company must have an EMS (Energy Management System) that supports SEP (Smart Energy profile).
<p>Why isn't the Energy Management function working normally?</p>	<ul style="list-style-type: none"> • Confirm that the router in your home and the internet are working properly. <ul style="list-style-type: none"> ◦ Connect a Smartphone to the router (AP, Access Point), and then confirm that you can browse the Internet on the phone. • Confirm that refrigerator is connected to the AP. <ul style="list-style-type: none"> ◦ Check for Wi-Fi icon on the panel of the refrigerator. If the refrigerator is connected, the icon will be on. • Confirm that the refrigerator and Smartphone are connected to the same router.
<p>Why isn't the Delay Defrost Capability working normally?</p>	<ul style="list-style-type: none"> • Confirm that the router in your home and the Internet are working properly. • Connect a Smartphone to the router (AP, Access Point), and then confirm that you can browse the Internet on the phone.



- Confirm that the rear where you live is properly entered into the SmartThings App.
- Confirm that the Smart Grid function works correctly. (Check the control panel. The DAL or TALRicon should not be displayed on the panel.)

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.