

## Installation

### Step-by-step installation

#### STEP 1 Selecting 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 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 6 in. (150 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 are not going to use the hot water, block the hot water supply intake with the water intake cap. Otherwise, there is a risk of water leak.

- Make sure to set the water temperature to Cold after blocking the hot water supply intake. Otherwise, the amount of supplied water could be low, or the water could not supply at all.

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

### **STEP 3 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 39 in. (99 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.

#### **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. (203 mm) into the standpipe.

4. Secure the drain hose with cable ties.

### **STEP 4 Level the washer**

1. Slide the washer into position.

2. Open the lid of the washer, and then pour water into the tub until the blades of the pulsator on the bottom of the washer are about half covered.

3. If the washer is level, the pulsator (A) will be positioned at the center of the tub as shown in the figure and the water will appear level in the tub. That is, the water will reach the same height on all sides of the tub.

4. If the washer is not level, turn the appropriate leveling feet clockwise (B) to lower the washer, or counterclockwise (C) to raise the washer so that it is level.

5. Once you have the washer leveled, push down on all 4 corners to ensure that all 4 feet are touching the floor. If the washer rocks when you push down on a corner, adjust the leveling foot at that corner so the foot is firmly on the floor.

#### NOTE

- You can also level the washer by lining a level up with the seam that runs between the top of the washer and the body of the washer and checking if the washer is level on all 4 sides.
- See the diagram above, left. After you have checked all 4 sides and leveled the washer, perform Step 5 above.

#### **Leveling the washer with the leg ring (For WA5\*A730\*A\* models only)**

A. Water drip pan

B. Bulge height less than 5/8"

With the leg ring in place, use the leveling leg to adjust the height of the washer.

#### **STEP 5 Power on**

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

#### **STEP 6 Run a test cycle**

Run a test cycle as follows to check if your washer is properly installed.

1. Load about 6 pounds of laundry into the tub.
2. Press Power to turn on your washer.
3. Turn the Cycle Selector to RINSE+SPIN .
4. Press and hold Start/Pause (Hold to Start) to start the test cycle.
5. The washer should not rock or vibrate excessively when water is supplied or when washing or spinning, and should drain well during the spin cycle.

## **Before you start**

### **Initial settings**

#### **Run calibration (recommended)**

Calibration ensures accurate weight detection by the washer. Make sure the tub is empty before running calibration.

1. Press Power to turn on the washer.
2. Press and hold Temp. and Delay End simultaneously for 3 seconds.

3. Press and hold Start/Pause (Hold to Start) to start calibration. The tub rotates clockwise or counterclockwise for approximately 2 minutes.
4. When complete, "0 " appears on the display, and the washer turns off automatically.

## **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 tub improves 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 tub.

#### **Turn clothing with buttons and embroideries inside out**

- If pants or jacket zippers are open while washing, the tub 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 delicates bag**

- Brassieres (water washable) must be placed in a delicates bag. Metal parts of the brassieres may break through and tear other laundry items.
- Cashmilon, large volume items, and lightweight clothes (lace-decorated clothes, lingerie, nylon stockings, and synthetic fabrics) may float during washing and not wash properly. Use the delicates bag or wash them separately.
- Do not wash the delicates bag by itself without other laundry. This can cause abnormal vibrations that could cause the washer to move and result in injury.

#### **CAUTION**

Make sure to soak inflatable items (such as blankets, and cotton-filled or microfiber quilts) in water before you run a cycle.

- Inflatable items may damage the laundry or the washer during the washing or spinning process.
- Regardless of the size, it is safer to wash blankets or quilts one item at a time. This will also get them cleaner. Two different-sized blankets in the same load can cause the load to become unbalanced, compromising the spinning process.

### **To put a blanket in your washer**

Fold the blanket as shown, and then put it below the plastic ring (A) at the top of the tub.

### **STEP 4 Prewash (if necessary)**

- To remove stains and dirt on collars, sleeves, hems, and pockets, apply detergent lightly, let sit for a minute, and then brush off carefully.
- Use powder or liquid detergents. Do not use soap. Soap can remain on the tub after washing.
- To prewash white socks, sleeves, and collars apply a little detergent, and then brush carefully.

### **CAUTION**

Make sure the laundry is inserted completely.

- Any exposed part of the laundry can cause damage to the washer or the laundry itself or cause a water leak.
- Make sure the laundry does not extend past the plastic ring at the top of the tub.

### **STEP 5 Determine the load capacity**

Make sure the laundry does not extend past the plastic ring at the top of the tub. If it does, it can cause the washing machine to wash improperly or cause damage to the washer or the laundry itself or cause a water leak.

### **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 load capacity is 7.5 lb (3.5 kg) or less.

### **CAUTION**

If the laundry is unbalanced and the “UB ” information code is displayed, redistribute the load. Unbalanced laundry can reduce spinning performance.

### **STEP 6 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 in the washer after the rinse cycle, blocking the drain outlet.

#### **Use HE detergent only**

- 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.)

#### **Detergent drawer guidelines**

The washer provides a two-compartment dispenser for detergent and fabric softener. The bleach compartment is located on the left side of the tub.

A. Softener compartment : Add a recommended amount of fabric softener into the softener compartment.

B. Detergent compartment : Apply a recommended amount of liquid detergent into the compartment. To use a powdered detergent, remove the liquid detergent container. The washer does not dispense the powdered detergent from the liquid detergent container.

C. Bleach compartment : Add bleach as instructed by the manufacturer.

#### NOTE

- Do not pour color-safe bleach into the bleach compartment.
- Use the softener compartment only for liquid fabric softeners.

#### CAUTION

- 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. Open the lid.
2. Slide open the detergent drawer.
3. 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.

#### **NOTE**

- Do not add powdered laundry detergent or other powdered laundry agents to the liquid laundry container.
- To use powdered detergents, see To use powdered detergent on page 36.

4. Add fabric softener to the softener compartment.

#### **CAUTION**

- 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 detergent to the softener compartment.

5. Close the detergent drawer.

#### **NOTE**

- Do not exceed the max line when adding cleaning agents.
- It is normal for a small amount of water to remain in the detergent compartment at the end of a cycle.
- When adding color-safe bleach, we recommend that you use liquid detergent.

### **To use powdered detergent**

First, remove the provided liquid detergent container from the detergent compartment. Then, add powdered detergent to the detergent 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 tub. This may cause fabric damage.

## Operations

### Control panel

**01 Cycle Selector** Turn the dial to select a cycle.

**02 Display** The display shows current cycle information and estimated time remaining, or an information code if the washer needs to be checked.

### 03 Temp.

Press to change the water temperature for the current cycle.

- Hot (Level 5) : Whites and heavily soiled, colorfast items.
- (Level 4) : Warm temperature for colorfast items.
- (Level 3) : Moderately soiled, colorfast items; most wrinkle-free items.
- Cool (Level 2) : Brightly colored, very lightly soiled items.
- Cold (Level 1) : No warm water is supplied.

**04 Rinse** Press to change the rinse count for the current cycle.

### 05 Spin

Press to change the rinse count for the current cycle.

- High (Level 5) : Extends the spinning process to effectively remove moisture from the load. This level uses a stronger spinning process to remove moisture, so it is not suitable for wrinkle-free or non-iron fabrics, or overloads.
- (Level 4) : Underwear, t-shirts, jeans, and sturdy cottons.
- (Level 3) : Jeans, wrinkle-free or wash-and wear items, and synthetics.
- (Level 2) : Delicate items that require a lower spinning speed.
- No Spin (Level 1) : The drum does not spin after the final drain process.

Rinse hold (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 cycle.

Spin Only : To run the Spin Only cycle, press Spin for 3 seconds. When the cycle time and spinning speed appear, press Spin repeatedly until a desired spinning speed is selected. Then, press and hold Start/Pause (Hold to Start) to start the cycle. The spinning time depends on the selected cycle.

### 06 Soil

Press the button to select the soil level/washing time.

- Heavy (Level 5) : For extremely soiled loads.
- (Level 4) : For heavily soiled loads.
- (Level 3) : For moderately soiled loads. This setting is best for most loads.
- (Level 2) : For lightly soiled loads.
- Light (Level 1) : For barely soiled loads.

**07 Pre Soak** Press to add 18 minutes of soaking time at the start of the wash cycle for better stain removal.

**08 Delay End** Set the washer to finish your wash automatically at later time. Choose a delay of between 1 to 24 hours (in 1 hour increments).

**09 Super Speed** Press to shorten the washing time of the NORMAL , HEAVY DUTY or WHITES cycles. Shortened time may differ depending on the cycle, load, and options.

**10 Fabric Softener** Press to add an additional rinse at the end of the cycle for more thorough removal of laundry additives and perfumes.

**11 Smart Control** After connecting the washer to your home network using the SmartThings app, you can control the washer remotely. When started, the Smart Control indicator blinks and the front door locks. The washer enters waiting mode and waits for remote commands. (For more information about Smart Control , visit the SmartThings app page.)

## **12 Deep Fill**

Use this option where extra water is needed.

### NOTE

- The cycle time will be extended when you use this function.
- Enabling this function in the NORMAL cycle will automatically change the wash cycle to DEEP WASH .

**13 Power** Press to turn the washer on or off.

**14 Start/Pause (Hold to Start)** Press and hold to start operation or press to stop operation temporarily.

## **Icon description**

## **Simple steps to start**

1. Press Power to turn on the washer.
2. Turn the Cycle Selector to select a cycle.
3. Change the cycle settings (Temp. , Rinse , Spin , and Soil ) as necessary.
4. Select desired options as necessary.

5. Press and hold Start/Pause (Hold to Start) .

### **To change the cycle during operation**

1. Press Start/Pause (Hold to Start) to stop operation.
2. Select a different cycle, and repeat steps 2-3 above if necessary.
3. Press and hold Start/Pause (Hold to Start) again to start the new cycle.

### **Cycle overview**

### **Cycle chart**

NOTE

### **Special features**

#### **Active Waterjet (for prewash)**

You can use the Active Waterjetfunction to hand-wash your items before you put them in the washer.

1. Press Power to turn on your washer.
2. Open the lid.
3. Press Active Waterjet to supply water.
4. Hand-wash the items.
5. When done, press Active Waterjet again to stop the water.

NOTE If you want to hand-wash while the washer is operating, press Start/Pause (Hold to Start) to stop operation, and then follow steps 1-4 above.

NOTE

- The Active Waterjetfunction stops operating automatically when the washer detects the maximum water level.
- The Active Waterjetfunction stops operating automatically 5 minutes after it begins. To add more water, press Active Waterjet again to resupply water.
- If the Active Waterjetfunction is activated immediately after the washer turns on, the washer will spray water for 1 second before supplying water through the Active Waterjet outlet.
- To drain water added by the Active Waterjetfunction, turn the power off. Water will be drained automatically for few minutes, and then you can turn the power on again when the water is completely drained.

### **Delay End**

You can set the washer to finish your wash automatically at a later time by 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. Then, change the cycle settings if necessary.
2. Press Delay End repeatedly until a desired end time is set.
3. Press and hold Start/Pause (Hold to Start) .
4. To cancel Delay End , restart the washer by pressing Power .

#### Real-life case

You want to finish a two-hour cycle 3 hours from now. To do this, you add the Delay End option to the current cycle with a 3-hour setting, and then press and hold Start/Pause (Hold to Start) at 2:00 pm. The washer starts operating at 3:00 pm and ends at 5:00 pm. Provided below is the time line for this example

#### **Alarm Off**

You can turn the alarm sound on or off. When the alarm is off, the cycle completion melody and the power-off beep will not sound. However, button and alert sounds will remain on.

- To mute the alarm sound, press and hold Super Speed for 3 seconds.
- To unmute the alarm sound, press and hold again for 3 seconds.
- Your setting will be kept even after you turn off and then restart the machine.

#### **ATC (Auto Temperature Control)**

ATC is the control function that the washer controls water temperature with temperature sensor (thermistor).

#### NOTE

- If you select NORMAL or HEAVY DUTY , you may notice the washer supplying cold water. This is normal because the machine is designed to reduce power consumption. In these cycles, the water temperature for Level 5 is similar to bath-water temperatures, and Level 3 is similar to comfortable swimming pool temperatures.
- To wash clothes at a specific temperature, you must choose a different cycle first.

#### **Child Lock**

Child Lock prevents children from playing with your washer.

#### **Activating the Child Lock function**

Press and hold Spin and Soil Level simultaneously for approximately 3 seconds.

- When you activate the Child Lock function, the Child Lock indicator blinks.

#### **Using the Child Lock function**

If the lid is opened when the Child Lock function is on, “dC” is displayed and an alarm sounds.

- If the water level in the tub is above the safe water level, “dC” is displayed on the LED display and the washer starts to drain water by force after 30 seconds.
- If the water level in the tub is above the safe water level and the Child Lock function is turned on while the door is open, “CL” is displayed on the LED display even if the power of the washer is turned off and the washer drains water by force.
- Even if the power of the washer is turned off, if the lid is opened while the water level in the tub is above the Reset water level, “CL” is displayed on the LED display without the alarm sounding and the washer starts to drain water. When the draining operation finishes, the power is automatically turned off again.
- You have activated the Child Lock function while the washer is running, the Start/Pause button will not work.
- After the compulsory drain, the “CL” blinks at 1 second intervals and the product enters the “CL” mode. (When the product is in the “CL” mode, only the Power button works.)
- To cancel the “CL” mode, you need to turn the power off and then on again.
- To cancel the “dC” mode, deactivate the Child Lock function. To deactivate the Child Lock function, press and hold Spin and Soil Level simultaneously for at least 3 seconds.

### **Deactivating the Child Lock function**

Press and hold both Spin and Soil Level simultaneously for approximately 3 seconds.

- When you deactivate the Child Lock function, the Child Lock indicator is turned off.
- The Child Lock function prevents children or the infirm from accidentally operating the washer and injuring themselves.

### **DOWNLOADED cycle**

You can choose from more cycles available on the SmartThings app on your smartphone.

1. On your smartphone, select the DOWNLOADED cycle.
  - You can choose from PREM PRESS , WOOL , ECO COLD , DENIM , and POWER RINSE .
2. Press Power on your washer.
3. Turn the Cycle Selector to DOWNLOADED .
4. Press and hold Start/Pause (Hold to Start) .

## **SmartThings**

### **Wi-Fi connection**

On your smartphone, 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 by searching for "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 user automatically logs in.

### **To register your appliance to SmartThings**

1. Make sure your smartphone 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.
3. If you see the message, " 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.

If you're moving out, we recommend you completely wipe the appliance and do a network reset on it before you leave it behind. If you're moving in, the easiest way to take control and remove the previous user's access is to add it to SmartThings yourself. But if you don't plan on using SmartThings, a network reset should be performed to protect your privacy. In rental properties, there's a regular change of ownership. To ensure resident privacy, Wi-Fi and/or other connectivity settings should be reset at each change of resident. Please refer to factory reset instructions in this manual

### **Smart Care**

To enable this function, you must first download the Samsung Smart Washer/Dryer app from the Play Store or the App Store and install it on a mobile device that has a camera function. The Smart Carefunction has been optimized for Galaxy and iPhone mobile devices (applicable models only).

1. When the washer detects an issue to check, an information code appears on the display. To enter Smart Caremode, press and hold Soil for 3 seconds.
2. The washer starts the self-diagnosis procedure and displays an information code if a problem is detected.
3. Run the Samsung Smart Washer/Dryer app on your mobile device, and then tap Smart Care .
4. Put the mobile device close to the washer's display so that the smartphone camera and the washer face each other. The information code will be recognized automatically by the app.
5. When the information code is recognized correctly, the app provides detailed information about the problem with applicable solutions.

#### NOTE

- The function name, Smart Care , may differ depending on the language.
- If the washer's display reflects light, the app may fail to recognize the information code.
- If the app fails to recognize the information code, you can enter the code manually on the app.

## Maintenance

### Self Clean

Certain usage and environmental conditions may result in some residue build-up or odor in the washer tub. To prevent this build-up of residue or odor causing bacteria and keep your washer tub fresh and clean, perform the SELF CLEANcycle at least once a month or every 20 cycles. Perform the recommended procedure below when using the SELF CLEAN cycle.

1. Remove all items from the washer tub and ensure the tub is empty. Laundry left in the tub during the SELF CLEANcycle may be damaged.
2. Press Power to turn on the washer.
3. Turn the Cycle Selector to SELF CLEAN .
4. Press and hold Start/Pause (Hold to Start) .

#### NOTE

- The water temperature for SELF CLEANis defaulted to Hot. This temperature cannot be changed.
- In the case where residue is present in the washer tub, add 1 cup (8 fl.oz, 240ml) of liquid chlorine bleach to the bleach compartment before you start the SELF CLEAN cycle.

- Do not use or mix any other detergent or chemicals during the SELF CLEANcycle. If necessary, run a RINSE+SPINcycle after the SELF CLEANcycle has completed to help remove any remaining residue.

#### CAUTION

- Check the washer tub before using the SELF CLEANcycle. Remove any remaining water in the tub by running a SPIN ONLYcycle prior to starting the SELF CLEANcycle.
- If there is chlorine bleach left in the washer tub for an extended period of time, rust can occur.

#### SELF CLEAN reminder

- After 20 washing cycles, the SELF CLEANLED reminder icon and the SELF CLEANcycle LED will blink on the control panel for an hour and then turn off automatically.
- The reminder will appear on the control panel for 5 additional consecutive cycles before turning off. The next reminder will not appear until another 20 cycles have been completed.

#### Cleaning the exterior

1. Turn off the water faucets after finishing the day's washing. This will shut off the water supply to your washer and prevent the unlikely possibility of damage from escaping water. Leave the lid 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:
  - 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.

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

Hard water deposits may be removed, if needed. Use cleaners labeled "Washer safe".

## 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. Press Power , and then turn the Cycle Selector to QUICK WASH .
2. Empty the drum, and then press and hold Start/Pause (Hold to Start) .
3. When the cycle is complete, close the water taps and disconnect the water hoses.
4. Turn off the washer, and then unplug the power cord.
5. Open the door to let air circulate through the drum.

## Cleaning the mesh filter

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

1. Turn off the washer, and then unplug the power cord.
2. Close the water taps.
3. Loosen and disconnect the water hoses from the back of the washer. Cover the end of each hose with a cloth or towel to prevent water from gushing out.
4. Use pliers to pull out the mesh filter from the inlet valves.
5. Thoroughly clean the mesh filters in water.
6. Completely dry the mesh filters. Do not dry in direct sunlight.
7. Reinsert the mesh filters, and then reconnect the water hoses.
8. Open the water taps.

### NOTE

If the mesh filter is clogged, the “4C” information code appears on the the washer's display screen.

## Cleaning the detergent drawer

1. Fully pull out the detergent drawer.
2. To remove, pull the detergent drawer while pushing the ends of each side in.
3. Remove the inserts from the compartments. Rinse the inserts and the drawer in warm water and clean with a soft brush.
4. Clean the drawer opening thoroughly with a small, non-metallic brush.
5. Return the inserts to the proper compartments. Replace the drawer by placing the drawer rail (A) on the compartment rail (B) while tilting the drawer downward.
6. Fully push the drawer back to close.

# Troubleshooting

## Checkpoints

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

### Does not turn on.

- Make sure you use rated power for the product.
- Make sure the power cord is completely plugged in.
- Check the fuse or reset the circuit breaker.

### Does not start.

- Make sure the door is closed.
- Make sure the water taps are open.
- Make sure to press or tap Start/Pause to start the washing machine.
- Make sure Child Lock is not activated.
- Before the washing machine starts to fill, it will make a series of clicking noises to check the door lock and does a quick drain.
- Was the door opened during the spinning cycle? Close the door, and press or tap Start/Pause to resume.
- The machine enters Standby or is in a soaking cycle. Please wait.
- Check the fuse or reset the circuit breaker

### Water is not supplied.

- Make sure you press or tap Start/Pause after selecting the water supply.
- Make sure the water taps are open.
- Is the filter net at the water supply hose connector clogged? Clean the filter net by brushing with a toothbrush.
- Is the water supply cut off? If the water supply is cut off, close the tap and power off.
- Straighten the water supply hoses.
- Open and close the door, then press or tap Start/Pause.
- If the water pressure is low, it takes longer to start washing.
- If the water level is not as high as necessary or lower than expected, use the level selector to adjust the water level.

### After a cycle, detergent remains in the automatic dispenser.

- Make sure the washing machine is running with sufficient water pressure.
- Make sure the detergent drawer is properly inserted.

- Remove and clean the detergent drawer, and then try again.

### **Vibrates excessively or makes noise.**

- Make sure the washing machine is set on a level floor. If the floor is not level, use the levelling feet to adjust the washing machine.
- Make sure the washing machine is not contacting any other object.
- Make sure the laundry load is balanced.
- Make sure the laundry is spread evenly in the washing machine. Spread out the laundry evenly and start again.
- Make sure the space around the washing machine is free of objects.
- Humming is produced normally during operation.
- Objects such as coins can cause noise. Remove these objects from the washing machine after washing is complete.

### **Stops.**

- Plug the power cord into a live electrical outlet.
- Check the fuse or reset the circuit breaker.
- Close the door, and press or tap Start/Pause to start the washing machine. For your safety, the washing machine will not spin unless the door is closed.
- Before the washing machine starts to fill, it will make a series of clicking noises to check the door lock and does a quick drain.
- There may be a pause or soak period in the cycle. Wait briefly and the washing machine may start.
- Make sure the inlet hose screens at the taps are not clogged. Periodically clean the screens.
- This problem occurs temporarily due to low voltages, and will be solved when power recovers.

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

- Fully open both water taps.
- Make sure the temperature selection is correct.
- Make sure the hoses are connected to the correct water taps.
- Flush water lines.
- Disconnect the hoses and clean the screens. The hose filter screens may be clogged.
- While the washing machine fills, the water temperature may change as the automatic temperature control feature checks incoming water temperature. This is normal.

- While the washing machine fills, you may notice just hot and/ or just cold water going through the dispenser when cold or warm temperatures are selected. This is a normal function of the automatic temperature control feature as the washing machine determines the water temperature.

#### **Door (Lid) locked or will not open.**

- While the washing machine is operating, press or tap Start/Pause to stop the washing machine.
- It may take a few moments for the door lock mechanism to disengage.

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

- Check the fuse or reset the circuit breaker.
- Make sure the electrical voltage is normal.
- Make sure the washing machine is plugged in.
- Make sure the drain hose is pointed downward. (Natural drain models only)
- Make sure the drain hose is not clogged.
- Make sure the drain hose is not kinked.
- Straighten the drain hose. If there is a drain restriction, call for service.
- Close the door, and press or tap Start/Pause. For your safety, the washing machine will not spin unless the door is closed.

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

- Use the High or Extra High spin speed. (Applicable model only)
- 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.

#### **Leaks water.**

- Make sure all hose connections are tight.
- Make sure the water supply hose's rubber packing is in the correct position. Screw tightly again.
- 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.
- Make sure the water supply hose is not kinked.
- If the water supply is too strong, water may leak. Close the water tap a little.
- Make sure water is not leaking from the water tap. If so, repair the water tap.

### **Excessive suds.**

- 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.

### **The spin basket or drain/supply hose is frozen.**

- Use warm water to disconnect the water supply hose and drain hose. Soak them in warm water.
- Fill the spin basket with warm water, and then wait for about 10 minutes.
- Put a hot towel on the drain hose connector.
- Reconnect the water supply hose and drain hose, and check if water is supplied properly.

### **Water drains out immediately.**

- Make sure the drain hose is not clogged, and is hung over the drain hose hook. Fill the spin basket halfway with water, and try spinning again.
- Lift the end of the drain hose to prevent water from draining. Fill the spin basket halfway with water, and then run spinning after releasing the drain hose.
- Make sure the drain hose is installed correctly. See the installation section of this user manual and adjust the position of the drain hose as instructed.

### **Stains on clothes.**

- Select an appropriate cycle for the laundry. Use the Heavy Duty cycle for stained clothes.
- Apply a recommended amount of detergent as instructed by the detergent manufacturer.
- Clean the magic filter (if it comes with your washer) on a regular basis.

### **Has odours.**

- Excessive suds collect in recesses and can cause foul odours.
- Run cleansing cycles to sanitize periodically.
- Dry the washing machine interior after a cycle has finished.

## **Information codes**

The washer may display information codes to help you understand what is occurring with your washer better.

### **Code - 1C**

The WaterLevel sensor is not working properly.

- Check WaterLevel Sensor wire harness.

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

#### NOTE

When the washer displays "1C", the washer do draining for 3 minutes. During this time, the Power button is inoperative.

#### **Code - 3C**

Check the motor for operation.

- Try restarting the cycle.
- If the problem continues, call for service.

#### **Code - 4C**

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 washing machine 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.

#### NOTE

When the washer displays "4C", the washer do draining for 3 minutes. During this time, the Power button is inoperative.

#### **Code - 4C2**

- 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.

#### **Code - 5C**

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.

#### **Code - 9C1**

The electronic control needs to be checked (Over Voltage Error).

- Check the PCB and wire harness.

- Check if power is supplied properly.
- If the information code remains, contact a customer service centre.

#### **Code - 9C2**

Low voltage detected

- Check if the power cord is plugged in.
- If the information code remains, contact a customer service centre.

#### **Code - AC6**

Inverter Communication problem

- Check the Inverter PCB and wire harness.
- If the information code remains, contact a customer service centre.

#### **Code - dC**

Operating the washer with the door open.

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

#### **Code - HC**

High temperature heating check.

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

#### **Code - LC**

Check the drain hose.

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

#### **NOTE**

When the washer displays “LC”, the washer do draining for 3 minutes. During this time, the Power button is inoperative.

#### **Code - OC**

Water is overflowed.

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

#### **Code - PC**

When position of the clutch can't be detected.

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

#### **Code - PC1**

After position of the clutch is detected, if the signal of the clutch hall goes wrong.

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

#### **Code - Ub**

Spinning does not work.

- Make sure laundry is spread out evenly.
- Make sure the washing machine 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 "Ub" check message will be

#### **Code - Ur**

Display for additional rinsing.

- Appears when additional rinsing cycle senses that tub is unbalanced.
- Press any button/key to release the display.

#### **Code - 8C**

Check the MEMS sensor.

- Power the washer off. Wait 2-3 minutes, power the washer on, and then try again.
- If the problem continues, call for service.

#### **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.