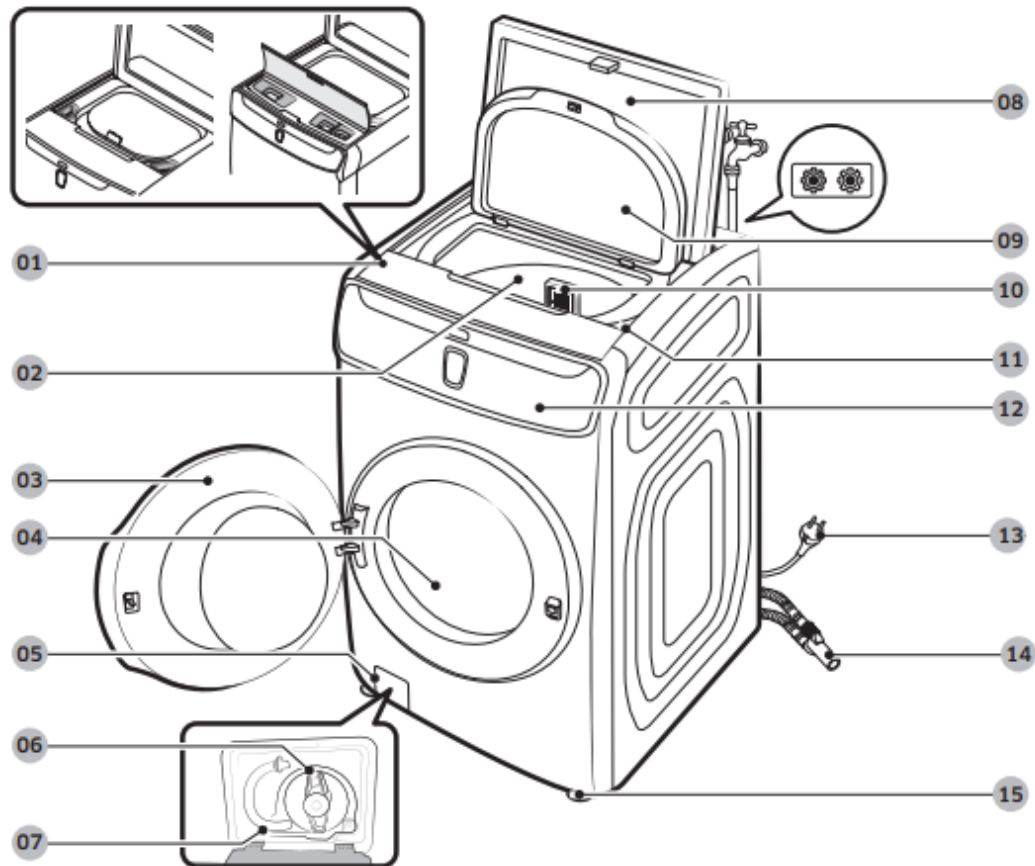


Installation

What's included

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



1. Lower detergent compartment
2. Tub
3. Front door
4. Drum
5. Filter cover
6. Pump filter
7. Emergency drain tube
8. Top door
9. Protective cover (inner)
10. Lint filter

11. Upper detergent compartment
12. Main panel
13. Power plug
14. Pipe connector (Upper drain hose & lower drain hose)
15. Levelling legs

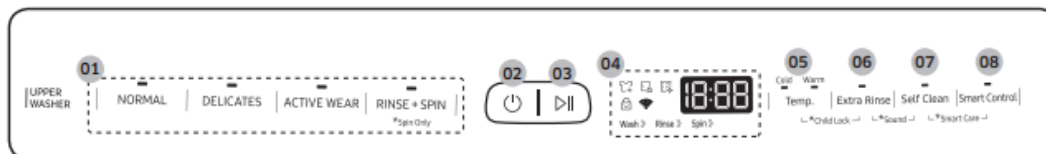
Operations

Your dual loading washer features the upper and the lower washers for your convenience. The upper washer is an automatic tub loader that is designed to wash relatively small loads while the lower washer is a drum loader that takes care of normal or relatively heavy loads. The main panel is divided into 2 independent control panels.

WARNING To reduce the risk of fire, electric shock, or injury to persons, read the IMPORTANT SAFETY INSTRUCTIONS before operating this washer.

Upper washer

Control panel



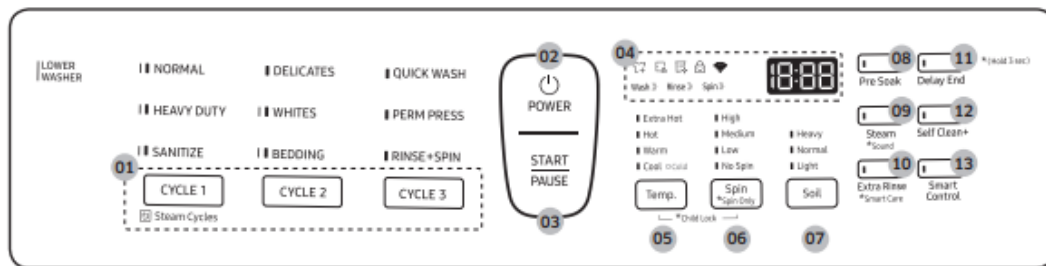
01. Cycle bar	Press to select a cycle.
02. POWER	Press to turn the upper washer on or off.
03. START/ PAUSE	Press to start operation or press to stop operation temporarily.
04. Status bar	The status bar shows current cycle information and estimated time remaining, or an information code if the upper washer needs to be checked.
05. Temp.	Press to toggle between two different water temperature options. <ul style="list-style-type: none"> • Warm: Colorfast items. • Cold: Brightly colored, very lightly soiled items.
06. Extra Rinse	Use to add an additional rinse at the end of the cycle to remove laundry additives more thoroughly.
07. Self Clean	Use to clean dirt and bacteria from the tub. Regular use (after every 20 washes) is recommended. Make sure the tub is empty.
08. Smart Control	After connecting the upper washer to your home network using the SmartThings app, you can control the washer remotely. When started, the Smart Control indicator blinks and the top door locks. The washer enters waiting mode and waits for remote commands. For more information, visit the SmartThings app page.

Cycle overview

Cycle	Description
NORMAL	<ul style="list-style-type: none"> • For lightly soiled cotton, t-shirts, towels, and mixed loads. • Use to wash lightly soiled normal items, except delicate fabrics such as silk or handwash-only fabrics.
DELICATES	<ul style="list-style-type: none"> • For sheer fabrics, bras, lingerie, silks, and other handwash-only fabrics. For best results, use liquid detergent.
ACTIVE WEAR	<ul style="list-style-type: none"> • For exercise wear such as training pants, shirts/tops, and other performance clothing. This cycle provides effective soil removal with controlled tub rotation for special fabric care.
RINSE+SPIN	<ul style="list-style-type: none"> • For loads that need rinsing only or for loads you want to add rinse-aided fabric softener to. <p>NOTE</p> <p>Spin Only: This cycle runs a spin cycle only. Press and hold RINSE+SPIN for 3 seconds.</p>

Lower washer

Control panel



01. Cycle buttons	<p>Press the button repeatedly to select a desired cycle listed above each button. For more information, see the Cycle overview section on page 48.</p> <ul style="list-style-type: none"> • CYCLE 1: NORMAL, HEAVY DUTY, SANITIZE • CYCLE 2: DELICATES, WHITES, BEDDING • CYCLE 3: QUICK WASH, PERM PRESS, RINSE+SPIN
02. POWER	Press to turn the lower washer on or off.
03. START/ PAUSE	Press to start operation or press to stop operation temporarily.
04. Status bar	The status bar shows current cycle information and estimated time remaining or an information code if the lower washer needs to be checked.
05. Temp.	<ul style="list-style-type: none"> • Extra Hot: Heavily soiled, colorfast items. Only available with NORMAL, HEAVY DUTY, SANITIZE and Self Clean+. • Hot: Whites and heavily soiled, colorfast items. • Warm: Colorfast items. • Cool: Brightly colored, very lightly soiled items. • Cold: Uses only cold water without driving the heater. No warm water is supplied.
06. Spin	<ul style="list-style-type: none"> • High: Underwear, t-shirts, jeans, and sturdy cottons. • Medium: Jeans, wrinkle-free or wash-and-wear items and synthetics. • Low: Delicate items that require a lower spinning speed. • No Spin: The drum does not spin after the final drain process. • Rinse Hold (No lamp turns on): The final rinse process is suspended so that the laundry remains in the water. To unload the laundry, run a drain or spin process. <p>NOTE</p> <p>* Spin Only: This cycle runs a spin cycle only. Press and hold Spin for 3 seconds. With the cycle time on the display, press Spin repeatedly until</p>

	a desired spinning speed is selected. Then, press START/PAUSE to start the cycle.
07. Soil	<p>Press the button to select the soil level/washing time.</p> <ul style="list-style-type: none"> • Heavy: For heavily soiled loads. • Normal: For moderately soiled loads. This setting is best for most loads. • Light: For lightly soiled loads.
08. Pre Soak	This adds 30 minutes of soaking time at the start of the wash cycle for better stain removal.
09. Steam	<p>With the Steam option selected, the washer senses the weight of the load and controls the steam effect according to the load size. This improves washing performance. Cycles available with the Steam option are: NORMAL, HEAVY DUTY, BEDDING, WHITES, and SANITIZE.</p> <ol style="list-style-type: none"> 1. Select a cycle. For applicable cycles, see above. 2. Press Steam. 3. Add detergent and fabric softener as instructed. 4. Press START/PAUSE to start the cycle. <p>NOTE Steam may not be visible or present during the cycle, which is normal.</p>
10. Extra Rinse	Adds an additional rinse at the end of the cycle to remove laundry additives more thoroughly.
11. Delay End	<p>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.</p> <ol style="list-style-type: none"> 1. Select a cycle. Then, change the cycle settings if necessary. 2. Press Delay End repeatedly until a desired end time is set. 3. Press START/PAUSE. The lamp indicator next to the Delay End button turns on with the clock running. 4. To cancel Delay End, restart the washer by pressing POWER. <p>Real-life case</p> <p>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</p>

then press START/PAUSE at 2:00 p.m. The washer starts operating at 3:00 p.m. and ends at 5:00 p.m. Provided below is the time line for this example.



12. Self Clean+	<p>Cleans the drum by removing dirt and mold from the drum.</p> <ul style="list-style-type: none"> • Perform once every 40 washes. • Make sure the drum is empty.
13. Smart Control	<p>After connecting the lower 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, visit the SmartThings app page.</p>

Cycle overview

Standard cycles

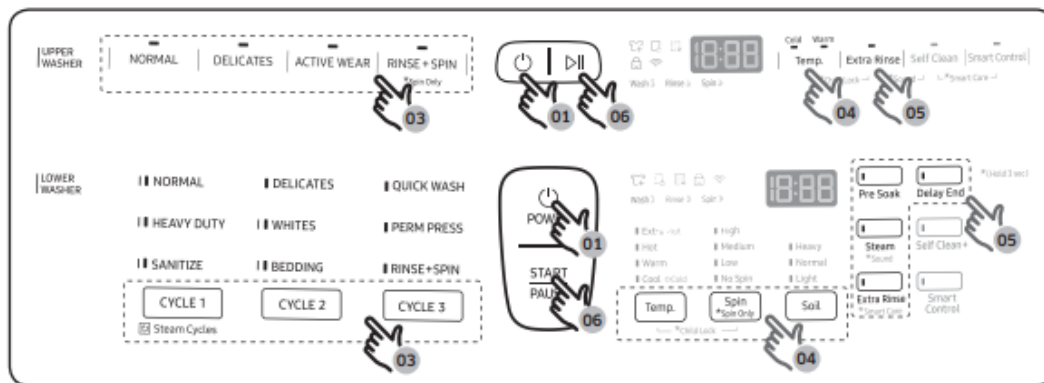
Button	Cycle	Description
CYCLE 2	DELICATES	<ul style="list-style-type: none"> • For sheer fabrics, bras, lingerie, silks, and other handwashonly fabrics. For best performance, use liquid detergent.
CYCLE 3	QUICK WASH	<ul style="list-style-type: none"> • For lightly soiled items that you want to finish washing quickly.
CYCLE 3	PERM PRESS	<ul style="list-style-type: none"> • For wash-and-wear, synthetic fabrics, and lightly to normally soiled items.
CYCLE 3	RINSE+SPIN	<ul style="list-style-type: none"> • For loads that need rinsing only or for loads you want to add rinse-aided fabric softener to.

Steam cycles



Button	Cycle	Description
CYCLE 1	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.
CYCLE 1	HEAVY DUTY	• For sturdy, colorfast fabrics and heavily soiled items.
CYCLE 1	SANITIZE	• For heavily soiled, colorfast items. This cycle heats the water to 150 °F to eliminate bacteria.
CYCLE 2	WHITES	• For white items with or without bleach.
CYCLE 2	BEDDING	<ul style="list-style-type: none"> • For bulky items such as comforters, blankets, and sheets. • For best results, wash only a single type of bedding. • For bulky items, use liquid detergent and do not roll the items when you place them in the drum because they might get stuck.

Simple steps to start



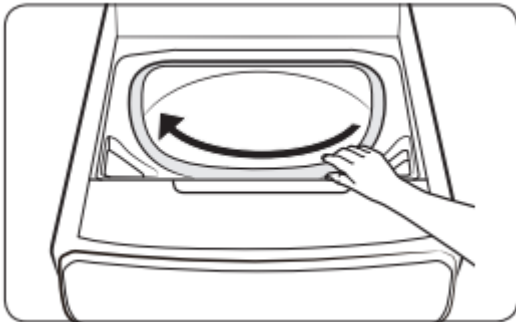
1. Press POWER on the control panel of a desired washer (upper/lower) to turn the washer on.
2. Put laundry into the washer.
3. Select a cycle.
4. Change the cycle settings (temperature and/or soil level) as appropriate to the laundry.
5. Select cycle options as needed.
6. Press START/PAUSE.

To change the cycle during operation

1. Press START/PAUSE to stop operations temporarily.
2. Select a different cycle.
3. Press START/PAUSE again to start the new cycle.

WARNING

- Do not put anything on top of your washer while it is running.
- While the lower washer is operating, the protective cover may have wet steam due to the temperature difference between the upper and lower parts of the washer.



CAUTION

- When using the upper washer, you may not see all the remaining after a cycle is finished, especially those in the front area of the tub.
- When the cycle is complete, turn the tub manually to check if there are any clothes remaining in the tub.

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 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 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 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.

Special features

Child Lock

To prevent children or infants from accidentally starting or setting the washer, Child Lock locks all buttons except for the POWER button. Note that each washer operates independently and has its own Child Lock function. If you want to activate Child Lock for the upper or lower washer, you must press the appropriate buttons on the upper or lower washer's control panel.

To activate Child Lock

- Press and hold Temp. and Spin (or Temp. and Extra Rinse for the upper washer) simultaneously for 3 seconds. The door locks and the Child Lock indicator turns on. Then, press START/PAUSE to activate.

To deactivate Child Lock temporarily

- You can deactivate Child Lock temporarily for 1 minute. To do this, press and hold Temp. and Spin (or Temp. and Extra Rinse for the upper washer) simultaneously for 3 seconds. The door is unlocked for 1 minute and the Child Lock indicator blinks.

NOTE

- If you open the door 1 minute or more after deactivating Child Lock, an alarm sounds for up to 2 minutes.
- If you close the door within 2 minutes, the door locks and Child Lock is reactivated. If you do not close the door or the door is not properly closed, the alarm keeps sounding for 2 minutes.

- To add laundry after activating Child Lock, first deactivate Child Lock or restart the washer.

To cancel Child Lock

- Press and hold Temp. and Spin (or Temp. and Extra Rinse for the upper washer) for 3 seconds to deactivate, and then press and hold the buttons again for 3 seconds to release Child Lock. The door unlocks and the Child Lock indicator turns off.

Smart Care

The Smart Care function helps you diagnose and troubleshoot your washer if it has an issue. To enable this function, you must first download the Samsung Smart Washer app from the Play Store or the Apple Store, and install it on a mobile device that has a built-in camera. The Smart Care function has been optimized for: Galaxy and iPhone series devices. (It is not supported by some models.)

As the washer operates, it runs self-diagnosis in the background. If it senses an issue to check, it displays an information code on the display which you can scan using the app's Smart Care function, which then displays detailed information about the code for your reference.

1. Press and hold Extra Rinse (or Self Clean and Smart Control for the upper washer) on the washer for 3 seconds to enter the Smart Care mode.
2. Run the Samsung Smart Washer app on your mobile device, and then tap Smart Care.
3. Hold the mobile device so that the mobile device and the washer's status bar face each other. The app will recognize the information code automatically.
4. When the information code is recognized correctly, the app provides detailed information about the symptom and recommends further action.

NOTE

- The function name, Smart Care, may differ depending on your language.
- If the washer display is reflecting light, the app may fail to recognize the information code.
- If the app fails to recognize the information code a number of times consecutively, enter the information code manually into the app screen.
- The information code history stored in the washer will be deleted after you use this function.

Sound

Mute or unmute the sound (button beeps, indicator beeps and chimes, etc.)

Upper washer

- To mute the alarm sound or beep on the upper washer, press and hold Extra Rinse and Self Clean for 3 seconds. To unmute, press and hold the buttons for 3 seconds again.

Lower washer

- To mute the alarm sound or beep on the lower washer, press and hold Steam for 3 seconds. To unmute, press and hold the button for 3 seconds again.

ATC (Auto Temperature Control)

ATC enables the washer to control water temperatures in each washing cycle using the washer's internal thermistor. It is designed to maintain certain washing temperatures for best results.

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

Maintenance

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

WARNING Certain internal parts are intentionally not grounded and may present a risk 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.

General considerations

Cleaning

Surface of the washer

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

Exterior

1. Turn off the water taps 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 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 panels – Clean with a soft, damp cloth. Do not use abrasive powders or cleaning pads. Do not spray cleaners directly on the panels.
- Cabinet – Clean with soap and water.

Interior

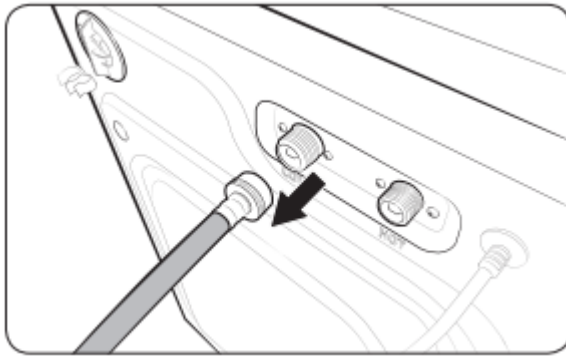
Clean the interior of your washer periodically to remove any dirt, soil, odor, mold, mildew, or bacterial residue that may remain in your washer as a result of washing clothes.

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

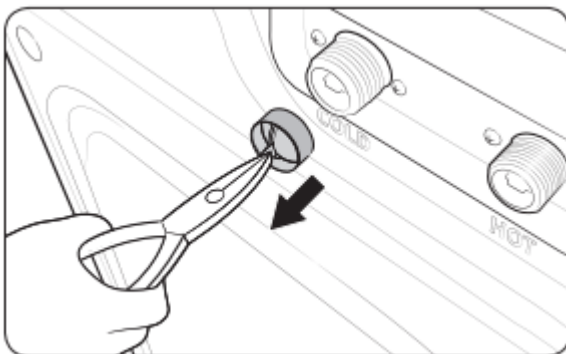
NOTE Hard water deposits may be removed, if needed. Use a cleaner labeled “Washer safe”.

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 taps.
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 a shaded area.
7. Reinsert the mesh filter into the inlet valve, and reconnect the water hose to the inlet valve.
8. Open the tap.

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

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 tap to loosen the water hose.
3. Disconnect the water hose, and soak it in warm water.
4. Pour warm water into the drum (tub) and leave it for about 10 minutes.
5. Reconnect the water hose to the tap.

NOTE If the washer still doesn’t operate normally, repeat the steps above until it operates normally.

If the washer will not be used for an extended period of time

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

1. Press POWER, and then select RINSE+SPIN.
2. Empty both the drum and the tub, close the door, and then press START/PAUSE.
3. When the cycle is complete, close the tap and disconnect the water hoses.
4. Turn off the washer, and then unplug the power cord.
5. Open the doors to let air circulate through the drum and the tub.

Upper washer

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 Clean cycle 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 Clean cycle may be damaged.
2. Press POWER.
3. Press Self Clean.
4. Press and hold START/PAUSE.

NOTE The water temperature for Self Clean is defaulted to Hot. This temperature cannot be changed.

- In the case where residue is present in the washer tub, add 1/3 cup (2.7 fl. oz., 80 ml) of liquid chlorine bleach directly to the empty tub before you start the Self Clean cycle. 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.

CAUTION

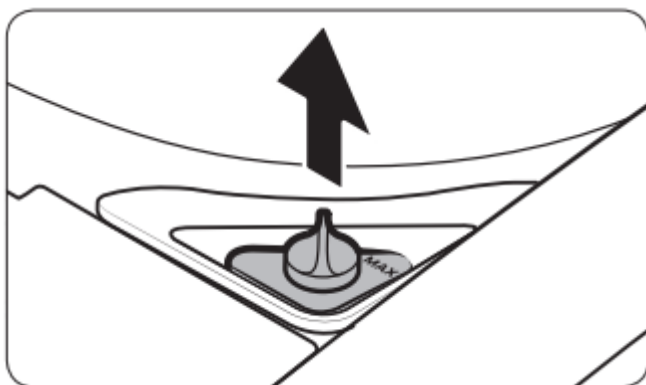
- Check the washer tub before using the Self Clean cycle. Remove any remaining water in the tub by running a Spin Only cycle prior to starting the Self Clean cycle.
- If there is chlorine bleach left in the washer tub for an extended period of time, rust can occur.

Self Clean reminder (🔔)

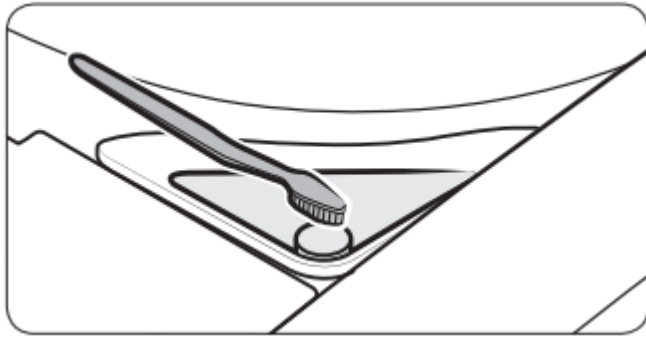
- After 20 washing cycles, the Self Clean LED reminder icon and the Self Clean cycle LED will blink on the control panel for an hour and then turn off automatically.
- The reminder will appear on the control panel for 5 additional consecutive cycles before turning off. The next reminder will not appear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

Fabric softener/bleach compartment

Both the fabric softener compartment and the bleach compartment on the upper washer are not removable by design to facilitate visual feedback to users. To clean the softener compartment, follow these instructions. Cleaning the bleach compartment is basically the same.



1. Open the top door, and then remove the softener cap.

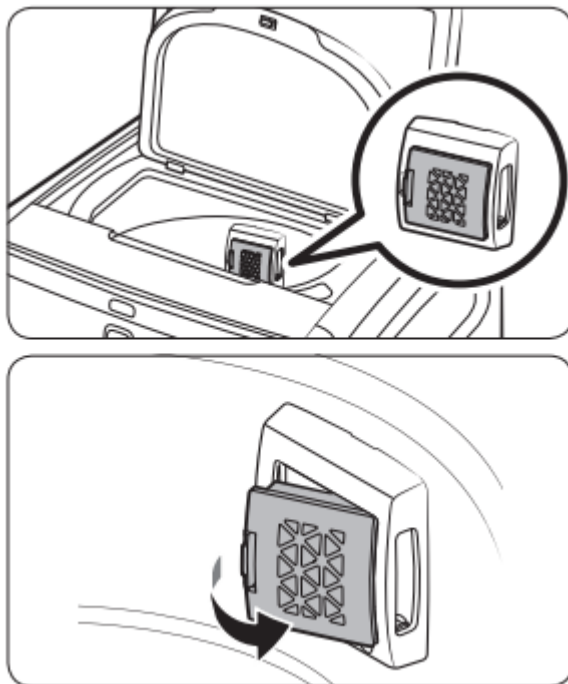


2. Use a soft brush (for example, a toothbrush) to clean inside the compartment and remove impurities.

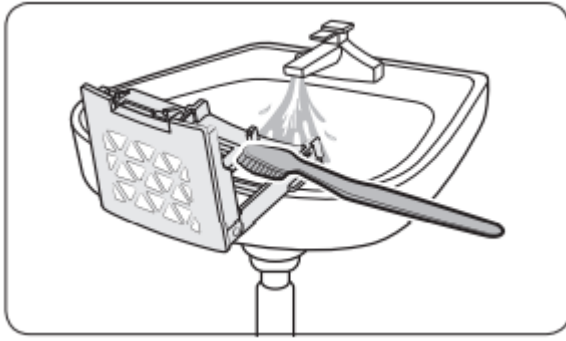
3. Run the RINSE+SPIN cycle to rinse the compartment. After supplying water and draining 5 times, the 18-minute cycle completes with the final spin process.

Lint filter

We recommend cleaning the lint filter every 10 washes.



1. Remove the lint filter from the filter case on the tub of the upper washer.



2. Open the filter, and clean it with running water and a brush.
3. When cleaning is complete, close the filter and reinsert it in its original position. You will hear a clicking sound when the filter is inserted correctly.

Lower washer

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 of residue or odor causing bacteria 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. Remove all items from the washer drum and ensure the drum is empty. Laundry left in the drum during the Self Clean+ cycle may be damaged.
2. Press POWER to turn on the washer.
3. Press Self Clean+.
4. Press and hold START/PAUSE.

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

NOTE

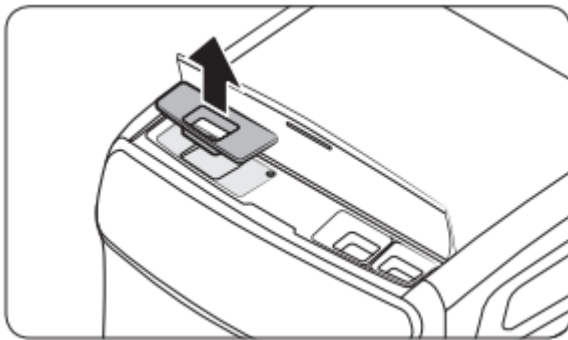
- The water temperature for Self Clean+ is defaulted to Hot. This temperature cannot be changed.
- In the case where residue is present in the washer drum, add liquid chlorine bleach to the MAX level line in the main-wash compartment before starting the Self Clean+ cycle. Do not add the liquid chlorine 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 (🏠➕)

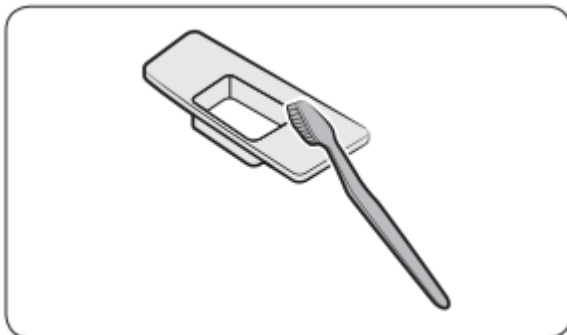
- After 40 washing cycles, the Self Clean+ LED reminder icon and the Self Clean+ cycle LED will blink on the control panel for an hour and then turn off automatically.
- The reminder will appear on the control panel for 5 additional consecutive cycles before turning off. The next reminder will not appear until another 40 cycles have been completed.

Main wash compartment

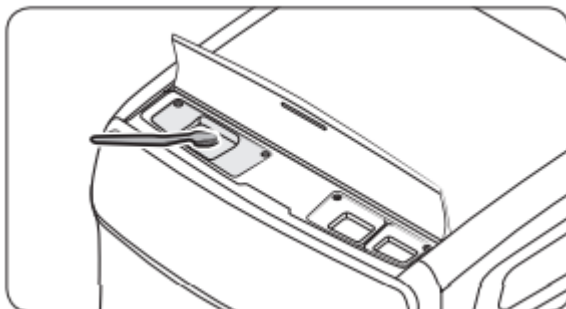
The main wash compartment needs to be cleaned periodically to remove buildup of laundry additives.



1. Open the top-front cover. Grasp the main wash compartment, and then pull up to remove.



2. Remove all residue and traces of accumulated laundry agents from the compartment. Rinse it with warm water.

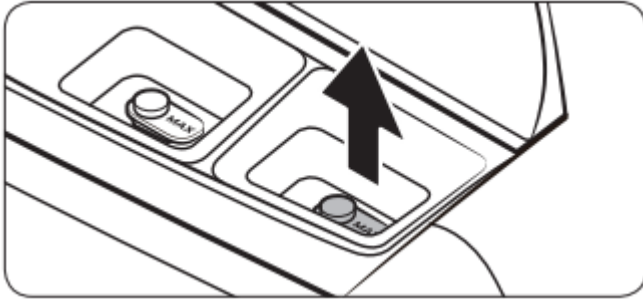


3. To clean the recess of the compartment, use a small, non-metal brush. Remove all residue from all sides of the recess.

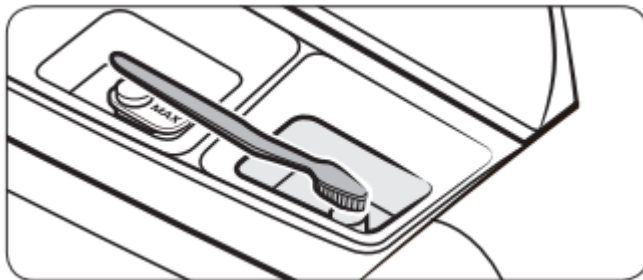
4. Reinsert the compartment into place.

Fabric softener/bleach compartment

Both the fabric softener compartment and the bleach compartment on the lower washer are not removable by design to facilitate visual feedback to users. To clean the softener compartment, follow these instructions. Cleaning the bleach compartment is basically the same.



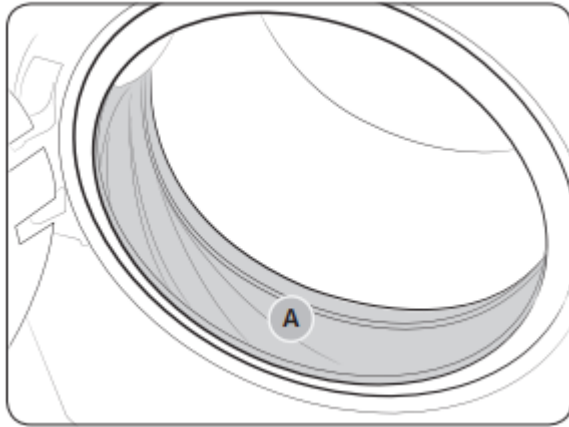
1. Open the top-front cover, and then remove the softener cap.



2. Use a soft brush (for example, a toothbrush) to clean inside the compartment and remove impurities.

3. Run the RINSE+SPIN cycle to rinse the compartment. After supplying water and draining 5 times, the 19-minute cycle completes with the final spin process.

Door diaphragm



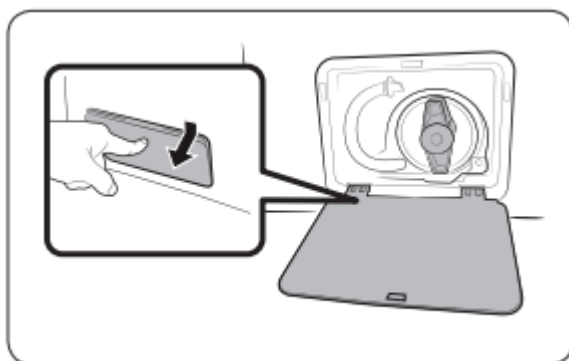
1. Open the door and empty the drum.
2. Turn out the diaphragm (sealing or gasket of the drum (A)), and check if it is stained. If so, follow the steps below.
3. Combine 3/4 cups of liquid chlorine bleach and 1 gallon of warm tap water.
4. Wearing rubber gloves, use a soft, clean cloth dipped in the water and chlorine solution to clean the diaphragm.
5. Let stand for 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.

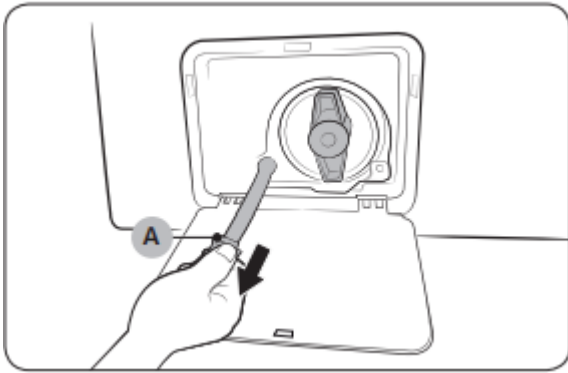
NOTE Dust may accumulate on the door diaphragm during washing and drying (especially for drying). Therefore, clean the diaphragm after each washing and drying cycles.

Emergency drain

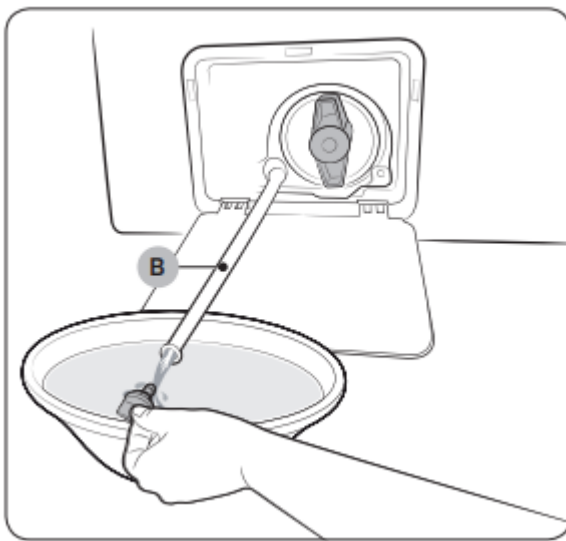
In case of a power failure, drain the water inside the drum before taking out the laundry.



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



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



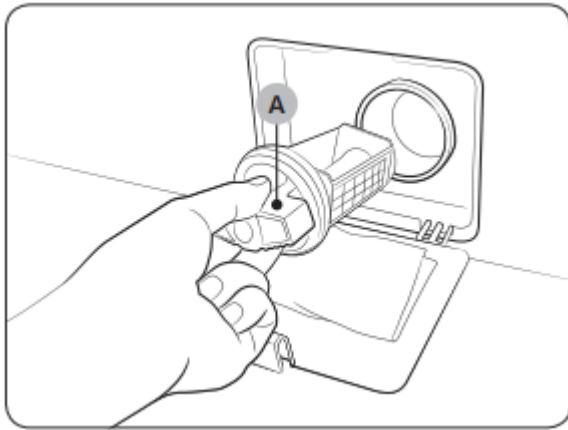
4. Open the tube cap and let water in the Emergency drain tube (B) flow into the container.

5. When done, close the tube cap, and reinsert the tube. Then, close the filter cover.

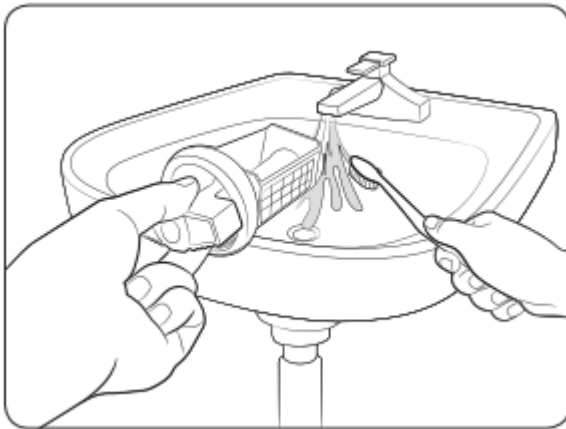
NOTE Use a spacious container because the water in the drum may be more than expected.

Pump

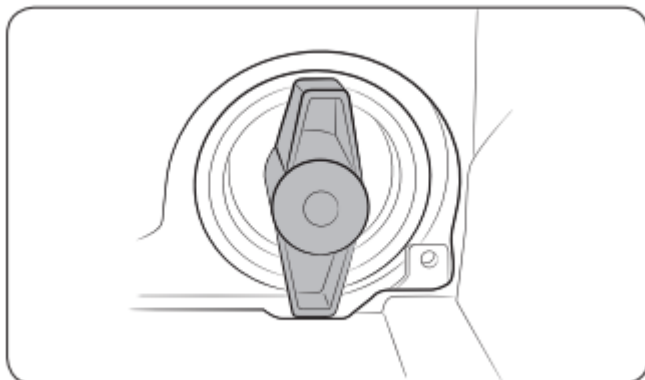
It is advisable to clean the pump filter 5 or 6 times a year to prevent it from clogging. A clogged pump filter may reduce the bubble effect.



1. Turn off the washer, and then unplug the power cord.
2. Drain the remaining water inside the drum. See the Emergency drain section on page 62.
3. Gently press the top area of the filter cover to open.
4. Turn the pump filter knob (A) to the left, and drain off the remaining water.



5. Clean the pump filter using a soft brush. Make sure the drain pump propeller inside the filter is not clogged.
6. Reinsert the pump filter, and then turn the filter knob to the right.
7. Close the filter cover.



NOTE

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

NOTE If the pump filter is clogged, the “5C” information code appears on the washer’s display 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.

Troubleshooting

Checkpoints

If you encounter an issue to check with the washer, first check the table below and try the suggestions.

Symptom	Action
Does not turn on.	<ul style="list-style-type: none"> • Make sure your home electrical system is providing electrical power that matches the requirements of the washer. See page 21. • Make sure the power plug of the washer is completely plugged in.
Does not start.	<ul style="list-style-type: none"> • Make sure the door is properly closed. • Make sure the taps are open. • Make sure to press START/PAUSE 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 does a quick drain. • Check the fuse or reset the circuit breaker. • Check if the upper or lower washer displays an information code on the respective status bar.
Water supply is insufficient or no water is supplied.	<ul style="list-style-type: none"> • Fully open the 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.
After a cycle, detergent remains in the detergent drawer.	<ul style="list-style-type: none"> • Make sure the washer is running with sufficient water pressure. • If you are using powdered detergent, do not use more than recommended. • If you are using liquid detergent, do not over fill the liquid detergent compartment. • Remove the liquid detergent and softener containers, and then clean the detergent drawer.



<p>Excessive vibrations or makes noise.</p>	<ul style="list-style-type: none"> • 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 contacting any other object. • Make sure the laundry load is balanced. • The motor can cause noise during normal operation. • Overalls or metal-decorated clothes 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 tub or filter case.
<p>Does not drain and/ or spin.</p>	<ul style="list-style-type: none"> • Make sure the drain hose is neither kinked nor obstructed all the way to the drain system. If there is a drain restriction, call for service. • Make sure the debris filter is not clogged. • Close the door and press START/PAUSE. 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 temporarily will not drain or spin. As soon as the washer regains sufficient power, it will operate normally.
<p>Drains with noise.</p>	<ul style="list-style-type: none"> • At the initial installation, or when the washer has not been used for an extended period of time, the washer may make deflating noises while draining. This is not a system failure.
<p>The door does not open.</p>	<ul style="list-style-type: none"> • Press START/PAUSE 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 turned off. • Make sure all the water in the drum or tub is drained. • The door may not open if water remains in the drum or tub. Drain the drum or tub and open the door manually.



	<ul style="list-style-type: none"> • Make sure the door lock light is off. The door lock light turns off after the washer has drained.
Excessive suds.	<ul style="list-style-type: none"> • Make sure you use the recommended types of detergent. • 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.	<ul style="list-style-type: none"> • Do not fill the detergent or fabric softener compartments beyond the marked max fill limit.
The washer stops.	<ul style="list-style-type: none"> • Plug the power cord into a live electrical outlet. • Check the fuse or reset the circuit breaker. • Close the door, and then press START/PAUSE 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 does a quick drain. • There may be a pause or soak period in the cycle. Wait and the washer may start. • Make sure the mesh filters of the water supply hoses at the taps are not clogged. Periodically clean the mesh filter. • If the washer is not supplied with sufficient power, the washer temporarily will not drain or spin. As soon as the washer regains sufficient power, it will operate normally.



<p>The washer fills with the wrong temperature water.</p>	<ul style="list-style-type: none"> • Fully open both taps. • Make sure the temperature selection is correct. • Make sure the hoses are connected to the correct taps. Flush the water lines. • Make sure your water heater is set to supply hot water with a minimum temperature of 120 °F (49 °C) at the tap. Also, check the water heater capacity and recovery rate. • Disconnect the hoses and clean the mesh filters. The mesh filters may be clogged. • While the washer fills, the water temperature may change as the automatic temperature control feature checks the 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.
<p>The load is wet at the end of a cycle.</p>	<ul style="list-style-type: none"> • Use the High or Extra High spin speed. • Use high efficiency (HE) detergent to reduce oversudsing. • The 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.
<p>Leaks water.</p>	<ul style="list-style-type: none"> • 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.
<p>Has odors.</p>	<ul style="list-style-type: none"> • Excessive suds collect in recesses and can cause foul odors. • Run cleansing cycles to sanitize periodically. • Clean the door seal (diaphragm).



	<ul style="list-style-type: none"> • Dry the washer interior after a cycle has finished.
The tub or the water/ drain hose is frozen.	<ul style="list-style-type: none"> • For frozen hoses, use warm water to disconnect the frozen hoses. Soak them in warm water. • For a frozen tub, fill the tub with warm water, and then wait for about 10 minutes. • For the hose connector, put a hot towel on the drain hose connector. • After thawing the hoses, reconnect them.
Water drains out immediately.	<ul style="list-style-type: none"> • Make sure the drain hose is not clogged, and is hung over the drain hose hook. Fill the tub halfway with water, and try spinning again. • Lift the end of the drain hose to prevent water from draining. Fill the tub halfway with water, and then run the spin cycle after releasing the drain hose. • Make sure the drain hose is installed correctly. See the installation section of this manual and adjust the position of the drain hose as instructed. • Make sure the washer drains completely if it is turned off by force. If you operate the washer before it has drained completely, the washer may supply water and drain simultaneously.

If an issue continues to occur, contact a local Samsung service center.

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.

Code		Action
Upperwasher	Lowerwasher	
1 1C	1C	<p>Check the water level sensor.</p> <ul style="list-style-type: none"> • Power off and then power the washer on after 2-3 minutes, and then try again. • Depending on the model, the drain system drains water automatically. The POWER and START/PAUSE buttons may be disabled during this process.
-	dC	<p>The door is open.</p> <ul style="list-style-type: none"> • Close the door, and then press START/PAUSE to resume operation.
1 dC	-	<p>The top door is open.</p> <ul style="list-style-type: none"> • Close the top door, and then press START/PAUSE to resume operation.
1 dC4	-	<p>The protective cover is open.</p> <ul style="list-style-type: none"> • Close the protective cover, and then press START/PAUSE to resume operation.
1 dC1	dC1	<p>Check the door switch.</p> <ul style="list-style-type: none"> • Power off and then power the washer on after 2-3 minutes, and then try again.
1 LC	LC	<p>Check for water leaks.</p> <ul style="list-style-type: none"> • Power the washer off, and then check the drain system for any leaks. Once the leak issue is resolved, power the washer on after 2-3 minutes. • Depending on the model, the drain system drains water automatically. The POWER and START/PAUSE buttons may be disabled during this process.

1 LC1	LC1	<p>Check the drain hose.</p> <ul style="list-style-type: none"> • 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. <p>Others</p> <ul style="list-style-type: none"> • Use caution not to overfill any of the compartments (main wash/ fabric softener/bleach). • Do not spray or use water when cleaning the top door of the upper washer. Use a cloth to wipe up.
1 4C	4C	<p>Check the water supply line.</p> <ul style="list-style-type: none"> • Check the connection to the water line (including water taps). • Power off and then power the washer on after 2-3 minutes, and then try again. • Depending on the model, the drain system drains water automatically. The POWER and START/PAUSE buttons may be disabled during this process.
1 4C2	4C2	<p>The water being supplied is too hot.</p> <ul style="list-style-type: none"> • Make sure the cold and hot water taps are properly connected. • Power off and then power the washer on after 2-3 minutes, and then try again.
1 5C	5C	<p>Check the drain system.</p> <ul style="list-style-type: none"> • Make sure the drain filter is not clogged. • If the drain filter is clogged, clean the filter, and then restart the washer.
1 HC	HC	<p>Check the washing heater.</p> <ul style="list-style-type: none"> • Power off the washer, and then contact a Samsung customer service center.

1 UB	UB	<p>Check the spinning process.</p> <ul style="list-style-type: none"> • The load may not be balanced inside the drum or tub. Load is too small, or heavy items are mixed with light items. Check the drum or tub and make sure the load is balanced. • Avoid washing single items, adding few extra items help to balance the load. Redistribute the load evenly. • Press START/PAUSE to resume operation, or power off and then power the washer on after 2-3 minutes, and then try again.
1 8C 1 8C1 1 8C2	8C 8C1 8C2	<p>Check the MEMS sensor.</p> <ul style="list-style-type: none"> • Power off and then power the washer on after 2-3 minutes, and then try again.
1 OC	OC	<p>Water may overflow.</p> <ul style="list-style-type: none"> • Close the water tap, and then call for service.
1 3C	3C	<p>Check the motor.</p> <ul style="list-style-type: none"> • Power off and then power the washer on after 2-3 minutes, and then try again.
1 AC6	AC6	<p>Check the PBA communication status.</p> <ul style="list-style-type: none"> • Power off and then power the washer on after 2-3 minutes, and then try again.
1 9C1 1 9C2	9C1 9C2	<p>The electronic control needs to be checked.</p> <ul style="list-style-type: none"> • Check if power is supplied properly. • If the information code remains, contact a Samsung service center.
1 SF	SF	<p>System failed.</p> <ul style="list-style-type: none"> • Power off the washer, and then contact a Samsung service center.

1 AC	AC	<p>Check communications between main and sub PBAs.</p> <ul style="list-style-type: none"> • Try powering off and restarting the cycle. • If the information code remains, contact a customer service centre.
-	AC7	<p>Check communications between the lower main PBA and the upper main PBA.</p> <ul style="list-style-type: none"> • Try powering off and restarting the cycle. • If the information code remains, contact a customer service center.

If any information code keeps appearing on the screen, contact a local Samsung service center.

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.

