

Operations

01. Home screen

01. Apps & Widgets

- Tap a desired app or widget to launch it.
- Tap and hold an app or widget to enter Edit mode. A grid appears. In Edit mode, you can drag and drop an app or widget to a new position on the grid. When you move the app or widget to a new grid location, the location turns grey if it is available. If it is not available, it turns red.
- You can add an app or widget that has been removed from the Apps list.

02. Status bar

- Displays the status of various functions. (Refer to the following Icon descriptions table.)

Icon descriptions

02. Soft buttons

01. Bixby

- Tap to use Bixby.

02. Task Manager

- Tap to open the Task Manager.
- See the Task Manager section for details.

03. Home

- Tap to open the Home screen.

04. Return

- Tap to return to the previous screen.

05. Notification

- Tap to display the Quick Panel.

06. Hide/Show

- Tap to hide or show Soft buttons.
- The Hide/Show button only appears when an app is active.

Fridge Manager

To access Fridge Manager, swipe the Home screen to the left, and then tap the Fridge Manager widget.

- The design of the Fridge Manager widget differs with the model.
- On the Fridge Manager widget, the current fridge and freezer temperatures are displayed.
- For detailed settings, tap the widget to open the Fridge Manager.

NOTE

If you tap Buy Filter on the second page of the Fridge Manager widget, you will be directed to the website where you can purchase a water filter.

The Fridge Manager is a graphical representation of your refrigerator. The top half represents the refrigerator compartment, and the bottom half represents the freezer compartment. The temperature or mode settings for each are displayed over each section.

Fridge Manager At a Glance

01. Temperature

Changes the set temperature in the fridge or freezer. You can also turn on and turn off the refrigerator's Power Cool function and the freezer's Power Freeze function.

- Power Freeze speeds up the freezing process at maximum fan speed. The freezer keeps running at full speed for several hours and then returns to the previous temperature.
- To freeze large amounts of food, activate Power Freeze at least 20 hours before putting the food in the freezer.

NOTE Using Power Freeze increases power consumption. Make sure you turn it off so the freezer returns to its previous temperature if you do not need it any longer.

02. Special Features

View a short explanation of some of the refrigerator's special features.

03. Fridge Settings

Change many of the fridge's settings including settings for ice making, the door alarm, and the temperature units (°F or °C). See the next page for details.

04. External Conditions

Displays the external (ambient) temperature and humidity.

NOTE Also displayed is the Ice Off (ice making off) indicator at the top, center. When the indicator displays Ice Off, the refrigerator's ice maker is turned off.

Ice Maker (applicable models only)

Turns the icemaker on and off. Tap and drag the button to turn on or off. Note that if the ice bucket is full of ice, the refrigerator does not start making ice when you tap and drag this button (turning the Ice Maker on), but displays the Ice Full indicator on the main screen.

If you hold down the dispenser lever for 5 seconds, the Ice Maker Off status changes to Ice Maker On.

Dispenser Lock (applicable models only)

Turns the ice and water dispensers on and off. Tap to set Dispenser Lock on or off.

Door Alarm

The door alarm sounds if you leave the door open. Tap and drag the button to turn on or off.

Temp. Unit

Switch the temperature scale between Celsius and Fahrenheit. Touch °F or °C to change the scale.

Water Filter (applicable models only)

Provides a water filter replacement tutorial and lets you reset the water filter replacement indicator. Tap to open.

NOTE

- After installing the water filter, tap Water Filter, and then tap Reset. Tapping Reset re-initializes the function that measures the time remaining until the water filter needs to be replaced again.
- If you tap Buy Filter, you will be directed to the website where you can purchase a water filter.

Self Check

Self Check is a self diagnoses function. Tap to open. Tap Start to run.

Energy Saver

Tap and drag this button to turn Energy Saver mode on and off.

The Energy Saver function automatically turns off when power is supplied to the refrigerator. The settings for Energy Saver may differ with the model. If condensation or water drops appear on the doors, turn the Energy Saver mode off.

Demand Response (applicable models only)

Works with the Smart Grid energy saving manager. Tap to open. Tap and drag the button to turn on or off. See the Smart Grid section in this manual for more information.

Cooling Off

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

In Cooling Off mode, the refrigerator's fan motor and lights work normally, but the compressors do not run, and the refrigerator and freezer do not get cold. If Cooling Off is turned on, all cooling controls will turn to OFF on the Fridge Manager.

- To activate Cooling Off, tap Activate > Proceed from Cancel/Proceed.
- To deactivate Cooling Off, tap Deactivate > Proceed from Cancel/Proceed.

Connections

Wi-Fi

- Turn on or turn off a Wi-Fi connection. The current Wi-Fi network is listed first in the access point (AP) list.

Network Status

- You can check your Network Status by Selection of Network Status Menu.

Bluetooth and Speaker

- When the Speaker mode is on, you can listen to music and media on your mobile phone or tablet through Family Hub's speaker.
 - Only one connected mobile phone or tablet is listed.
- When the Speaker mode is off, you can search and connect to nearby Bluetooth-enabled devices.
 - Up to 4 recently paired Bluetooth devices are listed.
 - To add a new device when 4 paired devices are listed, first unpair a paired device from the device list.
 - Available devices are Bluetooth-enabled headsets, headphones, and speakers.

Easy Connection

- Easy Connection can be used with Samsung Smartphone apps, and allows you to connect your device to the same home Wi-Fi network that your smartphone is connected to.

Display

Display

- You can set the screen brightness, wallpapers, auto wake-up, motion detector, theme, screen timeout, and duration of the screen saver.

Clean screen mode

- Turn on so you can clean the screen without activating any apps.

Sound

- Set the volume and equalizer and turn on or turn off the touch sound.

Notifications

- You can turn on or turn off Preview of Notification.

Profile

- You can add, edit, or delete a profile.

Bixby

- You can set the function that related with voice recognition.
- Language and Voice Style : You can choose Bixby Language and Voice Style
- Voice Wake up : You can Stop and Play by Voice wake-up
- Wake up Sensitivity : You can set the Bixby voice wakke-up sensitivity
- Multi Device Wake up : You can Turn on/Off Multi Device Wake Up
 - Only one device that is Closet to you will wake up when it is turn on.
- Voice ID : You can Turn on and Turn Off Voice ID
- About Bixby : You can Check Bixby Version and related information

Security

- Enable or disable restrictions on Family Hub features and apps.

Storage

- You can check saving storage of each app and check saving storage of Images.

Language and Time

Language

- Select a preferred language. Available languages depend on the sales region.

Date and Time

- Make sure the Auto update function is on with a proper Wi-Fi network connection. Open the fridge door and locate the display reset button on the inner side of the door. Press the button and press again to reset the display. Then, the date and time will be synced by the time server.
- You can change the time zone through the Time zone menu.

Accessibility

- Set to turn on or off the screen reader function for blind and low vision users.

About Family Hub

Device information

- Make sure the Software Update function is on with a proper Wi-Fi network connection.
- When updates are available, the Update button becomes active. When updates are complete, the refrigerator restarts automatically.
- Legal information displays the Open Source License Agreement. Tap the list item to open the Open Source Announcement.

Restart and Factory Data Reset

- You can restart Family Hub LCD by selection of Restart Button
- You can initialize Setting of Wi-Fi and Bluetooth by selection of Reset network Settings Button.
- Tap Reset to restart the refrigerator by selection of Factory Data Reset button. All user data will be removed permanently. Data that will be removed includes account information, memos, photos, and user settings.

Help & Contact Us

Online Manual

- The online manual will walk you through various menus and apps that the refrigerator provides directly on the display.

Remote Management

- Use Remote Management to allow a service representative to remotely diagnose problems and provide solutions.
- Remote Management requires a Wi-Fi connection.
- The Remote Management menu does not appear on models that do not support Remote Management.

Feedback, Questions, Issues

- Send your feedback, questions and minor issues about Family Hub.

Display reset (applicable models only)

If the display is not working correctly, try resetting the display. This may resolve the problem.

1. Open the right-side fridge door and locate the switch cover on the top right corner of the door.
2. Push up the cover to reveal the power switch.
3. Turn the switch off, and then turn it on again.
4. Reinsert the switch cover. You will hear a click when the cover is in place.

SmartThings

Installation

Visit the Google Play Store, Galaxy Apps, 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.
- 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.

Monitoring

Fridge temperature

- Displays the desired temperature setting of the fridge.

Freezer temperature

- Displays the desired temperature setting of the freezer.

FlexZone™ settings

- Displays the settings of the FlexZone™.

Diagnosis

- 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.

Fridge temperature

- You can change the desired setting temperature of Fridge.

Freezer temperature

- You can change the desired setting temperature of Freezer.

FlexZone

- You can change the mode of FlexZone.

Alarms

Abnormally high temperature

- This alarm is triggered when the fridge or freezer has abnormally high temperatures.

Door opening

- This alarm is triggered if the fridge door, the freezer drawer, or the FlexZone™ drawer is open for a specific length of time.

Water filter replacement

- This alarm reminds you that the water filter must be replaced.

Inside Image

- You can view the inside of the refrigerator and can see if you need to replace food items.

Family Hub App Link

- You can connect to the App Store and download the Refrigerator app.

SMART GRID Function (Demand Response)

When the refrigerator operates in SMART GRID (Demand Response) mode, the Energy Management Refrigerator function can control energy usage or delay the operation of some functions to save money when energy prices or demand are the highest.

NOTE

- You can deactivate the SMART GRID (Demand Response) function at any time using the Peak Demand Off function.

- To use the SMART GRID (Demand Response) function, you need a separate contract with your electric utility company.

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).

Using the SMART GRID (Demand Response) Function

This feature monitors energy prices and demand information from your utility company and sends notifications to the refrigerator to run high energy consuming tasks during off peak times when electricity costs and demand are lower.

If the refrigerator receives a control signal from the utility company, the refrigerator will display the DAL (L3) ~ TALR (L4) levels on the refrigerator display and control the power consumption according to the level.

[Exception condition] The DAL and TALR control signals from a utility company work as long as product performance is maintained.

If the refrigerator receives the SMART GRID (Demand Response) signal (DAL or TALR), the refrigerator will operate in Delay Appliance Load (Display:L3) or Temporary Appliance Load Reduction (Display:L4) mode.

- Delay Appliance Load (L3): The refrigerator responds to a DAL signal by providing a moderate load reduction for the duration of the delay period. This function controls functions that consume a lot of energy such as adjusting the Cooling system, running the defrost cycle, and making ice.
 - When the refrigerator operates in DAL (L3) mode, “L3” is displayed on the refrigerator display.
 - DAL mode is automatically deactivated after it lasts for the amount of time stipulated by the DAL signal (max. 4.5 hours) or when the Peak Demand Off key is pressed.
- Temporary Appliance Load Reduction (L4): The refrigerator responds to a TALR signal by aggressively reducing the load for a short time period. This function reduces energy consumption by stopping the compressor and controlling the functions that consume a lot of energy such as the defrost cycle and making ice.
 - When the refrigerator operates in TALR (L4) mode, “L4” is displayed on the refrigerator display.
 - TALR (L4) mode is automatically deactivated after it lasts for the received duration max. 15 minutes), or when the Peak Demand Off key is pressed. The mode is immediately deactivated and the refrigerator returns to the normal state when the door is opened or closed, or the dispenser is used.

To check the MAC address

1. Tap the Settings icon on the Home screen.
2. Scroll down to and open About Family Hub.
3. The screen displays (among others) the Wi-Fi MAC address.

Peak Demand Off (Override mode)

When you want the refrigerator to ignore the SMART GRID (Demand Response) signal from the utility company, you can activate Peak Demand Off (Override mode).

When you activate Peak Demand Off (Override mode), the refrigerator ignores the SMART GRID (Demand Response) signal and is not controlled by the utility company.

Activating and deactivating Peak Demand Off (Override mode)

1. Tap the 'FridgeManager' Icon on the Home screen.
2. Open the 'Fridge Settings' menu on the bottom of the screen.
3. Open the 'Demand Response' menu.
4. Turn the 'Peak Demand Off (Override mode)' on and off. Tap and drag the button to activate or deactivate "Demand Off".

NOTE

Alternatively, you can activate or deactivate Peak Demand Off (Override mode) using the SmartThings app and the Energy Management function. See the next page.

Using the Energy Management Function

The Energy Management function enables you to control and monitor your Energy Management refrigerator using the SmartThings app for your convenience.

NOTE

- To use the Energy Management refrigerator functions, you have to install the corresponding app first.

1. Operational Status

- You can check the DR and Peak Demand Off (Override mode) status.

2. Energy Consumption Reporting

- Shows the accumulated power consumption. Power consumption data is updated every 10 minutes.

NOTE

The energy consumption report may differ from the power consumption specifications of the product depending on the operating environment and the stored food.

3. Delay Defrost Capability

- The Delay Defrost Capability function saves energy by delaying the defrost operation to a time specified by the user. You can configure the time, and this function will save energy during the specified period in a 24 hour cycle. If the time is not set, the function works with the default time settings. The default time settings are below:
- 6 am to 10 am: 1st. November ~ 30th. April
- 3 pm to 7 pm: 1st. May ~ 31th. October

To change the time setting for the Delay Defrost Capability

You can change the time setting for the Delay Defrost Capability on the app.

Provision for Open Access to the Connected Product Requirements

1. SGIP Open Standards

- Energy Consumption Reporting
- Demand Response

2. Samsung OPEN API

- Operational Status, User Settings & Messages
- ICE Maker Status: GET /icemaker/status/vs/0
- Door Open Alarm: GET /doors/vs/0
- DR Status: GET /drlc/vs/0
- Delay Defrost Capability
- Set Schedule of the Defrost Delay: POST /defrost/reservation/vs/0?op=add
- Get Schedule of the Defrost Delay : GET /defrost/reservation/vs/0
- Delete Schedule of the Defrost Delay: POST /defrost/reservation/vs/0?op=remove
- Defrost Delay On/OFF: POST /defrost/delay/vs/0

Recommendations for voice recognition

For the voice recognition function, there is a built-in microphone on top of the refrigerator's display. To use the voice recognition function:

- Stand no more than 3 feet (1 meter) from the refrigerator and speak loudly and clearly towards the built-in microphone.
- Speak at a regular pace. Reduce ambient noises, such as noises from a living-room TV.

NOTE

The voice recognition function may not be enabled if you stand more than 3 feet (1 meter) away or if you speak too softly.

Samsung Family Hub

Installation

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

Samsung account

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

Samsung account.

NOTE

To connect your smartphone and the refrigerator, register your Samsung account in Settings -> Profile.

Dispenser panel

01. Water / Lock

02. Cubed Ice

03. Crushed Ice

01. Water / Lock (3 sec)

Water

- To dispense chilled water, press Water. The corresponding indicator turns on.

Lock (Dispenser panel / Dispenser lever)

- To prevent the use of the dispenser panel buttons and the dispenser lever, press and hold Water for more than 3 seconds.
- If you press and hold the button again for more than 3 seconds, the dispenser lock will be deactivated.
- When dispenser lock is on, the indicator blinks if any button on the dispenser panel is pressed or the dispenser lever is pressed.

02. Cubed Ice

Cubed Ice

- Press Cubed Ice to dispense cubed ice. The corresponding indicator turns on.

03. Crushed Ice

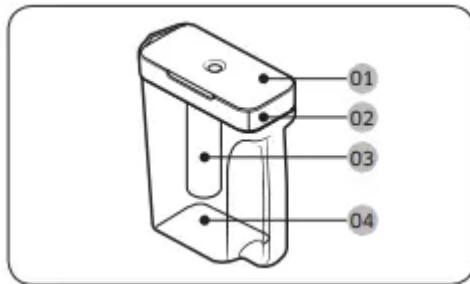
Crushed Ice

- Press Crushed Ice to dispense crushed ice. The corresponding indicator turns on

Special features

Water tank (AutoFill Pitcher) (applicable models only)

The AutoFill Pitcher function lets you enjoy cold brewed tea in your refrigerator.



- 01 Lid
- 02 Sealed mouth
- 03 Infuser
- 04 Body

To fill the Water tank

1. Grasp a handle groove of the sealed mouth, and then pull up to open the lid.
2. Put tea leaves or fruit to your taste into the infuser.

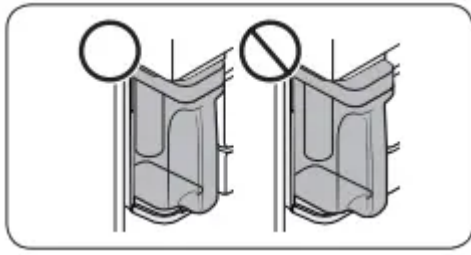
NOTE If you want to keep the infused water in its initial concentration, turn the AutoFill Pitcher function off.



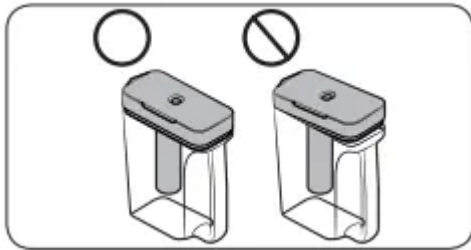
3. Enable the AutoFill Pitcher function on the main panel. Open the left door of the fridge door, and then mount the water pitcher onto the holder. Push it straight in as shown in the illustration on the left.
4. Close the door. The water pitcher will start to fill with chilled water a short time later.
5. To drink tea, open the door and detach the water pitcher. Pull it straight out.

CAUTION

- We recommend consuming fruit infused water within 24 hours. After that, the infused water can spoil over time.
- You must clean the water tank after you have consumed the infused water. Also clean the water tank if you haven't used it for a long time.
- To prevent the water pitcher from tipping over or leaking, make sure the water pitcher fits in the water pitcher holder.



- To prevent the water pitcher from spilling over or leaking, make sure the sealed mouth is properly inserted.



NOTE

- If the front side (specifically marked area) of the water pitcher has too much moisture, the water pitcher may not fully fill. Remove the moisture, and then try again.
- The AutoFill Pitcher function will stop supplying water to the water pitcher if the water pitcher does not fill after a certain amount of time. If this happens, check if the water line is properly connected. Remove and reinsert the water pitcher, and then try again.



NOTE

- Wipe around the infuser holder if the infuser overflows or leaks.
- Water drops off if the rubber cap is opened.
- The AutoFill Pitcher indicator blinks if there is a leak. In case of a leak, open the rubber cap so that the leaked water drains. The indicator will then turn off. However, if the indicator continues to blink, there might be a system failure. Contact your local Samsung service center.
- The AutoFill Pitcher indicators blink if there is a leak. See page for more information.

Water/Ice dispenser

Using the dispenser, you can dispense water with or without ice.

The water dispenser offers 3 options: chilled water, cubed ice, and crushed ice. To dispense chilled water, press Water on the dispenser panel. Put a water glass under the dispenser, and then push the dispenser lever.

To dispense water with ice

1. With the Ice Maker enabled, press Cubed Ice or Crushed Ice to select the ice type.
2. Put a water glass under the dispenser, and then push the dispenser lever with the glass. Ice will be dispensed from the dispenser.
3. Press Water to select water.
4. Push the dispenser lever with the glass. Water will be dispensed from the dispenser.

Ice maker

The refrigerator has a built-in ice maker that automatically dispenses ice so that you can enjoy filtered water with cubed or crushed ice.

Ice making

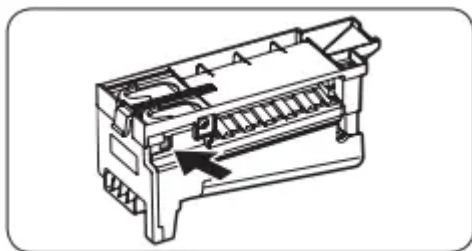
After you have installed your refrigerator and plugged it in, follow these instructions to ensure proper ice making and to keep the ice bucket full of ice:

1. Let the refrigerator operate for at least 24 hours to ensure optimal performance.
2. Dispense the first 4 to 6 ice cubes into a glass.
3. Wait another 8 hours and dispense another 4 to 6 ice cubes.
4. Then, wait another 16 hours and dispense the first glass-full of ice.

Diagnosis

If ice does not dispense, first check the ice maker.

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



If You Turn the Ice Maker Off

If you press and hold Ice Maker for more than 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.

NOTE

- Removal of the ice bucket does not affect the thermal and mechanical performance of the refrigerator.

Water clouding

Water supplied to the refrigerator flows through a core alkaline filter. During this filtering process, the water pressure of the water increases and the water becomes saturated with oxygen and nitrogen. This causes the water to look misty or cloudy temporarily when dispensed. This is normal and the water will look clear after a few seconds.

FlexZone™ divider

You can change the divider position. To do this, unlock the divider by turning the divider dial counter clockwise. Then, move the width and height bars as appropriate. When done, turn the dial clockwise to lock the divider.

Maintenance

Handling and care

Ice bucket (applicable models only)

If you do not dispense ice for an extended period, ice may form clumps inside the bucket. If this happens, remove and empty the ice bucket.

1. To remove the ice bucket, gently lift it up, and then pull it out slowly while holding the bottom of the bucket with one hand and the side with the other hand.
2. Empty the bucket.
3. When done, put the bucket back into position. If the bucket does not fit in, turn the helix screw 90 degrees, and then try again.

If the ice bucket is not firmly inserted, turn the Helix (A) 90 degrees, and then try again.

CAUTION

- Do not apply excessive force to the bucket cover. The cover may break.
- Do not forcefully close the door. Water may spill over the ice maker.
- To prevent injury, make sure to clean up any ice or water that has fallen on the floor.
- To prevent accidents or injury, do not let children play with the water dispenser or the ice maker.
- Do not put your hand or an object into the ice chute. This may cause physical injury or product damage.
- Use only the provided ice bucket. Third-party ice buckets may cause a system failure.

NOTE

- The water pressure required for ice making is between 20 psi and 125 psi (138 and 862 kPa).

- Noise from the the ice maker as it produces ice during the ice making process is normal.
- While the door is open, neither the ice maker nor the water dispenser operates.

Auto Water Fill (applicable models only)

1. Grasp a handle groove of the sealed mouth, and then pull up to remove.
2. Grasp both sides of the sealed mouth, and then lift to remove.
3. While slightly twisting the infuser, pull it out of the sealed mouth.
4. Clean the infuser with neutral agents and running water. Rinse and dry well.
5. Reassemble the Auto Water Fill in the reverse order of disassembly.

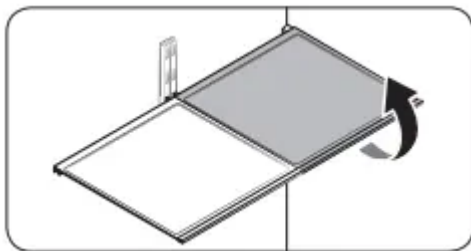
Fridge shelves

The appearance of the shelves differs by model.

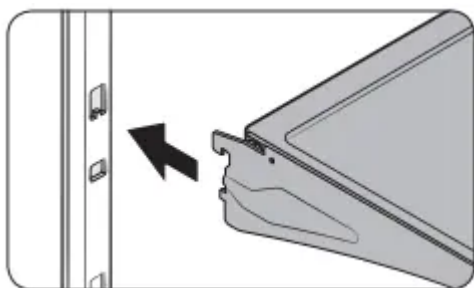
- To remove a shelf, fully open the corresponding door. Hold the front of the shelf, and then gently lift up and slide out.

NOTE

Do not lift up the shelf fully when removing or reinserting the shelf. The rear wall of the fridge room can be dented.



- 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.



CAUTION

- The tempered glass shelves are heavy. Use caution when removing them.
- The shelf must be inserted correctly. Do not insert upside down.
- The shelf must be inserted correctly. Do not insert upside down.
- Glass containers may scratch the surface of glass shelves.

Foldable shelf

To remove, slide up the front of the shelf so that it folds. Then gently lift up and pull out. To reinsert, place the shelf on the angled frame in the main unit, and then, press down to unfold.

CAUTION

After sliding the foldable shelf in and folding it, the front of the shelf can be removed for your convenience. If you use the shelf without removing the front of the shelf, be aware that it can separate from the rear portion. Take care when handling food items near the shelf.

Recommended foldable shelf location

The foldable shelf folds up from the center, giving you more room for storage.

- Insert the shelf in the right side of the fridge. Left side insertion does not allow the shelf to fold completely.
- To fold, push the front area of the shelf inward so that it folds up from the middle.

CAUTION

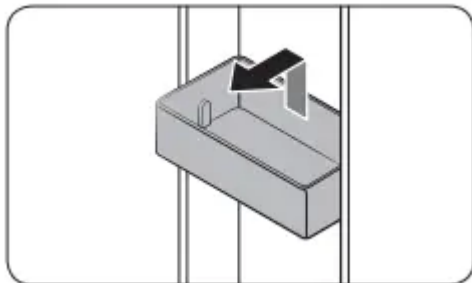
Do not lift up quickly or twist the foldable shelf to take out food under it. It may fall off.

Vegetable shelf

1. Slide out the left-side vegetable drawer.
2. While supporting the vegetable shelf with one hand, slide it out with the other hand.

Door bins

- To remove the door bin, hold the front sides of the bin, and then gently lift up to remove.
- To reinsert, insert the door bin slightly above its final location making sure that the back of the bin is against the door. Hold the rear of the door bin with both hands, and then press down so that it fits snugly.



CAUTION

- Do not remove a bin that is filled with food. Empty the bin beforehand.
- Use caution when opening the door if the bottom bin contains larger bottles, which may fall over.

- Do not allow children to play with the bins. Sharp corners of the bin may cause injury.

Fridge drawers

Vegetable / fruit drawers

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.
- To reinsert, insert the drawer into the frame rails and then slide inward.

FlexZone™ basket

- To remove, fully open the FlexZone™ drawer. Lift up the FlexZone™ basket, and then pull out with both hands.
- To reinsert, fully open the FlexZone™ drawer. While tilting up the front of the basket, insert the rear of the basket into the rail assembly. Lower the front until the basket is in place.
- If the divider lock does not function, wipe the bars to remove moisture on them.

Freezer baskets

Upper basket

- To remove, fully slide open the freezer drawer. Lift up the front of the upper basket and pull to remove.
- To reinsert, align the front wheels of the upper basket with the end of the lower basket. Slide the upper basket to the front.

Lower basket

- To remove, first remove the upper basket. Then, tilt up the front of the lower basket to pull out.
- To reinsert, put the basket onto the rail assembly rear side first.

CAUTION

- Do not twist the basket when removing or reinserting the basket. The basket can be scratched.
- To prevent physical injury, property damage, or suffocation, keep children away from freezer baskets that have been removed.
- Do not remove the divider.
- Put the wheels of the upper basket on the end of the rails of the lower basket. Then, slide the upper basket all the way to the front. Otherwise, the drawer will not open or close properly, which will cause frost to build up.

Freezer basket divider

Loosen and remove the screw from the lower side of the divider. Then, pull straight up to remove the divider.

Cleaning

Interior and exterior

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

1. Unplug the power cord.
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. Plug in the power cord.

Ice / Water dispenser

CAUTION

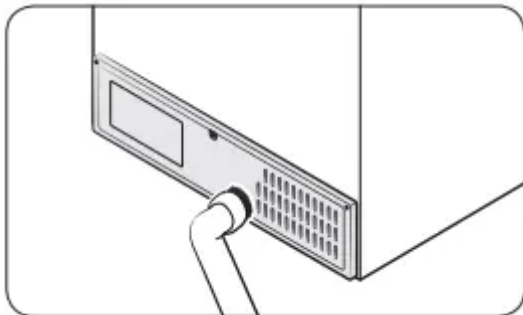
When crushed ice is selected, some residual ice chips may collect in the ice chute. To prevent this, remove the residual ice from the chute using a soft, clean cloth.

Rubber seals

If the rubber seals of a door become dirty, the door may not close properly and reducing refrigerator performance and efficiency. Use a mild detergent and damp cloth to clean the rubber seals. Then, dry well with a cloth.

Rear panel

To keep cords and exposed parts of the rear panel free of dirt, vacuum the panel once or twice a year.



CAUTION

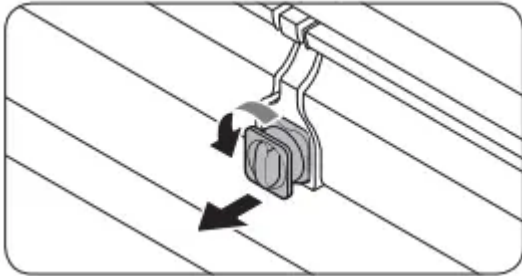
Do not remove the rear panel cover. Electric shock may occur.

Replacement

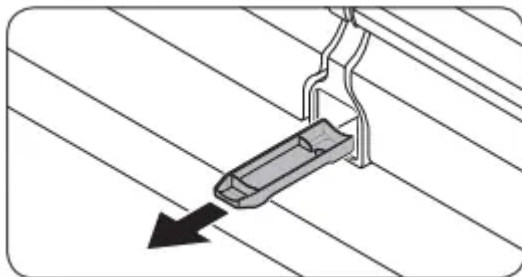
Water filter

The Filter Reset indicator (**Filter**) 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. Shut off the water supply line.
2. Turn the knob of the filter cartridge 90 degrees counterclockwise (1/4 turn). The filter cartridge unlocks.



3. Pull out to remove the cartridge.
 - If the water filter is severely contaminated, the cartridge may not be easy to remove. If that is the case, use force to remove the cartridge.
 - To prevent water leaks from the filter opening, pull the cartridge straight out while removing it.
4. Insert a new filter cartridge. Use only Samsung-provided or approved filters.



5. Turn the cartridge knob clockwise to lock into place.
6. Press and hold Ice Maker on the main panel for 3 seconds to reset the life cycle detector. The Filter Reset indicator (**Filter**) turns off.
7. 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

Reverse osmosis water filtration system

The water pressure of the water supply system to a reverse osmosis water filtration system must be between 30 to 120 psi (206 to 827 kPa).

The water pressure of the reverse osmosis water filtration system to the refrigerator's cold water line must be at least 40 psi (276 kPa). If the water pressure is below these specifications:

- Check if the sediment filter in the reverse osmosis system is blocked. Replace the filter if necessary.
- Refill the water tank in the reverse osmosis system with water.
- If your refrigerator has a water filter, it may further reduce the water pressure when used in conjunction with a reverse osmosis system. Remove the water filter.

For more information or servicing, contact a licensed plumbing professional.

Ordering a new filter

To purchase a new water filter, contact a local Samsung service center or visit www.samsungparts.com on the web.

LED Lamps

To replace the lamps of the refrigerator, contact a local Samsung service center.

Troubleshooting

General

Temperature

Fridge/freezer does not operate. Fridge/freezer temperature is warm.

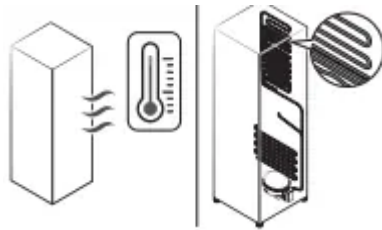
- Power cord is not plugged in properly.
 - Properly plug in the power cord.
- Temperature control is not set correctly.
 - Set the temperature lower.
- Refrigerator is located near a heat source or direct sunlight.
 - Keep the refrigerator away from direct sunlight or a heat source.
- Not enough clearance between refrigerator and nearby walls or cabinets.
 - Make sure there is a gap of at least 2.5 inches (5 cm) between the refrigerator back and sides and any nearby walls or cabinets.
- The refrigerator is overloaded. Food is blocking the refrigerator vents.
 - Do not overload the refrigerator. Do not allow food to block vents.
- Energy Saver mode is activated.
 - Deactivate Energy Saver mode

Fridge/freezer is over-cooling.

- Temperature control is not set correctly.
 - Set the temperature higher.

Interior wall is hot.

- Refrigerator has heat-proof piping in the interior wall.
 - To prevent condensation from forming, the refrigerator has heat-proof piping in the front corners. If the ambient temperature rises, this equipment may not work effectively. This is not a system failure.



Odors

Refrigerator has odors.

- Spoiled food.
 - Clean the refrigerator and remove any spoiled food.
- Food with strong odors.
 - Make sure strong smelling food is wrapped airtight.

Frost

Frost around the vents.

- Food is blocking the vents.
 - Make sure no food blocks the refrigerator vents.

Frost on interior walls.

- Door is not closed properly.
 - Make sure food does not block the door. Clean the door gasket.

Fruits or vegetables are frozen.

- Fruits or vegetables are stored in the FlexZone™.
 - Do not store most kinds of fruit or vegetables in the FlexZone™.

Condensation

Condensation forms on the interior walls.

- If door is left open, moisture enters the refrigerator.
 - Remove the moisture and do not leave a door open for extended periods of time.
- Food with high moisture content.
 - Make sure food is wrapped airtight.

Water/ice (dispenser models only)**Water flow is weaker than normal.**

- Water pressure is too low.
 - Make sure the water pressure is between 30 to 120 psi (206 to 827 kPa).

Ice maker makes a buzzing sound.

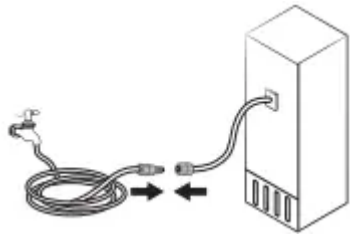
- The Ice Maker function is activated, but the water supply to the refrigerator has not been connected.
 - Press Ice Maker.

Ice maker does not make ice.

- Ice maker has just been installed. You must wait for 12 hours for the refrigerator to make ice.
 - Freezer temperature is too high. Set the freezer temperature below 0 °F (-18 °C) or -4 °F (-20 °C) in warm ambient air.
- Dispenser panel Lock is activated.
 - Deactivate dispenser panel Lock.
- Ice maker is off.
 - Turn on the ice maker.

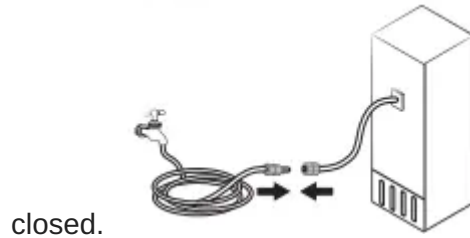
Ice does not dispense.

- Ice may jam if the ice dispenser is not used for a long time (approx. 3 weeks).
 - If you won't be using the refrigerator for a long time, empty the ice bucket and turn off the ice maker.
- Ice bucket is not properly inserted.
 - Make sure the ice bucket is properly inserted.
- Water line is not connected properly or water supply is not on.
 - Check if the water line is installed correctly. Check if the water line stop cock is closed.



Water does not dispense.

- Water line is not connected properly or water supply is not on.
 - Check if the water line is installed correctly. Check if the water line stop cock is



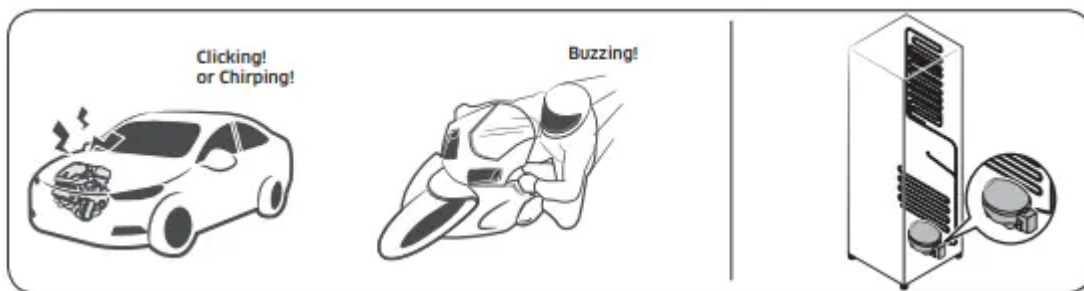
- closed.
- Dispenser panel Lock is activated.
 - Deactivate dispenser panel Lock.
- A third-party water filter was installed.
 - Use only Samsung-provided or approved filters.
 - Unapproved filters may leak and damage the refrigerator.
- Water filter indicator turns on or blinks.
 - Replace the water filter. After replacing, reset the filter indicator sensor.

Do you hear abnormal sounds from the refrigerator?

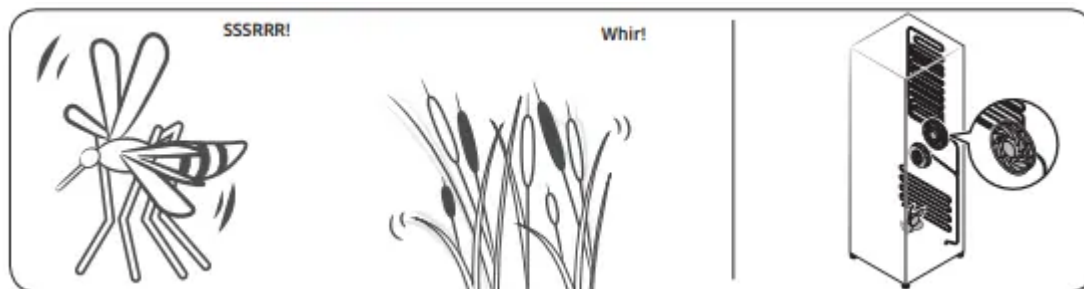
Before calling for service, review the information below. If you still have questions about sounds your refrigerator is making, please call Samsung Customer Care at 1-800-SAMSUNG (726-7864). Note that you will be charged for any service visits related to normal operating sounds in which no defects were found.

These sounds are normal.

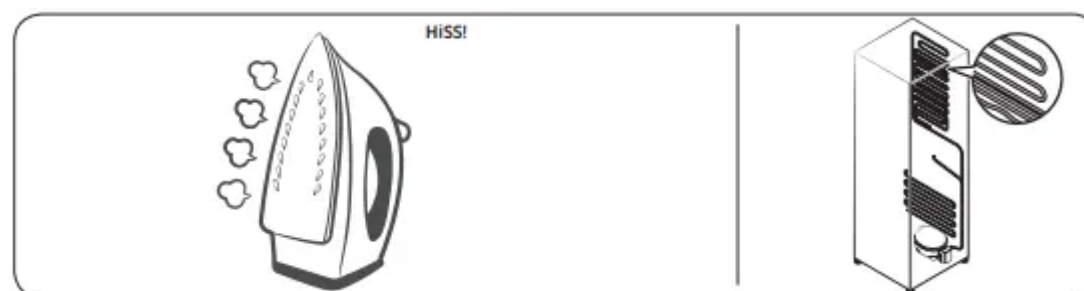
- When starting or ending an operation, the refrigerator may make sounds similar to a car engine ignition. As the operation stabilizes, the sounds will decrease.



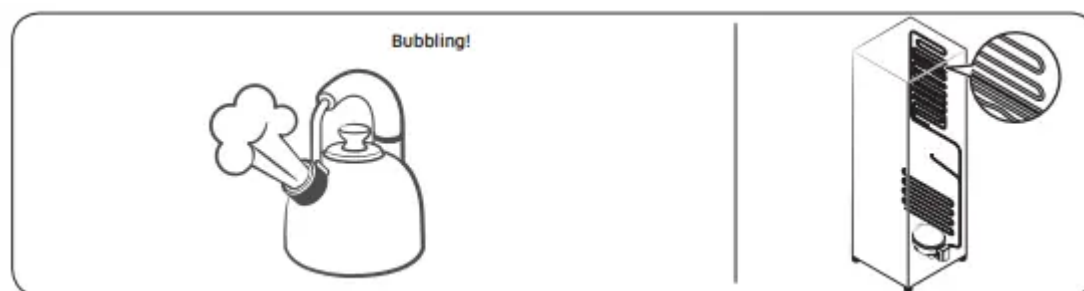
- While the fan is operating, these sounds may occur. When the refrigerator reaches the set temperature, the fan sound will stop.



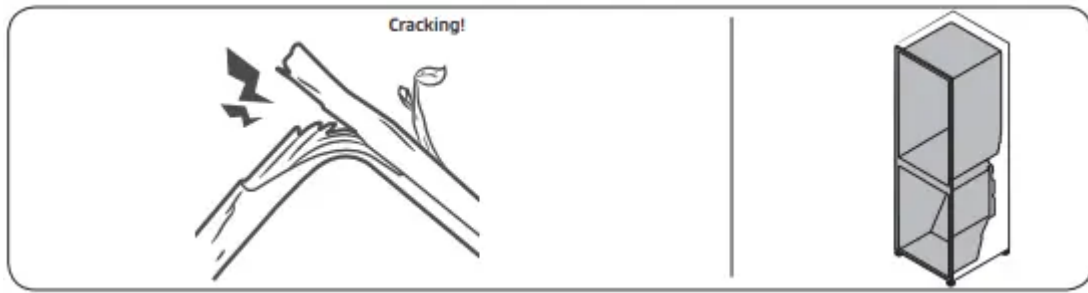
- During a defrost cycle, water may drip on the defrost heater, causing sizzling sounds.



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



- 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, you may hear a buzzing sound.
- Due to pressure equalizing when you open and close the refrigerator door, you may hear a whooshing sound

SmartThings

Could not find "SmartThings" in the app market.

- 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.

The SmartThings app fails to operate.

- The SmartThings app is available for applicable models only.
- The old Samsung Smart Refrigerator app cannot connect with Samsung Smart Home models.

The SmartThings app is installed but is not connected to my refrigerator.

- You must log into your Samsung account to use the app.
- Make sure that your router is operating normally.
- If you have not connected your refrigerator to the SmartThings App after the app was installed, you must make the connection using the device registration function of the app.

Could not log into the app.

- You must log into your Samsung account to use the app.
- If you don't have a Samsung account, follow the app's onscreen instructions to create one.

An error message appears when I try to register my refrigerator.

- 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.

The SmartThings app is successfully connected to my refrigerator but does not run.

- Exit and restart the SmartThings app or disconnect and reconnect the router.

- Unplug the power cord of the refrigerator, and then plug it in again after 1 minute.

Samsung Family Hub

Could not find "Samsung Family Hub" in the app market.

- The Samsung Family Hub 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.

Could not log into the app.

- 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.

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.