

## Installation

### Refrigerator at a glance

The actual refrigerator and provided component parts of your refrigerator may differ from the illustrations in this manual, depending on the model and the country.

#### Type A

#### Type B

01 Auto Ice Maker

02 1-Step Foldable Shelf

03 Autofill Pitcher \*

04 Main panel

05 Cool Select Zone

06 Freezer

07 Door bins

08 2-Step Foldable Shelf

09 Water filter

10 Ice Maker \*

11 Ice bucket \*

#### NOTE

- For energy efficiency, keep all shelves, drawers, and baskets in their original positions.
- When closing the door, make sure the vertical hinged section is in the correct position to avoid scratching the other door.
- If the vertical hinged section is reversed, put it back into the correct position, and then close the door.
- Moisture may form at times on the vertical hinged section.
- If you close a door forcefully, the other door may open.
- When a door is opened, the interlock switch automatically disables the auger motor of the ice maker for safety reasons.
- If the internal or external LED lamp is out of order, contact a local Samsung service center.
- If the door is left open for too long, the top internal LED will blink. This is normal.

## Step-by-step installation

### STEP 1 Select a site

Select a site that:

- Has a solid, level surface without carpeting or flooring that may obstruct ventilation
- Is away from direct sunlight
- Has adequate room for opening and closing the door
- Is away from any heat sources
- Provides room for maintenance and servicing
- Has a temperature range between 50 °F (10 °C) and 109 °F (43 °C)

### CAUTION

- If your refrigerator is equipped with an ice maker, provide extra space at the rear of the refrigerator for the water line connection.
- When you install the refrigerator next to a fixed wall, you must provide a minimum clearance of 3 3/4" (95 mm) from the wall to allow the door to swing open.

### NOTE

- To facilitate moving your refrigerator to its final location, be sure to measure the width and height of doorways, thresholds, ceilings, stairways, and anything else that needs to be taken into consideration to ensure you can move your refrigerator safely. The following diagram illustrates the exact height and depth (factory specifications) of your refrigerator.

### Clearance

See the following figures and tables for space requirements for installation.

**NOTE:** The measurements in the table above may differ slightly from the actual measurements, depending on the measuring and rounding method.

### STEP 2 Flooring

If the refrigerator cannot pass through the entrance due to its size, see STEP 3 Door removal for entrance.

### NOTE

To prevent floor damage, make sure the front leveling legs are in the upright position.

- The surface you install the refrigerator on must support a fully loaded refrigerator.
- To protect the floor, put a large piece of cardboard along the path to the refrigerator's final installation location.

- Once the refrigerator is in its final position, do not move it unless necessary to protect the floor. If you have to move the refrigerator, place thick paper or cloth such as old carpets along the path of movement.

### **STEP 3 Door removal for entrance**

If the refrigerator cannot pass through the entrance to your home or kitchen due to its size, follow these instructions to remove and then re-install the refrigerator's doors. If you do not need to remove the doors, go to page 29 to continue the installation procedure.

Unplug the power cord of the refrigerator before removing the doors.

#### **Tools required (not provided)**

#### **Detach the fridge doors**

Left door

- With the doors closed, use a Phillips head screwdriver to remove the screws (x3) in the top cover.
- Disconnect the wires and the water tube from the left-side door. Do the following sequentially:

Decouple the connector.

While holding down one end of the water line coupler, disconnect the water tube.

- Gently draw up the clamp. To prevent finger injuries, do not apply a sudden force to the clamp.
- Pull the clamp to remove it.
- Open the door 90 degrees. While holding the door, pull up and remove the top hinge. Be careful not to damage the connector wires when you remove the hinge.
- Gently pull up the door vertically to remove. Do not apply excessive force to the door. The door may fall, causing physical injury.
- Lay the door down on a flat surface.

#### **Right door**

- Disconnect the wire connectors (x2) on the right door. The position of the connectors differs with the model.

#### **CAUTION**

- Do not remove both doors simultaneously. Make sure to remove one door at a time. Otherwise, one of the doors may fall and cause physical injury.
- Make sure the refrigerator is off before disconnecting the connectors.
- Gently draw up the clamp. To prevent finger injuries, do not apply a sudden force to the clamp.

- Pull the clamp to remove it.

**NOTE:** Be careful not to drop the clamp on the floor.

- Open the door 90 degrees. While holding the door, pull up and remove the top hinge. Be careful not to damage the connector wires when you remove the hinge.

**NOTE** Be careful not to drop the hinge on the floor.

- Gently pull up the door vertically to remove. Do not apply excessive force to the door. The door may fall, causing physical injury.
- Lay the door down on a flat surface.

### **To reattach the fridge door**

After you have moved the refrigerator to its final location, reattach the doors by following the removal instructions in reverse order.

01 Dispenser

02 Center of transparent coupler

03 Guidelines

### **CAUTION**

To prevent water leaks from the dispenser, the water line must be fully connected. Make sure both tubes of the water line are inserted fully to the center of transparent coupler (A) or the guidelines (B).

### **To detach the freezer drawer**

- Lift up the front of the upper basket and pull to remove.
- Lift the door bin to remove.
- Then, pull up to remove the lower basket from the rail assembly.
- Press down the hooks to unlock the rail assembly.
- While holding the upper area of the freezer drawer front, slide the drawer out all the way to remove the freezer drawer from the rail assembly.

### **CAUTION**

- Be careful not to scratch or dent the rail assembly.
- Make sure you mount the freezer baskets in the correct position. Otherwise, the door will not open or close properly, which causes frost to build up.
- Do not store too much food in the freezer drawer. This prevents the freezer drawer from closing properly, resulting in frost buildup.

### **To reattach the freezer drawer**

Once the refrigerator is in or near its final location, re-attach the freezer drawer by following the directions in the reverse order of removal.

#### **STEP 4 Leveling the refrigerator**

##### **CAUTION**

- When installed, the refrigerator must be leveled on a flat, solid floor. Not leveling the refrigerator can cause damage to the refrigerator or physical injury.
- Leveling must be performed with the refrigerator empty. Make sure no food items are inside the refrigerator.
- For safety reasons, adjust the front a little higher than the rear.

Level the refrigerator using the special screws (levelers) on the front legs. Use a flat-head screwdriver to turn the levelers.

- To adjust the height of the left side: Insert a flat-head screwdriver into the leveler of the left side front leg. Turn the leveler clockwise to raise the left side or turn it counterclockwise to lower.
- To adjust the height of the right side: Insert a flat-head screwdriver into the leveler of the right side front leg. Turn the leveler clockwise to raise the right side or turn it counterclockwise to lower.

#### **STEP 5 Adjust the door height and the door gap**

Snap rings

The height of a door can be adjusted using the provided snap rings, which come in 4 different sizes (1 mm, 1.5 mm, 2 mm, and 2.5 mm).

##### **To adjust the height of a door**

- Check the height difference between the doors, and then lift up and hold the door with the lower height.
- Insert a suitable-sized snap ring (A) between the door grommet (B) and the hinge as shown.

##### **CAUTION**

- Insert only one snap ring. If you insert two or more snap rings, the rings may slip out or make a rubbing noise.
- Keep the snap rings out of children's reach and keep them for future use.
- Do not raise the door too much. The door can contact and damage the top cover.

#### **STEP 6 Attach the handles**

##### **CAUTION**

The refrigerator handles must be oriented in the correct direction.

- The fridge handles must be attached so that the holes on each face each other.
- The freezer handle must be attached so that its hole faces downwards.
- Using a Phillips screwdriver, attach the handle screws to the refrigerator, two for each handle respectively, as shown in the illustration to the left.
- Attach the handle to the handle screws on the door.

**For type B handle:** Insert the hook on the middle of the handle to its designated hole on the door, and then place the upper and lower part of the handles to the handle screws.

**NOTE** The design of the right side door handle may differ depending on your model.

- Push the handle down.
- Insert the supplied wrench into the handle hole, and then turn it clockwise to tighten.
- Repeat Steps 2 through 4 with the second refrigerator door handle.
- To attach the freezer handle to the refrigerator, first place the left side of the freezer handle onto the left handle screw, and then push it to the left.
- Then, place the right side of the freezer handle onto the right handle screw.
- Insert the supplied wrench into the handle hole, and then turn it clockwise to tighten.

#### **STEP 7 Connect the water dispenser line**

- A water dispenser with a filter is one of the helpful features on your new refrigerator. To help promote better health, the water filter removes unwanted particles from your water. However, it does not sterilize or destroy microorganisms. You may need to purchase a water purifying system to do that.
- The water line also connects to the ice maker. For the ice maker to operate properly, water pressure of 30 to 120 psi (206 to 827 kPa) psi is required.
- If the refrigerator is installed in an area with low water pressure (below 30 psi / 206 kPa), you can install a booster pump to compensate for the low pressure.
- After you have connected the water line, make sure the water storage tank inside the refrigerator is properly filled. To do this, press the water dispenser lever until water runs from the water outlet.

**NOTE:** Water line installation kits are available at extra cost from your retailer. We recommend using a water line installation kit that contains copper tubing and a 1/4" (6 mm) compression nut.

- Shut off the main water source.
- Insert the pipe clamp (B) and the shutoff valve (C) into the cold water line (A).
- Connect the water line installation kit (A) to the shutoff valve (B).

## Connect the water supply line to the refrigerator

There are several items you must purchase to complete this connection. You may find these items sold as a kit at your local hardware store.

A. Refrigerator

B. Household water supply line

C. Water Line: must be kept straight.

01 Compression Nut (1/4") (Assembled)

02 Ferrule (Not supplied)

03 Copper tubing (Not supplied)

04 Plastic Tubing (Assembled)

05 Compression Fitting (Assembled)

06 Molded end (Bulb)

07 Compression nut (B) (1/4") (Not supplied)

08 Plastic Tubing (A) (Not supplied)

**NOTE:** If you have to relocate the refrigerator after connecting the water line (C), make sure the joined section of the water line is straight.

**CAUTION:** Do not mount the water filter on any part of the refrigerator. This may damage the refrigerator.

- Connect the household water line to the assembled compression fitting.

If you are using copper tubing, slip the compression nut (B) (not supplied) and ferrule (not supplied) on the copper tubing (not supplied) as shown.

If you are using plastic tubing (A), insert the molded end (Bulb) of the plastic tubing (A) into the compression fitting.

- Tighten the compression nut (B) onto the compression fitting. Do not over-tighten the compression nut (B).
- Turn the water on and check for any leakage. If you find water drops or leakage in the connection areas, turn off the main water supply. Check the connections and, if necessary, tighten.
- Flush 1 gallon of water through the filter before drinking or using the water from the refrigerator. (Flush approximately 6 minutes.) To flush, press a large glass or cup against the water dispenser lever. Fill the glass, empty it, and then repeat.
- After you turn on the refrigerator, let the ice maker make ice for 1 to 2 days. Over that period of time, throw out the first 1 or 2 buckets of ice the ice maker makes to ensure all impurities have been removed from the water line.

## NOTE

Only connect the water line to a potable water source.

- If you have to repair or disassemble the water line, cut off 1/4" of the plastic tubing to make sure you get a snug, leak-free connection.
- You can test the water line quickly using a paper cup. Under normal conditions, the water dispenser can fill a 5 3/4 oz. (170 cc) cup in about 10 seconds.

### **STEP 8 Initial settings**

By completing the following steps, the refrigerator should be fully functioning.

- Plug the power cord into the wall socket to turn the refrigerator on.
- Open the door, and check if the interior light lights up.
- Set the temperature to the coldest setting, and wait for about an hour. Then, the freezer will be slightly chilled, and the motor should be running smoothly.
- Wait until the refrigerator reaches the set temperature. Now the refrigerator is ready for use.

### **STEP 9 Final check**

When installation is complete, confirm that:

- The refrigerator is plugged into an electrical outlet and grounded properly.
- The refrigerator is installed on a flat, level surface with a reasonable clearance from walls and cabinets.
- The refrigerator is level and is sitting firmly on the floor.
- The door opens and closes freely, and the interior light turns on automatically when you open the door.

## **Operations**

### **Main panel**

01 Fridge / Autofill Pitcher \*

02 Cool Select Zone / °F °C

03 Freezer / Peak Demand Off

04 Ice Maker / Filter Reset \*

05 Water/Ice / Dispenser Lock

06 Network connection

07 Door Alarm / Control Lock

08 Sabbath Mode



\* applicable models only

## NOTE

- When you change the temperature on the panel, the panel displays the actual temperature inside the refrigerator until the temperature matches the temperature you set. Then, the panel displays the new set temperature. Note that it will take time for the refrigerator to reach the new temperature. This is normal. During this time, you do not need to set the temperature again.
- To ensure optimal performance, we recommend setting the temperature to 0 °F (-18 °C) for the freezer, and 37 °F (3 °C) for the fridge.
- The temperature in the refrigerator may rise if you open the door frequently or put a large amount of food into the refrigerator. If this happens, the temperature display blinks until the refrigerator returns to the specified temperature settings.
- If a communication error occurs between the temperature display and the main controller, this blinking continues for an extended time. Contact a local Samsung service center for technical assistance.
- The display of the main panel turns on only if the door is opened and turns off if the door is closed.
- If you set Control Lock on the main panel, the main panel locks automatically 1 minute after inactivity.
- Bixby is a Samsung's intelligence platform, and you can control the product with your voice. To use the voice command feature, you must connect the product with the SmartThings app on your phone. For products that do not recognize voice directly from the product, you can use the Bixby on your smartphone to control some of the functions of your product after connecting to the app.

## 01 Fridge / Autofill Pitcher (3 sec)

### Fridge

You can use the Fridge button to set the fridge temperature or to activate Power Cool.

- Press Fridge repeatedly to select a desired temperature between 34 °F (1 °C) and 44 °F (7 °C).

The temperature indicator displays the currently set or selected temperature.

- To activate Power Cool, press Fridge repeatedly until the Power Cool indicator ( ) lights up.

To deactivate Power Cool, simply press Fridge again while the Power Cool function is on.

Power Cool speeds up the cooling process at maximum power to lower the fridge temperature. The Power Cool process continues to run for several hours, and then turns off and the fridge returns to the previous temperature setting.

Use Power Cool to rapidly cool food that spoils quickly or to rapidly cool the refrigerator after the door has been left open for some time.

NOTE Using Power Cool increases power consumption. Make sure you turn it off manually if you no longer need it, and then select the desired refrigerator temperature.

### **Autofill Pitcher**

- Press and hold Fridge for 3 seconds to turn this function on. Open the left door of the fridge, and then insert the water pitcher. Close the door and the water pitcher will be filled with water up to the preset level.
- To turn the function off, press and hold Fridge again for 3 seconds.

### **NOTE**

- By default, Autofill Pitcher is disabled. Enable this function after you have installed the water line.
- If you open the door or push the dispenser lever, this function is stopped temporarily.
- The Autofill Pitcher indicators blink if there is a leak. This may occur because the water pitcher overflows, or the water-line or water-level sensor fails. If this is the case, follow these steps.
  - a. Open the rubber cap and drain water.
  - b. When draining is complete, the indicators stop blinking and turn solid.
  - c. Close the rubber cap.
    - If the indicators continue to blink, this might be a system failure. Contact a local service center.

### **02 Cool Select Zone / °F <-> °C (3 sec)**

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

- Press Cool Select Zone repeatedly to select a desired mode. By default, Deli is selected.
- The refrigerator adjusts the temperature in the Cool Select Zone according to the selected mode.

### **CAUTION**

- Do not use the Cool Select Zone to store most kinds of fruit or leafy vegetables. These food items may suffer cold-temperature damage.

- Do not store glass bottles in the Cool Select Zone in Beverage mode. They may break and cause physical injury.

### **03 Freezer / Peak Demand Off (3 sec)**

#### **Freezer**

You can use the Freezer button to set the freezer temperature or to activate Power Freeze.

- Press Freezer repeatedly to select a desired temperature between 5 °F (-15 °C) and -8 °F (-23 °C).

The temperature indicator displays the currently set or selected temperature.

- To activate Power Freeze, press Freezer repeatedly until the Power Freeze indicator ( ) lights up.

To deactivate Power Freeze, simply press Freezer again while the Power Freeze function is on.

Power Freeze speeds up the freezing process at maximum power to lower the freezer temperature. The Power Freeze process continues to run for several hours, and then turns off and the freezer returns to the previous temperature setting.

To freeze large amounts of food, activate Power Freeze for at least 20 hours before putting the food in the freezer.

NOTE Using Power Freeze increases power consumption. Make sure you turn it off manually if you no longer need it, and then select the desired freezer temperature.

#### **Peak Demand Off**

- The Peak Demand Off function activates/deactivates Smart Grid. (See Page 51)
- Press Freezer for 3 seconds to set/clear the Peak Demand Off function.

### **04 Ice Maker / Filter Reset (3 sec)**

#### **Ice Maker**

Press Ice Maker to turn the ice maker on or off.

The ice maker has 2 indicators (Ice Maker On /Ice Maker Off ) to indicate its operating status.

- When the ice maker operates, the corresponding indicator (Ice Maker On) turns on.
- When the ice maker is turned off, the corresponding indicator (Ice Maker Off) turns on. In this case, ice making is disabled even if you press the Cubed or Crushed Ice buttons on the dispenser panel. To enable ice making, you must turn the ice maker on.

NOTE If the fridge part ice maker is turned off, it will turn on if you press and hold the ice lever for more than 5 seconds.

#### **Twin Ice-Maker models only**

## Ice Maker On

- When the fridge part ice maker operates, the corresponding indicator ( Ice Maker On) turns on.
- When the fridge part ice maker is turned off, the corresponding indicator ( Ice Maker On) turns off.

## Ice Maker Off

- When the freezer part ice maker operates, the corresponding indicator ( Ice Maker On) turns on.
- When the freezer part ice maker is turned off, the corresponding indicator ( Ice Maker On) turns off.

## Filter Reset

- After about 6 months (and typically, about 300 gallons (1200 L) of water), the Filter indicator blinks red for several seconds when you open the door, reminding you that the filter needs to be replaced.
- When this happens, replace the filter, and then press and hold Ice Maker for 3 seconds. The filter lifecycle will be reset and the Filter indicator turns off.

## NOTE

- Some regions have relatively large amounts of lime in their water. This can reduce the lifecycle of the filter. In these areas, you will have to replace the water filter more often than specified above.
- If water is not dispensing properly, the water filter is most likely clogged. Replace the water filter.

## 05 Water/Ice / Dispenser Lock (3 sec)

### Water/Ice

- You can dispense chilled water, cubed ice, or crushed ice. To dispense, press Water/Ice. The corresponding indicator turns on.

### Dispenser Lock (Dispenser panel / Dispenser lever)

- To prevent use of the dispenser panel buttons and the dispenser lever, press and hold Water/Ice for more than 3 seconds.
- If you press and hold the button again for more than 3 seconds, the dispenser lock will be deactivated.

## NOTE

- The Dispenser Lock on the dispenser panel does not affect the controls on the main panel. To lock the main panel, use the Control Lock function on the main panel.

- If you press Water/Ice for 3 seconds when both control lock and dispenser lock are active, you will deactivate both control lock and dispenser lock.

## 06 Network connection

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

## 07 Door Alarm / Control Lock (3 sec)

### Door Alarm

- If the door is left open for more than 2 minutes, an alarm will sound and the alarm indicator will blink. You can toggle the alarm on and off by pressing Door Alarm. The alarm is enabled by factory default.
- If the door is left open for 5 minutes, internal lights (in the fridge and freezer) will blink for 10 seconds and then turn on. The whole process will be repeated every minute for 5 minutes. This is to alert hearing-impaired users that a door is open. Note that this function is normal.

### Control Lock

- To prevent accidental setting changes, press and hold Door Alarm for 3 seconds. The main panel will be disabled and the Lock indicator () will turn on.
- When Control Lock is on, the indicator blinks if any button on the main panel is pressed.
- If you press and hold the button again for more than 3 seconds, Control Lock will be deactivated.
- However, Control Lock will be reactivated if no button is pressed within 1 minute.

### NOTE

- Control Lock on the main panel does not affect the dispenser. The dispenser operates independently and so does the dispenser lever. To lock the dispenser and the dispenser lever, use the Dispenser Lock function.

## 08 Sabbath Mode

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

- To activate Sabbath Mode, press and hold Door Alarm and Water/Ice simultaneously for 5 seconds. When the refrigerator is in Sabbath mode, the buttons, the display, and the internal lights do not function. The refrigerator and freezer, however, continue to cool.
- To deactivate Sabbath Mode, press and hold Door Alarm and Water/Ice simultaneously again for 5 seconds.

## NOTE

- If the refrigerator powers off and restarts (for example, if there is a power failure), the Sabbath mode remains active. To end Sabbath Mode, you must deactivate it as described above.
- Controls must be unlocked before activating Sabbath mode.

## 09 Cooling Off

- Cooling Off mode (also called Shop mode) is designed for use by retailers when they are displaying refrigerators on a retail floor.
- In Cooling Off mode, the refrigerator's fan motor and lights operate normally, but the compressors do not run so neither the refrigerator nor the freezer become cold.
- To enter or exit the Cooling Off mode, press and hold Fridge and Cool Select Zone simultaneously for 6 seconds. Then, when the display blinks, press Door Alarm.
- When the Cooling Off mode is on, the refrigerator chime sounds, and the refrigerator shows "0" on the fridge temperature display and "FF" on the freezer temperature display.

## Maintenance

### 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.

- 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.
- Empty the bucket.
- 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 30 to 120 psi (206 to 827 kPa).
- Noise from 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.

### Autofill pitcher (applicable models only)

- Grasp a handle groove of the sealed mouth, and then pull up to remove.
- Grasp both sides of the sealed mouth, and then lift to remove.
- While slightly twisting the infuser, pull it out of the sealed mouth.
- Clean the infuser with neutral agents and running water. Rinse and dry well.
- Reassemble the Autofill pitcher in the reverse order of disassembly.

**CAUTION:** Water pitcher and lid are not dishwasher safe and can deform under high temperatures. Please hand wash as needed.

### 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.
- Glass containers may scratch the surface of glass shelves.
- You must insert the right-side shelf first, and then insert the left-side shelf. If you do not follow this order, locking mechanisms on the shelf cannot properly locked.

### 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.

## **Troubleshooting**

### **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.

- Energy Saver mode is activated.

Deactivate Energy Saver mode.

- The refrigerator is overloaded. Food is blocking the refrigerator vents.

Do not overload the refrigerator. Do not allow food to block vents.

#### **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 Cool Select Zone.

Do not store most kinds of fruit or vegetables in the Cool Select Zone.

## **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?**

### **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.
- 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

Symptom	Action
<p><b>Could not find “SmartThings” in the app market.</b></p>	<ul style="list-style-type: none"> <li>• The SmartThings app is designed for Android 6.0 (Marshmallow) or later, iOS 10.0 or later, iPhone 6 or later, and is optimized for Samsung smartphones (Galaxy S and Galaxy Note series).</li> </ul>
<p><b>The SmartThings app fails to operate.</b></p>	<ul style="list-style-type: none"> <li>• The SmartThings app is available for applicable models only.</li> <li>• The old Samsung Smart Refrigerator app cannot connect with Samsung Smart Home models.</li> </ul>
<p><b>The SmartThings app is installed but is not connected to my refrigerator.</b></p>	<ul style="list-style-type: none"> <li>• You must log into your Samsung account to use the app.</li> <li>• Make sure that your router is operating normally.</li> <li>• 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.</li> </ul>
<p><b>Could not log into the app.</b></p>	<ul style="list-style-type: none"> <li>• You must log into your Samsung account to use the app.</li> <li>• If you don't have a Samsung account, follow the app's onscreen instructions to create one</li> </ul>
<p><b>An error message appears when I try to register my refrigerator.</b></p>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
<p><b>The SmartThings app is successfully connected to my refrigerator but does not run.</b></p>	<ul style="list-style-type: none"> <li>• Exit and restart the SmartThings app or disconnect and reconnect the router.</li> <li>• Unplug the power cord of the refrigerator, and then plug it in again after 1 minute.</li> </ul>

## Smart Grid (applicable models only)

Symptom	Action
<p><b>What Do I Need to use the Energy Management and Smart Grid functions?</b></p>	<p>To use the Smart Grid (Demand Response) and Energy Management functions on your refrigerator, you need the following:</p> <p>Devices</p> <ul style="list-style-type: none"> <li>• A wireless access point (router)</li> <li>• A Samsung Energy Management-supported refrigerator</li> <li>• A smartphone</li> </ul> <p>Registration</p> <ul style="list-style-type: none"> <li>• Connect your refrigerator to your home Wi-Fi network.</li> <li>• Register for the EMS service with your electric company. Your electric company must have an EMS (Energy Management System) supporting SEP (Smart Energy profile).</li> </ul> <p>App</p> <ul style="list-style-type: none"> <li>• Download the SmartThings app from the Google Play Store, Apple App Store, or Samsung Galaxy Apps.</li> <li>• Install and run the SmartThings app on your smartphone</li> </ul>
<p><b>Why isn't the Energy Management function working normally?</b></p>	<ul style="list-style-type: none"> <li>• Make sure that your home router is operating normally with proper Internet service and connection.</li> <li>• Make sure that the refrigerator is connected to the AP (router).</li> </ul> <p>Checkpoints</p> <ul style="list-style-type: none"> <li>• Connect your smartphone to the router (AP, Access Point), and then check if you can browse the Internet on the smartphone</li> </ul>
<p><b>Why isn't the Delay Defrost Capability working normally?</b></p>	<ul style="list-style-type: none"> <li>• Make sure that your home router is operating normally with proper Internet service and connection.</li> </ul>

**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.

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