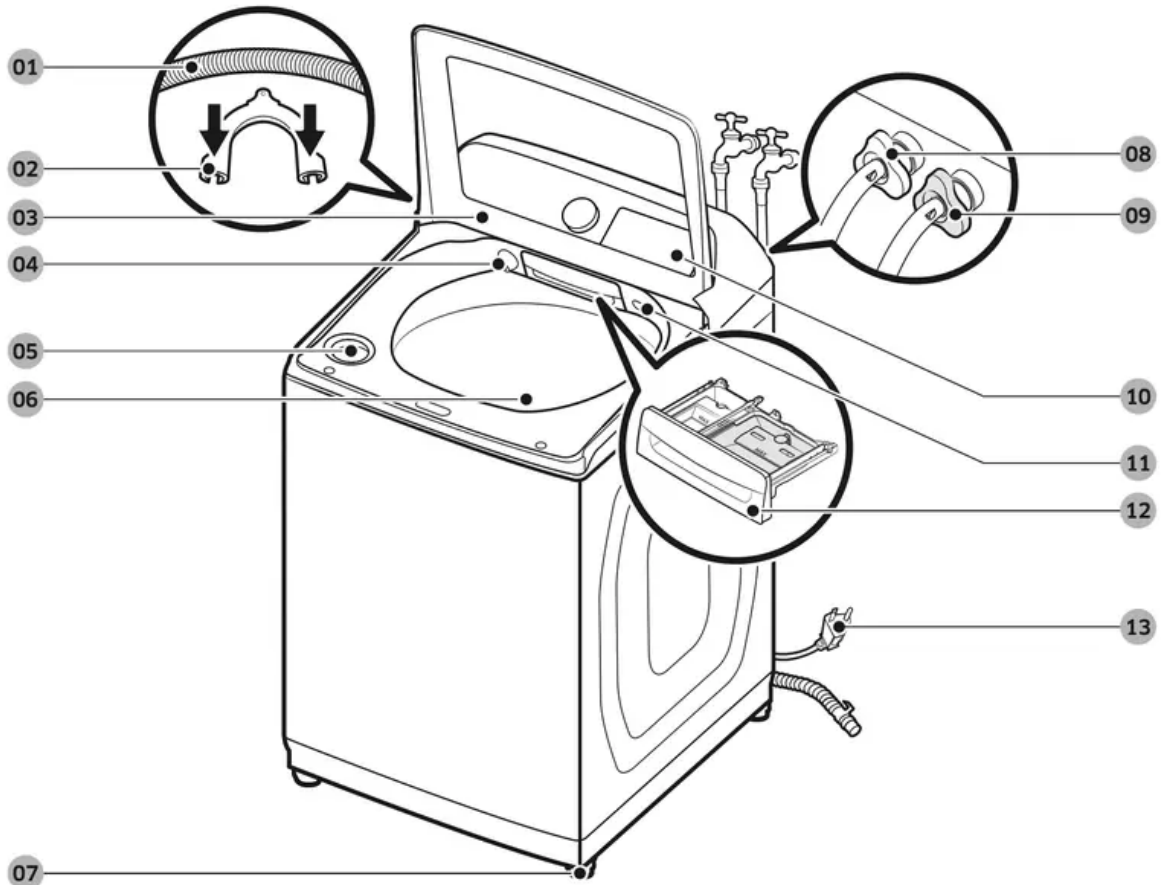


What's included

Make sure all the parts are included in the product package. If you have a problem with the washer or the parts, contact the Samsung customer care center at 1-800-SAMSUNG (1-800-726-7864) or your retailer.



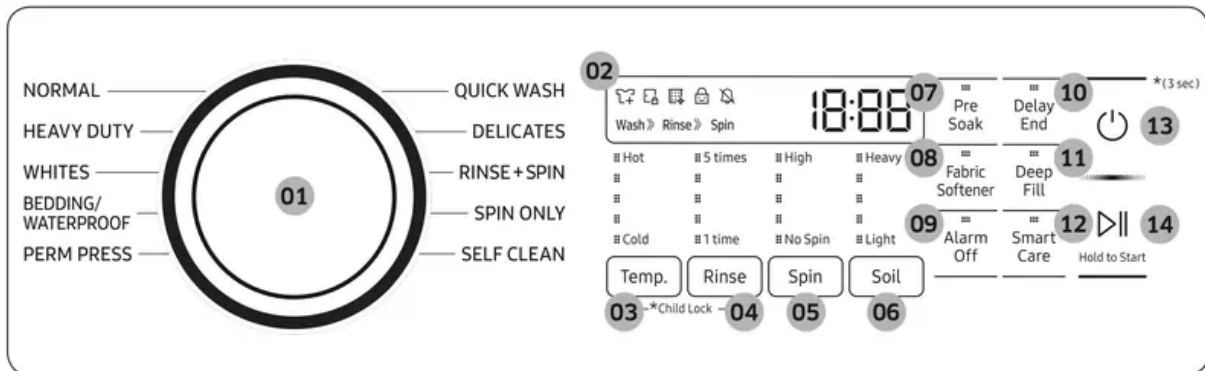
1. Drain hose
2. Hose guide
3. Lid
4. Active Waterjet nozzle
5. Bleach compartment
6. Tub
7. Leveling feet
8. Water hose (Hot)
9. Water hose (Cold)
10. Control panel

- 11. Active Waterjet button
- 12. Detergent drawer
- 13. Power cord


Operation

WARNING: To reduce the risk of fire, electric shock, or injury to persons, read the Safety information before operating this appliance.






Control panel



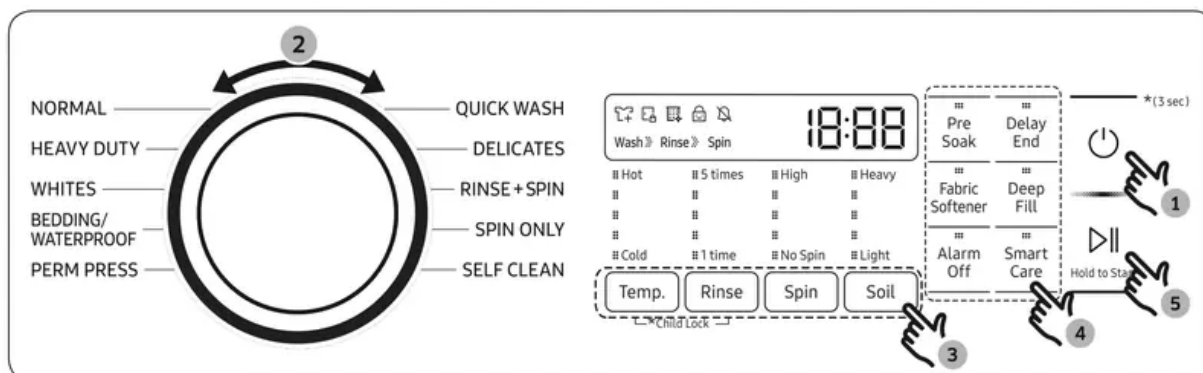
01 Cycle Selector	Turn the dial to select a cycle. (For more information about wash cycles, see page 40.)
02 Display	The display shows current cycle information and estimated time remaining, or an information code if the washer needs to be checked.
03 Temp.	Press to change the water temperature for the current cycle. <ul style="list-style-type: none"> Hot (Level 5): Heavily soiled, colorfast items. (Level 4): Whites and heavily soiled, colorfast items. (Level 3): Colorfast items. (Level 2): Brightly colored, very lightly soiled items. Cold (Level 1): Uses only cold water without utilizing the washer's the heater. No warm water is supplied.
04 Rinse	Press to change the rinse count for the current cycle.

05 Spin	<p>Press to change the spinning speed for the current cycle.</p> <ul style="list-style-type: none"> • High (Level 5): Extends the spinning process to effectively remove moisture from the load. This level uses a stronger spinning process to remove moisture, so it is not suitable for wrinkle-free or non-iron fabrics, or overloads. • (Level 4): Underwear, t-shirts, jeans, and sturdy cottons. • (Level 3): Jeans, wrinkle-free or wash-and wear items, and synthetics. • (Level 2): Delicate items that require a lower spinning speed. • No Spin (Level 1): The drum does not spin after the final drain process. <p>Rinse hold (All indicators are off): The final rinse process is suspended so that the laundry remains in the water. To unload the laundry, run a drain or spin cycle.</p>
06 Soil	<p>Press to change the soil level for the current cycle.</p> <ul style="list-style-type: none"> • Heavy (Level 5): For extremely soiled loads. • (Level 4): For heavily soiled loads. • (Level 3): For moderately soiled loads. This setting is best for most loads. • (Level 2): For lightly soiled loads. • Light (Level 1): For barely soiled loads.
07 Pre Soak	<p>Press to add 18 minutes of soaking time at the start of the wash cycle for better stain removal.</p>
08 Fabric Softener	<p>Press to add an additional rinse at the end of the cycle for more thorough removal of laundry additives and perfumes.</p>
09 Alarm Off	<p>Press to turn on or off the alarm sound. When the alarm is off, the melody of cycle completion and the power-off beep will not sound. However, button and alert sounds will remain on.</p>
10 Delay End	<p>Set the washer to finish your wash automatically at later time. Choose a delay of between 1 to 24 hours (in 1 hour increments). (For more information about Delay End, see page 43.)</p>
11 Deep Fill	<p>Use this option where extra water is needed.</p> <p> NOTE The cycle time will be extended when you use this function.</p>
12 Smart Care	<p>This function enables you to check the status of the washer using a smartphone.</p>
13 Power	<p>Press to turn the washer on or off.</p>
14 Start/Pause (Hold to Start)	<p>Press and hold to start operation or press to stop operation temporarily.</p>

Icon description

	Garment+	<ul style="list-style-type: none"> This icon indicates you can add or take out items after a cycle has started. To add or take out items, press Start/Pause (Hold to Start) to pause the cycle, and then open the lid. To resume the cycle, close the lid, and then press and hold Start/Pause (Hold to Start).
	Lid Lock	<ul style="list-style-type: none"> This icon indicates the lid is locked and cannot be opened. The lid locks automatically during a cycle and this indicator turns on. You can open the lid when this icon disappears.
	SELF CLEAN reminder	<ul style="list-style-type: none"> This icon indicates that you should clean the drum using the SELF CLEAN cycle. After every 20 cycles, this icon appears for an hour and then turns off automatically. The icon will appear for 5 more cycles, turn off, and then will not appear for another 20 cycles.
	Child Lock	<ul style="list-style-type: none"> This icon indicates that Child Lock is on. For more information about Child Lock, see page 44.
	Alarm Off	<ul style="list-style-type: none"> This icon indicates that the alarm is off.

Simple steps to start



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

To change the cycle during operation

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

Cycle overview

NOTE: The washer detects the weight of the items and automatically adjusts the optimal water level, washing time, rinse counts, and spin counts. (This may not be applicable on some cycles.)

Cycle	Description
NORMAL	<ul style="list-style-type: none"> For cottons, bed linens, table linens, underwear, towels, or shirts. The washing time and the number of rinses are automatically adjusted according to the load.
HEAVY DUTY	<ul style="list-style-type: none"> For sturdy, colorfast fabrics, heavily soiled items.
WHITES	<ul style="list-style-type: none"> For white items. You can wash with or without bleach.
BEDDING/ WATERPROOF	<ul style="list-style-type: none"> For bulky and large items, such as comforters, blankets, and sheets, and waterproof or water resistant items. When washing comforters, use liquid detergent. <p>⚠ CAUTION</p> <ul style="list-style-type: none"> Do not wash waterproof items and non-waterproof items together. Check the specification label on each item to see if the item is waterproof. Use the BEDDING/WATERPROOF cycle for waterproof or water-resistant items such as plastic mats, ski pants, raincoats, and comforters which hardly absorb water.
PERM PRESS	<ul style="list-style-type: none"> For wash-and-wear, synthetic fabrics, and lightly to normally soiled items.
QUICK WASH	<ul style="list-style-type: none"> For lightly soiled garments needed quickly. For best performance, recommended load is 4 lb. or lower.
DELICATES	<ul style="list-style-type: none"> For sheer fabrics, bras, lingerie (silk), and other handwash-only fabrics. For best performance, use liquid detergents.
RINSE+SPIN	<ul style="list-style-type: none"> For loads that need rinsing and spinning only. You can also select this cycle for additional rinsing and spinning after running other cycles.
SPIN ONLY	<ul style="list-style-type: none"> For loads that needs spinning only. You can also select this cycle for additional spinning after running other cycles.

Cycle	Description
SELF CLEAN	<ul style="list-style-type: none"> Cleans the drum by removing dirt and bacteria from the drum. Perform once every 20 washes. Make sure the drum is empty.

Cycle chart

Use this chart to set the best cycle and options for you laundry.

Setting	Temp.	Rinse	Spin	Soil
● : factory setting	5: Hot (Level 5)	5: 5 times (Level 5)	5: High (Level 5)	5: Heavy (Level 5)
○ : can be selected	4: (Level 4)	4: (Level 4)	4: (Level 4)	4: (Level 4)
	3: (Level 3)	3: (Level 3)	3: (Level 3)	3: (Level 3)
	2: (Level 2)	2: (Level 2)	2: (Level 2)	2: (Level 2)
	1: Cold (Level 1)	1: 1 time (Level 1)	1: No Spin (Level 1)	1: Light (Level 1)

Cycle	Temp.					Rinse					
	5	4	3	2	1	5	4	3	2	1	
NORMAL	○	●	○	○	○	○	○	○	○	○	●
HEAVY DUTY	●	○	○	○	○	○	○	○	○	○	●
WHITES	●	○	○	○	○	○	○	○	○	●	○
DELICATES	-	○	○	●	○	○	○	○	○	○	●
PERM PRESS	○	●	○	○	○	○	○	○	○	○	●
BEDDING/WATERPROOF	○	●	○	○	○	○	○	○	○	●	○
QUICK WASH	○	●	○	○	○	○	○	○	○	○	●
RINSE+SPIN	-	-	-	-	-	○	○	○	○	○	●
SPIN ONLY	-	-	-	-	-	-	-	-	-	-	-
SELF CLEAN	●	-	-	-	-	-	-	-	-	●	-

Cycle	Spin					Soil				
	5	4	3	2	1	5	4	3	2	1
NORMAL	○	●	○	-	○	○	○	●	○	○
HEAVY DUTY	○	●	○	○	○	●	○	○	○	○
WHITES	○	●	○	○	○	●	○	○	○	○
DELICATES	-	-	○	●	○	-	-	-	-	●
PERM PRESS	○	●	○	○	○	○	○	●	○	○
BEDDING/WATERPROOF	-	○	●	○	○	○	○	●	○	○
QUICK WASH	○	●	○	○	○	○	○	○	○	●
RINSE+SPIN	○	●	○	○	○	-	-	-	-	-
SPIN ONLY	○	●	○	○	○	-	-	-	-	-
SELF CLEAN	-	-	●	-	-	-	-	-	-	-



Cycle	Options		
	Pre Soak	Fabric Softener	Deep Fill
NORMAL	<input type="radio"/>	<input type="radio"/>	-
HEAVY DUTY	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
WHITES	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
DELICATES	-	<input type="radio"/>	<input type="radio"/>
PERM PRESS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
BEDDING/WATERPROOF	<input type="radio"/>	<input type="radio"/>	-
QUICK WASH	-	<input type="radio"/>	<input type="radio"/>
RINSE+SPIN	-	<input type="radio"/>	<input type="radio"/>
SPIN ONLY	-	-	-
SELF CLEAN	-	-	-

Special features

Active Waterjet (for prewash)

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



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

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

NOTE:

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

CAUTION:

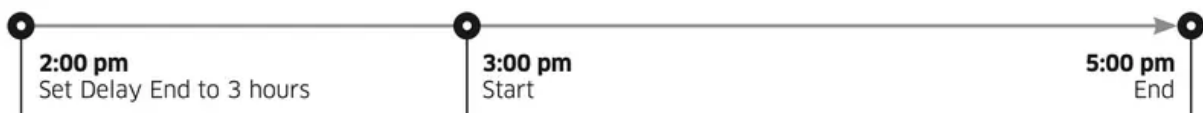
- Do not block the Active Waterjet outlet with hands. Water may leak outside the tub, causing a system failure.
- Do not use the Active Waterjet to wash shoes, food, or pets.
- Due to differences in air pressure, water coming from the Active Waterjet may splatter when you first activate it.
- Make sure the lid is closed tightly before you start a load of laundry.

Delay End

You can set the washer to finish your wash automatically at a later time by choosing a delay of between 1 to 24 hours (in 1 hour increments). The hour displayed indicates the time the wash will finish.

1. Select a cycle. Then, change the cycle settings if necessary
2. Press Delay End repeatedly until a desired end time is set.
3. Press and hold Start/Pause (Hold to Start).
4. To cancel Delay End, restart the washer by pressing Power.

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



ATC (Auto Temperature Control)

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

NOTE:


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

Child Lock

The Child Lock function locks the washer door to prevent children from climbing into and suffocating inside the tub.

Activating the Child Lock function

Press and hold **Temp.** and **Rinse** simultaneously for approximately 3 seconds.

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


Using the Child Lock function

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

- If the water level in the tub is above the safe water level, “**dC**” is displayed on the LED display and the washer starts to drain water by force after 30 seconds.
- If the water level in the tub is above the safe water level and the Child Lock function is turned on while the lid is open, “**CL**” is displayed on the LED display, even if the washer is turned off, and the washer drains water by force.
- When Child Lock is on and the washer is off, if the water in the tub is above the safe water level and the lid is opened, “**CL**” is displayed on the LED display. No alarm sounds, but the washer drains the water. When the draining operation finishes, the power automatically turns off again.
- If you activate the Child Lock function while the washer is running, the **Start/Pause (Hold to Start)** button will not work.
- After the compulsory drain, “**CL**” blinks at 1 second intervals and the washer enters the “**CL**” mode. (When the washer is in the “**CL**” mode, only the Power button works.)
- To cancel the “**CL**” mode, turn the power off and then on again.
- To cancel the “**dC**” mode, deactivate the Child Lock function. To deactivate the Child Lock function, press and hold **Temp.** and **Rinse** simultaneously for at least 3 seconds.

Deactivating the Child Lock function

Press and hold both **Temp.** and **Rinse** simultaneously for approximately 3 seconds.

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

WARNING: If a child enters the washer, the child may become trapped and suffocate.

CAUTION:

- Once you have activated the Child Lock function, it continues working even if the power is turned off.
- Forcing the lid open can result in injury or damage to the product.

NOTE: To add laundry after you have activated the Child Lock function, you must first deactivate the Child Lock function.

Smart Care

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

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

NOTE:

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

Maintenance

Keep the washer clean for best performance and to lengthen its life cycle.

WARNING: Certain internal parts are intentionally not grounded and may present a risk of 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, heater, and pump.

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** to turn on the washer.
3. Turn the **Cycle Selector** to **SELF CLEAN**.
4. Press and hold **Start/Pause (Hold to Start)**.

NOTE

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

Cleaning the 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 lid open to allow the inside of your washer to dry out.

2. Use a soft cloth to wipe up all detergent, bleach, or other spills as they occur. Clean the following as recommended below:

Control Panel – Clean with a soft, damp cloth. Do not use abrasive powders or cleaning pads. Do not spray cleaners directly on the panel.

Cabinet – Clean with soap and water.

Cleaning the interior

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

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".

Care for an extended period of non-use

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

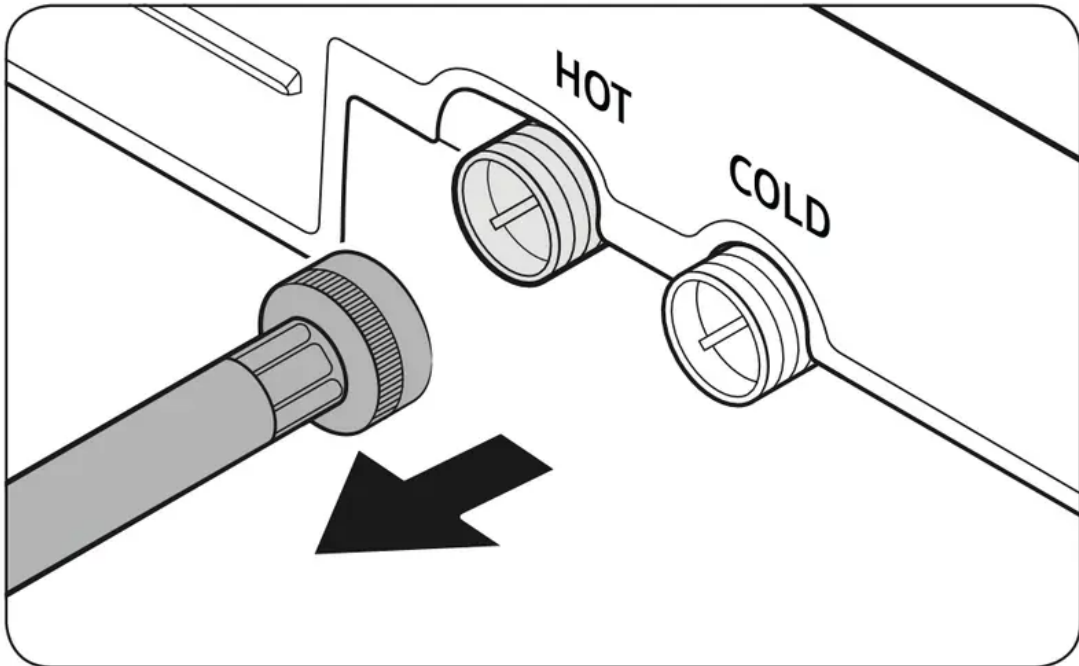
1. Press **Power**, and then turn the **Cycle Selector** to **QUICK WASH**.
2. Empty the drum, and then press and hold **Start/Pause (Hold to Start)**.
3. When the cycle is complete, close the water taps and disconnect the water hoses.
4. Turn off the washer, and then unplug the power cord.
5. Open the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

Cleaning the mesh filter

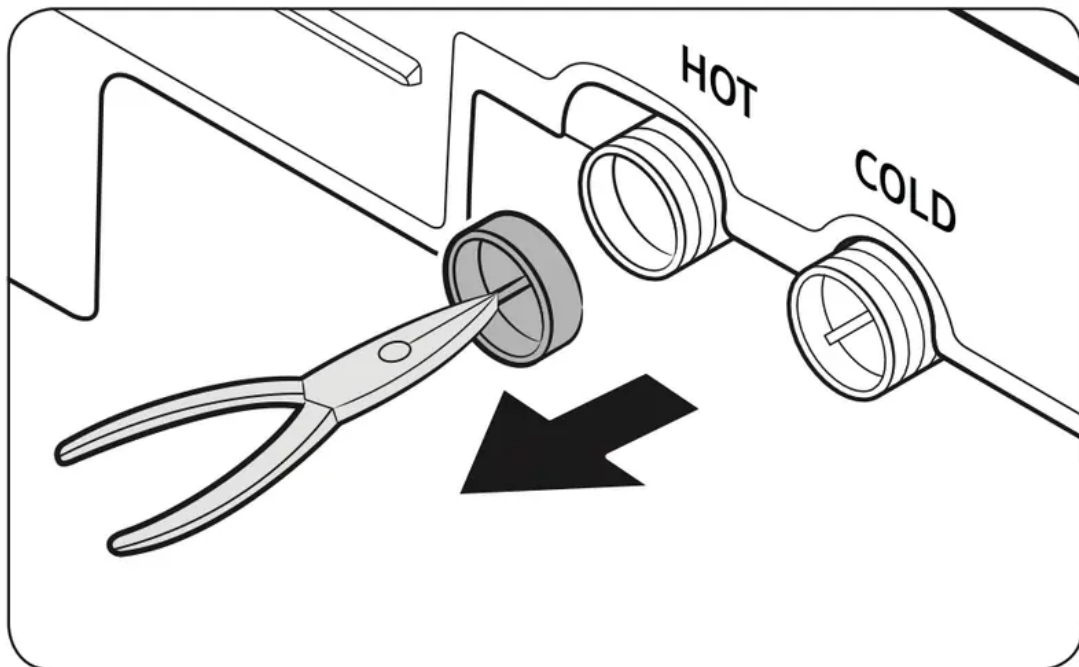
Clean the mesh filters in the water inlets once or twice a year.

1. Turn off the washer, and then unplug the power cord.
2. Close the water taps.

3. Loosen and disconnect the water hoses from the back of the washer. Cover the each hose with a cloth or towel to prevent water from gushing out.



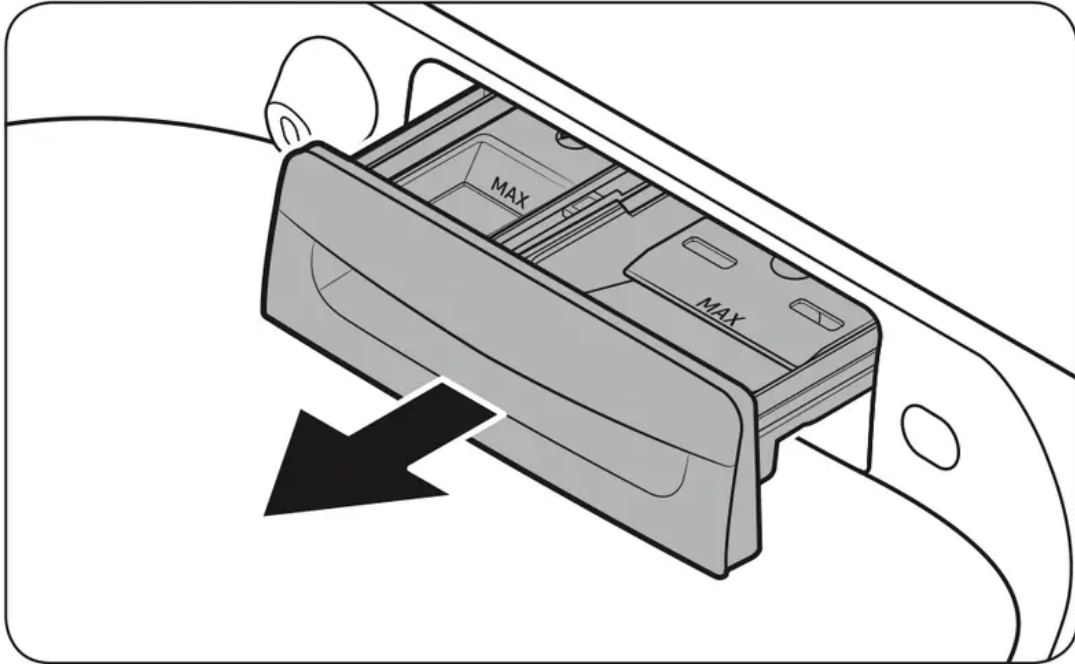
4. Use pliers to pull out the mesh filter from the inlet valves.
5. Thoroughly clean the mesh filters in water.
6. Completely dry the mesh filters. Do not dry in direct sunlight.
7. Reinsert the mesh filters, and then reconnect the water hoses.
8. Open the water taps.



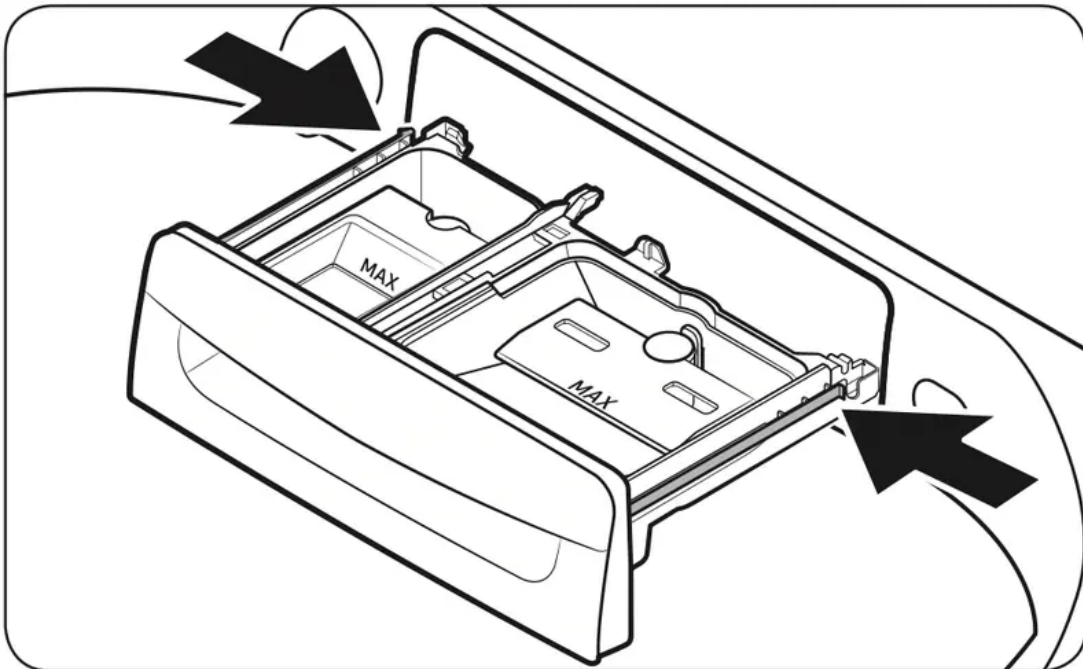
NOTE: If a mesh filter is clogged, the “4C” information code appears on the washer’s display screen.

Cleaning the detergent drawer

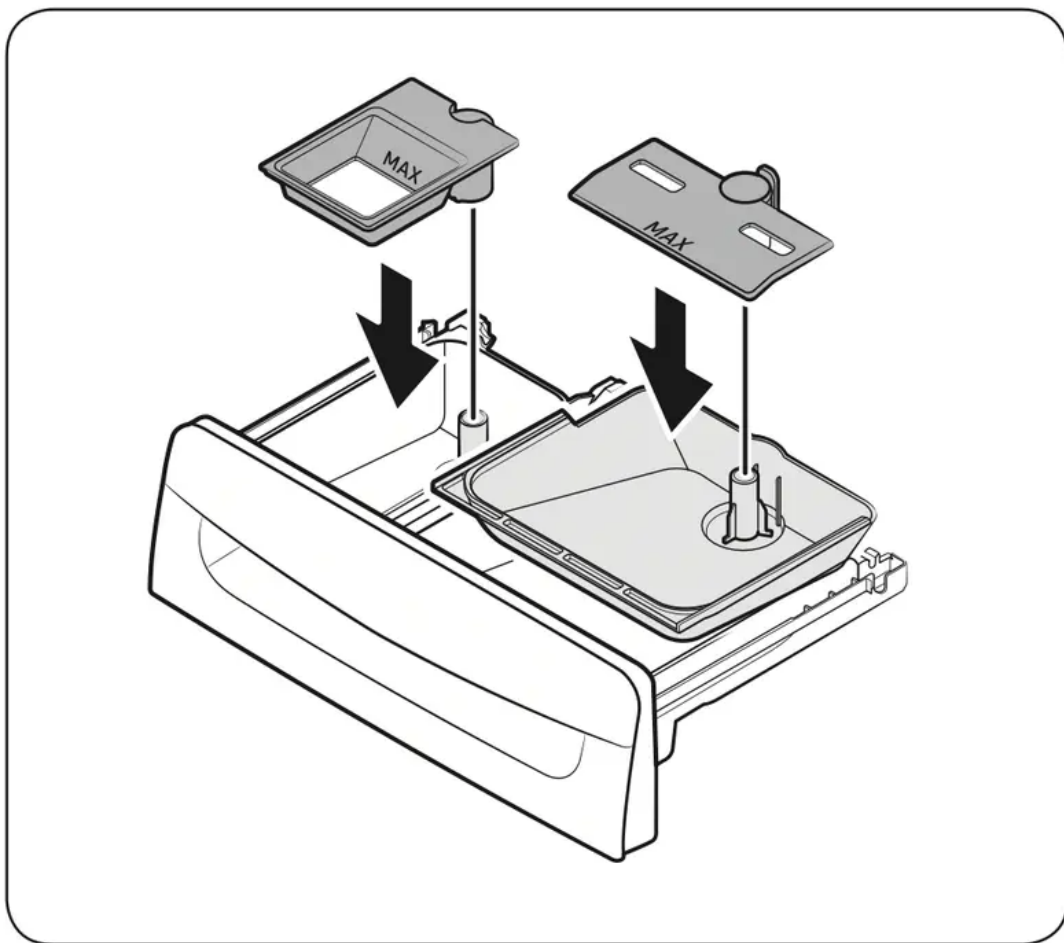
1. Fully pull out the detergent drawer.



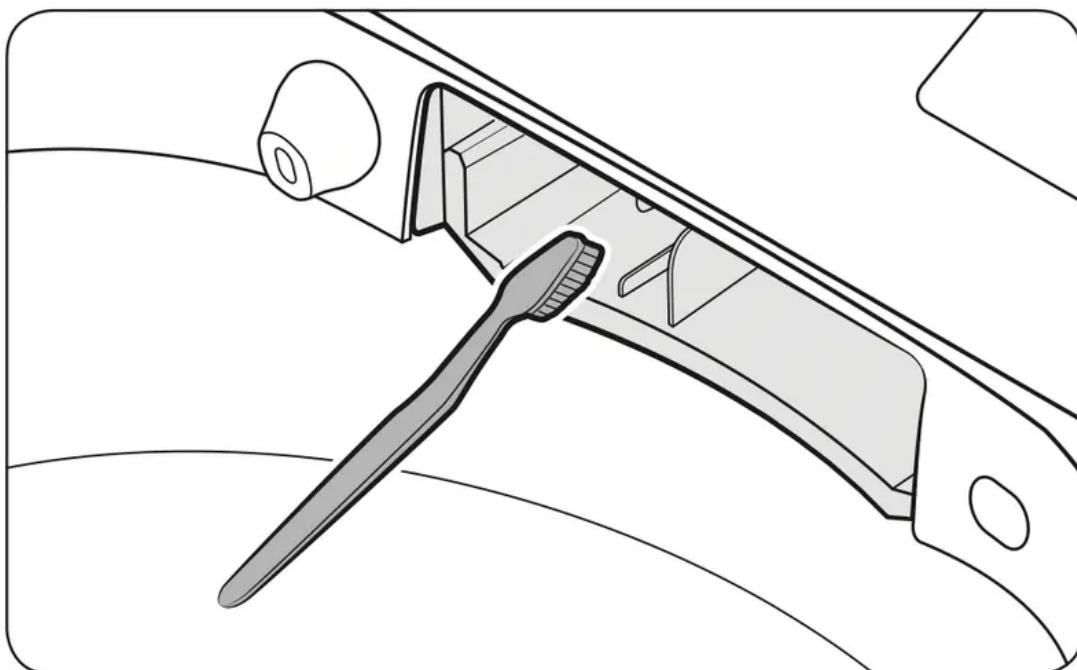
2. To remove, pull the detergent drawer while pushing the ends of each side in.



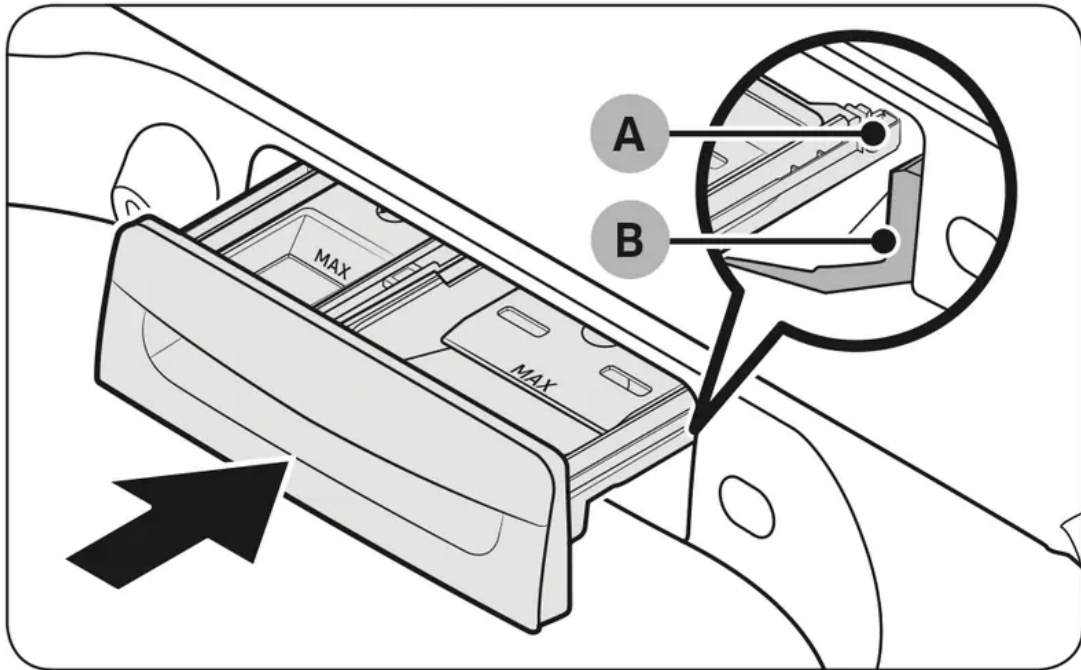
3. Remove the inserts from the compartments. Rinse the inserts and the drawer in warm water and clean with a soft brush.



4. Clean the drawer opening thoroughly with a small, non-metallic brush.



5. Return the inserts to the proper compartments. Replace the drawer by placing the drawer rail (A) on the compartment rail (B) while tilting the drawer downward.
6. Fully push the drawer back to close.



TROUBLESHOOTING

Checkpoints

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

Problem	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 16. • Make sure the power cord is completely plugged in. • Check the fuse or reset the circuit breaker. • If you have turned the power off to drain the water added by the Active Waterjet function, power does not turn on until the water is completely drained.
Does not start.	<ul style="list-style-type: none"> • Make sure the door is closed. • Make sure the water taps are open. • Make sure to press or tap Start/Pause (Hold to Start) to start the washing machine. • Make sure Child Lock is not activated. • Before the washing machine starts to fill, it will make a series of clicking noises to check the door lock, and then does a quick drain. • Was the door opened during the spinning cycle? Close the door, and then press or tap Start/Pause (Hold to Start) to resume. • The machine has entered Standby, has paused, or is in a soaking cycle. Please wait. • Check the fuse or reset the circuit breaker.
Water is not supplied.	<ul style="list-style-type: none"> • Make sure you press or tap Start/Pause (Hold to Start) after selecting the cycle and options. • Make sure the water taps are open. • Are the mesh filters in the water inlets clogged? Clean the mesh filters by brushing with a tooth brush. See page 48. • Is the water supply cut off? If the water supply is cut off, close the tap and power off. • Straighten the water supply hoses. • Open and close the door, and then press or tap Start/Pause (Hold to Start). • If the water pressure is low, it takes longer to start washing.



	<ul style="list-style-type: none"> • If the water level is not as high as necessary or lower than expected, use the level selector to adjust the water level.
After a cycle, detergent remains in the automatic dispenser.	<ul style="list-style-type: none"> • Make sure the washing machine is running with sufficient water pressure. • Make sure the detergent drawer is properly inserted. • Remove and clean the detergent drawer, and then try again.
Vibrates excessively or makes noise.	<ul style="list-style-type: none"> • Make sure the washing machine is on a level floor. If the floor is not level, use the levelling feet to adjust the washing machine. • Make sure the washing machine is not contacting any other object. • Make sure the laundry load is balanced. • Make sure the laundry is spread evenly in the washing machine. Spread out the laundry evenly and start again. • Make sure the space around the washing machine is free of objects. • Humming is produced normally during operation. • Objects such as coins can cause noise. Remove these objects from the washing machine after washing is complete.
Stops.	<ul style="list-style-type: none"> • Make sure the washer's power cord is fully plugged in and the circuit is live. • Check the fuse or reset the circuit breaker. • Close the door, and then press or tap Start/Pause (Hold to Start) to start the washing machine. For your safety, the washing machine will not spin unless the door is closed. • Before the washing machine starts to fill, it will make a series of clicking noises to check the door lock, and then does a quick drain. • There may be a pause or soak period in the cycle. Wait briefly and the washing machine may start. • Make sure the inlet hose filters at the taps are not clogged. Periodically clean the filters. See page 49. • This problem can occur temporarily due to low voltage in your household electrical system. It will be resolved when the voltage returns to normal.

<p>Fills with the wrong temperature water.</p>	<ul style="list-style-type: none"> • Fully open both water taps. • Make sure the temperature selection is correct. • Make sure the hoses are connected to the correct water taps. Flush the water lines. • Disconnect the hoses and clean the mesh filters. The water inlet mesh filters may be clogged. See page 48. • While the washing machine fills, the water temperature may change as the automatic temperature control feature checks incoming water temperature. This is normal. • While the washing machine fills, you may notice just hot and/or just cold water going through the dispenser when cold or warm temperatures are selected. This is a normal function of the automatic temperature control feature as the washing machine determines the water temperature.
<p>Door (Lid) locked or will not open.</p>	<ul style="list-style-type: none"> • While the washing machine is operating, press or tap Start/Pause (Hold to Start) to stop the washing machine. • It may take a few moments for the door lock mechanism to disengage.
<p>Does not drain and/or spin.</p>	<ul style="list-style-type: none"> • Check the fuse or reset the circuit breaker. • Make sure the electrical voltage is normal. • Make sure the washing machine is plugged in. • Make sure the drain hose is pointed downward. (Natural drain models only) • Make sure the drain hose is not clogged. • Make sure the drain hose is not kinked. • Straighten the drain hose. If there is a drain restriction, call for service. • Close the door, and then press or tap Start/Pause (Hold to Start). For your safety, the washing machine will not spin unless the door is closed.
<p>Load is wet at the end of the cycle.</p>	<ul style="list-style-type: none"> • Use the High or Extra High spin speed cycle. (Applicable model only) • Use high efficiency (HE) detergent to reduce oversudsing.



	<ul style="list-style-type: none"> • The load is too small. Small loads (one or two items) may become unbalanced and not spin completely.
Leaks water.	<ul style="list-style-type: none"> • Make sure all hose connections are tight. • Make sure the water supply hoses' rubber washers are in the correct position. Screw the hoses on tightly again. See pages 19 through 22. • Make sure the end of the drain hose is correctly inserted and secured to the drain system. • Avoid overloading. • Use high efficiency (HE) detergent to prevent oversudsing. • Make sure the water supply hose is not kinked. • If the water supply pressure is too strong, water may leak. Close the water tap a little. • Make sure water is not leaking from the water tap. If it is, repair the water tap.
Excessive suds.	<ul style="list-style-type: none"> • Use high efficiency (HE) detergent to prevent oversudsing. • Reduce the detergent amount for soft water, small loads, or lightly soiled loads. • Don't use Non-HE detergent.
The spin basket or drain/supply hose is frozen.	<ul style="list-style-type: none"> • Use warm water to help loosen the water supply hoses and drain hose, and then disconnect them. Soak them in warm water. • Fill the spin basket with warm water, and then wait for about 10 minutes. • Put a hot towel on the drain hose connector. • Reconnect the water supply hoses and drain hose, and then check if water is supplied properly.
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 spin basket halfway with water, and try spinning again. • Lift the end of the drain hose to prevent water from draining. Fill the spin basket halfway with water, and then run the Spin cycle after releasing the drain hose.



	<ul style="list-style-type: none"> • Make sure the drain hose is installed correctly. See pages 22 and 23. Adjust the position of the drain hose as instructed.
Stains on clothes.	<ul style="list-style-type: none"> • Select an appropriate cycle for the laundry. Use the HEAVY DUTY cycle for stained clothes. • Apply a recommended amount of detergent as instructed by the detergent manufacturer. • Clean the magic filter (if it comes with your washer) on a regular basis.
Has odors.	<ul style="list-style-type: none"> • Excessive suds collect in recesses and can cause foul odors. • Run a SELF CLEAN cycle to sanitize periodically. • Dry the washing machine interior after a cycle has finished.

Information codes

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



Code	Meaning
1C	<p>The Water Level sensor is not working properly.</p> <ul style="list-style-type: none"> • Turn off the washer, unplug it, wait 30 seconds, and then plug the washer in again. If the information code remains, contact a Samsung customer service center. <p>NOTE: If the washer displays “1C”, the washer will automatically drain for 3 minutes. During this time, the Power button is inoperative.</p>
3C	<p>Check the motor for operation.</p> <ul style="list-style-type: none"> • Try restarting the cycle. • If the problem continues, call for service.
4C	<p>Water is not supplied.</p> <ul style="list-style-type: none"> • Make sure the water taps are open. • Make sure the water hoses are not clogged. • Make sure the water taps are not frozen. • Make sure the washing machine is operating with sufficient water pressure. • Make sure that the cold water tap and the hot water tap are properly connected. • Clean the mesh filter as it may be clogged. • Make sure water hoses are not kinked. <p>NOTE: If the washer displays “4C”, the washer will automatically drain for 3 minutes. During this time, the Power button is inoperative.</p>
4C2	<ul style="list-style-type: none"> • Make sure the cold water supply hose is firmly connected to the cold water tap. If it is connected to the hot water tap, laundry may be damaged when some cycles are run.
5C	<p>Water is not draining.</p> <ul style="list-style-type: none"> • Make sure the drain hose is not frozen or clogged. • Make sure the drain hose is positioned correctly, depending on the connection type. • Clean the mesh debris filter as it may be clogged. • Make sure the drain hose is straight all the way to the drain system.



Code	Meaning
	<ul style="list-style-type: none"> • Turn off the washer, unplug it, wait one minute, and then plug the washer in again. If the information code remains, contact a Samsung customer service center.
9C1	<p>The electronic control needs to be checked (Over Voltage Error).</p> <ul style="list-style-type: none"> • Check if power is supplied properly. • Turn off the washer, unplug it, wait one minute, and then plug the washer in again. If the information code remains, contact a Samsung customer service center.
9C2	<p>Low voltage detected.</p> <ul style="list-style-type: none"> • Check if the power cord is plugged in. • Turn off the washer, unplug it, wait one minute, and then plug the washer in again. If the information code remains, contact a Samsung customer service center.
AC6	<p>Inverter Communication problem.</p> <ul style="list-style-type: none"> • Turn off the washer, unplug it, wait one minute, and then plug the washer in again. If the information code remains, contact a Samsung customer service center.
dC	<p>Operating the washer with the door open.</p> <ul style="list-style-type: none"> • Make sure the door is properly closed. • Make sure laundry is not caught in the door.
HC	<p>High temperature heating check.</p> <ul style="list-style-type: none"> • Turn off the washer, unplug it, wait one minute, and then plug the washer in again. If the information code remains, contact a Samsung customer service center.
LC	<p>Check the drain hose.</p> <ul style="list-style-type: none"> • Make sure the end of the drain hose is positioned correctly. • Make sure the drain hose is not clogged.



Code	Meaning
	<ul style="list-style-type: none"> • Turn off the washer, unplug it, wait one minute, and then plug the washer in again. If the information code remains, contact a Samsung customer service center. <p>NOTE: When the washer displays “LC”, the washer drains for 3 minutes. During this time, the Power button is inoperative.</p>
OC	<p>Water overflowed.</p> <ul style="list-style-type: none"> • Restart after spinning. • Turn off the washer, unplug it, wait one minute, and then plug the washer in again. If the information code remains, contact a Samsung customer service center.
PC	<p>When position of the clutch can't be detected.</p> <ul style="list-style-type: none"> • Turn off the washer, unplug it, wait one minute, and then plug the washer in again. If the information code remains, contact a Samsung customer service center.
PC1	<p>After position of the clutch is detected, if the signal from the clutch hall is incorrect.</p> <ul style="list-style-type: none"> • Turn off the washer, unplug it, wait one minute, and then plug the washer in again. If the information code remains, contact a Samsung customer service center.
Ub	<p>Spinning does not work.</p> <ul style="list-style-type: none"> • Make sure laundry is spread out evenly. • Make sure the washing machine is on a flat, stable surface. • Redistribute the load. If only one item of clothing needs washing, such as a bath robe or pair of jeans, the final spin result might be unsatisfactory, and a “Ub” check message will appear in the display.
Ur	<p>Display for additional rinsing.</p> <ul style="list-style-type: none"> • Appears when additional rinsing cycle senses that tub is unbalanced. • Press any button/key to release the display.



Code	Meaning
8C	<p data-bbox="288 300 608 331">Check the MEMS sensor.</p> <ul data-bbox="400 362 1353 495" style="list-style-type: none"><li data-bbox="400 362 1353 439">• Power the washer off. Wait 2-3 minutes, power the washer on, and then try again.<li data-bbox="400 461 922 495">• If the problem continues, call for service.

Warning

This content is compiled from multiple sources and is provided for reference purposes only. It may not be complete or fully applicable to all situations. If you are unable to resolve your issue, please contact the product manufacturer or an authorized service provider for official support.

