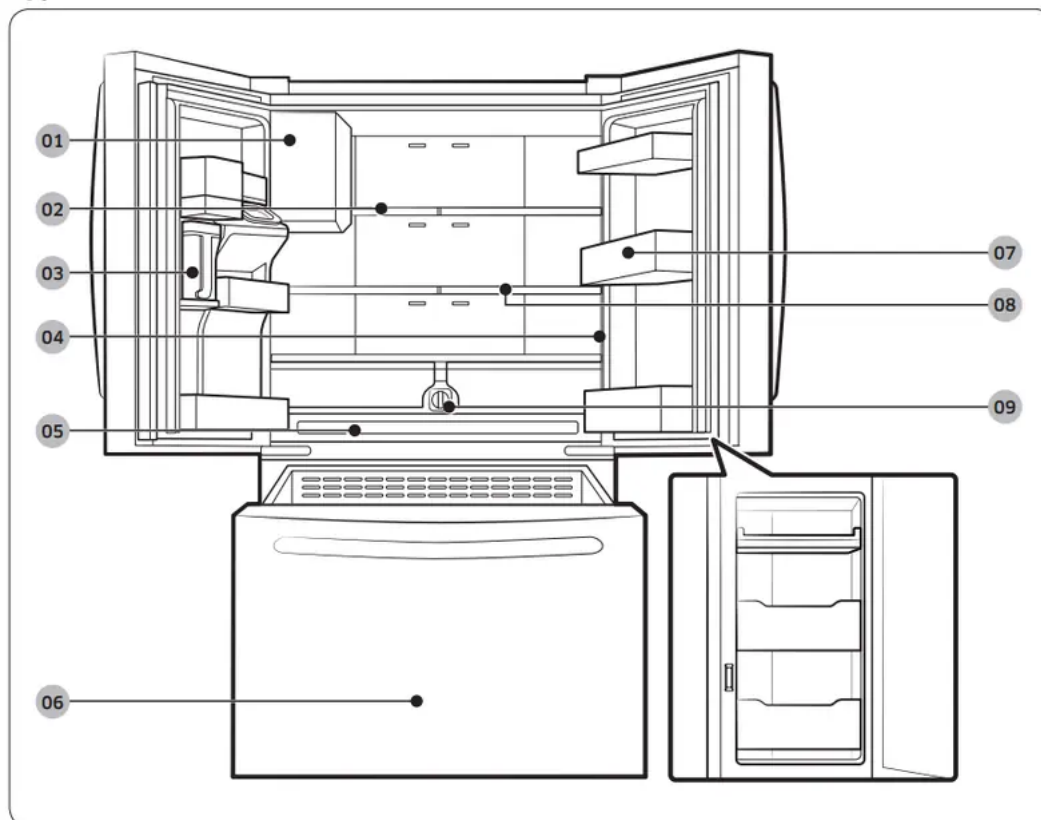


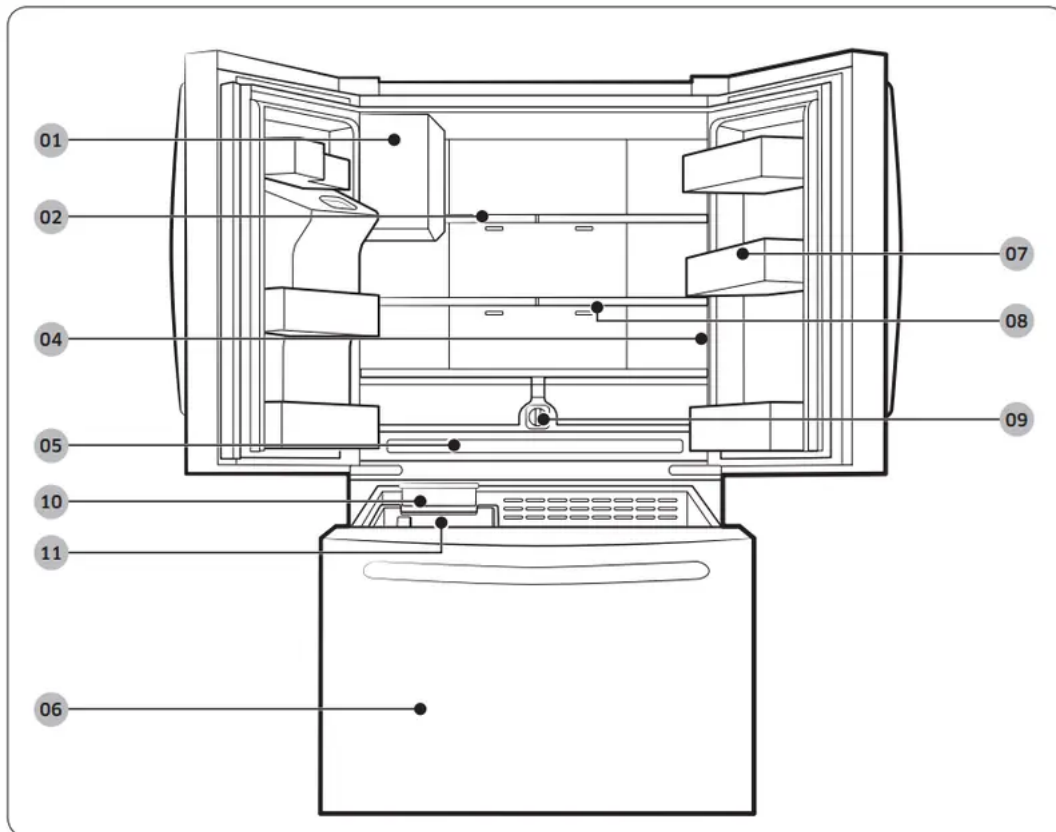
Refrigerator at a glance

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 *

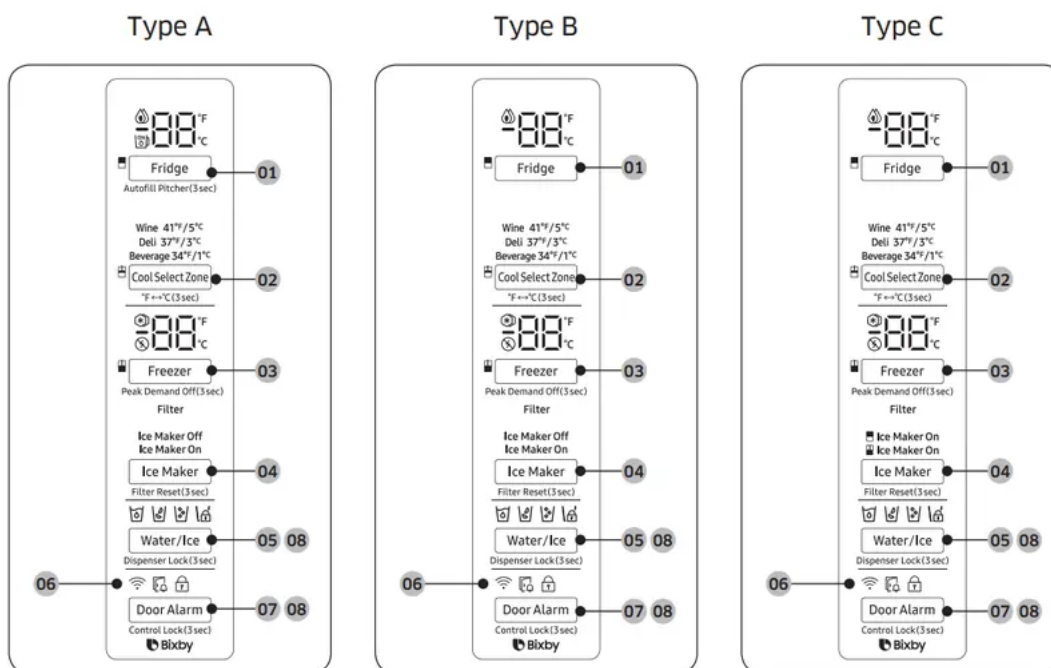
NOTE

- 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.

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)



| | |
|--------------------------------|--|
| <p>Fridge</p> | <p>You can use the Fridge button to set the fridge temperature or to activate Power Cool.</p> <ul style="list-style-type: none"> • Press Fridge repeatedly to select a desired temperature between 34 °F (1 °C) and 44 °F (7 °C). <p>-The temperature indicator displays the currently set or selected temperature.</p> <ul style="list-style-type: none"> • To activate Power Cool, press Fridge repeatedly until the Power Cool indicator () lights up. <p>-To deactivate Power Cool, simply press Fridge again while the Power Cool function is on.</p> <p>-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.</p> <p>-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.</p> <p>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.</p> |
| <p>Autofill Pitcher</p> | <p>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.</p> <p>To turn the function off, press and hold Fridge again for 3 seconds.</p> <p>NOTE</p> <ul style="list-style-type: none"> • 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. <ol style="list-style-type: none"> 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.

| Mode | Description | Examples |
|----------|--|---|
| Wine | Select Wine to keep food fresh for a long time. The temperature of the Cool Select Zone will be kept around 41 °F (5 °C). | Wine, cocktails, cake, cheese |
| Deli | Select Deli to keep food fresh for a longer time. The temperature of the Cool Select Zone will be kept around 37 °F (3 °C). | Pineapples, lemons, biscuits, potatoes |
| Beverage | Select Beverage to keep drinks cold and refreshing. The temperature of the Cool Select Zone will be kept around 34 °F (1 °C). | Bottled water, juice, soft drinks, beer |

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.

| | |
|--------------|---|
| °F <-> °C | You can also use the Cool Select Zone button to switch the temperature scale between Celsius and Fahrenheit. To switch the temperature scale, press and hold Cool Select Zone for 3 seconds to change the current temperature scale. |
|--------------|---|

03 Freezer / Peak Demand Off (3 sec)

| | |
|------------------------|--|
| Freezer | <p>You can use the Freezer button to set the freezer temperature or to activate Power Freeze.</p> <ul style="list-style-type: none">• Press Freezer repeatedly to select a desired temperature between 5 °F (-15 °C) and -8 °F (-23 °C). <p>-The temperature indicator displays the currently set or selected temperature.</p> <ul style="list-style-type: none">• To activate Power Freeze, press Freezer repeatedly until the Power Freeze indicator () lights up. <p>-To deactivate Power Freeze, simply press Freezer again while the Power Freeze function is on.</p> <p>-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.</p> <p>-To freeze large amounts of food, activate Power Freeze for at least 20 hours before putting the food in the freezer.</p> <p>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.</p> |
| Peak Demand Off | <p>The Peak Demand Off function activates/deactivates Smart Grid. (See Page 51)</p> <p>Press Freezer for 3 seconds to set/clear the Peak Demand Off function.</p> |



04 Ice Maker / Filter Reset (3 sec)



| | |
|----------------------------|--|
| <p>Ice Maker</p> | <p>Press Ice Maker to turn the ice maker on or off.</p> <p>The ice maker has 2 indicators (Ice Maker On /Ice Maker Off) to indicate its operating status.</p> <ul style="list-style-type: none"> • 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. <p>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.</p> <p>Twin Ice-Maker models only</p> <p>Ice Maker On</p> <ul style="list-style-type: none"> • 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. <p>Ice Maker Off</p> <ul style="list-style-type: none"> • When the freezer part ice maker operates, the corresponding indicator (Ice Maker On) turns on. <ul style="list-style-type: none"> ◦ When the freezer part ice maker is turned off, the corresponding indicator (Ice Maker On) turns off. |
| <p>Filter Reset</p> | <p>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.</p> <p>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.</p> <p>NOTE</p> <ul style="list-style-type: none"> • 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) | <p>To prevent use of the dispenser panel buttons and the dispenser lever, press and hold Water/Ice for more than 3 seconds.</p> <p>If you press and hold the button again for more than 3 seconds, the dispenser lock will be deactivated.</p> <p>NOTE</p> <ul style="list-style-type: none">• 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 | <p>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.</p> <p>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.</p> |
| Control Lock | <p>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.</p> <p>When Control Lock is on, the indicator blinks if any button on the main panel is pressed.</p> <p>If you press and hold the button again for more than 3 seconds, Control Lock will be deactivated.</p> <p>However, Control Lock will be reactivated if no button is pressed within 1 minute.</p> <p>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.</p> |

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.

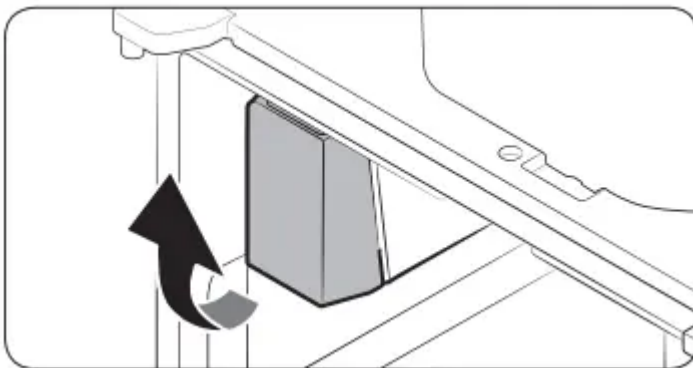
Maintenance

Handling and care

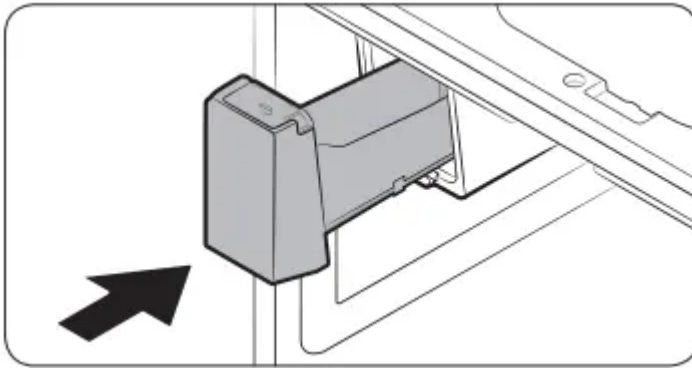
Ice bucket (applicable models only)

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.

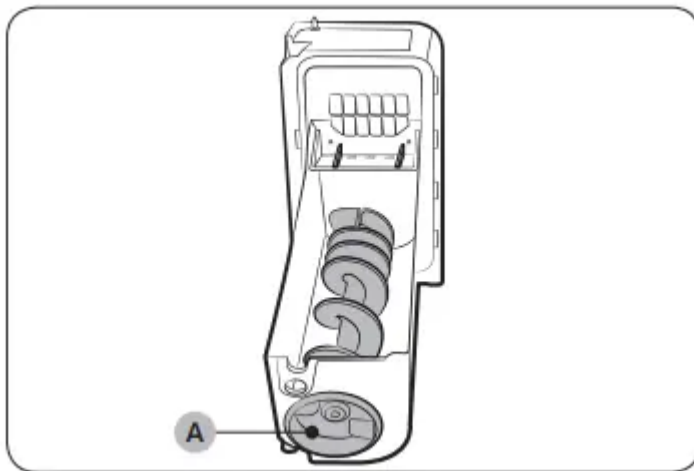
1. To remove the ice bucket, gently lift it up, and then pull it out slowly while holding the bottom of the bucket with one hand and the side with the other hand.
2. Empty the bucket.



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

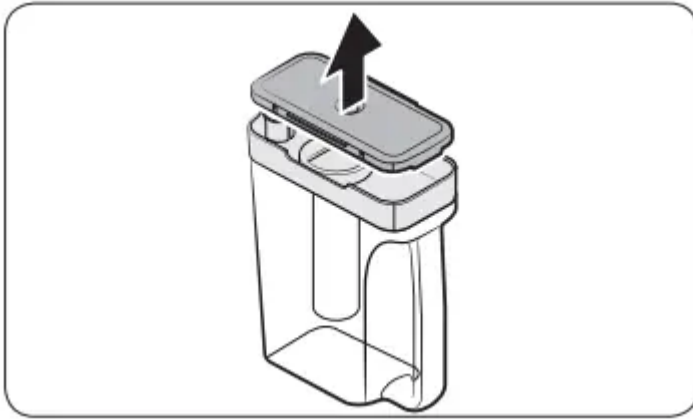
- Do not apply excessive force to the bucket cover. The cover may break.
- Do not forcefully close the door. Water may spill over the ice maker.
- To prevent injury, make sure to clean up any ice or water that has fallen on the floor.
- To prevent accidents or injury, do not let children play with the 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

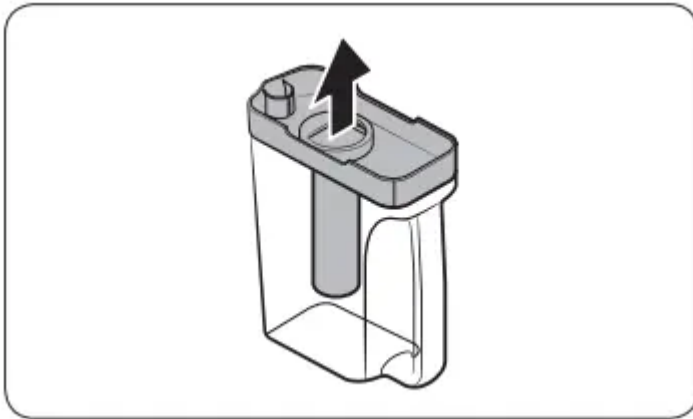
- The water pressure required for ice making is between 30 to 120 psi (206 to 827 kPa).
- Noise from the ice maker as it produces ice during the ice making process is normal.
- While the door is open, neither the ice maker nor the water dispenser operates.

Autofill pitcher (applicable models only)

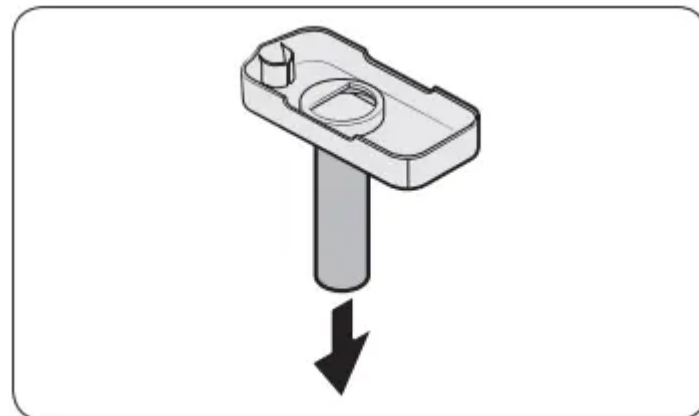
1. Grasp a handle groove of the sealed mouth, and then pull up to remove



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 Autofill pitcher in the reverse order of disassembly.

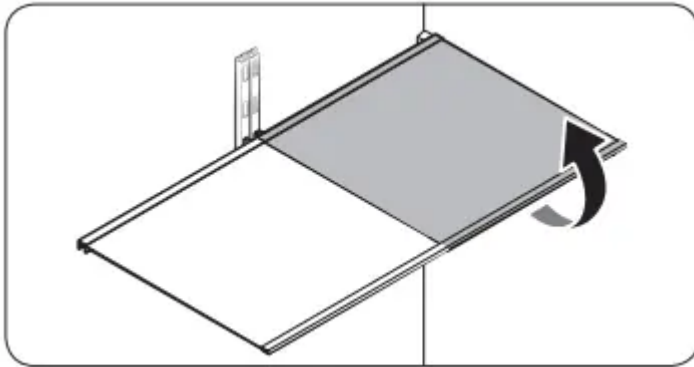


CAUTION: Water pitcher and lid are not dishwasher safe and can deform under high temperatures. Please hand wash as needed.

Fridge shelves

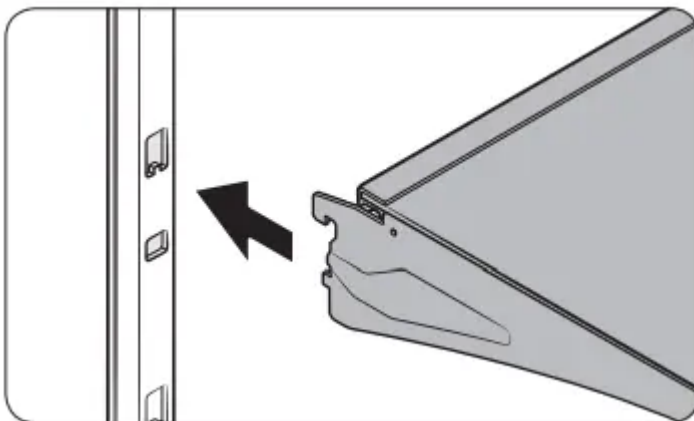
The appearance of the shelves differs by model.

- 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.

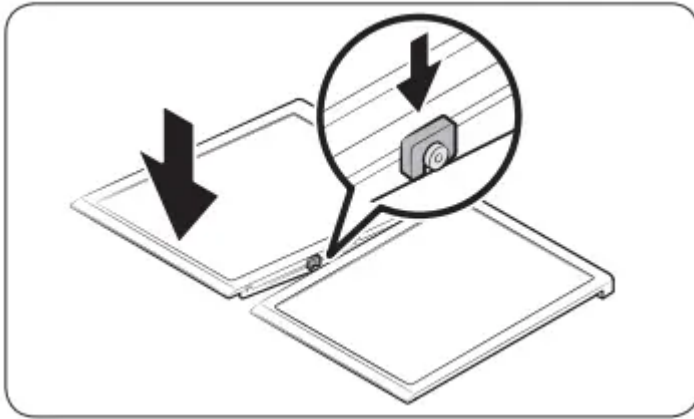
- To reinsert, hold the shelf at an angle so the front is higher than the back, and then insert the top hook into the top shelf notch. Then, lower the shelf and insert the bottom shelf hook into the bottom shelf notch.



CAUTION

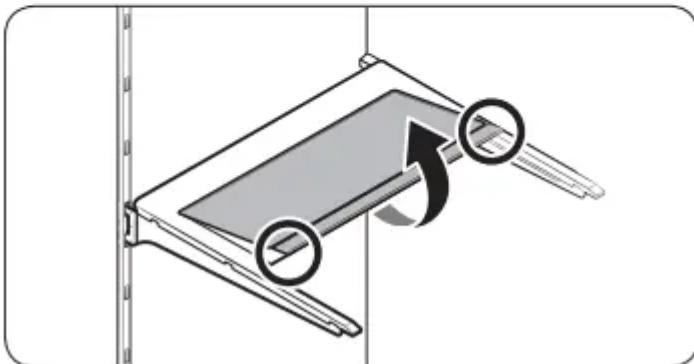
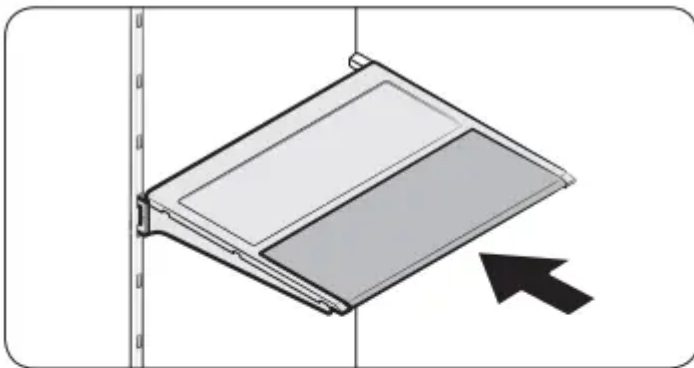
- The tempered glass shelves are heavy. Use caution when removing them.
- The shelf must be inserted correctly. Do not insert upside down.
- Glass containers may scratch the surface of glass shelves.

- 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 shelves cannot properly lock.



Foldable shelf

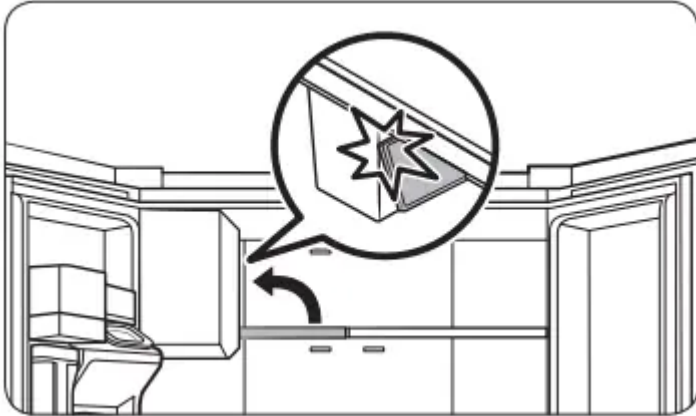
To remove, slide up the front of the shelf so that it folds. Then gently lift up and pull out. To reinsert, place the shelf on the angled frame in the main unit, and then, press down to unfold.



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.

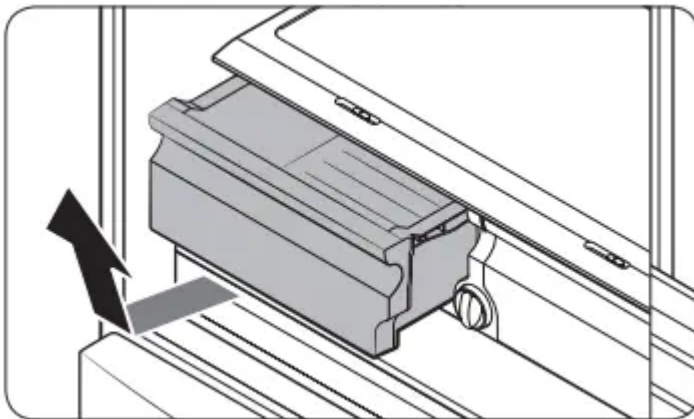


- Insert the shelf in the right side of the fridge. Left side insertion does not allow the shelf to fold completely.
- To fold, push the front area of the shelf inward so that it folds up from the middle.

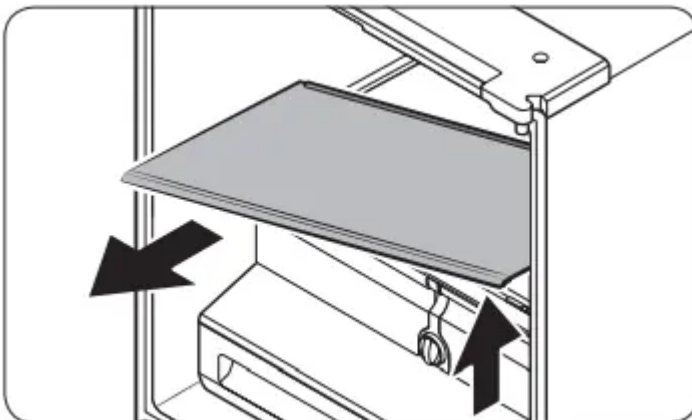
CAUTION: Do not lift up quickly or twist the foldable shelf to take out food under it. It may fall off.

Vegetable shelf

1. Slide out the left-side vegetable drawer.

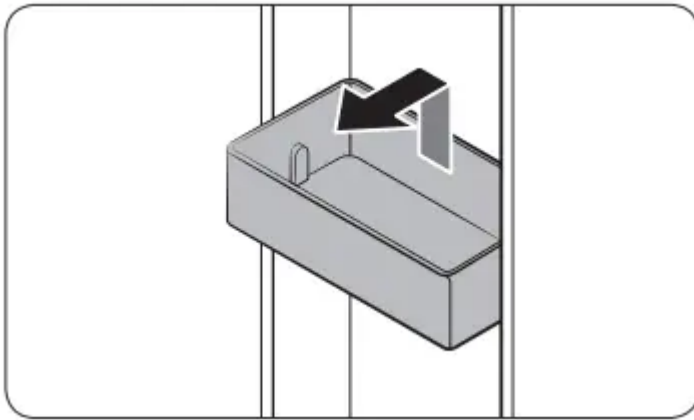


2. While supporting the vegetable shelf with one hand, slide it out with the other hand.

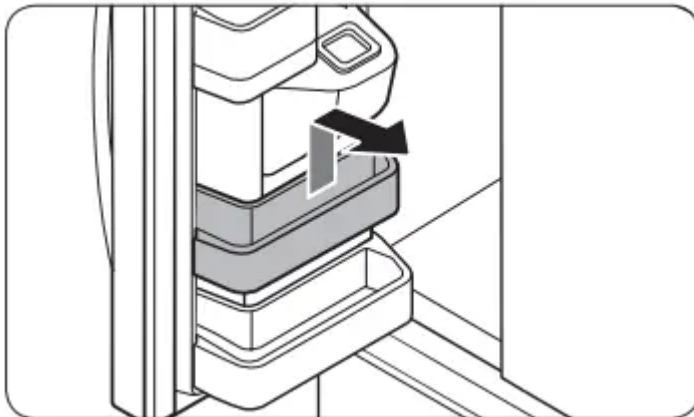


NOTE: To use the space that is opened up after removing the glass shelf, take out the vegetable shelf. To reinsert, follow the steps above in the reverse order.

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.



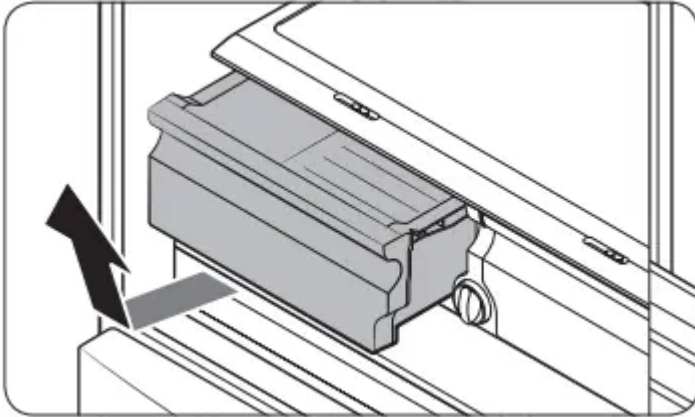
CAUTION

- 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

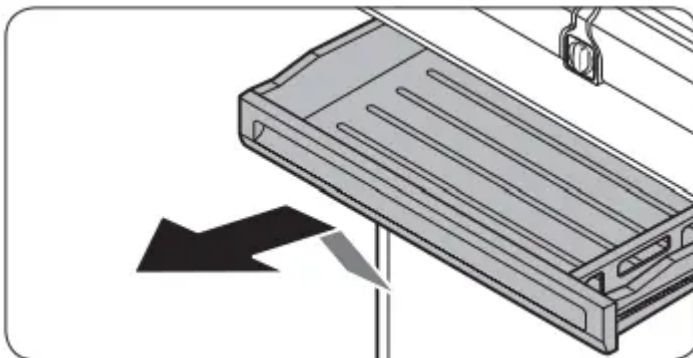
Gently lift up the front of the drawer and slide out.



- 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.

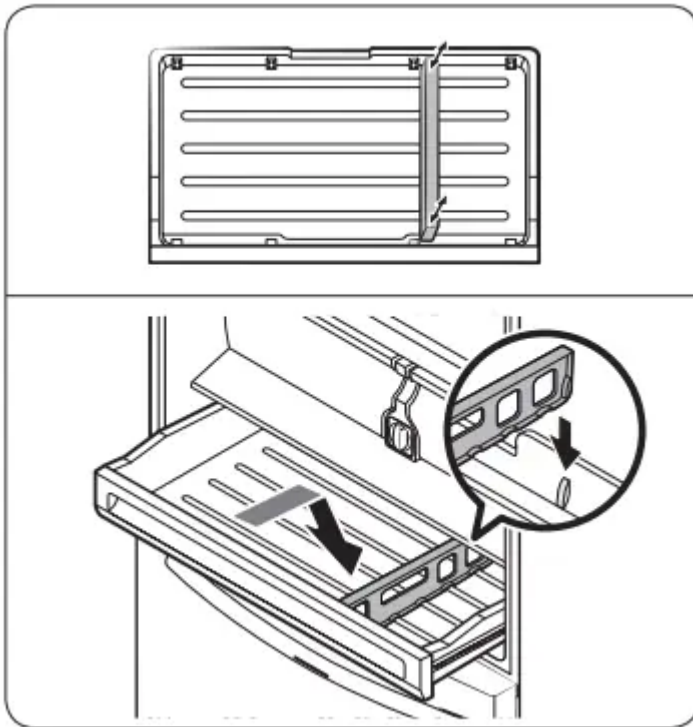
Cool Select Zone

- To remove, fully open the Cool Select Zone. Then, slightly lift the front side and pull straight out.
- To reinsert, push the rails to the back of the refrigerator. Then, place the Cool Select Zone drawer onto the rails and slide it back until it is in place.



- To remove the divider, lift the front side of the divider to unhook it from the wall, and then pull the divider out.

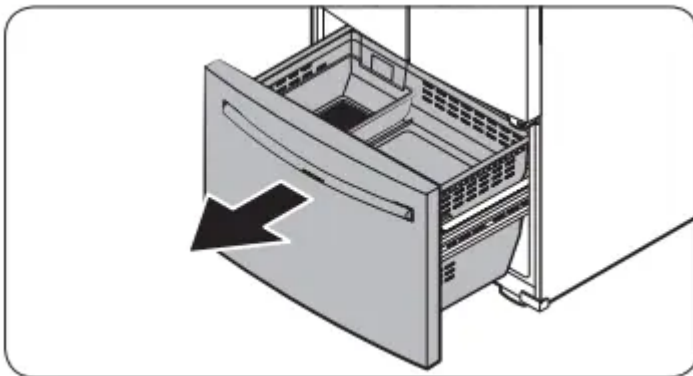
- To reinsert the divider, hook the back of the divider over the rear wall, and then push the divider down.



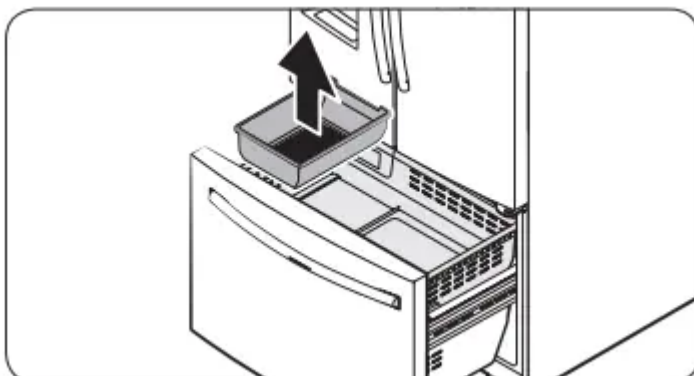
Freezer baskets

Lower ice bucket (applicable models only)

1. Fully open the freezer drawer.

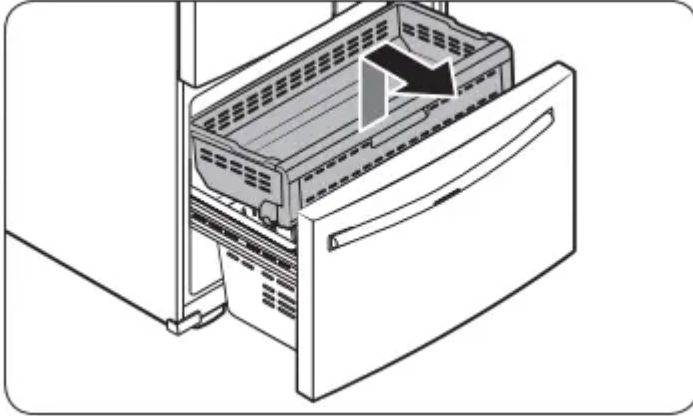


2. Lift the lower ice bucket to remove.



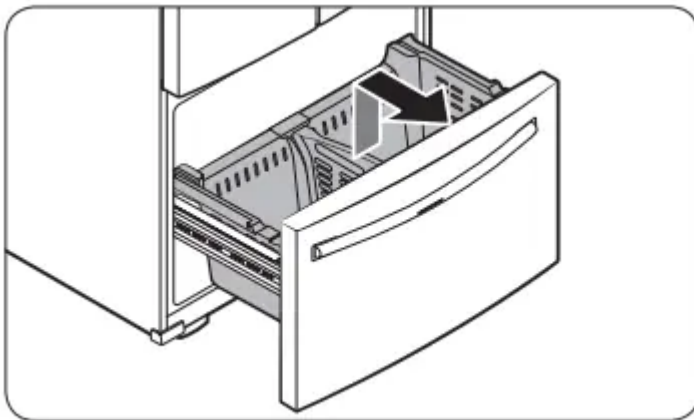
Upper basket

- 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.

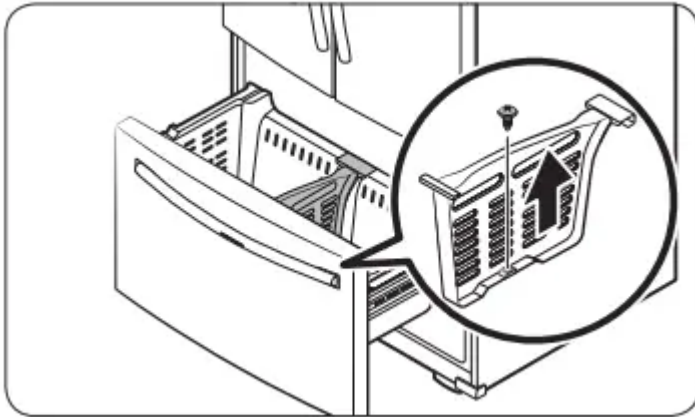


CAUTION

- 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

WARNING: Do not use benzene, thinner, home/car detergent, or Clorox™ to clean the refrigerator. They may damage the surface of the refrigerator and cause a fire. Do not spray water onto the refrigerator. This may cause electric shock

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

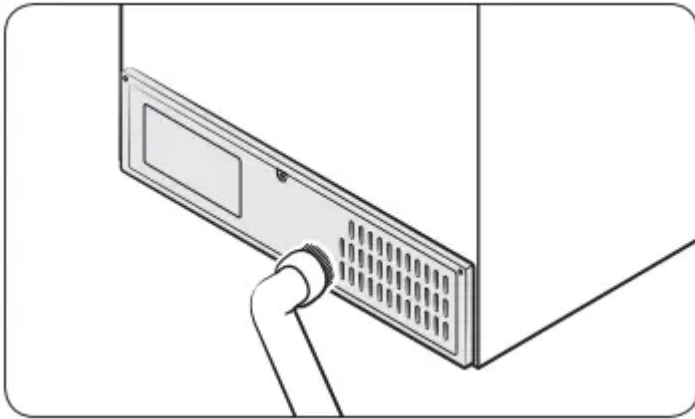
CAUTION: When crushed ice is selected, some residual ice chips may collect in the ice chute. To prevent this, remove the residual ice from the chute using a soft, clean cloth.

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

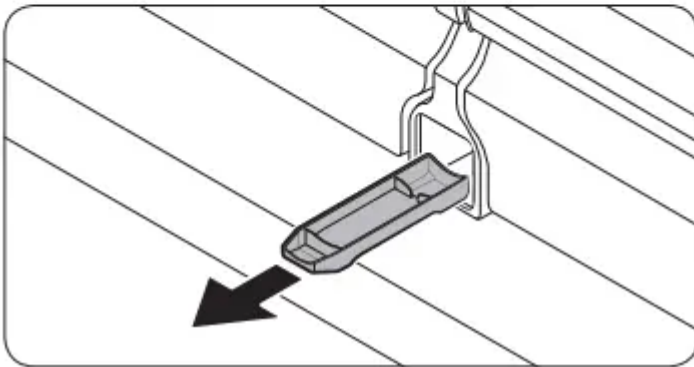
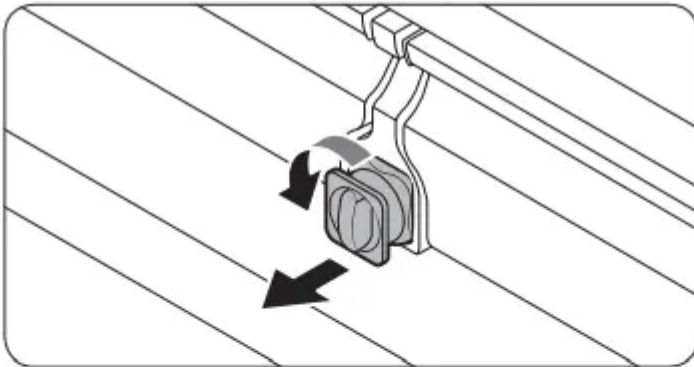
Water filter

WARNING: Do not use third-party water filters. Use only Samsung-provided or -approved filters. Unapproved filters may leak and damage the refrigerator, causing electric shock. Samsung is not responsible for any damage that may occur from use of third-party water filters.

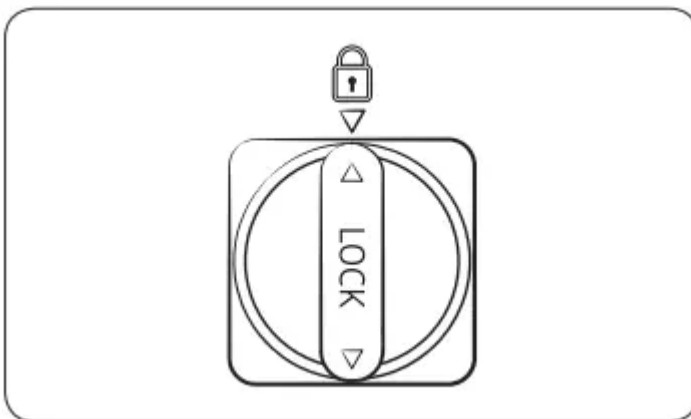
The Filter Reset indicator (**Filter**) turns red to let you know it is time to replace the water filter. Before replacing the filter, make sure the water supply line is shut off.

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.

NOTE

- A newly installed filter may cause the water dispenser to spurt water briefly. This is because air has entered the waterline.
- The replacement process may cause the water dispenser to drip for a short period of time. If it drips, simply wipe up any water on the floor with a dry towel.

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.

WARNING: The lamps are not user-serviceable. Do not attempt to replace a lamp yourself. This can cause electric shock.

Troubleshooting

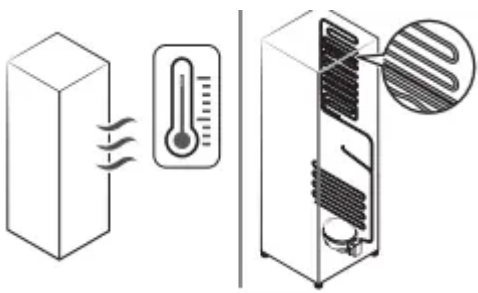
Before calling for service, review the symptoms and recommended solutions below. If none of the suggested solutions resolve your problem, please visit our website at www.samsung.com or call Samsung Customer Care at 1-800-SAMSUNG (726-7864). Note that you will be charged for any service visits in which no defects were found.

General

Temperature

| Symptom | Possible causes | Solution |
|---|--|---|
| Fridge/freezer does not operate. Fridge/freezer temperature is warm. | <ul style="list-style-type: none"> • Power cord is not plugged in properly. | <ul style="list-style-type: none"> • Properly plug in the power cord. |
| | <ul style="list-style-type: none"> • Temperature control is not set correctly. | <ul style="list-style-type: none"> • Set the temperature lower. |
| | <ul style="list-style-type: none"> • Refrigerator is located near a heat source or direct sunlight. | <ul style="list-style-type: none"> • Keep the refrigerator away from direct sunlight or a heat source. |
| | <ul style="list-style-type: none"> • Not enough clearance between refrigerator and nearby walls or cabinets. | <ul style="list-style-type: none"> • 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. |
| | <ul style="list-style-type: none"> • Energy Saver mode is activated. | <ul style="list-style-type: none"> • Deactivate Energy Saver mode. |
| | <ul style="list-style-type: none"> • The refrigerator is overloaded. Food is blocking the refrigerator vents. | <ul style="list-style-type: none"> • Do not overload the refrigerator. Do not allow food to block vents. |
| Fridge/freezer is over-cooling. | <ul style="list-style-type: none"> • Temperature control is not set correctly. | <ul style="list-style-type: none"> • Set the temperature higher. |
| Interior wall is hot | <ul style="list-style-type: none"> • Refrigerator has heat-proof piping in the interior wall. | <ul style="list-style-type: none"> • To prevent condensation from forming, the refrigerator has heat-proof piping in the front corners. If the ambient temperature rises, this |



| | | |
|--|--|--|
| | | <p>equipment may not work effectively. This is not a system failure</p>  |
|--|--|--|

Odors

| Symptom | Possible causes | Solution |
|-------------------------|---|---|
| Refrigerator has odors. | <ul style="list-style-type: none"> • Spoiled food. | <ul style="list-style-type: none"> • Clean the refrigerator and remove any spoiled food. |
| | <ul style="list-style-type: none"> • Food with strong odors. | <ul style="list-style-type: none"> • Make sure strong smelling food is wrapped airtight. |

Frost

| Symptom | Possible causes | Solution |
|----------------------------------|--|---|
| Frost around the vents. | <ul style="list-style-type: none"> • Food is blocking the vents. | <ul style="list-style-type: none"> • Make sure no food blocks the refrigerator vents. |
| Frost on interior walls. | <ul style="list-style-type: none"> • Door is not closed properly. | <ul style="list-style-type: none"> • Make sure food does not block the door. Clean the door gasket. |
| Fruits or vegetables are frozen. | <ul style="list-style-type: none"> • Fruits or vegetables are stored in the Cool Select Zone. | <ul style="list-style-type: none"> • Do not store most kinds of fruit or vegetables in the Cool Select Zone. |

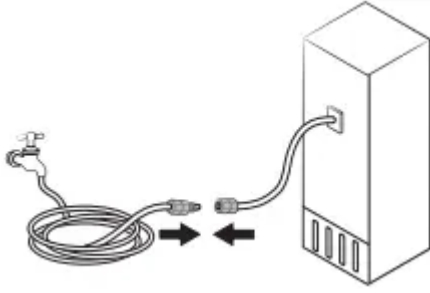
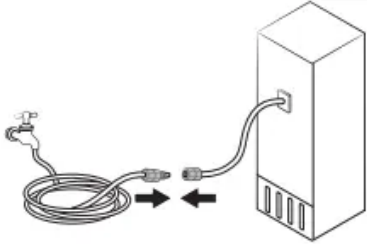
Condensation

| Symptom | Possible causes | Solution |
|--|---|--|
| Condensation forms on the interior walls. | <ul style="list-style-type: none"> • If door is left open, moisture enters the refrigerator. | <ul style="list-style-type: none"> • Remove the moisture and do not leave a door open for extended periods of time. |
| | <ul style="list-style-type: none"> • Food with high moisture content. | <ul style="list-style-type: none"> • Make sure food is wrapped airtight. |

Water/ice (dispenser models only)



| Symptom | Possible causes | Solution |
|--|---|--|
| Water flow is weaker than normal. | <ul style="list-style-type: none"> • Water pressure is too low. | <ul style="list-style-type: none"> • Make sure the water pressure is between 30 to 120 psi (206 to 827 kPa). |
| Ice maker makes a buzzing sound. | <ul style="list-style-type: none"> • The ice maker function is activated, but the water supply to the refrigerator has not been connected. | <ul style="list-style-type: none"> • Deactivate Ice maker. |
| Ice maker does not make ice. | <ul style="list-style-type: none"> • Ice maker has just been installed. | <ul style="list-style-type: none"> • You must wait for 12 hours for the refrigerator to make ice. |
| | <ul style="list-style-type: none"> • Freezer temperature is too high. | <ul style="list-style-type: none"> • Set the freezer temperature below 0 °F (-18 °C) or -4 °F (-20 °C) in warm ambient air. |
| | <ul style="list-style-type: none"> • Dispenser panel Lock is activated. | <ul style="list-style-type: none"> • Deactivate dispenser panel Lock. |
| | <ul style="list-style-type: none"> • Ice maker is off. | <ul style="list-style-type: none"> • Turn on the ice maker. |
| Ice does not dispense. | <ul style="list-style-type: none"> • Ice may jam if the ice dispenser is not used for a long time (approx. 3 weeks). | <ul style="list-style-type: none"> • If you won't be using the refrigerator for a long time, empty the ice bucket and turn off the ice maker. |
| | <ul style="list-style-type: none"> • Ice bucket is not properly inserted. | <ul style="list-style-type: none"> • Make sure the ice bucket is properly inserted. |
| | <ul style="list-style-type: none"> • Water line is not connected properly or water supply is not on. | <ul style="list-style-type: none"> • Check if the water line is installed correctly. Check if the water line stop cock is closed |

| | | |
|---------------------------------|---|--|
| | |  |
| Water does not dispense. | <ul style="list-style-type: none"> • Water line is not connected properly or water supply is not on. | <ul style="list-style-type: none"> • Check if the water line is installed correctly. Check if the water line stop cock is closed.  |
| | <ul style="list-style-type: none"> • Dispenser panel Lock is activated. | <ul style="list-style-type: none"> • Deactivate dispenser panel Lock. |
| | <ul style="list-style-type: none"> • A third-party water filter was installed. | <ul style="list-style-type: none"> • Use only Samsung-provided or approved filters. • Unapproved filters may leak and damage the refrigerator. |
| | <ul style="list-style-type: none"> • Water filter indicator turns on or blinks. | <ul style="list-style-type: none"> • 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.
- 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>Could not find “SmartThings” in the app market.</p> | <ul style="list-style-type: none"> • 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). |
| <p>The SmartThings app fails to operate.</p> | <ul style="list-style-type: none"> • The SmartThings app is available for applicable models only. • The old Samsung Smart Refrigerator app cannot connect with Samsung Smart Home models. |
| <p>The SmartThings app is installed but is not connected to my refrigerator.</p> | <ul style="list-style-type: none"> • 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. |
| <p>Could not log into the app.</p> | <ul style="list-style-type: none"> • 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 |
| <p>An error message appears when I try to register my refrigerator.</p> | <ul style="list-style-type: none"> • 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. |
| <p>The SmartThings app is successfully connected to my refrigerator but does not run.</p> | <ul style="list-style-type: none"> • 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.

Smart Grid (applicable models only)



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



Why isn't the Delay Defrost Capability working normally?

- Make sure that your home router is operating normally with proper Internet service and connection.

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.

