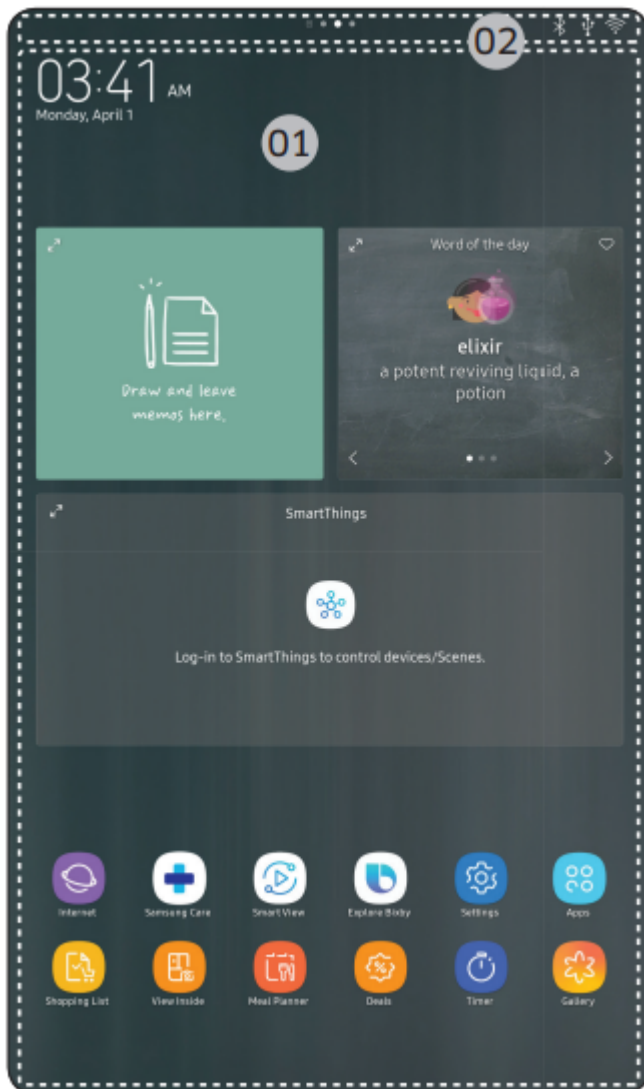


## Operations

### Home screen



#### 01. Apps & Widgets

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

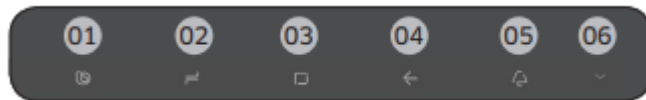
## 02. Status bar

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

Bluetooth (📶)	Indicates Bluetooth connection status.
USB (📁)	Indicates USB connection status. <b>NOTE</b> The refrigerator supports USB memory that is formatted in the FAT32 or exFAT file systems. NTFS is not supported. Be sure to convert NTFS to FAT32 or exFAT before use.
Remote Management (🔌)	Turns on when Remote Management is enabled and running.
Network (📶)	Indicates network connection status in 5 levels (Off, 1-4).

Software Update (🔄)	Indicates that the newest version of the refrigerator's software has been downloaded from the server and is ready to update.
Notification (📧)	Indicates there is a notification message.
Cloud sync (🔄)	Indicates Family Hub is receiving data from the cloud server.
Energy Saver (🔌)	Indicates Energy Saver is on.

## Soft buttons



### 01. Bixby

- Tap to use Bixby.

### 02. Task Manager

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

### 03. Home

- Tap to open the Home screen.

### 04. Return

- Tap to return to the previous screen.

### 05. Notification

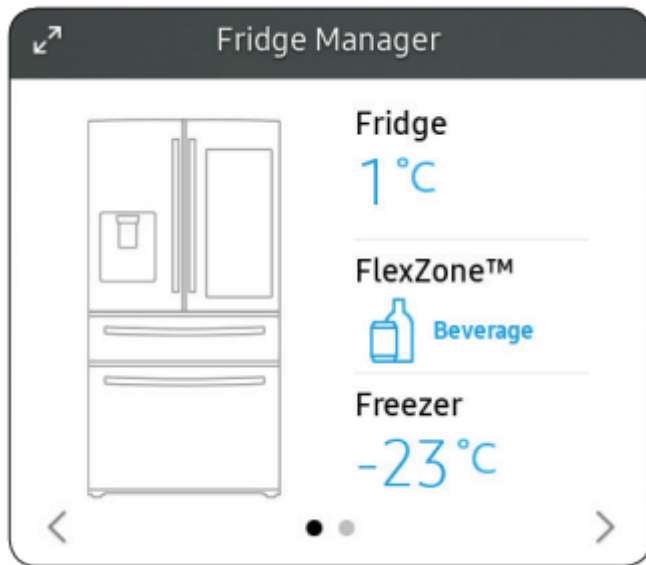
- Tap to display the Quick Panel.

### 06. Hide/Show

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

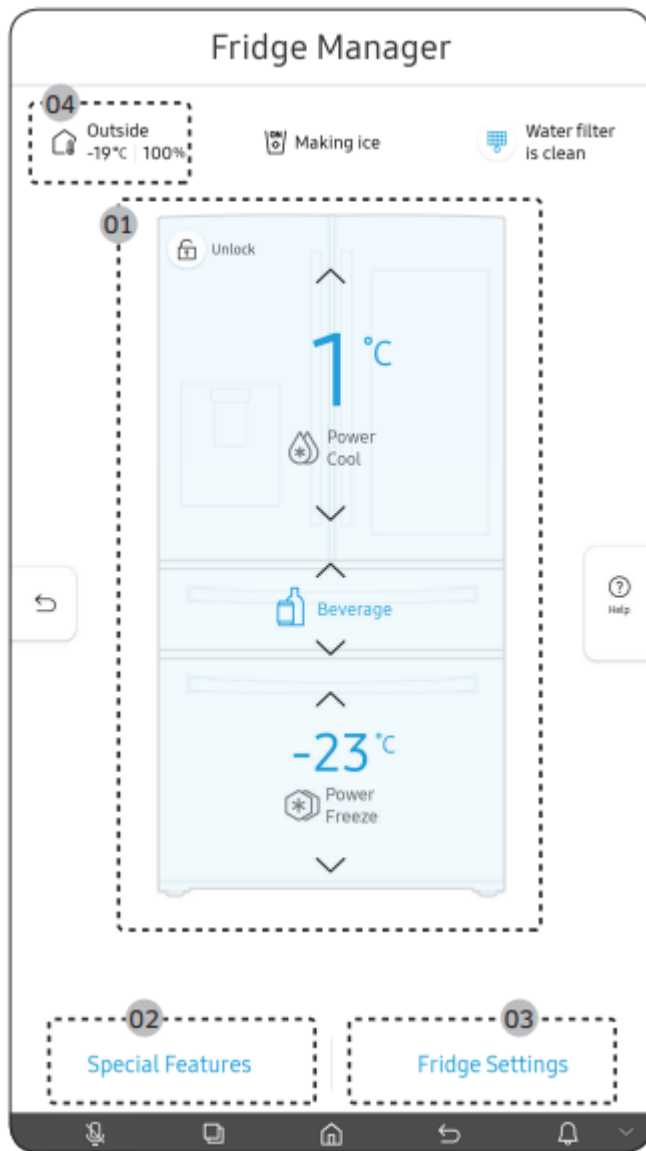
## Fridge Manager

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



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

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



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

Fridge Manager At a Glance

### 01. Temperature

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

Power Freeze speeds up the freezing process at maximum fan speed. The freezer keeps running at full speed for several hours and then returns to the previous temperature.

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

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

## **02. Special Features**

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

## **03. Fridge Settings**

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

## **04. External Conditions**

Displays the external (ambient) temperature and humidity.

**NOTE:** The displayed conditions may differ from the actual temperature and humidity.

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

<p>Ice Maker (applicable models only)</p>	<p>Turns the icemaker on and off. Tap and drag the button to turn on or off. Note that if the ice bucket is full of ice, the refrigerator does not start making ice when you tap and drag this button (turning the Ice Maker on), but displays the Ice Full indicator on the main screen.</p> <p>If you hold down the dispenser lever for 5 seconds, the Ice Maker Off status changes to Ice Maker On.</p>
<p>Dispenser Lock (applicable models only)</p>	<p>Turns the ice and water dispensers on and off. Tap to set Dispenser Lock on or off.</p>
<p>Door Alarm</p>	<p>The door alarm sounds if you leave the door open. Tap and drag the button to turn on or off.</p>
<p>Temp. Unit</p>	<p>Switch the temperature scale between Celsius and Fahrenheit. Touch °F or °C to change the scale.</p>
<p>Water Filter (applicable models only)</p>	<p>Provides a water filter replacement tutorial and lets you reset the water filter replacement indicator. Tap to open.</p> <p>NOTE</p> <ul style="list-style-type: none"> <li>• After installing the water filter, tap Water Filter, and then tap Reset. Tapping Reset re-initializes the function that measures the time remaining until the water filter needs to be replaced again.</li> <li>• If you tap Buy Filter, you will be directed to the website where you can purchase a water filter.</li> </ul>
<p>Self Check</p>	<p>Self Check is a self diagnoses function. Tap to open. Tap Start to run.</p>
<p>Energy Saver</p>	<p>Tap and drag this button to turn Energy Saver mode on and off.</p> <p>The Energy Saver function automatically turns off when power is supplied to the refrigerator. The settings for Energy Saver may differ with the model. If condensation or water drops appear on the doors, turn the Energy Saver mode off.</p>
<p>Demand Response (applicable models only)</p>	<p>Works with the Smart Grid energy saving manager. Tap to open. Tap and drag the button to turn on or off. See the Smart Grid section in this manual for more information.</p>
<p>Cooling Off</p>	<p>Cooling Off mode (also called Shop mode), is designed for use by retailers when they are displaying refrigerators on the shop floor.</p>

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

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

## Settings

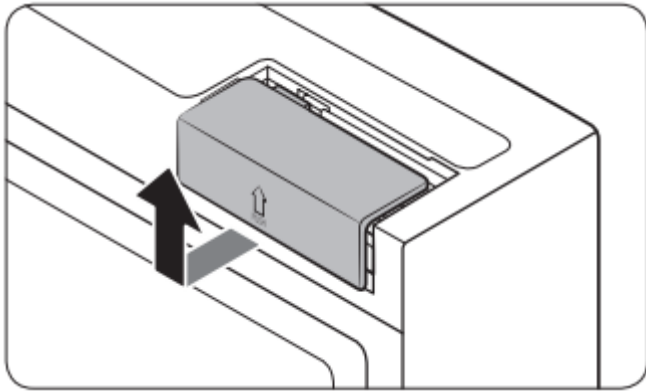
Connections	Wi-Fi	<ul style="list-style-type: none"> <li>• Turn on or turn off a Wi-Fi connection. The current Wi-Fi network is listed first in the access point (AP) list.</li> </ul>
	Network Status	<ul style="list-style-type: none"> <li>• You can check your Network Status by Selection of Network Status Menu.</li> </ul>
	Bluetooth and Speaker	<ul style="list-style-type: none"> <li>• When the Speaker mode is on, you can listen to music and media on your mobile phone or tablet through Family Hub's speaker. <ul style="list-style-type: none"> <li>◦ Only one connected mobile phone or tablet is listed.</li> </ul> </li> <li>• When the Speaker mode is off, you can search and connect to nearby Bluetooth-enabled devices. <ul style="list-style-type: none"> <li>◦ Up to 4 recently paired Bluetooth devices are listed.</li> <li>◦ To add a new device when 4 paired devices are listed, first unpair a paired device from the device list.</li> <li>◦ Available devices are Bluetooth-enabled headsets, headphones, and speakers.</li> </ul> </li> </ul>
	Easy Connection	<ul style="list-style-type: none"> <li>• Easy Connection can be used with Samsung Smartphone apps, and allows you to connect your device to the same home Wi-Fi network that your smartphone is connected to.</li> </ul>
Display	Display	<ul style="list-style-type: none"> <li>• You can set the screen brightness, wallpapers, auto wake-up, motion detector, theme, screen timeout, and duration of the screen saver.</li> </ul>
	Clean screen mode	<ul style="list-style-type: none"> <li>• Turn on so you can clean the screen without activating any apps.</li> </ul>
Sound		<ul style="list-style-type: none"> <li>• Set the volume and equalizer and turn on or turn off the touch sound.</li> </ul>
Notifications		<ul style="list-style-type: none"> <li>• You can turn on or turn off Preview of Notification.</li> </ul>

Profile		<ul style="list-style-type: none"> <li>You can add, edit, or delete a profile.</li> </ul>
Bixby		<ul style="list-style-type: none"> <li>You can set the function that related with voice recognition.</li> <li>Language and Voice Style : You can choose Bixby Language and Voice Style</li> <li>Vocie Wake up : You can Stop and Play by Voice wake-up</li> <li>Wake up Sensitivity : You can set the Bixby voice wakke-up sensitivity</li> <li>Multi Device Wake up : You can Turn on/Off Multi Device Wake Up</li> </ul> <p>- Only one device that is Closet to you will wake up when it is turn on.</p> <ul style="list-style-type: none"> <li>Voice ID : You can Turn on and Turn Off Voice ID</li> <li>About Bixby : You can Check Bixby Version and related information</li> </ul>
Security		<ul style="list-style-type: none"> <li>Enable or disable restrictions on Family Hub features and apps.</li> </ul>
Storage		<ul style="list-style-type: none"> <li>You can check saving storage of each app and check saving storage of Images.</li> </ul>
Language and Time	Language	<ul style="list-style-type: none"> <li>Select a preferred language. Available languages depend on the sales region.</li> </ul>
	Date and Time	<ul style="list-style-type: none"> <li>Make sure the Auto update function is on with a proper Wi-Fi network connection. Open the fridge door and locate the display reset button on the inner side of the door. Press the button and press again to reset the display. Then, the date and time will be synced by the time server.</li> <li>You can change the time zone through the Time zone menu.</li> </ul>
Accessibility		<ul style="list-style-type: none"> <li>Set to turn on or off the screen reader function for blind and low vision users.</li> </ul>

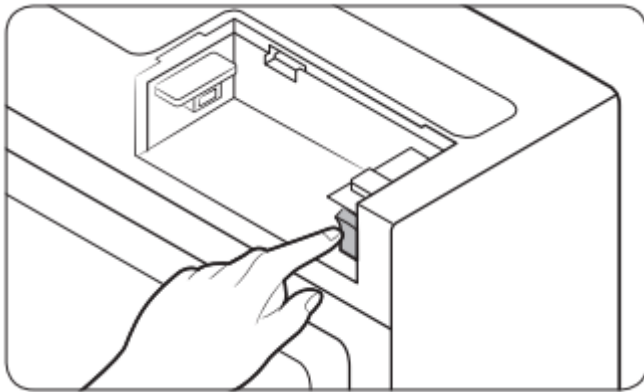
About Family Hub	Device information	<ul style="list-style-type: none"> <li>• Make sure the Software Update function is on with a proper Wi-Fi network connection.</li> <li>• When updates are available, the Update button becomes active. When updates are complete, the refrigerator restarts automatically.</li> <li>• Legal information displays the Open Source License Agreement. Tap the list item to open the Open Source Announcement.</li> </ul>
	Restart and Factory Data Reset	<ul style="list-style-type: none"> <li>• You can restart Family Hub LCD by selection of Restart Button</li> <li>• You can initialize Setting of Wi-Fi and Bluetooth by selection of Reset network Settings Button.</li> <li>• Tap Reset to restart the refrigerator by selection of Factory Data Reset button. All user data will be removed permanently. Data that will be removed includes account information, memos, photos, and user settings.</li> </ul> <p><b>CAUTION</b></p> <p>Once factory reset is complete, no user data can be recovered.</p>
Help & Contact Us	Online Manual	<ul style="list-style-type: none"> <li>• The online manual will walk you through various menus and apps that the refrigerator provides directly on the display.</li> </ul>
	Remote Management	<ul style="list-style-type: none"> <li>• Use Remote Management to allow a service representative to remotely diagnose problems and provide solutions.</li> <li>• Remote Management requires a Wi-Fi connection.</li> <li>• The Remote Management menu does not appear on models that do not support Remote Management.</li> </ul>
	Feedback, Questions, Issues	<ul style="list-style-type: none"> <li>• Send your feedback, questions and minor issues about Family Hub.</li> </ul>

## Display reset (applicable models only)

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



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



## SmartThings

### Installation

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

### NOTE

- The SmartThings app is not available for some tablet and iPad and some smartphone.

- Support that [Android] OS 6.0 or higher. (minimum 2 GB RAM Size) - Support that [iOS] 10.0 or higher/iPhone 6 or higher.

- For improved performance, the SmartThings app is subject to change without notice or discontinued support according to the manufacturer's policy.
- Recommended encryption systems include WPA/TKIP and WPA2/AES. Any newer or non-standard Wi-Fi authentication protocols are not supported.
- Wireless networks may be affected by the surrounding wireless communication environment.
- If your Internet service provider has registered the MAC address of your PC or modem for identification, your Samsung Smart Refrigerator may fail to connect to the Internet. If this happens, contact your Internet service provider for technical assistance.
- The firewall settings of your network system may prevent your Samsung Smart Refrigerator from accessing the Internet. Contact your Internet service provider for technical assistance. If this symptom continues, contact a local Samsung service center or retailer.
- To configure the wireless access point (AP) settings, see the user manual of the AP (router).
- Samsung Smart Refrigerators support both IEEE 802.11 b/g/n (2.4 GHz) and 802.11 a/n/ac (5 GHz) protocols. (IEEE 802.11 n and 802.11 ac are recommended.)
- Unauthorized Wi-Fi wireless routers may fail to connect to applicable Samsung Smart Refrigerators.

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## Samsung account

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

## Getting started

Turn on the device you want to connect, open the SmartThings app on your phone, and then follow the instructions below.

If a pop-up appears saying that a new device has been found, tap ADD NOW. If a pop-up doesn't appear, tap the + button, and then select the device you want to connect from the list of available devices.

If your device isn't in the list of available devices, tap Supported Devices, select the device type (Refrigerator), and then select the specific device model.

Follow the instructions in the app to set up your device. Once setup is complete, your refrigerator will appear as a "card" on your Devices screen.

## Refrigerator app

### Integrated control

You can monitor and control your refrigerator at home and on the go.

- Tap the refrigerator icon on the SmartThings Dashboard or tap the Devices icon at the bottom of the Dashboard, and then tap the refrigerator "card" to open the Refrigerator page.
- Check the operation status or notifications related to your refrigerator, and then change options or settings if necessary.

### NOTE

Some options or settings of the refrigerator may not be available for remote control.

Category	Item	Description
Monitoring	Fridge temperature	Displays the desired temperature setting of the fridge.
	Freezer temperature	Displays the desired temperature setting of the freezer.
	FlexZone™ settings	Displays the settings of the FlexZone™.
	Diagnosis	Detects abnormal operations of the refrigerator.
	Energy monitoring	Checks the accumulated power consumption of the refrigerator for the last 180 days.
Functions	Ice making	You can turn the ice making function on or off, and check the current settings of the function.
		You can also check the status and progress of ice making.
	Power Cool	You can turn Power Cool on or off, and check the current settings.
	Power Freeze	You can turn Power Freeze on or off, and check the current settings.
	Fridge temperature	You can change the desired setting temperate of Fridge.
	Freezer temperature	You can change the desired setting temperate of Freezer.
	FlexZone	You can change the mode of FlexZone.
Alarms	Abnormally high temperature	This alarm is triggered when the fridge or freezer has abnormally high temperatures.
	Door opening	This alarm is triggered if the fridge door, the freezer drawer, or the FlexZone™ drawer is open for a specific length of time.
	Water filter replacement	

	This alarm reminds you that the water filter must be replaced.
Inside Image	You can view the inside of the refrigerator and can see if you need to replace food items.
Family Hub App Link	You can connect to the App Store and download the Refrigerator app.

## SMART GRID Function (Demand Response)

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

### NOTE

- You can deactivate the SMART GRID (Demand Response) function at any time using the Peak Demand Off function.
- To use the SMART GRID (Demand Response) function, you need a separate contract with your electric utility company.

In addition, to use the Smart Grid (Demand Response) function, you must register for the service with your electric company. The company must have an EMS (Energy Management System) that supports SEP (Smart Energy profile).

### Using the SMART GRID (Demand Response) Function

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

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

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

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

- Delay Appliance Load (L3): The refrigerator responds to a DAL signal by providing a moderate load reduction for the duration of the delay period. This function controls functions

that consume a lot of energy such as adjusting the Cooling system, running the defrost cycle, and making ice.

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

### **To check the MAC address**

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

### **Peak Demand Off (Override mode)**

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

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

### **Activating and deactivating Peak Demand Off (Override mode)**

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

### **NOTE**

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

## Using the Energy Management Function

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

### NOTE

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

#### 1. Operational Status

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

#### 2. Energy Consumption Reporting

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

### NOTE

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

#### 3. Delay Defrost Capability

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

#### To change the time setting for the Delay Defrost Capability

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

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## Provision for Open Access to the Connected Product Requirements

### 1. SGIP Open Standards (Smart Energy Profile 2.0 - <http://www.csep.org/>)

- Energy Consumption Reporting
- Demand Response

## 2. Samsung OPEN API

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

### Recommendations for voice recognition

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

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

#### NOTE

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

## Samsung Family Hub

### Installation

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

#### NOTE

- The Samsung Family Hub app is not available for some tablet and iPad and some smartphone.
  - Support that [Android] OS 6.0 or higher. (mimimum 2 GB RAM Size)
  - Support that [iOS] 10.0 or higher/iPhone 6 or higher.
- For improved performance, the Samsung Family Hub app is subject to change without notice. Support may be discontinued according to the manufacturer's policy.

- Wireless networks may be affected by the surrounding wireless communication environment.
- If your Internet service provider has registered the MAC address of your PC or modem for identification, your Samsung Smart Refrigerator may fail to connect to the Internet. If this happens, contact your Internet service provider for technical assistance.
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## Samsung account

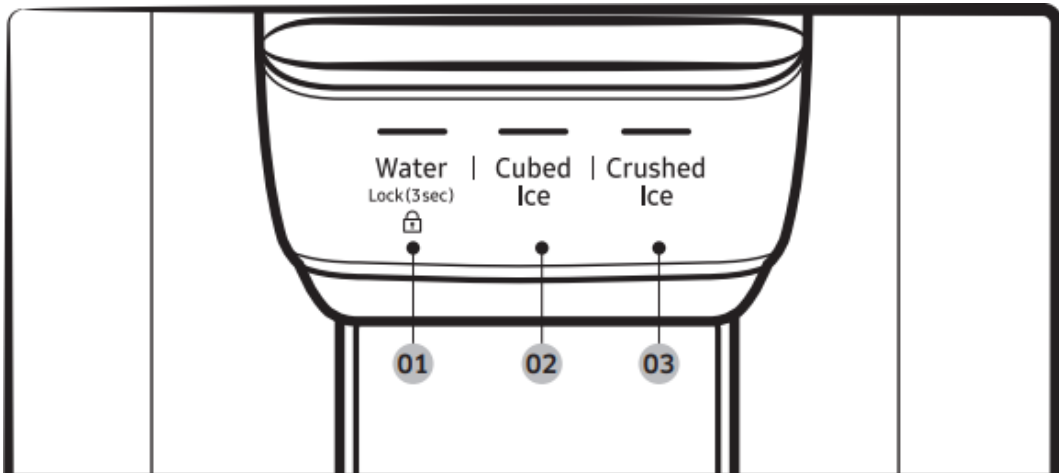
You are required to register your Samsung account to use the Samsung Family Hub app. If you don't have a Samsung account, follow the app's onscreen instructions to create a free Samsung account.

### NOTE

**To connect your smartphone and the refrigerator, register your Samsung account in Settings " Profile**

Item	Description
Calendar	You can share your schedule with your family.
To Do	You can create and edit a to-do list.
Memo	You can create and edit a memo for specific users.
Whiteboard	You can send White Board contents created on the refrigerator to your smartphone or vice versa.
Gallery	You can send photos from your smartphone to the refrigerator.
View Inside	You can view the inside of the refrigerator and see electronic labels you created with item-specific storage periods to keep track of item expiration dates.
Shopping List	You can create and edit a shopping list.

## Dispenser panel



- 01. Water / Lock
- 02. Cubed Ice
- 03. Crushed Ice

### 01 Water / Lock (3 sec)

Water	To dispense chilled water, press Water. The corresponding indicator turns on.
Lock (Dispenser panel / Dispenser lever)	<p>To prevent the use of the dispenser panel buttons and the dispenser lever, press and hold Water 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>When dispenser lock is on, the indicator blinks if any button on the dispenser panel is pressed or the dispenser lever is pressed.</p> <p><b>NOTE</b></p> <p>The 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.</p>

### 02 Cubed Ice

Cubed Ice	Press Cubed Ice to dispense cubed ice. The corresponding indicator turns on.
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### 03 Crushed Ice

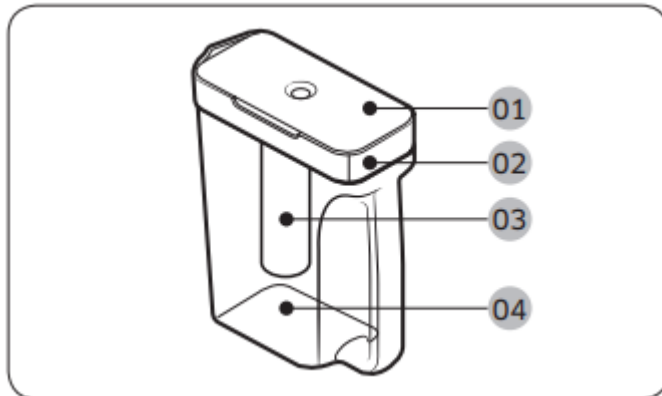
Crushed Ice

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

## Special features

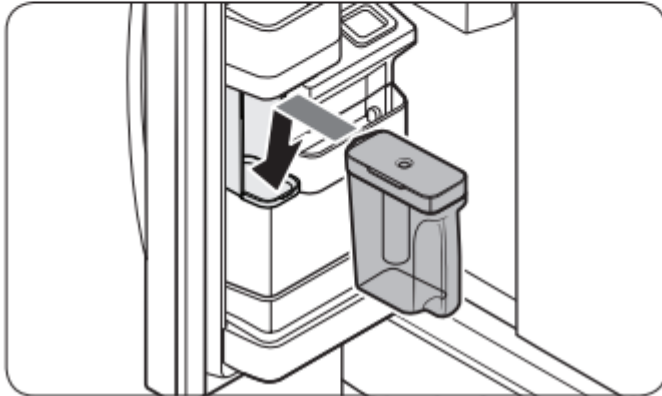
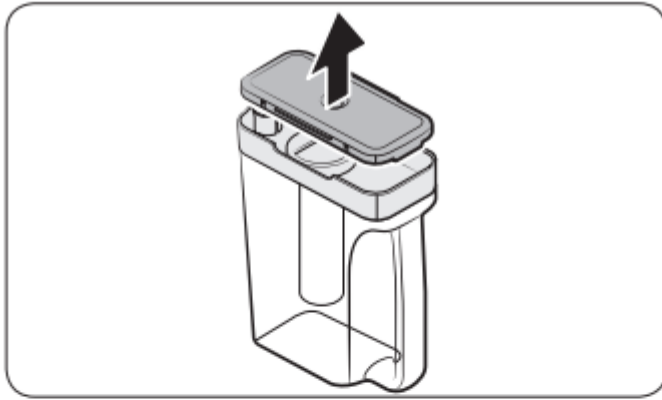
### Water tank (Auto Water Fill) (applicable models only)

The Auto Water Fill function lets you enjoy cold brewed tea in your refrigerator.

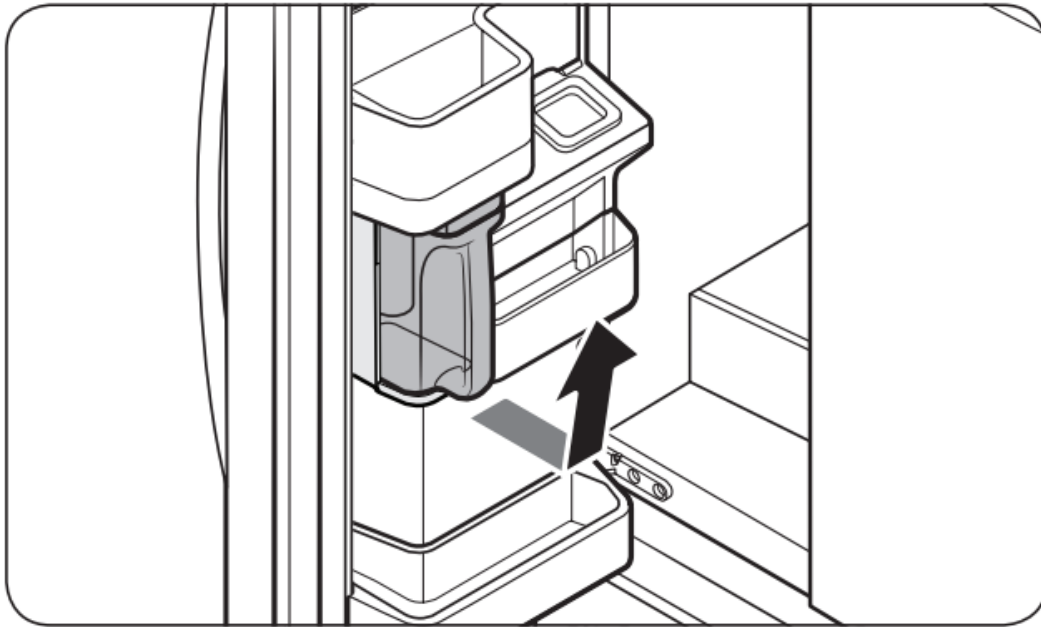


- 01. Lid
- 02. Sealed mouth
- 03. Infuser
- 04. Body

### To fill the water tank

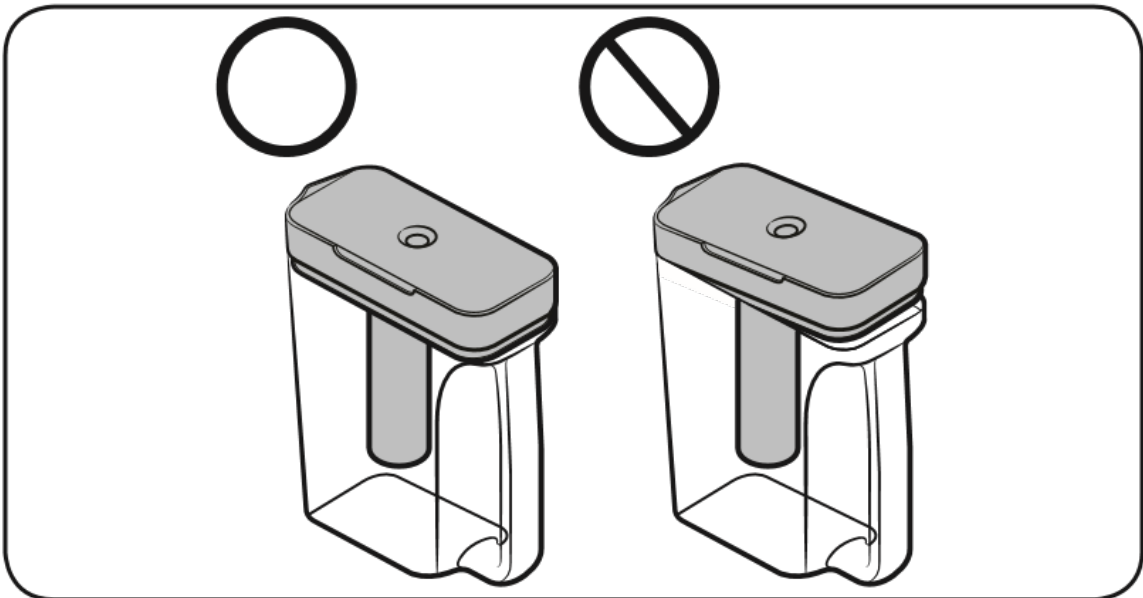
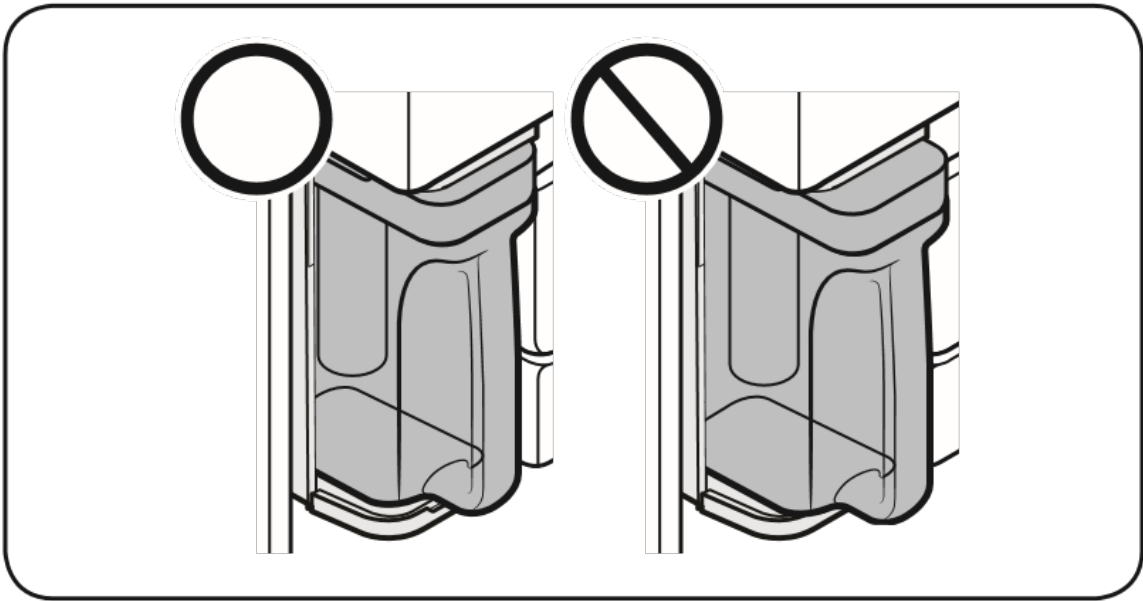


1. Grasp a handle groove of the sealed mouth, and then pull up to open the lid.
2. Put tea leaves or fruit to your taste into the infuser.  
NOTE: If you want to keep the infused water in its initial concentration, turn the Auto Water Fill function off.
3. Enable the Auto Water Fill function on the main panel. Open the left door of the fridge door, and then mount the water tank onto the holder. Push it straight in as shown in the illustration on the left.
4. Close the door. The infuser will start to fill with chilled water a short time later.  
Make sure the infuser fits in the water tank holder.
5. To drink tea, open the door and detach the water tank. Pull it straight out.

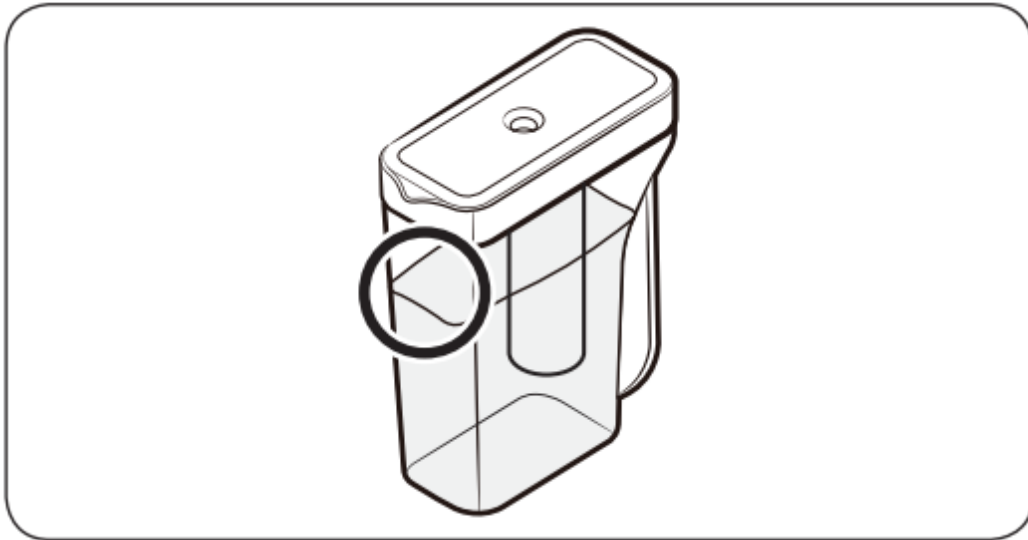


**CAUTION:**

- We recommend consuming fruit infused water within 24 hours. After that, the infused water can spoil over time.
- You must clean the water tank after you have consumed the infused water. Also clean the water tank if you haven't used it for a long time.

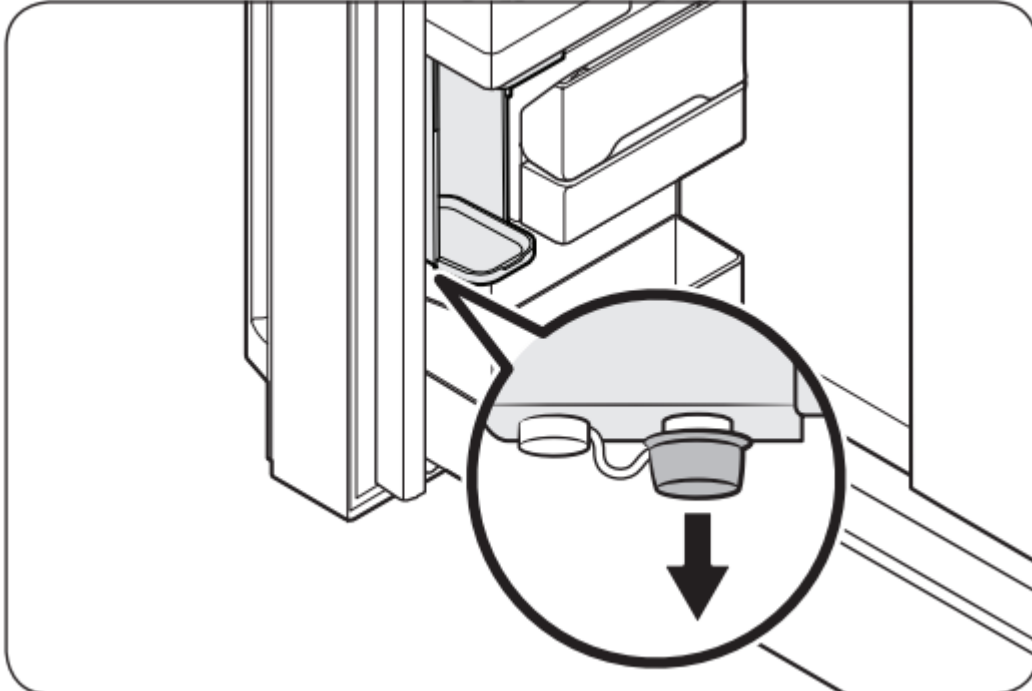


- To prevent the water tank from tipping over or leaking, make sure the water tank fits in the water tank holder.
- To prevent the water tank from spilling over or leaking, make sure the sealed mouth is properly inserted.



NOTE

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



NOTE

- Wipe around the infuser holder if the infuser overflows or leaks.
- Water drops off if the rubber cap is opened.

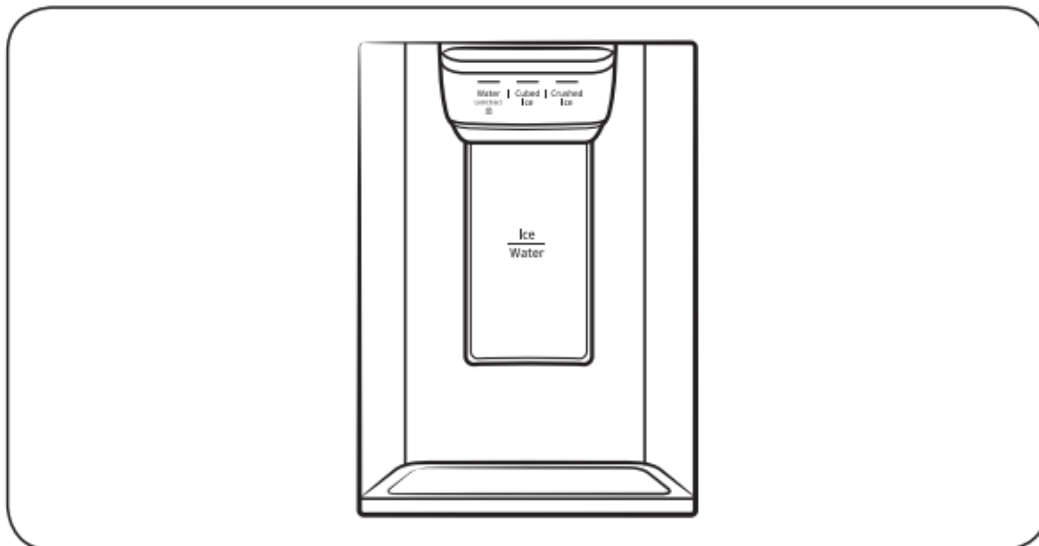
- The Auto Water Fill indicator blinks if there is a leak. In case of a leak, open the rubber cap so that the leaked water drains. The indicator will then turn off. However, if the indicator continues to blink, there might be a system failure. Contact your local Samsung service center.
- The Auto Water Fill indicators blink if there is a leak. See page for more information.

## Water/Ice dispenser

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

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

### To dispense water with ice



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

#### NOTE

- The dispenser will stop dispensing if you keep pushing the dispenser lever for about 1 minute. To dispense more water, release and push the lever again.
- Make sure the glass is in line with the dispenser to prevent the dispensed water from spilling out.

- If you do not use the water dispenser for 2-3 days, the dispensed water may have an abnormal smell or taste. This is not a system failure. Discard the first 1-2 glasses of water.

## Ice maker

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

### Ice making

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

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

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### NOTE

- If you consume all the ice at once, you must wait 8 hours before dispensing the first 4 to 6 cubes. This ensures that the ice bucket is filled with ice properly.
- Ice cubes generated rapidly may look white, which is normal. Diagnosis

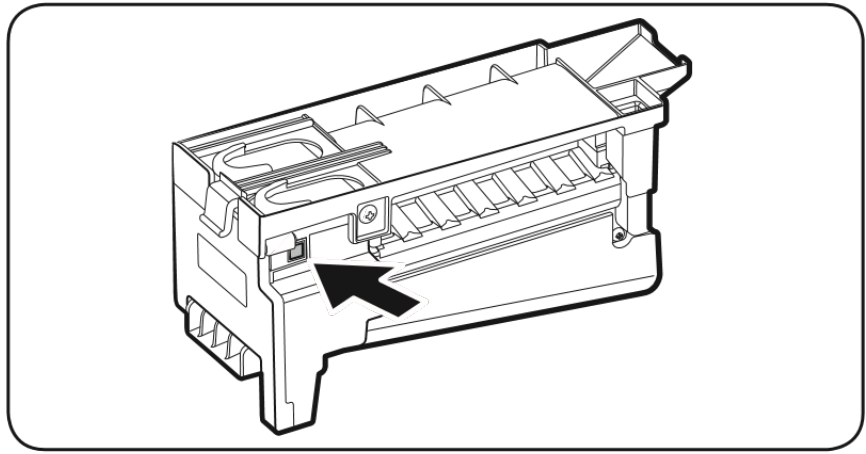
If ice does not dispense, first check the ice maker.

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

### CAUTION

- If the ice making chime rings repeatedly, contact your waterline installer or a local Samsung service center.
- Do not press Test repeatedly after the ice tray is filled with ice or water. Water may overflow or ice may jam.
- Do not put food in the ice bucket. The frozen food may damage the ice maker, especially when you open or close the door.

## Operations



When the refrigerator recovers power after a power failure, the ice bucket may contain a mix of melted and jammed ice cubes, which can prevent the ice maker from working properly. To prevent this, make sure to empty the ice bucket so the ice bucket can refill with fresh, loose ice cubes.

- Do not put fingers or any objects into the dispenser outlet or the ice maker. This can cause physical injury or property damage.
- When reinserting the ice maker tray, make sure that the tray is properly centered at the entrance. Otherwise, the tray can get stuck.

## If You Turn the Ice Maker Off

If you press and hold Ice Maker for more than 3 seconds to turn the ice maker off, make sure to remove all ice cubes from the ice bucket. Remaining ice cubes may clump together, making it difficult to remove them.

To remove the ice bucket, see the Ice bucket (applicable models only) section on page 66.

### NOTE

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

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## Water clouding

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

You can change the divider position.

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

### NOTE

If the divider lock does not function, wipe the bars to remove moisture on them.

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## 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.

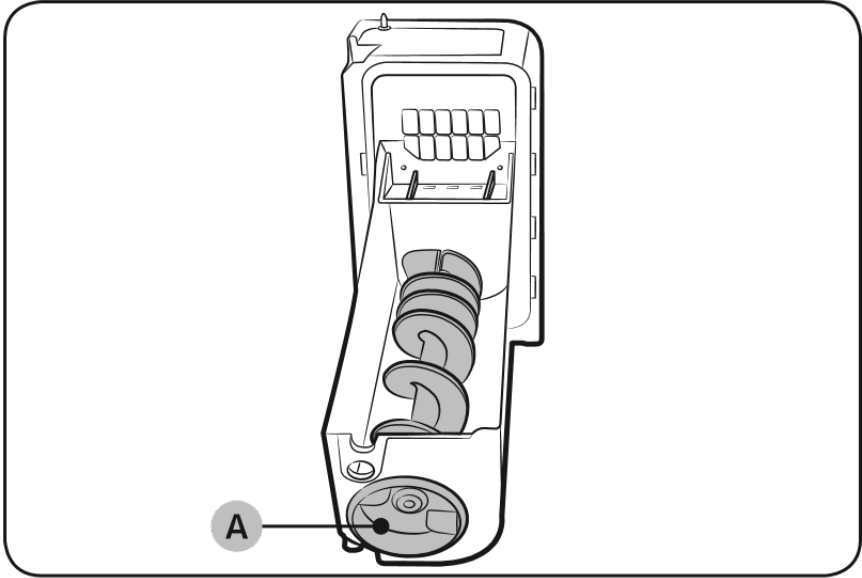
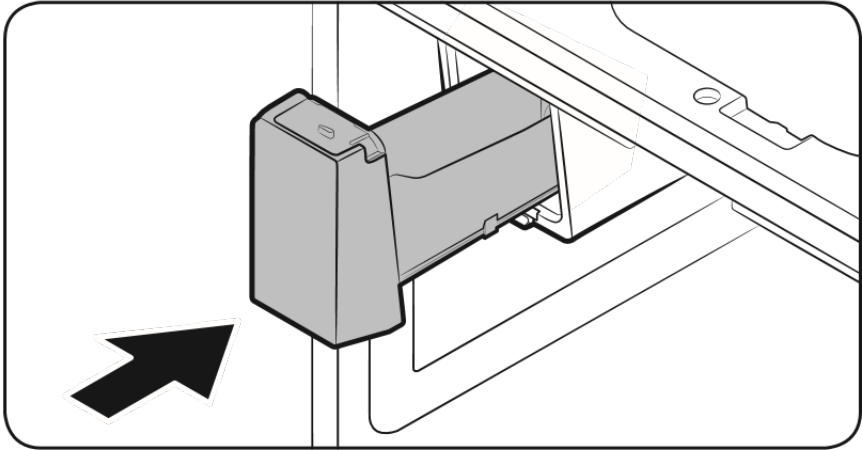
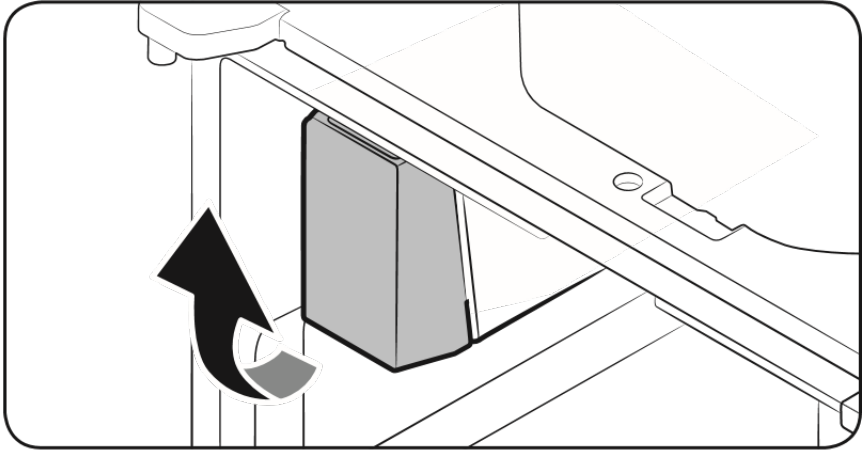
3. When done, put the bucket back into position. If the bucket does not fit in, turn the helix screw 90 degrees, and then try again.



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



Maintenance



 **CAUTION**

not apply excessive force to the bucket cover. The cover may break.

Do



- 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.

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- Do not put your hand or an object into the ice chute. This may cause physical injury or product damage.
- Use only the provided ice bucket. Third-party ice buckets may cause a system failure.

#### NOTE

- The water pressure required for ice making is between 20 psi and 125 psi (138 and 862 kPa).
- Noise from the the ice maker as it produces ice during the ice making process is normal.
- While the door is open, neither the ice maker nor the water dispenser operates.

## Maintenance

### Handling and care

### Cleaning

### Replacement

## Troubleshooting

### SmartThings

Symptom	Action
Could not find "SmartThings" in the app market.	<ul style="list-style-type: none"> <li>• The SmartThings app is not available for some tablet and iPad and some smartphone. <ul style="list-style-type: none"> <li>• Support that [Android] OS 6.0 or higher. (mimimum 2 GB RAM Size)</li> <li>• Support that [iOS] 10.0 or higher/iPhone 6 or higher.</li> </ul> </li> </ul>
The SmartThings app fails to operate.	<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>
The SmartThings app is installed but is not connected to my refrigerator.	<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>
Could not log into the app.	<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>
An error message appears when I try to register my refrigerator.	<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>
The SmartThings app is successfully connected to my refrigerator but does not run.	<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>




Symptom	Action
Could not find "Samsung Family Hub" in the app market.	<ul style="list-style-type: none"> <li>• The Samsung Family Hub app is not available for some tablet and iPad and some smartphone. <ul style="list-style-type: none"> <li>• Support that [Android] OS 6.0 or higher. (mimimum 2 GB RAM Size)</li> <li>• Support that [iOS] 10.0 or higher/iPhone 6 or higher.</li> </ul> </li> </ul>
Could not log into the app.	<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>

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## 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"> <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.</li> </ul> <p>Your electric company must have an EMS (Energy Management System) supporting SEP (Smart Energy profile).</p> <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>Why isn't the Energy Management function working normally?</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>Why isn't the Delay Defrost Capability working normally?</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>



## LCD

Symptom	Action
Cannot connect to my TV.	<ul style="list-style-type: none"><li>• This refrigerator can connect only with Samsung Smart TV Launched in 2015~17 : J/K/MU6400 series or above. Launched in 2018 : NU7400 series or above, Launched in 2018 : Q60R series or above. Please check the model name of your TV first.</li><li>• Network connections may suffer temporary interruptions.</li></ul> Turn your TV off, and then try again.
The inner view picture looks bulged out or incomplete.	<ul style="list-style-type: none"><li>• The edges of the inner view may look bulged out. The bulging is caused by the convex lens of the camera.</li><li>• The inner view may be incomplete due to the blind spots on the left and right corners or be screened depending on the layout of food items. Make sure to place food items in the front center.</li></ul>
The displayed measurement on the Fridge Manager is not correct.	<ul style="list-style-type: none"><li>• The displayed conditions may differ from the actual temperature and humidity.</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.