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Samsung RT38HG5A42S8HL

Samsung RT38HG5A42S8HL 350L Bespoke AI Double Door Refrigerator User Manual

Model: RT38HG5A42S8HL

1. Introduction

This manual provides essential information for the safe and efficient operation, maintenance, and troubleshooting of your Samsung RT38HG5A42S8HL 350L Bespoke AI Double Door Refrigerator. Please read this manual thoroughly before using your appliance and retain it for future reference.
Your refrigerator features a 350-liter capacity, Frost Free technology, a Digital Inverter Compressor, and advanced Bespoke AI functionalities including Convertible 5-in-1 modes and Wi-Fi connectivity for SmartThings integration.

2. Safety Information

Always follow basic safety precautions to reduce the risk of fire, electric shock, or injury when using your refrigerator.

- Ensure the refrigerator is properly grounded.
- Do not use electrical appliances inside the food storage compartments unless they are of the type recommended by the manufacturer.
- Keep ventilation openings clear of obstruction.
- Do not damage the refrigerant circuit.
- Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.
- Unplug the appliance before cleaning or performing maintenance.
- Supervise children to ensure they do not play with the appliance.

3. Setup and Installation

3.1 Unpacking

Carefully remove all packaging materials, including tape and protective films. Inspect the refrigerator for any signs of damage during transit. Report any damage to your retailer immediately.

3.2 Placement

- **Dimensions:** The refrigerator measures approximately 73.2 cm (D) x 63 cm (W) x 178.5 cm (H). Ensure adequate space for door opening and air circulation.
- **Clearance:** Allow at least 5 cm of space at the back and sides, and 10 cm at the top for proper ventilation and cooling efficiency.
- **Leveling:** Use the adjustable front feet to level the refrigerator. This prevents vibrations and ensures proper door sealing.
- **Location:** Place the refrigerator on a flat, stable surface away from direct sunlight, heat sources (like stoves or radiators), and moisture.

3.3 Electrical Connection

Connect the refrigerator to a dedicated 230 Volt, 50 Hz AC power outlet. This model supports Stabilizer Free Operation within a voltage range of 100V to 300V. The power plug type is Type D. Do not use extension cords or multi-plugs.

3.4 Initial Cleaning and First Use

Before first use, wipe the interior and exterior with a soft cloth dampened with mild detergent. After cleaning, allow the refrigerator to stand for at least 2-3 hours before plugging it in. Once plugged in, allow it to run for several hours to reach optimal cooling temperatures before storing food.

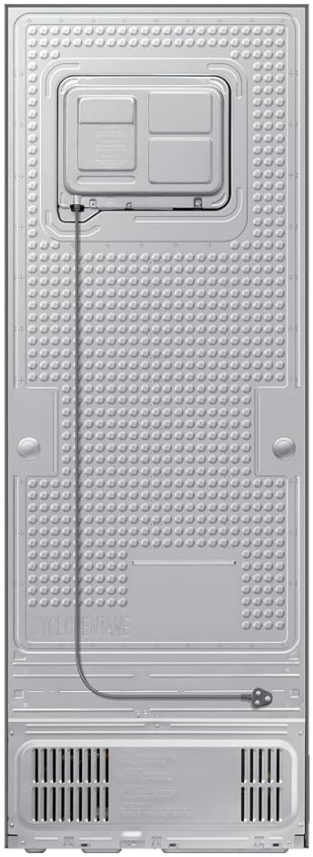


Figure 1: Exterior view of the Samsung RT38HG5A42S8HL refrigerator.

4. Operating Instructions

4.1 Control Panel and Temperature Settings

Your refrigerator features an internal temperature control panel located inside the fresh food compartment. Use this panel

to adjust the temperature settings for both the refrigerator and freezer sections.



Figure 2: Internal temperature control panel for adjusting freezer and fridge settings.

4.2 Convertible 5-in-1 Modes

This refrigerator offers five flexible conversion modes to adapt to your storage needs:

- **Normal Mode:** Both freezer and fridge compartments operate as standard.
- **Extra Fridge Mode:** Converts the freezer compartment into an additional fridge space.
- **Seasonal Mode:** Turns off the freezer and operates only the fridge, ideal for seasonal needs.
- **Vacation Mode:** Turns off the fridge compartment while keeping the freezer running, saving energy when you're away.
- **Home Alone Mode:** Turns off the fridge and converts the freezer into a small fridge, suitable for minimal storage needs.



Figure 3: Visual representation of the five convertible modes: Home Alone, Seasonal, Vacation, Extra Fridge, and Normal.

4.3 SmartThings and Wi-Fi Connectivity

Connect your refrigerator to the Samsung SmartThings app via Wi-Fi to access features like AI Energy Mode for optimized energy savings and remote control. Follow the instructions in the SmartThings app to pair your appliance.

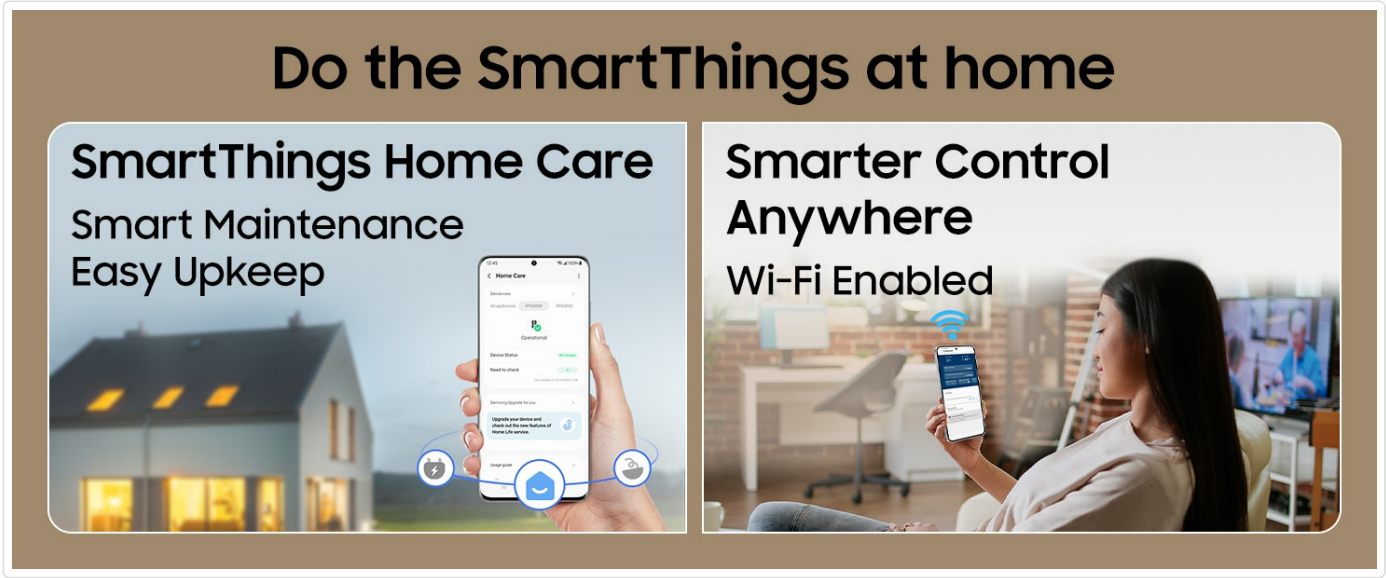


Figure 4: SmartThings app interface for managing your refrigerator and Wi-Fi connectivity.

4.4 Power Cool and Power Freeze

- **Power Cool:** Quickly chills items in the refrigerator compartment. Useful for rapidly cooling newly added groceries.
- **Power Freeze:** Accelerates the freezing process in the freezer compartment. Ideal for making ice faster or freezing large quantities of food.



Figure 5: Illustration of Power Cool for faster chilling and Power Freeze for quicker ice making.

4.5 Twin Cooling Plus

The Twin Cooling Plus system uses separate evaporators for the refrigerator and freezer compartments. This prevents odors from mixing between compartments and maintains optimal humidity levels, resulting in up to 70% moisture retention for fresh food.



Figure 6: Diagram illustrating the Twin Cooling Plus system and its benefits for moisture retention.

4.6 Storage Features

The interior is designed for efficient storage:

- **Shelves:** Two toughened glass shelves provide durable and easy-to-clean storage.
- **Vegetable Drawer:** One dedicated drawer for fresh produce.
- **Door Bins:** Multiple door bins, including a Big Bottle Guard, for convenient storage of bottles and smaller items.
- **Movable Ice Maker:** A flexible ice maker that can be moved or removed as needed.



Figure 7: Interior view of the refrigerator showing shelves, drawers, and door bins.

5. Maintenance and Cleaning

5.1 General Cleaning

Regular cleaning helps maintain hygiene and efficiency. Always unplug the refrigerator before cleaning.

- **Interior:** Wipe with a soft cloth and a mild detergent solution. Rinse with clean water and dry thoroughly. Avoid abrasive cleaners.
- **Exterior:** Clean with a soft, damp cloth. For stainless steel surfaces, use a specialized stainless steel cleaner.
- **Door Gaskets:** Clean door gaskets regularly with a mild detergent to ensure a tight seal.

5.2 Active Fresh Filter

The refrigerator is equipped with an Active Fresh Filter to help reduce odors. While this filter is designed for long-term use, ensure the air vents around it remain clear for optimal performance.



Figure 8: Close-up view of the Active Fresh Filter inside the refrigerator.

5.3 Defrosting

This is a Frost Free refrigerator, meaning manual defrosting is not required. The system automatically prevents ice buildup in both compartments.

5.4 Power Outage

In case of a power outage, keep the refrigerator doors closed to maintain internal temperatures for as long as possible. Avoid opening the doors unnecessarily.

6. Troubleshooting

Before contacting service, review the following common issues and solutions:

Problem	Possible Cause	Solution
Refrigerator not cooling	Power cord unplugged; temperature setting too high; door not closed properly.	Check power connection; adjust temperature; ensure door is fully closed and sealed.
Unusual noises	Refrigerator not level; items vibrating inside; normal operating sounds.	Level the appliance; rearrange items; some sounds (e.g., refrigerant flow, compressor) are normal.
Water leakage inside/outside	Drain hole blocked; door gasket not sealing; excessive humidity.	Clear drain hole; clean door gasket; ensure proper ventilation.
Strong odors	Uncovered food; Active Fresh Filter obstructed.	Cover all food items; ensure Active Fresh Filter area is clear.

If the problem persists after attempting these solutions, please contact Samsung customer support.

7. Specifications

Below are the key specifications for your Samsung RT38HG5A42S8HL Refrigerator:

Feature	Specification
Model Name	RT38HG5A42S8HL
Capacity	350 Liters (Fresh Food: 275L, Freezer: 75L)
Product Dimensions (D x W x H)	73.2D x 63W x 178.5H Centimeters
Item Weight	62 Kilograms
Energy Rating	2 Star
Annual Energy Consumption	243 Kilowatt Hours Per Year
Defrost System Type	Frost Free
Compressor Type	Digital Inverter
Refrigerant	R-600A
Voltage	230 Volts (Stabilizer Free Operation: 100V - 300V)
Shelf Type	Toughened Glass
Additional Features	Adjustable Shelves, Automatic Defrost, Energy Efficient, Wi-Fi Enabled, Convertible Freezer
Included Components	1 Refrigerator Unit, Egg Tray, Movable Ice Maker



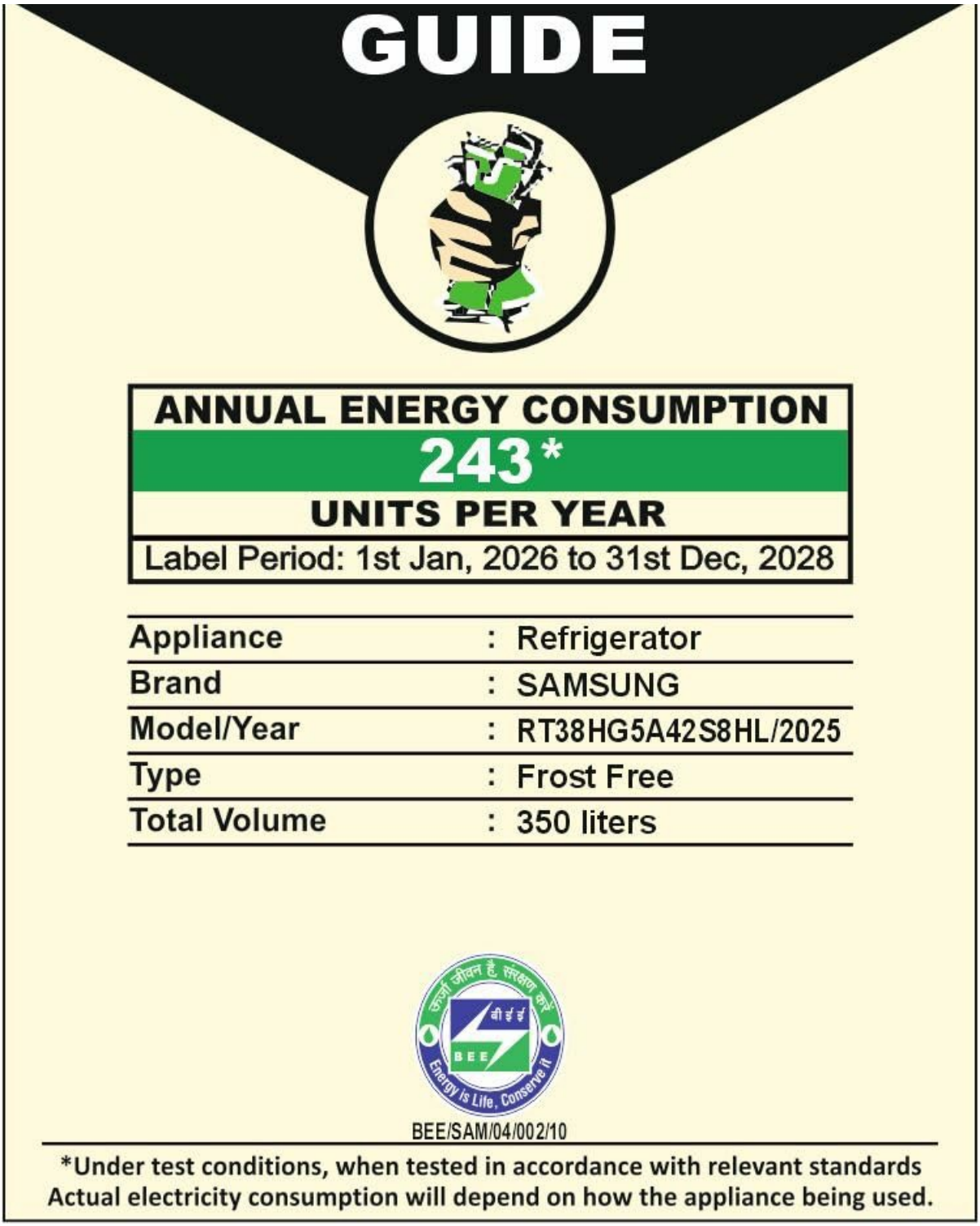


Figure 9: Power Savings Guide label indicating 2-star energy rating and annual energy consumption.

8. Warranty and Support

8.1 Manufacturer Warranty

Your Samsung refrigerator comes with a **1-year comprehensive warranty**. Additionally, the Digital Inverter Compressor is covered by a **10-year warranty**. For purchases made between December 1st, 2022, and March 31st, 2026, the Digital Inverter Compressor warranty is extended to **20 years**. Terms and Conditions apply.
To avail warranty services, please provide your seller invoice and the product's model name.

8.2 Customer Support

For any queries or assistance, please contact Samsung customer support:

- **Toll-Free:** 1800 40 7267864 (1800 40 SAMSUNG)
- **WhatsApp:** 1800-57-267864
- **Email:** support.india@samsung.com

When contacting support, please provide your product's model name (RT38HG5A42S8HL) and details from your purchase invoice. A service center representative will assist you in scheduling a convenient service slot.
For the most up-to-date user manual and additional resources, please visit the official Samsung website.

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