

Washing Machine

Simple User Manual

- For detailed instructions on installation and cleaning of the washing machine, visit the Samsung website (<http://www.samsung.com>), go to **Support > Support home**, and then enter the model name.
- Open a QR code scanner app and scan the QR code image attached to the product. You can access 'Product registration', 'Manual', and 'Customer support'.
- For model names and product specifications, see the label attached on the back of the product.
- Figures and illustrations are provided for reference only and may differ from the actual product appearance. Product design and specifications may change without notice.



Safety information

Congratulations on your new Samsung washing machine. This manual contains important information on the installation, use, and care of your appliance. Read this manual thoroughly before using the washing machine to ensure that you know how to safely and efficiently operate the features and functions that your new washing machine offers.

Important safety symbols

What the icons and signs in this user manual mean:



WARNING

Hazards or unsafe practices that may result in **severe personal injury, death and/or property damage**.



CAUTION

Hazards or unsafe practices that may result in **personal injury and/or property damage**.



CAUTION

To reduce the risk of fire or explosion, follow these basic precautions.



Read the instructions

After reading this manual, store it in a safe place for future reference.
Read all instructions before using the appliance.



NOTE

Indicates that a risk of personal injury or material damage exists.
These warning signs are here to prevent injury to yourself and others.
Please follow them explicitly.

Safety information

As with any equipment that uses electricity and moving parts, potential hazards exist. To safely operate this appliance, familiarize yourself with its operation and exercise care when using it.

Important safety precautions

To reduce the risk of fire, electric shock, or injury to persons when using your appliance, follow basic precautions, including the following:

1. This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
2. **For use in Europe:** This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.
3. Children should be supervised to ensure that they do not play with the appliance.
4. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
5. **CAUTION:** In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.

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6. The new hose-sets supplied with the appliance are to be used and that old hose-sets should not be reused.
 7. This appliance is intended to be used in household only and it is not intended to be used such as:
 - staff kitchen areas in shops, offices and other working environments;
 - farm houses;
 - by clients in hotels, motels and other residential type environments;
 - bed and breakfast type environments;
 - areas for communal use in blocks of flats or in launderettes.
 8. For appliances with ventilation openings in the base, that a carpet must not obstruct the openings;
 9. **For use in Europe:** Children of less than 3 years should be kept away unless continuously supervised.

NOTE

From the number 10 through the end of the list are only applicable for models with a drying function.

10. The tumble dryer is not to be used if industrial chemicals have been used for cleaning.
11. The lint trap has to be cleaned frequently, if applicable.
12. Lint must not to be allowed to accumulate around the tumble dryer.
(not applicable for appliances intended to be vented to the exterior of the building)

Safety information

13. Adequate ventilation has to be provided to avoid the back flow of gases into the room from appliances burning other fuels, including open fires.
14. Do not dry unwashed items in the tumble dryer.
15. Items that have been soiled with substances such as cooking oil, acetone, alcohol, petrol, kerosene, spot removers, turpentine, waxes and wax removers should be washed in hot water with an extra amount of detergent before being dried in the tumble dryer.
16. Items such as foam rubber (latex foam), shower caps, waterproof textiles, rubber backed articles and clothes or pillows fitted with foam rubber pads should not be dried in the tumble dryer.
17. Fabric softeners, or similar products, should be used as specified by the fabric softener instructions.
18. The final part of a tumble dryer cycle occurs without heat (cool down cycle) to ensure that the items are left at a temperature that ensures that the items will not be damaged.
19. Remove all objects from pockets such as lighters and matches.
20. **WARNING:** Never stop a tumble dryer before the end of the drying cycle unless all items are quickly removed and spread out so that the heat is dissipated.
21. **WARNING:** The appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by a utility.

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- 22.** Exhaust air must not be discharged into a flue which is used for exhausting fumes from appliances burning gas or other fuels.
- 23.** The appliance must not be installed behind a lockable door, a sliding door or a door with a hinge on the opposite side to that of the tumble dryer, in such a way that a full opening of the tumble dryer door is restricted.

Critical installation warnings

WARNING

The installation of this appliance must be performed by a qualified technician or service company.

- Failure to do so may result in electric shock, fire, an explosion, problems with the product, or injury.

Plug the power cord into a wall socket that meets local electrical specifications. Use the socket for this appliance only, and do not use an extension cord.

- Sharing a wall socket with other appliances using a power strip or extending the power cord may result in electric shock or fire.
- Ensure that the power voltage, frequency, and current are the same as those of the product specifications. Failure to do so may result in electric shock or fire. Plug the power plug into the wall socket firmly.

Remove all foreign substances such as dust or water from the power plug terminals and contact points using a dry cloth on a regular basis.

- Unplug the power plug and clean it with a dry cloth.
- Failure to do so may result in electric shock or fire.
- Plug the power plug into the wall socket so that the cord is running towards the floor. If you plug the power plug into the socket in the opposite direction, the electric wires within the cable may be damaged and this may result in electric shock or fire.

This appliance must be properly grounded.

Do not ground the appliance to a gas pipe, plastic water pipe, or telephone line.

- This may result in electric shock, fire, an explosion, or problems with the product.
- Never plug the power cord into a socket that is not grounded correctly and make sure that it is in accordance with local and national regulations.

Do not install this appliance near a heater or any inflammable material.

Do not install this appliance in a humid, oily or dusty location, or in a location exposed to direct sunlight or water (rain drops).

Do not install this appliance in a location exposed to low temperatures.

- Frost may cause the tubes to burst.

Do not use an electric transformer.

- This may result in electric shock or fire.

Safety information

Do not use a damaged power plug, damaged power cord, or loose wall socket.

- This may result in electric shock or fire.

Do not pull or excessively bend the power cord.

Do not twist or tie the power cord.

Do not hook the power cord over a metal object, place a heavy object on the power cord, insert the power cord between objects, or push the power cord into the space behind the appliance.

- This may result in electric shock or fire.

This appliance should be positioned so that the power plug, the water supply taps, and the drain pipes are accessible.

Installation cautions

CAUTION

This appliance should be positioned in such a way that the power plug is easily accessible.

- Failure to do so may result in electric shock or fire due to electric leakage.

Critical usage warnings

WARNING

If the appliance is flooded, turn off the water & power supplies immediately and contact your nearest Samsung Customer Service.

- Do not touch the power plug with wet hands.
- Failure to do so may result in electric shock.

If the appliance generates a strange noise, a burning smell, or smoke, unplug the power plug immediately and contact your nearest service center.

- Failure to do so may result in electric shock or fire.

In the event of a gas leak (such as propane gas, LP gas, etc.), ventilate immediately without touching the power plug. Do not touch the appliance or power cord.

- Do not use a ventilating fan.
- A spark may result in an explosion or fire.

Do not let children play in or on the washing machine. In addition, when disposing of the appliance, remove the lid.

- If trapped inside the product, children may suffocate to death.

Do not wash items contaminated with gasoline, kerosene, benzene, paint thinner, alcohol or other inflammable or explosive substances.

- This may result in electric shock, fire, or an explosion.

Do not touch the power plug with wet hands.

- This may result in electric shock.

Do not insert your hand or a metal object under the washing machine while an operation is in progress.

- This may result in injury.

Do not attempt to repair, disassemble, or modify the appliance yourself.

- Do not use a fuse (such as copper, steel wire, etc.) other than a standard fuse.
- When the appliance needs to be repaired or reinstalled, contact your nearest service center.
- Failure to do so may result in electric shock, fire, problems with the product, or injury.
- In this case, the product will not be covered by the standard warranty provided by Samsung and no responsibility can be attributed to Samsung for malfunctions or damages resulting from doing it.

Unplug the power plug when the appliance is not being used for long periods of time or during a thunder or lightning storm.

- Failure to do so may result in electric shock or fire.

Do not put your hand into the spinning tub during the spin cycle.

- This may result in injury. If the tub does not stop spinning within 15 seconds after you open the lid, contact your nearest Samsung Customer Service.

Do not let children (or pets) play in or on your washing machine. The washing machine door does not open easily from the inside and children may be seriously injured if trapped inside.

Do not use the water to exceed 50 °C when using the hot water in your washing machine. Plastic parts may be deformed or damaged, and this may result in electric shock or fire.

Usage cautions

CAUTION

When the washing machine is contaminated by a foreign substance such as detergent, dirt, food waste, etc., unplug the power plug and clean the washing machine using a damp, soft cloth.

- Failure to do so may result in discoloration, deformation, damage, or rust.

The product you have purchased is designed for domestic use only. Using the product for business purposes qualifies as a product misuse. In this case, the product will not be covered by the standard warranty provided by Samsung and no responsibility can be attributed to Samsung for malfunctions or damages resulting from such misuse.

Do not stand on the appliance or place objects (such as laundry, lighted candles, lighted cigarettes, dishes, chemicals, metal objects, etc.) on the appliance.

- This may result in electric shock, fire, problems with the product, or injury.

Do not press the buttons using sharp objects such as pins, knives, fingernails, etc.

- This may result in electric shock or injury.

Safety information

Critical cleaning warnings

WARNING

Do not clean the appliance by spraying water directly onto it.

Do not use the a strong acidic cleaning agent.

Before cleaning or performing maintenance, unplug the appliance from the wall socket.

- Failure to do so may result in electric shock or fire.

Declaration of conformity (for network models only)

- You may find the Open Source Announce information in the User Manual registered in the Samsung website.

Applicable for Singapore only

Complies with
IMDA Standards
DA100790

Instructions about the WEEE (for India models)



Correct Disposal of This Product (Waste Electrical & Electronic Equipment)

(Applicable in countries with separate collection systems)

This marking on the product, accessories or literature indicates that the product and its electronic accessories (e.g. charger, headset, USB cable) should not be disposed of with other household waste at the end of their working life. To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate these items from other types of waste and recycle them responsibly to promote the sustainable reuse of material resources.

Household users should contact either the retailer where they purchased this product, or their local government office, for details of where and how they can take these items for environmentally safe recycling.

Business users should contact their supplier and check the terms and conditions of the purchase contract. This product and its electronic accessories should not be mixed with other commercial wastes for disposal.

For more information on safe disposal and recycling, visit our website www.samsung.com or call Helpline numbers.

- Helpline numbers : 1800 40 SAMSUNG (1800 40 7267864) or 1800 5 SAMSUNG (1800 5 7267864)

Installation

Installation requirements

Electrical supply and grounding

- Use an individual branch circuit specific to the washing machine.
- To ensure proper grounding, the washing machine comes with a power cord featuring a three-prong grounding plug for use in a properly installed and grounded outlet.
- Check with a qualified electrician or service person if you are not sure about the grounding.
- Do not modify the provided plug. If it does not fit the outlet, call a qualified electrician to install a suitable outlet.

WARNING

- Do NOT use an extension cord.
- Use only the power cord that comes with the washing machine.
- Do NOT connect the ground wire to plastic plumbing, gas lines, or hot water pipes.
- Improperly connected grounding conductors may cause electric shock.
- Do not remove or modify the grounding pin of power cord to reduce the risk of electric hazard.
- Please use the additional grounding wire provided with this appliance if there is no hole for earth pin in power inlet socket.

Levelling

- To prevent tumbling or noise, install the washing machine on a solid, flat floor without a platform or bricks.
- Keep the washing machine at 10 cm from each adjacent wall.

Water supply

- Make sure water taps are easily accessible.
- Turn off the taps when the washing machine is not in use.
- Check for any leaks at the water hose fittings on a regular basis.
- Water pressure (MPa (kg-f/cm²)) : 0.05 - 0.78 (0.5 - 8.0)

Drain

- Make sure the drain hose is not clogged.
- We recommend a standpipe in height of 90-100 cm. The drain hose must be connected through the hose clip to the standpipe, and the standpipe must fully cover the drain hose. The standpipe specifications mentioned here are only applicable to pump-type models.

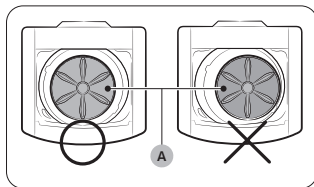
Select a location

Location requirements:

- Solid, level surface without carpeting or flooring that may obstruct ventilation
- Away from direct sunlight
- Adequate room for ventilation and wiring
- The ambient temperature is always higher than the freezing point (0 °C)
- Away from a heat source

Installation

Levelling your washing machine



See if the washing machine is level by checking the position of the tub:

1. Slide the washing machine into position.
2. Open the lid of the washing machine, and pour the water into the tub to just below the pulsator level.
3. If the washing machine is level, the **pulsator (A)** is positioned at the centre of the washing machine as shown in the figure.
4. If the washing machine is not level, level your washing machine by turning the levelling feet clockwise or anticlockwise as necessary.

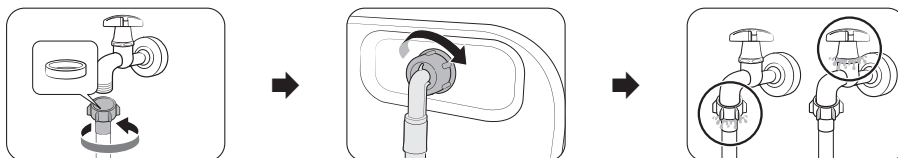
NOTE

Turn the levelling feet **clockwise** to lower the washing machine, and **anticlockwise** to raise the washing machine.

Connect the water hose

NOTE

These instructions are for the threaded water tap. For more detailed instructions or instructions for connecting the water hose to a non-threaded water tap, please visit the website on the cover of this manual and check the web manual.



1. Connect the water hose to the water tap, and then turn it to the right to tighten.

CAUTION

Before connecting the water hose, make sure there is a rubber washer in the hose connectors. Do not use the hose if the washer is damaged or missing.

2. Connect the other end of the water hose to the inlet valve on the back of the washing machine, and then turn it to the right to tighten.
3. Slowly open the water tap and check if there are any leaks around the connection areas. If there are water leaks, repeat step 1 and 2.

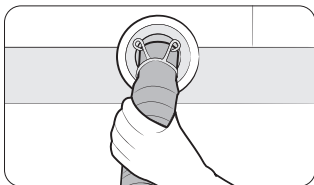
WARNING

If there is a water leak, stop operating the washing machine and disconnect it from the electrical supply. Contact a local Samsung service centre in case of a leak from the water hose, or contact a plumbing technician in case of a leak from the water tap. Otherwise, this may cause electric shock.

CAUTION

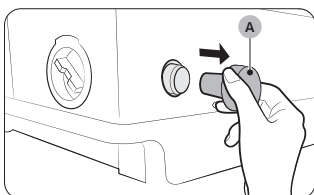
Do not stretch the water hose by force. If the hose is too short, replace the hose with a longer, high-pressure hose.

Position the drain hose



General type

1. Press and hold down the joint ring, and insert it into the drain hose.
2. Insert the drain hose into the drain outlet. Make sure to connect them firmly using the joint ring. The drain hose is extensible. Adjust the length of the drain hose as needed.

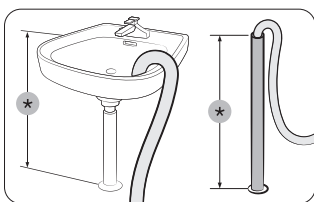


Pump type (Applicable models only)

1. Open the **hose cap (A)**, and insert the drain hose. Tighten the drain hose using the joint ring.

NOTE

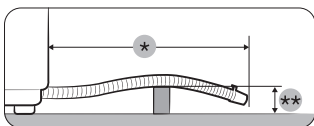
- The position (side or rear) of the drain outlet depends on the model.
- Availability of the hose cap depends on the model.



2. Connect the other end of the drain hose to a standpipe or basin that is positioned 90-100 cm (*) from the floor.

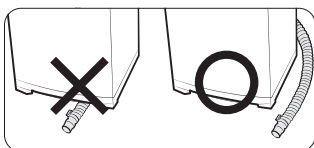
WARNING

Make sure the end of the drain hose is not submerged by water. Otherwise, the washing machine may suffer serious damage.



CAUTION

- Do not exceed **3 m (*)** for the total length of extended hoses.
- Do not let the drain hose run over doorsills that protrude **5 cm (**)** or more from the floor.



CAUTION

Do not run the drain hose under the bottom of the machine.

Power on

Plug the power cord into a wall socket protected by a fuse or circuit breaker. Then, press **Power** to turn on the washing machine.

Before you start

Detergent guidelines

1. Open the door.
2. Locate the detergent drawer, and slide it open.
3. Apply detergent (liquid or powder) into the detergent compartment.
4. If necessary, apply fabric softener as appropriate. Do not exceed the max line that is marked on the rinse cap.
 - Use the softener compartment only for liquid fabric softeners.
5. Add a recommended amount of non-chlorine bleach into the bleach compartment. (Applicable for models with bleach compartment only)
 - Do not pour colour-safe bleach into the bleach compartment.

NOTE

- Do not exceed the max line when applying the cleaning agents.
- Powdered detergent should be thoroughly dissolved in a small amount of warm water before adding to the machine.

Laundry guidelines

Checkpoints

- Check for stains or dirt. Apply a little detergent to a white towel. Rub the white towel and the dirty clothes together to transfer the dirt or colour to the white towel.
- Before washing, pre-treat the sleeves, collars, dress hems, and pockets by brushing with detergent.
- Wrinkle-processed clothes made of wool must be specially treated by tightening them with threads before washing. Remove the threads after washing and drying is complete.

CAUTION

- Do not place or keep blankets in the tub.
- Do not put candles or a heat source in or on the washing machine.
- Do not wash these clothes:
 - Neckties, brassieres, jackets, suits, and coats can be easily deformed by shrinking or discolouring on the surface. These clothes are mostly made of rayon, polynosic, cuff, and/or blended fabric.
 - Wrinkle-processed, embossed, or resin processed clothes easily deform merely by soaking in water.
 - Clothes that are easily discoloured made from cotton, wool, wrinkled silk, leather wear and accessories, and leather ornamented clothes and accessories.
 - Waterproof sheets, mattresses, or wool quilts, rain covers, fishing jackets and trousers, skiwear, sleeping bags, diaper covers, sweat suits, vehicle covers for automobiles, bicycles, and motorcycles, bath rugs, and other waterproof items.

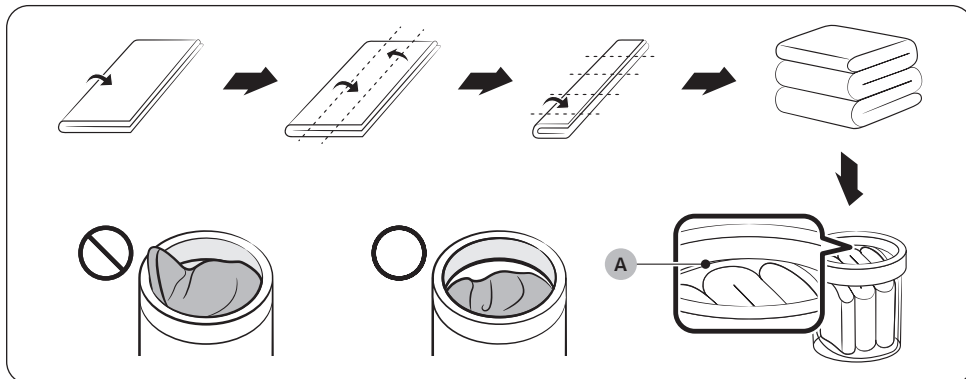
CAUTION

Make sure to soak inflatable items (such as blankets, and cotton-filled or microfibre quilts) in water before you run a cycle.

- Inflatable items may cause damage to the laundry or the machine during the wash or drying process.
- Regardless of the size, blankets or quilts are safer and cleaner to wash one item at a time. Two different-sized blankets in the same load may compromise the drying performance due to unbalanced loads.

To input a blanket

Fold the blanket as shown, and then put it on the **plastic area (A)** of the tub before inserting into the tub.



Operations

Simple steps to start

1. Press **Power** to turn on the washing machine.
2. Select a cycle in the cycle panel.
3. Change the cycle settings as necessary.
4. Press and hold **Hold to Start**.



NOTE

For detailed information on wash cycles and additional functions of the washing machine, see the User Manual registered on the Samsung website.

Maintenance

Cleaning

Keep the washing machine clean to prevent deteriorated performance and to preserve its life cycle.

You may find the detailed cleaning instructions in the User Manual registered in the Samsung website.

Exterior

- Use a soft cloth to wipe up all detergent, bleach, or other spills as they occur.
- Clean the control panel with a soft, damp cloth. Do not use abrasive powders or cleaning pads. Do not spray cleaners directly on the panels.

Interior

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



CAUTION

Failure to follow these instructions may result in unpleasant conditions, including odors and/or permanent stains on your washing machine or laundry.

Troubleshooting

Checkpoints

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

Problem	Action
Does not turn on.	<ul style="list-style-type: none"> • Make sure you use rated power for the product. • Make sure the power cord is completely plugged in. • Check the fuse or reset the circuit breaker.
Does not start.	<ul style="list-style-type: none"> • Make sure the door is closed. • Make sure the water taps are open. • Make sure to press or tap Hold to Start to start the washing machine. • Make sure Child Lock is not activated. • Before the washing machine starts to fill, it will make a series of clicking noises to check the door lock and does a quick drain. • Was the door opened during the spinning cycle? Close the door, and press or tap Hold to Start to resume. • The machine enters Standby or is in a soaking cycle. Please wait. • Check the fuse or reset the circuit breaker.
Water is not supplied.	<ul style="list-style-type: none"> • Make sure you press or tap Hold to Start after selecting the water supply. • Make sure the water taps are open. • Is the filter net at the water supply hose connector clogged? Clean the filter net by brushing with a toothbrush. • Is the water supply cut off? If the water supply is cut off, close the tap and power off. • Straighten the water supply hoses. • Open and close the door, then press or tap Hold to Start. • If the water pressure is low, it takes longer to start washing. • If the water level is not as high as necessary or lower than expected, use the level selector to adjust the water level.
After a cycle, detergent remains in the automatic dispenser.	<ul style="list-style-type: none"> • Make sure the washing machine is running with sufficient water pressure. • Make sure the detergent drawer is properly inserted. • Remove and clean the detergent drawer, and then try again.
Vibrates excessively or makes noise.	<ul style="list-style-type: none"> • Make sure the washing machine is set on a level floor. If the floor is not level, use the levelling feet to adjust the washing machine. • Make sure the washing machine is not contacting any other object. • Make sure the laundry load is balanced. • Make sure the laundry is spread evenly in the washing machine. Spread out the laundry evenly and start again. • Make sure the space around the washing machine is free of objects. • Humming is produced normally during operation. • Objects such as coins can cause noise. Remove these objects from the washing machine after washing is complete.

Troubleshooting

Problem	Action
Stops.	<ul style="list-style-type: none"> • Plug the power cord into a live electrical outlet. • Check the fuse or reset the circuit breaker. • Close the door, and press or tap Hold to Start to start the washing machine. For your safety, the washing machine will not spin unless the door is closed. • Before the washing machine starts to fill, it will make a series of clicking noises to check the door lock and does a quick drain. • There may be a pause or soak period in the cycle. Wait briefly and the washing machine may start. • Make sure the inlet hose screens at the taps are not clogged. Periodically clean the screens. • This problem occurs temporarily due to low voltages, and will be solved when power recovers.
The TUB CLEAN alarm does not turn off.	<ul style="list-style-type: none"> • When the machine is diagnosed to be cleaned, the TUB CLEAN indicator blinks for an hour. This recurs 6 consecutive times until you run the TUB CLEAN cycle. This is normal, and not a system failure. To keep the tub clean, it is recommended to run the cycle once every 1-3 months.
Fills with the wrong temperature water.	<ul style="list-style-type: none"> • Fully open both water taps. • Make sure the temperature selection is correct. • Make sure the hoses are connected to the correct water taps. Flush water lines. • Disconnect the hoses and clean the screens. The hose filter screens may be clogged. • While the washing machine fills, the water temperature may change as the automatic temperature control feature checks incoming water temperature. This is normal. • While the washing machine fills, you may notice just hot and/or just cold water going through the dispenser when cold or warm temperatures are selected. This is a normal function of the automatic temperature control feature as the washing machine determines the water temperature.
Door (Lid) locked or will not open.	<ul style="list-style-type: none"> • While the washing machine is operating, press or tap Hold to Start to stop the washing machine. It may take a few moments for the door lock mechanism to disengage.
Does not drain and/or spin.	<ul style="list-style-type: none"> • Check the fuse or reset the circuit breaker. • Make sure the electrical voltage is normal. • Make sure the washing machine is plugged in. • Make sure the drain hose is pointed downward. (Natural drain models only) • Make sure the drain hose is not clogged. • Make sure the drain hose is not kinked. • Straighten the drain hose. If there is a drain restriction, call for service. • Close the door, and press or tap Hold to Start. For your safety, the washing machine will not spin unless the door is closed.
Load is wet at the end of the cycle.	<ul style="list-style-type: none"> • Use the High or Extra High spin speed. (Applicable model only) • Use high efficiency (HE) detergent to reduce oversudsing. • Load is too small. Small loads (one or two items) may become unbalanced and not spin completely.



Problem	Action
Leaks water.	<ul style="list-style-type: none"> • Make sure all hose connections are tight. • Make sure the water supply hose's rubber packing is in the correct position. Screw tightly again. • Make sure the end of the drain hose is correctly inserted and secured to the drain system. • Avoid overloading. • Use high efficiency (HE) detergent to prevent oversudsing. • Make sure the water supply hose is not kinked. • If the water supply is too strong, water may leak. Close the water tap a little. • Make sure water is not leaking from the water tap. If so, repair the water tap.
Excessive suds.	<ul style="list-style-type: none"> • Use high efficiency (HE) detergent to prevent oversudsing. • Reduce the detergent amount for soft water, small loads, or lightly soiled loads. • Non-HE detergent is not recommended.
The spin basket or drain/supply hose is frozen.	<ul style="list-style-type: none"> • Use warm water to disconnect the water supply hose and drain hose. Soak them in warm water. • Fill the spin basket with warm water, and then wait for about 10 minutes. • Put a hot towel on the drain hose connector. • Reconnect the water supply hose and drain hose, and check if water is supplied properly.
Water drains out immediately.	<ul style="list-style-type: none"> • Make sure the drain hose is not clogged, and is hung over the drain hose hook. Fill the spin basket halfway with water, and try spinning again. • Lift the end of the drain hose to prevent water from draining. Fill the spin basket halfway with water, and then run spinning after releasing the drain hose. • Make sure the drain hose is installed correctly. See the installation section of this user manual and adjust the position of the drain hose as instructed.
Stains on clothes.	<ul style="list-style-type: none"> • Clean the filter.
Has odours.	<ul style="list-style-type: none"> • Excessive suds collect in recesses and can cause foul odours. • Run cleansing cycles to sanitise periodically. • Dry the washing machine interior after a cycle has finished.


If a problem persists, contact a local Samsung service centre.

Troubleshooting

Information codes

If the washing machine fails to operate, you may see an information code on the display. Check the table below and try the suggestions.

Code	Action
1C	<p>The Water Level sensor is not working properly.</p> <ul style="list-style-type: none"> • Check Water Level Sensor wire harness. • If the information code remains, contact a customer service centre. <p> NOTE</p> <p>When the washing machine displays "1C", the washing machine drains for 3 minutes and the Power button is inoperative during this time.</p>
3C	<p>Check the motor for operation.</p> <ul style="list-style-type: none"> • Try restarting the cycle. • If the problem continues, call for service.
4C	<p>Water is not supplied.</p> <ul style="list-style-type: none"> • Make sure the water taps are open. • Make sure the water hoses are not clogged. • Make sure the water taps are not frozen. • Make sure the washing machine is operating with sufficient water pressure. • Make sure that the cold water tap and the hot water tap are properly connected. • Clean the mesh filter as it may be clogged. <p> NOTE</p> <p>When the washing machine displays "4C", the washing machine drains for 3 minutes and the Power button is inoperative during this time.</p>
4C2	<ul style="list-style-type: none"> • Make sure the cold water supply hose is firmly connected to the cold water tap. If it is connected to the hot water tap, the laundry may be deformed with some cycles.
5C	<p>Water is not draining.</p> <ul style="list-style-type: none"> • Make sure the drain hose is not frozen or clogged. • Make sure the drain hose is positioned correctly, depending on the connection type. • Clean the debris filter as it may be clogged. • Make sure the drain hose is straightened all the way to the drain system. • If the information code remains, contact a customer service centre.
8C	<p>Check the MEMS sensor.</p> <ul style="list-style-type: none"> • Power off the washing machine. Wait 2-3 minutes, power on the washing machine, and then try again. • If the problem continues, call for service.
9C1	<p>The electronic control needs to be checked (Over Voltage Error).</p> <ul style="list-style-type: none"> • Check the PCB and wire harness. • Check if power is supplied properly. • If the information code remains, contact a customer service centre.
9C2	<p>Low voltage detected.</p> <ul style="list-style-type: none"> • Check if the power cord is plugged in. • If the information code remains, contact a customer service centre.

Code	Action
AC6	Inverter Communication problem. <ul style="list-style-type: none"> Check the Inverter PCB and wire harness. If the information code remains, contact a customer service centre.
dC dC1	The washing machine did not properly lock the door. <ul style="list-style-type: none"> Make sure the door is properly closed. Make sure laundry is not caught in the door. If the information code remains, contact a customer service centre.
HC	High temperature heating check. <ul style="list-style-type: none"> If the information code remains, contact a customer service centre.
LC	<p>Check the drain hose.</p> <ul style="list-style-type: none"> Make sure the end of the drain hose is placed on the floor. Make sure the drain hose is not clogged. If the information code remains, contact a customer service centre. <p> NOTE</p> <p>When the washing machine displays “LC”, the washing machine drains for 3 minutes and the Power button is inoperative during this time.</p>
OC	Water is overflowed. <ul style="list-style-type: none"> Restart after spinning. If the information code remains on the display, contact a local Samsung service centre.
PC	When position of the clutch can't be detected. <ul style="list-style-type: none"> If the information code remains, contact a customer service centre.
PC1	After position of the clutch is detected, if the signal of the clutch hall goes wrong. <ul style="list-style-type: none"> If the information code remains, contact a customer service centre.
Ub	Spinning does not work. <ul style="list-style-type: none"> Make sure laundry is spread out evenly. Make sure the washing machine is on a flat, stable surface. Redistribute the load. If only one item of clothing needs washing, such as a bathrobe or pair of jeans, the final spin result might be unsatisfactory, and an “Ub” check message will be shown in the display.

If any information code keeps appearing on the screen, contact a local Samsung service centre.

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This product is RoHS compliant.



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