

Operations

Real-life case

You want to finish a two-hour cycle 3 hours later from now. For this, you add the Delay End option to the current cycle with the 3-hour settings and press **Start/Pause** at 2:00 pm. Then, what happens?

The washing machine starts operating at 3:00 pm, and ends at 5:00 pm. Provided below is the time line for this example.



Settings

Child Lock To prevent accidents by children. Child Lock locks all buttons except for **Power**.

Sound On/Off You can turn on or off the sound from the washing machine. Your setting will be kept even after restarting the machine.

• To set the Child Lock function, hold down **Temp** and **Spin** simultaneously for 3 seconds.

• To release the Child Lock function, hold down **Temp** and **Spin** simultaneously for 3 seconds.

• To turn the sound, hold down **Spin** and **Options** simultaneously for 3 seconds.

• To turn off the sound, hold down **Spin** and **Options** simultaneously for 3 seconds.

NOTE

- In the Child Lock state, you must first release the Child Lock if you want to add detergent or laundry.
- Your setting will be kept even after restarting the machine.

Troubleshooting

Information codes

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

Code	Action
4C	Water is not supplied. • Make sure the water taps are open. • Make sure the water hoses are not clogged. • Make sure the water taps are not frozen. • Make sure the washing machine is operating with sufficient water pressure. • Make sure that the cold water tap and the hot water tap are properly connected. • Clean the mesh filter as it may be clogged. • Make sure 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.
4C2	Water is not draining. • 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.
5C	Water is not draining. • 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.
4C	Operating the washer with the door open. • Make sure the door is properly closed. • Make sure laundry is not caught in the door.
0C	Water has overflowed. • Restart after spinning. • If the information code remains on the display, contact a local Samsung service centre.

Terms of Warranty (Only Applicable to India)

Warranty not applicable in any of the following cases

1. The Complete warranty Card is not presented to the service engineer at the time of repairs being undertaken/ requested.
2. The Product is not purchased from an Authorized Samsung Sales Dealer.
3. The Product purchased is not used according to the instruction given in the INSTRUCTION MANUAL as determined by company personnel.
4. Defect Caused by improper use, as determined by the authorized service centers/ Company Personnel.
5. Modification or alterations of any nature made in the circuitry by the Purchaser or unauthorized Personnel, as determined by Company Personnel.
6. The Warranty is not applicable if the washing machine used for commercial purpose or Public places like Hotels, training centers and other similar applications.
7. The Original Serial number is removed, obliterated or altered from the Product.
8. Defect due to causes beyond control like lightning, abnormal voltage, acts of god or while in transit to service center or to the purchaser residence.
9. Correcting the installation for example leveling the product, adjustment of drain hose, Adjustment of Tap adaptor.
10. Noise or Vibration that is considered as normal for example water drain sound, spin sound or warning beeps.
11. Removal of foreign objects/substances from machine, including the Drain Valve and inlet hose filter for example coin, Grit, safety pin, buttons, hooks, Dirt accumulation etc.
12. Replace fuse, correcting house wiring, house plumbing and defect or damage caused by household pets, rats, cockroaches or any other animals or insects.

For warranty conditions refer warranty card.

Maintenance

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

ECO drum clean (applicable models only)

Perform this cycle regularly to clean the drum by removing bacteria from it. This cycle heats the water between 60°C and 70°C, and it also removes accumulated dirt from the rubber door gasket.

1. Press **Power** to turn on the washing machine.
2. Turn the Cycle Selector to select **ECO DRUM CLEAN**.
3. Press **Start/Pause**.

CAUTION

- Do not use cleaning agents for cleaning the drum. Chemical residue in the drum may cause damage to the laundry or the drum of the washing machine.
- To prevent limescale, add the proper amount of detergent according to your local water hardness and add a water softener additive together with the detergent.

ECO DRUM CLEAN reminder

- The **ECO DRUM CLEAN** reminder appears on the main screen once every 40 washes. It is advisable to perform the **ECO DRUM CLEAN** regularly.

When you first see this reminder, you can ignore the reminder for 6 consecutive washes. From the 7th wash, the reminder no longer appears. However, it appears again on the next 40th wash.

Maintenance

Emergency drain

In case of a power failure, drain the water inside the drum before taking out the laundry.

1. Power off and unplug the washing machine from the electrical outlet.
2. Open the filter cover (A) by using the spanner provided in accessories.
3. Put an empty, spacious container around the cover, and stretch the emergency drain tube to the container while holding the tube cap (B).
4. Open the tube cap and let water in the emergency drain tube (C) flow into the container.
5. When done, close the tube cap, and remove the tube cap.

NOTE

Use a spacious container because the water in the drum may be more than expected.

Cleaning

Surface of the washing machine

Use a soft cloth with a nonabrasive household detergent. Do not spray water onto the washing machine.

Mesh filter

Clean the mesh filter of the water hose once or twice a year.

1. Turn off the washing machine, and unplug the power cord.
2. Close the water tap.
3. Loosen and disconnect the water hose from the back of the washing machine.
4. Use pliers to pull out the mesh filter from the inlet valve.
5. Submerge the mesh filter deeply in water so that the threaded connector is also submerged.
6. Dry the mesh filter completely in the shade.
7. Reinsert the mesh filter into the inlet valve, and reconnect the water hose to the inlet valve.
8. Open the water tap.

NOTE

If the mesh filter is clogged, an information code of "4C" appears on the screen.

Maintenance

Pump filter

It is advisable to clean the pump filter frequently to prevent its clogging. A clogged pump filter may reduce the bubble effect.

1. Turn off the washing machine, and unplug the power cord.
2. Drain the remaining water inside the drum.
3. Open the filter cover (A) by using the spanner provided in accessories.
4. Turn the pump filter knob to the left, and drain off the remaining water.
5. Clean the pump filter using soft brushes. Make sure the drain pump propeller inside the filter is unclogged.
6. Reinsert the pump filter, and turn the pump filter to the right.

NOTE

If the pump filter is clogged, an information code of "5C" appears on the screen.

CAUTION

- Make sure the filter knob is closed properly after cleaning the filter. Otherwise, this may cause a leak.
- Make sure the filter is inserted properly after cleaning it. Otherwise, this may cause an operational failure or a leak.

Detergent drawer

1. While holding down the release lever (A) inside the drawer, slide open the drawer.
2. Remove the release lever and the liquid detergent guide from the drawer.
3. Clean the drawer components in flowing water using a soft brush.
4. Clean the drawer recess using a soft brush.
5. Reinsert the release lever and the liquid detergent guide to the drawer.
6. Slide the drawer inward to close it.

NOTE

To remove remaining detergent, perform the **RINSE-SPIN** cycle with the drum being empty.

Maintenance

Recovery from freezing

The washing machine may freeze when it drops below 0°C.

1. Turn off the washing machine, and unplug the power cord.
2. Pour warm water over the water tap to loosen the water hose.
3. Disconnect the water hose, and soak it in warm water.
4. Pour warm water into the drum and leave it for about 10 minutes.
5. Reconnect the water hose to the water tap.

NOTE

If the washing machine still doesn't operate normally, repeat the above steps until it operates normally.

Care against an extended time of disuse

Avoid leaving the washing machine unused for an extended time. If this is the case, drain the washing machine and unplug the power cord.

1. Turn the Cycle Selector to select **RINSE+SPIN**.
2. Empty the drum, and press **Start/Pause**.
3. When the cycle is complete, close the water tap and disconnect the water hose.
4. Turn off the washing machine, and unplug the power cord.
5. Open the door to let air circulate through the drum.

Troubleshooting

Checkpoints

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

Problem	Action
Does not start.	• Make sure the washing machine is plugged in. • Make sure the door is properly closed. • Make sure the water taps are open. • Press or tap Start/Pause to start the washing machine. • Make sure Child Lock is not activated. • A series of clicking noises to check the door lock and does a quick drain. • Check the fuse or reset the circuit breaker.
Water stoppage is insufficient or no water is supplied.	• Fully open the water tap. • Make sure the door is properly closed. • Make sure the water supply hose is not frozen or clogged. • Make sure there is sufficient water pressure. • Make sure the washing machine is running with sufficient water pressure. • Make sure the detergent is added to the centre of the detergent drawer. • Make sure the rinse cap is inserted properly. • If using granular detergent, make sure the detergent selector is in the upper position. • Remove the rinse cap and clean the detergent drawer.
After a cycle, detergent remains in the detergent drawer.	• Make sure the washing machine is installed on a level, solid floor that is not slippery. If the floor is not level, use the leveling feet to adjust the height of the washing machine. • Make sure the shipping bolts are removed. • Make sure the washing machine is not contacting any other object.
Excessive vibrations or makes noise.	• Make sure the laundry load is balanced. • The motor can cause noise during normal operation. • Overalls or metal decorated clothes can cause noise while being washed. This is normal. • Metal objects such as coins can cause noise. • After washing, remove these objects from the drum or filter case. • Make sure the drain hose is straightened all the way to the drain system. If you encounter a drain restriction, call for service. • Make sure the debris filter is not clogged. • For your safety, the washing machine will not tumble or spin unless the door is closed. • Make sure the drain hose is not frozen or clogged. • Make sure the drain hose is connected to a drain system that is not clogged. • If the washing machine is not supplied with sufficient power, the washing machine temporarily will not drain or spin. As soon as the washing machine regains sufficient power, it will operate normally. • Press or tap Start/Pause to stop the washing machine. • It may take a few moments for the door lock mechanism to disengage. • The door will not open until 3 minutes after the washing machine has stopped or the power turned off. • Make sure all the water in the drum is drained. • The door may not open if water remains in the drum. Drain the drum and open the door manually. • Make sure the door lock light is off. The door lock light turns off after the washing machine has drained.

Troubleshooting

Problem	Action
Excessive suds.	• Make sure you use the recommended types of detergent as appropriate. • 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.
Cannot apply additional detergent.	• Make sure the remaining amount of detergent and fabric softener is not over the limit. • Plug the power cord into a live electrical outlet. • Check the fuse or the circuit breaker. • Close the door and press Start/Pause to start the washing machine. For your safety, the washing machine will not tumble or spin unless the door is closed. • Make sure the drain hose is not frozen or clogged. • 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 mesh filter of the water supply hose at the water taps is not clogged. Periodically clean the mesh filter.
Stops.	• If the washing machine is not supplied with sufficient power, the washing machine temporarily will not drain or spin. As soon as the washing machine regains sufficient power, it will operate normally. • Fully open both taps. • Make sure the temperature selection is correct. • Make sure the hoses are connected to the correct taps. Flush water lines.

Problem	Action
Fills with the wrong water temperature.	• Make sure the water heater is set to supply a minimum 120°F (49°C) hot water at the tap. Also, check the water heater capacity and recovery rate. • Disconnect the hoses and clean the mesh filter. The mesh filter 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.
Load is wet at the end of a cycle.	• Use the High or Extra High spin speed. • 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. • Make sure the drain hose is not kinked or clogged.
Leaks water.	• Make sure the door is properly closed. • Make sure all hose connections are tight. • 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. • Excessive suds collect in recesses and can cause foul odours. • Run cleaning cycles to sanitize periodically. • Clean the door seal (disphragm). • Dry the washing machine interior after a cycle has finished.
Has odours.	• Overloading may screen bubbles. • Severely contaminated laundry may not generate bubbles.

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

Specifications

Fabric care chart

The following symbols provide garment care directions. The care labels include four symbols in this order: washing, bleaching, drying and ironing (and dry cleaning when necessary). The use of symbols ensures consistency among garment manufacturers of domestic and imported items. Follow the care label directions to maximise garment life and reduce laundry problems.

Type	Front loading washing machine
Model name	W6500T1 (W6500T1) - W6500T2 (W6500T2)
Dimensions	W 600 x D 450 x H 850 (mm)
Water pressure	53.6 kPa
Wash and spin capacity	5.5 kg
Power consumption	1300 W
Spin revolutions	1200 rpm
Type	Front loading washing machine
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Water pressure	53.6 kPa
Wash and spin capacity	5.5 kg
Power consumption	1300 W
Spin revolutions	1200 rpm

The energy label specifications have been determined by using the following program according to IEC 60456. (Only Applicable to India)

- 6.0-6.5 kg - The Program is "COTTON 60°C + Intensive"
- 7.0 kg - The Program is "COTTON Cold + Intensive"

(Only Applicable to India)

The Warranty shall be null and void in any of the following cases, and in such cases, Samsung may at its sole discretion repair the equipment on a chargeable basis. The decision of Samsung, whether a complaint falls in any of these categories or not shall be binding on the Purchaser.

- The duly filled warranty card/proof of purchase is not presented to the service engineer at the time of repairs being undertaken / requested.
- The original serial number of the product is removed, altered or obliterated from the product.
- The product purchased is not used as per the rated power conditions or instructions mentioned in the INSTRUCTION MANUAL.
- The product is being used for commercial purpose OR if the product has been used excessively and beyond reasonable usage as permitted within the product instruction manual.
- Site (premises where the product is used/ kept) conditions that do not conform to the recommended operations of the product.
- Defects caused due to exposure to moisture/dampness/extreme thermal or environmental conditions or rapid changes in such of conditions/conditions/oxidation/spalling of food/acid/alkaline/chemical substances.
- Defects due to causes beyond control like lightning, abnormal voltage, spikes, external sources (ex: cable/set top box connections), fire, water logging, natural calamities, commotion, riots, theft, anti-social action, acts of God or while in transit.
- Defects caused by household pets, rats, cockroaches, ants, pests, fungi or any other animals/birds/insects.
- Defects caused due to negligence/omission of the Purchaser on account of periodic maintenance/periodic servicing as mentioned in the instruction manual of the product.
- Defects caused due to usage of third party material/non Samsung Authorized Consumables.
- Any modifications, including but not limited to, routing attempts, reverse engineering, unjacking, jack-breaking etc. of the original firmware(s) or software(s) of the product.
- Repair due to misuse/third party repair attempts are not covered in warranty.
- Warranty does not cover repair due to external factors/mediums/data types.
- Warranty shall apply only if the product is used as per its usage specifications (ex: personal, commercial etc.)
- Warranty shall be void if product has failed under certain conditions/types (ex: water logging, misuse, etc.)

All disputes arising out of this warranty are subject to Delhi jurisdiction only.

Warranty period commences from the date of purchase of the product unless specified otherwise.

Product Group	Product Description	Warranty Period (Months)	Parts/Accessory Warranty (if applicable)
Washing Machine	Semi Automatic	24	Wash Motor - 60 months on Semi Automatic Wash Motor *
	Smart Automatic	24	AC Motor - 120 months *
	Smart Automatic	24	Digital Inverter Motor - 240 months *
	Smart Automatic	24	Digital Inverter Motor - 240 months *

* 12 Months from date of purchase or 12 months from installation, whichever ends early. * 12 Months from date of commissioning. * In case of parts warranty, labour cost and gas charging cost (if applicable) will be chargeable as per the applicable rates.

Correct disposal of the product (Waste Electrical & Electronic Equipment)

This marking on the product, accessories or literature indicates that the electronic appliances (e.g. charger, headset, and USB cable) should not be disposed with other household waste at the end of their working life.

For more information on safe disposal and recycling visit our website or contact number.

SAMSUNG INDIA ELECTRONICS PRIVATE LIMITED
Registered Address: 6th Floor, DLF Centre, Sansad Marg, New Delhi-110001, Visit : www.samsung.com/in
Samsung Helpline - Call : 1800 40 726786 (1800 40 SAMSUNG) / 1800 5 726786 (1800 5 SAMSUNG)

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This warranty card gives the key points related to warranty claim. For further details log on to www.samsung.com/in/support.

Warranty Card (Only Applicable to India) *TERMS & CONDITIONS

1. Proof of purchase is a pre-requisite to claim warranty.
2. The product should have been purchased from an authorised Samsung Sales Dealer in India.
3. Warranty can be claimed only if the repair was carried out by the Samsung authorised service center.
4. Carry-in service or In-Home service applicability depends on the product category and Samsung policy.
5. Free installation or demo of the product, if applicable, can be availed only once and within 90 days from the date of purchase. In case of installation, any additional material required over and above the standard installation kit shall be on the chargeable basis.
6. In case of defective accessory, only the accessory will be repaired or replaced.
7. Cosmetic/Aesthetic / Plastic / Glass Parts / Bulbs / Cable / Wiring / Piping / Consumables are not covered under warranty.
8. The defective parts/products which were replaced by Samsung under this warranty shall be the property of Samsung.
9. While carrying out repair, Samsung may use accessories or parts that are new or refurbished or reconditioned.
10. Samsung shall not be liable for any losses or consequential losses due to product failure or the installed software.
11. Samsung shall be free to decide on whether or not to provide a software update for its products.
12. Samsung shall not be responsible for any loss or misuse of data, personal information, setting, third party software during product usage or repair or software update.
13. Samsung shall not be liable for any loss, cost, expense, inconvenience or damage that may result from use inability to use the product. Under no circumstances shall Samsung be liable for any loss, cost, expense, inconvenience or damage exceeding the purchase price of the product.
14. Defects caused by customer negligence, tampering shall void the product warranty.
15. Any extended/additional warranty offered by Samsung has to be supported by relevant proofs.
16. Usage of power stabilizers of proper rating is necessary unless explicitly mentioned by Samsung on product literature/instruction booklet.
17. In case of defect arising out of installation done by party other than Samsung authorised party, the limited warranty will be applicable as per revised T&C as Samsung shall deem fit.
18. Regular upkeep, maintenance and cleaning of parts are necessary in certain products. Such periodic maintenance shall be on chargeable basis unless otherwise provided and not covered under warranty.
19. In the event of any unforeseen circumstances, and spares not being available Samsung's prevailing depreciation rules will be binding on the purchaser and same shall be considered as a commercial solution in lieu of repairs.
20. Defects arising out of the following are not covered under warranty like Mishandling/Misuse, Improper ventilation, Improper voltage, Use of external material, Normal wear and tear, Physical damage and/or electrical damage caused by physical impact.
21. Complaints related to playability, printability, compatibility with external accessories, software, file systems, third party applications, CODES, signals, Network & ISP bandwidth shall not be considered as defect in product and not covered under warranty.
22. This warranty covers only the defects in products arising out of manufacturing or faulty workmanship.
23. This warranty covers repair/replacement of parts.
24. Warranty period of parts & accessories may vary from product to product.
25. Maximum liability out of this warranty is limited to the product purchase value/MRP.
26. No warranty on certain parts/conditions/types of product failures.
27. Under certain conditions where warranty obligations cannot be met, depreciation will be applicable on the existing product.

CUSTOMER DETAILS CUM WARRANTY CARD	
Model No.:	Customer copy (to be retained by customer):
Product Serial No.:	Date of Purchase:
Name:	
Address in Full:	
Telephone No.:	Model No.:
Dealer Name & Address:	Dealer's Signature with rubber stamp
Customer's Signature & Date (I accept the Terms & Conditions of warranty)	

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QUESTIONS OR COMMENTS?

COUNTRY	CALL	OR VISIT US ONLINE AT
INDIA	1800 40 726786 (1800 40 SAMSUNG) (Toll-Free) 1800 5 726786 (1800 5 SAMSUNG) (Toll-Free)	www.samsung.com/in/support
NEPAL	16600172667 (Toll Free for NTC Only) 9801572667	www.samsung.com/in/support
BANGLADESH	09612300300 08000300300 (Toll free)	www.samsung.com/in/support

This product is RoHS compliant