

Induction Hob

User manual

SAMSUNG



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Using this manual

Please take the time to read this owner's manual, paying particular attention to the safety information contained in the following section, before using your appliance. Keep this manual for future reference.

If transferring ownership of the appliance, please remember to pass the manual on to the new owner.

The following symbols are used in this User Manual:

WARNING

Hazards or unsafe practices that may result in **severe personal injury or death**.

CAUTION

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

CAUTION

To reduce the risk of fire, explosion, electric shock, or personal injury when using your hob, follow these basic safety precaution.

NOTE

Useful tips, recommendations, or information that helps users manipulate the product.

Model name & serial number

Both the model name and the serial number are labeled underneath the hob base. For later use, write down the information or attach the additional product label (located on the top of the product) onto the current page.

Model Name _____

Serial Number _____

Safety instructions

The safety aspects of this appliance comply with all accepted technical and safety standards. However, as manufacturers we also believe it is our responsibility to familiarize you with the following safety instructions.

WARNING

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.

Children should be supervised to ensure that they do not play with the appliance.

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. The means for disconnection must be incorporated in the fixed wiring in accordance with the wiring rules.

Safety instructions

This Appliance should be allowed to disconnection from the supply after installation. The disconnection may be achieved by having the plug accessible or by incorporating a switch in the fixed wiring in accordance with the wiring rules.

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.

The method of fixing stated is not to depend on the use of adhesives since they are not considered to be a reliable fixing means.

WARNING: If the surface is cracked, switch off the appliance to avoid the possibility of electric shock.

During use the appliance becomes hot. Care should be taken to avoid touching heating elements inside the hob.

WARNING: Accessible parts may become hot during use. Young children should be kept away.

A steam cleaner is not to be used.

Metallic objects such as knives, forks, spoons and lids should not be placed on the hob surface since they can get hot.

After use, switch off the hob element by its control and do not rely on the pan detector.

The appliance is not intended to be operated by means of an external timer or separate remote-control system.

CAUTION: The cooking process has to be supervised. A short term cooking process has to be supervised continuously.

The appliance must not be installed behind a decorative door in order to avoid overheating.

WARNING: The appliance and its accessible parts become hot during use. Care should be taken to avoid touching heating elements. Children less than 8 years of age shall be kept away unless continuously supervised.

WARNING: Unattended cooking on a hob with fat or oil can be dangerous and may result in a fire.

NEVER try to extinguish a fire with water, but switch off the appliance and then cover flame e.g. with a lid or a fire blanket.

WARNING: Danger of fire: Do not store items on the cooking surfaces.

WARNING: Use only hob guards designed by the manufacturer of the cooking appliance or indicated by the manufacturer of the appliance in the instructions for use as suitable or hob guards incorporated in the appliance. The use of inappropriate guards can cause accidents.

The surfaces are liable to get hot during use.

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 unless they are older than 8 and supervised.

Keep the appliance and its cord out of reach of children less than 8 years.

CAUTION

Be sure the appliance is properly installed and grounded by a qualified technician.

The appliance should be serviced only by qualified service personnel. Repairs carried out by unqualified individuals may cause injury or serious malfunction. If your appliance is in need of repair, contact your local service centre. Failure to follow these instructions may result in damage and void the warranty. Flush - mounted appliances may be operated only after they have been installed in cabinets and workplaces that conform to the relevant standards. This ensures sufficient protection against contact for electrical units as required by the essential safety standards.

If your appliance malfunctions or if fractures, cracks or splits appear:

- switch off all cooking zones;
- disconnect the hob from the mains supply; and
- contact your local service centre.

If the hob cracks, turn the appliance off to avoid the possibility of electric shock. Do not use your hob until the glass surface has been replaced.

Safety instructions

Do not use the hob to heat aluminium foil, products wrapped in aluminium foil or frozen foods packaged in aluminium cookware.

Liquid between the bottom of the pan and the hob can produce steam pressure. Which may cause the pan to jump.

Always ensure that the hotplate and the base of the pan are kept dry.

The cooking zones will become hot when you cook.

Always keep small children away from the appliance.

Keep all packaging materials well out of the reach of children, as packaging materials can be dangerous to children.

This appliance is to be used only for normal cooking and frying in the home. It is not designed for commercial or industrial use.

Never use the hob for heating the room.

Take care when plugging electrical appliances into mains sockets near the hob. Mains leads must not come into contact with the hob.

Overheated fat and oil can catch fire quickly. Never leave surface units unattended when preparing foods in fat or oil, for example, when cooking chips.

Turn the cooking zones off after use.

Always keep the control panels clean and dry.

Never place combustible items on the hob, it may cause fire.

There is the risk of burns from the appliance if used carelessly.

Cables from electrical appliances must not touch the hot surface of the hob or hot cookware.

Do not use the hob to dry clothes.

Users with Pacemakers and Active Heart Implants must keep their upper body at a minimum distance of 30 cm from induction cooking zones when turned on. If in doubt, you should consult the manufacturer of your device or your doctor. (Induction hob model only)

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

Always turn the appliance off before cleaning.

Clean the hob in accordance with the cleaning and care instructions contained in this manual.

Keep pets away from the appliance because pets may step on the controls of the appliance, causing a malfunction.

Disposing of the packaging material

⚠ WARNING

All materials used to package the appliance are fully recyclable. Sheet and hard foam parts are appropriately marked. Please dispose of packaging materials and old appliances with due regard to safety and the environment.

Proper disposal of your old appliance

⚠ WARNING

Before disposing of your old appliance, make it inoperable so that it cannot be a source of danger. To do this, have a qualified technician disconnect the appliance from the mains supply and remove the mains lead.

The appliance may not be disposed of in the household rubbish.

Information about collection dates and public refuse disposal sites is available from your local refuse department or council.

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 information on Samsung's environmental commitments and product specific regulatory obligations e.g. REACH visit: www.samsung.com/uk/aboutsamsung/sustainability/environment/our-commitment/data/

Installing the hob

⚠ WARNING

Be sure the new appliance is installed and grounded only by qualified personnel. Please observe this instruction. The warranty will not cover any damage that may occur as a result of improper installation.

Technical data is provided at the end of this manual.

Safety instructions for the installer

- A device must be provided in the electrical installation that allows the appliance to be disconnected from the mains at all poles with a contact opening width of at least 3 mm. Suitable isolation devices include line protecting cut - outs, fuses (screw type fuses are to be removed from the holder), earth leakage trips and contactors.
- With respect to fire protection, this appliance corresponds to EN 60335 - 2 - 6. This type of appliance may be installed with a high cupboard or wall on one side.
- The installation must guarantee shock protection.
- The kitchen unit in which the appliance is fitted must satisfy the stability requirements of DIN 68930.
- For protection against moisture, all cut surfaces are to be sealed with a suitable sealant.
- On tiled work surfaces, the joints in the area where the hob sits must be completely filled with grout.
- On natural, artificial stone, or ceramic tops, the snap action springs must be bonded in place with a suitable artificial resin or mixed adhesive.
- Ensure that the seal is correctly seated against the work surface without any gaps. Additional silicon sealant must not be applied; this would make removal more difficult when servicing.
- The hob must be pressed out from below when removed.
- A board can be installed underneath the hob.
- The ventilation gap between the worktop and front of the unit underneath it must not be covered.

Tools you will need



Pencil



Phillips Head Screwdriver



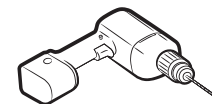
Ruler or Straightedge



Safety Glasses



Saber Saw



Drill

Connecting to the mains power supply

Before connecting, check that the nominal voltage of the appliance, that is, the voltage stated on the rating plate, corresponds to the available supply voltage. The rating plate is located on the lower casing of the hob.

⚠ WARNING

Shut off power to circuit before connecting wires to circuit.

The heating element voltage is AC 230 V~. The appliance also works perfectly on networks with AC 220 V~ or AC 240 V~. The hob is to be connected to the mains using a device that allows the appliance to be disconnected from the mains at all poles with a contact opening width of at least 3 mm, eg. automatic line protecting cut - out, earth leakage trips or fuse.

⚠ WARNING

The cable connections must be made in accordance with regulations and the terminal screws tightened securely.

⚠ WARNING

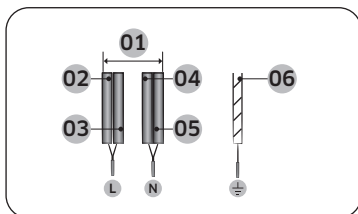
Once the hob is connected to the mains supply, check that all cooking zones are ready for use by briefly switching each on in turn at the maximum setting with suitable cookware.

⚠ WARNING

Pay attention (conformity) to phase and neutral allocation of house connection and appliance (connection schemes); otherwise, components can be damaged. Warranty does not cover damage resulting from improper installation.

⚠ WARNING

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.



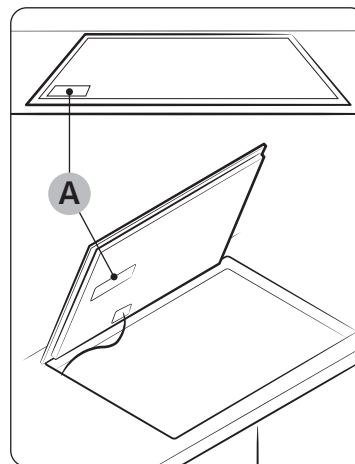
1N~ (16A)

01	220-240 V~	04	Blue
02	Black	05	Gray
03	Brown	06	Green/Yellow

⚠ WARNING

For correct supply connection, follow the wiring diagram attached near the terminals.

Installing into the countertop



A. Serial number

📄 NOTE

Make a note of the serial number on the appliance rating label prior to installation. This number will be required in the case of requests for service and is no longer accessible after installation, as it is on the original rating plate on the upperside or underside of the appliance.

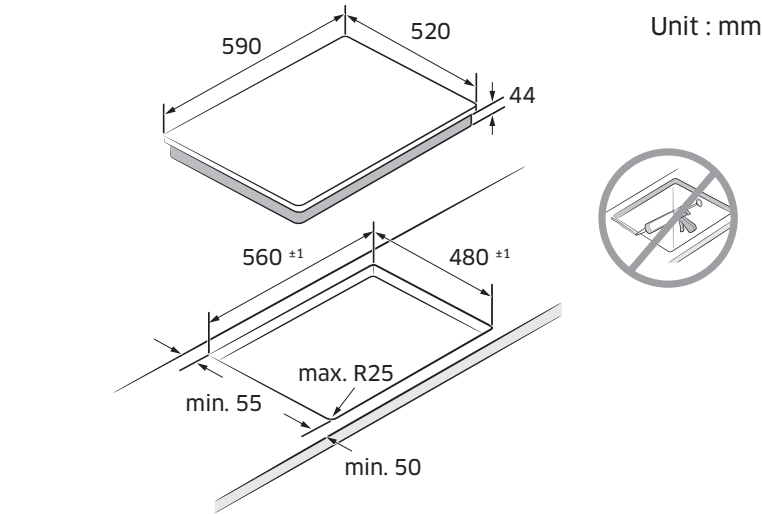
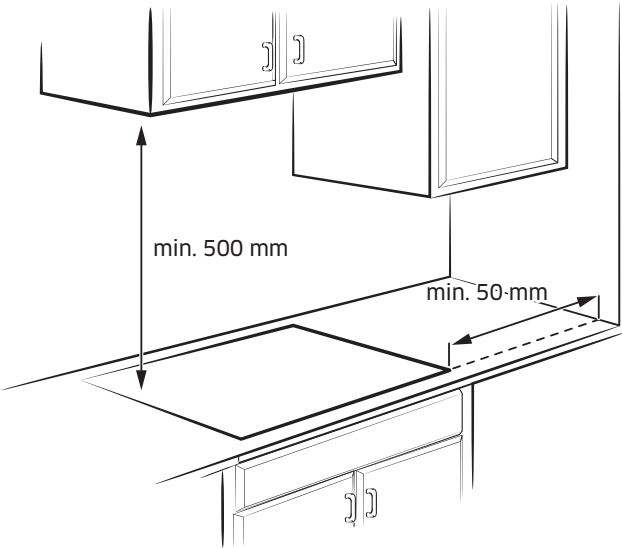
📄 NOTE

Pay special attention to the minimum space and clearance requirements.

📄 NOTE

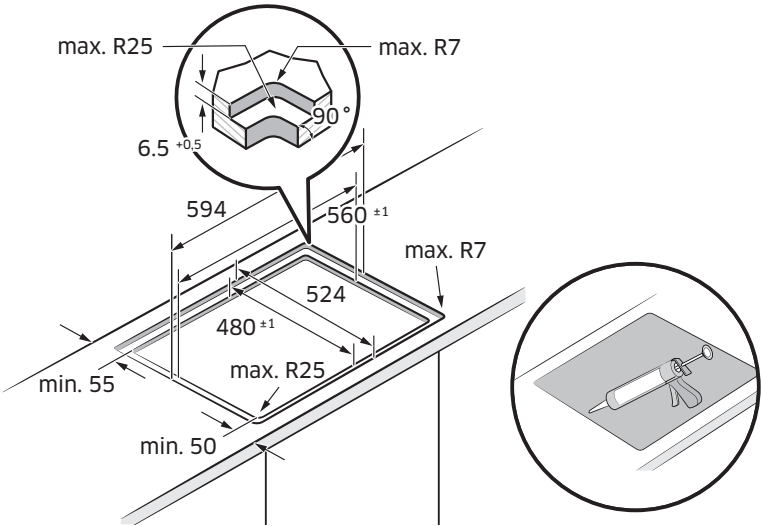
The bottom of the hob is equipped with a fan. If there is a drawer under the hob it should not be used to store small objects or paper, since they could damage the fan or interfere with the cooling if they are sucked into it.

Installing the hob

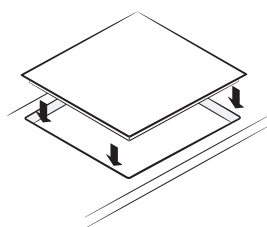
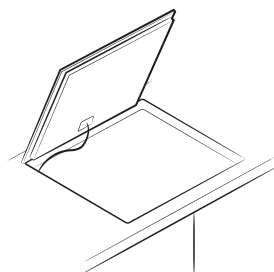
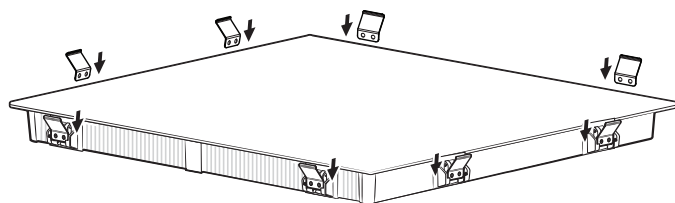


Flushed Fit Type (Only NZ6*****FK model can be installed)

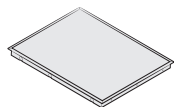
Drawer	Oven



Installing the hob



Components



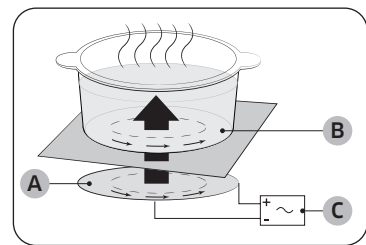
Induction hob



Bracket Spring

Before you start

Induction heating



- A. Induction coil
- B. Induced currents
- C. Electronic circuits

- **The Principle of Induction Heating:**
When you place your cookware on a cooking zone and you turn it on, the electronic circuits in your induction hob produce “induced currents” in the bottom of the cookware which instantly raise cookware's temperature.
- **Greater speed in cooking and frying:**
As the pan is heated directly and not the glass, the efficiency is greater than in other systems because no heat is lost. Most of the energy absorbed is transformed into heat.

Safety shutoff

If one of the cooking zones is not switched off or the power level is not adjusted after an extended period of time, that particular cooking zone will automatically switch itself off.

The cooking zones switch themselves off at the following times.

Power level	Switch off
1-3	After 6 hours
4-6	After 5 hours
7-9	After 4 hours
10-15	After 1.5 hours

NOTE

If the Hob is overheated because of abnormal operation,  will be displayed. And the Hob will be switched off.

NOTE

If cookware is unsuitable, too small, or no cookware has been placed on the cooking zone,  will be displayed. And after 1 minute the corresponding cooking zone will be switched off.

NOTE

Should one or more of the cooking zones switch off before the indicated time has elapsed, see the “Troubleshooting”.

Other reasons why a cooking zone will switch itself off

All cooking zones will switch themselves off if liquid boils over on the control panel.

The automatic shutoff will also be activated if you place a damp cloth on the control panel. In both of these instances, the appliance will need to be switched on again using the **On/Off**  key after the liquid or the cloth has been removed.

Before you start

Residual heat indicator

When an individual cooking zone or the hob is turned off, the presence of residual heat is shown with an  H,  h (for "hot") in the corresponding cooking zone display. Even after the cooking zone has been switched off, the residual heat indicator goes out only after the cooking zone has cooled.

You can use the residual heat for thawing or keeping food warm.

WARNING

As long as the residual heat indicator is illuminated, there is a risk of burns.

WARNING

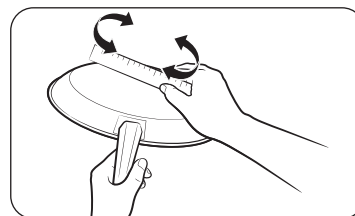
If the power supply is interrupted, the  H,  h symbol will go out and information about residual heat will no longer be available.

However, it may still be possible to burn yourself. This can be avoided by always taking care when near the hob.

Temperature detection

If for any reason the temperatures on any of the cooking zones were to exceed the safety levels, the cooking zone will automatically reduce to a lower power level. When you have finished using the hob, the cooling fan will continue to run until the hob's electronics has cooled down. And the cooling fan switches itself off depending upon the temperature of the electronics.

Cookware



Use flat-bottomed cookware that completely contacts the entire cooking zone. Check for flatness by rotating a ruler across the bottom of the cookware. Be sure to follow all the recommendations for using cookware.

- Use cookware made with the correct material for induction cooking.
- Use quality cookware with heavier bottoms for better heat distribution. This gives best cooking results.
- Match the cookware size to the quantity of food being prepared.
- Do not let cookware boil dry. This may cause permanent damage in the form of breakage, fusion, or marring that can affect the ceramic hob. (This type of damage is not covered by your warranty).
- Do not use dirty cookware or cookware with heavy grease buildup. Always use cookware that is easy to clean after cooking.

CAUTION

- The cooking zones may appear cooled down after they have been turned off. However, the glass surface may be hot from residual heat transferred from the cookware. The risk of burns is still present.
- Do not touch hot cookware directly with your hands. Always use oven mitts or pot holders to protect your hands from burns.
- Do not slide cookware across the hob surface. Doing so may permanently damage the hob.

Cookware for induction cooking zones

The Induction burner can only be turned on when cookware with a magnetic base is placed on one of the cooking zones. You can use the cookware identified as suitable below.

Material	Suitability
Steel, enameled steel, cast iron	Yes
Stainless steel	Yes (If magnet sticks to the bottom of the cookware)
Aluminum, copper, brass, glass, ceramic, porcelain	No

NOTE

- Cookware appropriate for induction cooking is labelled as suitable by the manufacturer.
- Certain cookware can make noises when being used on induction cooking zones.
- These noises do not indicate that the hob is malfunctioning and do not affect its operation in any way.
- Special stainless-steel cookware may not be suitable for induction cooking. Check if the base of the cookware is attracted by a magnet.

Cookware sizes for induction cooking zones

Induction cooking zones adapt automatically to the bottom size of the cookware up to a certain limit. However, the magnetic part of the bottom of the cookware must have a minimum diameter depending upon the size of the cooking zone. For best results, use cookware whose ferromagnetic diameter match that of a burner. If the cookware is not sensed by the burner, try a smaller sized burner.

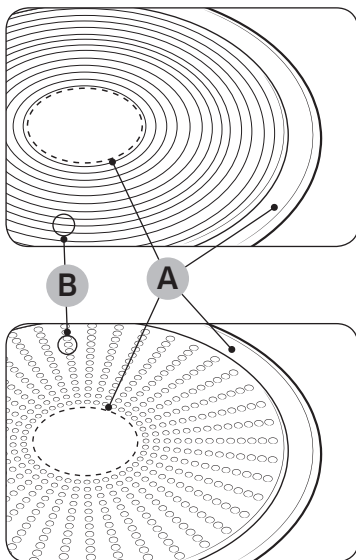
NOTE

For Cookware diameter, please refer to the model's Cooking zones specifications.

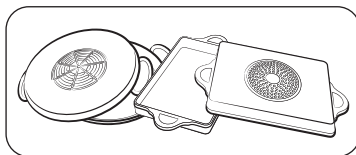
Before you start

Other induction cookware

Some cookware has thin magnetic material on the bottom to work with an induction heating hob. These cookware has weak magnetism and may not work well. (Weak magnetism means a magnet does not stick firmly or the area where the magnet sticks is small.)



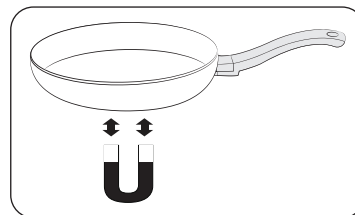
- A.** Area where magnet does not stick
- B.** Area where magnet sticks



- Even though cookware are designed for an induction hob, the heating performance could be weak or sometimes the hob may not detect the cookware depending on the size and strength of the magnetic area on the bottom of the cookware.

When using large cookware with a smaller ferromagnetic element, only the ferromagnetic element heats up. Consequently, heat might not be uniformly distributed.

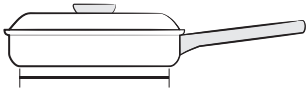
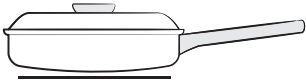
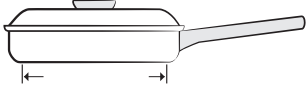
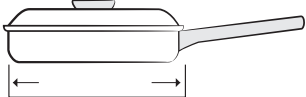
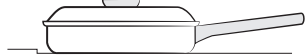
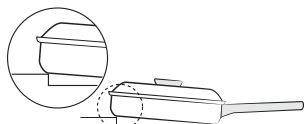
Suitability test



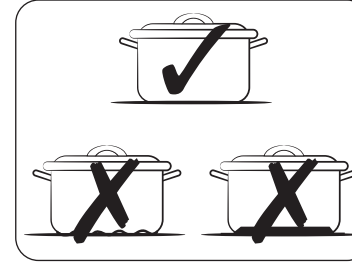
Cookware is suitable for induction cooking if a magnet sticks to the bottom of the cookware and the cookware is labelled as suitable by the cookware manufacturer.

- You can recognise good cookware by their bases. The base is supposed to be as thick and flat as possible.
- When buying new cookware, pay special attention to the diameter of the base. Manufacturers often give only the diameter of the upper rim.
- Do not use cookware which have damaged bases with rough edges or burrs. Damaged cookware can scratch the ceramic hob permanently if you slide them across the surface.
- When cold, cookware bases are normally bowed slightly inwards (concave). They must not be bent outwards (convex).
- If you want to use a special type of cookware, for example, a pressure cooker, a simmering pan, or a wok, please follow the manufacturer's instructions.

Correct positioning

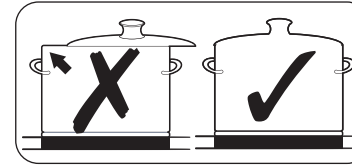
Correct	Incorrect
	
Flat-bottomed cookware and straight sides	Cookware with curved or warped bottoms or sides
	
The cookware meets or exceeds the recommended minimum size for the cooking zone.	The cookware does not meet the minimum size required for the current cooking zone.
	
The cookware rests completely on the hob surface.	The cookware rests on the hob trim or does not rest completely on the hob surface.
	
The cookware is properly balanced.	The heavy handle causes the cookware to tilt.

Energy saving tips



Follow these tips to save power consumption.

- Always put cookware on a cooking zone before you turn the corresponding burner on.
- Keep the cooking zones and cookware bases clean. Otherwise, more power will be consumed.
- Firmly close the cover of cookware if available. This will reduce power consumption.
- Turn the working burner off before the end of the cooking time. Use the residual heat to keep food warm.



Correct positioning

You can test cookware to see if they are suitable for use with the product.

1. Press the **On/Off**  key for 1-2 seconds to turn on the hob.
2. Press the **Pause & Lock**  key for 3 seconds to activate the child safety lock.
3. Press the **Timer**  key for 3 seconds to activate the cookware suitability test mode.
4. Place the cookware on the one of the cooking zones, and then press and hold the **Cooking zone**  key for 3 seconds.

Display	Description
0	Cookware is unsuitable
1-5	Cookware is suitable, but inefficient
6-10	Cookware is suitable

Before you start

Using the touch buttons

To operate the touch buttons, touch the desired button with the tip of your pointed finger until the relevant displays illuminate or go out, or until the desired function is activated.

Ensure that you are touching only one button when operating the appliance. If your finger is too flat on the button, an adjacent button may be actuated as well.

Operating noises

If you can hear:

- **Cracking noise:** cookware is made of different materials.
- **Whistling:** you use more than two cooking zones and the cookware is made of different materials.
- **Humming:** you use high power levels.
- **Clicking:** electric switching occurs.
- **Hissing, Buzzing:** the fan operates.

The noise are normal and do not refer to any defects.

WARNING

Do not use cookware of different size and material.

Using cookware of different sizes or materials may cause noises and vibrations.

NOTE

Using low power levels (1-5) may cause clicking noises.

Initial cleaning

Wipe the ceramic glass surface with a damp cloth and ceramic hob glass cleaner.

WARNING

Do not use caustic or abrasive cleaners. The surface could be damaged.

Operation

Switching the appliance on

The appliance is switched on using the **On/Off**  key. Press the **On/Off**  key for approximately 1-2 seconds.

NOTE

After the **On/Off**  key has been actuated to switch on your appliance, a power level must be selected within approximately 20 seconds. Otherwise, the appliance will switch itself off for safety reasons.

Switching the appliance off

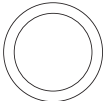
To completely switch off the appliance, use the **On/Off**  key. Press the **On/Off**  key for approximately 1-2 seconds.

NOTE

After switching off a single cooking zone or the entire cooking surface, the presence of residual heat will be indicated in the digital displays of the corresponding cooking zones in the form of an   two steps for "hot". The temperature is lowered,   will be disappeared.

Selecting cooking zone and power level

1. For selecting the cooking zone, press the corresponding **Cooking zone**  key.
2. For setting and adjusting the power level, use the Control bar or Control key or Control knob.

Control bar	0 ————— 9 — Max
Control key	— + Max
Control Knob	 Max

NOTE

- The default level is set to 9 when selecting the cooking zone.
- If more than one key is pressed for longer than 8 seconds,  will show in the cooking zone display.

Suggested settings for cooking specific foods

The numbers in the table below are guidelines. The power level required for various cooking methods depend on a number of variables, including the quality of the cookware being used and the type and amount of food being cooked.

Power level	Cooking method	Examples for Use
MAX	Warming / Saut�ing / Frying	Warming large amounts of liquid, boiling noodles, searing meat, browning goulash, braising meat
8-9	Intensive frying	Steak, sirloin, hash browns, sausages, pancakes / griddle cakes
7-8	Frying	Schnitzel / chops, liver, fish, rissoles, fried eggs
6-7	Boiling	Cooking up to 1.5 l liquid, potatoes, vegetables
3-5	Steaming / Stewing / Boiling	Steaming and stewing of small amounts of vegetables, boiling rice and milk dishes
1-2	Melting	Melting butter, dissolving gelatine, melting chocolate

NOTE

You will need to adjust the power level according to specific cookware and foods.

Operation

Max Boost

The **Max Boost** function makes additional power available to the each cooking zones. (example : bring a large volume of water to the boil)

After **Max Boost** times, the cooking zones automatically sets back to the highest heat setting.

NOTE

- In certain circumstances, the **Max Boost** function may be deactivated automatically to protect the internal electronic components of the hob. For example, It is impossible to output max power on Flex zone rear and Flex zone front at the same time.
- Refer to your model's Cooking zones specification for **Max Boost** time.

Power management

The cooking zones have a maximum power available to them.

If this power range is exceeded by switching on the **Max Boost** function, Power Management automatically reduces the power level of cooking zone.

The display for this cooking zone alternates for some seconds between the set power level and the maximum possible power level. After then, the display changes from the set power level to maximum possible power level.

Using the Flex zone (Only for Flex zone applied models)

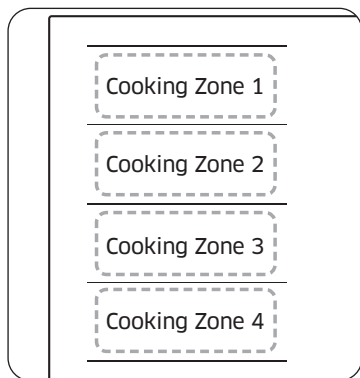
The Flex function can operate complete left side cooking zone for using large size cookware. (example : oval cookware, fish kettle)

1. Press the **Flex zone**  key.
2. For setting and adjusting the power level, use the **Power level** key.

NOTE

- Press the **Flex zone**  key during operating, **Flex zone** function will be off.
- If you press the **Flex zone**  key while each burner operation different level, burner set at a high level.

Flex zone Plus (Only for Flex zone plus applied models)



The Flex zone is the large cooking area located on the left side of the hob (see the figure left) that is specially designed to accommodate multiple pots and pans of varying shapes and sizes at once. The Flex zone has four zones that are operated by individual inductors, allowing you to cook regardless of where cookware is placed on a cooking zone.

With Flex zone Plus, you can use a combination of different cooking zones to enlarge the cooking area. Press the **Flex zone**  key to use the cooking zone as follows.

Cooking Zone 1	Cooking Zone 1	Cooking Zone 1	Cooking Zone 1
Cooking Zone 2	Cooking Zone 2	Cooking Zone 2	Cooking Zone 2
Cooking Zone 3	Cooking Zone 3	Cooking Zone 3	Cooking Zone 3
Cooking Zone 4	Cooking Zone 4	Cooking Zone 4	Cooking Zone 4

NOTE

- When using only one cooking zone, the diameter of the bottom of the cookware must be less than 14 cm.
- The hob may take 5-10 seconds to recognise the position of cookware.
- Noises may occur while the hob recognises the cookware.
- Do not remove cookware during cooking. For safety purposes, the hob automatically stops if cookware has been removed for more than 5 seconds.

Using the Flex zone Plus (Only for Flex zone plus applied models)

1. Press the **Flex zone**  key.
2. For setting and adjusting the power level, use the **Power level** key.

NOTE

- If you press the **Flex zone**  key during operating, **Flex zone** function will be off.
- If you press the **Flex zone**  key while each cooking zone is operating at different levels, it will be automatically adjusted to higher level.
- When moving or adding cookware to a new Flex zone, cancel the current operation, and then press the corresponding **Cooking zone**  key to activate the cooking zone.

Operation

Keep Warm

1. Use this function to keep cooked food warm. Press the corresponding **Cooking zone**  key.
2. Press the **Keep warm**  key.
3. The cooking zone display will be changed.
4. Press the **Keep warm**  key again to turn off the cooking zone.

Timer

Using the timer as a safety shutoff

If a specific time is set for a cooking zone, the cooking zone will shut itself off once this period of time has elapsed. This function can be used for multiple cooking zones simultaneously.

Setting the timer

The cooking zone(s) for which you want to apply the safety shutoff must be switched on.

1. Press the **Timer**  key.
2. Set timer by repeatedly pressing the **Timer**  key.
3. To cancel the timer settings, hold the **Timer**  key for 3 seconds.

NOTE

- To change the settings quicker, press and hold any of the **Timer**  key until the desired value is reached.
- When the timer is terminated, it sounds a beep several times. However, the cooking zone will not be turned off.

Pause/Resume

The **Pause/Resume** function simultaneously switches all cooking zones that are switched on to the low power setting and then back to the power level that was previously set. This function can be used to briefly interrupt and then continue the cooking process e.g. to take a telephone call.

When the **Pause/Resume** function is activated, all keys except for the **Pause & Lock**  and the **On/Off**  keys are disabled.

To resume cooking, press the **Pause & Lock**  key again.

	Control Panel	Display
To Switch On	Press the Pause & Lock  key	
To Switch Off	Press the Pause & Lock  key	Return to previous power level

Quick stop

This option reduces the step and time it takes to stop cooking.

To switch off a cooking zone, press the **Cooking zone**  key for 2 seconds.

NOTE

The **Flex zone**  key does not support quick stop function.

Child safety lock

You can use the child safety lock to safeguard against unintentionally turning on a cooking zone and activating the cooking surface. Also the control panel, with the exception of the **On/Off**  key (Only turn off control), can be locked in order to prevent the settings from being changed unintentionally, for example, by wiping over the panel with a cloth.

Switching the child safety lock On/Off

1. Press the **Pause & Lock**  key for approximately 3 seconds. An acoustic signal will sound as confirmation.
2. Press any key.  L will appear in the displays, indicating the child safety lock has been activated.
3. For switching the child safety lock off, press the **Pause & Lock**  key again for 3 seconds.
An acoustic signal will sound as confirmation.



NOTE

- Regardless of power on/off, child lock is activated.
- You can set the child safety lock during cooking. To turn off the burner with the child safety lock on, press the **On/Off**  key or turn off the child safety lock first and then press the corresponding **Cooking zone**  key.

Operation

Sound on/off

1. Press the **On/Off**  key for approximately 1-2 seconds.
2. Press the **Timer**  key for 3 seconds within 10 seconds after the power has turned on.
3. Sound will turn off and **OFF** will be displayed in the display.
4. To change the sound setting, repeat steps 1 and 2. Sound will turn on and **On** will be displayed in the display.

NOTE

It is not possible to change the sound settings after 10 seconds from turning the power on.

Smart Connect

The hob has built in Wi-Fi module that you can use to sync the hob with the SmartThings app. On the smartphone app, you can:

- monitor the operating status and the power level settings of the hob elements.
- check and change the timer settings.

Functions that can be operated from the SmartThings app may not work smoothly if communication conditions are poor or the product is installed in a place with a weak Wi-Fi signal.

How to connect the hob

Before you can use the remote features of your Samsung hob, you must pair it to the SmartThings app.

1. Download and open the SmartThings app on your smart device.
2. Press the **On/Off**  key for approximately 1-2 seconds to turn the hob on.
3. Press the **Pause & Lock**  key for approximately 3 seconds to turn on the child safety lock.
4. Follow the app's instructions, and then press and hold the **Max** key for 3 seconds.
5. While the connection is being made, the Wi-Fi indicator will blink. Once the process is complete, the indicator glows without blinking. Now the hob is connected successfully.
6. If the Smart Connect Wi-Fi indicator does not turn on, follow the instruction in the app to reconnect.

NOTE

- Make sure to set the Smart Connect function only when no hob operation is in process.
- For further instructions, refer to the web manual at www.samsung.com

Wi-Fi On/Off

- To change the Wi-Fi On/Off, repeat steps 2 to 4.

Hood control

This product features a Bluetooth device that you can use to connect the hob to Samsung hood control models. Through the Bluetooth connection, you can use the hood control function on the SmartThings app.

To find out more about Samsung hood control-enabled models, visit www.samsung.com.

To connect to a hood control model

1. Download and run the SmartThings app on your smartphone. Then, complete the Smart Connect procedure to connect to the hob.
2. Follow the Bluetooth instructions of the hood control model and activate the Bluetooth connection.
3. Press and hold the **Timer**  and **Pause & Lock**  keys simultaneously to make the Bluetooth connection. When the Bluetooth connection is successfully established, **bt** appears on the display.
4. Follow the instructions in the user manual of the hood control model and the App guide to use the hood control.

NOTE

- If the Smart Connect connection is not successful, you cannot use the SmartThings app to monitor and control the hood.
- Without a Smart Connect connection to the hob, you can use a Bluetooth connection to pair the hob with the hood and sync them. To do this, follow steps 2 and 3 above.

Maintaining your appliance

Hob

WARNING

Cleaning agents must not come into contact with a heated ceramic glass surface: All cleaning agents must be removed with adequate amounts of clean water after cleaning because they can have a caustic effect when the surface becomes hot. Do not use any aggressive cleaners such as grill or oven sprays, scouring pads or abrasive pan cleaners.

NOTE

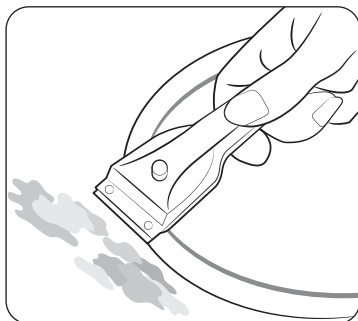
Clean the ceramic glass surface after each use when it is still warm to the touch. This will prevent spillage from becoming burnt onto the surface. Remove scales, watermarks, fat drippings and metallic discolouration with the use of a commercially available ceramic glass or stainless steel cleaner.

Light soiling

1. Wipe the ceramic glass surface with a damp cloth.
2. Rub dry with a clean cloth. Remnants of cleaning agent must not be left on the surface.
3. Thoroughly clean the entire ceramic glass cooking surface once a week with a commercially available ceramic glass or stainless steel cleaner.
4. Wipe the ceramic glass surface using adequate amounts of clean water and rub dry with a clean lint - free cloth.

Maintaining your appliance

Stubborn soiling



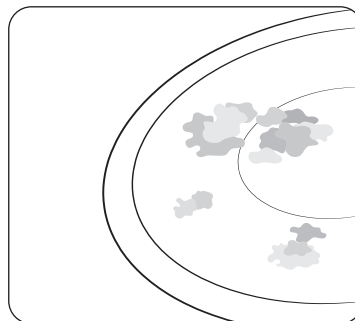
1. To remove food that has boiled over and stubborn splashes, use a glass scraper.
2. Place the glass scraper at an angle to the ceramic glass surface.
3. Remove soiling by scraping with the blade.



NOTE

Glass scrapers and ceramic glass cleaners are available from specialty retailers.

Problem dirt



1. Remove burnt-on sugar, melted plastic, aluminium foil or other materials with a glass scraper immediately and while still hot.

⚠ WARNING

There is a risk of burning yourself when the glass scraper is used on a hot cooking zone:

2. Clean the hob as normal when it has cooled down. If the cooking zone on which something has melted has been allowed to cool, warm it up again for cleaning.



NOTE

Scratches or dark blemishes on the ceramic glass surface, caused, for example, by a pan with sharp edges, cannot be removed. However, they do not impair the function of the hob.

Hob frame (option)

⚠ WARNING

Do not use vinegar, lemon juice or scale remover on the hob frame; otherwise dull blemishes will appear.

1. Wipe the frame with a damp cloth.
2. Moisten dried debris with a wet cloth. Wipe and rub dry.

To avoid damaging your appliance

- Do not use the hob as a work surface or for storage.
- Do not operate a cooking zone if there is no pan on the hob or if the pan is empty.
- Ceramic glass is very tough and resistant to temperature shock, but it is not unbreakable. It can be damaged by a particularly sharp or hard object dropping onto the hob.
- Do not place pans on the hob frame. Scratching and damage to the finish may occur.
- Avoid spilling acidic liquids, for example, vinegar, lemon juice and descaling agents, onto the hob frame, since such liquids can cause dull spots.
- If sugar or a preparation containing sugar comes into contact with a hot cooking zone and melts, it should be cleaned off immediately with a kitchen scraper while it is still hot. If allowed to cool, it may damage the surface when removed.
- Keep all items and materials that could melt, for example, plastics, aluminium foil and oven foils, away from the ceramic glass surface. If something of this nature melts onto the hob, it must be removed immediately with a scraper.

Troubleshooting and service

Troubleshooting

A fault may result from a minor information that you can correct yourself with the help of the following instructions. Do not attempt any further repairs if the following instructions do not help in each specific case.

⚠ WARNING

Repairs to the appliance are to be performed only by a qualified service technician. Improperly effected repairs may result in considerable risk to the user. If your appliance needs repair, please contact your customer service centre.

Problem	Possible cause	Solution
What should I do if the cooking zones are not functioning?	• The fuse in the house wiring is not intact.	• If the fuses trip a number of times, call an authorised electrician.
What should I do if the cooking zones will not switch on?	• The On/Off ① key was accidentally actuated. • The control panel is partially covered by a damp cloth or liquid.	• The appliance is properly switched on. • Clean the control panel.
What should I do if the display except for H , h the residual heat indicator suddenly disappears?	• The On/Off ① key was accidentally actuated. • The control panel is partially covered by a damp cloth or liquid.	• The appliance is properly switched on. • Clean the control panel.
What should I do if, after the cooking zones have been switched off, residual heat is not indicated in the display	• The cooking zone was only briefly used and therefore did not become hot enough.	• If the cooking zone is hot, please call a local service centre.

Troubleshooting and service

Information code	Possible cause	Solution
	There is a problem with the burner temperature sensor.	Restart the appliance using the On/Off  key. If the problem continues, disconnect power for more than 30 seconds. Then, restart the appliance and try again. If the problem still continues, contact a local service centre.
	The temperature is sensed higher than specified.	
	There is a problem with the PBA sensor.	
	The DC Motor fails to operate because of problems with the PCB or wiring, or electrical disturbance on the motor blade.	Check if the key is wet or is being pressed. If the problem continues, restart the appliance using the On/Off  key. If the problem still continues, contact a local service centre.
	A key is being pressed for more than 8 seconds.	
	Communications between main and sub PCBs fail.	
	The touch-enabled IC communicates abnormally.	Restart the appliance using the On/Off  key. If the problem continues, disconnect power for more than 30 seconds. Then, restart the appliance. If the problem still continues, contact a local service centre.
	It is out of normal voltage (220 ~ 240 V).	Check home power environment.
	If the cooking container is not suitable for the induction, or operates without the cooking container, it is displayed.	Use a cooking container suitable for inductions.

What should I do if the cooking zone will not switch on or off?

This could be due to one of the following possibilities:

- The control panel is partially covered by a damp cloth or liquid.
- The child safety lock is on. and display .

What should I do if the display is illuminated?

Check for the following:

- The control panel is partially covered by a damp cloth or liquid. To reset, press the **On/Off**  key.
- If liquid has overflowed on control panel, please wipe the liquid.

What should I do if the display is illuminated?

Check for the following:

- The hob is overheated because of abnormal operation.
- After hob is cooled down, press the **On/Off**  key for resetting.

What should I do if the display is illuminated?

Check for the following:

- Cookware is unsuitable, too small, or no cookware has been placed on the cooking zone.
- If you use suitable cookware, displayed message will automatically disappear.

What should I do if the cooling fan runs after the hob is turned off?

Check for the following:

- When you have finished using the hob, the cooling fan runs by itself for cooling down.
- After the hob's electronics has cooled down or elapsed max time (10 minutes) the cooling fan will be turned off.
- If you request a service call because of an information made in operating the appliance, the visit from the customer service technician may incur a charge even during the warranty period.

Service

Before calling for assistance or service, please check the section “**Troubleshooting**”. If you still need help, follow the instructions below.

Is it a technical fault?

If so, please contact your customer service centre.

Always prepare in advance for the discussion. This will ease the process of diagnosing the problem and also make it easier to decide if a customer service visit is necessary.

Please take note of the following information.

- What form does the problem take?
- Under what circumstances does the problem occur?

When calling, please know the model and serial number of your appliance. This information is provided on the rating plate as follows:

- Model description
- S/N code (15 digits)

We recommend that you record the information here for easy reference.

- Model:
- Serial number:

When do you incur costs even during the warranty period?

- If you could have remedied the problem yourself by applying one of the solutions provided in the section “**Troubleshooting**”.
- If the customer service technician has to make several service calls because he was not provided with all of the relevant information before his visit and as a result, for example, has to make additional trips for parts. Preparing for your phone call as described above will save you the cost of these trips.

Please be advised that the Samsung warranty does NOT cover service calls to explain product operation, correct improper installation, or perform normal cleaning or maintenance.

QUESTIONS OR COMMENTS?

COUNTRY / LOCATION	CALL	OR VISIT US ONLINE AT
AUSTRALIA	1300 362 603	www.samsung.com/au/support
NEW ZEALAND	0800 726 786	www.samsung.com/nz/support
CHINA	400-810-5858	www.samsung.com/cn/support
HONG KONG	3698 4698	www.samsung.com/hk/support (Chinese) www.samsung.com/hk_en/support (English)
INDIA	1800 40 SAMSUNG (1800 40 7267864) (Toll-Free) 1800 5 SAMSUNG (1800 5 7267864) (Toll-Free)	www.samsung.com/in/support
BANGLADESH	09612300300 08000300300 (Toll free)	www.samsung.com/support
INDONESIA	021-5699-7777 0800-112-8888 (All Product, Toll Free)	www.samsung.com/id/support
JAPAN	0120-363-905	www.galaxymobile.jp/jp/support
MALAYSIA	1800-88-9999 +603-7713 7420 (Overseas contact)	www.samsung.com/my/support

COUNTRY / LOCATION	CALL	OR VISIT US ONLINE AT
PHILIPPINES	1-800-10-726-7864 [PLDT Toll Free] 1-800-8-726-7864 [Globe Landline and Mobile] 02-422-2111 [Standard Landline]	www.samsung.com/ph/support
SINGAPORE	1800 7267864 1800-SAMSUNG	www.samsung.com/sg/support
THAILAND	0-2689-3232 1800-29-3232 (Toll free)	www.samsung.com/th/support
TAIWAN	0800-32-9999	www.samsung.com/tw/support
VIETNAM	1800 588 889	www.samsung.com/vn/support
MYANMAR	+95-1-2399-888	www.samsung.com/mm/support
MACAU	0800 333	www.samsung.com/hk/support (Chinese) www.samsung.com/hk_en/support (English)
SRI LANKA	011 SAMSUNG (011 7267864)	www.samsung.com/support
CAMBODIA	+855-23-993232 1800-20-3232 (Toll free)	www.samsung.com/th/support
LAOS	+856-214-17333	www.samsung.com/th/support
NEPAL	16600172667 (Toll Free for NTC Only) 9801572667 (Toll Free for Ncell users)	www.samsung.com/support

电磁炉

简易用户手册



SAMSUNG

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使用本手册

在使用您的设备之前，请花时间阅读本用户手册，特别注意以下部分中包含的安全信息。请妥善保管本手册以供将来参考。如果转让电器所有权，请将手册交给新所有者。

本用户手册中使用以下符号：

警告

可能导致严重人身伤害或死亡的危险或不安全行为。

小心

可能导致轻微人身伤害或财产损失的危险或不安全行为。

注意

为了降低使用炉灶时发生火灾、爆炸、触电或人身伤害的风险，请遵循以下基本安全防护措施。

注意

帮助用户操作产品的有用提示、建议或信息。

型号名称和序列号

型号名称和序列号均标在电磁炉底座下方。请记下信息或将附加产品标签（位于产品顶部）粘贴到本页面上，以备将来使用。

型号名称 _____

序列号 _____

安全说明

本电器的安全方面符合所有公认的技术和安全标准。然而，作为制造商，我们仍建议您熟悉以下安全说明。

警告

本电器可供身体、感官或精神能力有缺陷或缺乏经验和知识的人员（包括儿童）使用，前提是他们接受过有关安全使用本电器的监督或指导。

应监督儿童，以避免其玩耍本电器。

本电器可供8岁及以上儿童以及身体、感官或精神能力有缺陷或缺乏经验和知识的人员使用，前提是他们接受过有关安全使用本电器的监督或指导，并了解涉及的危险。

儿童不得玩耍本电器。儿童不得在无人监督的情况下进行清洁和用户维护。

断开装置必须按照接线规则并入固定接线中。

安全说明

安装后应允许本电器断开电源。可通过插头或根据接线规则在固定接线中接入开关来断开连接。

如果电源线损坏，必须由制造商、其维修代理或类似合格人员更换，以避免危险。

所述固定方法不依赖于粘合剂，因为这并不是可靠的固定手段。

警告：如果表面破裂，请关闭电器以避免触电。

使用过程中，电器会变热。应小心避免接触炉灶内的加热元件。

警告：使用过程中可触及部件可能会变热。应让儿童远离。

不得使用蒸汽清洁器。

刀、叉、勺子和盖子等金属物体不应放置在炉灶表面，否则会变热。

使用后，通过控制装置关闭炉灶元件，请勿依赖锅探测器。

不得通过外部定时器或单独的远程控制系统操作本电器。

小心：必须监督烹饪过程。必须持续监督短时烹饪过程。

本电器不得安装在装饰门后面，以免过热。

警告：电器及其可触及部件在使用过程中会变热。应小心避免接触加热元件。除非持续有人看管，否则应让8岁以下儿童远离。

警告：无人看管的情况下在炉灶上使用油脂进行烹饪可能很危险，可能导致火灾。

切勿尝试用水灭火，而应关闭电器，然后盖住火焰，例如：用盖子或防火毯。

警告：火灾危险：请勿将物品存放在烹饪表面上。

警告：仅使用由烹饪用具制造商设计的或由设备制造商在使用说明中指定的合适的炉灶防护罩或电器中集成的炉灶防护罩。使用不当的防护装置可能会导致事故。

使用过程中表面容易变热。

本电器可供8岁及以上儿童以及身体、感官或精神能力有缺陷或缺乏经验和知识的人员使用，前提是他们接受过有关安全使用本电器的监督或指导，并了解涉及的危险。

儿童不得玩耍该设备。儿童不得进行清洁和用户维护，除非儿童已年满8岁并受到监督。

将电器及其电源线放置在8岁以下儿童接触不到的地方。

⚠ 小心

确保电器由合格的技术人员正确安装并接地。

本电器只能由合格的维修人员进行维修。由不合格的人员进行维修可能会造成伤害或严重故障。如果您的电器需要维修，请联系当地的服务中心。不遵守这些说明可能会导致损坏并使保修失效。

嵌入式电器必须安装在符合相关标准的橱柜和工作场所后才能运行，目的是提供基本安全标准所要求的充分保护，防止电气单元接触。

如果电器出现故障或出现断裂、裂纹或裂口：

- 关闭所有烹饪区；
- 断开电磁炉主电源；
- 联系当地的维修中心。

如果电磁炉破裂，请关闭电器以避免触电。在更换玻璃表面之前，请勿使用电磁炉。

安全说明

请勿使用电磁炉加热铝箔、铝箔包裹的产品或铝制炊具包装的冷冻食品。

锅底和电磁炉之间的液体会产生蒸汽压力，可能会导致锅跳动。

始终确保电磁炉和锅底保持干燥。

烹饪时，烹饪区会变热。

始终让儿童远离本电器。

将所有包装材料放在儿童接触不到的地方，因为包装材料可能对儿童造成危险。

本电器只能用于家庭中的正常烹饪和煎炸，并非为商业或工业用途设计。

切勿使用电磁炉为房间供暖。

请小心将电器插头插入电磁炉附近的电源插座。请勿让电源线接触电磁炉。

过热的脂肪和油会很快着火。烹饪含脂肪或油的食物时，例如在薯片，切勿让电磁炉处于无人看管的状态。

使用后关闭烹饪区。

始终保持控制面板清洁和干燥。

切勿将易燃物品放在电磁炉上，否则可能引起火灾。

如果使用不小心，电器会有导致灼伤的危险。

电器电缆不得接触炉灶或热炊具的热表面。

请勿使用炉灶烘干衣服。

佩戴起搏器和主动心脏植入物的用户在开启时必须将上半身与电磁烹饪区保持至少为30厘米的距离。如有疑问，请咨询设备制造商或您的医生。（仅限电磁炉型号）

请勿尝试自行修理、拆卸或改装电器。

清洁前务必关闭电器。

按照本手册中包含的清洁和保养说明清洁电磁炉。

让宠物远离设备，宠物可能会踩到电器的控制装置，从而导致故障。

包装材料的处置

⚠ 警告

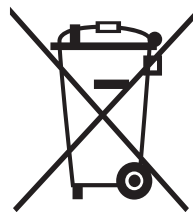
用于包装该电器的所有材料都是完全可回收的。片材和硬质泡沫部件有适当的标记。请在处理包装材料和旧电器时充分考虑安全和环境。

正确处置旧电器

⚠ 警告

在处置旧电器之前，请确保其无法运行，以免成为危险源。为此，请有资格的技术人员断开电器与主电源的连接，并拔下电源线。该电器不得作为家庭垃圾处理。有关收集日期和公共垃圾处理场的信息可从当地垃圾处理部门或机构获取。

本产品的正确处置（废弃电气和电子设备）



（适用于有单独收集系统的国家）

产品、配件或印刷品上的此标记表明该产品及其电子配件（例如充电器、耳机、USB线）在其使用寿命结束时不应与其他生活垃圾一起处理。为了防止不受控制的废物处理可能对环境或人类健康造成危害，请将这些物品与其他类型的废物分开并负责任地回收，以促进物质资源的可持续再利用。

家庭用户应联系购买该产品的零售商或当地市政部门，详细了解将这些物品进行环保回收的地点和方式。

商业用户应联系其供应商并检查购买合同的条款和条件。本产品及其电子配件不应与其他商业废物混合处置。

有关三星环境承诺和产品具体监管义务的信息，例如REACH，请点击：
samsung.com/uk/aboutsamsung/samsung-electronics/corporatecitizenship/-data_corner.html

安装炉灶

警告

确保新电器仅由合格人员安装和接地。

请遵守此说明。保修不涵盖因安装不当而可能造成的任何损坏。

本手册末尾提供了技术数据。

安装人员安全须知

- 电气安装时必须提供能够将电器所有电极与电源断开的装置，触点开口宽度至少为3毫米。合适的隔离装置包括线路保护断路器、熔断器（螺旋式熔断器应从支架上拆下）、漏电脱扣器和接触器。
- 在防火方面，本电器符合EN60335-2-6标准。此类电器的一侧可能安装有高柜或有墙壁。
- 安装必须保证防震。
- 安装该电器的厨房设备必须满足DIN68930的稳定性要求。
- 为了防潮，所有切割表面均应使用合适的密封剂进行密封。
- 在瓷砖工作表面上，炉灶所在区域的接缝必须用水泥浆填满。
- 在天然、人造石或陶瓷台面上，必须使用合适的人造树脂或混合粘合剂将快动弹簧粘合到位。
- 确保密封件正确固定在工作表面上，没有任何间隙。不得使用额外的硅酮密封胶，否则将使维修时的拆卸更加困难。
- 拆卸时必须将炉灶从下方压出。
- 炉灶下方可安装一块板。
- 不得覆盖工作表面与其下方设备前部之间的通风间隙。

需要的工具



铅笔



十字头螺丝刀



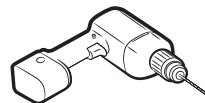
直尺



护目镜



刀锯



钻头

连接主电源

连接前，检查电器的标称电压（即铭牌上标明的电压）是否与可用电源电压相符。铭牌位于炉灶的下壳上。

警告

将电线连接到电路之前，请先关闭电路电源。

加热元件电压为AC 230V~。该电器还可以在AC 220 V~或AC 240 V~电压下正常运行。炉灶应具有能够将电器所有电极与电源断开的装置，触点开口宽度至少为3毫米，例如，自动线路保护断流、漏电跳闸或保险丝。

警告

电缆连接必须按照规定进行，并将端子螺钉拧紧。

警告

将炉灶连接到主电源后，使用合适的炊具以最大设置依次短暂打开每个烹饪区域，以检查所有烹饪区域是否已准备就绪。

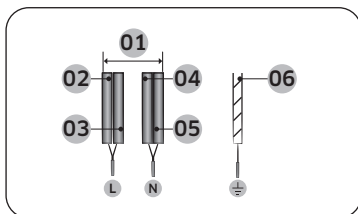
⚠ 警告

注意（符合）室内管系和电器的相位和中性线分配（连接方案）；否则可能会造成部件损坏。

保修不涵盖因安装不当造成的损坏。

⚠ 警告

如果电源线损坏，必须由制造商、其维修代理或类似合格人员更换，以避免危险。



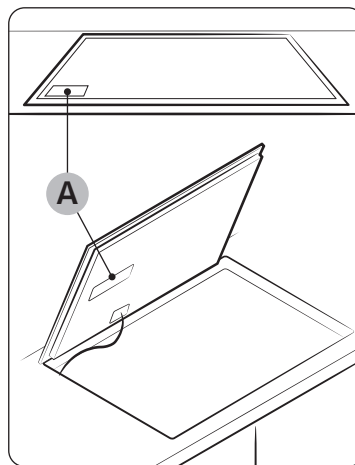
1N~ (16A)

01	220-240 V~	04	黑色
02	棕色	05	灰色
03	黑色	06	黄绿色

⚠ 警告

为了正确连接电源，请遵循端子旁所附的接线图。

安装到工作台上



A. 序列号

📌 注意

安装前记下电器额定标签上的序列号。在请求服务时需要提供该序列号，因为在电器上侧或下侧的原始铭牌上，安装后该序列号将被覆盖。

📌 注意

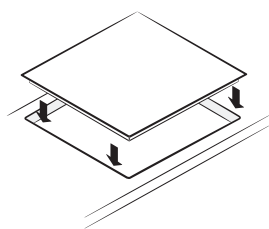
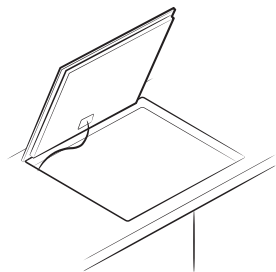
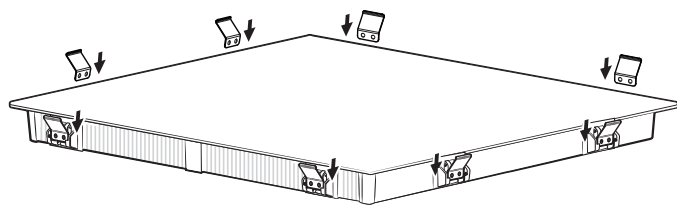
特别注意最小空间和间隙要求。

📌 注意

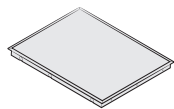
特别注意最小空间和间隙要求。

炉灶底部装有风扇。如果炉灶下方有抽屉，不得用于存放小物体或纸张，如果被吸入其中，可能会损坏风扇或干扰冷却。

准备使用



部件



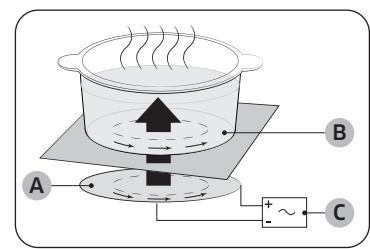
电磁炉



支架弹簧

准备使用

感应加热



- A. 感应线圈
- B. 感应电流
- C. 电子电路

- 感应加热原理：
将炊具放在烹饪区并打开时，电磁炉中的电子电路会在炊具底部产生“感应电流”，从而立即提高炊具的温度。
- 更快的烹饪和煎炸速度：
由于直接加热锅而不是玻璃，因此效率比其他系统更高，因为没有热量损失。吸收的大部分能量转化为热量。

安全关闭

如果某一烹饪区在较长一段时间后未关闭或功率级别未调整，则该烹饪区将自动关闭。余热将在相应的烹饪区显示屏中显示（表示“热”）。烹饪区会在以下时间自行关闭。

功率级别	关闭
1-3	6小时后
4-6	5小时后
7-9	4小时后
10-15	1.5小时后

注意

如果电磁炉因运行异常而过热，将会显示 。电磁炉将关闭。

注意

如果炊具不合适、太小或烹饪区上没有放置炊具，将会显示 。1分钟后，相应的烹饪区将关闭。

注意

如果一个或多个烹饪区在指定时间过去之前关闭，请参阅“故障排除”。

烹饪区自行关闭的其他原因

如果控制面板上有液体沸腾，所有烹饪区都会自行关闭。
如果将湿布放在控制面板上，也会激活自动关闭功能。在这两种情况下，在移除液体或湿布后，需要使用On/Off  按钮再次打开电器。

准备使用

余热指示灯

当关闭单个烹饪区或炉灶时，有余热的相应烹饪区显示屏上会显示 **H** 或 **h**（表示“热”）。即使烹饪区已关闭，余热指示灯也要在烹饪区冷却后才会熄灭。可以利用余热解冻或保温食物。

⚠ 警告

余热指示灯亮起时有烫伤的危险。

⚠ 警告

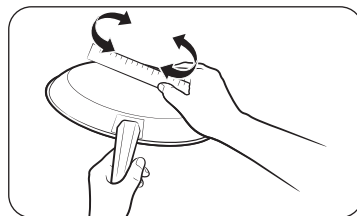
如果电源中断，**H** 或 **h** 符号将熄灭，并且不再提供有关余热的信息。然而，此时仍有烫伤的危险。在靠近炉灶时务必小心，可以避免这种情况。

温度检测

如果由于任何原因任何烹饪区的温度超过安全水平，烹饪区将自动降低至较低的功率水平。

使用完炉灶后，冷却风扇将继续运行，直到炉灶的电子设备冷却下来。冷却风扇根据电子设备的温度自行关闭。

炊具



使用平底炊具完全接触整个烹饪区域。可在炊具底部旋转直尺来检查平整度。请务必遵循所有使用炊具的建议。

- 使用适当材料制成的炊具进行电磁烹饪。
- 使用底部较重的优质炊具，以实现更好的热量分布，从而达到最佳的烹饪效果。
- 将炊具尺寸与所准备食物的数量相匹配。
- 请勿让炊具煮干，否则可能会造成永久性损坏，如断裂、熔化或损坏，从而影响陶瓷炉灶。（此类损坏不在保修范围内）。
- 请勿使用脏炊具或积聚大量油脂的炊具。务必使用烹饪后易于清洁的炊具。

⚠ 小心

- 关闭后，烹饪区可能看起来已经冷却。然而，玻璃表面可能因炊具传递的余热而变热。烫伤的危险仍然存在。
- 请勿用手直接接触热炊具。务必使用烤箱手套或锅垫来保护双手免遭烫伤。
- 请勿在炉灶表面滑动炊具，否则可能会永久损坏电磁炉。

用于感应烹饪区的炊具

仅当带有磁性底座的炊具放置在其中一个烹饪区时，感应燃烧器才会打开。可以使用下表所述的适当炊具。

材料	适用性
钢、搪瓷钢、铸铁	是
不锈钢	是（如果磁铁吸附在炊具底部）
铝、铜、黄铜、玻璃、陶瓷、瓷器	否

注意

- 适用于电磁炉的炊具由制造商标记为适用。
- 某些炊具在电磁炉上使用时会发出噪音。
- 这些噪音并不表示炉灶出现故障，也不会以任何方式影响其运行。
- 特殊不锈钢炊具可能不适合电磁炉烹饪。
检查炊具底部是否被磁铁吸引。

电磁炉烹饪区的炊具尺寸

感应烹饪区域会自动适应炊具底部尺寸，直至达到一定限度。然而，炊具底部的磁性部分必须满足最小直径，具体取决于烹饪区域的尺寸。

为了获得最佳效果，请使用铁磁直径与燃烧器直径相匹配的炊具。如果燃烧器无法感应到炊具，请尝试使用较小尺寸的燃烧器。

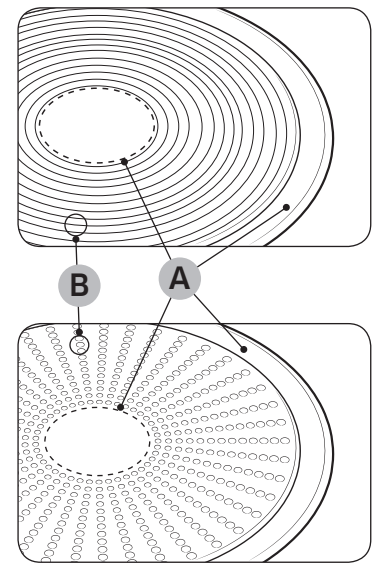
注意

对于炊具直径，请参阅相应型号的烹饪区规格。

准备使用

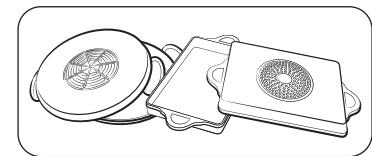
其他感应炊具

有些炊具底部有薄磁性材料，可与感应加热炉灶配合使用。这些炊具的磁性较弱，可能无法正常工作（弱磁性是指磁铁吸附不牢固或磁铁吸附的面积较小。）



A. 磁铁不吸附的区域

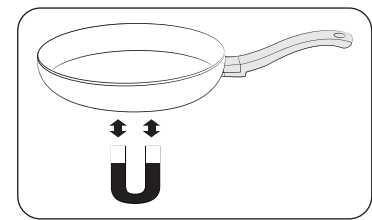
B. 磁铁吸附区域



- 尽管炊具是专为电磁炉设计的，但根据炊具底部磁性区域的大小和强度，加热性能可能会很弱，或者有时电磁炉可能无法检测到炊具。

当使用带有较小铁磁元件的大型炊具时，只有铁磁元件会发热。因此，热量可能不会均匀分布。

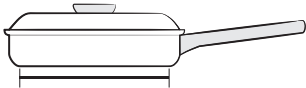
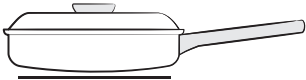
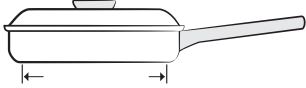
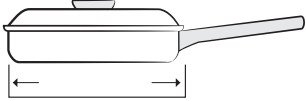
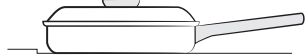
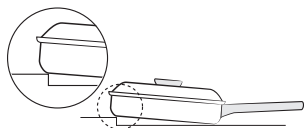
适用性测试



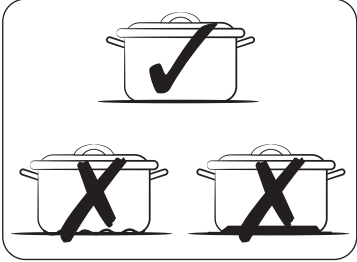
如果炊具底部吸附磁铁并且炊具制造商标记为适用，则适合电磁烹饪。

- 可以通过底部来识别炊具的好坏。底座应尽可能厚且平。
- 购买新炊具时，请特别注意底部的直径。制造商通常只给出上边缘的直径。
- 请勿使用底部损坏、边缘粗糙或有毛刺的炊具。如果将损坏的炊具滑过表面，可能会永久划伤陶瓷炉灶。
- 冷却后，炊具底部通常会稍微向内弯曲（凹入）。不得向外弯曲（凸出）。
- 如果使用特殊类型的炊具，例如高压锅、炖锅或炒锅，请遵循制造商的说明。

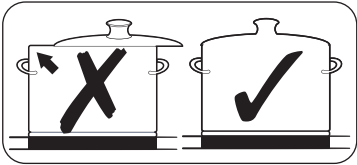
正确放置

正确	错误
	
平底炊具和直边	底部或侧面弯曲或翘曲的炊具
	
炊具符合或超过烹饪区建议的最小尺寸。	炊具不符合当前烹饪区域所需的最小尺寸。
	
炊具完全放在炉灶表面上。	炊具放置在炉灶边缘上或未完全放置在炉灶表面上。
	
炊具适当平衡。	沉重的手柄会导致炊具倾斜。

节能窍门



- 请遵循以下提示以降低功耗。
- 在打开相应的燃烧器之前，请务必将炊具放在烹饪区上。
 - 保持烹饪区和炊具底座清洁，否则会消耗更多电量。
 - 请盖牢炊具的盖子（如果有），以减少功耗。
 - 在烹饪时间结束之前关闭正在工作的燃烧器，利用余热来保温食物。



正确放置

可以测试炊具，以判断是否适合与该产品一起使用。

1. 按住**On/Off**  键1-2秒打开电磁炉。
2. 按住**Pause & Lock**  键3秒以激活儿童安全锁。
3. 按住**Timer**  键3秒钟，激活炊具适用性测试模式。
4. 将炊具放在其中一个烹饪区上，然后按住**Cooking zone**  键3秒钟。

显示	说明
0	炊具不合适
1-5	炊具合适，但效率低下
6-10	炊具合适

准备使用

使用触摸按钮

要操作触摸按钮，请用手指尖触摸所需的按钮，直到相关显示亮起或熄灭，或者直到激活所需的功能。

确保操作电器时仅触摸一个按钮。如果手指在按钮上太平，则相邻的按钮也可能被启动。

运行噪音

如果能听到

- 破裂声：炊具由不同材料制成。
- 哨声：使用两个以上的烹饪区且炊具由不同材料制成。
- 嗡嗡声：正使用高功率等级。
- 喀哒声：发生电气切换。
- 嘶嘶声、嗡嗡声：风扇运转。

噪音属于正常现象，不代表有任何缺陷。

▲ 警告

请勿使用不同尺寸和材质的炊具。
使用不同尺寸或材料的炊具可能会产生噪音和振动。

📘 注意

使用低功率级别（1-5）可能会导致咔嗒声。

初步清洁

用湿布和陶瓷炉玻璃清洁剂擦拭陶瓷玻璃表面。

▲ 警告

请勿使用腐蚀性或研磨性清洁剂，否则表面可能会损坏。

操作

打开电器

使用**On/Off** ① 键打开电器。按**On/Off** ① 键大约1-2秒。

📘 注意

按下**On/Off** ① 键打开电器后，必须在20秒内选择功率级别。否则，出于安全原因，电器将自行关闭。

关闭电器

要完全关闭电器，请使用**On/Off** ① 键。

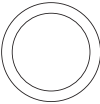
按**On/Off** ① 键大约1-2秒。

📘 注意

关闭单个烹饪区或整个烹饪表面后，相应烹饪区的数字显示屏上将以 **8H 8h** 的形式指示是否存在余热，两级表示“热”。
温度降低，**8H 8h** 将消失。

选择烹饪区域和功率级别

- 1. 要选择烹饪区域，请按相应的Cooking zone □ 键。
- 2. 要设置和调整功率级别，请使用控制条或控制键或控制旋钮。

控制条	0 ——— 9 — Max
控制键	— + Max
控制旋钮	 Max

-  注意
- 选择烹饪区域时，默认级别设置为9。
 - 如果按下多个按键超过8秒，烹饪区显示屏中将显示  。

烹饪特定食物的建议设置

下表中的数字仅供参考。各种烹饪方法所需的功率水平取决于许多变量，包括所使用的炊具的质量以及所烹饪的食物的类型和数量。

功率等级	烹饪方法	使用示例
MAX	加热/炒/煎	加热大量液体，煮面条、烤肉、炖牛肉、红烧肉
8-9	深度油炸	牛排、沙朗牛排、薯饼、香肠、煎饼
7-8	油炸	炸肉排/排骨、肝、鱼、炸肉排、煎蛋
6-7	煮	烹饪最多1.5升液体、土豆、蔬菜
3-5	蒸/炖/煮	蒸、炖少量蔬菜、煮米饭、奶类菜肴
1-2	融化	融化黄油、溶解明胶、融化巧克力

-  注意
- 需要根据具体的炊具和食物调整功率水平。

最大增压

Max Boost功能为每个烹饪区提供额外的功率（例如：将大量水煮沸）
Max Boost时间过后，烹饪区会自动设置回最高热量设置。

注意

- 在某些情况下，**Max Boost**功能可能会自动停用，以保护灶具的内部电子元件。
例如，灵活区后部和灵活区前部不可能同时输出最大功率。
- 请参阅型号的烹饪区规格，了解**Max Boost**时间。

功率管理

烹饪区具有可用的最大功率。
如果打开**Max Boost**功能超出此功率范围，功率管理会自动降低烹饪区的功率级别。
该烹饪区的显示在设定功率级别和最大可能功率级别之间交替显示几秒钟。此后，显示从设置的功率级别变为最大可能的功率级别。

使用灵活区（仅适用于具有灵活区的型号）

灵活功能可以操作整个左侧烹饪区，以使用大尺寸炊具。（例如：椭圆形炊具、煮鱼锅）

- 按**Flex zone**  键。
- 要设置和调整功率级别，请使用**Power level**键。

注意

- 在操作过程中按**Flex zone**  键，灵活区功能将关闭。
- 如果在每个燃烧器运行不同级别时按**Flex zone**  键，则燃烧器设置为高级别。

灵活区+（仅适用于具有灵活区+的型号）



灵活区是位于炉灶左侧的大烹饪区域（见左图），专门设计用于同时容纳多个不同形状和尺寸的厨房用具。灵活区有四个区域，由单独的感应器操作，无论炊具放置在烹饪区的哪个位置，都可以进行烹饪。

借助灵活区+，可以组合使用不同的烹饪区域来扩大烹饪区。按**Flex zone**  键可按如下方式使用烹饪区。

 注意

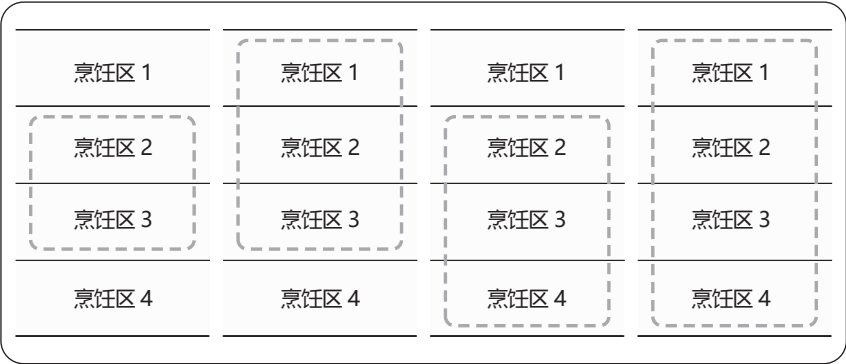
- 仅使用一个烹饪区时，炊具底部的直径必须小于14厘米。
- 炉灶可能需要5-10秒才能识别炊具的位置。
- 炉灶识别炊具时可能会发出噪音。
- 烹饪过程中请勿取出炊具。出于安全考虑，如果取出炊具超过 5 秒，炉灶会自动停止。

使用灵活区+（仅适用于具有灵活区+的型号）

1. 按**Flex zone**  键。
2. 要设置和调整功率级别，请使用功率级别**Power level**键。

 注意

- 如果在操作过程中按下**Flex zone**  键，灵活区功能将关闭。
- 如果在每个烹饪区以不同级别运行时按**Flex zone**  键，将自动调整到更高级别。
- 将炊具移动或添加到新的灵活区时，取消当前操作，然后按相应的**Cooking zone**  键激活烹饪区域。



操作

保温

1. 使用此功能可以对煮熟的食物进行保温。按相应的**Cooking zone**  键。
2. 按**Keep warm**  键。
3. 烹饪区显示将会改变。
4. 再次按**Keep warm**  键关闭烹饪区。

定时器

使用定时器作为安全关闭装置

如果为烹饪区设置了具体时间，则在该时间段过后，烹饪区将自行关闭。此功能可同时用于多个烹饪区域。

设置定时器

要应用安全关闭功能的烹饪区必须已打开。

1. 按**Timer**  键。
2. 反复按**Timer**  键设置定时器。
3. 要取消定时器设置，请按住**Timer**  键3秒钟。

注意

- 要快速更改设置，请按住任意**Timer**  键，直至达到所需值。
- 当定时器终止时，会发出数次蜂鸣声。但是，烹饪区不会关闭。

暂停/恢复

Pause/Resume功能同时将所有已打开的烹饪区切换至低功率设置，然后返回到之前设置的功率级别。此功能可用于短暂中断然后继续烹饪过程，例如接电话时。

当**Pause/Resume**功能激活时，除**Pause & Lock**  和**On/Off**  键外的所有按键均被禁用。

要恢复烹饪，请再次按**Pause & Lock**  键。

	控制面板	显示
开机	请按 Pause & Lock  键	
关机	请按 Pause & Lock  键	返回到之前的功率级别

快速停止

此选项减少了停止烹饪所需的步骤和时间。

要关闭烹饪区，请按住**Cooking zone**  键2秒钟。

注意

Flex zone  键不支持快速停止功能。

儿童安全锁

可以使用儿童安全锁来防止无意中打开烹饪区并激活烹饪表面。此外，控制面板（除**On/Off**  键（仅关闭控制）外）都可以锁定，以防止无意中更改设置，例如，通过用布擦拭面板时。

打开/关闭儿童安全锁

1. 按住**Pause & Lock**  键约3秒钟，此时将发出声音信号作为确认。
2. 按任意键，显示屏上会显示  L，表示儿童安全锁已激活。
3. 要关闭儿童安全锁，请再次按下**Pause & Lock**  键3秒钟。
此时将发出声音信号作为确认。

注意

- 无论电源打开/关闭，童锁都会激活。
- 可以在烹饪过程中设置儿童安全锁。要在儿童安全锁打开的情况下关闭燃烧器，请先按**On/Off**  键或关闭儿童安全锁，然后按相应的**Cooking zone**  键。

操作

声音开/关

1. 按**On/Off**  键约1-2秒。
2. 电源打开后10秒内按**Timer**  键3秒。
3. 声音将关闭并且显示屏上显示  F。
4. 要更改声音设置，请重复第1和2步。声音将打开并且显示屏上显示  n。

注意

打开电源10秒后无法更改声音设置。

智能连接

该电磁炉内置Wi-Fi模块，可以使用该模块将灶具与SmartThings应用同步。在智能手机应用上，可以：

- 监控炉灶元件的运行状态和功率级别设置。
- 监控定时器设置。

如果通信条件较差或产品安装在Wi-Fi信号较弱的地方，可通过SmartThings应用操作的功能可能无法顺利运行。

如何连接灶具

在使用三星灶具的远程功能之前，必须将其与SmartThings应用配对。

1. 在智能设备上下载并打开SmartThings应用。
2. 按住**On/Off**  键约1-2秒以打开电磁炉。
3. 按住**Pause & Lock**  约3秒，打开儿童安全锁。
4. 按照应用的说明进行操作，然后按住 **Max** 键3秒钟。
5. 建立连接时，Wi-Fi指示灯将闪烁。该过程完成后，指示灯将亮起而不闪烁。至此，电磁炉连接成功。
6. 如果Smart Connect Wi-Fi指示灯未亮起，请按照应用中的说明重新连接。

注意

- 确保仅在炉灶未运行时才设置智能连接功能。
- 有关详细说明，请参阅www.samsung.com上的手册

Wi-Fi开/关

- 要更改Wi-Fi开/关，请重复第2至4步。

油烟机控制

本产品具有蓝牙设备，您可以使用该设备将电磁炉连接到三星油烟机控制。通过蓝牙连接，可以使用SmartThings应用上的油烟机控制功能。

要了解有关三星油烟机控制功能型号的更多信息，请访问www.samsung.com。

连接至油烟机控制

1. 按照油烟机控制型号的蓝牙说明，激活蓝牙连接。
2. 按照油烟机控制型号的蓝牙说明，激活蓝牙连接。
3. 同时按住右前**Timer**  键和**Pause & Lock**  键以建立蓝牙连接。蓝牙连接成功建立后，显示屏上会显示 。
4. 按照油烟机控制的用户手册和App指南中的说明使用油烟机控制。

注意

- 如果Smart Connect连接不成功，则无法使用SmartThings应用监控和控制抽油烟机。
- 如果没有与炉灶的Smart Connect连接，可以使用蓝牙连接将炉灶与抽油烟机配对并同步。为此，请按照上面的第2和3步操作。

维护电器

炉灶

警告

清洁剂不得接触加热的陶瓷玻璃表面：清洁后必须用足量的清水去除所有清洁剂，否则当表面变热时会产生腐蚀性作用。

请勿使用任何腐蚀性清洁剂，例如烤架或烤箱喷雾剂、百洁布或研磨盘清洁剂。

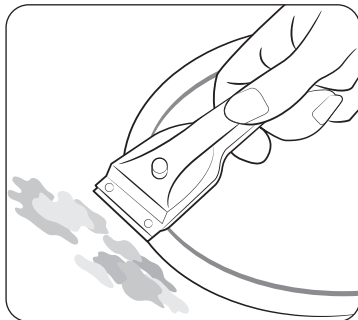
注意

每次使用后，在陶瓷玻璃表面摸起来仍温热时进行清洁，可防止溢出物烧焦到表面。使用市售的陶瓷玻璃或不锈钢清洁剂去除水垢、水印、滴落的油脂和金属变色。

轻度污渍

1. 用湿布擦拭陶瓷玻璃表面。
2. 用干净的布擦干。表面不得残留清洁剂。
3. 每周使用市售陶瓷玻璃或不锈钢清洁剂彻底清洁整个陶瓷玻璃烹饪表面一次。
4. 用适量清水擦拭陶瓷玻璃表面，并用干净的无绒布擦干。

顽固污渍

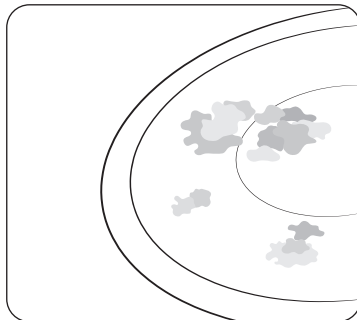


1. 要清除煮沸溢出的食物和顽固的飞溅物，请使用玻璃刮刀。
2. 将玻璃刮刀与陶瓷玻璃表面成一定角度。
3. 用刀片刮除污垢。

注意

玻璃刮刀和陶瓷玻璃清洁剂可从专业零售商处购买。

难除的污垢



1. 趁热立即用玻璃刮刀清除烧焦的糖、熔化的塑料、铝箔或其他材料。

警告

在热烹饪区使用玻璃刮刀时有烫伤的危险：

2. 待炉灶冷却后，按正常方式清洁。如果烹饪区的熔化物已冷却，请再次加热以进行清洁。

注意

陶瓷玻璃表面上的划痕或深色污点（例如边缘锋利的平底锅造成的）无法去除。但是这并不会损害炉灶的功能。

故障排除和服务

故障排除

故障可能是由不显眼的问题引起的，可以借助以下说明自行更正。如果以下说明对具体情况没有帮助，请不要尝试任何进一步的维修。

警告

不当的维修可能会给用户带来相当大的风险。如果电器需要维修，请联系客户服务中心。

问题	可能原因	解决方法
烹饪区无法正常工作	房屋布线中的保险丝未完好。	如果保险丝多次跳闸，请致电授权电工。
烹饪区无法开启	- On/Off ① 键被意外启动。 - 控制面板的一部分被湿布或液体覆盖。	- 正确打开电器。 - 清洁控制面板。
除余热指示器  外的显示突然消失	- On/Off ① 键被意外启动。 - 控制面板的一部分被湿布或液体覆盖。	- 正确打开电器。 - 清洁控制面板。
烹饪区关闭后，显示屏上未显示余热	仅短暂使用烹饪区，因此温度不够高。	如果烹饪区很热，请致电当地服务中心。

炉架（可选）

警告

请勿在炉架上使用醋、柠檬汁或除垢剂，否则会出现暗淡的瑕疵。

- 用湿布擦拭炉架。
- 用湿布润湿干燥的污迹，擦拭并擦干。

为避免损坏电器

- 请勿将炉灶用作工作表面或存放物品。
- 如果炉灶上没有平底锅或平底锅是空的，请勿操作烹饪区。
- 陶瓷玻璃非常坚韧，能够抵抗温度冲击，但并非牢不可破。特别锋利或坚硬的物体掉落到炉灶上可能会导致损坏。
- 请勿将平底锅放置在炉架上，否则可能会导致划伤和表面损坏。
- 避免将醋、柠檬汁和除垢剂等酸性液体溅到炉架上，此类液体会导致暗斑。
- 如果糖或含糖制剂接触热烹饪区并融化，应趁热立即用厨房刮刀清除。待冷却后再清除可能会损坏表面。
- 所有可能熔化的物品和材料（例如塑料、铝箔和烤箱箔）应远离陶瓷玻璃表面。如果此类物质融化到炉灶上，必须立即用刮刀将其清除。

故障排除和服务

信息代码	可能原因	解决方法
C0	燃烧器温度传感器有问题。	使用 On/Off ① 键重新启动电器。 如果问题仍然存在，请断开电源30秒以上。然后，重新启动设备并重试。如果问题仍然存在，请联系当地服务中心。
C1	检测到的温度高于指定值。	
C2	PBA传感器有问题。	
A2	由于PCB或接线问题，或者电机叶片上的电气干扰，直流电机无法运行。	
d0	按下某个键超过8秒。	检查按键是否潮湿或被按下。 如果问题仍然存在，请使用 On/Off ① 键重新启动电器。 如果问题仍然存在，请联系当地服务中心。
F0	主PCB和副PCB之间的通信失败。	使用 On/Off ① 键重新启动电器。 如果问题仍然存在，请断开电源30秒以上。然后，重新启动电器。如果问题仍然存在，请联系当地服务中心。
F2	触摸IC通讯异常。	
UP	电压不正常（220~240V）。	检查家庭用电环境。
-B	烹饪容器不适合电磁炉，或没有烹饪容器时显示。	使用适合电磁炉的烹饪容器。

为什么烹饪区无法打开或关闭？

可能是由于以下原因造成的：

- 控制面板的一部分被湿布或液体覆盖。
- 儿童安全锁已打开，并显示 **d0**。

显示屏上为什么显示 **C L**？

检查以下内容：

- 控制面板的一部分被湿布或液体覆盖。
请按**On/Off** ① 键重置。
- 如果液体溢出到控制面板上，请擦除液体。

显示屏上为什么显示 **C I**？

检查以下内容：

- 电磁灶因运行异常而过热。
- 电磁炉冷却后，按**On/Off** ① 键进行重置。

显示屏上为什么显示 **U B**？

检查以下内容：

- 炊具不合适、太小或烹饪区未放置炊具。
- 如果使用合适的炊具，显示的消息将自动消失。

为什么关闭电磁炉后冷却风扇仍然运转？

检查以下内容：

- 使用完炉灶后，冷却风扇会自行运转以进行冷却。
- 当炉灶的电子设备冷却或经过最长时间（10分钟）后，冷却风扇将关闭。
- 如果因操作电器时的问题而拨打服务电话，即使在保修期内，客户服务技术人员上门也可能会产生费用。

服务

在寻求帮助或服务之前，请查看“故障排除”部分。
如果仍然需要帮助，请按照以下说明操作。

是技术故障吗？

如果是，请联系客户服务中心。
请提前做好准备。这将简化诊断问题的过程，并且更容易决定是否需要客户拜访服务。
请注意以下信息。

- 问题以什么形式出现？
- 什么情况下会出现问题？

致电时，请告知电器型号和序列号。该信息在铭牌上提供：

- 型号说明
- 序列号代码（15位）

建议您在此记录信息以方便参考。

- 型号：
- 序列号：

即使在保修期内，何时会产生费用？

- 是否可以通过“故障排除”部分中提供的解决方法自行解决问题。
- 客户服务技术人员是否由于在拜访之前未获得所有相关信息而必须多次拨打服务电话，而导致必须额外购买零件等事项。如上所述，拨打电话前做好准备将为您节省这些费用。

请注意，三星保修不涵盖解释产品操作、纠正不当安装或执行正常清洁或维护的服务电话。

如有问题或意见

国家/地区	拨打电话	或访问公司网站:
澳大利亚	1300 362 603	www.samsung.com/au/support
新西兰	0800 726 786	www.samsung.com/nz/support
中国	400-810-5858	www.samsung.com/cn/support
香港	3698 4698	www.samsung.com/hk/support (Chinese) www.samsung.com/hk_en/support (English)
印度	1800 40 SAMSUNG (1800 40 7267864) (Toll-Free) 1800 5 SAMSUNG (1800 5 7267864) (Toll-Free)	www.samsung.com/in/support
孟加拉国	09612300300 08000300300 (Toll free)	www.samsung.com/support
印度尼西亚	021-5699-7777 0800-112-8888 (All Product, Toll Free)	www.samsung.com/id/support
日本	0120-363-905	www.galaxymobile.jp/jp/support
马来西亚	1800-88-9999 +603-7713 7420 (Overseas contact)	www.samsung.com/my/support

国家/地区	拨打电话	或访问公司网站:
菲律宾	1-800-10-726-7864 [PLDT Toll Free] 1-800-8-726-7864 [Globe Landline and Mobile] 02-422-2111 [Standard Landline]	www.samsung.com/ph/support
新加坡	1800 7267864 1800-SAMSUNG	www.samsung.com/sg/support
泰国	0-2689-3232 1800-29-3232 (Toll free)	www.samsung.com/th/support
台湾	0800-32-9999	www.samsung.com/tw/support
越南	1800 588 889	www.samsung.com/vn/support
缅甸	+95-1-2399-888	www.samsung.com/mm/support
澳门	0800 333	www.samsung.com/hk/support (Chinese) www.samsung.com/hk_en/support (English)
斯里兰卡	011 SAMSUNG (011 7267864)	www.samsung.com/support
柬埔寨	+855-23-993232 1800-20-3232 (Toll free)	www.samsung.com/th/support
老挝	+856-214-17333	www.samsung.com/th/support
尼泊尔	16600172667 (Toll Free for NTC Only) 9801572667 (Toll Free for Ncell users)	www.samsung.com/support