

Maintenance

Smart Check (applicable models only)

To enable this function, you must first download the Samsung Smart Washer app at the Play Store or the App Store, and install it on a mobile device featuring a camera function.

The Smart Check function has been optimized for Galaxy & iPhone series (applicable models only).

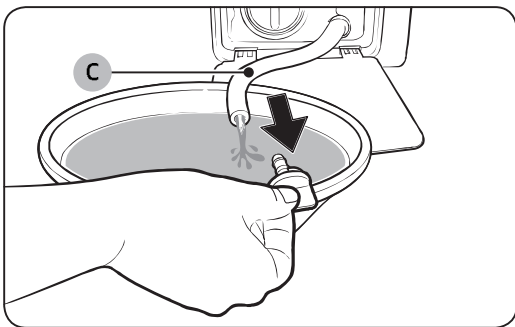
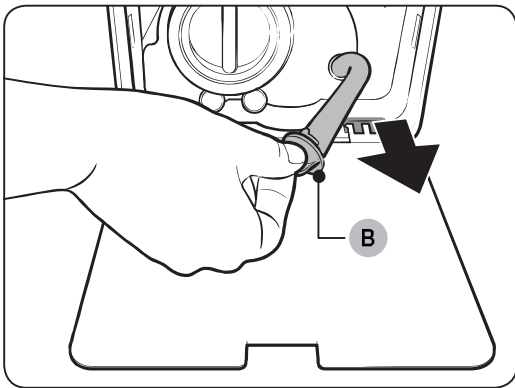
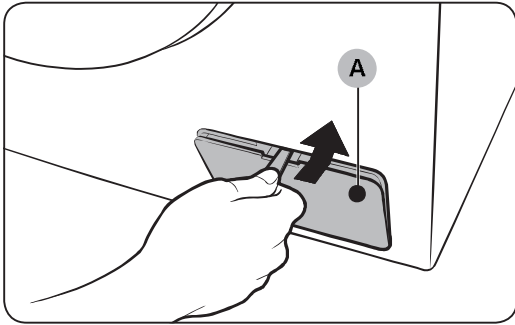
1. When the washing machine detects an issue to check, an information code appears on the display. To enter Smart Check mode, press and hold **Options** and **Delay End** simultaneously for 3 seconds.
2. The washing machine starts the self-diagnosis procedure and displays an information code if a problem is detected.
3. Run the Samsung Smart Washer app on your mobile device, and tap Smart Check.
4. Put the mobile device close to the washing machine's display so that the smartphone camera and the washing machine face each other. Then, the information code will be recognized automatically by the app.
5. When the information code is recognized correctly, the app provides detailed information about the problem with applicable solutions.

NOTE

- The function name, Smart Check, may differ depending on the language.
- If there is strong reflected light on the washing machine display, the app may fail to recognize the information code.
- If the app fails to recognize the Smart Check code consecutively, enter the information code manually onto the app screen.

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)** using a coin or thin metal object.

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 reinsert the tube. Then, close the filter cover.

NOTE

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

Maintenance

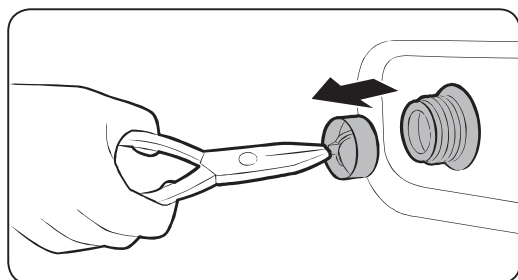
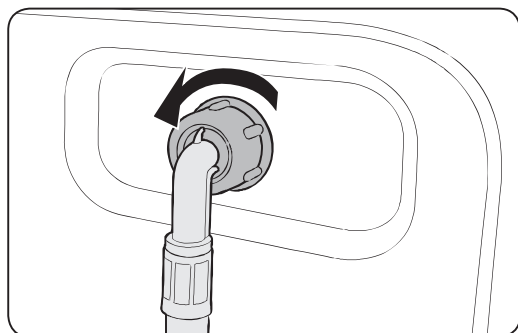
Cleaning

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.



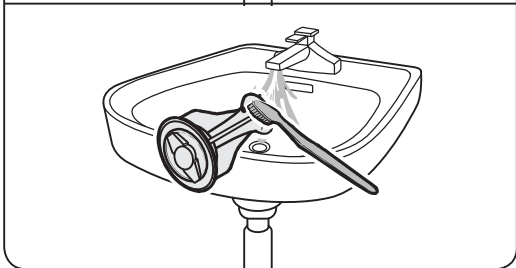
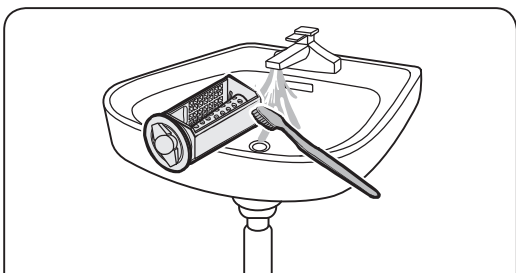
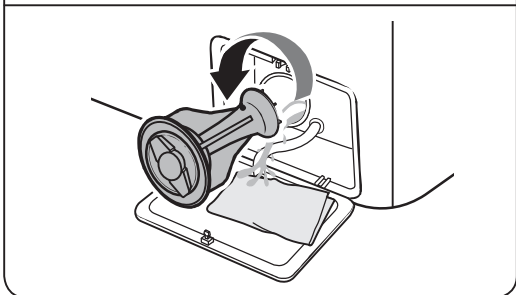
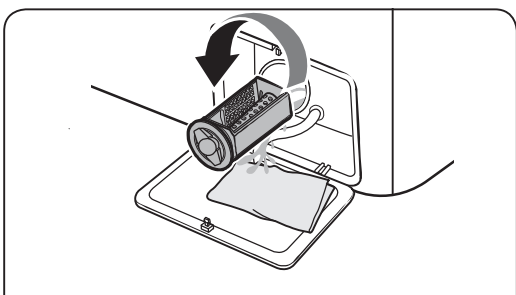
1. Turn off the washing machine, and unplug the power cord.
2. Close the water tap.
3. Loosen and disconnect the water hose from the back of the washing machine. Cover the hose with a cloth to prevent water from gushing out.
4. Use pliers to pull out the mesh filter from the inlet valve.
5. Submerge 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.

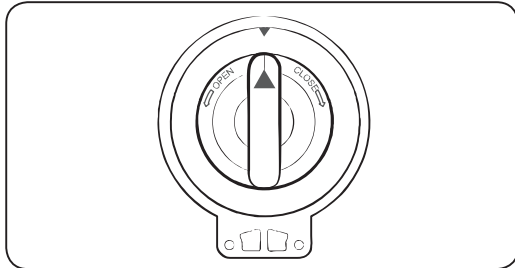
Pump filter

It is advisable to clean the pump filter 5 or 6 times a year 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. See the “Emergency drain” section.
3. Open the **filter cover** using a coin or key.
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 filter knob to the right.

Maintenance



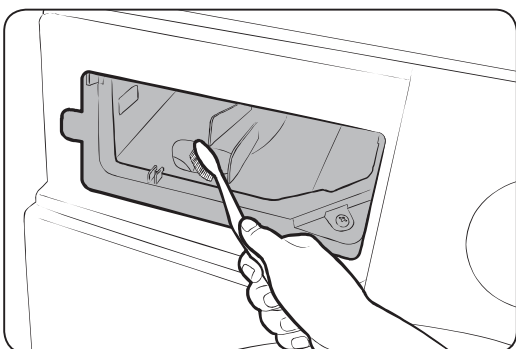
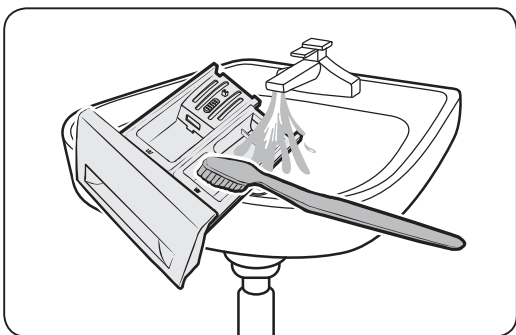
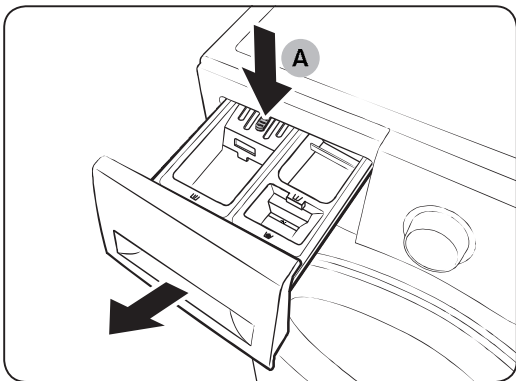
NOTE

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.	<ul style="list-style-type: none">• 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.• 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.• Check the fuse or reset the circuit breaker.
Water supply is insufficient, or no water is supplied.	<ul style="list-style-type: none">• Fully open the water tap.• Make sure the door is properly closed.• Make sure the water supply hose is not frozen.• Make sure the water supply hose is not kinked or clogged.• Make sure there is sufficient water pressure.
After a cycle, detergent remains in the detergent drawer.	<ul style="list-style-type: none">• 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.
Excessive vibrations or makes noise.	<ul style="list-style-type: none">• Make sure the washing machine is installed on a level, solid floor that is not slippery. If the floor is not level, use the levelling 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.• 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.

Troubleshooting

Problem	Action
Does not drain and/or spin.	<ul style="list-style-type: none"> • 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. • Close the door and press or tap Start/Pause. 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.
The door does not open.	<ul style="list-style-type: none"> • 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.
Excessive suds.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • Make sure the remaining amount of detergent and fabric softener is not over the limit.

Problem	Action
Stops.	<ul style="list-style-type: none"> • Plug the power cord into a live electrical outlet. • Check the fuse or reset the circuit breaker. • Close the door and press Start/Pause to start the washing machine. For your safety, the washing machine will not tumble or spin unless the door is closed. • Before the washing machine starts to fill, it will make a series of clicking noises to check the door lock and does a quick drain. • There may be a pause or soak period in the cycle. Wait briefly and the washing machine may start. • Make sure the mesh filter of the water supply hose at the water taps is not clogged. Periodically clean the mesh filter. • 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.
Fills with the wrong water temperature.	<ul style="list-style-type: none"> • Fully open both taps. • Make sure the temperature selection is correct. • Make sure the hoses are connected to the correct taps. Flush water lines. • 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.	<ul style="list-style-type: none"> • 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.

Troubleshooting

Problem	Action
Leaks water.	<ul style="list-style-type: none"> • 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.
Has odours.	<ul style="list-style-type: none"> • Excessive suds collect in recesses and can cause foul odours. • Run cleansing cycles to sanitize periodically. • Clean the door seal (diaphragm). • Dry the washing machine interior after a cycle has finished.
No bubbles are seen (Bubbleshot models only).	<ul style="list-style-type: none"> • Overloading may screen bubbles. • Severely contaminated laundry may not generate bubbles.

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

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	<p>Water is not supplied.</p> <ul style="list-style-type: none"> • Make sure the water taps are open. • Make sure the water hoses are not clogged. • Make sure the water taps are not frozen. • Make sure the washing machine is operating with sufficient water pressure. • Make sure that the cold water tap and the hot water tap are properly connected. • Clean the mesh filter as it may be clogged.
4C2	<ul style="list-style-type: none"> • Make sure the cold water supply hose is firmly connected to the cold water tap. If it is connected to the hot water tap, the laundry may be deformed with some cycles.

Code	Action
5C	<p>Water is not draining.</p> <ul style="list-style-type: none"> • Make sure the drain hose is not frozen or clogged. • Make sure the drain hose is positioned correctly, depending on the connection type. • Clean the debris filter as it may be clogged. • Make sure the drain hose is straightened all the way to the drain system. • If the information code remains, contact a customer service centre.
dC	<p>Operating the washer with the door open.</p> <ul style="list-style-type: none"> • Make sure the door is properly closed. • Make sure laundry is not caught in the door.
OC	<p>Water has overflowed.</p> <ul style="list-style-type: none"> • Restart after spinning. • If the information code remains on the display, contact a local Samsung service centre.
LC, LC1	<p>Check the drain hose.</p> <ul style="list-style-type: none"> • Make sure the end of the drain hose is placed on the floor. • Make sure the drain hose is not clogged. • If the information code remains, contact a customer service centre.
Ub	<p>Spinning does not work.</p> <ul style="list-style-type: none"> • Make sure laundry is spread out evenly. • Make sure the washing machine is on a flat, stable surface. • Redistribute the load. If only one item of clothing needs washing, such as a bathrobe or pair of jeans, the final spin result might be unsatisfactory, and an “Ub” check message will be shown in the display.
3C	<p>Check the motor for operation.</p> <ul style="list-style-type: none"> • Try restarting the cycle. • If the information code remains, contact a customer service centre.