



# **User manual**

WV16M9945K\*









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Lower washer



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# Safety information

Congratulations on your new Samsung washer. This manual contains important information on the installation, use and care of your appliance. Please take some time to read this manual to take full advantage of your washer's many benefits and features.

## What you need to know about the safety instructions

Please read this manual thoroughly to ensure that you know how to safely and efficiently operate the extensive features and functions of your new appliance. Please store the manual in a safe location close to the appliance for future reference. Use this appliance only for its intended purpose as described in this instruction manual.

Warnings and Important Safety Instructions in this manual do not cover all possible conditions and situations that may occur. It is your responsibility to use common sense, caution, and care when installing, maintaining and operating your washer.

Because the following operating instructions cover various models, the characteristics of your washer may differ slightly from those described in this manual and not all warning signs may be applicable. If you have any questions or concerns, contact your nearest service center or find help and information online at www.samsung.com.

## Important safety symbols

What the icons and signs in this user manual mean:

## **⚠** WARNING

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

## **!** CAUTION

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

## **&** CAUTION

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

## ■ NOTE

Indicates that a risk of personal injury or material damage exists.

#### Read the instructions







These warning signs are here to prevent injury to yourself and others. Please follow them explicitly.

After reading this manual, store it in a safe place for future reference.

Read all instructions before using the appliance.

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

## Important safety precautions

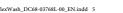
### **⚠ WARNING**

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

- **1.** This appliance is not to be used by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- 2. For use in Europe: This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.
- **3.** Children should be supervised to ensure that they do not play with the appliance.









# Safety information

- **4.** If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- **5.** The new hose-sets supplied with the appliance are to be used and old hose-sets should not be reused.
- **6.** For appliances with ventilation openings in the base, a carpet must not obstruct the openings.
- **7. For use in Europe**: Children of less than 3 years should be kept away unless continuously supervised.
- **8. CAUTION**: In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility..









### **Critical installation warnings**

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

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

The appliance is heavy, therefore take care when lifting it.

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

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

Have this appliance installed by a qualified technician or service company.

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

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

- Unplug the power plug and clean it with a dry cloth.
- Failure to do so may result in electric shock or fire.

Plug the power plug into the wall socket so that the cord is running towards the floor.

• If you plug the power plug into the socket in the opposite direction, the electric wires within the cable may be damaged and this may result in electric shock or fire.

Keep all packaging materials out of the reach of children as these may be dangerous.

• If a child places a plastic bag over his or her head, he or she can suffocate.

If the appliance, power plug, or power cord is damaged, contact your nearest Samsung service center for service.

This appliance must be properly grounded.

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

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

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# Safety information

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

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

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

• Frost may cause the tubes to burst.

Do not install this appliance in a location where gas may leak.

• This may result in electric shock or fire.

Do not use an electric transformer to power the washer.

• This may result in electric shock or fire.

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

• This may result in electric shock or fire.

Do not pull or bend the power cord excessively.

Do not twist or tie the power cord.

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

• This may result in electric shock or fire.

Do not pull the power cord when unplugging the power plug.

- Unplug the power plug by pulling the plug.
- Failure to do so may result in electric shock or fire.

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

#### Installation cautions

#### **^**CAUTION

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

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

Install your appliance on a solid, level floor that can support its weight.

• Failure to do so may result in abnormal vibrations, movement, noise, or problems with the product.







### Critical usage warnings

### **↑** WARNING

If the appliance is flooded, turn off the water and power supplies immediately and contact your nearest Samsung service center.

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

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

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

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

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

Do not let children play in or on the washer. In addition, when disposing of the appliance, remove the washer door lever.

• Children can suffocate to death if trapped inside the product.

Make sure to remove the packaging (sponge, styrofoam) attached to the bottom of the washer before using it.

Do not wash items contaminated with gasoline, kerosene, benzene, paint thinner, alcohol or other flammable or explosive substances in the washer.

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

Do not open the washer door by force while it is operating (high-temperature washing/drying/spinning).

- Water flowing out of the washer may result in burns or cause the floor to be slippery. This may result in injury.
- Opening the door by force may result in damage to the product or injury.

Do not insert your hand under the washer while an operation is in progress.

• This may result in injury.

Do not touch the power plug with wet hands.

• This may result in electric shock.

Do not operate the appliance with wet hands.

• This may result in electric shock.









# Safety information

Do not turn the appliance off by unplugging the power plug while an operation is in progress.

• Plugging the power plug into the wall socket again may cause a spark and result in electric shock or fire.

Do not let children or the infirm use this washer without proper supervision. Do not let children climb in or onto the appliance.

• This may result in electric shock, burns, or injury.

Do not insert your hand or a metal object under the washer while it is operating.

• This may result in injury.

Do not unplug the appliance by pulling the power cord. Always grip the plug firmly and pull it straight out of the outlet.

• Damage to the power cord may cause a short-circuit, fire, and/or electric shock.

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

- Do not use a fuse (such as copper, steel wire, etc.) other than a standard fuse.
- If the appliance needs to be repaired or reinstalled, contact your nearest Samsung service center.
- Failure to do so may result in electric shock, fire, problems with the product, or injury.

If the water supply hose comes loose from the faucet and floods the appliance, unplug the power plug.

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

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

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

If any foreign substance enters the appliance, unplug the power plug and contact your nearest Samsung service center.

• This may result in electric shock or fire.

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







### **Usage cautions**

### **!** CAUTION

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

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

The front glass (or lid) may be broken by a strong impact. Take care when using the washer.

• If the glass is broken, it may result in injury.

After a water supply failure or when reconnecting the water supply hose, open the faucet slowly.

Open the faucet slowly after a long period of non-use.

• The air pressure in the water supply hose or the water pipe may damage a product part or result in a water leak.

If a draining error occurs during an operation, check if there is a draining problem.

• If the washer is used when it is flooded because of a draining problem, it may result in electric shock or fire.

Insert the laundry into the washer completely so that the laundry does not get caught in the door.

• If laundry gets caught in the door, it may result in damage to the laundry or the washer, or result in a water leak.

Turn the water supply off when the washer is not being used.

• Ensure that the water supply hose connectors are properly tightened.

Ensure that the rubber seal and front door glass are not contaminated by a foreign substance (e.g. waste, thread, hair, etc.).

• If a foreign substance is caught in the door or the door is not completely closed, it may cause a water leak.

Open the faucet and check if the water supply hose connectors are firmly tightened and that there are no water leaks before using the product.

• If the connectors on the water supply hoses are loose, it may result in a water leak.





# Safety information

The product you have purchased is designed for domestic use only.

Using the product for business purposes qualifies as product misuse. If the product is used for business purposes, the product will not be covered by the standard warranty provided by Samsung and no responsibility can be attributed to Samsung for malfunctions or damages resulting from such misuse.

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

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

Do not spray volatile material such as insecticide onto the surface of the appliance.

• As well as being harmful to humans, this may result in electric shock, fire, or problems with the product.

Do not place objects that generate electromagnetic fields near the washer.

• This may result in injury due to a malfunction.

Water drained during a high-temperature wash or drying cycle is hot. Do not touch the water.

• This may result in burns or injury.

Do not wash, spin, or dry water-proof seats, mats, or clothing (\*) unless your appliance has a special cycle for washing these items.

For waterproof fabrics, only use the WATERPROOF cycle. Do not use other cycles for waterproof fabrics (WATERPROOF cycle-featured models only).

(\*): Woollen bedding, rain covers, fishing vests, ski pants, sleeping bags, diaper covers, sweat suits, and bicycle, motor cycle and car covers, etc.

- Do not wash thick or hard mats even if the washer mark is on the care label. This may result in injury or damage to the washer, walls, floor, or clothing due to abnormal vibrations.
- Do not wash throw rugs or doormats with rubber backing in the washer. The rubber backing may come off and stick to inside the drum, and this may result in a malfunction such as a drainage error.

Do not operate the washer when the detergent drawer is removed.

• This may result in electric shock or injury due to a water leak.

Do not touch the insides of the drum during or just after drying as it is hot.

This may result in burns.

Do not insert your hand into the detergent drawer.

• This may result in injury as your hand may be caught by the detergent input device.

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• Do not use the liquid detergent container (on applicable models only) for powdered detergent. Remove the container and put powdered detergent directly into the Main wash compartment.

Do not place any objects (such as shoes, food waste, animals) other than laundry into the washer.

• This may result in damage to the washer, or injury and death in the case of pets due to abnormal vibrations.

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

This may result in electric shock or injury.

Do not wash laundry contaminated by oils, creams, or lotions usually found in skincare shops or massage clinics.

• This may cause the rubber seal to become deformed and result in a water leak.

Do not leave metal objects such as safety pins or hair pins in the drum for long periods of time. Do not leave bleach in the drum for long periods of time.

- Doing either may cause the drum to rust.
- If rust starts appearing on the surface of the drum, apply a (neutral) cleansing agent to the surface and use a sponge to clean it. Never use a metal brush.

Do not use dry cleaning detergent in the washer and do not wash, rinse, or spin laundry contaminated by dry cleaning detergent.

• This may result in spontaneous combustion or ignition due to the heat from the oxidation of the oil.

Do not use water from water cooling/heating devices.

• This may result in problems with the washer.

Do not use natural hand-washing soap in the washer.

• If it hardens and accumulates inside the washer, it may result in problems with the product, discoloration, rust, or bad odors.

Place socks and brassieres in a washing net and wash them with the other laundry.

Do not wash large laundry items such as bedding in the washing net.

- Failure to do so may result in injury due to abnormal vibrations.
- Place smaller items, such as lace socks and lingerie in the washing net.

Do not use hardened detergent.

• If it accumulates inside the washer, it may result in a water leak.

Make sure that the pockets of all the clothing items to be washed are empty.

• Hard, sharp objects such as coins, safety pins, nails, screws, or stones can cause extensive damage to the washer.

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# Safety information

Do not wash clothing with large buckles, buttons, or other heavy metal objects in the washer.

Sort the laundry by color on the basis of its colorfastness and select the recommended cycle, water temperature, and additional functions.

• Failure to do this may result in discoloration or fabric damage.

Take care that children's fingers are not caught in the door when you close it.

Failure to do so may result in injury.

## Critical cleaning warnings

## **⚠ WARNING**

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

Do not use a strong acidic cleaning agent.

Do not use benzene, thinner, or alcohol to clean the appliance.

• This may result in discoloration, deformation, damage, electric shock, or fire.

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

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







Follow these instructions carefully to ensure proper installation of the washer and to prevent accidents when doing laundry.

## **↑** WARNING

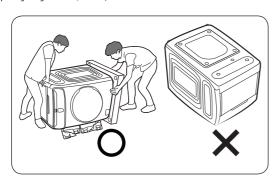
Control board, heat sink, motor, inlet valve, and pump are intentionally not grounded and may present a risk of electric shock only during servicing.

## Unpacking your washer

Unpack your washer and inspect it for shipping damage. Make sure you have received all the items shown below. If your washer was damaged during shipping, or you do not have all of the items, contact a local Samsung service center. To prevent personal injury or strain, wear protective gloves whenever lifting or carrying the unit.

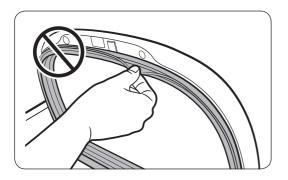
#### **↑** WARNING

Packing materials can be dangerous to children; Keep all packing material (plastic bags, polystyrene, etc.) well out of children's reach.



## **CAUTION**

When unpacking the washer, a 2 person collaboration is needed. To remove the cushion bottom of the packing materials, do not tip the washer over on its front. When you lay the washer down to remove the carton base, protect the sides of the washer and lay it down carefully. Never lay your washer on its back or front.



#### **CAUTION**

Do not yank out or remove the sealing of the inner door. This may cause a leak during the washing process.

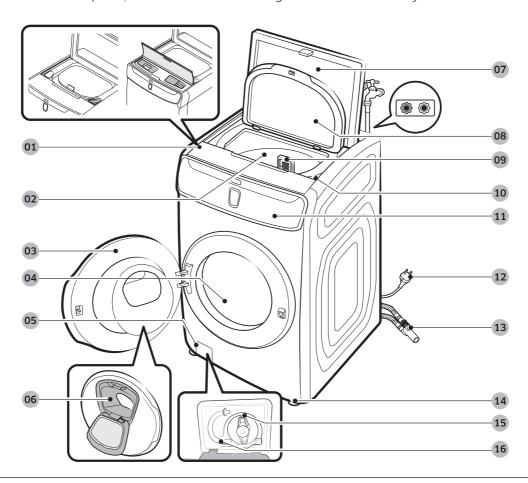






#### What's included

Make sure all the parts are included in the product package. If you have a question about the washer or the parts, contact a local Samsung customer center or your retailer.



01	Lower	deter	rgent
(	compa	rtmer	nt

- 04 Drum
- 07 Top door
- **10** Upper detergent compartment
- 13 Pipe connector (Upper drain hose & lower drain hose)
- **16** Emergency drain tube

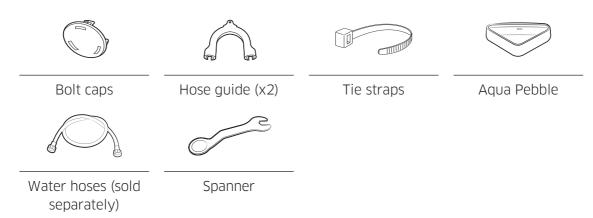
- **02** Tub
- **05** Filter cover
- **08** Protective cover (inner)
- **11** Main panel
- **14** Levelling legs

- **03** Front door
- **06** Add Door
- **09** Lint filter
- **12** Power plug
- - 1- 3
- **15** Pump filter

16 English ·



### Accessories (supplied)



<sup>\*</sup> When not using the pedestal, use the rubber cups for soft floors or surfaces.

#### Accessories (not supplied)

You must purchase these items at a local service center.



## ■ NOTE

- The number (7 to 9) of bolt caps provided depends on the model.
- The appearance of the washer and provided accessories may differ by model.
- To purchase an accessory or lost part, contact a local Samsung service center or your retailer.
- If you lose the Aqua Pebble, you can purchase it at a local service center.

### **CAUTION**

- Do not reuse old water hoses, which may leak or burst, causing flooding and/or property damage.
- Make sure rubber washers are inserted in each coupling of both water hoses.
- Make sure to use the dedicated pedestal to the flex system, "WE272N". Not using the dedicated pedestal may cause safety concerns.







### Installation requirements

#### Electrical supply and grounding

- AC 220-240 V / 50 Hz fuse or circuit breaker is required.
- Use an individual branch circuit specific to the washing machine.

To ensure proper grounding, the washing machine comes with a power cord featuring a three-prong grounding plug for use in a properly installed and grounded outlet.

Check with a qualified electrician or service person if you are not sure about the grounding.

Do not modify the provided plug. If it does not fit the outlet, call a qualified electrician to install a proper outlet.

#### **↑** WARNING

- Do NOT use an extension cord.
- Use only the power cord that comes with the washing machine.
- Do NOT connect the ground wire to plastic plumbing, gas lines, or hot water pipes.
- Improperly connected grounding conductors may cause electric shock.

#### Water supply

A proper water pressure for this washing machine is between 50 kPa and 800 kPa. Water pressure less than 50 kPa may cause the water valve not to close completely. Or, it may take longer to fill the drum, causing the washing machine to turn off. Water taps must be within 120 cm from the rear of the washing machine so that the provided inlet hoses reach the washing machine.

To reduce the risk of leaks:

- Make sure water taps are easily accessible.
- Turn off the taps when the washing machine is not in use.
- Check for any leaks at the water inlet hose fittings on a regular basis.

## **↑** CAUTION

Before using the washing machine for the first time, check all connections at the water valve and taps for any leaks.







#### Drain

Samsung recommends a standpipe 46 cm high. The drain hose must be connected through the hose clip to the standpipe, and the standpipe must fully cover the drain hose.

#### Flooring

For best performance, the washer must be installed on a solid floor. Wood floors may need to be reinforced to minimize vibration and/or unbalanced loads. Carpeting and soft tile surfaces do not provide good resistance to vibrations and may cause the washer to move slightly during the spin cycle.

## **!** CAUTION

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Do NOT install the washer on a platform or a poorly supported structure.

#### Water temperature

Do not install the washer in areas where water may freeze as the washer always retains some water in its water valves, pumps, and/or hoses. Frozen water left in the connection parts may cause damage to belts, the pump, and other components of the washer.







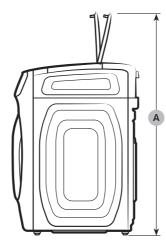
#### Alcove or closet installation

Minimum clearance for stable operation:

Sides	25 mm	Rear	152 mm
Тор	533 mm	Front	51 mm

If both the washer and a dryer are installed in the same location, the front of the alcove or closet must have at least a 465 cm<sup>2</sup> unobstructed air opening. Your washer alone does not require a specific air opening.

## Side by side installation













## Step-by-step installation

#### **STEP 1** Select a location

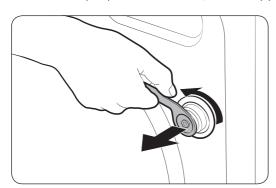
Location requirements:

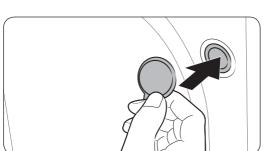
- A solid, level surface without carpeting or flooring that may obstruct ventilation
- No direct sunlight
- Adequate room for ventilation and wiring
- Ambient temperature always higher than the freezing point (32 °F/0 °C)
- Away from heat sources

### STEP 2 Remove the shipping bolts

## **↑** WARNING

- Packaging materials can be dangerous to children. Dispose all packaging material (plastic bags, polystyrene, etc.) out of children's reach.
- To ensure proper installation, all 7 shipping bolts must be removed.





Unpack the product package and remove all shipping bolts (x7).

**1.** Loosen all shipping bolts on the rear of the machine using the wrench.



An adjustable wrench or 10 mm openend wrench is required for removing the shipping bolts.

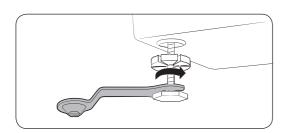
**2.** Fill the holes with the supplied plastic bolt caps. Keep the shipping bolts for future use.



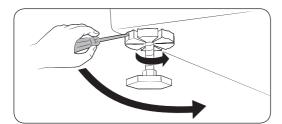




#### **STEP 3** Adjust the levelling legs



- **1.** Gently slide the washer into position. Excessive force may damage the levelling legs.
- **2.** Level the washer by manually adjusting the levelling legs.

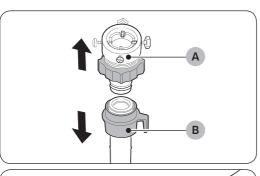


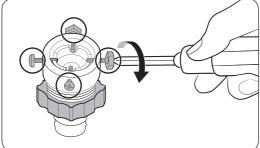
- **3.** When levelling is complete, tighten the nuts using the wrench.
  - NOTE

An adjustable wrench or 17 mm openend wrench is required to loosen or tighten the leveling legs.

#### STEP 4 Connect the water hoses

The provided hose adaptor may differ with the model. This step guides you through connecting the connector-type adaptor. If you are provided with the screw-type adaptor, go to 7.





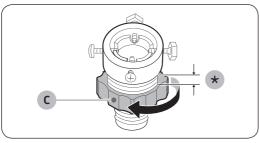
Connect the water hose to the water tap.

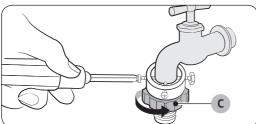
- **1.** Remove the **adaptor (A)** from the water **hose (B)**.
- **2.** Use a Phillips screwdriver to loosen four screws on the adaptor.

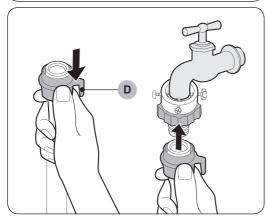














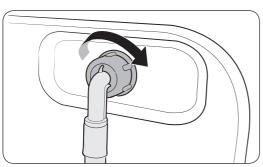
- Hold the adaptor and turn part (C) in the arrow direction to loosen it by 5 mm (\*).
- **4.** Insert the adaptor into the water tap, and tighten the screws while lifting up the adaptor.
- **5.** Turn part (C) in the arrow direction to tighten it.
- **6.** While holding down part (D), connect the water hose to the adaptor. Then, release part (D). The hose fits into the adaptor with a clicking sound.

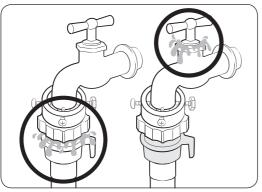
7. If you are using a screw type of water tap, use the provided screw-type adaptor to connect to the water tap as shown.











- **8.** Connect the other end of the water hose to the inlet valve on the back of the washing machine. Turn the hose clockwise to tighten.
- **9.** Open the water tap and check if there are any leaks around the connection areas. If there are water leaks, repeat the steps above.

### **⚠ WARNING**

If there is a water leak, stop operating the washing machine and disconnect from the electrical supply. Then, contact a local Samsung service centre. Otherwise, this may cause electric shock.

#### **CAUTION**

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

## ■ NOTE

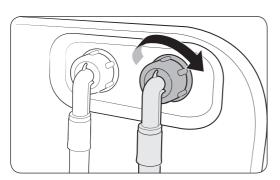
- After connecting the water hose to the adaptor, check if it is connected properly by pulling the water hose downwards.
- Use a popular type of water taps. If the tap is square-shaped or too big, remove the spacer ring before inserting the tap into the adaptor.





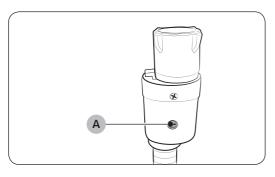


#### For models with an additional hot water inlet:



- **1.** Connect the red end of the hot water hose to the hot water inlet on the back of the machine.
- **2.** Connect the other end of the hot water hose to the hot water tap.

## Aqua stop hose (applicable models only)



The aqua stop hose alerts users of a risk of water leaks. It senses the water flow and turns red on the centre **indicator** (A) in case of a leak.



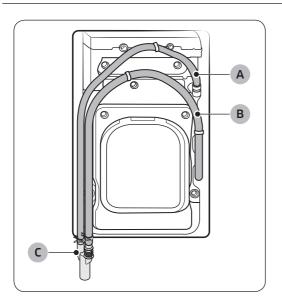
The end of the aqua stop hose must be fitted to the water tap and not the machine.







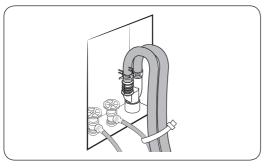
### **STEP 5** Position the drain system



The pipe connector is attached on the product.

## ■ NOTE

A : Upper drain hose B : Lower drain hose C : Pipe Connector

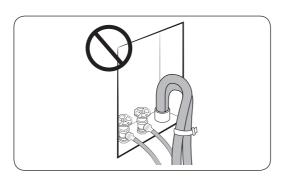


#### In a wall standpipe drain system

The drain hose must be placed into a wall standpipe drain system.

After inserting 2 drain hoses into the pipe connector, use tie straps to bind the drain hoses, and then insert the pipe connector into the wall standpipe.

When complete, use the tie straps to bind the drain hose to the water hose.



#### **№ WARNING**

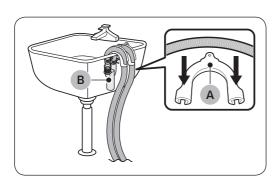
Make sure to use the pipe connector before inserting the drain hoses. Without the pipe connector, the drain hose will not be positioned securely inside the wall standpipe, causing a water leak.

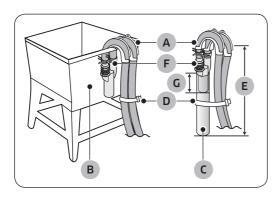


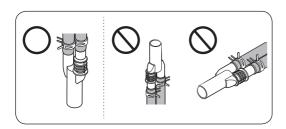




The pipe connector can be positioned in the following ways:







#### Over the edge of a wash basin

The pipe connector (B) must be placed at a height of between 60 cm and 90 cm from the floor. To keep the spout of the drain hose bent, use the supplied plastic hose guide (A). Secure the guide to the wall using a hook to ensure stable drainage.

## ■ NOTE

B: Pipe Connector

### In a standpipe or laundry tub

The laundry tub (B) or standpipe (C) must be no shorter than 46 cm and no higher or longer than 245 cm. Make sure the pipe connector and the standpipe are not airtight. The height of the standpipe (E) must be 1100 mm or higher from the floor.

## ■ NOTE

A: Hose guide / D: Tie straps / F : Pipe Connector / G: 85 mm

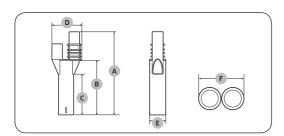
## **!** CAUTION

- Do not extend the (Y-shaped) pipe connector using an extension hose.
- Make sure you face the tip of the pipe connector downwards to the drain hole.
   Positioning the connector tip elsewhere can cause the drained water to flow backward.









## Dimensions of the pipe connector

Α	172 mm	D	67 mm
В	112.5 mm	Ε	Ø 35
С	85 mm	F	60 mm

- Check the inner diameter of the drain outlet at the installation site.
- To make the washer drain properly, make sure the outer diameter of the drain hose (E) is smaller than the inner diameter of the drain outlet.

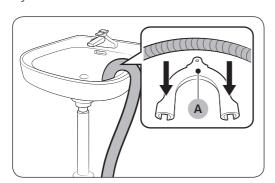






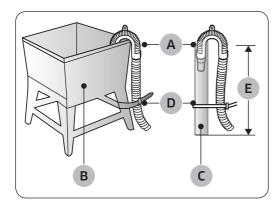
### To position without the pipe connector

If you do not use the pipe connector, each drain hose can be positioned in the following ways:



### Over the edge of a wash basin

The drain hose must be placed at a height of between 60 cm and 90 cm from the floor. To keep the spout of the drain hose bent, use the supplied plastic hose guide (A). Secure the guide to the wall using a hook to ensure stable drainage.



### In a standpipe or laundry tub

The laundry tub (B) or standpipe (C) must be no shorter than 46 cm and no higher or longer than 245 cm. Make sure the drain hose and the standpipe are not airtight. The height of the standpipe (E) must be 1100 mm or higher from the floor.

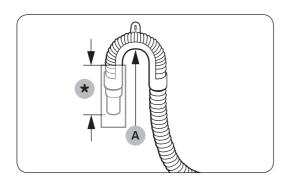


A: Hose guide / D: Tie straps









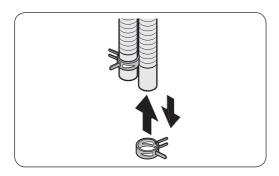
## **!** CAUTION

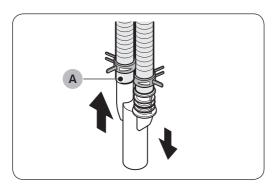
- Connect the hose guide (A) within 7.6-12.7 cm (\*) from the end of the drain hose. If the drain hose is extended beyond the end of the hose guide, mold or microorganisms could spread inside the washer.
- The drain hose can be installed up to 245 cm high, but the draining capability can be reduced at the maximum height. Water remaining in the drain system may cause an odor.
- If the drain hose is installed less than 46 cm high, water can be drained during the process due to a siphon phenomenon. If this happens, a '4C' information code appears on the display.













#### To position using the pipe connector

You washer comes with a pipe connector that is designed to join the upper drain hose and the lower drain hose. You can choose to use the connector to combine two drain hoses into a single outlet.

- **1.** Insert the clamp ring on the end of the drain hose, one for each drain hose.
- 2. Insert the pipe connector into the drain hoses. Make sure the longer side (A) fits into the drain hose running from the lower washer
- **3.** Fix the position of the clamp rings near the end of each hose.
- To remove the pipe connector, follow these steps above in the reverse order.

## STEP 6 Final check and power on

- Before using your washer, make sure to remove the dehumidifying agent (silica gel) from inside the upper washer.
- Do not eat or swallow the dehumidifying agent (silica gel).
- The protective cover may form moisture on its surface after the washer has checked for a leak to ensure normal operation. This is normal, and does not indicate a defective part. Open the cover for a moment to remove the moisture.
- Plug the power cord into an AC 220-240 V / 50 Hz approved electrical outlet protected by a fuse or circuit breaker. Then, press **POWER** to turn on the washer.

#### **Environment**

Please dispose of the packaging materials for this product in an "environmentally friendly" manner. For further detail, please contact your local area authority.









# Before you start

### **Initial settings**

#### Run Calibration (recommended)

Calibration ensures accurate weight detection by the washer. Make sure the tub or drum is empty before running Calibration

#### To calibrate the upper washer

- Press POWER on the control panel of the upper washer to turn the washer on.
- **2.** Press and hold **COTTON** and **Temp**. simultaneously for 3 seconds.
- 3. Press START/PAUSE to start Calibration.
  - The door is locked during the operation.
  - The tub keeps rotating clockwise and counter clockwise for several minutes.

**4.** When complete, the upper washer turns off automatically.

#### To calibrate the lower washer

- **1.** Press **POWER** on the control panel of the lower washer to turn the washer on.
- **2.** Press and hold **Temp.** and **Delay End** on the lower washer control panel simultaneously for 3 seconds.
- Press START/PAUSE on the lower washer control panel to start Calibration.
- **4.** When complete, the lower washer turns off automatically.



Instead of rotating the tub, the lower washer rotates the drum.

### Laundry guidelines

#### STEP 1 Sort

# Sort the laundry according to these criteria:

- Care Label: Sort the laundry into cottons, mixed fibres, synthetics, silks, wools, and rayon.
- Color: Separate whites from colors.
- Size: Mixing different sized items together in the drum or tub improves the washing performance.

 Sensitivity: Wash delicate items separately. For pure, new woollen items, curtains, and silk items, check the labels for washing instructions.

## NOTE

Make sure to check the care label on all clothing, and sort clothing accordingly before starting the wash.





#### **STEP 2** Empty pockets

# Empty all the pockets of your laundry items

 Metal objects such as coins, pins, and buckles on clothing may damage other laundry items as well as the drum or tub.

# Turn clothing with buttons and embroideries inside out

- If pants or jacket zippers are open while washing, the drum or tub may be damaged. Zippers should be closed and fixed with a string.
- Clothing with long strings may become entangled with other clothes. Make sure to tie the strings before starting the wash.

#### STEP 3 Use a laundry net

- Brassieres (water washable) must be placed in a laundry net. Metal parts of the brassieres may break through and tear other laundry items.
- Small, light clothing such as socks, gloves, stockings, and handkerchiefs may become caught around the door. Place them inside a fine laundry net.
- Do not wash the laundry net by itself without other laundry. This may cause abnormal vibrations that could move the washer and result in injury.

FlexWash DC68-03768L-00 EN.indd 33

#### **STEP 4** Determine the load capacity

#### Lower washer

Do not overload the washer. Overloading may cause the washer to wash improperly.



When washing bedding or bedding covers, the wash time may be lengthened or the spin efficiency may be reduced. For bedding or bedding covers, the recommended maximum spin level is "Low or Medium Spin", and the load capacity is 3.0 kg or less.

### **CAUTION**

If the laundry is unbalanced and the "**Ub**" information code is displayed, redistribute the load. Unbalanced laundry may reduce the spinning performance.







# Before you start

### **STEP 5** Add the correct detergent type

The type of detergent depends on the type of fabric (cotton, synthetic, delicate items, wool), color, wash temperature, and degree of soiling. Always use "low suds" HE laundry detergent which is designed for automatic washers.

## ■ NOTE

- Follow the detergent manufacturer's recommendations based on the weight of the laundry, the degree of soiling, and the hardness of the water in your local area. If you are not sure about the water hardness, contact your local water authority.
- Do not use detergent that has hardened or solidified. This detergent may remain after the rinse cycle, blocking the drain outlet.

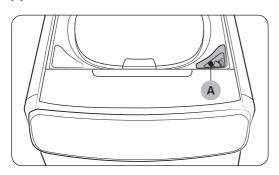






## Guide to cleaning agents

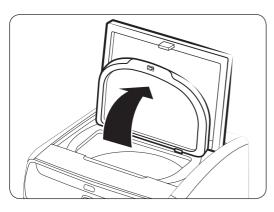
## **Upper washer**



You can apply detergent manually into the tub using the provided Aqua Pebble.

• Softener compartment (A): Add a recommended amount of fabric softener as instructed by the manufacturer.

To apply cleaning agents to the upper washer



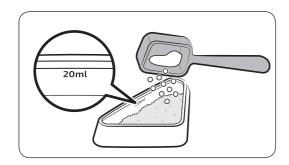
**1.** Open the top door, and then the protective cover. Remove the Aqua Pebble from the fabric softener container.







# Before you start



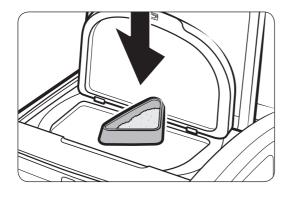
2. Put a recommended amount of liquid or powdered detergent into the provided Aqua Pebble. The Aqua Pebble has a guide line (marked '20 ml') near its top, which is the max line. Do not exceed the max line.

## **A** CAUTION

- Any detergent to be added to the upper washer must be put in the provided Aqua Pebble.
- Use HE detergent only.
- If you are adding powdered detergent, use the provided detergent cup, and add only one cup of detergent. Excessive amounts of detergent may cause detergent residue.
- Make sure the powdered detergent you add is a finely ground variety.
- Do not use the Aqua Pebble for fabric softener.
- **3.** Insert the Aqua Pebble around the center of the tub, and then put the laundry over the Aqua Pebble.

#### **!** CAUTION

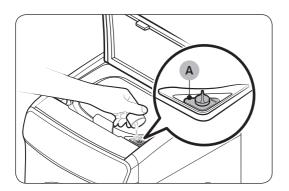
Make sure the Aqua Pebble is input first so it is placed under the laundry. Otherwise, detergent may not dissolve fully, causing residue after the wash is complete.



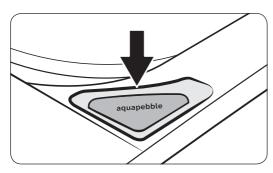








- **4.** Add a recommended amount of fabric softener to the softener compartment. Do not exceed the max line (A).
- **5.** Close the protective cover, and then the top door.





When the cycle is complete, take out the Aqua Pebble, turn it over, and put it on the softener compartment for later use (see the figure). The Aqua Pebble is designed to fit in the softener compartment after it has been turned over.

#### **!** CAUTION

- Use caution when inserting the Aqua Pebble as it is supposed to be balanced on top of the laundry at the beginning of the wash. Tipping the Aqua Pebble before the start of a wash may cause detergent residue to remain on the laundry at the end of the wash, causing discoloration of the laundry and/or reduced washing performance.
- Before each wash, make sure to clean the Agua Pebble before adding fresh detergent.
- Do not insert the Aqua Pebble into a folded item or between different laundry items.
- Do not put or store cleaning agents such as detergent, and fabric softener on top of your washer. Wipe up any spills immediately to prevent damage to the washer, especially the finish and the control panels.

## ■ NOTE

- It is normal for a small amount of water to remain in the detergent compartments at the end of a cycle.
- When the wash is complete, remove the Aqua Pebble from the tub and clean it so that it is readily available for later use.

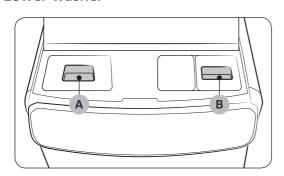






# Before you start

#### Lower washer

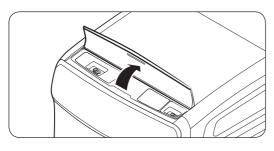


- Main wash compartment (A): Add a recommended amount of liquid (or powdered) detergent to the main wash compartment.
- Softener compartment (B): Add a recommended amount of fabric softener to the softener compartment.

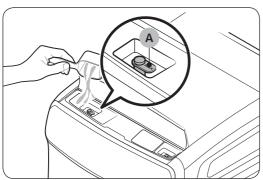
#### **^**CAUTION

- Do not use ball or net types of detergent.
- Do not put tablet or capsule types of detergent in the detergent compartment. Tablet or capsule types of detergent must be put directly in the drum.
- To prevent the compartment from clogging, concentrated or highly-enriched agents (fabric softener or detergent) must be diluted with water before being added.
- Powdered detergent should be thoroughly dissolved in a small amount of warm water before adding to the machine.

#### To apply cleaning agents to the lower washer



**1.** Open the top-front cover.

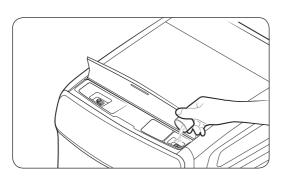


**2.** Add a recommended amount of liquid or powdered detergent to the detergent compartment. Do not exceed the max line (A).

# ■ NOTE

To apply powdered detergent, first remove the liquid detergent container.





- **3.** Add a recommended amount of fabric softener to the softener compartment. Do not exceed the max line.
- **4.** Close the top-front cover.

## ■ NOTE

- If you use a high efficiency (HE) detergent, apply  $^2/_3$  of the recommended amount to the main wash compartment.
- Oxygen boosters can increase washing performance. Make sure to add the oxygen booster after putting the laundry into the drum.
- To use both powdered detergent and powdered oxygen booster, it is more effective to put them together into the drum before loading the laundry.







# **Operations**

Your dual loading washer features upper and the lower washers for your convenience. The upper washer is an automatic tub loader that is designed to wash relatively small loads with cold water only while the lower washer is a drum loader that takes care of normal or relatively heavy loads. The main panel is divided into 2 independent control panels.

# **!** WARNING

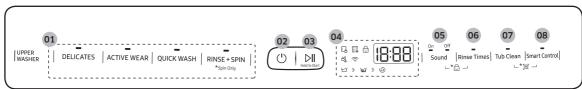
To reduce the risk of fire, electric shock, or injury to persons, read the IMPORTANT SAFETY INSTRUCTIONS before operating this washer.

# ■ NOTE

Upper washer is for lightly soiled loads only. Upper washer utilises cold water only as part of washing cycles. For a normally soiled load, please use the Lower washer and refer to the program schedule for a normally soiled load.

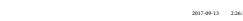
#### **Upper washer**

#### Control panel



<b>01</b> Cycle bar	Press to select a cycle.
<b>02</b> POWER	Press to turn the upper washer on or off.
<b>03</b> START/PAUSE (Hold to Start)	Press and hold to start operation or press to stop operation temporarily.
<b>04</b> Status bar	The status bar shows current cycle information and estimated time remaining, or an information code if the upper washer needs to be checked.
<b>05</b> Sound	<ul><li>Mute or unmute the sound.</li><li>The Sound function is available in any cycle while it is running.</li></ul>
<b>06</b> Rinse Times	Use to add an additional rinse at the end of the cycle to remove laundry additives more thoroughly.
<b>07</b> Tub Clean	Use to clean dirt and bacteria from the tub. Regular use (after every 20 washes) is recommended. No detergent or bleach is needed. Make sure the tub is empty.







<b>08</b> Smart Control	After connecting the upper washer to your home network using the Samsung Smart Home app, you can control the washer remotely. When started, the Smart Control indicator blinks and the top door locks. The washer enters waiting mode and waits for remote commands. For more information, visit the Samsung Smart Home page.
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# Cycle overview

Cycle	Description
DELICATES	• For sheer fabrics, bras, lingerie, silks, and other handwash-only fabrics. For best results, use liquid detergent.
ACTIVE WEAR	For exercise wear such as training pants, shirts/tops, and other performance clothing. This cycle provides effective soil removal with controlled tub rotation for special fabric care.
QUICK WASH	• For lightly soiled items that you want to finish washing quickly.
	For loads that need rinsing only or for loads you want to add rinse-aided fabric softener to.
RINSE+SPIN	■ NOTE
	Spin Only: This cycle runs a spin cycle only. Press and hold RINSE+SPIN for 3 seconds.



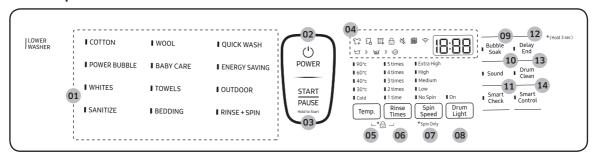




# **Operations**

#### Lower washer

### **Control** panel



<b>01</b> Cycle area	Press to select a cycle.	
02 POWER	Press to turn the lower washer on or off.	
<b>03</b> START/PAUSE (Hold to Start)	Press and hold to start operation or press to stop operation temporarily.	
<b>04</b> Status bar	The status bar shows current cycle information and estimated time remaining or an information code if the lower washer needs to be checked.	
<b>05</b> Temp.	Press to change the water temperature for the current cycle.	
<b>06</b> Rinse Times	Press to change the rinse count for the current cycle. You can set the rinse count to a max of 5.	







	,
<b>07</b> Spin Speed	<ul> <li>Extra High: Extends the spinning process to effectively remove moisture from the load. Extra High uses a stronger spinning process to remove moisture, so it is not suitable for wrinklefree or non-iron fabrics, or overloads.</li> <li>High: Underwear, t-shirts, jeans, and sturdy cottons.</li> <li>Medium: Jeans, wrinkle-free or wash-and-wear items and synthetics.</li> <li>Low: Delicate items that require a lower spinning speed.</li> <li>No Spin: The drum does not rotate after the final drain process.</li> <li>Rinse Hold (No lamp turns on): The final rinse process is suspended so that the laundry remains in the water. To unload the laundry, run a drain or spin process.</li> <li>NOTE</li> <li>* Spin Only: This cycle runs a spin cycle only. Press and hold Spin Speed for 3 seconds. With the cycle time on the display, press Spin Speed repeatedly until a desired spinning speed is selected. Then, press and hold START/PAUSE to start the cycle.</li> </ul>
<b>08</b> Drum Light	<ul><li>Press to turn on/off the drum light.</li><li>The drum light turns off automatically after 2 minutes.</li></ul>
<b>09</b> Bubble Soak	<ul> <li>Bubble Soak helps remove a variety of stubborn stains.</li> <li>With Bubble Soak selected, laundry is thoroughly soaked in water bubbles for effective washing.</li> <li>Bubble Soak adds up to 30 minutes to the selected cycle.</li> <li>Availability of this option depends on the cycle.</li> </ul>
10 Sound	Mute or unmute the sound.  The Sound function is available in any cycle while it is running.
11 Smart Check	If the washing machine does not operate properly, use this function to check if the washer is out of order on your smartphone.









# **Operations**

<b>12</b> Delay End	You can set the washer to finish y later time by choosing a delay of increments). The hour displayed i finish.  1. Select a cycle. Then, change the press Delay End repeatedly ure personal and hold START/PAUSE. Delay End button turns on with the content of the personal and the p	between 1 to 24 hours (in 1 houndicates the time the wash will be cycle settings if necessary. In til a desired end time is set.  The lamp indicator next to the house the clock running.
<b>12</b> Delay End	Real-life case You want to finish a two-hour cyc this, you add the Delay End optio 3-hour setting, and then press an The washer starts operating at 3: Provided below is the time line for  2:00 pm Set the Delay End to 3 hours	on to the current cycle with a d hold <b>START/PAUSE</b> at 2:00 p.m 00 p.m. and ends at 5:00 p.m.
<b>13</b> Drum Clean	<ul> <li>Cleans the drum by removing diri</li> <li>Perform once every 40 washe added.</li> <li>Make sure the drum is empty.</li> <li>Do not add any drum cleaning</li> </ul>	s with no detergent or bleach
<b>14</b> Smart Control	After connecting the lower washed the Samsung Smart Home app, you remotely. When started, the Smart front door locks. The washer ente remote commands. For more info Home page.	ou can control the washer ort Control indicator blinks and the ers waiting mode and waits for

## Cycle overview

## Standard cycles

Cycle	Description	
COTTON	Regular wash for cottons, bed linens, table linens, underwear, towels, or shirts. The washing time and the rinse count are automatically adjusted according to the load.	



44 English -



English 45



Cyclo	Description	
Cycle POWER BUBBLE	Description     For badly soiled laundry.	
WHITES	For white items with or without bleach.	
WHITES		
SANITIZE	• For colorfast fabrics and heavily soiled laundry, this cycle heats the supplied water to high temperatures to eliminate bacteria.	
	If you stop running the cycle while the washing machine is heating the water, the door remains locked for your safety.	
	<ul> <li>Specific for machine-washable wool for loads less than 2.0 kg.</li> <li>The Wool cycle features gentle cradling and soaking to protect</li> </ul>	
WOOL	the wool fibres from shrinkage/distortion.  • A neutral detergent is recommended.	
BABY CARE	Featuring a high-temperature wash and extra rinses to help remove the remaining detergent effectively.	
TOWELS	For bath towels, washcloths (facecloths) and mats.	
BEDDING	<ul> <li>For bed spreads, bed sheets, bedding covers, etc.</li> <li>For best results, wash only 1 type of bedding and make sure the load weighs less than 2.0 kg.</li> </ul>	
QUICK WASH	<ul> <li>Specific to less soiled laundry with less than a 5.0 kg load.</li> <li>The cycle time depends on the conditions such as the water pressure, water hardness, and/or extra options selected.</li> <li>A recommended amount of detergent is less than 20 g (for a 5.0 kg load).</li> </ul>	
ENERGY SAVING	<ul> <li>Optimal performance with lower energy for cotton fabrics, bed linens, table linens, underwear, towels, or shirts.</li> <li>The washing operation starts at the end of the main wash hot fill operation.</li> </ul>	
	For "Energy Saving, Temp. 40 °C, Rinse 3 times, Spin Extra High" is recommended for a normally soiled cotton load.	
OUTDOOR	For outdoor clothes, skiwear, and sportswear that are made of functional materials such as spandex, stretch, and micro-fibre.	
RINSE+SPIN	For loads that need rinsing only or for loads you want to add rinse-aided fabric softener to.	

# ■ NOTE

Energy and water labelling test programme in accordance with AS/NZS 2040.

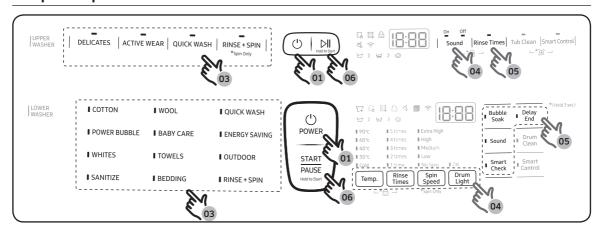






# **Operations**

### Simple steps to start



- **1.** Press **POWER** on the control panel of a desired washer (upper/lower) to turn the washer on.
- 2. Put laundry into the washer.
- **3.** Select a cycle.
- **4.** Change the cycle settings (temperature and/or soil level) as appropriate to the laundry.
- **5.** Select cycle options as needed.
- 6. Press and hold START/PAUSE.





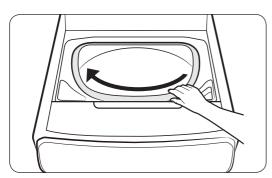


#### To change the cycle during operation

- **1.** Press **START/PAUSE** to stop operations temporarily.
- **2.** Select a different cycle.
- 3. Press and hold START/PAUSE again to start the new cycle.

#### / WARNING

- Do not put anything on top of your washer while it is running.
- While the lower washer is operating, the protective cover may have wet steam due to the temperature difference between the upper and lower parts of the washer.





When using the upper washer, you may not see all the remaining clothes after a cycle is finished, especially those in the front area of the tub.

When the cycle is complete, turn the tub manually to check if there are any clothes remaining in the tub.







# **Operations**



This product is a smart washer that supports the Samsung Smart Home service.

The amount of time the EZ setup function (for connecting the washer to your network) can take to complete the network connection varies, depending on your network conditions.

### Samsung Smart Home

#### Installation

Visit the Google Play Store, Galaxy Apps, or Apple App Store and search for "Samsung Smart Home". Download and install the Samsung Smart Home app provided by Samsung Electronics to your smart device.

## ■ NOTE

- The Samsung Smart Home app is designed for Android 4.0 (ICS) or higher, or iOS 8.0 or higher, and is optimized for Samsung smartphones (Galaxy S and Galaxy Note series).
- On other devices, some functions may operate differently.
- For improved performance, the Samsung Smart Home app is subject to change without notice.

#### Registering a Samsung account

To use the Samsung Smart Home app, you must first sign in to your Samsung account. If you don't have a Samsung account, select **Register** in the app, and then follow the onscreen instructions to create an account.

# ■ NOTE

- If you have a registered Samsung account, log into your Samsung account. If you have
  a Samsung smartphone, you can go to the Settings menu on your smartphone, select
  Accounts, and then sign in to your Samsung account. This will allow you to log in
  without additional authentication.
- For third-party smartphones, the app account must be the same as the EZ Setup account.







#### **Getting started**

Using Samsung Smart Home, you can control your washer from your smart device remotely. For improved performance, the content and design of the app is subject to change without notice.

- **1.** Launch the Samsung Smart Home App on your smartphone.
- **2.** If 'Washer' is not listed, tap **Add Device** > **Select other device** > **Washer** on the app screen.
- **3.** Press and hold **Smart Control** on your washer's control panel for more than 5 seconds until the 'AP' message appears on the display.
- **4.** When the device registration is complete, turn on the Smart Control function on your washer and control your washer remotely.







# **Operations**

#### **Special features**

#### Child Lock ☐

To prevent children or infants from accidently starting or setting the washer, Child Lock locks all buttons except for the **POWER** button. Note that each washer operates independently and has its own Child Lock function. If you want to activate Child Lock for the upper or lower washer, you must press the appropriate buttons on the upper or lower washer's control panel.

#### To activate Child Lock

Press and hold Sound and Rinse Times on the upper washer (or Temp. and Rinse Times
on the lower washer) simultaneously for 3 seconds. The door locks and the Child Lock
indicator turns on. Then, press START/PAUSE to activate.

#### To deactivate Child Lock temporarily

 You can deactivate Child Lock temporarily for 1 minute. To do this, press and hold Sound and Rinse Times on the upper washer (or Temp. and Rinse Times on the lower washer) simultaneously for 3 seconds. The door is unlocked for 1 minute and the Child Lock indicator blinks.

## ■ NOTE

- If you open the door 1 minute or more after deactivating Child Lock, an alarm sounds for up to 2 minutes.
- If you close the door within 2 minutes, the door locks and Child Lock is reactivated. If you do not close the door or the door is not properly closed, the alarm keeps sounding for 2 minutes.
- To add laundry after activating Child Lock, first deactivate Child Lock or restart the washer.

#### To cancel Child Lock

• Press and hold **Sound** and **Rinse Times** on the upper washer (or **Temp.** and **Rinse Times** on the lower washer) simultaneously for 3 seconds to deactivate, and then press and hold the buttons again for 3 seconds to release Child Lock. The door unlocks and the Child Lock indicator turns off.







#### Smart Check 🖽

The Smart Check function helps you diagnose and troubleshoot your washer if it has an issue. To enable this function, you must first download the Samsung Smart Washer app from the Play Store or the Apple Store, and install it on a mobile device that has a built-in camera. The Smart Check function has been optimized for: Galaxy and iPhone series devices. (It is not supported by some models.)

As the washer operates, it runs self-diagnosis in the background. If it senses an issue to check, it displays an information code on the display which you can scan using the app's Smart Check function, which then displays detailed information about the code for your reference.

- **1.** Press and hold **Smart Check** (or **Tub Clean** and **Smart Control** for the upper washer) on the washer for 3 seconds to enter the Smart Check mode.
- 2. Run the Samsung Smart Washer app on your mobile device, and then tap Smart Check.
- **3.** Hold the mobile device so that the mobile device and the washer's status bar face each other. The app will recognize the information code automatically.
- **4.** When the information code is recognized correctly, the app provides detailed information about the symptom and recommends further action.

### ■ NOTE

- The function name, Smart Check, may differ depending on your language.
- If the washer display is reflecting light, the app may fail to recognize the information code.
- If the app fails to recognize the information code a number of times consecutively, enter the information code manually into the app screen.
- The information code history stored in the washer will be deleted after you use this function.





# **Operations**

#### Sound ≼

Mute or unmute the sound (button beeps, indicator beeps, and chimes, etc.)

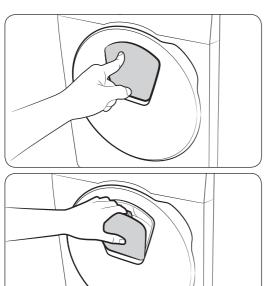
- Press **Sound** to mute the alarm or beep from the washer.
- Press again to unmute the washer.

#### **Drum Light (lower washer only)**

The drum light turns on when the door is opened, and turns off after 2 minutes. To manually turn the drum light on, press **Drum Light**. Press again to turn the drum light off.

#### AddWash [∵]

When the AddWash indicator  $\mathfrak{T}$  is on, you can stop operation of the machine and put additional laundry or softener into the drum. The Add Door opens by more than 130° for easy access.



- **1.** Press **START/PAUSE** to stop operation.
- 2. Press the upper area of the Add Door until you hear a clicking sound to unlock. Pull the handle of the Add Door to open.
- **3.** Open the Add Door and put additional laundry or softener into the drum.
- **4.** Push the Add Door until you hear a clicking sound to close.
- **5.** Press **START/PAUSE** to resume operation.

#### **CAUTION**

Do not put excessive force on the Add Door. It may break.

## ■ NOTE

The water inside the drum will not leak if the Add Door is closed properly. Water drops may form around the door, but they will not leak from inside the drum.





#### **CAUTION**

- Do not open the Add Door if suds have formed inside the drum that rise above the level of the Add Door.
- Do not attempt to open the Add Door while the machine is operating without first pressing START/PAUSE. Please note that the Add Door can be opened unintentionally (without pressing START/PAUSE) when the wash is complete.
- Do not add an excessive load through the Add Door. Performance may be degraded.
- Do not use the lower area of the Add Door as a handle. Your fingers may be caught.
- Make sure that no laundry is caught in the Add Door.
- Keep your pets out of the washing machine, especially the Add Door.
- Do not press to open the Add Door while the drying or boiling process is running. Hot steam may leak out of the door.
- When the Add Door closes, the door seals up and no water can leak. However, you may encounter what appears to be water leak around the door some residual water remaining around the Add Door may form water drops. This is normal.
- Neither the main door or the Add Door can be opened when the water temperature is over 50 °C. If the water level inside the drum is over a certain point, the main door cannot be opened.
- If an information code of **ddC** appears on the display, see the Information codes section for further actions.







# **Maintenance**

Keep the washer clean to prevent its performance from deteriorating and to preserve its life cycle.

#### **↑** WARNING

Control board, heat sink, motor, inlet valve and pump are intentionally not grounded and may present a risk of electric shock only during servicing.

#### **General considerations**

#### Cleaning

#### Surface of the washer

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

#### Exterior

- Turn off the water taps after finishing the day's washing.
   This will shut off the water supply to your washer and prevent the unlikely possibility of damage from escaping water. Leave the door open to allow the inside of your washer to dry out.
- **2.** Use a soft cloth to wipe up all detergent, other spills as they occur. Clean the following as recommended below:
  - Control panels Clean with a soft, damp cloth. Do not use abrasive powders or cleaning pads. Do not spray cleaners directly on the panels.
  - Cabinet Clean with soap and water.

#### Interior

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

#### **CAUTION**

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

# ■ NOTE

Hard water deposits may be removed, if needed. Use a cleaner labeled "Washer safe".





#### **Add Door**



- **1.** Open the Add Door.
- 2. Use a wet cloth to clean the Add Door.
  - Do not use cleaning agents. Discoloration may occur.
  - Use caution when cleaning the rubber packing and the locking mechanism (A).
  - Dust off the door area regularly.
- **3.** Wipe up and close the Add Door until you hear a clicking sound.

#### **CAUTION**

- Do not apply force on the Add Door. It may break.
- Do not leave the Add Door open while the machine is operating.
- Do not put heavy objects on the Add Door at any time.
- To prevent physical injury, do not touch the Add Door while the drum is rotating.
- Do not open the Add Door while the machine is operating. This may cause physical injury.
- Do not manipulate the feature panel while the Add Door is open. This may cause physical injury or system failure.
- Do not input objects other than laundry.
- Do not input bulky items to the drum through the Add Door.
- Do not pull out the rubber packing of the Add Door when cleaning. This may cause damage.





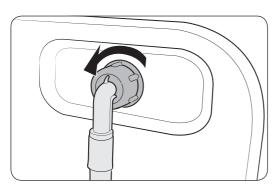
English 55



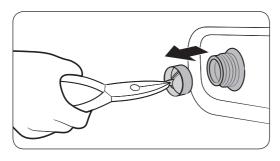
# **Maintenance**

#### Mesh filter

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



- **1.** Turn off the washer, and then unplug the power cord.
- **2.** Close the taps.
- **3.** Loosen and disconnect the water hose from the back of the washer. 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 a shaded area.
- **7.** Reinsert the mesh filter into the inlet valve, and reconnect the water hose to the inlet valve.
- **8.** Open the tap.

## ■ NOTE

If the mesh filter is clogged, the "**4C**" information code appears on the the washer's display.







#### **Recovery from freezing**

The washer may freeze when the temperature in its location drops below 32 °F (0 °C).

- **1.** Turn off the washer, and then unplug the power cord.
- 2. Pour warm water over the tap to loosen the water hose.
- 3. Disconnect the water hose, and soak it in warm water.
- 4. Pour warm water into the drum (tub) and leave it for about 10 minutes.
- **5.** Reconnect the water hose to the tap.



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

#### If the washer will not be used for an extended period of time

Avoid leaving the washer unused for an extended time. If you intend to leave the washer unused for a long period of time, follow the directions below:

- 1. Press POWER, and then select RINSE+SPIN.
- 2. Empty both the drum and the tub, close the door, and then press START/PAUSE.
- **3.** When the cycle is complete, close the tap and disconnect the water hoses.
- **4.** Turn off the washer, and then unplug the power cord.
- **5.** Open the doors to let air circulate through the drum and the tub.







# **Maintenance**

#### **Upper washer**

#### **Tub Clean**

Tub Clean is a self-cleaning cycle that removes dirt and bacteria that may occur inside the tub. We recommend running Tub Clean every 20 washes.

- **1.** Make sure the tub is empty.
- 2. Press POWER.
- 3. Press Tub Clean.
- 4. Press and hold START/PAUSE.

#### **CAUTION**

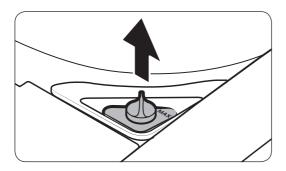
- With Tub Clean, you can clean the tub without using detergent.
- Only use Tub Clean when the tub is empty. This may cause damage to the laundry or a problem with the washer.

#### Tub Clean reminder ( )

- The Tub Clean reminder (!::!) appears on the main display once every 20 washes. We strongly recommend that you perform the Tub Clean regularly. Remove the laundry from the washer, turn the washer on, and clean the tub by running Tub Clean.
- If you do not run Tub Clean, the Tub Clean indicator turns off. However, the indicator will light again after five washes. Not running Tub Clean at this point will not cause a problem with the washer. However, we strongly recommend running Tub Clean at this point.
- Although the Tub Clean indicator turns on once a month or so, the frequency may differ depending on the number of times the washer is used.

#### Fabric softener

By design, the fabric softener compartment on the upper washer is not removable to facilitate visual feedback to users. To clean the softener compartment, follow these instructions:

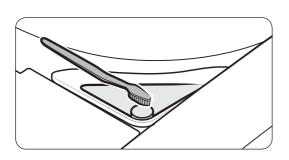


**1.** Open the top door, and then remove the softener cap.





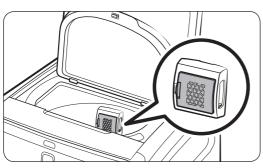




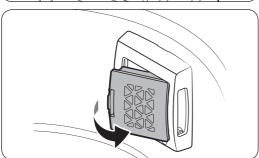
- **2.** Use a soft brush (for example, a toothbrush) to clean inside the compartment and remove impurities.
- **3.** Run the RINSE+SPIN cycle to rinse the compartment. After supplying water and draining 5 times, the 18-minute cycle completes with the final spin process.

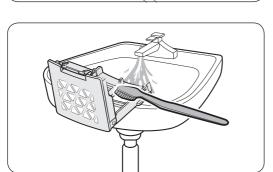
#### Lint filter

We recommend cleaning the lint filter every 10 washes.



**1.** Remove the lint filter from the filter case on the tub of the upper washer.





- **2.** Open the filter, and clean it with running water and a brush.
- **3.** When cleaning is complete, close the filter and reinsert it in its original position. You will hear a clicking sound when the filter is inserted correctly.







# **Maintenance**

#### Lower washer

#### **Drum Clean**

Perform this cycle regularly to clean the drum and to remove mold from it.

- **1.** Make sure the drum is empty.
- 2. Press POWER to turn on the washer.
- 3. Press Drum Clean.
- 4. Press and hold START/PAUSE.

#### **A** CAUTION

- Do not use any cleaning agents. Do not add detergent. Chemical residue in the drum degrades the cleaning performance.
- Only use Drum Clean when the drum is empty. Do not use Drum Clean if the drum contains laundry. This may cause damage to the laundry or a problem with the washer.

## ■ NOTE

The water temperature for Drum Clean is set to 90 °C, which cannot be changed.

#### Drum Clean reminder ( )

- The Drum Clean reminder ( ) appears on the main display once every 40 washes. We strongly recommend that you perform the Drum Clean regularly.
- If you do not run Drum Clean after every 40 washes, the Drum Clean reminder turns off after one hour.
- When you first see this reminder, you can ignore the reminder for 6 consecutive washes. From the 7<sup>th</sup> wash, the reminder no longer appears. However, it appears again after the second batch of 40 washes.





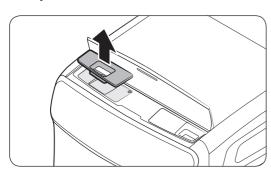


**60** English

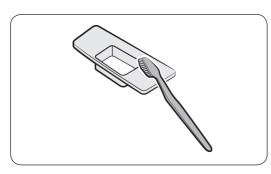


#### Main wash compartment

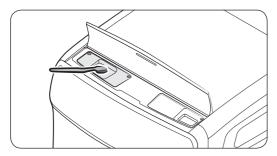
The main wash compartment needs to be cleaned periodically to remove buildup of laundry additives.



**1.** Open the top-front cover. Grasp the main wash compartment, and then pull up to remove.



2. Remove all residue and traces of accumulated laundry agents from the compartment. Rinse it with warm water.



- **3.** To clean the recess of the compartment, use a small, non-metal brush. Remove all residue from all sides of the recess.
- **4.** Reinsert the compartment into place.



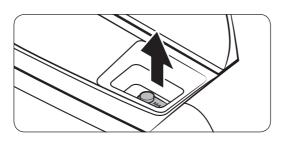




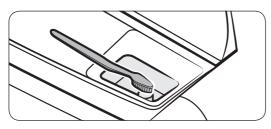
# **Maintenance**

#### Fabric softener

By design, the fabric softener compartment on the lower washer is not removable to facilitate visual feedback to users. To clean the softener compartment, follow these instructions:

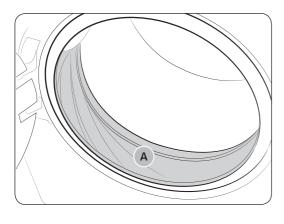


**1.** Open the top-front cover, and then remove the softener cap.



- **2.** Use a soft brush (for example, a toothbrush) to clean inside the compartment and remove impurities.
- **3.** Run the RINSE+SPIN cycle to rinse the compartment. After supplying water and draining 5 times, the 19-minute cycle completes with the final spin process.

#### Door diaphragm



- **1.** Open the door and empty the drum.
- **2.** Turn out the diaphragm (sealing or gasket of the drum **(A)**), and check if it is stained. If so, follow the steps below.
- **3.** Combine 3/4 cups of liquid chlorine bleach and 1 gallon of warm tap water.
- **4.** Wearing rubber gloves, use a soft, clean cloth dipped in the water and chlorine solution to clean the diaphragm.
- **5.** Let stand for 5 minutes, and then wipe up and dry well.

#### **CAUTION**

Use bleach carefully and be sure to follow the bleach manufacturer's use and care instructions.

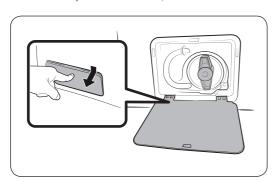




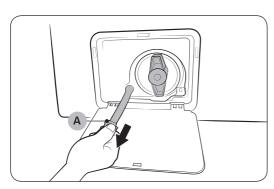


#### **Emergency drain**

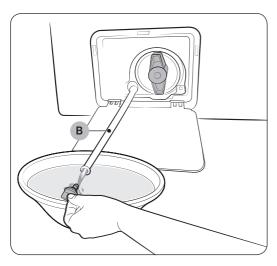
In case of a power failure, drain the water inside the drum before taking out the laundry.



- 1. Power off the washer, and then unplug it from the electrical outlet.
- **2.** Gently press the top area of the filter cover to open.



**3.** Put an empty, spacious container in front of the cover, and stretch the emergency drain tube to the container while holding the tube cap (A).



- **4.** Open the tube cap and let water in the Emergency drain tube (B) flow into the container.
- **5.** When done, close the tube cap, and reinsert the tube. Then, close the filter cover.



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



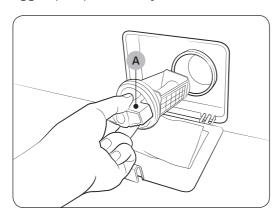




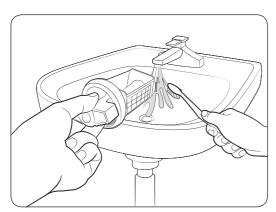
# **Maintenance**

#### **Pump filter**

It is advisable to clean the pump filter 5 or 6 times a year to prevent it from clogging. A clogged pump filter may reduce the bubble effect.



- **1.** Turn off the washer, and then unplug the power cord.
- **2.** Drain the remaining water inside the drum. See the **Emergency drain** section on page **63**.
- **3.** Gently press the top area of the filter cover to open.
- **4.** Turn the pump filter knob (A) to the left, and drain off the remaining water.

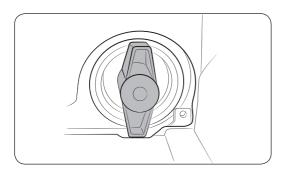


- **5.** Clean the pump filter using a soft brush. Make sure the drain pump propeller inside the filter is not clogged.
- **6.** Reinsert the pump filter, and then turn the filter knob to the right.
- **7.** Close the filter cover.









### NOTE

- Some pump filters feature a safety knob that is designed to prevent children from accidently opening the filter compartment. To open the safety knob of the pump filter, push in and turn it counterclockwise. The spring mechanism of the safety knob helps open the filter.
- To close the safety knob of the pump filter, turn it clockwise. The spring makes a rattling sound, which is normal.

## ■ NOTE

If the pump filter is clogged, the "5C" information code appears on the washer's display 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.





English 65



## Checkpoints

If you encounter an issue to check with the washer, first check the table below and try the suggestions.

Symptom	Action
Does not turn on.	<ul> <li>Make sure your home electrical system is providing electrical power that matches the requirements of the washer. See page 18.</li> <li>Make sure the power plug of the washer is completely plugged in.</li> </ul>
Does not start.	<ul> <li>Make sure the door is properly closed.</li> <li>Make sure the taps are open.</li> <li>Make sure to press and hold START/PAUSE to start the washer.</li> <li>Make sure Child Lock is not activated.</li> <li>Before the washer starts to fill, it will make a series of clicking noises to check the door lock and does a quick drain.</li> <li>Check the fuse or reset the circuit breaker.</li> <li>Check if the upper or lower washer displays an information code on the respective status bar.</li> </ul>
Water supply is insufficient or no water is supplied.	<ul> <li>Fully open the tap.</li> <li>Make sure the door is properly closed.</li> <li>Make sure the water supply hose is not frozen.</li> <li>Make sure the water supply hose is not kinked or clogged.</li> <li>Make sure there is sufficient water pressure.</li> </ul>
After a cycle, detergent remains in the detergent drawer.	<ul> <li>Make sure the washer is running with sufficient water pressure.</li> <li>If you are using powdered detergent, do not use more than recommended.</li> <li>If you are using liquid detergent, do not over fill the liquid detergent compartment.</li> <li>Remove the liquid detergent and softener containers, and then clean the detergent drawer.</li> </ul>









Symptom	Action
Excessive vibrations or makes noise.	<ul> <li>Make sure the washer 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 washer.</li> <li>Make sure the shipping bolts are removed.</li> <li>Make sure the washer is not contacting any other object.</li> <li>Make sure the laundry load is balanced.</li> <li>The motor can cause noise during normal operation.</li> <li>Overalls or metal-decorated clothes can cause noise while being washed. This is normal.</li> <li>Metal objects such as coins can cause noise. After washing, remove these objects from the drum or tub or filter case.</li> </ul>
Does not drain and/ or spin.	<ul> <li>Make sure the drain hose is neither kinked nor obsructed all the way to the drain system. If there is a drain restriction, call for service.</li> <li>Make sure the debris filter is not clogged.</li> <li>Close the door and press and hold START/PAUSE. For your safety, the washer will not tumble or spin unless the door is closed.</li> <li>Make sure the drain hose is not frozen or clogged.</li> <li>Make sure the drain hose is connected to a drain system that is not clogged.</li> <li>If the washer is not supplied with sufficient power, the washer temporarily will not drain or spin. As soon as the washer regains sufficient power, it will operate normally.</li> </ul>
Drains with noise.	At the initial installation, or when the washer has not been used for an extended period of time, the washer may make deflating noises while draining. This is not a system failure.
The door does not open.	<ul> <li>Press START/PAUSE to stop the washer.</li> <li>It may take a few moments for the door lock mechanism to disengage.</li> <li>The door will not open until 3 minutes after the washer has stopped or the power has been turned off.</li> <li>Make sure all the water in the drum or tub is drained.</li> <li>The door may not open if water remains in the drum or tub. Drain the drum or tub and open the door manually.</li> <li>Make sure the door lock light is off. The door lock light turns off after the washer has drained.</li> </ul>









Symptom	Action
Excessive suds.	<ul> <li>Make sure you use the recommended types of detergent.</li> <li>Use high efficiency (HE) detergent to prevent oversudsing.</li> <li>Reduce the detergent amount for soft water, small loads, or lightly soiled loads.</li> <li>Non-HE detergent is not recommended.</li> </ul>
Cannot add additional detergent.	Do not fill the detergent or fabric softener compartments beyond the marked max fill limit.
The washer stops.	<ul> <li>Plug the power cord into a live electrical outlet.</li> <li>Check the fuse or reset the circuit breaker.</li> <li>Close the door, and then press and hold START/PAUSE to start the washer. For your safety, the washer will not tumble or spin unless the door is closed.</li> <li>Before the washer starts to fill, it will make a series of clicking noises to check the door lock and does a quick drain.</li> <li>There may be a pause or soak period in the cycle. Wait and the washer may start.</li> <li>Make sure the mesh filters of the water supply hoses at the taps are not clogged. Periodically clean the mesh filters.</li> <li>If the washer is not supplied with sufficient power, the washer temporarily will not drain or spin. As soon as the washer regains sufficient power, it will operate normally.</li> </ul>







68 English



Symptom	Action	
The washer fills with the wrong temperature water.	<ul> <li>Fully open both taps.</li> <li>Make sure the temperature selection is correct.</li> <li>Make sure the hoses are connected to the correct taps. Flush the water lines.</li> <li>Make sure your water heater is set to supply hot water with a minimum temperature of 120 °F (49 °C) at the tap. Also, check the water heater capacity and recovery rate.</li> <li>Disconnect the hoses and clean the mesh filters. The mesh filters may be clogged.</li> <li>While the washer fills, the water temperature may change as the automatic temperature control feature checks the incoming water temperature. This is normal.</li> <li>While the washer 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 washer determines the water temperature.</li> </ul>	
The load is wet at the end of a cycle.	<ul> <li>Use the High or Extra High spin speed.</li> <li>Use high efficiency (HE) detergent to reduce oversudsing.</li> <li>The load is too small. Small loads (one or two items) may become unbalanced and not spin completely.</li> <li>Make sure the drain hose is not kinked or clogged.</li> </ul>	
Leaks water.	<ul> <li>Make sure the door is properly closed.</li> <li>Make sure all hose connections are tight.</li> <li>Make sure the end of the drain hose is correctly inserted and secured to the drain system.</li> <li>Avoid overloading.</li> <li>Use high efficiency (HE) detergent to prevent oversudsing.</li> </ul>	
Has odors.	<ul> <li>Excessive suds collect in recesses and can cause foul odors.</li> <li>Run cleansing cycles to sanitize periodically.</li> <li>Clean the door seal (diaphragm).</li> <li>Dry the washer interior after a cycle has finished.</li> </ul>	









Symptom	Action
The tub or the water/drain hose is frozen.	<ul> <li>For frozen hoses, use warm water to disconnect the frozen hoses. Soak them in warm water.</li> <li>For a frozen tub, fill the tub with warm water, and then wait for about 10 minutes.</li> <li>For the hose connector, put a hot towel on the drain hose connector.</li> <li>After thawing the hoses, reconnect them.</li> </ul>
Water drains out immediately.	<ul> <li>Make sure the drain hose is not clogged, and is hung over the drain hose hook. Fill the tub halfway with water, and try spinning again.</li> <li>Lift the end of the drain hose to prevent water from draining. Fill the tub halfway with water, and then run the spin cycle after releasing the drain hose.</li> <li>Make sure the drain hose is installed correctly. See the installation section of this manual and then adjust the position of the drain hose as instructed.</li> <li>Make sure the washer drains completely if it is turned off by force. If you operate the washer before it has drained completely, the washer may supply water and drain simultaneously.</li> </ul>
Can I open the Add Door at any time?	<ul> <li>The Add Door can be opened only when the ♀ indicator appears. However, it does not open in the following cases:</li> <li>When the boiling or drying process is running and the internal temperature becomes high.</li> <li>If you set the Child Lock for safety reasons.</li> <li>When the drum wash or drum drying cycle is running that does not involve additional laundry.</li> </ul>

If an issue continues to occur, contact a local Samsung service center.







# Samsung Smart Home

Problem	Action
I could not find "Samsung Smart Home" in the app market.	The Samsung Smart Home app is available for smartphones that run Android 4.0 (ICS) or higher, or iOS 7.0 or higher.
The Samsung Smart Home app fails to operate.	<ul> <li>The Samsung Smart Home app is available for applicable models only.</li> <li>The old Samsung Smart Washer app cannot connect with Samsung Smart Home models.</li> </ul>
The Samsung Smart Home app is installed but is not connected to my washer.	<ul> <li>You must log into your Samsung account to use the app.</li> <li>Make sure that your router is operating normally.</li> <li>If the Smart Control indicator 原 on the washer's display is off, this indicates that no network connection has been established. Use the Samsung Smart Home app to connect and register the washer with your home network access point (AP).</li> </ul>
Could not log into the app.	<ul> <li>You must log into your Samsung account to use the app.</li> <li>If you don't have a Samsung account, follow the app's onscreen instructions to create one.</li> </ul>
An error message appears when I try to register my washer.	The connection may fail due to the distance from your access point (AP) or electrical interference from the surrounding environment. Wait a moment and try again.
The Samsung Smart Home app is successfully connected to my washer but does not run.	Exit and restart the Samsung Smart Home app or unplug your router and then reconnect it.









### **Information codes**

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

Code		
Upper washer	Lower washer	Action
1 1C	1C	<ul> <li>Check the water level sensor.</li> <li>Power off and then power the washer on after 2-3 minutes, and then try again.</li> <li>Depending on the model, the drain system drains water automatically. The POWER and START/PAUSE buttons may be disabled during this process.</li> </ul>
-	dC	<ul><li>The door is open.</li><li>Close the door, and then press START/PAUSE to resume operation.</li></ul>
-	ddC	<ul><li>The Add Door is open.</li><li>Close the Add Door and press START/PAUSE to resume operation.</li></ul>
1 dC	-	<ul><li>The top door is open.</li><li>Close the top door, and then press START/PAUSE to resume operation.</li></ul>
-	dC3	<ul><li>Check the Add Door.</li><li>Power off and power the machine on after 2-3 minutes, and then try again.</li></ul>
1 dC4	-	<ul> <li>The protective cover is open.</li> <li>Close the protective cover, and then press START/PAUSE to resume operation.</li> </ul>
1 dC1	dC1	<ul><li>Check the door switch.</li><li>Power off and then power the washer on after 2-3 minutes, and then try again.</li></ul>









Code		
Upper washer	Lower washer	Action
1 LC	LC	<ul> <li>Check for water leaks.</li> <li>Power the washer off, and then check the drain system for any leaks. Once the leak issue is resolved, power the washer on after 2-3 minutes.</li> <li>Depending on the model, the drain system drains water automatically. The POWER and START/PAUSE buttons may be disabled during this process.</li> </ul>
1 LC1	LC1	<ul> <li>Check the drain hose.</li> <li>Make sure the end of the drain hose is placed on the floor.</li> <li>Make sure the drain hose is not clogged.</li> <li>If the information code remains, contact a customer service centre.</li> <li>Others</li> <li>Use caution not to overfill any of the compartments (main wash/fabric softener).</li> <li>Do not spray or use water when cleaning the top door of the upper washer. Use a cloth to wipe up.</li> </ul>
1 4C	4C	<ul> <li>Check the water supply line.</li> <li>Check the connection to the water line (including water taps).</li> <li>Power off and then power the washer on after 2-3 minutes, and then try again.</li> <li>Depending on the model, the drain system drains water automatically. The POWER and START/PAUSE buttons may be disabled during this process.</li> </ul>
1 4C2	4C2	<ul> <li>The water being supplied is too hot.</li> <li>Make sure the cold and hot water taps are properly connected.</li> <li>Power off and then power the washer on after 2-3 minutes, and then try again.</li> </ul>







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Code		
Upper washer	Lower washer	Action
1 5C	5C	<ul> <li>Check the drain system.</li> <li>Make sure the drain filter is not clogged.</li> <li>If the drain filter is clogged, clean the filter, and then restart the washer.</li> </ul>
1 HC	НС	<ul><li>Check the washing heater.</li><li>Power off the washer, and then contact a Samsung customer service center.</li></ul>
1 UB	UB	<ul> <li>Check the spinning process.</li> <li>The load may not be balanced inside the drum or tub. Load is too small, or heavy items are mixed with light items. Check the drum or tub and make sure the load is balanced.</li> <li>Avoid washing single items, adding few extra items help to balance the load. Redistribute the load evenly.</li> <li>Press START/PAUSE to resume operation, or power off and then power the washer on after 2-3 minutes, and then try again.</li> </ul>
1 8C 1 8C1 1 8C2	8C 8C1 8C2	<ul><li>Check the MEMS sensor.</li><li>Power off and then power the washer on after 2-3 minutes, and then try again.</li></ul>
1 OC	OC	<ul><li>Water may overflow.</li><li>Close the water tap, and then call for service.</li></ul>
1 3C	3C	<ul><li>Check the motor.</li><li>Power off and then power the washer on after 2-3 minutes, and then try again.</li></ul>
1 AC6	AC6	<ul> <li>Check the PBA communication status.</li> <li>Power off and then power the washer on after 2-3 minutes, and then try again.</li> </ul>
1 9C1 1 9C2	9C1 9C2	<ul> <li>The electronic control needs to be checked.</li> <li>Check if power is supplied properly.</li> <li>If the information code remains, contact a Samsung service center.</li> </ul>







Code		
Upper washer	Lower washer	Action
1 SF	SF	<ul><li>System failed.</li><li>Power off the washer, and then contact a Samsung service center.</li></ul>
1 AC	AC	<ul> <li>Check communications between main and sub PBAs.</li> <li>Try powering off and restarting the cycle.</li> <li>If the information code remains, contact a customer service center.</li> </ul>
-	AC7	<ul> <li>Check communications between the lower main PBA and the upper main PBA.</li> <li>Try powering off and restarting the cycle.</li> <li>If the information code remains, contact a customer service center.</li> </ul>

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







# **Specifications**

#### Fabric care chart

The following symbols provide garment care direction. The clothing care labels include symbols for drying, bleaching, drying and ironing, or dry cleaning when necessary. The use of symbols ensures consistency among garment manufacturers of domestic and imported items. Follow care label directions to optimize garment life and reduce laundering problems.

#### Wash cycle

	Normal
	Permanent press / Wrinkle resistant / Wrinkle control
	Gentle / Delicates
<b>A</b>	Hand wash

### Water temperature

•••	Hot
••	Warm
•	Cold

# (E) NOTE

The temperature range for Hot is 135 °F (57 °C) or below, 95 °F (35 °C) or below for Warm, and 68 °F (20 °C) or below for Cold. Wash water temperature must be a minimum of 60 °F (16 °C) for detergent activation and effective cleaning.

#### Bleach

Any bleach (when needed)
Only non-chlorine (color-safe) bleach (when needed)
Tumble dry

#### **Normal**

0	Permanent press / Wrinkle resistant / Wrinkle control
	Gentle/Delicates

#### **Special instructions**

	Line dry/Hang to dry
III	Drip dry
	Dry flat

#### **Heat setting**

·	High
·	Medium
0	Low
0	Any heat
	No heat / Air



#### Iron dry or steam temperatures

<u></u>	High	
<u></u>	Medium	
<i>a</i>	Low	

<b></b>	No steam (added to iron)	
<b>A</b>	Do not iron	

### Warning symbols for laundering

¥	Do not wash		
<b>⋙</b>	Do not wring		
*	Do not bleach		
<b>₩</b>	Do not tumble dry		

#### **Dry-clean**

0	Dry-clean	
8	Do not dry-clean	
	Line dry / Hang to dry	
III	Drip dry	
	Dry flat	

### Protecting the environment

- This appliance is manufactured from recyclable materials. If you decide to dispose of it, please observe local waste disposal regulations. Cut off the power cord so that the appliance cannot be connected to a power source. Remove the lid so that animals and small children cannot get trapped inside the appliance.
- Do not exceed the detergent quantities recommended in the detergent manufacturers' instructions.
- Use stain removal products and bleaches before the wash cycle only when necessary.
- Save water and electricity by only washing full loads (the exact amount depends upon the program used).







# **Specifications**

## **Specification sheet**

"\*" Asterisk(s) means variant model and can be varied (0-9) or (A-Z).

Туре			Front loading washing machine
Model name			WV16M9945K*
Dimensions (W × D × H)			686 x 864 x 1192 mm
Water pressure			50-800 kPa
Net weight			136 kg
Wash and spin capacity		Upper washer	2.5 kg
		Lower washer	16.0 kg
Power consumption	Washing and heating	220-240 V	2200-2400 W
Spin revolutions		Upper washer	700 rpm
		Lower washer	1100 rpm



The design and specifications are subject to change without notice for quality improvement purposes.







# Memo







## **SAMSUNG**

## QUESTIONS OR COMMENTS?

COUNTRY	CALL	OR VISIT US ONLINE AT	
AUSTRALIA	1300 362 603 (Other)	www.camcung.com/au/cunnort	
	1300 425 299 (HHP)	www.samsung.com/au/support	
NEW ZEALAND	0800 726 786 (All Product)		
	0800 6 726 786	www.samsung.com/nz/support	
	(Support for Smart Mobile Devices)		

