

Operations

2. Tap **Power** to turn on the washing machine.
3. Tap and hold **Smart Control** .
- a. The washing machine enters AP mode and connects to your smartphone or tablet.
- b. Tap **Smart Control**  to authenticate your washing machine.
- c. Once the authentication process is complete, your washing machine is successfully connected to the app.
- You can use various features available in the SmartThings app.

NOTE

- If your washing machine fails to connect with the SmartThings app, try again.
- Check your router if you experience any internet connection problem after connecting your washing machine with the SmartThings app.
- If the Wi-Fi is off, tap and hold **Temp.**  and **Smart Control**  simultaneously for 3 seconds to turn it on.
- Turning the washing machine's Wi-Fi on allows you connect to the washing machine via SmartThings app on your smartphone or tablet, regardless of the power status of the washing machine. However, the washing machine appears offline on the SmartThings app if the washing machine's Wi-Fi is off.
- Close the door before starting the Smart Control function.
- If you use your washing machine for a while without connecting it to the SmartThings app, a pop-up message about Smart Control will show for 5 seconds.
- If the washing machine's Wi-Fi is not connected to an AP (access point), the Wi-Fi will turn off when you turn off the power.

Stay Connect

Set up the Stay Connect function in your SmartThings app to keep Smart Control turned on at the end of a cycle. Your washing machine stays connected to the app so you can send additional instructions, whether you are at home or away.

English 43

Troubleshooting

Problem	Action
The door does not open.	- Press or tap Start/Pause to stop the washing machine. - It may take a few moments for the door lock mechanism to disengage. - The door will not open until 3 minutes after the washing machine has stopped or the power turned off. - Make sure all the water in the drum is drained. - The door may not open if water remains in the drum. The door stays locked as long as the washing machine is still hot inside after an heating operation. - Make sure the door lock light is off. The door lock light turns off after the washing machine has drained.
Excessive suds.	- Make sure you use the recommended types of detergent as appropriate. - Use high efficiency (HE) detergent to prevent oversudsing. - Reduce the detergent amount for soft water, small loads, or lightly soiled loads. - Non-HE detergent is not recommended.
Cannot apply additional detergent.	Make sure the remaining amount of detergent and fabric softener is not over the limit.
Stops.	- Plug the power cord into a live electrical outlet. - Check the fuse or reset the circuit breaker. - Close the door and press the Start/Pause button to start the washing machine. For your safety, the washing machine will not tumble or spin unless the door is closed.

English 35

Problem	Action
Stops.	- Before the washing machine starts to fill, it will make a series of clicking noises to check the door lock and does a quick drain. - There may be a pause or soak period in the cycle. Wait briefly and the washing machine may start. - Make sure the mesh filter of the water supply hose at the water taps are not clogged. - Periodically clean the mesh filter. - If the washing machine is not supplied with sufficient power, the washing machine temporarily will not drain or spin. As soon as the washing machine regains sufficient power, it will operate normally.
Fills with the water temperature.	- Fully open both taps. - Check if there is something stuck between the door and the diaphragm. - Make sure the hoses are connected to the correct taps. Flush water lines. - Make sure the water heater is set to supply a minimum 120 °F (49 °C) hot water at the tap. Also, check the water heater capacity and recovery rate. - Disconnect the hoses and clean the mesh filter. The mesh filter may be clogged. - While the washing machine fills, the water temperature may change as the automatic temperature control feature checks incoming water temperature. This is normal. - While the washing machine fills, you may notice just hot and/or just cold water going through the dispenser when cold or warm temperatures are selected. This is a normal function of the automatic temperature control feature as the washing machine determines the water temperature.

56 English

Operations

NOTE

- If you have a Samsung account, use the account to log in. A registered Samsung smartphone or tablet user automatically logs in.

To register your appliance to SmartThings

1. Make sure your smartphone or tablet is connected to a wireless network. If not, go to **Settings** and turn on the wireless connection and select **Wi-Fi** (Access Point).
2. Open **SmartThings** on your smartphone or tablet.
3. If a message of "A new device is found," select **Add**.
- If no message appears, select **+** and select your appliance in a list of devices available. If your appliance is not listed, select **Device Type** > **Specific Device Model**, and then add your appliance manually.
5. Register your appliance to the SmartThings app as follows.
 - Add your appliance to SmartThings. Make sure your appliance is connected to SmartThings.
 - When registration is complete, your appliance appears on your smartphone or tablet.

To turn on the Wi-Fi connection for your washing machine

The Wi-Fi network is automatically connected when the washing machine starts operation. To manually control the Wi-Fi connection, press and hold **Temp.**  and **Smart Control**  for simultaneously 3 seconds to toggle the Wi-Fi connection on or off.

- The number 1 indicates the Wi-Fi connection is on while 0 refers to disconnection.

NOTE

The app is subject to change without notice for improved performance.

Log in

You must first log into SmartThings with your Samsung account. To create a new Samsung account, follow the instructions on the app. You don't need a separate app to create your account.

44 English

Open Source Announcement

The software included in this product contains open source software. You may obtain the complete corresponding source code for a period of three years after the last shipment of this product by contacting our support team via <http://opensource.samsung.com> (Please use the "Inquiry" menu).

It is also possible to obtain the complete corresponding source code in a physical medium such as a CD-ROM, at a minimal charge will be required.

The following URL <http://opensource.samsung.com/opensource/> SMART_AT_051/seo/0 leads to the open source license information as related to this product. This offer is valid to anyone in receipt of this information.



NOTE

When Wi-Fi is activated, the energy consumption increases in comparison to the values specified in the indicative information.

English 45

Maintenance

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

DRUM CLEAN +

Perform this cycle regularly to clean the drum by removing bacteria from it. This cycle heats the water and unplug the power cord. It also removes accumulated dirt from the rubber door gasket.

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

NOTE

- The water temperature for **DRUM CLEAN +** is set to 60 °C, which cannot be changed.
- It is recommended to run the **DRUM CLEAN +** cycle once every 40 washes.
- To prevent limescale, add the proper amount of detergent according to your local water hardness or add a water softener additive together with the detergent.
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DRUM CLEAN + reminder

Depending on the model, the **DRUM CLEAN +** reminder is either an icon or an LED.

For icons, the icon lights up on the control panel.

For LEDs, the LED lights right next to **DRUM CLEAN +**, or on the option area of the control panel.

- The **DRUM CLEAN +** reminder blinks on the control panel once every 40 washes. It is advisable to perform **DRUM CLEAN +** regularly.

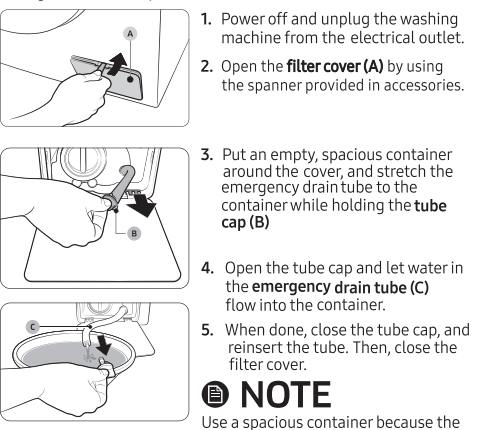
When you first see this reminder blinking, you can ignore the reminder for 2 consecutive washes. From the 7th wash, the reminder no longer appears. However, it appears again on the second 40th wash.

- Even after the last process is terminated, the "0" message may remain.
- Even if "0" does not disappear, the machine operates normally after cleaning it. Otherwise, it is recommended to run the cycle regularly for hygienic purposes.

English 47

Emergency drain

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



Surface of the washing machine

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

Cleaning

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Emergency drain

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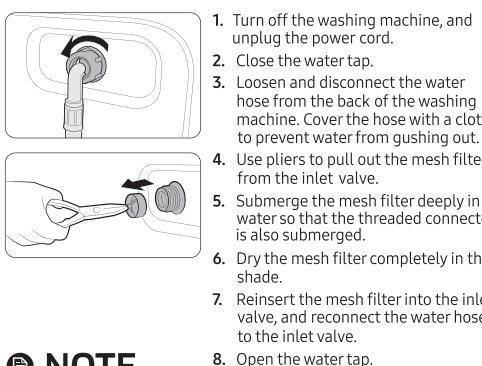
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Maintenance

Mesh filter
Clean the mesh filter of the water hose once every month.

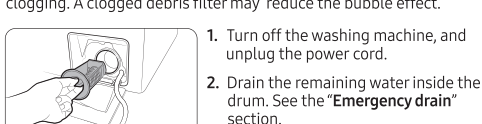


NOTE

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

Debris filter

It is advisable to clean the debris filter every 2 months to prevent its clogging. A clogged debris filter may reduce the bubble effect.



NOTE

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

CAUTION

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

NOTE

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

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- Make sure the filter knob is closed properly after cleaning the filter. Otherwise, this may cause a leak.
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