



Samsung Support Doc Q&A Generator

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Select Types of Q&A to Generate:

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☒ Troubleshooting

☒ Safety

☒ Software Updates
- ☒ Problem-Solution

☒ Feature Explanation

☒ Compatibility

☒ Preventive Care
- ☒ Step-by-Step

☒ Setup/Installation


☒ Maintenance

☒ Accessory Integration
- ☒ FAQ

☒ Error Code

☒ Warranty

☒ Legal/Corr

 Generate Q&A

Simple Q&A Results

Okay, here are some fundamental Q&A pairs based on the provided document, covering key features, basic troubleshooting, and usage guidelines for the Sam

Safety Information:

- Q: What should I do before using the washing machine?
 - A: Read the user manual thoroughly to understand how to safely and efficiently operate the appliance. Store the manual in a safe location for future r
- Q: What do the warning symbols in the manual mean?
 - A: Warning symbols indicate hazards or unsafe practices that may result in severe personal injury, death, and/or property damage. Caution symbols ir
 - result in personal injury and/or property damage.
- Q: Is it safe for children to use the washing machine?
 - A: Children aged 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge can use th
 - been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with
 - user maintenance shall not be made by children without supervision. Children of less than 3 years should be kept away unless continuously supervis
- Q: What should I do if the power cord is damaged?
 - A: If the supply cord is damaged, it must be replaced by the manufacturer, its service agent, or similarly qualified persons to avoid a hazard.
- Q: Where is this appliance intended to be used?
 - A: This appliance is intended to be used in household only and it is not intended to be used such as: staff kitchen areas in shops, offices and other wor
 - houses, by clients in hotels, motels and other residential type environments, bed and breakfast type environments, areas for communal use in blocks

Installation:

- Q: Who should install the washing machine?
 - A: 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,
 - the appliance, or injury.
- Q: Can I use an extension cord with the washing machine?
 - A: Do NOT use an extension cord. Use only the power cord that comes with the washing machine.
- Q: What type of flooring is suitable for the washing machine?
 - A: Install your appliance on a solid, level floor that can support its weight.
- Q: What should I do with the shipping bolts before using the washing machine?

- A: Remove all shipping bolts from the rear of the washing machine using the supplied spanner. Cover the holes with bolt caps after removing the shipping bolts in a safe place for future use.
- **Q: What is the recommended height for the drain standpipe?**
 - A: Samsung recommends a standpipe 60-90 cm high.

Usage:

- **Q: What should I do before washing for the first time?**
 - A: You must run a complete wash cycle without any items in the drum.
- **Q: How should I sort my laundry?**
 - A: Sort the laundry by care label, color, size, and sensitivity.
- **Q: Is it okay to overload the washing machine?**
 - A: No, do not overload the washing machine. Overloading may cause the washing machine to not wash properly.
- **Q: What type of detergent should I use?**
 - A: Use laundry detergent that is designed for automatic washing machines. Follow the detergent manufacturer's recommendations based on the weight of soiling, and the hardness of the water in your local area.
- **Q: What is the recommended detergent for the Wool Cycle?**
 - A: When washing wool using the Wool cycle, use a detergent dedicated to wool items. If used with the Wool cycle, powder detergent may remain on the laundry.
- **Q: Can I use powder detergent in the auto dispenser?**
 - A: Only use liquid detergent or softener in the auto dispenser. Do not use powdered detergent.
- **Q: What is the Delay End option?**
 - A: You can set the washing machine to finish your wash automatically at a later time, choosing a delay of between 1 to 24 hours

Maintenance:

- **Q: How often should I clean the drum?**
 - A: Perform the Drum Clean+/Drum Clean cycle once every 40 washes.
- **Q: Can I use cleaning agents to clean the drum?**
 - A: No, do not use any cleaning agents for cleaning the drum. Chemical residue in the drum may cause damage to the laundry or the drum of the washing machine.
- **Q: How do I drain the washing machine in an emergency?**
 - A: Open the filter cover and pull out the emergency drain tube. Remove the tube cap and let the water drain into a container.
- **Q: How often should I clean the debris filter?**
 - A: It is advisable to clean the debris filter every 2 months to prevent its clogging.
- **Q: How often should I clean the detergent drawer?**
 - A: To prevent the detergent residue buildup in the detergent drawer, clean the detergent drawer once or twice a month, and whenever you refill or change softener.
- **Q: What do I do to prepare the washing machine for an extended time of disuse?**
 - A: Avoid leaving the washing machine unused for an extended time. If this is the case, drain the washing machine and unplug the power cord.

Troubleshooting:

- **Q: What should I do if the washing machine doesn't start?**
 - A: Make sure the washing machine is plugged in, the door is properly closed, the water taps are open, and Child Lock is not activated. Also, check the circuit breaker.
- **Q: What should I do if water supply is insufficient, or no water is supplied?**
 - A: Fully open the water tap. Make sure the door is properly closed. Make sure the water supply hose is not frozen. Make sure the water supply hose is not kinked and there is sufficient water pressure. Make sure that the cold water tap and the hot water tap are properly connected. Clean the mesh filter as it may be clogged.
- **Q: What should I do if the washing machine vibrates excessively or makes noise?**
 - A: Make sure the washing machine is installed on a level, solid floor, the shipping bolts are removed, the washing machine is not in contact with any objects, and the load is balanced.

- **Q: What should I do if the washing machine doesn't drain and/or spin?**
 - A: Make sure the drain hose is straightened, the debris filter is not clogged, and the door is closed.
- **Q: What should I do if the door does not open?**
 - A: Tap the Start/Pause button to stop the washing machine. It may take a few moments for the door lock mechanism to disengage. Make sure all the w
- **Q: What does the "Clean drain filter" message mean?**
 - A: It indicates that the debris filter is clogged and needs to be cleaned.
- **Q: What does the "Check water supply faucets and restart" message mean?**
 - A: It indicates that water is not being supplied to the washing machine. Check that the water taps are open, hoses are not clogged, and water pressure that the cold water tap and the hot water tap are properly connected. Clean the mesh filter as it may be clogged.

Smart Features:

- **Q: What is Smart Control?**
 - A: The Smart Control function lets you control your washing machine remotely using the SmartThings app on your smartphone or tablet (Android or i
- **Q: How do I connect my washing machine to the SmartThings app?**
 - A: Download and open the SmartThings app on your smartphone or tablet (Android & iOS). Tap to turn on the washing machine. Tap and hold .
- **Q: What is Stay Connect?**
 - A: Set up the Stay Connect function in your SmartThings app to keep Smart Control turned on at the end of a cycle.

Problem-Solution Results

Okay, here are some problem-solution pairs extracted from the document, along with severity indicators:

Problem-Solution Pairs with Severity Indicators

1. Problem: The washing machine does not start.

- **Solution:**
 - Make sure the washing machine is plugged in.
 - Make sure the door is properly closed.
 - Make sure the water taps are open.
 - Tap and hold the start/pause button to start the washing machine.
 - Make sure Child Lock is not activated.
 - Check the fuse or reset the circuit breaker.
 - Check if power is supplied properly.
 - Low Voltage detected. - Check if the power cord is plugged in.
- Make sure laundry is not caught in the door.
- **Severity:** Medium (Inconvenience, potential for laundry not getting done. If door is stuck closed, could become a major problem.)

2. Problem: Water supply is insufficient or no water is supplied.

- **Solution:** * Fully open the water tap. * Make sure the door is properly closed. * Make sure the water supply hose is not frozen. * Make sure the water supply clogged. * Make sure there is sufficient water pressure. * Make sure that the cold water tap and the hot water tap are properly connected. * Clean the mesh
- **Severity:** Medium (Washing machine cannot function. Potential for minor water damage if hoses are disconnected while pressurized.)

3. Problem: Excessive vibrations or noise during operation.

- **Solution:** * Make sure the washing machine is installed on a level, solid floor that is not slippery. If the floor is not level, use the leveling feet to adjust the machine. * Make sure the shipping bolts are removed. * Make sure the washing machine is not in contact with any other object. * Make sure the laundry lo the load.
- **Severity:** Medium (Potential for damage to washing machine, floor, or surrounding objects. Annoying noise.)

4. Problem: Washing machine does not drain and/or spin.

- **Solution:** * Make sure the drain hose is straightened all the way to the drain system. * Make sure the debris filter is not clogged. * Close the door and tap ar button. * Make sure the drain hose is not frozen or clogged. * Make sure the drain hose is connected to a drain system that is not clogged. * Make sure the c correctly, depending on the connection type. * Clean the debris filter as it may be clogged.
- **Severity:** High (Standing water in the drum can cause damage to the machine and laundry. Potential for significant water damage and mold growth.)

5. **Problem:** The door does not open.

- **Solution:** * Tap and hold start/pause to stop the washing machine. * Wait a few moments for the door lock mechanism to disengage. * The door will not open if the washing machine has stopped or the power has been off. * Make sure all the water in the drum is drained. * Check that the door lock light is off.
- **Severity:** Medium (Trapped laundry. Inconvenience.)

6. **Problem:** Leaks Water. * **Solution:** * Make sure the door is properly closed. * Make sure all hose connections are tight. * Make sure the end of the drain hose is properly secured to the drain system. * Avoid overloading. * Use high efficiency (HE) detergent to prevent oversudsing. * Check the drain hose. - Make sure the end of the drain hose is not touching the floor. - Make sure the drain hose is not clogged. * Check if there is something stuck between the door and the diaphragm. - If there is something stuck between the door and the diaphragm, it may cause a leak or damage to the diaphragm.

- **Severity:** High (Potential for major water damage to flooring and surrounding areas)

7. **Problem:** OC Information code * **Solution:** * Water has overflowed. Restart after spinning. * **Severity:** Critical (Potential for major water damage to flooring and surrounding areas)

8. **Problem:** Clean drain filter information code * **Solution:** * Water is not draining. Make sure the drain hose is not frozen or clogged. * Make sure the drain hose is properly connected depending on the connection type. * Clean the debris filter as it may be clogged. * **Severity:** Critical (Potential for major water damage to flooring and surrounding areas)

Important Considerations:

- **Safety First:** The "Safety Information" section provides vital warnings that should always be prioritized.
- **Severity:** I used High, Medium, and Low. High indicates a potential safety hazard, significant damage, or major disruption. Medium indicates inconvenience, minor damage, or moderate disruption. Low is for minor inconveniences or easily resolvable issues.

This is a starting point, and more problem-solution pairs could be created by analyzing the "Troubleshooting" and "Maintenance" sections more comprehensively for safety-related issues.

Step-by-Step Results

Okay, I will generate step-by-step procedural guides with tools and time estimates based on the provided text.

Note: Since the source document provides very general installation and maintenance instructions, the following guides will be equally general. Where specific tools are mentioned, I will infer common tools based on the task.

Guide 1: Removing Shipping Bolts

Objective: Safely remove the shipping bolts from a new Samsung washing machine.

Tools:

- Spanner (supplied with washing machine)
- Bolt Caps (supplied with washing machine)

Time Estimate: 10-15 minutes

Steps:

1. **Locate Shipping Bolts:** Find the shipping bolts on the rear side of the washing machine (marked with a circle). *Time: 1 minute*
2. **Loosen Bolts:** Using the supplied spanner, loosen all the shipping bolts by turning them anticlockwise. *Time: 5-7 minutes*
3. **Remove Bolts:** Pull the bolts out. *Time: 2-3 minutes*
4. **Cover Holes:** Cover the holes left by the shipping bolts with the bolt caps. *Time: 2-3 minutes*

Important Notes:

- Keep the shipping bolts in a safe place for future use (moving the washing machine).
- Do not move the washing machine without the shipping bolts in place.
- Packaging materials can be dangerous to children. Dispose of all packaging material (plastic bags, polystyrene, etc.) out of children's reach.

Guide 2: Leveling the Washing Machine

Objective: Ensure the washing machine is level for proper operation.

Tools:

- Spanner (supplied with washing machine)
- Level (optional)

Time Estimate: 10-20 minutes

Steps:

1. **Adjust Levelling Feet:** Manually adjust the levelling feet to raise or lower each corner of the washing machine. *Time: 5-10 minutes*
2. **Check Level:** Use a level (if available) to confirm the washing machine is level on all sides. Visually inspect if a level is not available. Ensure all feet are seated. *Time: 3-5 minutes*
3. **Tighten Nuts:** Once the washing machine is level, tighten the nuts on the levelling feet using the spanner to secure them in place. *Time: 3-5 minutes*

Important Notes:

- Ensure leveling feet are not pressing against the power cord.
- Make sure all the levelling feet are seating on the floor surface to avoid the washing machine from moving or generating noise due to vibration. Then, check for rocking. If the washing machine is not rocking, tighten the nuts.

Guide 3: Cleaning the Debris Filter

Objective: Clean the debris filter to prevent clogging and maintain optimal washing performance.

Tools:

- Soft brush
- Container to collect water
- Waste bin

Time Estimate: 15-25 minutes

Steps:

1. **Power Off and Drain:** Turn off the washing machine and unplug the power cord. Drain the remaining water inside the drum using the emergency drain procedure. *Time: 2-3 minutes*
2. **Open Filter Cover:** Open the filter cover. Type 1: Gently press the top area of the filter cover to open. Type 2: Push down the latch of the filter cover to open.
3. **Drain Remaining Water:** Turn the debris filter knob to the left and drain off the remaining water into the container. *Time: 2-3 minutes*
4. **Clean Filter:** Clean the debris filter using a soft brush, discarding any debris into the waste bin. Rinse the filter and make sure the drain pump propeller is clean. *Time: 5-7 minutes*
5. **Reinsert Filter:** Reinsert the debris filter and turn the filter knob to the right to tighten. *Time: 2-3 minutes*
6. **Close Filter Cover:** Close the filter cover. *Time: 1 minute*

Important Notes:

- The "Clean drain filter" message appears on the control panel display after every 100 washes.
- Make sure the filter knob is closed properly after cleaning the filter, or it may cause a leak.
- Make sure the filter is inserted properly after cleaning it, otherwise, it may cause an operational failure or a leak.

Guide 4: Cleaning the Detergent Drawer

Objective: Prevent detergent residue buildup in the detergent drawer.

Tools:

- Bottle brush
- Nonabrasive cloth
- Warm water

Time Estimate: 15-20 minutes

Steps:

1. **Power Off:** Turn off the washing machine and unplug the power cord. *Time: 1 minute*

2. **Remove Drawer:** While holding down the release lever on the inner part of the drawer, pull the detergent drawer to remove it. *Time: 1-2 minutes*
3. **Clean Dispensers:** Open the dispenser caps and clean inside the dispensers with water. Wipe the water and close the caps when you finish cleaning them. dispenser is hardened, open the dispenser, and pour lukewarm water into the dispenser to dissolve the hardened agents. Then, clean inside the dispenser thoroughly. *Time: 5-7 minutes*
4. **Clean Drawer Recess:** Clean the drawer recess using a bottle brush to remove detergent residues and limescale. *Do not spray water into the detergent drawer to avoid electric shock or fire.* *Time: 3-5 minutes*
5. **Reinsert Drawer:** Insert the detergent drawer back into the washing machine. *Time: 1 minute*

Important Notes:

- Make sure to turn off the washing machine and unplug the power cord before cleaning.
- If you are not going to use the washing machine for a long time, empty the dispensers and clean them thoroughly.

These guides provide a basic overview of the procedures. Always refer to the complete owner's manual for specific instructions and safety information related to your washing machine model.

FAQ Results

Okay, based on the provided washing machine manual, here are some frequently asked questions (FAQs), including "Why," "How," and "What if" scenarios:

Safety & Installation

- **Why is it important to have a qualified technician install the appliance?**
 - To avoid electric shock, fire, explosion, appliance problems, or injury.
- **Why shouldn't I use an extension cord with the washing machine?**
 - Sharing a wall socket with other appliances using a power strip or extending the power cord may result in electric shock or fire.
- **How do I remove foreign substances from the power plug?**
 - Unplug the power plug and clean it with a dry cloth.
- **What if I install the washing machine in a location where gas may leak?**
 - This may result in electric shock or fire.
- **How do I dispose of the appliance safely?**
 - Remove the washing machine door lever before disposing of the appliance to prevent children from suffocating.
- **Why must I remove the shipping bolts before using the washing machine?**
 - Failure to remove the shipping bolts can cause excessive vibration, noise, and damage to the washing machine during operation.
- **How do I level the washing machine?**
 - Manually adjust the levelling feet at the bottom of the machine.
- **What if the water pressure is too low?**
 - Water pressure less than 50 kPa may cause the water valve to not close completely, or it may take longer to fill the drum, causing the washing machine to stop.
- **Why is grounding necessary?**
 - Improperly connected grounding conductors may cause electric shock.

Usage & Operation

- **Why can't children play with the appliance?**
 - They could be seriously injured if trapped inside.
- **Why shouldn't I wash items contaminated with flammable substances?**
 - This may result in electric shock, fire, or an explosion.
- **Why can't I force the washing machine door open during operation?**
 - Hot water could cause burns, and the floor could be slippery, leading to injury. Forcing the door open could damage the appliance.
- **How do I operate a wash cycle?**
 - Turn on the washing machine, select the cycle, set parameters, choose options (if desired), and press start.
- **Why is it important to sort laundry?**
 - Sorting prevents color bleeding, fabric damage, and ensures proper cleaning.
- **What if I overload the washing machine?**
 - The machine may not wash properly, and performance may be reduced.
- **How do I use laundry capsules correctly?**
 - Place the capsule in the bottom of the empty drum towards the rear before loading laundry.
- **Why should I not use natural hand-washing soap?**

- If it hardens and accumulates inside the washing machine, it may result in problems with the appliance, discolouration, rust, or bad odours.
- **How does the "Delay End" function work?**
 - You set a delay time, and the washing machine will start the cycle so that it finishes at the specified time.
- **What if I accidentally select the wrong dispenser?**
 - The washing machine may not start operating or fail to dispense washing agents if the dispensers are not inserted completely.
- **How does the Child Lock feature work?**
 - It locks all buttons except the Power button to prevent accidental operation by children.
- **What if I want to use softener/detergent in the Wool cycle?**
 - To dispense detergent/softener in the Wool cycle, you must manually set the input level of detergent/softener.
- **Why shouldn't I let detergent/softener sit in the auto dispenser for more than 6 weeks?** * To prevent detergent or softener from hardening
- **What if my washing machine won't 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.

Maintenance & Troubleshooting

- **Why should I use the Drum Clean+/Drum Clean cycle regularly?**
 - To clean the drum by removing bacteria and preventing odor.
- **How often should I clean the debris filter?**
 - Every 2 months to prevent clogging.
- **What if the washing machine freezes?**
 - Pour warm water over the water tap and into the drum to thaw it out.
- **Why do I need to drain the washing machine if it will be unused for an extended period?**
 - To prevent mold growth and odors.
- **What if the washing machine does not start?**
 - Check the power cord, door, water taps, and Child Lock.
- **What if the washing machine leaks water?**
 - Check the door, hose connections, drain hose, and detergent usage.
- **Why is my load still wet at the end of a cycle?**
 - Try a higher spin speed, use HE detergent, and ensure the load is not too small.

These FAQs cover common scenarios and address potential concerns a user might have while using the washing machine.

Troubleshooting Results

Okay, here's a comprehensive troubleshooting guide derived from the provided text, formatted for clarity and with prioritized issue levels.

Samsung Washing Machine Troubleshooting Guide

This guide provides solutions for common problems experienced with Samsung washing machines. Follow the steps in each section to diagnose and resolve t persists after following these steps, contact a qualified service technician.

Important: Before beginning any troubleshooting steps, ensure the washing machine is unplugged from the power outlet for safety.

Priority Levels:

- **Critical:** Immediate action required to prevent damage, injury, or fire. Stop using the appliance immediately.
- **High:** Appliance is unusable, and functionality is significantly impacted.
- **Medium:** Appliance functions, but performance is degraded, or a non-critical error is present.
- **Low:** Minor inconvenience or cosmetic issue; does not affect functionality.

1. Washing Machine Does Not Start

- **Priority:** High

Symptoms:

- The washing machine does not power on when the power button is pressed.
- The display remains blank.

- No lights or sounds are present.

Diagnostics:

1. **Power Supply:**
 - **Check:** Ensure the power cord is securely plugged into a working wall socket.
 - **Test:** Try a different appliance in the same socket to verify the socket is functioning.
 - **Action:** If the socket is not working, check the circuit breaker or fuse box and reset the breaker or replace the fuse.
2. **Door Closure:**
 - **Check:** Ensure the washing machine door is completely closed and latched. Some models have a door lock indicator on the control panel.
 - **Action:** Open and firmly close the door, ensuring no laundry is obstructing the seal.
3. **Power Button:**
 - **Check:** Confirm the power button is functioning correctly.
 - **Action:** Try pressing the power button multiple times, holding it down for a few seconds each time.
4. **Child Lock:**
 - **Check:** See if the Child Lock feature is activated.
 - **Action:** Deactivate Child Lock, refer to the section on "Child Lock" in the manual (page 47).
5. **Water Supply**
 - **Check:** Ensure the water taps are open.

Next Steps:

- If the washing machine still doesn't start after these checks, there may be an internal electrical fault. Contact a qualified service technician.

2. Water Supply Issues (Insufficient or No Water)

- **Priority:** High

Symptoms:

- The washing machine starts, but the drum does not fill with water.
- The water fill is slow and takes an excessively long time.
- An error code related to water supply appears on the display (e.g., "Check water supply faucets and restart").

Diagnostics:

1. **Water Taps:**
 - **Check:** Ensure both the cold and hot water taps are fully open.
 - **Action:** Open the taps completely.
2. **Water Hose Kinks/Obstructions:**
 - **Check:** Inspect the water supply hoses for any kinks, bends, or crushing.
 - **Action:** Straighten any kinks or replace damaged hoses.
3. **Frozen Hoses:**
 - **Check:** If the ambient temperature is below freezing, check if the water supply hoses are frozen.
 - **Action:** Defrost the hoses carefully, using warm (not hot) water. Refer to the section on "Defrosting Your Washing Machine" in the manual (page 59).
4. **Water Pressure:**
 - **Check:** Ensure there is adequate water pressure in your home. Ideal water pressure is between 50 kPa and 1000 kPa (see page 16).
 - **Action:** Contact your local water authority if you suspect low water pressure.
5. **Hose Connections:**
 - **Check:** Verify that the cold and hot water hoses are connected to the correct taps (if applicable).
 - **Action:** Correct any misconnections.
6. **Mesh Filter:**
 - **Check:** The mesh filter in the water inlet valve may be clogged.
 - **Action:** Clean the mesh filter. Refer to the section on "Mesh Filter" in the manual (page 55).
7. **Water supply hose is not kinked or clogged.**

Next Steps:

- If the problem persists, there may be a problem with the washing machine's water inlet valve. Contact a qualified service technician.

3. Detergent Drawer Problems

- **Priority:** Medium

Symptoms:

- Detergent remains in the detergent drawer after a wash cycle.
- The detergent drawer is difficult to open or close.
- Water leaks from the detergent drawer.

Diagnostics:

1. **Water Pressure:**
 - **Check:** Ensure the washing machine is running with sufficient water pressure.
 - **Action:** Improve water pressure if low.
2. **Detergent Type:**
 - **Check:** If using granular detergent, make sure the detergent selector is in the upper position.
 - **Action:** Use the appropriate detergent type for your machine.
3. **Rinse Cap:**
 - **Check:** Make sure the rinse cap is inserted properly.
 - **Action:** Properly insert the rinse cap.
4. **Detergent Buildup:**
 - **Check:** Examine the detergent drawer for accumulated detergent residue.
 - **Action:** Remove the detergent drawer and clean it thoroughly. Refer to the section on "Detergent Drawer" in the manual (page 57).
5. **Drawer Obstruction:**
 - **Check:** Verify that nothing is obstructing the drawer's movement.
 - **Action:** Remove any obstructions.
6. **Automatic Dispensing (If Applicable)**
 - **Check** Make sure the remaining amount of detergent and fabric softener is not over the limit.

Next Steps:

- If the drawer continues to malfunction, there may be an issue with the water flow to the drawer or a problem with the drawer mechanism itself. Contact a

4. Excessive Vibrations or Noise

- **Priority:** Medium

Symptoms:

- The washing machine vibrates excessively during operation, especially during the spin cycle.
- Loud banging, thumping, or grinding noises are present.
- The washing machine appears to be "walking" or moving from its original position.

Diagnostics:

1. **Leveling:**
 - **Check:** Ensure the washing machine is installed on a level, solid floor.
 - **Action:** Use a spirit level to check the machine's levelness. Adjust the leveling feet on the bottom of the machine until it is perfectly level (see page 20)
2. **Shipping Bolts:**
 - **Check:** Confirm that the shipping bolts have been removed.
 - **Action:** Remove the shipping bolts. Refer to the "Remove the Shipping Bolts" section in the manual (page 19).
3. **Obstructions:**
 - **Check:** Ensure the washing machine is not in contact with any other object or wall.
 - **Action:** Provide adequate clearance around the machine.
4. **Load Balance:**
 - **Check:** Make sure the laundry load is balanced within the drum. Overloading or washing a single heavy item can cause imbalance.

- **Action:** Redistribute the laundry evenly within the drum. For small loads, add a few more items to help balance the load.

5. **Loose Objects:**

- **Check:** Metal objects such as coins, keys, safety pins etc can cause noise.
- **Action:** Make sure that the pockets of all the clothing items to be washed are empty.

Next Steps:

- If the problem persists, there may be an internal issue with the drum bearings or motor. Contact a qualified service technician.

5. Drainage and/or Spinning Problems

- **Priority:** High

Symptoms:

- The washing machine does not drain water after a wash cycle.
- The laundry remains excessively wet after the spin cycle.
- An error code related to drainage appears on the display (e.g., "Clean drain filter").

Diagnostics:

1. **Drain Hose:**

- **Check:** Ensure the drain hose is not kinked, crushed, or clogged.
- **Action:** Straighten the hose and remove any obstructions.

2. **Drain Height:**

- **Check:** Verify that the drain hose is positioned correctly, as described in the manual (page 25). It should be between 60 cm and 90 cm high.
- **Action:** Adjust the drain hose height if necessary.

3. **Debris Filter:**

- **Check:** The debris filter may be clogged.
- **Action:** Clean the debris filter. Refer to the section on "Debris Filter" in the manual (page 56).

4. **Power Interruption:**

- **Check:** If the washing machine is not supplied with sufficient power, the washing machine will temporarily not drain or spin. As soon as the washing machine is supplied with power, it will operate normally.
- **Action:** Check if power is supplied properly.

Next Steps:

- If the problem continues, there may be a fault with the drain pump or a blockage within the washing machine's internal drainage system. Contact a qualified service technician.

6. Door Will Not Open

- **Priority:** High

Symptoms:

- The washing machine door remains locked after the completion of a wash cycle.
- The door lock indicator light is illuminated.

Diagnostics:

1. **Cycle Completion:**

- **Check:** Ensure the wash cycle has completely finished.
- **Action:** Allow the washing machine to complete its cycle fully.

2. **Delay:**

- **Check:** After completion, it may take a few moments for the door lock mechanism to disengage. The door will not open until 3 minutes after the wash cycle has ended and the power has been off.
- **Action:** Wait a few minutes.

3. **Water in Drum:**

- **Check:** The door may not open if water remains in the drum.

- **Action:** Drain the drum manually using the emergency drain procedure, as described in the manual (page 54).

4. Door Lock Light:

- **Check:** Make sure the door lock light is off.
- **Action:** Wait until the door lock light turns off, indicating the door can be opened.

Next Steps:

- If the door still won't open, there may be a problem with the door lock mechanism itself. Contact a qualified service technician.

7. Excessive Suds

- **Priority:** Medium

Symptoms:

- Excessive foam or suds are visible in the drum during the wash cycle.
- Suds overflow from the detergent drawer.
- Rinsing is ineffective, leaving a soapy residue on the laundry.

Diagnostics:

1. Detergent Type:

- **Check:** Ensure you are using the recommended type of detergent for high-efficiency (HE) washing machines.
- **Action:** Switch to HE detergent.

2. Detergent Quantity:

- **Check:** Verify that you are using the correct amount of detergent for the load size and soil level.
- **Action:** Reduce the amount of detergent, especially for soft water, small loads, or lightly soiled items.

3. Non-HE detergent:

- **Check:** Non-HE detergent is not recommended.
- **Action:** Switch to HE detergent.

8. Load is wet at the end of a cycle

- **Priority:** Medium

Symptoms:

- Load is wet at the end of a cycle
- After a cycle ends, the laundry remains excessively wet.

Diagnostics:

1. Spin Speed

- ****Check:**** Use the High or Extra High spin speed.

2. Detergent Type

- ****Check:**** Use high efficiency (HE) detergent to reduce oversudsing.

3. Load Size

- ****Check:**** Load is too small.
- **Action:** Small loads (one or two items) may become unbalanced and not spin completely.

4. Drain Hose

- ****Check:**** Make sure the drain hose is not kinked or clogged.
- ****Action:**** Straighten the hose and remove any obstructions.

9. Leak Water

- **Priority:** Critical

Symptoms:

- Water leaks from the washing machine during operation.
- Puddles of water are found around the base of the machine.

Diagnostics:

1. **Door Seal:**
 - **Check:** Make sure the door is properly closed. If there is something stuck between the door and the diaphragm, it may cause a leak or damage to the door.
 - **Action:** Make sure the door is properly closed. Remove obstructions.
2. **Hose Connections:**
 - **Check:** Make sure all hose connections are tight.
 - **Action:** Check the drain hose. - Make sure the end of the drain hose is not placed on the floor. - Make sure the drain hose is not clogged.
3. **Avoid Overloading:**
 - **Action:** Do not overload.

Next Steps:

- If problem persists, contact a service center.

10. Odours

- **Priority:** Medium

Symptoms:

- Musty, stale, or unpleasant odours emanating from the washing machine drum.

Diagnostics:

1. **Excessive Suds:**
 - **Check:** Excessive suds collect in recesses and can cause foul odours.
 - **Action:** Run cleansing cycles to sanitise periodically.
2. **Door Seal:**
 - **Check:** Clean the door seal (diaphragm).
 - **Action:** Clean the door seal.
3. **Dry Washing Machine Interior:**
 - **Check:** Dry the washing machine interior after a cycle has finished.
 - **Action:** Dry the washing machine interior.

11. Information Codes

- **Priority:** Medium

Symptoms:

- An information code appears on the screen.

Diagnostics:

- **"Clean drain filter"** Water is not draining.
 - Make sure the drain hose is not frozen or clogged.
 - Make sure the drain hose is positioned correctly, depending on the connection type.
 - Clean the debris filter as it may be clogged.
 - Make sure the drain hose is straightened all the way to the drain system.
 - If the information code remains, contact a customer service centre.
- **"Check water supply faucets and restart"** Water is not supplied.
 - Make sure the water taps are open.
 - Make sure the water hoses are not clogged.

- Make sure the water taps are not frozen.
- Make sure the washing machine is running with sufficient water pressure.
- Make sure that the cold water tap and the hot water tap are properly connected.
- Clean the mesh filter as it may be clogged.
- All buttons will be disabled for 3 minutes after the information code appears.
- When the "Check water supply faucets and restart" message appears, the machine drains water for 3 minutes. In the meantime, the Power button will be disabled.
- **"Please connect the hot/cold water hose connection correctly"**
 - Make sure the cold water supply hose is firmly connected to the cold water tap. If it is connected to the hot water tap, the laundry may be deformed or damaged.
- **"Redistribute unbalanced load and restart"** Spinning does not work.
 - Make sure laundry is spread out evenly.
 - Make sure the washing machine is on a flat, stable surface.
 - Redistribute the load. If only one item of clothing needs washing, such as a bathrobe or pair of jeans, the final spin result might be unsatisfactory, and "load and restart" check message will be shown in the display.
- **"Close the washer door and try again"** Operating the washing machine with the door open.
 - Make sure the door is properly closed.
 - Make sure laundry is not caught in the door.
- **"OC"** Water has overflowed.
 - Restart after spinning.
 - If the information code remains on the display, contact a local Samsung service centre.
- **"LC, LC1"**
 - Check the drain hose.
 - Make sure the end of the drain hose is not placed on the floor.
 - Make sure the drain hose is not clogged.
 - If the information code remains, contact a customer service centre.
- **"3C"** Check the drum motor for operation.
 - Try restarting the cycle.
 - If the information code remains, contact a customer service centre.
- **"3CP"** The electronic control needs to be checked.
 - Try restarting the cycle.
 - If the information code remains, contact a customer service centre.
- **"UC"** Check the pulsator motor for operation.
 - Check if power is supplied properly.
 - If the information code remains, contact a customer service centre.
- **Low voltage detected.**
 - Check if the power cord is plugged in.
 - If the information code remains, contact a customer service centre.
- **"HC"** High temperature heating check.
 - If the information code remains, contact a customer service centre.
- **"1C"** The Water Level sensor is not working properly.
 - Turn the machine off, and restart the cycle.
 - If the information code remains, contact a customer service centre.
- **"AC"** Check communications between main and sub PBAs.
 - Turn the machine off, and restart the cycle.
 - If the information code remains, contact a customer service centre.
- **"8C"** The MEMS sensor is not working properly.
 - Turn the machine off, and restart the cycle.
 - If the information code remains, contact a customer service centre.
- **"AC6"** Check communications between the main and the inverter PBAs. * Depending on the state, the machine may automatically return to normal operation.
 - Turn the machine off, and restart the cycle.
 - If the information code remains, contact a customer service centre.
- **"DC1"** The Main Door lock/unlock is not working properly.
 - Turn the machine off, and restart the cycle.
 - If the information code remains, contact a customer service centre.

Important Safety Note: If you are uncomfortable performing any of these troubleshooting steps, or if you suspect a more serious problem, contact a qualified attempt to repair electrical components yourself unless you are properly trained and equipped.

Feature Explanation Results

Okay, I've reviewed the washing machine manual you provided. Here's a breakdown of the Samsung technologies mentioned or implied, with technical specs notes derived from the text.

It's important to understand that this is based *solely* on the information provided in *this particular manual*. Actual features and specifications will vary widely t have no current access to the internet so I can't cross-reference these technologies with current Samsung offerings.

1. Ecobubble (Implied, Through features such as "Intense Cold")

- **Technical Specs:** Not directly specified in the document, but generally involves generating bubbles from detergent and air before the water enters the dru
- **Use Cases:** Improving washing performance, particularly in cold water, by helping detergent penetrate fabrics more effectively. The "Intense Cold" cycle s power consumption by leveraging Ecobubble's efficiency at low temperatures.
- **Compatibility Notes:** Likely works best with liquid detergents. May be less effective with powdered detergents that don't dissolve easily.

2. AI Wash (Applicable Models Only)

- **Technical Specs:** Analyzes the load and soil level to automatically adjust the cycle parameters and detergent dispensing.
- **Use Cases:** Simplifies the washing process by removing guesswork. Aims to optimize cleaning performance while saving water and detergent.
- **Compatibility Notes:** Best used with the Auto Dispense feature and liquid detergents.

3. Auto Dispense (Implied, Through "Dispenser 1" and "Dispenser 2" features)

- **Technical Specs:** Automatic dispensers for liquid detergent and fabric softener. Adjustable dispensing amounts to suit different load sizes and soil levels.
- **Use Cases:** Convenience of not having to manually add detergent and softener for each load. Precise detergent dosing can improve wash results and redu
- **Compatibility Notes:** Only works with liquid detergents and fabric softeners. Requires proper maintenance (cleaning the dispensers regularly) to prevent i

4. QuickDrive (Applicable Models Only)

- **Technical Specs:** Technology aimed at reducing the overall washing time.
- **Use Cases:** For when you need clothes washed faster.
- **Compatibility Notes:** May not be available for all cycles or when the temperature is set to 90°C.

5. Hygiene Steam

- **Technical Specs:** Uses steam during the wash cycle.
- **Use Cases:** Allergy care and bacteria elimination. For optimal hygiene results, select a temperature of 60°C or above.
- **Compatibility Notes:** Intended for cotton and linen fabrics that have been in direct contact with the skin, such as underwear.

6. SmartThings Integration/Smart Control (Applicable Models Only)

- **Technical Specs:** Connects the washing machine to a Wi-Fi network, allowing remote control via the Samsung SmartThings app on a smartphone or table account.
- **Use Cases:** Start, stop, and monitor the washing machine remotely. Receive notifications about cycle status. Access additional cycle options or settings no machine's control panel.
- **Compatibility Notes:** Requires a 2.4 GHz Wi-Fi network. Requires the SmartThings app (available on Android and iOS).

7. Drum Clean+/Drum Clean

- **Technical Specs:** A high-temperature cycle designed to clean the washing machine drum.
- **Use Cases:** Maintaining hygiene by removing dirt and bacteria from the drum. Prevents odors and extends the life of the washing machine.
- **Compatibility Notes:** Should be run every 40 washes. Do not use detergent or bleach during the cycle.

8. AI Pattern

- **Technical Specs:** The washing machine learns the frequently used cycles and settings (Temp., Rinse, Spin) and displays them in frequency order.
- **Use Cases:** Simplifies the washing process by making the frequently used cycles readily accessible.
- **Compatibility Notes:** Function can be turned on or off. When you turn off the function, all the saved data resets.

General Technical Specifications (Applicable to all models, but values vary)

- **Power:** AC 220-240V / 50Hz
- **Water Pressure:** 50-1000 kPa

- **Spin Speed:** Up to 1400 RPM (depending on model)
- **Maximum Load Capacity:** 9kg or 11kg (depending on model)

Important Notes from the Manual:

- **Safety First:** The manual emphasizes numerous safety precautions related to electrical connections, water supply, and usage. These should be carefully followed.
- **Installation:** Proper installation is crucial for performance and safety. It's recommended to have a qualified technician install the machine.
- **Detergent:** Use the correct type and amount of detergent for optimal results and to prevent damage to the machine.
- **Maintenance:** Regular cleaning of the drum, detergent drawer, and filters is essential.
- **Troubleshooting:** Consult the troubleshooting section of the manual before contacting service.

I hope this is a helpful summary. Remember to consult the specific manual for *your* washing machine model for the most accurate information.

Setup/Installation Results

Okay, here's a setup-related Q&A based on the provided text, focusing on pre-installation, configuration, and post-setup verification:

Pre-Installation Q&A

- **Q: Who should perform the installation?**
 - A: The installation of this appliance must be performed by a qualified technician or service company.
- **Q: What are the electrical requirements?**
 - A: The appliance needs to be plugged into a wall socket that meets local electrical specifications, using the socket for this appliance only. Do not use a power voltage, frequency, and current match the product specifications.
- **Q: What kind of flooring is required?**
 - A: The washing machine should be installed on a solid, level floor that can support its weight. Wood floors may need reinforcement. Avoid carpeting a
- **Q: What are the water pressure requirements?**
 - A: The water pressure should be between 50 kPa and 1000 kPa.
- **Q: What is the recommended height for the drain standpipe?**
 - A: Samsung recommends a standpipe 60-90 cm high.
- **Q: How should I prepare the washing machine before installing it?**
 - A: Make sure the drum support was removed from the bottom of the washing machine.

Installation/Configuration Q&A

- **Q: Where are the shipping bolts located, and what do I do with them?**
 - A: Shipping bolts are located on the rear side of the washing machine. Loosen them with the supplied spanner and remove them. Cover the holes with shipping bolts in a safe place for future use.
- **Q: How do I level the washing machine?**
 - A: Manually adjust the levelling feet until the appliance is level. Tighten the nuts using the spanner when levelling is complete.
- **Q: How do I properly connect the water hose to a non-threaded water tap?**
 - A: Loosen the screws on the adaptor, hold the adaptor and turn part (C) in the arrow direction to loosen it by 5 mm (*). Insert the adaptor onto the water screws while lifting the adaptor. Turn part (C) in the arrow direction to tighten it. While pulling down part (D) on the water hose, connect the water hose and release part (D).
- **Q: How many ways can the drain hose be positioned?**
 - A: The drain hose can be positioned in three ways: over the edge of a wash basin, in a drain pipe, or by connecting it to a drain system.
- **Q: What are the steps for initial setup?**
 - A: After turning on the washing machine for the first time, follow the on-screen instructions to complete the initial setup process. This includes language selection and a brief tutorial.
- **Q: How to complete Run Calibration**
 - A: Empty the drum, and then tap and hold to start calibration. When calibration is complete, power turns off and then turns on automatically. If you want to exit, tap again, tap and hold for 3 seconds to enter Settings and select Calibration.

Post-Setup Q&A

- **Q: What should I do before doing laundry for the first time?**
 - A: Run a complete wash cycle without any items in the drum.
- **Q: How do I know if the washing machine is level and stable?**
 - A: Check if the washing machine is rocking. If it is not rocking, tighten the nuts on the levelling feet.
- **Q: How do I know if my water hoses are properly connected?**

09/03/2025, 05:41Samsung Support Doc Q&A Generator

- A: Slowly open the water tap and check if there are any leaks around the connection areas.
- Q: How can I connect to SmartThings app?
 - A: Download and open the SmartThings app on your smartphone or tablet (Android & iOS), Tap to turn on the washing machine, tap and hold Smart C

I hope this Q&A is helpful! Let me know if you'd like me to elaborate on any of these areas or add more questions.

Error Codes Results

Okay, I'll create a table that explains the information codes from the provided washing machine manual with immediate actions and service triggers.

Important Note: This information is directly derived from the "Troubleshooting" section of the manual provided. Always refer to your specific model's manual up-to-date information. The manual often states "If the information code remains, contact a customer service center." This is a general recommendation and a upon these codes.

Information Code	Description	Immediate Action
Clean drain filter	Water is not draining.	1. Make sure the drain hose is not frozen or clogged. 2. Make sure the drain hose is p correctly. 3. Clean the debris filter. 4. Make sure the drain hose is straightened.
Check water supply faucets and restart	Water is not supplied.	1. Make sure the water taps are open. 2. Make sure the water hoses are not clogged. sure the water taps are not frozen. 4. Ensure sufficient water pressure. 5. Verify cor connection of cold/hot water taps. 6. Clean the mesh filter.
Please connect the hot/cold water hose connection correctly	Cold water hose may be connected to the hot water tap.	Ensure the cold water supply hose is firmly connected to the cold water tap.
Redistribute unbalanced load and restart	Spinning does not work.	1. Make sure laundry is spread out evenly. 2. Make sure the washing machine is on a surface. 3. Redistribute the load.
Close the washer door and try again	Washing machine is operating with the door open.	1. Make sure the door is properly closed. 2. Make sure laundry is not caught in the d
OC	Water has overflowed.	Restart after spinning.
LC, LC1	Check the drain hose.	1. Make sure the end of the drain hose is not placed on the floor. 2. Make sure the dr not clogged.
3C	Check the drum motor for operation.	Try restarting the cycle.
3CP	The electronic control needs to be checked.	Try restarting the cycle.
UC	Check the pulsator motor for operation.	Check if power is supplied properly.
(No Code Provided)	Low voltage detected.	Check if the power cord is plugged in.
HC	High temperature heating check.	Contact a service center.
1C	The Water Level sensor is not working properly.	Turn the machine off, and restart the cycle.
AC	Check communications between main and sub PBAs.	Turn the machine off, and restart the cycle.
8C	The MEMS sensor is not working properly.	Turn the machine off, and restart the cycle.
AC6	Check communications between the main and the inverter PBAs.	Depending on the state, the machine may automatically returns to normal operatio machine off, and restart the cycle.
DC1	The Main Door lock/unlock is not working properly.	Turn the machine off, and restart the cycle.

Explanation of Columns:

- Information Code: The code displayed on the washing machine's control panel.

- **Description:** A brief explanation of what the code indicates.
- **Immediate Action:** Steps the user can take to try and resolve the issue.
- **Service Trigger?:** Should a service be scheduled for this issue immediately if the immediate action does not work (Yes) or should the user monitor for other

Important Considerations:

- **"Restart the cycle":** Usually refers to powering off the washing machine and starting the wash cycle from the beginning after addressing the potential problem.
- **"Contact a Service Center":** If the recommended actions do not clear the error code, this indicates a more significant problem requiring professional repair.
- **Model-Specific Information:** This table is a general guide. Always consult the specific user manual for your washing machine model for accurate troubleshooting definitions.
- If the information code continues to appear, contacting customer service is recommended.

This table should help users understand the error codes on their Samsung washing machine and take appropriate steps to address them. Remember safety first: always disconnect the power supply before performing any maintenance or checks.

Safety Results

Okay, here's a safety Q&A based on the provided text, covering hazard prevention, compliance standards, and recall information:

General Safety

- **Q: Who should *not* use this washing machine?**
 - A: Persons (including children) with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, unless supervised or instructed by a responsible person.
- **Q: Can children use this appliance?**
 - A: In Europe, children aged 8 years and above can use the appliance if supervised and instructed on safe use and hazards involved. Children should not perform cleaning and maintenance should be done by adults with supervision. Children of less than 3 years should be kept away unless continuously supervised.
- **Q: What should I do if the power cord is damaged?**
 - A: The supply cord must be replaced by the manufacturer, its service agent, or similarly qualified persons to avoid a hazard.
- **Q: Can I reuse old water hose-sets with my new washing machine?**
 - A: No. The new hose-sets supplied with the appliance are to be used, and old hose-sets should not be reused.
- **Q: What should I do if my washing machine has ventilation openings in the base?**
 - A: A carpet must not obstruct the openings.
- **Q: Can I supply this appliance through an external switching device, such as a timer?**
 - A: 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, timer, or connected to a circuit that is regularly switched on and off by the utility.
- **Q: What is this appliance intended to be used in?**
 - A: This appliance is intended to be used in household only and it is not intended to be used such as staff kitchen areas in shops, offices and other work environments; by clients in hotels, motels and other residential type environments; bed and breakfast type environments; areas for communal use in blocks of flats.

Installation Safety

- **Q: Who should install this appliance?**
 - A: A qualified technician or service company. Failure to do so may result in electric shock, fire, an explosion, problems with the appliance, or injury.
- **Q: What type of electrical outlet should I use?**
 - A: Plug the power cord firmly into a wall socket that meets local electrical specifications. Use the socket for this appliance only, and do not use an extension cord with other appliances or extending the power cord may result in electric shock or fire. Ensure that the power voltage, frequency, and current are in accordance with the product specifications. Failure to do so may result in electric shock or fire.
- **Q: Should I regularly clean the power plug?**
 - A: Yes. 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 cord and clean it with a dry cloth. Failure to do so may result in electric shock or fire.
- **Q: Which direction should the power cord run towards when plugging in the appliance?**
 - A: 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 cable may be damaged and this may result in electric shock or fire.
- **Q: What should I do with packaging materials?**

- A: Keep all packaging materials out of the reach of children as these may be dangerous. If a child places a bag over its head, it may suffocate.
- **Q: What should I do if the appliance, power plug, or power cord is damaged?**
 - A: Contact your nearest service center.
- **Q: How should I ground this appliance?**
 - A: 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 elect or problems with the appliance. Never plug the power cord into a socket that is not grounded correctly and make sure that it is in accordance with loc
- **Q: Where should I *not* install the washing machine?**
 - A: Do not install near a heater or any inflammable material. Do not install in a humid, oily, or dusty location, or in a location exposed to direct sunlight location exposed to low temperatures (frost may cause tubes to burst) or where gas may leak.
- **Q: Can I use an electrical transformer with the washing machine?**
 - A: No. Do not use an electric transformer. This may result in electric shock or fire.
- **Q: What should I do if I do not follow the repair and maintenance instructions properly?**
 - A: Following the repair by a non-authorized service provider, self-repair or non-professional repair of the product, Samsung is not liable for any dama or any other product safety issue caused by any attempt to repair the product which does not carefully follow these repair and maintenance instructio product caused by an attempt to repair the product by any person other than a Samsung certified service provider will not be covered by the warranty

Usage Safety

- **Q: What should I do if the washing machine is flooded?**
 - A: Turn off the water and power supplies immediately and contact your nearest service center. Do not touch the power plug with wet hands.
- **Q: What should I do if the appliance makes strange noises, smells burning, or emits smoke?**
 - A: Unplug the power cord immediately and contact your nearest service center.
- **Q: What should I do in the event of a gas leak?**
 - A: Ventilate immediately without touching the power plug or the appliance. Do not use a ventilating fan, as a spark may result in an explosion or fire.
- **Q: What should I do before disposing of the washing machine?**
 - A: Remove the washing machine door lever. If trapped inside the appliance, children may suffocate to death.
- **Q: What kind of substances should I not wash in the machine?**
 - A: Do not wash items contaminated with gasoline, kerosene, benzene, paint thinner, alcohol, or other inflammable or explosive substances. This may or an explosion.
- **Q: Should I force the door open while the washing machine is operating?**
 - A: No. Do not open the washing machine door by force while it is operating (high-temperature washing/drying/spinning). Water flowing out may resul causing injury. Opening the door by force may result in damage to the appliance or injury.
- **Q: Can children climb on or into the appliance?**
 - A: No. Do not let children climb in or onto the appliance. This may result in electric shock, burns, or injury.
- **Q: How do I unplug the appliance?**
 - A: 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 r and/or electric shock.
- **Q: Can I repair, disassemble, or modify the appliance myself?**
 - A: No. 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 standar service center for repairs or reinstallation.
- **Q: What should I do if the water supply hose comes loose and floods the appliance?**
 - A: Unplug the power cord.
- **Q: What should I do when the appliance is not being used for long periods or during a storm?**
 - A: Unplug the power cord.
- **Q: What should I do if any foreign substance enters into the appliance?**
 - A: If any foreign substance enters into the appliance, unplug the power cord and contact your nearest Samsung Customer Service.
- **Q: Can I use this machine as a play house?**

- A: Do not let children (or pets) play in or on your washing machine. The washing machine door does not open easily from the inside and children may be trapped inside.

Usage Cautions

- **Q: How should I clean the washing machine if it's contaminated by foreign substances?**
 - A: Unplug the power cord and clean the washing machine using a damp, soft cloth. Failure to do so may result in discoloration, deformation, damage,
- **Q: What do I do with the tap after a long period of non-use?**
 - A: Open the water tap slowly after a long period of non-use, water supply failure, or when reconnecting the water supply hose. The air pressure in the water pipe may damage a part of the appliance or result in a water leak.
- **Q: What should I do if a draining error occurs?**
 - A: Check if there is a draining problem. If the washing machine is used when it is flooded because of a draining problem, it may result in electric shock
- **Q: What can happen if the laundry is not fully inserted in the drum?**
 - A: Insert the laundry into the washing machine completely so that the laundry does not get caught in the door. If laundry gets caught in the door, it may damage the laundry or the washing machine, or result in a water leak.
- **Q: What can happen if I stand on the appliance?**
 - A: 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 appliance, or injury.
- **Q: What should I do with oils, creams or lotions found in skincare shops or massage clinics?**
 - A: 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 damaged or result in a water leak.
- **Q: Can I use hardened detergent?**
 - A: Do not use hardened detergent. If it accumulates inside the washing machine, it may result in a water leak.

Cleaning Safety

- **Q: How should I clean the appliance?**
 - A: Do not clean the appliance by spraying water directly onto it. Do not use a strong acidic cleaning agent, benzene, thinner, or alcohol. Use a soft cloth and household detergent.
- **Q: What should I do before cleaning or performing maintenance?**
 - A: Unplug the appliance from the wall socket.

WEEE (Waste Electrical & Electronic Equipment) Disposal

- **Q: What does the WEEE symbol on the product mean?**
 - A: It indicates that the product and its electronic accessories should not be disposed of with other household waste at the end of their working life. Separate them from other types of waste and recycle them responsibly to promote the sustainable reuse of material resources.
- **Q: How should household users dispose of WEEE items?**
 - A: Contact the retailer where you purchased the product or your local government office for details of where and how to take these items for environmental disposal.
- **Q: How should business users dispose of WEEE items?**
 - A: Contact your supplier and check the terms and conditions of the purchase contract. This product and its electronic accessories should not be mixed with other wastes for disposal.

Ecodesign

- **Q: Where can I find detailed instructions on installation and cleaning of the washing machine and eco design information?**
 - A: Visit the Samsung website (<http://www.samsung.com>), go to Support > Support home, and then enter the model name.

Recall Information

- The provided document does not have specific recall information. If a recall is announced, Samsung will typically contact registered owners directly. Consult the Samsung website (www.samsung.com) or your local consumer protection agency for current product recalls.

Disclaimer: This Q&A is based solely on the provided text. Always consult the full user manual and follow all safety instructions. Contact Samsung customer service for further assistance.

Compatibility Results

Okay, here are some compatibility Q&A pairs extracted from the provided text, focusing on models, regional variations, and accessory compatibility.

Models:

- **Q: Which models does the stacking kit SKK-SS apply to?** **A:** It applies only to WW**DB***** models.
- **Q: Which models does the stacking kit SKK-UDW apply to?** **A:** It applies only to WW**DG6****H, WW**DG6****W, WW**DG6****E, WW**DG6****K models
- **Q: Which models does the stacking kit SKK-UUB apply to?** **A:** It applies only to WW**DG6****B models.
- **Q: Which models does the Quick Drive function apply to?** **A:** The Quick Drive function is available on WW**D*8***** models.
- **Q: Do the models have different dimensions?** **A:** Yes, WW1DG***** and WW9DG***** have different depths (600mm and 550mm respectively), and differer mm and 1080 mm respectively)

Regional Variations:

- **Q: Is the appliance intended for household use only in all regions?** **A:** No, the appliance is designed for household use only, using the appliance for busin appliance misuse. In this case, the appliance will not be covered by the standard warranty provided by Samsung and no responsibility can be attributed to or damages resulting from such misuse.
- **Q: Are there differences in usage instructions for Europe?** **A:** Yes, specifically for Europe: "This appliance can be used by children aged from 8 years and a reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of and understand the hazards involved." Also, "Children of less than 3 years should be kept away unless continuously supervised."
- **Q: Does the product's energy efficiency labeling vary by region?** **A:** Yes, the document mentions "Indicative information (According to EU 2019/2023)", in information is specifically for the EU.

Accessory Compatibility:

- **Q: Can I use old hose-sets with the new appliance?** **A:** No, the new hose-sets supplied with the appliance are to be used, and old hose-sets should not be
- **Q: Do all models support stacking with a dryer?** **A:** Some models require a stacking kit to stack a dryer on top of a washing machine. The stacking kit com
- **Q: What type of water taps is the adaptor water hose compatible with?** **A:** The water hose adaptor is compatible with popular type water taps. If the tap i remove the spacer ring before inserting the tap into the adaptor.

Wi-Fi compatibility

- **Q: Does the washing machine supports all Wi-Fi protocols?** **A:** No, this appliance supports the Wi-Fi 2.4 GHz protocols.

General Compatibility Notes:

- The manual states "Because the following operating instructions cover various models, the characteristics of your washing machine may differ slightly from manual and not all warning signs may be applicable." This implies that feature availability varies between models.
- The document states "The cycle and function names that appeared in this manual may differ from your product." This also implies that cycle names and f models.

These Q&A pairs should help users quickly find key compatibility information.

Maintenance Results

Okay, here are some preventative maintenance Q&A based on the provided document. I've focused on creating practical questions and answers derived from 1

General Maintenance

- **Q: How often should I clean my washing machine?**
 - **A:** The drum should be cleaned with the Drum Clean+/Drum Clean cycle every 40 washes. Other parts, such as the detergent drawer and debris filter, s or twice a month.
- **Q: Why is it important to keep the washing machine clean?**
 - **A:** To prevent deteriorated performance and to preserve the washing machine's life cycle. Also, to prevent odors and mold growth.

Drum Cleaning

- **Q: How do I clean the washing machine drum?**
 - **A:** Use the Drum Clean+/Drum Clean cycle. Make sure the drum is empty and do not use detergent or bleach during this cycle.
- **Q: What temperature does the Drum Clean+/Drum Clean cycle use?**

- A: Between 60°C and 70°C.
- **Q: Can I use cleaning agents like detergent or bleach for the Drum Clean+/Drum Clean cycle?**
 - A: No, do not use any cleaning agents. Chemical residue in the drum may cause damage to laundry or the drum.
- **Q: How do I prevent limescale build-up in the drum?**
 - A: Add the proper amount of detergent according to your local water hardness, or add a water softener additive along with the detergent.

Detergent Drawer Cleaning

- **Q: How often should I clean the detergent drawer?**
 - A: Clean the detergent drawer once or twice a month, and whenever you refill or change the detergent or softener.
- **Q: How do I clean the detergent drawer?**
 - A:
 1. Turn off the washing machine and unplug the power cord.
 2. While holding down the release lever, pull the detergent drawer to remove.
 3. Open the dispenser caps and clean inside the dispensers with water. Wipe dry.
 4. Clean the drawer recess with a bottle brush to remove detergent residue and limescale.
 5. Insert the detergent drawer back into the washing machine.
- **Q: What should I avoid doing when cleaning the detergent drawer?**
 - A: Do not spray water into the detergent drawer recess. Do not use a brush or tool on part A, rinse them with water only. Do not disassemble part A.

Debris Filter Cleaning

- **Q: How often should I clean the debris filter?**
 - A: Every 2 months.
- **Q: Why is it important to clean the debris filter?**
 - A: To prevent clogging. A clogged debris filter may reduce the bubble effect and/or cause drainage problems.
- **Q: How do I clean the debris filter?**
 - A:
 1. Turn off the washing machine and unplug the power cord.
 2. Drain the remaining water inside the drum using the emergency drain procedure.
 3. Open the filter cover.
 4. Turn the debris filter knob to the left to drain remaining water.
 5. Clean the debris filter using a soft brush, discarding debris.
 6. Rinse the filter and make sure the drain pump propeller is unclogged.
 7. Reinsert the debris filter, and turn the filter knob to the right.
- **Q: What alert is shown after every 100 washes regarding the pump filter?**
 - A: A "Clean drain filter" message appears.

Water Hose Mesh Filter Cleaning

- **Q: How often should I clean the water hose mesh filter?**
 - A: Once or twice a year.
- **Q: How do I clean the water hose mesh filter?**
 - A:
 1. Turn off the washing machine, and unplug the power cord. Close the water tap.
 2. Loosen and disconnect the water hose from the back of the washing machine. Cover the hose with a cloth to prevent water from gushing out.
 3. Use pliers to carefully pull out the mesh filter from the inlet valve.
 4. Submerge the mesh filter deeply in water so that the threaded connector is also submerged.
 5. Dry the mesh filter completely in the shade.
 6. Reinsert the mesh filter into the inlet valve, and reconnect the water hose to the inlet valve. Open the water tap.
- **Q: What information code is shown if the mesh filter is clogged?**
 - A: A message of "Check water supply faucets and restart" appears on the screen.

Long-Term Storage

- **Q: What should I do if I'm not using the washing machine for an extended period?**
 - A: Drain the washing machine and unplug the power cord. Leave the door open to allow air to circulate through the drum.
 1. Turn the Navigation dial to select Rinse+Spin.
 2. Empty the drum, and then tap and hold .

3. When the cycle is complete, close the water tap and disconnect the water hose.
4. Turn off the washing machine, and unplug the power cord.
5. Open the door to let air circulate through the drum.

Other Preventative Measures

- **Q: What can I do to prevent odors and mold growth in the washing machine?**
 - **A:** Leave the door open after a wash cycle to allow the drum to dry. To prevent limescale build up, leave the detergent drawer open after a wash cycle
- **Q: How should I handle a frozen washing machine?**
 - **A:**
 1. Turn off the washing machine, and unplug the power cord.
 2. Pour warm water over the water tap to loosen the water hose.
 3. Disconnect the water hose, and soak it in warm water.
 4. Pour warm water into the drum and leave it for about 10 minutes.
 5. Reconnect the water hose to the water tap.

These Q&A points are based solely on the provided text. For specific model details or more comprehensive maintenance advice, always refer to the complete user manual and Samsung support website.

Warranty Results

Okay, here is a Warranty Q&A based on the provided text. **Note:** This Q&A is based *solely* on the information provided in the document and assumes a standard disclaimer. This Q&A does not constitute a legally binding document and consumers should always refer to the official warranty documentation provided with their product for details. Since the provided document does not contain actual warranty details, I will be extrapolating to create a likely scenario.

Samsung Washing Machine - Warranty Q&A

General Coverage

- **Q: What does the warranty cover?**
 - **A:** This warranty covers defects in materials and workmanship under normal household use for a specified period from the date of original purchase. It covers major component failures that prevent the washing machine from functioning as intended.
- **Q: How long is the warranty period?**
 - **A:** While specific duration is not mentioned in the text, Samsung Washing Machines typically come with a **standard 1-year warranty** for parts and labor. The motor, may have extended warranty coverage, which is determined by the warranty card. Please refer to your official warranty documentation for details.
- **Q: Is the warranty transferable?**
 - **A:** The warranty is generally not transferable and applies only to the original purchaser.
- **Q: Does the warranty cover commercial use?**
 - **A: No.** The provided text explicitly states the appliance is designed for domestic use only. Using the appliance for business purposes qualifies as misuse, and the warranty will not apply.

What is Covered Under Warranty?

- Defects in materials.
- Defects in workmanship.
- Failures that occur during normal domestic use.
- Component failures preventing intended functioning.

What is NOT Covered Under Warranty?

- **Damage due to misuse, abuse, or neglect:** This includes using the washing machine for purposes other than its intended use, overloading the machine, or neglecting recommended maintenance.
- **Improper installation:** The text emphasizes the importance of installation by a qualified technician. Damage resulting from incorrect installation is not covered.
- **Damage caused by external factors:** This includes power surges, water damage (flooding, etc.), pest infestations, or acts of nature.
- **Cosmetic damage:** Scratches, dents, or other cosmetic damage that does not affect the functionality of the machine are generally not covered.
- **Normal wear and tear:** Gradual degradation of components over time due to normal use is not covered.
- **Damage due to unauthorized repairs or modifications:** Any repairs or modifications performed by someone other than a Samsung authorized service professional are not covered.
- **Incidental or consequential damages:** The warranty typically does not cover damages beyond the repair or replacement of the washing machine itself, such as property damage due to leaks, or lost time.

- **Business and Commercial Use:** Any failure resulting from business use is not covered.
- **Issues resulting from use of improper detergents or cleaning agents:** Use of non-HE detergents, or inappropriate cleaning agents is not covered.

Making a Warranty Claim

- **Q: How do I make a warranty claim?**
 1. **Contact Samsung Customer Service:** The provided contact information (phone numbers and website) should be used to initiate a warranty claim.
 2. **Provide Proof of Purchase:** You will need to provide a copy of your original purchase receipt or other valid proof of purchase.
 3. **Describe the Problem:** Clearly explain the issue you are experiencing with your washing machine.
 4. **Troubleshooting:** Be prepared to answer questions and perform basic troubleshooting steps as directed by the customer service representative. The troubleshooting section that may be helpful.
 5. **Service Appointment:** If the problem cannot be resolved remotely, a service appointment with an authorized technician will be scheduled.
- **Q: What information do I need to provide when making a claim?**
 - Model number and serial number of the washing machine (usually found on a label on the machine).
 - Date of purchase.
 - Copy of the purchase receipt or other proof of purchase.
 - Detailed description of the problem.
- **Q: What happens after I submit a claim?**
 - Samsung or an authorized service provider will assess the claim and determine if the issue is covered under warranty. If covered, they will arrange for defective parts or the washing machine itself, at their discretion.

Conditions That Void the Warranty

- **Unauthorized Repairs:** As stated in the "Critical Installation Warnings" section, Samsung is not liable for any damage to the product, any injury or any other damage caused by any attempt to repair the product which does not carefully follow these repair and maintenance instructions. Any damage to the product caused by any person other than a Samsung certified service provider will not be covered by the warranty.
- **Misuse or Abuse:** Operating the washing machine in a way that is not intended or recommended in the user manual will void the warranty. This includes using for commercial purposes, overloading it, or using inappropriate detergents.
- **Improper Installation:** Failure to install the appliance according to the provided instructions, or installation by an unqualified person, will void the warranty.
- **Removal of Shipping Bolts:** Operating the washing machine without removing the shipping bolts can cause severe damage and void the warranty.
- **Failure to Ground:** Improper grounding of the appliance, as described in the "Electrical Supply and Grounding" section, can void the warranty.
- **Use of Transformer:** The "Critical Installation Warnings" section states that using an electric transformer may result in electric shock or fire.
- **Physical Damage:** Damage caused by accidents, abuse, misuse, or neglect.
- **Serial Number Alteration/Removal:** If the serial number has been altered, defaced, or removed, the warranty is void.

Important Notes:

- **Read the Manual:** The user manual contains important information about proper installation, operation, and maintenance. Failure to follow these instructions may void the warranty.
- **Keep Proof of Purchase:** The original purchase receipt is essential for making a warranty claim.
- **Contact Samsung First:** Always contact Samsung customer service before attempting any repairs or modifications.
- **Spare Parts:** Availability of spare parts are guaranteed for 10 years after the unit is last on the market.

Disclaimer:

This Q&A is for informational purposes only and should not be considered a substitute for the official warranty documentation provided with your Samsung washing machine. For definitive terms and conditions, please refer to the official warranty for definitive terms and conditions.

Software Updates Results

Okay, here's a software update Q&A generated from the provided text, including potential version histories, rollback methods, and security patch considerations. Since you mentioned the user manual, I'll frame the update questions within the context of washing machine software/firmware.

Washing Machine Software/Firmware Update Q&A

General Questions:

- **Q: Why does my washing machine need software updates?**
 - A: Software updates improve the performance, add new features, enhance the user experience, and provide important security enhancements for you. Updates can optimize washing cycles, improve energy efficiency, and ensure compatibility with the SmartThings app (if applicable).
- **Q: How do I know if there's a new update available?**

- A: If your washing machine is connected to Wi-Fi and registered with the SmartThings app, you may receive a notification in the app when an update is available. You can also see a notification on the washing machine's display panel. It's also a good idea to periodically check the SmartThings app for updates manually.
- **Q: How do I install a software update?**
 - A: Typically, you can install updates through the SmartThings app. The app will guide you through the process. Ensure your washing machine is connected to a stable power supply during the update. Follow the on-screen instructions carefully.
- **Q: Can I manually check for updates on the washing machine itself?**
 - A: Check the settings menu on the washing machine's display panel. There might be an option for "Software Update" or "Firmware Update." Refer to your manual for navigation instructions.
- **Q: What happens if the update process is interrupted?**
 - A: An interrupted update can potentially cause issues. If this happens, try restarting the washing machine. If the washing machine doesn't function properly, contact customer support. Do *not* attempt to repair or disassemble the washing machine yourself.

Version History (Example):

- **Q: Where can I find information about previous software versions and what they included?**
 - A: Information about software version history might be available in the SmartThings app. Or check on the Samsung website (www.samsung.com). Go to "Support," then "Downloads," and enter your model name. Look for a "Downloads" or "Software" section.
- **Example Version History Entry (Hypothetical):**
 - **Version 1.2.0 (Released 2024-01-15):**
 - Improved AI Wash cycle for better detergent dispensing.
 - Enhanced drum clean cycle to prevent mould build-up and bad odours.
 - Fixed a bug that caused inaccurate cycle time estimates.
 - Improved network connectivity.
 - Security updates.
 - **Version 1.1.0 (Released 2023-09-20):**
 - Added support for new detergent types in the auto dispenser.
 - Improved the responsiveness of the control panel.
 - Addressed a minor issue with the Delay End function.

Rollback/Troubleshooting Updates:

- **Q: Can I revert to a previous software version if I experience problems after an update?**
 - A: In general, rolling back to a previous version is not supported. If you encounter problems after an update, contact Samsung customer support for assistance.
- **Q: What should I do if my washing machine is not working correctly after a software update?**
 - A: First, try restarting the washing machine. If the problem persists, consult the troubleshooting section of this manual. Specific error codes might indicate the issue. For help and information online at www.samsung.com. If the troubleshooting steps don't resolve the problem, contact Samsung customer support.

Security Patches:

- **Q: Do software updates include security patches?**
 - A: Yes, software updates may include security patches to protect your washing machine from potential vulnerabilities. Keeping your software up-to-date helps maintain the security of your connected devices.
- **Q: Where can I find information about the security patches included in a specific update?**
 - A: Samsung typically provides information about security updates on its website (www.samsung.com). Look for the specific model of your washing machine under the software update release notes.

SmartThings App Integration

- **Q: Do I need to use the SmartThings app to update my washing machine?**
 - A: Yes, software updates may be installed or displayed via the SmartThings app. Please download the app to enjoy the latest features.

Important Notes Based on the Manual:

- "Following the repair by a non-authorized service provider, self-repair or non-professional repair of the product, Samsung is not liable for any damage to the product. It is the importance of contacting Samsung support for any significant issues, including those arising from updates."

- "Do not attempt to repair, disassemble, or modify the appliance yourself." This is a general safety warning, but it's particularly relevant to software update the software could void your warranty and potentially damage the washing machine.

This Q&A is designed to be informative and helpful, drawing directly from the content of the provided manual where possible and filling in the gaps with common practices related to software updates for connected devices.

Preventive Care Results

Okay, here are preventive care Q&A pairs based on the provided washing machine manual. I've focused on maintenance, early warning signs from troubleshooting operation.

Maintenance & Cleaning:

- **Q: How often should I clean the drum of my washing machine to prevent odors and bacteria buildup?**
 - **A:** Run the Drum Clean+/Drum Clean cycle regularly, ideally every 40 washes. An alert message will appear on the control panel as a reminder.
- **Q: What should I do when the "Drum Clean+/Drum Clean reminder" is shown?**
 - **A:** It is advisable to perform Drum Clean+/Drum Clean regularly. You can ignore the reminder for 6 consecutive washes. From the 7[th] wash, the reminder appears again on the second 40[th] wash.
- **Q: What should I *not* use when cleaning the drum?**
 - **A:** Do not use any cleaning agents for cleaning the drum. Chemical residue in the drum may cause damage to the laundry or the drum of the washing machine. Use the Drum Clean+/Drum Clean cycle to clean the drum.
- **Q: How can I prevent limescale buildup in my washing machine?**
 - **A:** Add the proper amount of detergent according to your local water hardness or add a water softener additive together with the detergent.
- **Q: How often should I clean the mesh filter of the water hose?**
 - **A:** Clean the mesh filter of the water hose once or twice a year.
- **Q: What is a warning sign that the mesh filter needs cleaning?**
 - **A:** An information code of "Check water supply faucets and restart" appears on the screen.
- **Q: How often should I clean the debris filter?**
 - **A:** It is advisable to clean the debris filter every 2 months to prevent its clogging.
- **Q: Why is it important to clean the debris filter?**
 - **A:** A clogged debris filter may reduce the bubble effect (on models with that feature) and may cause Clean drain filter information code to appear on the screen.
- **Q: How often should I clean the detergent drawer?**
 - **A:** Clean the detergent drawer once or twice a month, and whenever you refill or change the detergent or softener, to prevent detergent residue buildup.
- **Q: What should I do if I am not going to use the washing machine for a long time?**
 - **A:** If you are not going to use the washing machine for a long time, empty the dispensers and clean them thoroughly.
- **Q: How can I prevent the powered detergent from sticking in the manual detergent compartment?**
 - **A:** Wipe the moisture with a dry cloth before adding powdered detergent.

Usage & Early Warnings

- **Q: What should I do if the appliance generates a strange noise, a burning smell, or smoke?**
 - **A:** Unplug the power cord immediately and contact your nearest service center.
- **Q: What should I do if the washing machine is flooded?**
 - **A:** Turn off the water & power supplies immediately and contact your nearest service center. Do not touch the power plug with wet hands.
- **Q: What is an early warning sign that the detergent drawer needs attention?**
 - **A:** The "Close dispenser" message appears if the detergent drawer is not completely closed. If message "Refill Auto dispenser with detergent", "Refill softener", or "Refill Auto dispenser with detergent and softener" appears on the display, refill the corresponding dispenser.
- **Q: How can I help prevent mold and mildew odors from developing in my washing machine?**
 - **A:** To prevent odors and mould, leave the door open after a wash cycle to allow the drum to dry. To prevent limescale buildup, leave the detergent drawer open and dry inside it.
- **Q: What should I do if a draining error occurs during a wash cycle?**

- A: Check if there is a draining problem, for example, the Clean drain filter information code may appear on the screen.
- **Q: What should I check if the washing machine does not start?**
 - A: Make sure the washing machine is plugged in, the door is properly closed, the water taps are open, Child Lock is not activated and power is supplied.
- **Q: What should I check if the washing machine leaks water?**
 - A: Make sure the door is properly closed, all hose connections are tight, and the end of the drain hose is correctly inserted and secured to the drain system. Use high efficiency detergent.
- **Q: What should I check if the laundry is wet at the end of a cycle?**
 - A: Use the High or Extra High spin speed. Use high efficiency (HE) detergent to reduce oversudsing. Make sure the drain hose is not kinked or clogged.
- **Q: What should I do if excessive suds are produced?**
 - A: Make sure you use the recommended types of detergent as appropriate, use high efficiency (HE) detergent to prevent oversudsing and reduce the detergent amount, use smaller loads, or lightly soiled loads.
- **Q: How can I prevent stains on the clothes?**
 - A: Do not pour fabric softener directly onto your clothes, applying it directly to clothing can leave stains.

Accessory Integration Results

Okay, here's a Q&A section focused on Accessory Integration for the provided Samsung washing machine manual:

Accessory Integration Q&A

Pairing/Connectivity

- **Q: How do I connect my washing machine to the SmartThings app?**
 - A: Download and open the SmartThings app on your smartphone or tablet (Android & iOS). Tap the Power button to turn on the washing machine. Tap the Wi-Fi button on the washing machine's control panel. The washing machine enters AP mode and connects to your smartphone or tablet. Follow the app prompts to complete the pairing process. Once authenticated, the washing machine is successfully connected to the app.
- **Q: What if my washing machine fails to connect to the SmartThings app?**
 - A: Try again. Check your router to ensure you have a stable internet connection. If Wi-Fi is off, tap and hold the Options button for 3 seconds to enter Wi-Fi mode. Tap the Wi-Fi button on the washing machine's control panel to turn it on.
- **Q: The Smart Control icon isn't lit. What should I do?**
 - A: The Smart Control icon indicates that Smart Control is on. Make sure the door is closed before starting the Smart Control function. If you use your washing machine without connecting it to the SmartThings app, a pop-up message about Smart Control will show for 3 seconds.
- **Q: How do I set the Stay Connect function?**
 - A: 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 after the cycle ends. For additional instructions, whether you are at home or away.

Compatibility

- **Q: Is this washing machine compatible with Wi-Fi?**
 - A: Yes, this washing machine supports Wi-Fi 2.4 GHz protocols.
- **Q: Which version of the SmartThings app is compatible with this washing machine?**
 - A: Consult the SmartThings app description in your app store (Google Play Store, Apple App Store, Samsung Galaxy Apps) for the minimum device requirements. The app version is subject to change without notice for improved performance.
- **Q: What smartphones or tablets can I use with the SmartThings app?**
 - A: The SmartThings app is available for both Android and iOS smartphones and tablets. See the app description in your app store for specific version requirements.
- **Q: What happens if I change my router?**
 - A: You will need to reconnect the washing machine to the new Wi-Fi network through the SmartThings app. Follow the pairing instructions again using the new network credentials.

Optimal Usage

- **Q: What features can I control remotely using the SmartThings app?**
 - A: When the Smart Control function is activated, you can control your washing machine remotely using the SmartThings app on your smartphone or tablet. You can check the cycle progress, remaining cycle time, and information codes. If you turn on the Stay Connect function on the SmartThings app, the washing machine enters standby power saving mode after completing a cycle and you can conveniently control your washing machine, adding rinse, spin or dry cycles using the app.
- **Q: How do I know if the SmartThings connection is successful?**
 - A: The Wi-Fi icon on the washing machine's control panel will illuminate, indicating that the washing machine is connected to the router through the SmartThings app.

- **Q: Does using the SmartThings app increase the energy consumption of the washing machine?**
 - A: Yes, when Wi-Fi is activated, the energy consumption increases in comparison to the values specified in the indicative information. The washing machine uses the network even when you turn off the power.
- **Q: If the washing machine's Wi-Fi is not connected to an AP (access point), what happens if I turn off the power?**
 - A: 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.

Troubleshooting

- **Q: My washing machine shows as "offline" in the SmartThings app. Why?**
 - A: This may happen if the washing machine's Wi-Fi is off. Make sure Wi-Fi is turned on in the washing machine's Settings menu.
- **Q: The app is not responding or showing incorrect information. What can I do?**
 - A: Close and restart the SmartThings app. Ensure your smartphone/tablet has a stable internet connection. Try restarting the washing machine. If the problem persists, contact Samsung support.
- **Q: Can multiple users control the washing machine through the SmartThings app?**
 - A: Potentially. The primary user who registers the device with their Samsung account can likely share access through the SmartThings app's family or share (check the SmartThings app documentation for details).

This Q&A provides answers to common questions about integrating the Samsung washing machine with the SmartThings app, focusing on pairing, compatibility, and troubleshooting. Remember to consult the official Samsung documentation and SmartThings app help for the most up-to-date information.

Legal/Compliance Results

Okay, here are some regulatory/compliance Q&A pairs based on the provided text. I've focused on the areas of certification, disposal, safety, and privacy implications related to connectivity.

Certification & Ecodesign:

- **Q: Where can I find detailed instructions on installation, cleaning, and eco-design information for this washing machine?**
- **A:** Visit the Samsung website (<http://www.samsung.com>), go to Support > Support home, and then enter the model name.
- **Q: Where can I find the official Declaration of Conformity?**
- **A:** The official Declaration of Conformity may be found at <http://www.samsung.com>, go to Support > Support home and enter the model name.

Disposal (WEEE Directive):

- **Q: How should I dispose of this washing machine at the end of its life?**
- **A:** Do not dispose of it with other household waste. Separate it from other types of waste and recycle it responsibly. Contact your retailer or local government for environmentally safe recycling options.
- **Q: What should business users do with this product at the end of its life?**
- **A:** Contact their supplier and check the terms and conditions of the purchase contract. Do not mix this product and its electronic accessories with other electronic waste disposal.
- **Q: Where can consumers in France dispose of this product?**
- **A:** Collection points are listed on www.quefaire-demmesdechets.fr

Safety (General):

- **Q: Who should install this appliance?**
- **A:** 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, or injury.
- **Q: What should I do if the appliance is flooded?**
- **A:** Turn off the water & power supplies immediately and contact your nearest service center.
- **Q: What should I do if the appliance generates a strange noise, a burning smell, or smoke?**
- **A:** Unplug the power cord immediately and contact your nearest service center.
- **Q: What should I do in the event of a gas leak?**
- **A:** Ventilate immediately without touching the power plug. Do not touch the appliance or power cord. Do not use a ventilating fan.

- **Q: Why is it important to remove the washing machine door lever before disposing of the appliance?**
- **A:** If trapped inside the appliance, children may suffocate to death.
- **Q: Is it okay to wash items contaminated with flammable substances?**
- **A:** No, do not wash items contaminated with gasoline, kerosene, benzene, paint thinner, alcohol or other inflammable or explosive substances.
- **Q: Can I open the washing machine door by force while it is operating (high-temperature washing/drying/spinning)?**
- **A:** No, water flowing out of the washing machine may result in burns or cause the floor to be slippery. This may result in injury. Opening the door by force may damage the appliance or injury.
- **Q: Can children play in or on the washing machine?**
- **A:** No, do not let children (or pets) play in or on your washing machine. The washing machine door does not open easily from the inside and children may be trapped inside.

Safety (Electrical):

- **Q: Can I use an extension cord with this appliance?**
- **A:** No, do NOT use an extension cord. Use only the power cord that comes with the washing machine.
- **Q: Is it safe to touch the power plug with wet hands?**
- **A:** No, do not touch the power plug with wet hands. This may result in electric shock.
- **Q: Is it okay to turn the appliance off by unplugging the power cord while an operation is in progress?**
- **A:** No, plugging the power cord into the wall socket again may cause a spark and result in electric shock or fire.
- **Q: What should I do if the water supply hose comes loose and floods the appliance?**
- **A:** Unplug the power cord.

Wi-Fi and Data (Privacy and Security):

- **Q: What is the function of Smart Control?**
- **A:** When the Smart Control function is activated, you can control your washing machine remotely using the SmartThings app on your smartphone or tablet.
- **Q: Does enabling Wi-Fi increase energy consumption?**
- **A:** Yes, when Wi-Fi is activated, the energy consumption increases in comparison to the values specified in the indicative information.
- **Q: What frequency does the Wi-Fi connection support?**
- **A:** This appliance supports the Wi-Fi 2.4 GHz protocols.

Open Source Software:

- **Q: How can I obtain the open source code used in this product?**
- **A:** 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 at <http://opensource.samsung.com> (Please use the "Inquiry" menu.) It is also possible to obtain the complete corresponding source code in a physical medium. A minimal charge will be required.

These Q&A pairs cover key safety, disposal, and regulatory concerns based on the text provided. They are designed to be clear, concise, and directly relevant to the user's question.

 Download Aggregated Results (Markdown)