



# Washing Machine

## User manual

WD12FG5\*\*\*\*\*



SAMSUNG



DC68-04530D-00

## Installation

### Installation requirements

**Drain**  
Samsung recommends a stand pipe 40-90 cm high. The drain hose must be connected through the hose clip to the standpipe, and the standpipe must fully cover the drain hole.

**Flooring**  
For best performance, the washing machine must be installed on a solid floor. Wooden floors may need to be reinforced to minimize vibration and/or noise. Carpets and soft tile surfaces do not resist vibration well. If you move the washing machine during the spin cycle, it may fall.

**CAUTION**  
Do not install the washing machine on a platform or a poorly supported structure.

**Water temperature**  
Do not install the washing machine in an area where water may freeze as the washing machine always retains some water in the pump hoses, pumps, and/or hoses. Frozen water left in the connection parts may cause

water damage to belts, the pump, and other components of the washing machine.

**Airflow installation**  
Minimum clearance for stable operation:

Sides	25 mm
Top	25 mm
Rear	50 mm
Front	500 mm

If the washing machine and a dryer are installed in the same location, the front of the alcove must have at least a 550 mm unobstructed gap from the rear.

The washing machine alone does not require a specific air opening.

**Step-by-step installation**  
**STEP 1 Select a location**  
Location requirements:  
• Solid, level surface without carpeting or flooring that may obstruct ventilation.  
• Away from direct sunlight  
• Adequate room for ventilation and wiring  
• The ambient temperature is always higher than the freezing point (0°C).  
• Away from a heat source  
• To prevent excessive vibration while operating the washing machine, consider stability before anything else.  
• Install your washing machine on soft soil or floor coverings.  
• Do not install your washing machine on soft soil or floor coverings.  
• If you move your washing machine, always reset the water resistance warning panel (max. 118 mm / 50 mm thick) to the floor.  
• Ensure the proper fitment. Before plugging in the washing machine, remove the shipping bolt.  
**STEP 2 Installation procedure for the Rat shutter assembly with the washing machine**  
To prevent rats from entering inside the washing machine and to avoid damaging the internal parts of the washing machine.  
1. Remove the packing box. Then, remove the bottom cushion from the washing machine.  
Check Point: Do not remove the shipping bolt.

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2000

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Settings

Child Lock

To prevent accidents by children, Child Lock locks all buttons except for Power.

To set the Child Lock function, hold down Temp. & Spin simultaneously for 4 seconds.

To release the Child Lock function, hold down Temp. & Spin simultaneously for 4 seconds.

NOTE

In the Child Lock state, you must first release the Child Lock if you want to add detergent or laundry.

Your Child Lock will be kept even after restarting the machine.

NOTE

You can turn off the sound of the washing machine.

Note: This setting does not affect the sound that notifies information codes.

NOTE

Door lock

The door locks automatically during a cycle and this indicator turns on.

NOTE

This icon indicates that the door is locked and cannot be opened.

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## Operations

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

### NOTE

If your washing machine fails to connect with the SmartThings app, tap again.

- Check your router if you experience any internet connection problem after connecting your washing machine with the SmartThings app.
- If the Wi-Fi is off tap and hold Temp. & Smart Control simultaneously for 2 seconds to turn it on.

- Turning the washing machine via SmartThings app allows you to connect to the washing machine via SmartThings app on your smartphone or tablet.
- However, the washing machine appears offline on the SmartThings app if the washing machine's Wi-Fi is off.

- If you use your washing machine for a while without connecting it to the SmartThings app, a pop-up message about Smart Control will show for 2 seconds.

- If the washing machine's Wi-Fi is not connected to an AP (access point), the Wi-Fi will turn off when you turn off the power.

### Stay Connect

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

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## Troubleshooting

Problem	Action
The door does not open.	<ul style="list-style-type: none"> <li>• Press or tap Start/Pause to stop the washing machine.</li> <li>• It may take a few moments for the door lock to release after a wash.</li> <li>• The door will not open until 3 minutes after the washing machine has stopped or the power is turned off.</li> <li>• Make sure all the water in the drum is drained.</li> <li>• The door may not open if water remains in the drum. Drain the drum and open the door manually.</li> <li>• Make sure the door lock light is off. The door lock will turn off after the washing machine has drained.</li> </ul>
Excessive suds.	<ul style="list-style-type: none"> <li>• Make sure you use the recommended types of detergent as appropriate.</li> <li>• Use high efficiency (HE) detergent to prevent overloading.</li> <li>• Make sure the water heater is set to supply a minimum 120 °F (49 °C) hot water at the tap. Also, check the tank heating element and recovery rate.</li> <li>• If there is something stuck between the door and the diaphragm, it may cause a leak or damage to the diaphragm.</li> </ul>
Cannot apply additional detergent.	<ul style="list-style-type: none"> <li>• Make sure the remaining amount of detergent is within the limit.</li> </ul>
Fills with the wrong water temperature.	<ul style="list-style-type: none"> <li>• Turn the power cord into the correct outlet.</li> <li>• Close the door and press the Start/Pause button to start the washing machine. For safety, the washing machine will not tumble or spin unless the door is closed.</li> <li>• Before the washing machine starts to fill, it will make a series of clicking noises to check the door lock and does a quick drain.</li> </ul>

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Problem	Action
Stops.	<ul style="list-style-type: none"> <li>• There may be a pause or soak period in the cycle. Wait briefly and the washing machine may start.</li> <li>• Make sure the mesh filter of the water supply hose at the water taps are not clogged.</li> <li>• If the washing machine is not supplied with sufficient power, the washing machine temporarily will not drain or spin. As soon as the washing machine begins sufficient power, it will operate normally.</li> <li>• Make sure the drain hose is not kinked or clogged.</li> </ul>
Leaks water.	<ul style="list-style-type: none"> <li>• Fully open both taps.</li> <li>• Make sure the temperature selection is correct.</li> <li>• Make sure the hoses are connected to the correct taps. Flushing lines.</li> <li>• Make sure the water heater is set to supply a minimum 120 °F (49 °C) hot water at the tap. Also, check the tank heating element and recovery rate.</li> <li>• If there is something stuck between the door and the diaphragm, it may cause a leak or damage to the diaphragm.</li> </ul>
Has odours.	<ul style="list-style-type: none"> <li>• Excessive suds collects in recesses and can cause foul odours.</li> <li>• Run cleaning cycles to remove periodically.</li> <li>• Dry the washing machine interior after a cycle has finished.</li> </ul>
No bubbles (Bubble models only).	<ul style="list-style-type: none"> <li>• Overloading may screen bubbles.</li> <li>• Severely contaminated laundry may not generate bubbles.</li> </ul>
Incorrect time of washing.	<ul style="list-style-type: none"> <li>• The actual washing time may differ from the estimated time initially displayed on the control panel upon cycle selection.</li> </ul>
Stops.	<ul style="list-style-type: none"> <li>• Turn the power cord into the correct outlet.</li> <li>• Check the fuse or reset the circuit breaker.</li> <li>• Close the door and press the Start/Pause button to start the washing machine. For safety, the washing machine will not tumble or spin unless the door is closed.</li> <li>• Before the washing machine starts to fill, it will make a series of clicking noises to check the door lock and does a quick drain.</li> </ul>

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## Terms of Warranty (Only Applicable to India)

### Warranty not applicable in any of the following cases

1. The Complete warranty Card is not presented to the service engineer at the time of repairs being undertaken/ requested.
2. The Product is not purchased from an Authorized Samsung Sales Dealer.
3. The Product purchased is not used according to the instruction given in the INSTRUCTION MANUAL as determined by company personnel.
4. Defect Caused by improper use, as determined by the authorized service centers/ Company Personnel.
5. Modification or alterations of any nature made in the circuitry by the Purchaser or unauthorized Personnel, as determined by Company personnel.
6. The Warranty is not applicable if the washing machine used for commercial purpose or Public places like Hotels, training centers and other similar applications.
7. The Original Serial number is removed, obliterated or altered from the Product.
8. Defect due to causes beyond control like lightning, abnormal voltage, acts of god or while in transit to service center or to the purchaser residence.
9. Correcting the installation for example leveling the product, adjustment of drain hose, Adjustment of Tap adopter.
10. Noise or Vibration that is considered as normal for example water drain sound, spin sound or warning beeps.
11. Removal of foreign objects/substances from machine, including the Drain Valve and inlet hose filter for example coin, Grit, safety pin, buttons, hooks, Dirt accumulation etc.
12. Replace fuse, correcting house wiring, house plumbing and defect or damage caused by household pets, rats, cockroaches or any other animals or insects.

For warranty conditions refer warranty card.

Model No.: \_\_\_\_\_  
Product Serial No.: \_\_\_\_\_ Date of Purchase: \_\_\_\_\_  
Name: \_\_\_\_\_ Address in Full: \_\_\_\_\_ Model No.: \_\_\_\_\_  
Telephone No.: \_\_\_\_\_ Dealer Name & Address : \_\_\_\_\_

Customer's Signature & Date  
(I accept the Terms & Conditions of warranty)

Dealer's Signature with rubber stamp

Customer copy (to be retained by customer)

Product details: \_\_\_\_\_

Warranty period: \_\_\_\_\_

Warranty coverage: \_\_\_\_\_

Warranty period of parts: \_\_\_\_\_

Maximum liability out of this warranty is limited to the product purchase value/MRP.

No warranty on certain parts/conditions/types of product failures.

Under certain conditions where warranty obligations cannot be met, depreciation will be applicable on the existing product.

CUSTOMER DETAILS CUM WARRANTY CARD

Customer copy (to be retained by customer)

Product details: \_\_\_\_\_

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