

Air conditioner

User manual

AM***DNVDKG

- Thank you for purchasing this Samsung air conditioner.
- Before operating this unit, please read this user manual carefully and retain it for future reference.

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***Correct Disposal of This Product
(Waste Electrical & Electronic Equipment)***

(Applicable in countries with separate collection systems)

This marking on the product, accessories or literature indicates that the product and its electronic accessories (e.g. charger, headset, USB cable) should not be disposed of with other household waste at the end of their working life. To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate these items from other types of waste and recycle them responsibly to promote the sustainable reuse of material resources.

Household users should contact either the retailer where they purchased this product, or their local government office, for details of where and how they can take these items for environmentally safe recycling.

Business users should contact their supplier and check the terms and conditions of the purchase contract. This product and its electronic accessories should not be mixed with other commercial wastes for disposal.

For information on Samsung's environmental commitments and product regulatory obligations, e.g. REACH, visit our sustainability page available via www.samsung.com

Safety Information

WARNING: Read This Manual

Read and follow all safety information and instructions before installation, use, or maintenance of this appliance. Incorrect installation, use, or maintenance of this appliance can result in death, serious injury, or property damage. Keep these instructions with this appliance. This manual is subject to change. For the latest version, visit www.samsung.com.

Because the instructions in this manual cover various models, the characteristics of your air conditioner may differ slightly from those described. If you have any questions, please contact your service provider or visit www.samsung.com.

Notices and notes

To make you aware of safety messages and highlighted information, we use the following notices and notes throughout this manual:

WARNING

Hazards or unsafe practices that may result in severe personal injury or death.

CAUTION

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

IMPORTANT

Information of special interest

NOTE

Supplementary information that may be useful

Symbol	Meaning
	Flammable gas
	Warning: flammable materials
	Refrigerant safety group
	Read installation manual
	Refer to installation manual
	Read service manual

FOR GENERAL

This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.

For use in Europe : This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.

Safety Information

IMPORTANT

To perform its antimicrobial function this product has been treated with the biocide substance Silver zinc zeolite.

FOR INSTALLATION

WARNING

Use a power cord with this product's power specifications or higher and use the power cord for this appliance only. In addition, do not use an extension cord.

- Extending the power cord may result in electric shock or fire.
- Do not use an electric transformer. This may result in electric shock or fire.
- If the voltage/frequency/rated current condition is different, it may cause fire.

The installation of this appliance must be performed by a qualified technician or service company. Do not attempt to install the air conditioner yourself.

- Failing to do so may result in electric shock, fire, explosion, problems with the product, or injury and may also void warranty on the installed product.

Install an Isolation Switch next to the Air Conditioner (but not on the panels of the Air Conditioner) and circuit breaker dedicated to the air conditioner.

- Failing to do so may result in electric shock or fire.

Fix the outdoor unit firmly so that the electric part of the outdoor unit is not exposed.

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

Do not install this appliance near a heater, or inflammable material. Do not install this appliance in a humid, oily or dusty location, in a

location exposed to direct sunlight and water (or rain). Do not install this appliance in a location where gas may leak.

- This may result in electric shock or fire.

Never install the outdoor unit in a location such as on a high external wall where it could fall.

- If the outdoor unit falls, it may result in injury, death or property damage.

This appliance must be properly grounded. Do not ground the appliance to a gas pipe, plastic, water pipe, or telephone line.

- Failing to do so may result in electric shock, fire, and explosion.
- Make sure to use a socket-outlet with ground.

The product shall be stored in a room with no ignition sources (e.g. open flames, gas appliance, electric heater, etc.).

- Note that the refrigerant has no odour.



CAUTION

Please cover the air conditioner with PE BAG after installation, and remove it when you start to run air conditioner.

Install your appliance on a level and hard floor that can support its weight.

- Failing to do so may result in abnormal vibrations, noise, or problems with the product.

Install the drain hose properly so that water drains correctly.

- Failing to do so may result in water overflowing and property damage. Avoid adding drain to waste pipes as odours may arise in the future.

When installing the outdoor unit, make sure to connect the drain hose so that draining is performed correctly.

- The water generated during heating by the outdoor unit may overflow and result in property damage.
In particular, in winter, if a block of ice falls, it may result in injury, death or property damage.

Safety Information

Do not install the product in a place where thermo-hygrostat is needed (such as server room, machinery room, computer room, etc.)

- Those places do not provide guaranteed operation condition of the product therefore performance can be poor in these places.

FOR POWER SUPPLY



WARNING

When the circuit breaker is damaged, contact your nearest service centre.

Do not pull or excessively bend the power line. Do not twist or tie the power line. Do not hook the power line over a metal object, place a heavy object on the power line, insert the power line between objects, or push the power line into the space behind the appliance.

- This may result in electric shock or fire.

If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.



CAUTION

When not using the air conditioner for a long period of time or during a thunder/lightning storm, cut the power at the circuit breaker.

- Failing to do so may result in electric shock or fire.

FOR USING



WARNING

If the appliance is flooded, please contact your nearest service centre.

- Failing to do so may result in electric shock or fire.

If the appliance generates a strange noise, a burning smell or smoke, cut off the power supply immediately and contact the nearest service centre.

- Failing to do so may result in electric shock or fire.

If the air conditioner malfunctions or requires repair, immediately stop its operation and disconnect the entire power system. Then consult the authorized service personnel.

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

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

To reinstall the air conditioner, please contact your nearest service centre.

- Failing to do so may result in problems with the product, water leakage, electric shock, or fire.
- Delivery service for the product is not provided. If you reinstall the product in another location, additional construction expenses and an installation fee will be charged.
- Especially, when you wish to install the product in an unusual location such as in an industrial area or near the seaside where it is exposed to salt in the air, please contact your nearest service centre.

Safety Information

Do not touch the circuit breaker with wet hands.

- This may result in electric shock.

Do not turn the air conditioner off with the circuit breaker while it is operating.

- Turning the air conditioner off and then on again with the circuit breaker may cause a spark and result in electric shock or fire.

After unpacking the air conditioner, keep all packaging materials well out of the reach of children, as packaging materials can be dangerous to children.

- If a child places a bag over its head, it may result in suffocation.

Do not touch the airflow blade with your hands or fingers during heating.

- This may result in electric shock or burns.

Do not insert your fingers or foreign substances into the air inlet/outlet of the air conditioner.

- Take special care that children do not injure themselves by inserting their fingers into the product.

Do not strike or pull the air conditioner with excessive force.

- This may result in fire, injury, or problems with the product.

Do not place an object near the outdoor unit that allows children to climb onto the machine.

- This may result in children seriously injuring themselves.

Do not use this air conditioner for long periods of time in badly ventilated locations or near infirm people.

- Since this may be dangerous due to a lack of oxygen, open a window at least once an hour.

Do not use means to accelerate the defrost operation or to clean, other than those recommended by Samsung.

Do not pierce or burn.

Be aware that refrigerants may not contain an odour.

If any foreign substance such as water has entered the appliance, cut off the power supply and contact the nearest service centre.

- Failing to do so may result in electric shock or fire.

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

- Do not use any fuse (such as copper, steel wire, etc.) other than the standard fuse.
- Failing to do so may result in electric shock, fire, problems with the product, or injury.



CAUTION

Do not place objects or devices under the indoor unit.

- Water dripping from the indoor unit may result in fire or property damage.

Check that the installation frame of the outdoor unit is not broken at least once a year.

- Failing to do so may result in injury, death or property damage.

To prevent personal injury, make sure that you change the directions of the horizontal airflow blades after stopping the movements of the vertical airflow blade. (In case of adjusting the horizontal airflow manually)

Safety Information

When the air conditioner does not operate properly for cooling or heating, there is a possibility of refrigerant leakage. If any leakage, stop operation, ventilate the room, and consult your dealer immediately for recharging refrigerant.

The refrigerant is not harmful. However, if it comes in contact with fire, it may generate harmful gases and there is risk of fire.

During transportation of the indoor unit, the pipe lines shall be covered with brackets for protection. Do not move the product with holding the pipe lines.

- It may cause gas leakage.

Do not install the product in a ship or a vehicle (such as a campervan).

- Salt, vibration or other environmental factor may cause the product malfunction, electric shock or fire.

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

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

Do not operate the appliance with wet hands.

- This may result in electric shock.

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

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

Do not drink the water from the air conditioner.

- The water may be harmful to humans.

Do not hit, shake, drop, or attempt to disassemble the remote control.

When replacing the remote control batteries, keep them out of the reach of infants.

- If an infant eats batteries, contact a doctor immediately.

When replacing the remote control batteries, be careful not to get the battery fluid on your skin.

- Battery fluid is harmful to humans.

Do not touch the pipes connected with the product.

- This may result in burns or injury.

Do not cut or burn the refrigerant container or pipings.

Do not point the air direction to the fireplace or heater.

Do not use this air conditioner to preserve precision equipment, food, animals, plants or cosmetics, or for any other unusual purposes.

- This may result in property damage.

Avoid directly exposing humans, animals or plants to the airflow from the air conditioner for long periods of time.

- This may result in harm to humans, animals or plants.

Safety Information

FOR CLEANING



WARNING

Do not clean the appliance by spraying water directly onto it. Do not use benzene, thinner or alcohol to clean the appliance.

- This may result in discolouration, deformation, damage, electric shock or fire.

Before cleaning, servicing, or performing maintenance, make sure to disconnect the product from its power source and wait until the fan stops.

- Failing to do so may result in electric shock or fire.



CAUTION

Take care when cleaning the surface of the heat exchanger of the outdoor unit since it has sharp edges.

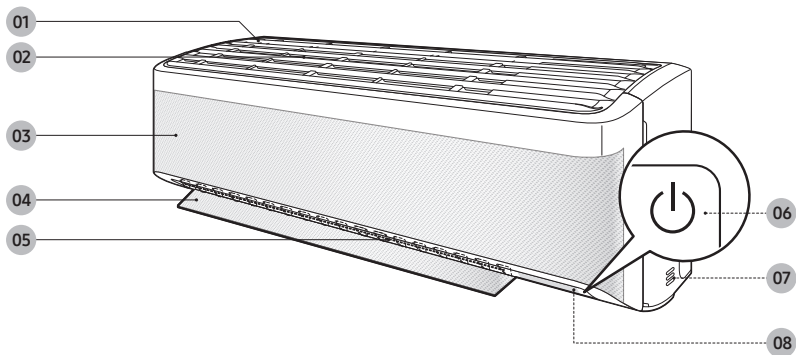
- This should be done by a qualified technician. Please contact your installer or service centre.

Do not clean the inside of the air conditioner by yourself.

- For cleaning inside the appliance, contact your nearest service centre.
- When cleaning the filter, refer to the descriptions in the 'Cleaning' section.
- Failing to do so may result in damage, electric shock or fire.
- Make sure to prevent any injury from sharp edges of the surface when handling the heat exchanger.

Indoor Unit Overview (WindFree)

The appearance of the actual product may differ slightly from the image below.



- 01

Air intake
- 02

Air filter
- 03

WindFree panel
- 04

Airflow blade (up and down)
- 05

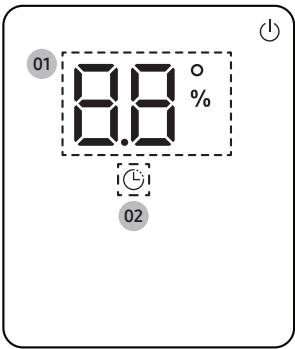
Airflow blade (left and right)
- 06

Power button/Remote control receiver
- 07

Room temperature sensor
- 08

Display

Display



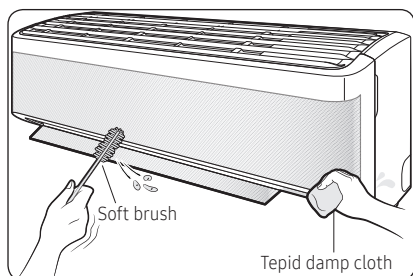
- 01

Temperature indicator (numeric)
Filter reset indicator (CF)
Auto clean indicator (C i)
Defrost indicator (dF)
- 02

Timer indicator
good'sleep indicator

Cleaning

Cleaning the outside of the indoor unit



- 1 Turn off the air conditioner and wait until the fan stops.
- 2 Disconnect the power supply.
- 3 Use a soft brush or tepid damp cloth to clean the exterior.



WARNING

- Do not clean the appliance by spraying water directly onto it. Water entering the unit may result in electric shock or fire that could cause death, serious injury, or property damage:



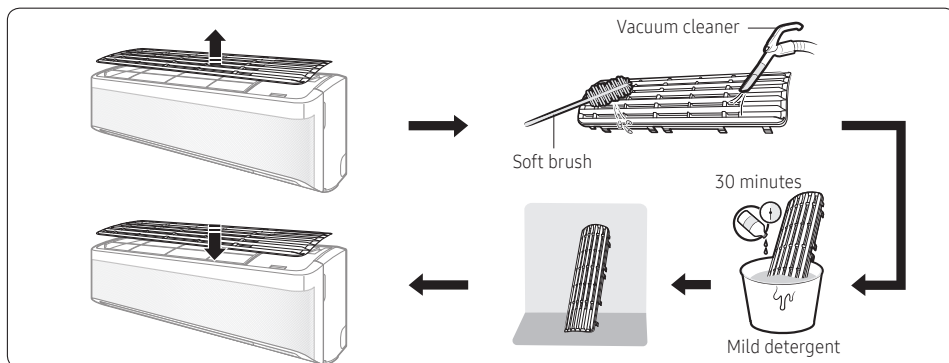
CAUTION

- Do not use an alkaline detergent to clean the indoor unit display.
- Do not use sulphuric acid, hydrochloric acid, or organic solvents such as paint thinner, kerosene, acetone, benzene, or alcohol to clean the unit surfaces.

Cleaning

Cleaning the filter

Clean the air filter every two weeks or when the **CF** (filter-cleaning reminder) appears on the indoor unit display. The time between cleanings may vary, depending on the usage and environmental conditions.



- 1 Slide the filter off of the unit.
- 2 Use a soft brush or vacuum cleaner to remove any dust or debris on the filter.
- 3 Soak the filter in a solution of water and mild detergent for 30 minutes.
- 4 Rinse the filter and let it air dry in a well-ventilated area that is out of direct sunlight.
- 5 Reinstall the filter.
- 6 Reset the filter-cleaning reminder:

In operation ► **Options** ► **<** **>** ► Select Filter Reset. ► **SET**

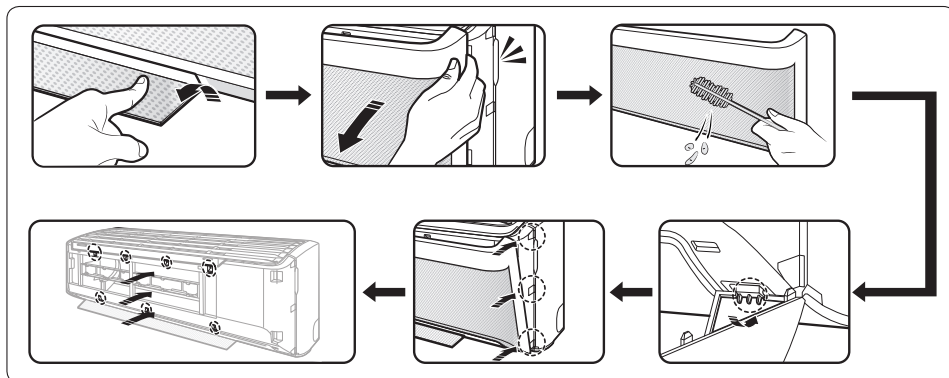
⚠ CAUTION

- Take care not to damage the filter during cleaning.
- Do not scrub the air filter with a hard-bristle brush or another cleaning utensil.
- Do not expose the air filter to direct sunlight when drying it.

Cleaning

Cleaning the WindFree panel

Clean the WindFree panel at least once a month.



- 1 Pull the airflow blade open.
- 2 Hold and pull both sides of the WindFree panel until it comes free from the air conditioner.
- 3 Use a soft brush or vacuum cleaner to remove any dust.
- 4 Hang the WindFree panel in the grooves at the bottom left and right.
- 5 Align the projections of the WindFree panel with the grooves at the top, middle, and bottom of the front panel.
- 6 After inserting the WindFree panel, press the top 4 places and the bottom 3 places by hand so that there is no gap to the panel.



CAUTION

- If you attach the WindFree panel without the airflow blade being open, it may become obstructed by the WindFree panel and may not open properly.

Maintaining the Air Conditioner

- If the air conditioner will not be used for an extended period of time, dry the air conditioner to maintain in best conditions.
- 1 Dry the air conditioner thoroughly by operating in Fan mode for 3 to 4 hours and disconnect the power plug. There may be internal damage if moisture is left in components.
 - 2 Before using the air conditioner again, dry the inner components of the air conditioner again by running in Fan mode for 3 to 4 hours. This helps remove odours that may have generated from dampness.

Periodical checks

Refer to the following chart to maintain the air conditioner properly.

Type	Description	Monthly	Every 4 months	Once a year
Indoor unit	Clean the air filter (1).	●		
	Clean the condensate drain pan (2).			●
	Thoroughly clean the heat exchanger (2).			●
	Clean the condensate drain pipe (2).		●	
	Replace the remote control batteries (1).			●
Outdoor unit	Clean the heat exchanger on the outside of the unit (2).		●	
	Clean the heat exchanger on the inside of the unit (2).			●
	Clean the electric components with jets of air (2).			●
	Verify that all the electric components are firmly tightened (2).			●
	Clean the fan (2).			●
	Verify that all the fan assembly is firmly tightened (2).			●
	Clean the condensate drain pan (2).			●

NOTE

- The checks and maintenance operations described above are essential to guarantee the efficiency of the air conditioner. The frequency of these operations may vary depending on the characteristics of the area, the amount of dust, etc.
 - (1) The above mentioned operations should be performed more frequently if the area of installation is very dusty.
 - (2) These operations must always be performed by qualified personnel. For more detailed information, refer to Installation Manual.

Maintaining the Air Conditioner

Internal protections via the unit control system

This internal protection operates if an internal fault occurs in the air conditioner.

Type	Description
Against cold air	The internal fan will be off against cold air when the heat pump is heating.
De-ice cycle	The internal fan will be off against cold air when the heat pump is heating.
Protect compressor	The air conditioner does not start operating immediately to protect the compressor of the outdoor unit after it has been started.

 NOTE

- If the heat pump is operating in Heat mode, the de-ice cycle is actuated to remove frost from an outdoor unit that may have deposited at low temperatures.
- The internal fan is switched off automatically and restarted only after the de-ice cycle is completed.
- When the de-ice cycle is operating, it may generate strange sound. It is normal operation for product safety.

Troubleshooting

Refer to the following chart if the air conditioner operates abnormally. This may save time and unnecessary expenses.

Problem	Solution
The product does not work. Error E601	Connect an R-32-exclusive wired remote control. * MWR-WG01*N * R-32-exclusive wired remote controls should be purchased separately.
An alarm sounds, and the product does not work. Error E696	- This is intended to determine whether there is a leak or not, as R-32 refrigerant is sensed. - The indoor unit determines again whether or not there is a refrigerant leak while operating for 2 minutes using fan mode (specifically High mode). If there is no refrigerant leak, the indoor unit stops operating, the error is cleared and the product can operate normally. - The R-32 sensor, embedded in the indoor unit, reacts not only to R-32 refrigerant but also to high-concentration chemicals (e.g. organic solvents, hair spray and paint). Do not use any high-concentration chemicals in the vicinity of the indoor unit, as these may cause false operation of the sensor.
An alarm sounds, and the product does not work. Error E697	- This alarm sounds when R-32 refrigerant leaks. - To alert customers about the refrigerant leak, the wired remote control displays the screen shown below, and an alarm sounds for 4 minutes. This alarm can be turned off by pressing the OK button on the wired remote control for 3 seconds.  Indoor address : 200001 Error code : E696 Press the 'OK' button for 3 seconds to dismiss the alert. - The refrigerant inside the product has been recovered and held in the outdoor unit. Ventilate the room for which the alarm was activated. - Contact the Samsung Electronics service centre for assistance.
The product does not work. Error E116, E695, E698, E699, E700	- This error occurs when the R-32 refrigerant sensor has a malfunction or the sensor's life has expired. - The R-32 sensor's lifespan is 10 years. The wired remote control displays 'E699' 6 months before the sensor's lifespan expires. After the sensor's lifespan expires, the wired remote control displays 'E700', and the product usage is limited. - Contact the Samsung Electronics service centre for assistance.

Troubleshooting

Problem	Solution
The air conditioner does not operate immediately after it has been restarted.	Because of the protective mechanism, the appliance does not start operating immediately to keep the unit from overloading. The air conditioner will start in 3 minutes.
The air conditioner does not work at all.	- Check that the power plug is properly connected. Insert the power plug into the wall socket correctly. - Check if the circuit breaker is switched off. - Check if there is a power failure. - Check your fuse. Make sure it is not blown out.
The temperature does not change.	Check if you selected Fan mode. Press the  button on the remote control to select another mode.
The cool (or warm) air does not come out of the air conditioner.	- Check if the set temperature is higher (lower) than the current temperature. Press the  or  button on the remote control to change the set temperature. Press the Temperature  or  button to increase or decrease the temperature. - Check if the air filter is blocked by dirt. Clean the air filter every two weeks. - Check if the air conditioner has just been turned on. If so, wait for 3 minutes.
The fan speed does not change.	Check if you selected Auto or Dry mode. The air conditioner automatically adjusts the fan speed to Auto in Auto/Dry mode.
Timer function is not set.	Check if you press the  and  button on the remote control after you have set the time.
Odours permeate in the room during operation.	Check if the appliance is running in a smoky area or if there is a smell entering from outside. Operate the air conditioner in Fan mode or open the windows to air out the room.
The air conditioner makes a bubbling sound.	A bubbling sound may be heard when the refrigerant is circulating through the compressor. Let the air conditioner operate in the selected mode.
Water is dripping from the air flow blades.	Check if the air conditioner has been cooling for an extended period of time with the air flow blades pointed downwards. Condensation may generate due to the difference in temperature.

Problem	Solution
Remote control is not working.	• Check if your batteries are depleted. • Make sure batteries are correctly installed. • Make sure nothing is blocking your remote control sensor. • Check that there are strong lighting apparatus near the air conditioner. Strong light that comes from fluorescent bulbs or neon signs may interrupt the electric waves.

Operation Ranges

The table below indicates the temperature and humidity ranges the air conditioner can be operated within. Refer to the table for efficient use.

MODE	OPERATIONAL TEMPERATURE		INDOOR HUMIDITY	IF OUT OF CONDITIONS
	INDOOR	OUTDOOR		
COOLING	18 °C to 32 °C	Depends on the specifications of the outdoor unit.	80 % or less	Condensation may occur on the indoor unit with risk to have either water blow off or drops on the floor.
HEATING	27 °C or less		-	Internal protection triggers and the air conditioner will stop.
DRYING	18 °C to 32 °C		80 % or less	Condensation may occur on the indoor unit with risk to have either water blow off or drops on the floor.

 NOTE

- The standardized temperature for heating is 7 °C. If the outdoor temperature drops to 0 °C or below, the heating capacity can be reduced depending on the temperature condition.
- If the cooling operation is used at over 32 °C (indoor temperature), it does not cool at its full capacity.

Information about Refrigerant

Important information: regulation regarding the refrigerant used

This product contains fluorinated greenhouse gases. Do not vent gases into the atmosphere.

 CAUTION

- If the system contains 5 tCO₂e or more of fluorinated greenhouse gases, it must be checked for leakage at least once every 12 months, according to regulation No. 517/2014. This activity must be covered by qualified personnel only. In the case of the situation above, the installer (or authorized person with responsibility for final check) must provide a maintenance book, with all the information recorded, according to REGULATION (EU) No. 517/2014 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 16 April 2014 on fluorinated greenhouse gases.

Refrigenat type	GWP value
R-32	675

- GWP: Global Warming Potential
- Calculating tCO₂e: kg x GWP/1000

Technical Specifications

Model specification (Dimension and weight)

Dimension and weight			
Type	Model	Net dimension (WxDxH) (mm)	Net weight (kg)
Indoor unit	AM015DNVDKG	820x299x215	8.5
	AM022DNVDKG	820x299x215	8.5
	AM028DNVDKG	820x299x215	9.0
	AM036DNVDKG	820x299x215	9.0
	AM045DNVDKG	1055x299x215	11.5
	AM056DNVDKG	1055x299x215	11.5
	AM071DNVDKG	1055x299x215	11.5
	AM082DNVDKG	1055x299x215	12.5

SmartThings app

To use the SmartThings app, connect the product to the network in the sequence described below. The images shown may differ depending on your smartphone model, OS version and manufacturer. You need to set up the Wi-Fi access point only when connecting the product to a Wi-Fi network. Once the product is connected, you can use the SmartThings app via Wi-Fi, 3G, LTE, 5G or more wireless networks.

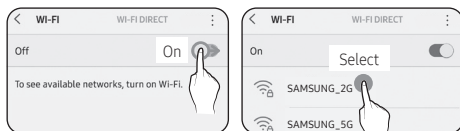
1 Checking the power connections

Check if the power is connected to the product and the access point.

2 Setting up and connecting to a Wi-Fi access point using your smartphone

1 To connect the product to a Wi-Fi network, turn on Wi-Fi at “Settings > Wi-Fi”, and then select the access point to connect to

- Only alphanumeric characters are supported for wireless access point names (SSIDs). If an SSID has a special character, rename it before connecting to it.
- This product supports only Wi-Fi 2.4 GHz.



2 Turning off “Switch to mobile data” at “Settings > Wi-Fi” on your Smartphone

- If “Switch to mobile data” or “Adaptive Wi-Fi” is turned on, you cannot connect to the network. Be sure to turn off these functions before connecting to the network.



NOTE

- The setup may differ depending on your smartphone model, OS version and manufacturer.

3 Checking the Internet connectivity

- After connecting to Wi-Fi, check that your smartphone is connected to the Internet.

NOTE

- A firewall may prevent your smartphone from connecting to the Internet. Contact your Internet service provider for troubleshooting.

3 Downloading the SmartThings app and registering your Samsung account

1 Downloading the SmartThings app

- Search for “SmartThings” on Play Store or App Store, and download the SmartThings app to your smartphone.
- If the SmartThings app is already installed on your smartphone, update it to the latest version.

NOTE

- The SmartThings app supports Android OS 7.0 or later (with at least 2 GB RAM) and iOS 12.0 or later. The app is optimized for iPhone 6s or later and Samsung smartphones (Galaxy S and Note series). The updates of the SmartThings app or the functions supported by it may be discontinued for the previously supported OS versions due to reasons such as usability and security.
- The SmartThings app may change without prior notice to improve product usability and performance.

2 Registering your Samsung account

- A Samsung account is required to use the SmartThings app. To create your Samsung account and log in to your account, follow the instructions displayed on the SmartThings app. You do not need to install an additional app.

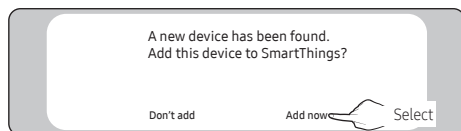
NOTE

- If you already have a Samsung account, log in to the account. If you have a smartphone that is a Samsung device and you have a Samsung account, your smartphone is automatically logged in to your account.
- If you log in from a smartphone produced for another country, you need to log in with its country code when you create your Samsung account, and the SmartThings app may not be used on some smartphones.

4 Connecting the SmartThings app to your product

1 Selecting the product to connect to

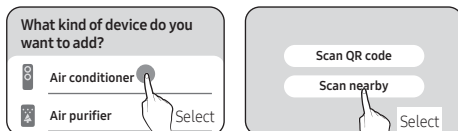
- 1) Start the SmartThings app about one minute after turning on the product to connect to.
- 2) After the SmartThings app is started, select 'ADD NOW' when a pop-up window saying that a product to connect to is found appears.



- 3) If the pop-up window does not appear, select "+", and then "Add Device".



- 4) You can add a product you want to connect to by selecting it manually or by selecting "Scan nearby".
 - Select manually: Samsung devices > Air conditioner
 - Scan: Scan nearby > Air conditioner



2 Connecting the SmartThings app to your product

- Follow the instructions displayed on the SmartThings app to connect to your product.
- For information on how to use the SmartThings app, select the How To menu on the app.

NOTE

- If any pop-up window appears on the top of the smartphone while connecting to your product, do not select it.
- If a pop-up window saying that the device is already registered appears during connecting to your product, get permission using "REQUEST PERMISSION" from a user already connected to the product, or create a new account using "REGISTER MY ACCOUNT" to independently connect to the product.
- If a Samsung account-related country error occurs while connecting to your product, log out of your current Samsung account, log in to your previous Samsung account, and then delete all devices that have been connected previously. Then, log in to your current Samsung account again, and configure the settings.

SmartThings app

- If a failure message appears while adding a device, see “Setting up and connecting to a Wi-Fi access point using your smartphone” on page 26. The connection may fail temporarily due to an installation location problem of the access point or other problems.
- If a message appears on the SmartThings app, follow its instructions.

NOTE

- For the security protocols for wireless/wired access points, WPA-PSK and WPA2-PSK are recommended. For the authentication methods, AES is recommended. New Wi-Fi authentication specifications and Wi-Fi non-standard authentication methods are not supported.
- The product supports the IEEE802.11 b/g/n (2.4 GHz) communication protocol. (Samsung recommends IEEE802.11n.)
- If your Internet service provider has permanently registered the MAC address (a unique identification number) of your PC or modem, you may not be able to connect your product to the Internet. Contact your Internet service provider and ask how to connect devices other than your PC (such as an air conditioner and an air purifier) to the Internet.

Open Source Announcement

The software included in this product contains open source software.

The following URL http://opensource.samsung.com/opensource/SMART_TP1_0/seq/0 leads to open source license information as related to this product.



Specifications

¹⁾ Wi-Fi	
²⁾ Frequency Range	³⁾ Transmitter Power(Max)
2412 - 2472 MHz	20 dBm
⁴⁾ Bluetooth	
Frequency Range	Transmitter Power(Max)
2402 - 2480 MHz	20 dBm

*The product supports the IEEE802.11 b/g/n, Soft-AP communication protocol.
(Samsung recommends IEEE802.11n.)

English	¹⁾ Wi-Fi ²⁾ Frequency range ³⁾ Transmitter power(Max) ⁴⁾ Bluetooth	Slovenian	¹⁾ Wi-Fi ²⁾ Frekvenčno območje ³⁾ Moč oddajnika (največja) ⁴⁾ Bluetooth
Czech	¹⁾ Wi-Fi ²⁾ Frekvenční rozsah ³⁾ Výkon vysílače (max.) ⁴⁾ Bluetooth	Slovak	¹⁾ Wi-Fi ²⁾ Frekvenčný rozsah ³⁾ Výkon vysielača (max.) ⁴⁾ Bluetooth
Danish	¹⁾ WiFi ²⁾ Frekvensområde ³⁾ Senders effekt (maks.) ⁴⁾ Bluetooth	Finnish	¹⁾ WiFi ²⁾ Taajuusalue ³⁾ Lähettimen teho (enintään) ⁴⁾ Bluetooth
Estonian	¹⁾ Wi-Fi ²⁾ Sagedusala ³⁾ Saatja võimsus (max) ⁴⁾ Bluetooth	Swedish	¹⁾ Wi-Fi ²⁾ Frekvensomfång ³⁾ Sändareffekt (max) ⁴⁾ Bluetooth
Latvian	¹⁾ Wi-Fi ²⁾ Frekvenču diapazons ³⁾ Raidītāja jauda (maks.) ⁴⁾ Bluetooth	Bulgarian	¹⁾ Wi-Fi ²⁾ Честотен диапазон ³⁾ Мощност на предавателя (макс.) ⁴⁾ Bluetooth
Lithuanian	¹⁾ Wi-Fi ²⁾ Dažnių diapazonas ³⁾ Siųstuvo galia (maks.) ⁴⁾ Bluetooth	Romanian	¹⁾ Wi-Fi ²⁾ Gama de frecvență ³⁾ Puterea transmițătorului (Max.) ⁴⁾ Bluetooth

Specifications

Norwegian	¹⁾ Wi-Fi ²⁾ Frekvensområde ³⁾ Sendereffekt (maks.) ⁴⁾ Bluetooth
Turkish	¹⁾ Wi-Fi ²⁾ Frekans Aralığı ³⁾ Verici Gücü (Maks) ⁴⁾ Bluetooth
Russian	¹⁾ Wi-Fi ²⁾ Диапазон частот ³⁾ Мощность передатчика (макс.) ⁴⁾ Bluetooth
Ukrainian	¹⁾ Wi-Fi ²⁾ Частотний діапазон ³⁾ Потужність передавача (макс.) ⁴⁾ Bluetooth
Serbian	¹⁾ Wi-Fi ²⁾ Frekvencijski opseg ³⁾ Snaga predajnika (maks.) ⁴⁾ Bluetooth
Croatian	¹⁾ Wi-Fi ²⁾ Raspon frekvencije ³⁾ Snaga odašiljača (maks.) ⁴⁾ Bluetooth

Declaration of Conformity

English	Hereby, Samsung declares that this radio equipment is in compliance with Directive 2014/53/EU and with the relevant statutory requirements in the UK. The full text of the EU declaration of conformity and the UK declaration of conformity is available at the following internet address: The official Declaration of conformity may be found at http://www.samsung.com , go to Support > Search Product Support and enter the model name.
Czech	Společnost Samsung tímto prohlašuje, že toto rádiové zařízení splňuje požadavky směrnice 2014/53/EU a příslušné požadavky právních norem platných ve Spojeném království. Úplné znění EU Prohlášení o shodě a UK Prohlášení o shodě je k dispozici na následující internetové adrese: Oficiální prohlášení o shodě naleznete na webu http://www.samsung.com , kde klepněte na odkaz Podpora a do pole Hledat Podporu zadejte název modelu.
Danish	Samsung erklærer hermed, at dette radioudstyr er i overensstemmelse med direktiv 2014/53/EU og med relevante lovmæssige krav i Storbritannien. Hele teksten i EU-overensstemmelseserklæringen og UK-overensstemmelseserklæringen findes på denne webadresse: Den officielle overensstemmelseserklæring kan findes på http://www.samsung.com . Gå til support > Søg efter produktsupport, og angiv modelnavnet.
German	"Samsung erklärt hiermit, dass diese Funkanlage mit der Richtlinie 2014/53/EU und den entsprechenden gesetzlichen Anforderungen im Vereinigten Königreich übereinstimmt. Der gesamte Text der EU-Konformitätserklärung und der Konformitätserklärung für das Vereinigte Königreich ist unter der folgenden Internetadresse verfügbar: Die offizielle Konformitätserklärung ist unter http://www.samsung.com zu finden. Gehen Sie zu Support > Produktsupport durchsuchen und geben Sie den Modellnamen ein."
Estonian	Samsung kinnitab käesolevaga, et antud raadioseade vastab direktiivile 2014/53/EL ja asjakohastele seadusjärgsetele nõuetele Suurbritannias. EL-i vastavusdeklaratsiooni ja Suurbritannia vastavusdeklaratsiooni terviktekst on saadaval internetis järgmisel aadressil: Ametliku vastavusdeklaratsiooni leiate aadressilt http://www.samsung.com , avage menüü Tugi > Otsi toote tuge ja sisestage seejärel mudeli nimi.
Spanish	Por la presente, Samsung declara que este equipo radioeléctrico cumple con la Directiva 2014/53/UE y con los requisitos legales relevantes en el Reino Unido. El texto completo de la declaración de conformidad con la UE y de la declaración de conformidad con Reino Unido está disponible en la siguiente dirección de Internet: La Declaración de conformidad oficial se puede encontrar en http://www.samsung.com , vaya a soporte > Búsqueda de soporte de productos e introduzca el nombre del modelo.
Greek	Συνεπώς, η Samsung δηλώνει ότι αυτός ο ραδιοεξοπλισμός συμμορφώνεται με την Οδηγία 2014/53/ΕΕ και με τις σχετικές νόμιμες απαιτήσεις του Ηνωμένου Βασιλείου. Το πλήρες κείμενο της δήλωσης συμμόρφωσης με την ευρωπαϊκή οδηγία και της δήλωσης συμμόρφωσης με τη βρετανική νομοθεσία είναι διαθέσιμο στη διεύθυνση: Μπορείτε να βρείτε την επίσημη δήλωση συμμόρφωσης στην τοποθεσία http://www.samsung.com . Επιλέξτε Υποστήριξη > Αναζήτηση υποστήριξης προϊόντος και εισαγάγετε το όνομα μοντέλου.

Declaration of Conformity

French	Par la présente, Samsung déclare que cet équipement radio est conforme à la directive 2014/53/UE et aux exigences réglementaires applicables au Royaume-Uni. Le texte intégral de la déclaration de conformité de l'UE et de la déclaration de conformité du Royaume-Uni est disponible à l'adresse Internet suivante : La Déclaration officielle de conformité se trouve sur http://www.samsung.com , rendez-vous sur la page d'assistance > Rechercher dans l'Assistance et saisissez un nom de modèle.
Italian	Con la presente, Samsung dichiara che questa apparecchiatura radio è conforme alla Direttiva 2014/53/UE e ai relativi requisiti di legge nel Regno Unito. Il testo integrale della dichiarazione di conformità EU e del Regno Unito è disponibile al seguente indirizzo: La dichiarazione ufficiale di conformità è disponibile su http://www.samsung.com , selezionare supporto> Cerca Supporto Prodotto e inserire il nome del modello.
Latvian	Ar šo uzņēmums Samsung paziņo, ka šī radioiekārta atbilst Direktīvai 2014/53/ES un attiecīgajām likumiskajām prasībām Apvienotajā Karalistē. Pilns ES atbilstības deklarācijas teksts un Apvienotās Karalistes atbilstības deklarācijas teksts ir pieejams šajā interneta adresē: Oficiālo atbilstības deklarāciju var atrast vietnē http://www.samsung.com , atverot Atbalsts > Meklēt produkta atbalstu un ievadot modeļa nosaukumu.
Lithuanian	Šiuo dokumentu „Samsung“ patvirtina, kad radijo įranga atitinka 2014/53/ES direktyvos reikalavimus ir JK susijusius įstatyminius reikalavimus. Visą ES atitikties deklaracijos ir JK atitikties deklaracijos tekstą rasite apsilankę internetinėje svetainėje adresu: Oficiali atitikties deklaracija pateikiama svetainėje http://www.samsung.com , eikite į skirtuką Palaikymas > ieškoti gaminio palaikymo ir įveskite modelio numerį.
Dutch	Samsung verklaart hierbij dat deze radioapparatuur voldoet aan Richtlijn 2014/53/EU en aan de relevante statutaire vereisten in het VK. De volledige tekst van de EU-Conformiteitsverklaring en de conformiteitsverklaring van het VK vindt u op deze website: De officiële Conformiteitsverklaring vindt u op http://www.samsung.com , ga naar Ondersteuning > Productondersteuning zoeken en voer de modelnaam in.
Hungarian	A Samsung ezennel kijelenti, hogy ez a rádióberendezés megfelel a 2014/53/EU irányelvnek és az Egyesült Királyságban a vonatkozó jogszabályi követelményeknek. Az EU megfelelőségi nyilatkozat és az Egyesült Királyság megfelelőségi nyilatkozat teljes szövege a következő internet cím alatt található: A hivatalos Megfelelőségi nyilatkozat a http://www.samsung.com honlapon olvasható, lépjen a Támogatás > Terméktámogatás keresése menüpontra, és adja meg a modell nevét.
Polish	Niniejszym firma Samsung deklaruje, że ten sprzęt radiowy jest zgodny z wymogami dyrektywy 2014/53/UE oraz odpowiednich ustaw obowiązujących w Wielkiej Brytanii. Pełny tekst deklaracji zgodności z przepisami europejskimi i brytyjskimi jest dostępny na stronie internetowej: Treść oficjalnej deklaracji zgodności jest dostępna pod adresem http://www.samsung.com w menu Wsparcie > Szukaj, gdzie należy podać nazwę modelu.
Portuguese	A Samsung declara, pelo presente, que este equipamento de rádio está em conformidade com a Diretiva 2014/53/UE e com os requisitos legais relevantes no Reino Unido. O texto integral da declaração de conformidade europeia e da declaração de conformidade do Reino Unido está disponível no seguinte endereço da Internet: A Declaração de conformidade oficial pode ser encontrada em http://www.samsung.com , vá a Suporte > Pesquisar Suporte do produto e insira o nome do modelo.

Slovenian	Družba Samsung izjavlja, da je ta radijska oprema v skladu z Direktivo 2014/53/EU in ustreznimi zakonskimi zahtevami v Združenem kraljestvu. Celotno besedilo izjave ES o skladnosti in izjave Združenega kraljestva o skladnosti je na voljo na spodnjem internetnem naslovu: Uradno izjavo o skladnosti lahko najdete na naslovu http://www.samsung.com . Pojdite na podpora > Iskanje podpore za izdelek, nato vnesite ime izdelka.
Slovak	Spoločnosť Samsung týmto vyhlasuje, že toto zariadenie rádiového typu je v súlade so smernicou 2014/53/EÚ a náležitými zákonnými požiadavkami v Spojenom kráľovstve. Celé znenie Vyhlásenia o zhode v EÚ a Vyhlásenia o zhode v Spojenom kráľovstve je k dispozícii na nasledujúcej internetovej adrese: Oficiálne Vyhlásenie o zhode sa nachádza na lokalite http://www.samsung.com , prejdite na položky Podpora > Vyhľadávanie podpory produktov a zadajte názov modelu.
Finnish	Samsung vakuuttaa, että tämä radiolaite on direktiivin 2014/53/EU ja Yhdistyneen kuningaskunnan oleellisten lakisääteisten vaatimusten mukainen. EU-vaatimustenmukaisuusvakuutuksen ja Yhdistyneen kuningaskunnan vaatimustenmukaisuusvakuutuksen koko teksti on saatavilla seuraavassa Internet-osoitteessa: Virallinen vaatimustenmukaisuusvakuutus on osoitteessa http://www.samsung.com . Valitse Tuki > Etsi tuotetukea ja kirjoita mallinimi.
Swedish	Härmed deklarerar Samsung att denna radioutrustning uppfyller direktivet 2014/53/EU och de relevanta lagstadgade kraven i Storbritannien. Den fullständiga texten i EU-deklarationen om överensstämmelse och Storbritanniens deklaration om överensstämmelse finns tillgänglig på följande internetadress: Den officiella deklarationen om överensstämmelse finns på http://www.samsung.com . Gå till stöd > Sök produktsupport och ange modellnamnet.
Bulgarian	С настоящото Samsung гекарпупа, че това радиооборудване е в съответствие с Директивата 2014/53/ЕС и със съответните законови изисквания в Обединеното кралство. Пълният текст на ЕС Декларацията за съответствие и Декларацията за съответствие за Обединеното кралство е наличен на следния интернет адрес: Официалната Декларация за съответствие можете да намерите на http://www.samsung.com , отидете на отидете на поддръжка > Търсене на поддръжка за продукт и въведете името на модела.
Romanian	Prin prezenta, Samsung declară faptul că acest echipament radio respectă Directiva 2014/53/UE și toate cerințele legale relevante din Regatul Unit. Textul complet al declarației de conformitate UE și al declarației de conformitate din Regatul Unit este disponibil la următoarea adresă de internet: Declarația de conformitate oficială poate fi găsită la http://www.samsung.com , accesați asistența > Căutați asistența produsului și introduceți numele modelului.
Norwegian	Samsung erklærer herved at dette radioutstyret er i samsvar med direktiv 2014/53/EU og med de relevante lovpålagte kravene i Storbritannia. Den fullstendige teksten til EU-samsvarserklæringen og den britiske samsvarserklæringen er tilgjengelig på følgende nettadresse: Den offisielle samsvarserklæringen finnes på http://www.samsung.com . Gå til Support > Søk gjennom produktsupport og angi modellnavn.
Turkish	Samsung, bu radyo ekipmanının 2014/53/AB Direktifi ve Birleşik Krallık'taki ilgili yasal gerekliliklere uygun olduğunu beyan eder. AB uygunluk beyanının ve Birleşik Krallık uygunluk beyanının tam metni aşağıdaki internet adresinde mevcuttur: Resmî Uygunluk beyanını http://www.samsung.com adresinde bulabilirsiniz. Destek > Ürün Desteği Ara'ya gidin ve model adını girin.

Declaration of Conformity

Russian	Настоящим компания Samsung заявляет, что данное радиооборудование соответствует Директиве 2014/53/ЕС и соответствующим требованиям законодательства Великобритании. Полный текст декларации о соответствии ЕС и декларации о соответствии Великобритании доступен по следующему веб-адресу: Официальная Декларация о соответствии доступна по адресу http://www.samsung.com , пройдите в раздел Поддержка > Поиск продукта и введите имя модели.
Ukrainian	Цим компанія Samsung заявляє, що це радіообладнання відповідає вимогам Директиви 2014/53/ЄС і відповідним законодавчим нормам Великобританії. Повний текст декларації про відповідність нормам країн ЄС і Великобританії доступний за такою адресою в інтернеті: Офіційний текст Декларації про відповідність можна знайти на сайті http://www.samsung.com ; перейдіть до розділу підтримки, потім — до поля пошуку підтримки для певного виробу та введіть назву моделі.
Serbian	Kompanija Samsung ovim izjavljuje da je ova radio oprema u skladu sa direktivom 2014/53/EU i sa odgovarajućim zakonskim zahtevima u UK. Kompletan sadržaj deklaracija o usaglašenosti za EU i UK dostupan je na sledećoj internet adresi: Zvaničnu deklaraciju o usaglašenosti možete naći na adresi http://www.samsung.com , idite na Podrška > Pretraga podrške za proizvode i unesite naziv modela.
Croatian	Ovime Samsung izjavljuje da je ova radijska oprema usklađena s Direktivom 2014/53/EU i relevantnim uvjetima propisanim zakonom u Ujedinjenoj Kraljevini. Potpuni tekst EU deklaracije o sukladnosti te UK deklaracije o sukladnosti dostupan je na sljedećoj internetskoj adresi: Službenu Izjavu o sukladnosti možete pronaći na adresi http://www.samsung.com , ako odaberete Podrška > Traži podršku za proizvod i unesete naziv modela

QUESTIONS OR COMMENTS?

COUNTRY	CALL	OR VISIT US ONLINE AT
UK	0333 000 0333	www.samsung.com/uk/support
IRELAND (EIRE)	0818 717100	www.samsung.com/ie/support
GERMANY	06196 77 555 77	www.samsung.com/de/support
FRANCE	01 48 63 00 00	www.samsung.com/fr/support
ITALIA	800-SAMSUNG (800.7267864)	www.samsung.com/it/support
SPAIN	91175 0015	www.samsung.com/es/support
PORTUGAL	808 207 267	www.samsung.com/pt/support
LUXEMBURG	261 03 710	www.samsung.com/be_fr/support
NETHERLANDS	088 90 90 100	www.samsung.com/nl/support
BELGIUM	02-201-24-18	www.samsung.com/be/support (Dutch) www.samsung.com/be_fr/support (French)
NORWAY	21629099	www.samsung.com/no/support
DENMARK	707 019 70	www.samsung.com/dk/support
FINLAND	030-6227 515	www.samsung.com/fi/support
SWEDEN	0771-400 300	www.samsung.com/se/support
POLAND	801-172-678* lub +48 22 607-93-33* Specjalistyczna infolinia do obsługi zapytań dotyczących telefonów komórkowych: 801-672-678* * (opłata według taryfy operatora)	http://www.samsung.com/pl/support/
HUNGARY	0680SAMSUNG (0680-726-7864)	www.samsung.com/hu/support
AUSTRIA	0800 72 67 864 (0800-SAMSUNG)	www.samsung.com/at/support
SWITZERLAND	0800 726 786	www.samsung.com/ch/support (German) www.samsung.com/ch_fr/support (French)
CZECH	800 - SAMSUNG (800-726786)	www.samsung.com/cz/support
SLOVAKIA	0800 - SAMSUNG (0800-726 786)	www.samsung.com/sk/support
CROATIA	072 726 786	www.samsung.com/hr/support
BOSNIA	055 233 999	www.samsung.com/ba/support
North Macedonia	023 207 777	www.samsung.com/mk/support
MONTENEGRO	020 405 888	www.samsung.com/support
SLOVENIA	080 697 267 (brezplačna številka)	www.samsung.com/si/support
SERBIA	011 321 6899	www.samsung.com/rs/support
KOSOVO	038 40 30 90	www.samsung.com/support
ALBANIA	045 620 202	www.samsung.com/al/support
BULGARIA	*3000 Цена на един грагски разговор 0800 111 31 Безплатен за всички оператори	www.samsung.com/bg/support
ROMANIA	*8000 (apel in retea) 08008-726-78-64 (08008-SAMSUNG) Apel GRATUIT Atenție: Dacă efectuați apelul din rețeaua Digi (RCS/ RDS), vă rugăm să ne contactați formând numărul Telverde fără ultimele două cifre, astfel: 0800872678.	www.samsung.com/ro/support
CYPRUS	8009 4000 only from landline, toll free	www.samsung.com/gr/support
GREECE	80111-SAMSUNG (80111 726 7864) only from land line (+30) 210 6897691 from mobile and land line	
LITHUANIA	8-800-77777	www.samsung.com/lt/support
LATVIA	8000-7267	www.samsung.com/lv/support
ESTONIA	800-7267	www.samsung.com/ee/support

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