

Air conditioner

User manual

AC***KNADEH / AC***MNTCEH

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



SAMSUNG

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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 specific regulatory obligations e.g. REACH visit: samsung.com/uk/aboutsamsung/samsungelectronics/corporatecitizenship/data_corner.html

Safety Information






Before using your new air conditioner, please read this manual thoroughly to ensure that you know how to safely and efficiently operate the extensive features and functions of your new appliance. Because the following operating instructions cover various models, the characteristics of your air conditioner may differ slightly from those described in this manual. If you have any questions, call your nearest contact centre or find help and information online at www.samsung.com.

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.

-  Follow directions.
-  Do NOT attempt.
-  Make sure the machine is grounded to prevent electric shock.
-  Cut off the power supply.
-  Do NOT disassemble.

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.


- 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.

 **CAUTION**

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

Safety Information

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.

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.

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.

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.
- In the event of a service issue, please refer to the troubleshooting guide of the relevant supporting technical manuals. It is recommended that a skilled service technician be contacted for support. Should urgent support be required then, using the information provided, contact the local

Safety Information

Samsung office via email or telephone so that support can be initiated via our approved service centres (ASC'S) within 24hrs.

⊘ 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 air flow 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.



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 cooper, 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.

Max current is measured according to IEC standard for safety and current is measured according to ISO standard for energy efficiency.



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.

Safety Information

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 apply a strong impact to the remote control and do not disassemble the remote control.

Do not touch the pipes connected with the product.

- This may result in burns or injury.

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 air flow from the air conditioner for long periods of time.

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


This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, without 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.

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 or performing maintenance, cut off the power supply 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.**

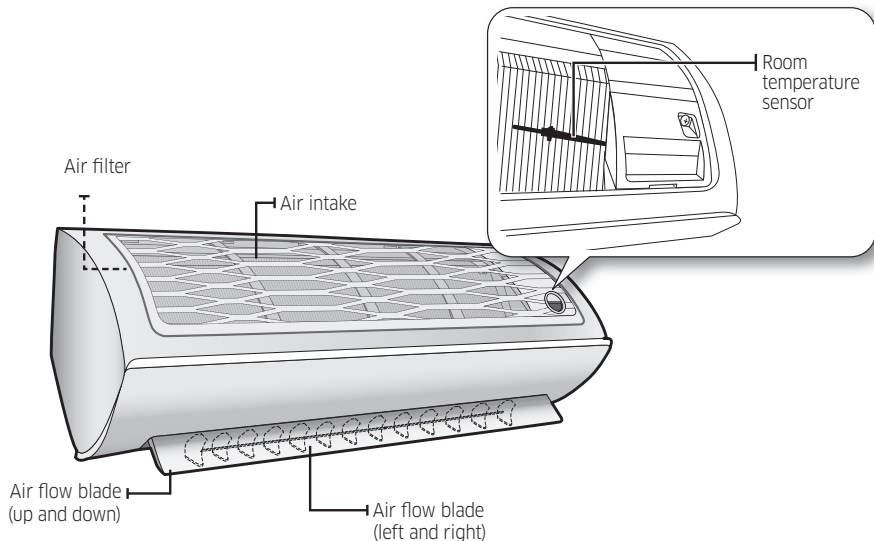
- For cleaning inside the appliance, contact your nearest service centre.
- When cleaning the filter, refer to the descriptions in the 'Cleaning at a Glance' section.
- Failing to do so may result in damage, electric shock or fire.

Indoor Unit Overview

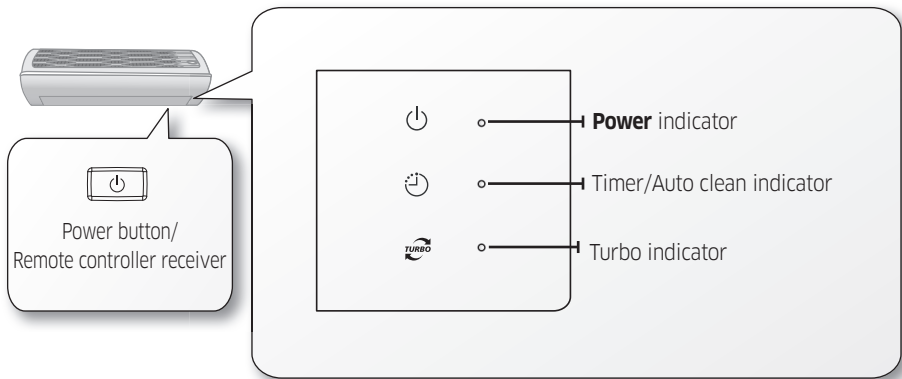
The actual product may differ slightly from the image depicted below.

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Main parts



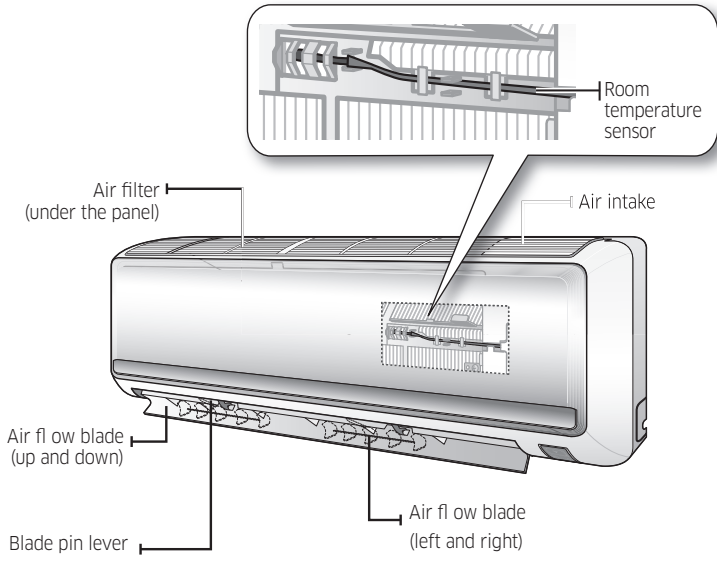
Display



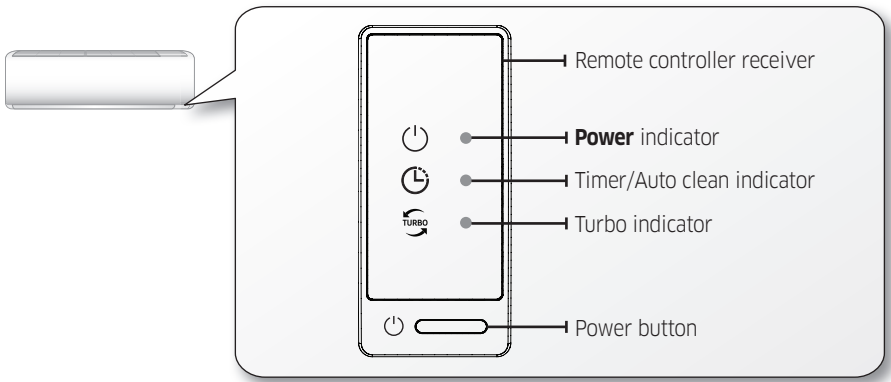
At a Glance

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Main parts



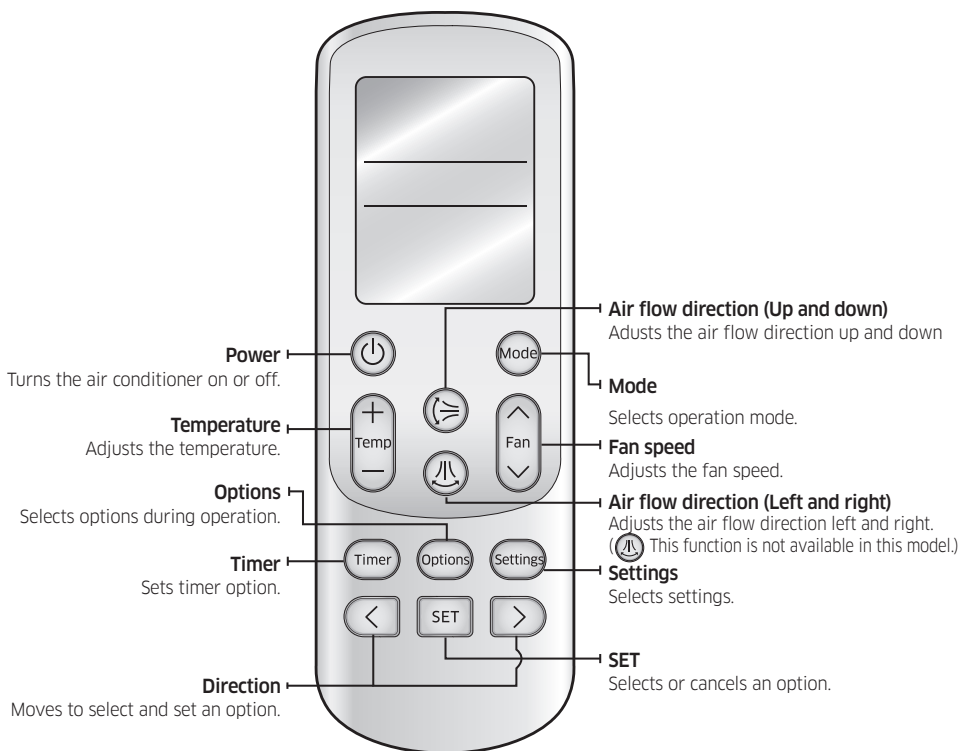
Display



Remote Control Overview

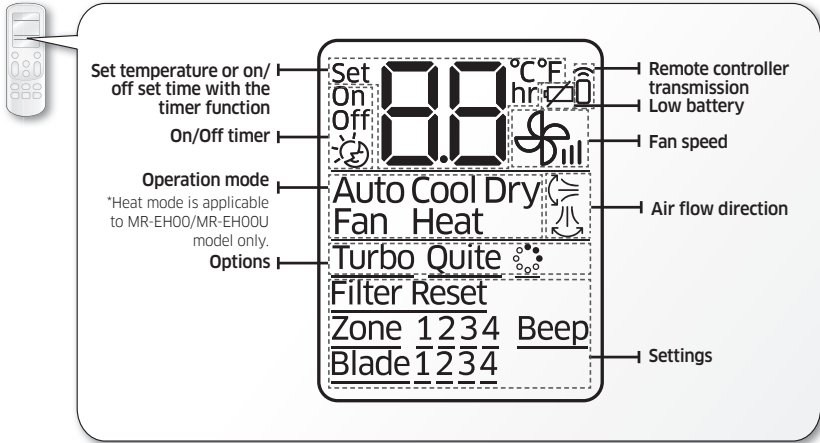
- ▶ Point the remote controller towards the remote controller receiver of the indoor unit.
- ▶ When you press the button on the remote controller correctly, you will hear beep sound from the indoor unit and a transmit indicator(📶) appears on the remote controller display.

Remote controller buttons



- In case you wish to cancel the options or settings that you have just set, press the **Options** or **Settings** button again, then the most recently selected item will blink and you may simply cancel it by pressing the **SET** button while selected item is blinking.

Remote controller display



- For MR-EH00U/MR-EC00U model, the temperature unit will be indicated by "°F" on the display.
- When turning off and turning on the remote controller, the Timer, Options and Settings set before turning off the remote controller are cancelled. However, the fan direction does not change.

Battery changing time

When the battery is exhausted, (🔋) will be displayed on the remote controller display. When the icon appears, change the batteries.

The remote controller requires two 1.5V AAA type batteries.


Storing the remote controller

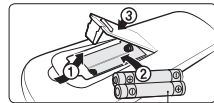
When you do not use the remote controller for a long time, remove the batteries from the remote controller and store it in the remote controller holder.



Remote Control Overview

Inserting the batteries

1. Open the battery cover of the remote controller.
 - Press the () part gently and lift it up in the arrow direction.
2. Insert the batteries.
 - Check and match the (+) and (-) signs accordingly.
3. Close the battery cover.
 - Match the cover and bottom part of the remote controller and press it until you hear click sound.



- Make sure that water is not allowed to enter the remote controller.



- There is a possibility that the air conditioner will not operate by remote controller near strong light such as a fluorescent lamp or neon sign. In this case, use the remote controller in front of the remote controller receiver of the indoor unit.
- If other electrical products are operated by the remote controller, call your nearest service center.
- **Filter reset** : When the filter reset indicator is turned on the indoor unit display, clean the filter and press the **Settings** → <, > or **Settings** → (Filter Reset) blinking → **SET** button.
- **Beep off** : To silence the beep sound, press the **Settings** → <, > or **Settings** → (Beep) blinking → **SET** button. If you press the **Settings** → <, > or **Settings** → (Beep) blinking → **SET** button again, the beep sound will ring again.



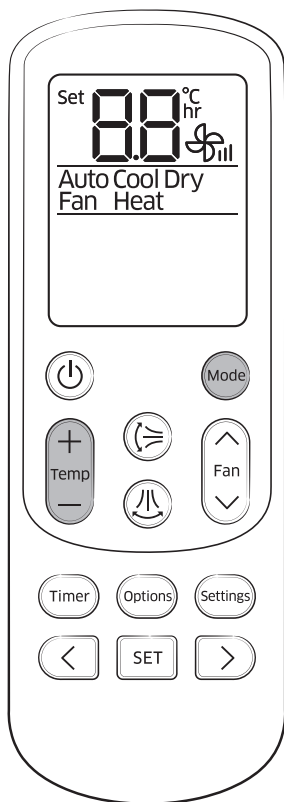
Correct disposal of batteries in this product

(Applicable in countries with separate collection systems)

This marking on the battery, manual or packaging indicates that the batteries in this product should not be disposed of with other household waste at the end of their working life. Where marked, the chemical symbols Hg, Cd or Pb indicate that the battery contains mercury, cadmium or lead above the reference levels in EC Directive 2006/66.

Remote Control Operation

You can use the air conditioner easily by selecting a mode and then by controlling the temperature, fan speed, and air direction.



Operation modes

You can change the current mode between Auto, Cool, Dry, Fan, and Heat by pressing the  button.

Controlling temperature

You can control the temperature in each mode as follows:

Mode	Temperature control
Auto/Cool/Dry	Adjust by 1 °C between 18 °C and 30 °C.
Heat	Adjust by 1 °C between 8 °C and 30 °C.
Fan	You cannot control the temperature.

NOTE

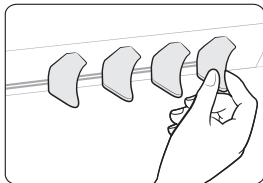
You can use the Cool, Dry, and Heat modes in the following conditions:

Mode	Cool	Dry	Heat
Indoor temperature	18 °C to 32 °C	18 °C to 32 °C	30 °C or less
Outdoor temperature	-20 °C to 50 °C	-20 °C to 50 °C	-25 °C to 24 °C
Indoor humidity	80% or less relative humidity	-	-

- If the air conditioner operates in a high humidity environment in the Cool mode for an extended period of time, condensation may occur.
- If the outdoor temperature drops to -5°C, the heating capacity may decrease to as much as 60% to 70% of the specified capacity.

Remote Control Operation

At a Glance



Controlling fan speed

You can select the following fan speeds in each mode:

Mode	Available fan speeds
Auto	☼ (Auto)
Cool	☼ (Auto), ☼ (Low), ☼ (Med), ☼ (High)
Dry	☼ (Auto)
Fan	☼ (Low), ☼ (Med), ☼ (High)
Heat	☼ (Auto), ☼ (Low), ☼ (Med), ☼ (High)

Controlling air flow direction

Keep the vertical air flow in a constant direction by stopping the movements of the vertical air flow blade.

In operation ►

NOTE

- If you adjust the vertical air flow blade manually, it may not close completely when you turn off the air conditioner.
- You can not control the vertical air flow direction when the good'sleep function is running while in the Cool mode.

Horizontal air flow (manual)

Keep the horizontal air flow in a constant direction by changing the directions of the horizontal air flow blades manually.

CAUTION

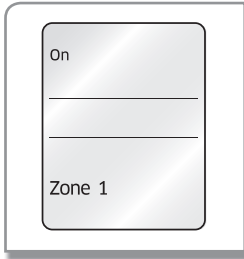
- To prevent personal injury, make sure that you change the directions of the horizontal air flow blades after stopping the movements of the vertical air flow blade.

Setting the On/Off timer

You can set the air conditioner to be turned on or off automatically at desired time.

Setting the On timer

When the air conditioner is turned off.





Remote controller display

1. Press the **Timer** button to select (On).
- (On) indicator will keep blinking and you can set the time.
2. Press the **<** or **>** button to set the time.
- You can set the time in half hour unit from 30 minutes (0.5 on the display) ~ 3 hours and hour unit from 3 ~ 24 hours.
- Time can be set from minimum 30 minutes to maximum 24 hours.
3. Press the **SET** button to complete the On timer setting.
- (On) indicator and the set time of the timer will be displayed on the remote controller display.
- On timer setting will be cancelled if you don't press the **SET** button within 10 seconds after setting the time. Therefore, check for the (On) indicator on the remote controller display.

Cancel ▶ Press the **Timer** button → select (On) → press the **<** or **>** button → set the timer to 00 → press the **SET** button.

Additional options available in On timer

	Select the mode from (Auto) → (Cool) → (Dry) → (Fan) and → (Heat). ※ Heat mode operates with MR-EH00/MR-EH00U model only.
	You can adjust the temperature after timer setting is completed. Temperature adjustment is only available in Auto/Cool/Dry/Heat mode. In Fan mode, temperature cannot be adjusted. ※ Heat mode operates with MR-EH00/MR-EH00U model only.

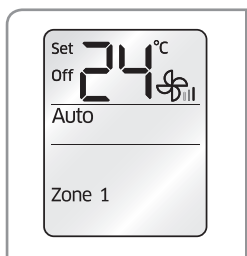


- When On timer setting is completed, the set status will be displayed for 3 seconds, and then only (On) indicator will remain on the remote controller display thereafter.

Setting the On/Off timer

Setting the Off timer

When the air conditioner is turned on



Remote controller display

1. Press the **Timer** button to select (Off).
 - (Off) indicator will keep blinking and you can set the time.
2. Press the **<** or **>** button to set the time.
 - You can set the time in half hour unit from 30 minutes (0.5 on the display) ~ 3 hours and hour unit from 3 ~ 24 hours.
 - Time can be set from minimum 30 minutes to maximum 24 hours.
3. Press the **SET** button to complete the Off timer setting.
 - (Off) indicator and the set time of the timer will be displayed on the remote controller display.
 - Off timer setting will be cancelled if you don't press the **SET** button within 10 seconds after setting the time. Therefore, check for the (Off) indicator on the remote controller display.

Cancel ▶ Press the **Timer** button → select (Off) → press the **<** or **>** button → set the timer to → press the **SET** button.

NOTE • Only the latest setting timer will be applied between the Off Timer and good' sleep off timer functions.

Combining On timer and Off timer

When the air conditioner is turned off

When set time on On timer is shorter than Off timer

e.g. On timer: 3 hours, Off timer: 5 hours

- The air conditioner will be turned on after 3 hours from the moment you have set the timer and the air conditioner will remain on for 2 hours and then be turned off automatically.

When the air conditioner is turned on

When set time on On timer is longer than Off timer

e.g. On timer: 3 hours, Off timer: 1 hour

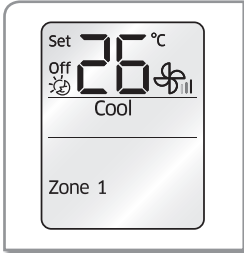
- The air conditioner will be turned off after 1 hour from the moment you have set the timer and will be turned on after 2 hours from the moment it was turned off.

NOTE • Set time for the On timer and the Off timer should be different from each other.
 • When the On timer or the Off timer is set, setting can be cancelled by pressing the **Power** button.

Setting the good'sleep mode

For a comfortable sleep, the air conditioner will operate in 3 stages in order of 'Fall asleep ▷ Sound sleep ▷ Wake up' stages.

When the air conditioner is operating in Cool mode;



Remote controller display

1. Press the **Timer** button to select (⌚).
 - (⌚) indicator will keep blinking and you can set the time.
2. Press the < or > button to set the time.
 - You can set the time in half hour unit from 30 minutes (0.5 on the display) ~ 3 hours and hour unit from 3 ~ 12 hours.
 - Time can be set from minimum 30 minutes to maximum 12 hours.
 - Default time setting for the good'sleep mode is 8 hours.
3. Press the **SET** button to complete the good'sleep mode setting.
 - (⌚) indicator and the set time of the good'sleep mode will be displayed on the remote controller display.
 - good'sleep mode will be cancelled if you don't press the **SET** button within 10 seconds after setting the time. Therefore, check for the (⌚) indicator on the remote controller display.

Cancel ▶ Press the **Timer** button → select (⌚) → press the < or > button → set the timer to 00 → press the **SET** button.

Additional options available in good'sleep mode



Temperature can be adjusted by 1 °C(1 °F) within the range of 18 °C(65 °F)~30 °C(86 °F).


Setting the good'sleep mode

Temperature and Fan speed change in good'sleep mode

1. Fall asleep mode : Provides you with comfortable environment for a good sleep by rapid cooling and hypnagogue expedition breeze.
2. Sound sleep mode : The sound sleep mode adjusts temperature and air flow in waves to maintain healthy skin temperature while it aids deep sleep. According to the change of good'sleep operation hours, the sound sleep hour can be longer or shorter.
3. Wake up from good'sleep mode : Provides you with the air flow that adjusts your body temperature to wake you up in a fresh status.



NOTE

- Fan speed and the air flow direction will be adjusted automatically in good'sleep mode.
- Recommended set temperature is between 25 °C(77 °F) ~ 27 °C (81 °F) and 26 °C(79 °F) is the most ideal temperature.
- If the set temperature is too low, you may feel cold during sleep or catch a cold.
- Optimal operation hour of good'sleep mode is 8 hours. Therefore, if the time is set too short or long, you may not feel as comfortable as you would expect.
- If the good'sleep mode is set over 5 hours, Wake up stage will begin when 1 hour is remaining in the operation time and the air conditioner will stop automatically.
- When the On timer and the good'sleep mode are set simultaneously, the air conditioner will only apply the function that was set later.
- While good'sleep mode is operating,  mode can be set additionally by pressing the **Options** button.
- If you press the **Options** button and select the Turbo/Quiet function, the good'sleep mode will be cancelled and the selected mode will begin operation.
- If you press the **Mode** button, the good'sleep mode will be cancelled and the selected mode will begin operation.

Using the Turbo function

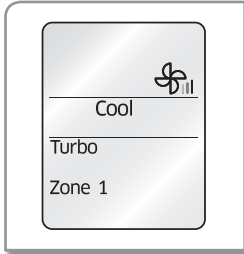
You can set the Turbo function to provide fast and powerful cooling (heating).

When the air conditioner is operating in Cool or Heat mode:



1. Press the **Options** button.
2. Press the **<, >** or **Options** button until (Turbo) indicator starts to blink.
3. Press the **SET** button to set the Turbo function.
 - (Turbo) → (Turbo) indicator will be displayed on the remote controller display and Turbo function will operate for 30 minutes.

Cancel ▶ Press the **Options** button → press the **<, >** or **Options** button to make the (Turbo) indicator blink and press the **SET** button.



Remote controller display




- NOTE**
- Turbo function is only available in Cool/Heat mode.
 - * Heat mode operates with MR-EH00/MR-EH00U model only.
 - If the Turbo function is selected while Quiet function is on, the Quiet function will be cancelled.
 - Air flow direction can be adjusted with every direction.
 - * Duct type model cannot adjust air flow direction up and down.
 - Temperature and fan speed cannot be adjusted.

Using the Purity function

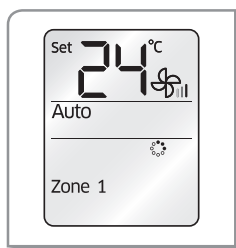
Purity function will remove harmful materials in the air to provide you clean and healthy environment. You can select this function additionally while the air conditioner is in operation.

When the air conditioner is turned on



1. Press the **Options** button.
2. Press the **<**, **>** or **Options** button until () indicator starts to blink.
3. Press the **SET** button to set the Purity function.
 - () → () indicator will be displayed on the remote controller display and Virus Doctor function will begin.

Cancel ▶ Press the **Options** button → press the **<**, **>** or **Options** button to make the () indicator blink and press the **SET** button.






Remote controller display

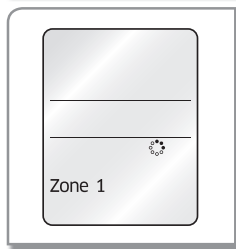
- NOTE**
- You may select the purity function additionally during Auto/Cool/Dry/Heat mode and you can adjust the temperature.
 - * Heat mode operates with MR-EH00/MR-EH00U model only.
 - If the purity function is selected additionally in fan mode, the temperature cannot be adjusted.
 - When the air conditioner and the purity function are turned on simultaneously and you press the **Power** button, both air conditioner and purity function will stop operation.
 - You can still use the purity function when the On timer is set with the air conditioner is turned off.
 - There will not be much difference on energy consumption and operating noise when the purity function is selected additionally while the air conditioner is turned on.

When the air conditioner is turned off



1. Press the **Options** button.
2. Press the **SET** button when () indicator blinks to begin purity function.
 - () → () indicator will be displayed on the remote controller display and Virus doctor function will begin.

Cancel ▶ Press the **Options** button to make the () indicator blink and press the **SET** button.

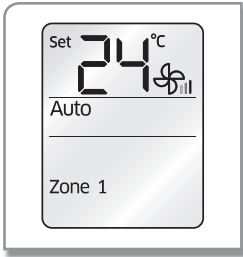


Remote controller display

Selecting an indoor unit

You can select and operate individual indoor units out of 4 indoor units.

When the air conditioner is turned on



Remote controller display

1. Press the **Settings** button.
 2. Press the **<**, **>** or **Settings** button until (Zone) indicator starts to blink.
 3. Press the **SET** button to select the indoor unit you want to operate.
 - You can select individual units in order (1~4) or select all indoor units at one time.
- * Before Selectiing an Indoor unit ,you need setting indoor zone .Reference installation manual 02 series installation option.

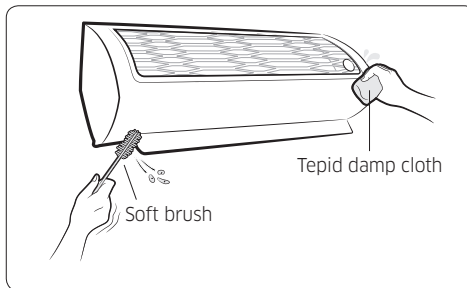
Cleaning at a Glance

CAUTION

- Before cleaning, be sure to turn off the equipment and disconnect the power plug.

Cleaning the exterior

AC***KNADEH

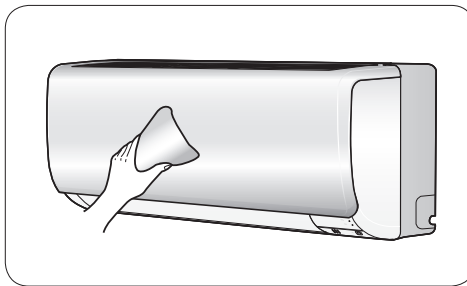


Wipe the surface of the unit with a slightly wet or dry cloth when needed. Wipe off dirt from oddshaped areas by using a soft brush.

CAUTION

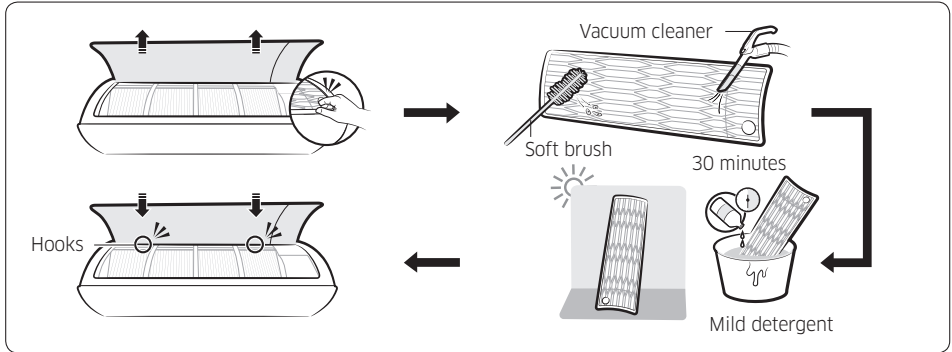
- Do not clean the display by using alkaline detergent.
- Do not use sulphuric acid, hydrochloric acid, or organic solvents (such as thinner, kerosene, and acetone) to clean the surfaces. Do not put any stickers on it as this can damage the surface of the air conditioner.

AC***MNTCEH



Cleaning the filter

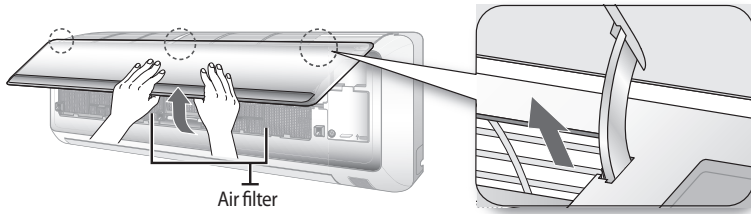
AC***KNADEH



AC***MNTCEH

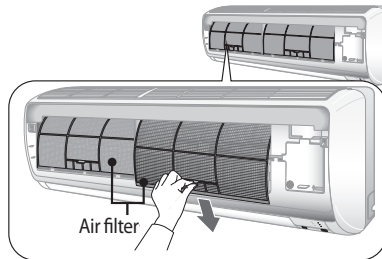
1. Opening the panel

Tightly grab top of the front panel and pull it down to open. Then slightly lift the panel up.



2. Removing the Air filter

Grab the handle and lift it up. Then pull the Air filter towards you and slide it down.



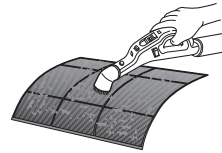
Cleaning at a Glance

3. Cleaning the air filter

Washable foam based air filter captures large particles from the air. The filter is cleaned with a vacuum or by hand washing.

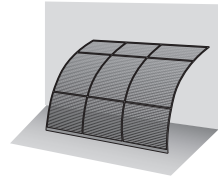
Open the panel and put the Air filter out.

Clean the Air filter with a vacuum cleaner or soft brush. If dust is too heavy, rinse it with running water.



Insert the Air filter back in its original position and close the front panel.

Dry the Air filter in a ventilated area.



CAUTION

- Do not scrub the air filter with a brush or other cleaning utensil. This may damage the filter.
- Do not expose the air filter to direct sunlight when drying it.

NOTE

- Clean the air filter every 2 weeks. Cleaning term may vary depending on the usage and environmental conditions.
- If the air filter dries in a humid area, it may produce offensive odours. Clean it again and dry it in a well-ventilated area.

Troubleshooting

If the air conditioner operates abnormally, refer to the following chart to save time and unnecessary expenses.

Problem	Solution
The air conditioner does not work at all.	<ul style="list-style-type: none">• Check the power status, then operate the air conditioner again.• Switch on the circuit breaker, plug in the power cord, then operate the air conditioner again.• Make sure that the isolator is turned on.• Check whether the Timed off function is running. Operate the air conditioner again by pressing the Power button.
I cannot change the temperature.	<ul style="list-style-type: none">• Check whether the Fan or Fast mode is running. In these modes, the air conditioner controls the set temperature automatically, and you cannot change the set temperature.

Troubleshooting

Problem	Solution
<p>Cool/Warm air does not come out the air conditioner or performance is reduced.</p>	<ul style="list-style-type: none">• Check whether the set temperature is higher in the Cool mode or lower in the Heat mode than the current temperature. Press the Temperature button on the remote control to change the set temperature.• Check whether the air filter is blocked with dirt. If the air filter is blocked, the cooling and heating performance may decrease. Remove dirt regularly.• Check if the outdoor unit is covered or installed near the obstacle. Take the cover off and take the obstacle away. When clearing the obstacle (e.g. snow or ice), use suitable tools so as to be careful not to damage the product nor injure yourself during this process.• Check whether the air conditioner is running the defrost function. When ice forms in winter or the outdoor temperature is too low, the air conditioner runs the defrost function automatically. While this function is running, the indoor fan stops and warm air does not come out.• Check whether doors or windows are open. This may cause poor cooling or heating performance. Close the doors and windows.• Check whether the air conditioner is turned on immediately after the cooling or heating operation stops. In this case, only the fan runs to protect the outdoor unit compressor.• Check whether the pipe length is too long. When the pipe length exceeds the maximum pipe length, the cooling and heating performance may decrease.

Problem	Solution
I cannot change the air flow direction.	<ul style="list-style-type: none"> • Check whether the good'sleep function is running. While this function is running, you cannot control the air flow direction. (But you can control the air flow direction if this function is running in the Heat mode.)
I cannot change the fan speed.	<ul style="list-style-type: none"> • When the Auto, Dry, or Fast mode is running or the good'sleep function is running in the Cool mode, the air conditioner controls the fan speed automatically and you cannot change the fan speed.
The remote control does not work.	<ul style="list-style-type: none"> • Replace the batteries in the remote control with new ones. • Make sure that nothing is blocking the remote control sensor. • Check whether there are strong lighting apparatus near the air conditioner. Strong light which comes from fluorescent bulbs or neon signs may interrupt the electric waves.
The Timed on/off function does not work.	<ul style="list-style-type: none"> • Check whether you pressed the SET button on the remote control after setting the time.
The indicator blinks continuously.	<ul style="list-style-type: none"> • Press the Power button to turn off the air conditioner or disconnect the power plug. If the indicator is still blinking, contact the service centre.

Troubleshooting

Problem	Solution
Odours permeate in the room during operation.	<ul style="list-style-type: none">• Check whether the air conditioner is running in a smoky area. Ventilate the room or operate the air conditioner in the Fan mode for 3 to 4 hours. (There are no components used in the air conditioner that emit a strong odour.)• Check whether the drains are clean. Clean them regularly.
An error is indicated.	<ul style="list-style-type: none">• If the indoor unit indicator blinks, contact the nearest service centre. Be sure to pass the error code to the service centre.
Noise is generated.	<ul style="list-style-type: none">• When refrigerant flow changes, noise may be generated, depending on the status of the air conditioner. This is a normal operation.
'Excessive Noise is Generated' and 'Reduced Performance'	<ul style="list-style-type: none">• If excessive/irregular noise is generated in conjunction with reduced product performance, please refer to your service engineer to ensure the product is operating correctly.
Smoke is generated from the outdoor unit.	<ul style="list-style-type: none">• It may not be a fire but it can be a steam generated from the outdoor heat exchanger while the defrost function is running in the Heat mode in winter.
Water drops from the pipe connections of the outdoor unit.	<ul style="list-style-type: none">• Condensation may develop when the ambient temperature changes excessively. This is a normal operation.

Product Specifications

Dimension and weight			
Type	Model	Net weight (kg)	Net dimension (WxDxH) (mm)
Indoor unit	AC026KNADEH	11.0	896 x 261 x 261
	AC035KNADEH	11.0	896 x 261 x 261
	AC071KNADEH	14.5	1065 x 294 x 301
	AC100MNTCEH	18.5	1280 x 253 x 345

QUESTIONS OR COMMENTS?

COUNTRY	CALL	OR VISIT US ONLINE AT
UK	0330 SAMSUNG (7267864)	www.samsung.com/uk/support
IRELAND (EIRE)	0818 717100	www.samsung.com/ie/support
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