

Air conditioner

User manual

AC*DNLDCG , AC***DNHDCG**

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



DB68-12925A-00

SAMSUNG

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Safety Information

California Proposition 65 Warning (US)



WARNING: Cancer and Reproductive Harm -
www.P65Warnings.ca.gov.

Before using your new air conditioner, please read this manual thoroughly to ensure that you know how to operate the extensive features and functions of your new appliance safely and efficiently.

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 center or find help and information online at www.samsunghvac.com.

ENERGY STAR qualified model only

Proper sizing and installation of equipment is critical to achieve optimal performance.

Split system air conditioners and heat pumps (excluding ductless systems) must be matched with appropriate coil components to meet ENERGY STAR criteria. Ask your contractor for details or visit www.energystar.gov.



Safety Information

This device complies with Industry Canada license exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause harmful interference and (2) this device must accept any interference received, including interference that may cause undesired operation. This Class B digital apparatus complies with Canadian ICES-003.

This equipment complies with FCC and IC RSS-102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 23.62 inches (600mm) between the radiator & your body. Any changes or modifications not expressly approved by the manufacturer could void the manufacturer's warranty.

This device and its antenna(s) must not be co-located or operated in conjunction with any other antenna or transmitter.

WARNING

Hazards or unsafe practices 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.

Symbol	Meaning
	Flammable gas
	flammable materials
	Refrigerant safety group
	Read operating manual
	Refer to operating manual
	Read service manual

FCC Notice

FCC CAUTION:

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This appliance contains the transmitter module.

This device complies with Part 15 of FCC Rules. Operation is Subject to the following two conditions:

Safety Information

- (1) This device may not cause harmful interference, and
- (2) This device must accept any interference received including interference that cause undesired operation.

For products available in the US and Canadian markets, only channels 1~11 are available.

You cannot select other channels.

FCC STATEMENT:

This equipment has been tested and found to comply within the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment to an outlet that is on a different circuit than the receiver.
- Consult the dealer or an experienced radio/TV technician for help.

FCC RADIATION EXPOSURE STATEMENT:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.

This equipment should be installed and operated so there is at least 8 inches (20 cm) between the radiator and your body. This device and its antennas must not be co-located or operated in conjunction with any other antenna or transmitter except in accordance with FCC multi-transmitter product procedures.

IC Notice

This appliance contains the transmitter module.

The term “IC” before the radio certification number only signifies that Industry Canada technical specifications were met. Operation is subject to the following two conditions : (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

This Class B digital apparatus complies with Canadian ICES-003.

For products available in the US and Canadian markets, only channels 1~11 are available.

You cannot select other channels.

IC RADIATION EXPOSURE STATEMENT:

This equipment complies with IC RSS-102 radiation exposure limits set forth for an uncontrolled environment.

This equipment should be installed and operated so there is at least 8 inches (20 cm) between the radiator and your body. This device and its antennas must not be co-located or operated in conjunction with any other antenna or transmitter except in accordance with FCC multi-transmitter product procedures.

Safety Information

INSTALLATION



WARNING



Use the power line with the power specifications of the product or higher and use the power line for this appliance only. In addition, do not use an extension line.

- Extending the power line 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 a 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.

Install a switch and a 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 or fire.



Do not install this appliance near a heater, or flammable material. Do not install this appliance in a humid, oily or dusty location, in a location exposed to direct sunlight and water (rain drops). 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.

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



CAUTION



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 the water is drained correctly.

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

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 odor.

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

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

Ensure that the main supply connection is made through a switch that disconnects all poles, with a contact gap of a least 0.12inch (3 mm).

Safety Information

FOR POWER SUPPLY

WARNING

-  **When the circuit breaker is damaged, contact your nearest service center.**
-  **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 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 center.**
 - Failing to do so may result in electric shock or fire.

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

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

In case of a malfunction, immediately stop operation of the air conditioner 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 center.

- Failing to do so may result in problems with the product, water leakage, electric shock, or fire.
- A 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 center.

 **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 front panel with your hands or fingers during the heating operation.

Safety Information

- This may result in electric shock or burns.

Do not insert your fingers or foreign substances into the outlet when the air conditioner is operating, or the front panel is closing.

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

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 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 odor.



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

- 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.

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

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



During the transportation of the indoor unit, the pipelines shall be covered with brackets for protection. Do not move the product by holding the refrigerant or drain pipe connections.

- It may cause gas leakage.

Do not install the product on 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.

Safety Information

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

Do not touch the pipes connected to the product.

- This may result in burns or injury.

Do not cut or burn the refrigerant container or piping.

Do not point the air direction to a 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 air flow from the air conditioner for long periods.

- 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 unless they have been given supervision or instruction concerning the 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 CLEANING

WARNING

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

- This may result in discoloration, 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.**

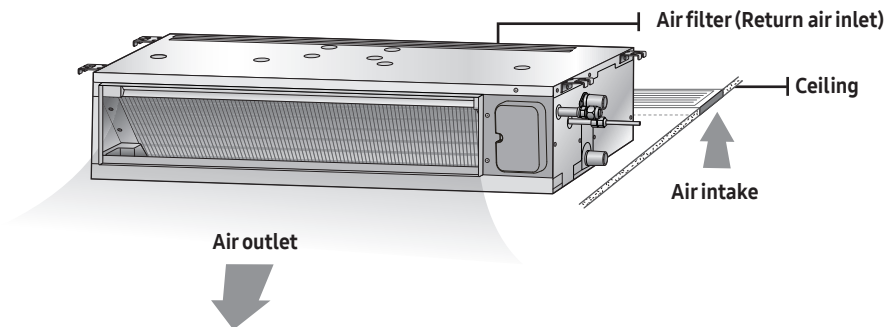
- To avoid cutting your fingers, wear thick cotton gloves when cleaning it.
- This should be done by a qualified technician.
Please contact your installer or service center.

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

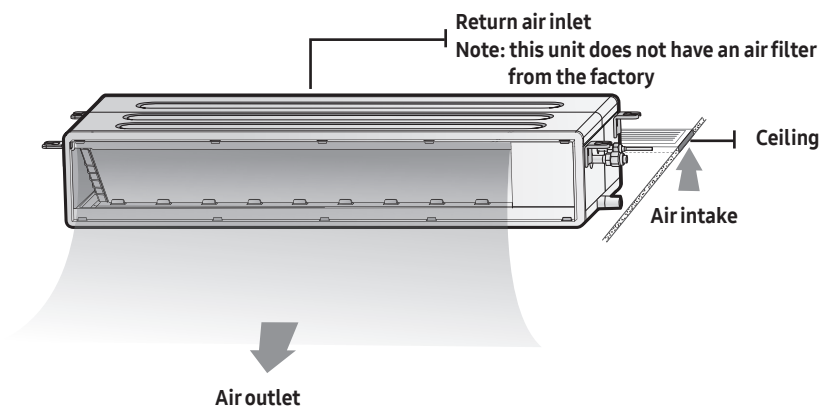
- For cleaning inside the appliance, contact your nearest service center.
- When cleaning the internal filter, refer to the descriptions in the 'Cleaning and Maintaining' section.
- Failure to do so may result in damage, electric shock or fire.
- Make sure to prevent any injury from sharp edges of the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

Indoor Unit Overview

AC***DNLDCG



AC***DNHDCG



NOTE

- Your air conditioner and display may look slightly different from the illustration shown above depending on your model.

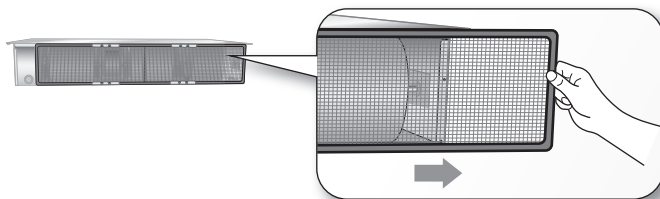
Cleaning and Maintenance

Cleaning the air filter

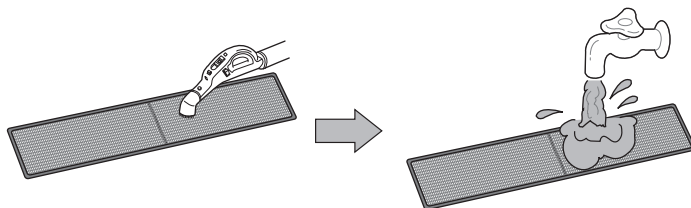
For the best performance from your air conditioner, clean it periodically. When cleaning, make sure to unplug from the unit for the user's safety. When cleaning the filter, make sure to unplug the power from the unit. A washable foam based Air filter captures large particles from the air. The filter is cleaned with a vacuum or by hand washing.

AC***DNLDCG

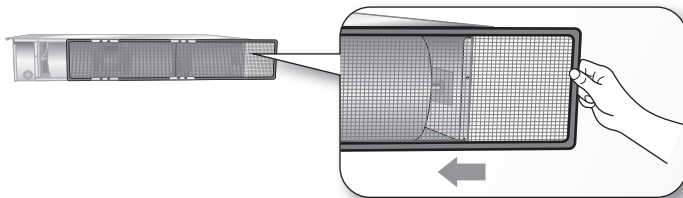
1. Slide out the Air filter on the rear side panel to the right side.



2. Clean the Air filter with a vacuum cleaner or soft brush. If dust is too heavy, then rinse it with running water and dry it in a ventilated area.



- For best conditions, repeat every two weeks.
 - If the Air filter dries in a confined (or humid) area, odors may be generated. If it occurs, re-clean and dry it in a ventilated area.
3. Insert the Air filter back in its original position.

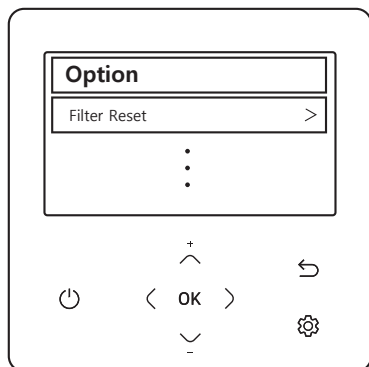


NOTE

- The illustration shown above may differ from yours depending on your model.
- After cleaning the filter, press the Filter Reset button on the remote control for 2 seconds to reset the filter schedule. The Filter sign indicator will be on for cleaning time.
- AC***DNHDCG model does not provide a filter by default.

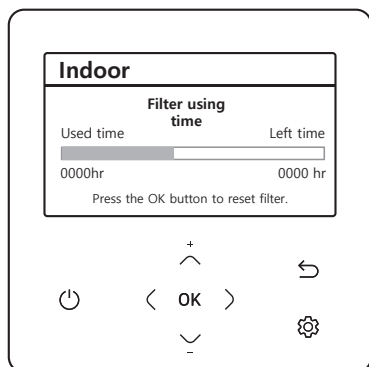
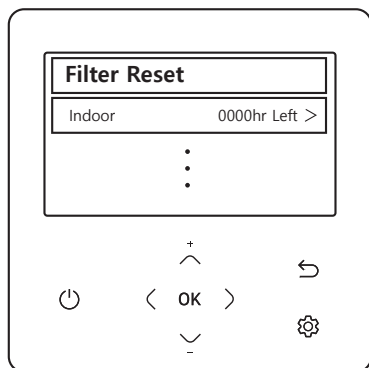
Cleaning and Maintenance

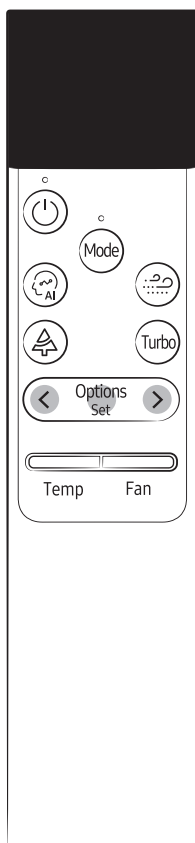
Resetting the air filter (Wired and wireless remote controls are optional.)



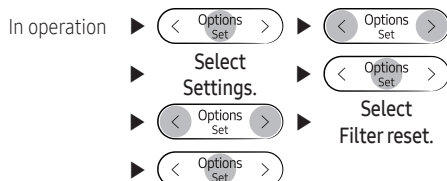
After cleaning and reassembling the air filter, be sure to reset the filter-cleaning reminder as follows :

- Indoor unit with the wired remote control:
 - a. Press the  button to display **Option** menu.
 - b. Press the  button to select **Filter Reset** and press the **OK** button.
 - c. Press the  button to select **Indoor** and press the **OK** button to display **Filter using time**.
 - d. Press the **OK** button to reset the air filter.





- Indoor unit with the wireless remote control:



CAUTION

- The filter reset indicator blinks when the air filter should be cleaned.
- Although the filter cleaning indicator () does not light, be sure to set the "**Filter Reset**" after cleaning the air filter.
- If the angle of the airflow blade is changed by opening the front grille for installation or maintenance of the indoor unit, be sure to turn off and then on the auxiliary switch before operating the indoor unit again. If not, the angle of the air flow blade may be changed and the blades may not be closed after turning off the indoor unit.

Cleaning and Maintenance

Periodic maintenance

- If the air conditioner will not be used for an extended period, 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 odors that may have been generated from dampness.

Periodical checks

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

Unit	Maintenance item	Interval	Requires qualified technicians
Indoor unit	Clean the air filter.	At least once a month	
	Clean the condensate drain pan.	Once a year	Required
	Clean up the heat exchange.	Once a year	Required
	Clean the condensate drainpipe.	Once every 4 months	Required
Outdoor unit	Clean the heat exchanger.	Once every 3 months	Required
	Clean the electric components with jets of air.	Once a year	Required
	Verify that all the electric components are firmly tightened.	Once a year	Required
	Clean the fan.	Once a year	Required
	Verify that the fan assemblies are firmly tightened.	Once a year	Required
	Clean the condensate drain pan.	Once a year	Required

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.

Internal protections via the unit control system

The air conditioner control system has internal protection for user comfort and system faults.

Type	Description
Cold air prevention	While in heat mode, the internal fan will not operate while the indoor unit coil is warming up to prevent the circulation of cold air.
Defrost cycle	While the heat pump defrosts, the internal fan will not operate to prevent circulation of cold air.
Anti-Freezing of Indoor Heat Exchanger	The compressor will be off if the heat exchanger temp of indoor unit decrease to 32 °F (0 °C) or more to prevent the ice on the heat exchanger.
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 defrost 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 defrost cycle is completed.
- When the defrost cycle is operating, it may generate strange sounds. It is normal operation for product safety.

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. You can easily install the SmartThings app or use the product with your smartphone by scanning the SmartThings QR code on the label.

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

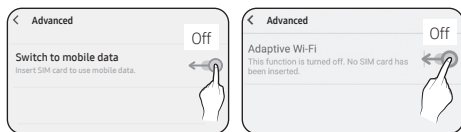
1 To connect the product to a Wi-Fi network, turn on Wi-Fi at "Settings > Wi-Fi", and then select the access point to connect to

- 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 the 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.

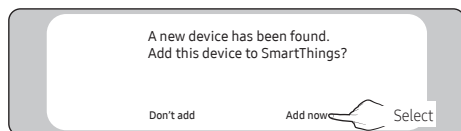
NOTE

- 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

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

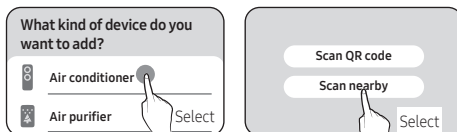


- If the pop-up window does not appear, select "+", and then "Add Device".



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-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 during 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 then 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 22. 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 permanently have 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.



Troubleshooting

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

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 operate at all.	- Check whether the power is turned on, and then operate the air conditioner again. - Check whether the auxiliary power switch (MCCB, ELB) is turned on. - If the auxiliary power switch (MCCB, ELB) is turned off, the air conditioner does not work although you press the  (Power) button. - When you clean the air conditioner or do not use it for an extended time, turn off the auxiliary power switch (MCCB, ELB). - After the air conditioner is not used for an extended time, be sure to turn on the auxiliary power switch (MCCB, ELB) 6 hours before starting operation.  NOTE - The auxiliary power switch (MCCB, ELB) is sold separately. - Make sure that an auxiliary power switch (MCCB, ELB) is installed in the distribution box inside the building. - If the air conditioner is turned off by the Timed off function, turn on the air conditioner again by pressing the  (Power) button.
The temperature does not change.	Check whether the Fan mode is running. In the Fan mode, the air conditioner controls the set temperature automatically, and you cannot change the set temperature.
Warm air does not come out of the air conditioner.	- Check whether the outdoor unit is designed for cooling only. In this case, warm air does not come out although you select the Heat mode. - Check whether the remote control is designed only for cooling only. Use a remote control that supports both cooling and heating.
The fan speed does not change.	Check whether the Dry mode is running. In these modes, the air conditioner controls the fan speed automatically, and you cannot change the fan speed.

Troubleshooting

Problem	Solution
The wireless remote control does not operate.	• Ensure the remote control is charged. • Make sure that nothing is blocking the remote control sensor. • Check whether any strong lighting sources are near the air conditioner. Strong light that comes from fluorescent bulbs or neon signs may interfere with the remote control.
The wired remote control does not operate.	• Check whether the  indicator is displayed at the bottom right of the remote control display. In this case, turn off both the air conditioner and the auxiliary power switch, and then contact a service center.
The air conditioner is not turned on or off immediately with the wired remote control.	• Check whether the wired remote control is set for group control. In this case, the air conditioners connected to the wired remote control are turned on or off sequentially. This operation takes up to 32 seconds.
The Timed on/off function does not operate.	• Check whether you pressed the  (SET) button on the remote control after setting the on/off time. Set the on/off time.
The indoor unit display blinks continuously.	• Turn on the air conditioner again by pressing the  (Power) button. • Turn off and then turn on the auxiliary power switch, and then turn on the conditioner. • If the indoor unit display is still blinking, contact a service center.
I want to get cooler air.	• Operate the air conditioner with a electric fan to save energy and enhance the cooling efficiency.
The air is not cool or warm enough.	• In the Cool mode, cool air does not come out if the set temperature is higher than the current temperature. – Remote control: Press the Temperature button repeatedly until the set temperature [minimum: 64°F(18°C)] is set to lower than the current temperature. • In the Heat mode, warm air does not come out if the set temperature is lower than the current temperature. – Remote control: Press the Temperature button repeatedly until the set temperature [maximum: 86°F(30°C)] is set to higher than the current temperature.

Problem	Solution
The air is not cool or warm enough.	- Both cooling and heating do not operate in the Fan mode. Select the Cool, Heat, Auto, or Dry mode. - Check whether the air filter is blocked with dirt. A dusty filter may decrease the cooling and heating efficiencies. Clean the air filter frequently. - If a cover is on the outdoor unit or any obstacle is present near the outdoor unit, remove it. - Install the outdoor unit in a well-ventilated place. Avoid places exposed to direct sunlight or close to a heating appliance. - Place a sunscreen over the outdoor unit to protect it from direct sunlight. - If the indoor unit is installed in a place exposed to direct sunlight, pull the curtains on the windows. - Close the windows and doors to maximize the cooling and heating efficiencies. - If the Cool mode is stopped and then started immediately, cool air comes out after about 3 minutes to protect the compressor of the outdoor unit. - When the Heat mode is started, warm air does not come out immediately to prevent cool air from coming out at the beginning. - If the refrigerant pipe is too long, the cooling and heating efficiencies may be decreased. Avoid exceeding the maximum pipe length.
The air conditioner makes strange noises.	- In certain conditions [especially, when the outdoor temperature is lower than 68°F (20°C)], a hissing, rumbling, or splashing sound may be heard while the refrigerant is circulating through the air conditioner. This is a normal operation. - When you press the  (Power) button on the remote control, noise may be heard from the drain pump inside the air conditioner. This noise is a normal sound.
Unpleasant odors permeate the room.	- If the air conditioner is running in a smoky area or if there is a smell entering from outside, ventilate the room properly. - If both indoor temperature and indoor humidity are high, operate the air conditioner in Clean or Fan mode for 1 to 2 hours. - If the air conditioner has not been operated for an extended time, clean the indoor unit and then operate the air conditioner in Fan mode for 3 to 4 hours to dry the inside of the indoor unit to remove unpleasant odors. - If the air filter is blocked with dirt, clean the air filter.

Troubleshooting

Problem		Solution
The installed SmartThings app cannot access the air conditioner.		Make sure you have connected the air conditioner to a wireless router.
I cannot log in with my Samsung account.		Try recovering your ID and password from the Samsung account page.
Adding device(s)	A failure message appears while adding devices.	This may fail temporarily due to the distance from the router or some interferences. Try again later.
	I found a failure message in 0 to 1 percent of device addition process.	You cannot add any device without deleting it once the device has already been added to the SmartThings app. To add the connected device again, first remove it and then proceed with the process.
	I found a failure message in 99 percent of device addition process.	- If you are using a Samsung smartphone, the server may not be connected temporarily. Restart the SmartThings app and then try adding the device again. - If your phone is not a Samsung product, check that you have entered a wrong Wi-Fi password. Try adding devices again.
	The app displays an authorization failure before pressing the user agreement button.	Check if a Wi-Fi Kit Single is already connected from the SmartThings app. When there are devices added, first remove them and try again.
	The app displays an authorization failure on the user agreement screen.	Make sure to press the [Power] button within 2 minutes after the screen appears. Try adding devices again.
	The screen requests to initialize the user account.	This happens when the user has already added devices. Follow the instructions provided in the SmartThings app.
After adding a device, the SmartThings app displays the disconnection event.		This happens when a device is being added to the server or it is temporarily disconnected from the router. End the SmartThings app and then launch it again.

Operation Features

Operating temperature and humidity

Indoor unit / Outdoor unit : AC***DN*DCG / AC***DXSCCG

Model	Mode	Indoor temperature	Outdoor temperature	Indoor humidity	If out of conditions
AC009/012DN*DCG	Cooling	64°F to 90°F (18°C to 32°C)	0°F to 122°F (-18°C to 50°C)	80% or less	Condensation may occur on the indoor unit with the risk of either water blow-off or drops on the floor. Internal protection triggers and the air conditioner will stop.
	Heating	86°F or less (30°C or less)	-13°F to 75°F (-25°C to 24°C)	-	
	Drying	64°F to 90°F (18°C to 32°C)	0°F to 122°F (-18°C to 50°C)	80% or less	Internal protection triggers and the air conditioner will stop.
AC018/024/030/ 036/048DN*DCG	Cooling	64°F to 90°F (18°C to 32°C)	-4°F to 122°F (-20°C to 50°C)	80% or less	Condensation may occur on the indoor unit with the risk of either water blow-off or drops on the floor. Internal protection triggers and the air conditioner will stop.
	Heating	86°F or less (30°C or less)	-13°F to 75°F (-25°C to 24°C)	-	
	Drying	64°F to 90°F (18°C to 32°C)	-4°F to 122°F (-20°C to 50°C)	80% or less	Internal protection triggers and the air conditioner will stop.

Indoor unit / Outdoor unit : AC***DNLDCG / AJ***DX**CG

Mode	Indoor temperature	Outdoor temperature	Indoor humidity	If out of conditions
Cooling	64°F to 90°F (18°C to 32°C)	Depending on the outdoor unit specifications	80% or less	Condensation may occur on the indoor unit with the risk of either water blow-off or drops on the floor. Internal protection triggers and the air conditioner will stop.
Heating	86°F or less (30°C or less)		-	
Drying	64°F to 90°F (18°C to 32°C)		80% or less	Internal protection triggers and the air conditioner will stop.

Operation Features

Indoor unit / Outdoor unit : AC***DNHDCG / AC***DXADCG

Mode	Indoor temperature	Outdoor temperature	Indoor humidity	If out of conditions
Cooling	64°F to 90°F (18°C to 32°C)	0°F to 122°F (-18°C to 50°C)	80% or less	Condensation may occur on the indoor unit with the risk of either water blow-off or drops on the floor. Internal protection triggers and the air conditioner will stop.
Heating	86°F or less (30°C or less)	-4°F to 75°F (-20°C to 24°C)	-	
Drying	64°F to 90°F (18°C to 32°C)	0°F to 122°F (-18°C to 50°C)	80% or less	Internal protection triggers and the air conditioner will stop.

Indoor unit / Outdoor unit : AC***DNHDCG / AC***DXSCCF

Mode	Indoor temperature	Outdoor temperature	Indoor humidity	If out of conditions
Cooling	64°F to 90°F (18°C to 32°C)	-40°F to 122°F (-40°C to 50°C)	80% or less	Condensation may occur on the indoor unit with the risk of either water blow-off or drops on the floor. Internal protection triggers and the air conditioner will stop.
Drying	64°F to 90°F (18°C to 32°C)	-40°F to 122°F (-40°C to 50°C)	80% or less	

CAUTION

- If you use the air conditioner at a relative humidity above 80%, it may cause a formation of condensation and a leakage of water on the floor.
- The standardized temperature for heating is 47°F (8°C). If the outdoor temperature drops to 32°F (0°C) or below, the heating capacity can be reduced depending on the temperature condition.
- If the indoor unit is out of the operating temperature and humidity range, the safety device may operate and the air conditioner may stop.
- If the indoor unit is installed in an IT room (for example, a computer room), a separate backup system must be installed, and the reliability of our product cannot be guaranteed at temperatures outside the operating temperature range.

QUESTIONS OR COMMENTS?

COUNTRY	CALL	OR VISIT US ONLINE AT
AMERICA	888-699-6067 (Samsung HVAC)	www.samsunghvac.com