

Air conditioner

User manual

AC*DNTDCG**

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

SAMSUNG

Contents

Safety Information	3
Safety Information	3
Preparation	14
Indoor Unit Overview	14
Display	14
Remote Control Overview	15
Remote Control Operation	16
Air conditioner operation	16
Initial Settings - Model Selection / Temp. Unit	16
Setting Heating Range	17
Operation modes • Controlling temperature • Controlling fan speed	18
Controlling air flow direction	19
Power smart features	20
AI Comfort mode	20
Auto mode • Auto Mode function	21
Cool mode • Dry mode	22
Fan mode • Heat mode	23
Variety Smart Features	24
Turbo function • Auto Clean function	24
Quiet function • Long Wind function	25
Beep sound function • Display lighting function • Clearing the filter-cleaning reminder	26
Timed on/Timed off function	27
Good Sleep function	30
Cleaning and Maintenance	31
Cleaning the Air Conditioner	31
Maintaining the Air Conditioner	33
Appendix	34
SmartThings app	34
Troubleshooting	37
Operation Ranges	40
Regulatory Notice	41

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.



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.

Safety Information

- ❗ 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

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.

Safety Information

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 at least 0.12 inch (3 mm).

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.

Safety Information

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, or 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.

- 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.

Safety Information

- 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 factors may cause the product to 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.

Safety Information

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.

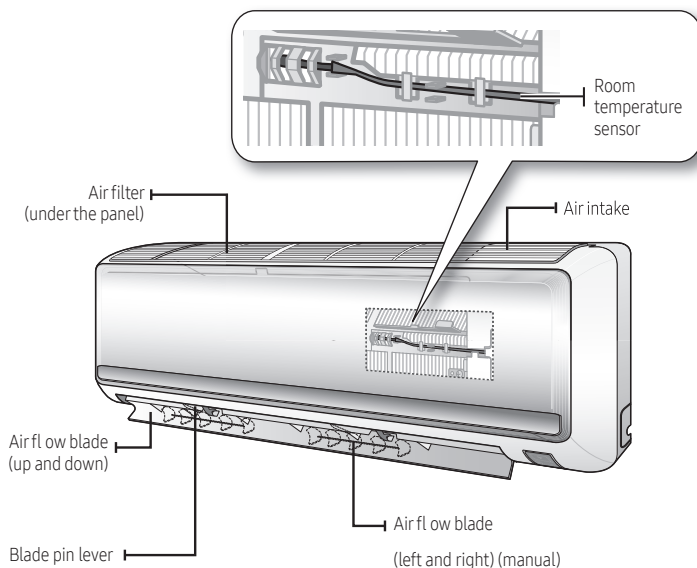
-  **Do not clean the inside of the air conditioner by yourself.**

- 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.

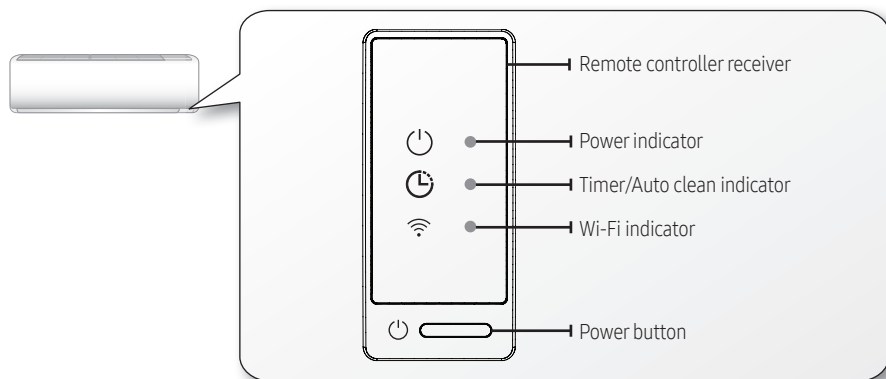
Indoor Unit Overview

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

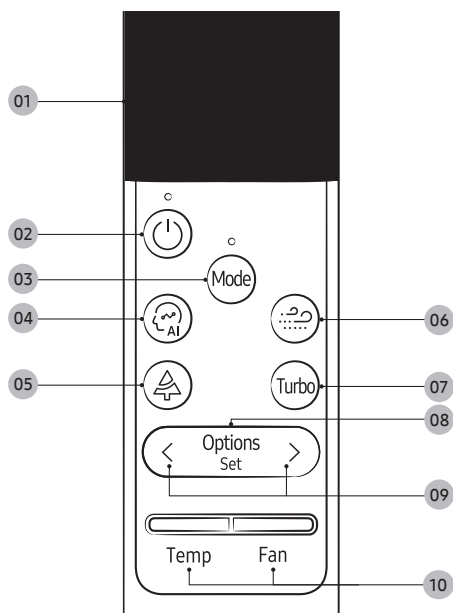
Main parts



Display



Remote Control Overview



- 01** Display
- 02** Power button
- 03** Mode button
- 04** AI Comfort button
- 05** Filter reset button
 - Press and hold the button for 3 seconds resets the filter cleaning reminder.
- 06** WindFree button
 - Although WindFree is displayed on the remote control display, it is not available on this model.
- 07** Turbo button
- 08** Options/Set/Auto Clean button
 - Press and hold the button for 3 seconds to turn on or off the Auto Clean function.
- 09** Direction button
- 10** Temperature/Fan speed button
 - Push the button up or down to adjust the temperature or fan speed.
 - To set the airflow direction to Horizontal or Fix, press the **[Temp]** button.
 - To set the airflow direction to Vertical or Fix, press the **[Fan]** button.

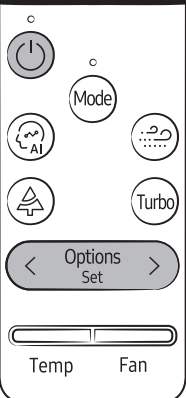
NOTE

- For a model that does not support heating, **Heat** is displayed on the remote control and a beep sounds when the corresponding button is pressed, but heating does not work on the air conditioner.
- If you turn off the remote control and then turn it on, the settings of Timed on/off and other options that you set previously are cancelled. Air flow direction setting will not be cancelled.
- The display switches off if no remote control button is pressed for 5 seconds.
- If you press any button on the remote control, the remote control display switches on. If you press any button on the remote control twice, the corresponding mode operates.
- To select a function, point the remote control to the remote control sensor on an indoor unit.
- If you press a button on the remote control near a strong light such as a compact fluorescent lamp or neon sign, the air conditioner may not operate. In this case, move close to the indoor unit, and then operate the remote control.
- If other appliances respond to the remote control, contact a service centre.
- The grey circles on the remote control buttons shown in the user manual indicate the regions that should be pressed for the buttons to work.

E.g. 

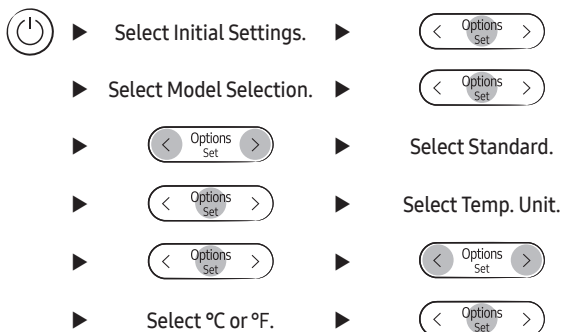
Air conditioner operation

Initial Settings



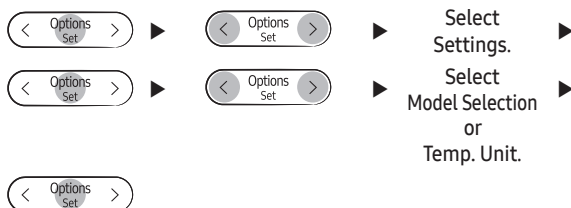
Initial Settings - Model Selection / Temp. Unit

Before using the product, make sure to specify the air conditioner model (using the Model Selection menu) and the temperature unit (using the Temp. Unit menu).



NOTE

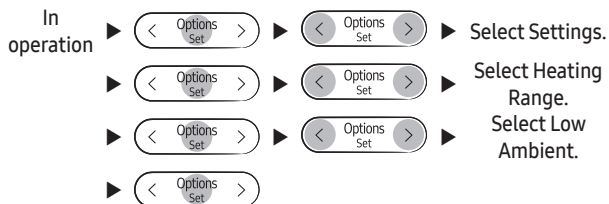
- Set Model Selection and Temp. Unit, using the provided instructions.
- The remote control works properly when Model Selection and Temp. Unit are set correctly.
- If the remote control battery discharges, this function is canceled. In this case, run this function again.
- To change the model or temperature unit, use the following procedure:





Setting Heating Range

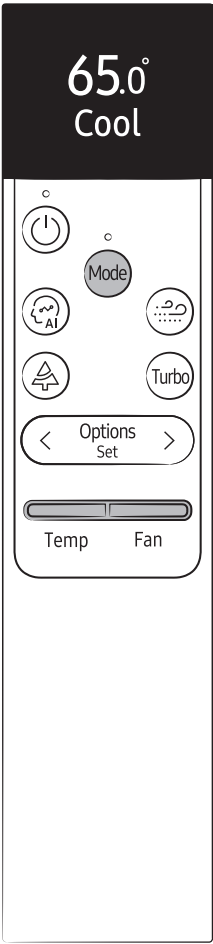
You can change the temperature setting range to Heat mode.



NOTE

- The temperature control range in Heat mode changes 47 °F to 86 °F (8 °C to 30 °C). Select this mode if using the Low Ambient model that supports control settings.
- If the system is not a low ambient heating model and the low ambient setting is enabled on the wireless controller, the indoor unit heating set point will not allow the user to set it as low as the controller allows.

Air conditioner operation



Operation modes

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

Controlling temperature

To control the temperature in each mode, push the **[Temp]** button up or down:

Mode	Temperature control
Auto/Cool/Dry	Adjust by 1°F (0.5 °C) between 65 °F (18 °C) and 86 °F (30 °C).
Fan	You cannot control the temperature.
Heat	Adjust by 1 °F (0.5 °C) between 47 °F (8 °C) and 86 °F (30 °C).

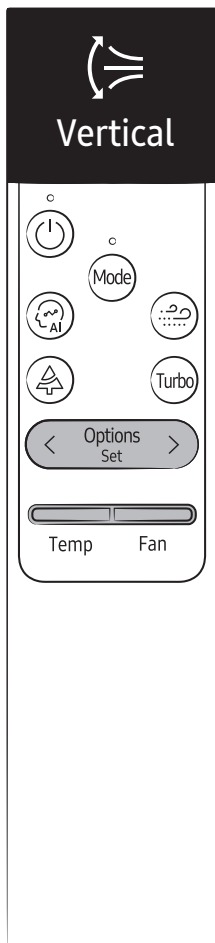
NOTE

- The temperature indicators on the indoor unit are not switched.

Controlling fan speed

To control the the fan speed in each mode, push the **[Fan]** button up or down:

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



Controlling air flow direction

You can change the air flow direction by pressing the **Temp** and **Fan** buttons.

- 'Standard' was selected from Model Selection during initial settings

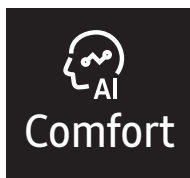
In operation ► Press  button ► Select Vertical or Fix.
or
In operation ► Press  button ► Select Horizontal or Fix.

NOTE

- To fix the airflow in the desired direction, press the  button once again when the airflow blades are at the intended position.
- Duct type indoor units do not have the up/down airflow direction option.
- You can select an airflow direction by pressing the **Options** button.
 - 'Standard' was selected from Model Selection during Initial Settings

In operation ►  ►  ►
Select Direction. ►  ►  ►
Select Fix, Vertical, Horizontal, or All. ► 

Power smart features



AI Comfort mode

Use the AI Comfort mode to learn users' air-conditioner use patterns, and automatically adjusts the temperature level and switches between Cool, Dry modes.



NOTE

- AI Comfort mode is available only on indoor units that support this mode.
- To cancel this mode, press either the  or  button.
- If you cancel this mode, the air conditioner operates in Auto mode.
- Make sure to connect to Wi-Fi to use this mode.
- You can not change the fan speed.
- When AI Comfort mode is in use, the  and  buttons do not respond when pressed.

If connected to Wi-Fi

- The set temperature automatically changes, according to air-conditioner use patterns that have been learned. During sleep time, the temperature and fan speed automatically change to optimal levels for sleep.
 - Sleep time can be set from the SmartThings app.
- Even if you change the set temperature during AI Comfort mode, the set temperature automatically changes to the learned level after a certain amount of time elapses.

If not connected to Wi-Fi

- The air conditioner operates in Auto mode.

75.0°
Auto

Auto mode

Use the Auto mode when you want the air conditioner to automatically control the mode (Heat or Cool). The air conditioner will provide the most comfortable atmosphere that it can.



NOTE

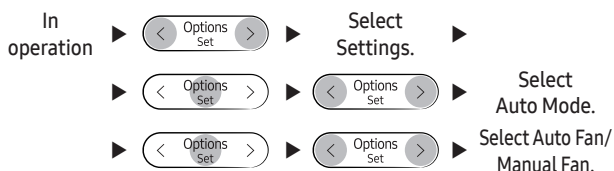
- You can not change the fan speed.
- While the Cool mode is running, the air conditioner produces a strong cold air if there is a large difference between the set temperature and the current temperature. When the temperature difference becomes small, the air conditioner automatically changes the air flow direction to Wide and keeps the room at a comfortable temperature.

Auto
Mode

Auto Mode function

Use the Auto Mode function to set the fan speed in Auto mode.

This function is available only on indoor units that support this function.



NOTE

- If you select Auto Fan, the fan speed is automatically adjusted.
- If you select Manual Fan, you can choose a fan speed from Low, Med and High.

Power smart features

65.0°
Cool

Cool mode

Use the Cool mode to stay cool in hot weather.



NOTE

- The proper set temperature range for the Cool mode is 75 °F to 79 °F (24 °C to 26 °C).
- After selecting Cool mode, select the desired function, temperature, and fan speed.
 - To cool more quickly, select a lower temperature and a faster fan speed.
 - To save energy, select a higher temperature and a slower fan speed.
 - As the room temperature nears the set temperature, the compressor motor will slow down to save energy.

Dry mode

Use Dry mode in rainy or humid weather.



NOTE

- You can not change the fan speed.
- A larger difference between the set temperature and the current temperature increases the amount of dehumidification.

75.0°
Dry

Fan

Fan mode

Use Fan mode to run the air conditioner like a floor fan, providing a breeze without heating or cooling.



NOTE

- If the air conditioner will not be used for an extended period of time, run it in Fan mode for 3 to 4 hours to dry the internal components.

75.0° Heat

Heat mode

Use Heat mode to stay warm.



NOTE

- While the air conditioner warms up, the fan may not operate for a while at the beginning to prevent cold wind.
- If the outdoor temperature is low and the humidity is high while the Heat mode is running, the heating performance of the air conditioner may decrease due to frost and ice that formed on the outdoor heat exchanger. When this condition happens, the air conditioner runs the defrost function for about 5 to 12 minutes to remove the frost and ice, and water steam is released from the outdoor unit.
- While the defrost function is running, the indoor unit does not blow out air, to prevent cold air from blowing. The air comes out after defrost mode ends.
- The operation time of the defrost function varies depending on the amount of the frost and ice and the humidity.
- While the defrost function is running, none of other functions will work, even if you select them on the remote control.

Variety Smart Features

Turbo Cool

Turbo function

Use the Turbo function to provide intensive cooling or heating to sharply decrease or increase indoor temperature within 30 minutes.

In Cool or
Heat mode



NOTE

- After 30-minute operation, the air conditioner automatically switches to standard the Cool or Heat mode.
- You can change air flow direction.
- You cannot change set temperature or fan speed.
- If you select the Turbo function while such functions as Quiet, Long Wind or Good Sleep are running, these functions are cancelled.

Auto Clean function

Use the Auto Clean function to remove moisture from the inside of the air conditioner for preventing propagation of fungi, bacteria, etc.



Press and hold for 3 or more seconds.

or



Select Auto Clean. ▶



NOTE

- Depending on the condition of the indoor unit, the Clean operation stops after running for 10 minutes.
- When the Auto Clean function is set, the Timer LED on the indoor unit blinks 3 times for 3 seconds (OFF → ON → OFF → ON → OFF → ON → OFF → returns to the previous state). When the Auto Clean function is cancelled, the Timer LED on the indoor unit blinks once for 1 second (OFF → ON → OFF → returns to the previous state).
- If you turn on the air conditioner and then turn it off within 20 seconds, the Auto Clean function does not operate.
- When the air conditioner is turned off, the Auto Clean function operates immediately. When it is turned on, the Auto Clean function operates after it is stopped.
- Once the Auto Clean function is started, it automatically continues to operate until it is cancelled.



Quiet function

Use the Quiet function to reduce operating noise. You can select this function both in the Cool and Heat modes.



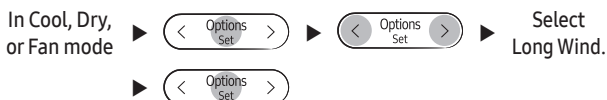
NOTE

- This function can be turned on when 'Standard' was selected from Model Selection during Initial Settings.
- You can change set temperature and air flow direction.
- You cannot change the fan speed.
- If you select the Quiet function while such functions as Turbo, Long Wind or Good Sleep are running, these functions are cancelled.



Long Wind function

Use the Long Wind function to deliver strong air flow that quickly reaches a far distance.



NOTE

- This function can be turned on when 'Standard' was selected from Model Selection during Initial Settings.
- You cannot change the fan speed.
- If you select the Long Wind function while such functions as Turbo, Quiet, or Good Sleep are running, these functions are cancelled.

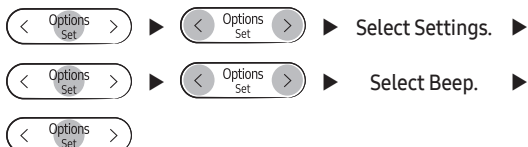
Variety Smart Features



Beep

Beep sound function

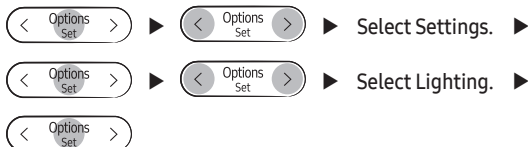
Use the Beep sound function to turn on or off the beep sound that plays when you press a button on the remote control.



Lighting

Display lighting function

Use the Display lighting function to turn on or off the air purity lighting of the indoor unit display.



Filter Reset

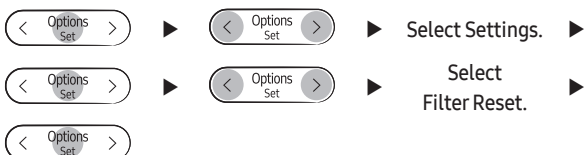
Clearing the filter-cleaning reminder

Use the Filter Reset function to reset the filter cleaning reminder after cleaning or replacing the filter.



Press and hold for 3 or more seconds.

or





On
Timer

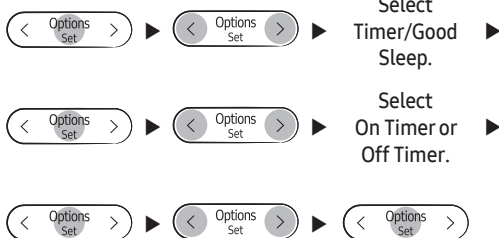


Off
Timer

Timed on/Timed off function

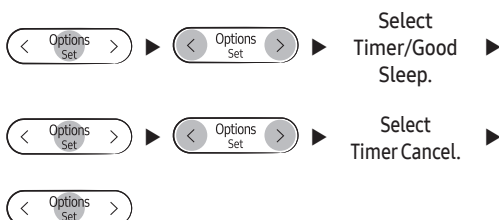
Use the Timed on/off function to turn the air conditioner on or off after a duration. Scheduling durations before the air conditioner turns on or off helps use the air conditioner economically.

To set a
timer



(Set the duration)

To
cancel a
timer



The timer cancellation method may differ, depending on the remote control.

Variety Smart Features

 NOTE

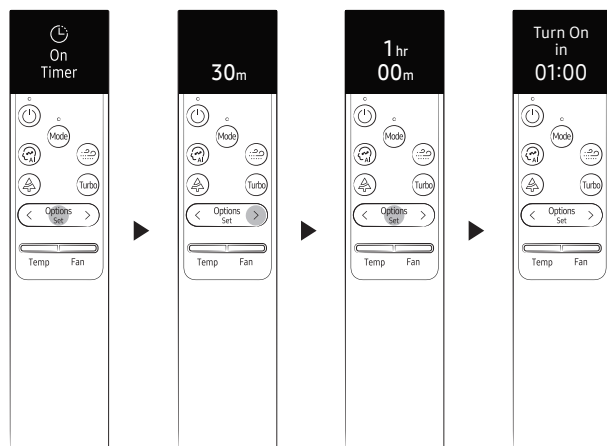
- You can set the duration to from 30 minutes to 24 hours.
- After starting the Timed on function, you can change the mode and the set temperature. When you apply the Timed on/off function to the Fan mode, you cannot change the set temperature.
- You cannot set the same duration for both Timed on and Timed off functions.
- If the remote control is off and you select Timer/Good Sleep, On Timer appears on the remote control display. If the remote control is on and you select Timer/Good Sleep, Off Timer appears.
- If the air conditioner is turned off and on, the set timers are cancelled.

Combining Timed on and Timed off	
When the air conditioner is off	Example: Timed on 3 hours, Timed off 5 hours The air conditioner turns on 3 hours after the last time you press the  button to start the Timed on/off function, remains on for 2 hours, then turns off again.
When the air conditioner is on	Example: Timed on 3 hours, Timed off 1 hour The air conditioner turns off 1 hour after the last time you press the  button to start the Timed on/off function, remains off for 2 hours, then turns on again.

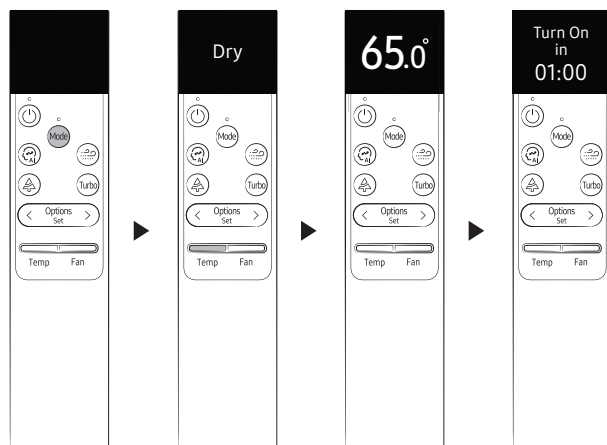
Timed on/ Timed off function

If you set the Timed on function, you can change the mode or temperature while the remote control is off.

Basic selection



Additional selection

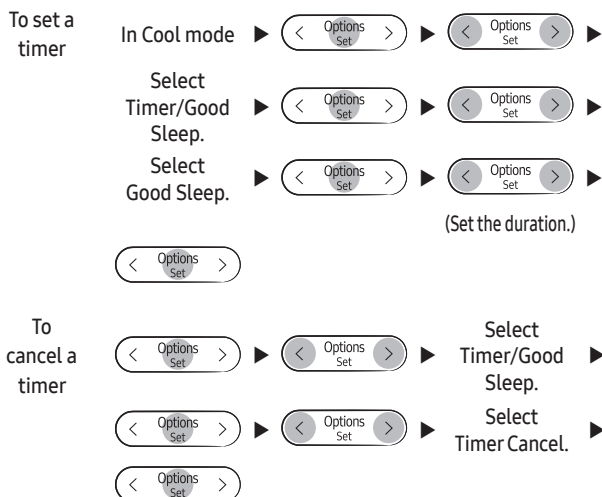


Variety Smart Features



Good Sleep function

Use the Good Sleep function to save energy while you are sleeping. You can select this function in Cool mode.



NOTE

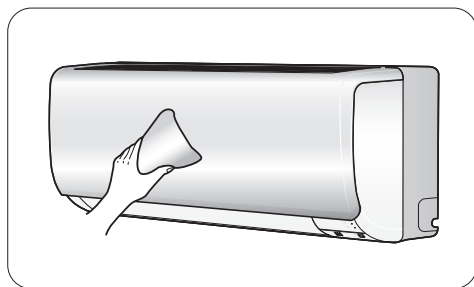
- Fan speed and air flow directions are automatically adjusted.
- You can adjust the set temperature by 1 °F (0.5 °C) between 65 °F (18 °C) and 86 °F (30 °C).
- The recommended set temperature in Good Sleep function is 77 °F to 81 °F (25 °C to 27 °C).
- You can set the duration to from 30 minutes to 12 hours.
- The default operation time for the Good Sleep function in the Cool mode is 8 hours. If the operation time is set to over 5 hours, the Wake up function begins 1 hour before the set time. The air conditioner stops automatically when the operation time expires.
- The Good Sleep function and the Timed on/off function cannot be turned on simultaneously. When the Timed on/off and Good Sleep functions are overlapped, the air conditioner operates its timer with only the function that you have started most recently.
- If you select the Good Sleep function while such functions as Turbo, Quiet, or Long Wind are running, these functions are cancelled.
- This mode may not work, depending on the indoor unit specifications.

Cleaning the Air Conditioner

CAUTION

- Before cleaning or performing maintenance, cut-off the power supply and wait until the fan stops.

Cleaning the exterior



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.

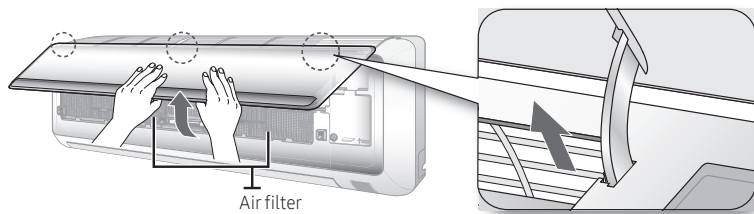
CAUTION

- 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.

Cleaning the filter

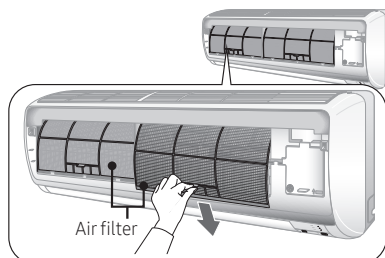
1. Opening the panel

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.



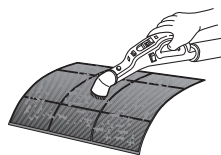
Cleaning the Air Conditioner

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.

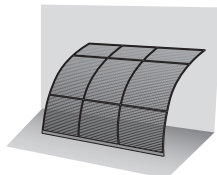
Open the panel and put the Air filter out.

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.

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 then turn off the power. 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.

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 the heat exchanger.	Once a year	Required
	Clean the condensate drainpipe.	Once every 4 months	Required
Outdoor unit	Clean the heat exchanger on the outside of the unit.	Once every 4 months	Required
	Clean the heat exchanger on the inside of the unit.	Once a year	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 the Installation Manual.

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

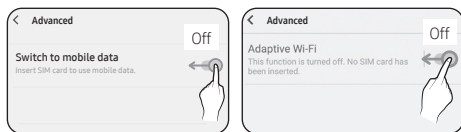
1 To connect the product to a Wi-Fi network, turn on Wi-Fi at "Settings > Wi-Fi", and then select the access point to connect to

- 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 the 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.

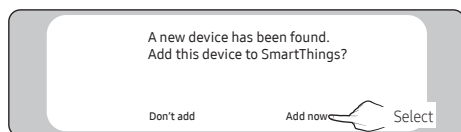
NOTE

- 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.

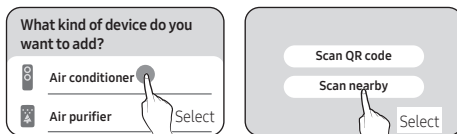


- 3) If the pop-up window does not appear, select "+", and then "Add Device".



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 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 has 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

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.	• 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.	• 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.
Cool/Warm air does not come out the air conditioner or performance is reduced.	• 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.
I cannot change the air flow direction.	• 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.

Troubleshooting

Problem	Solution
I cannot change the fan speed.	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.
The remote control does not work.	- Make sure that nothing is blocking the remote control sensor. - Check whether any strong lighting sources are near the air conditioner. Strong light which comes from fluorescent bulbs or neon signs may interfere with the remote control.
The Timed on/off function does not work.	Check whether you pressed the SET button on the remote control after setting the time.
The indicator blinks continuously.	Press the Power button to turn off the air conditioner or cut-off the power supply. If the indicator is still blinking, contact the service centre.
Odours permeate in the room during operation.	- 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.	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.	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'	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.	If 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.	Condensation may develop when the ambient temperature changes excessively. This is a normal operation.

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.
	While adding the device, the progress stops at 0%-1% and a message appears saying that adding the device has failed.	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.
	While adding the device, the progress is stuck at 99% and a message appears saying that adding the device has failed.	- 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 the wrong Wi-Fi password. Try adding devices again.
	The app displays an authorization failure before pressing the user agreement button.	Check if a Single Wi-Fi Kit 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 Ranges

Operating temperature and humidity

When using the air conditioner follow the operating temperature and humidity ranges.

Indoor unit / Outdoor unit : AC***DNTDCG / AC***DXSCCG

Mode	Indoor temperature	Outdoor temperature	Indoor humidity
Cooling	64 °F to 90 °F (18 °C to 32 °C)	-4 °F to 122 °F (-20 °C to 50 °C)	80% or less
Drying	64 °F to 90 °F (18 °C to 32 °C)	-4 °F to 122 °F (-20 °C to 50 °C)	80% or less
Heating	86 °F or less (30 °C or less)	-13 °F to 75 °F (-25 °C to 24 °C)	-

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

Mode	Indoor temperature	Outdoor temperature	Indoor humidity
Cooling	64 °F to 90 °F (18 °C to 32 °C)	-40 °F to 122 °F (-40 °C to 50 °C)	80% or less
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 cooling operation is used at over 90 °F (32 °C) (indoor temperature), it does not cool at its full capacity.
- If the indoor unit is out of the operating temperature and humidity range, the safety device may operate and the air conditioner may stops.

Regulatory Notice

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:

- (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 with 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:

Regulatory Notice

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the 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’s 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.

SAVE THESE INSTRUCTIONS

QUESTIONS OR COMMENTS?

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