

# Air conditioner

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## User manual

AC\*\*\*KNPDEH/AC\*\*\*KXAD\*H

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



**SAMSUNG**

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

***(Applicable in countries with separate collection systems)***

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

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

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

For information on Samsung's environmental commitments and product specific regulatory obligations e.g. REACH visit: [samsung.com/uk/aboutsamsung/samsungelectronics/corporatecitizenship/data\\_corner.html](https://samsung.com/uk/aboutsamsung/samsungelectronics/corporatecitizenship/data_corner.html)

# Safety Information

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

Because the following operating instructions cover various models, the characteristics of your air conditioner may differ slightly from those described in this manual. If you have any questions, call your nearest contact center or find help and information online at [www.samsung.com](http://www.samsung.com).

These warning signs are here to prevent injury to you and others. Please follow them carefully.






## Important safety symbols and precautions:

### **WARNING**

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

### **CAUTION**

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

-  Follow directions.
-  Do NOT attempt.
-  Make sure the machine is grounded to prevent electric shock.
-  Unplug the power plug from the wall socket.
-  Do NOT disassemble.



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## FOR INSTALLATION

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### **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. It may result in electric shock or fire.
- If the voltage/frequency/rated current condition is different, it may cause fire.

**The installation of this appliance must be performed by a qualified technician or service company.**

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

**Install a switch and circuit breaker dedicated to the air conditioner.**

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

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

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

**⊘ Do not install this appliance near a heater, inflammable 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.

# Safety Information

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-  **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.
  - Never plug the power cord into a socket that is not grounded correctly and make sure that it is in accordance with local and national codes.

## 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 draining hose properly so that water is drained correctly.**


- Failing to do so may result in water overflowing and property damage.

**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 particular, in winter, if a block of ice falls, it may result in injury, death or property damage.

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

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



-  **Do not install the product in a place where hair spray is frequently used (such as hair salon) since it decreases the hydrophilicity of the product's heat exchanger and cause dew formation on the surface of the product.**

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## FOR POWER SUPPLY

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### WARNING

-  When the circuit breaker is damaged, contact your nearest service centre.
-  Do not pull or excessively bend the power line. Do not twist or tie the power line. Do not hook the power line over a metal object, place a heavy object on the power line, insert the power line between objects, or push the power line into the space behind the appliance.
  - This may result in electric shock or fire.

### CAUTION

-  When not using the air conditioner for a long period of time or during a thunder/lightning storm, cut the power at the circuit breaker.
  - Failing to do so may result in electric shock or fire.

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## FOR USING

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### WARNING

-  If the appliance is flooded, please contact your nearest service centre.
  - Failing to do so may result in electric shock or fire.

**If the appliance generates a strange noise, a burning smell or smoke, unplug the power plug immediately and contact your nearest service centre.**

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

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

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

# Safety Information

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

- Failing to do so may result in problems with the product, water leakage, electric shock, or fire.
- 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 the salt in the air, please contact your nearest service centre.

**⊘ Do not touch the circuit breaker with wet hands.**

- This may result in electric shock.

**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 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 insert your fingers or foreign substances into the outlet when the air conditioner is operating or the air flow blade 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 use this air conditioner for long periods of time in badly ventilated locations or near infirm people.**

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



**If any foreign substance such as water has entered the appliance, cut the power by unplugging the power plug and turning the circuit breaker off and then contact your nearest service centre.**

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



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

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



## **CAUTION**



**Do not place objects or devices under the indoor unit.**

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

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

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

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

# Safety Information

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

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

**Do not operate the appliance with wet hands.**

- This may result in electric shock.

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

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

**Do not drink the water from the air conditioner.**

- The water may be harmful to humans.

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

**Do not touch the pipes connected with the product.**

- This may result in burns or injury.

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

- This may result in property damage.

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

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

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



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

## 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, unplug the air conditioner from the wall socket 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.**

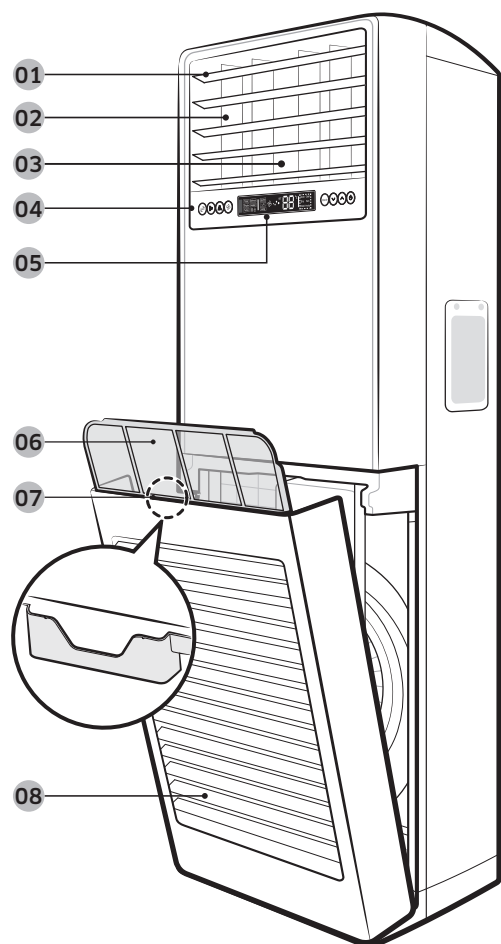
- To avoid cutting your fingers, wear thick cotton gloves when cleaning it.

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

- For cleaning inside the appliance, contact your nearest service centre.
- When cleaning the internal filter, refer to the descriptions in the 'Cleaning and maintaining the air conditioner' section.
- Failure to do so may result in damage, electric shock or fire.

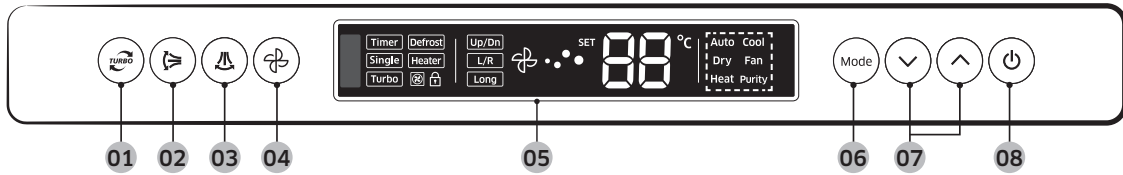
# Indoor Unit Overview

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



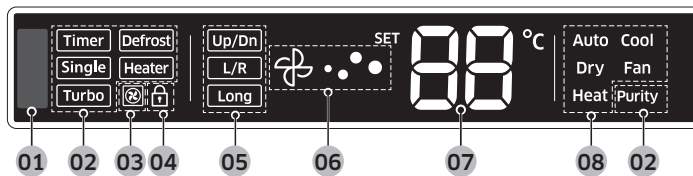
- 01** Air flow blade (up and down)
- 02** Air flow blade (left and right)
- 03** Air outlet
- 04** Control panel
- 05** Indoor unit display
- 06** Air filter
- 07** Remote control holder
- 08** Air intake

# Control Panel Overview



- |                                |                        |                        |
|--------------------------------|------------------------|------------------------|
| 01 Turbo button                | 04 Fan speed button    | 07 Temperature buttons |
| 02 Vertical air swing button   | 05 Indoor unit display | 08 Power button        |
| 03 Horizontal air swing button | 06 Mode button         |                        |

## Indoor unit display



- |                           |  |
|---------------------------|--|
| 01 Remote control sensor  | 05 Vertical air swing indicator /<br>Horizontal air swing indicator /<br>Long function indicator |
| 02 Function indicators    | 06 Fan speed indicator   |
| 03 Outdoor unit indicator | 07 Set temperature indicator   |
| 04 Lock indicator         | 08 Operation mode indicators   |

### NOTE

- The Single user, Heater, and Purity functions are not supported by this model.

### NOTE

- If you set a dedicated mode available only in the upper level controller (DMS), it may limit available operation modes that can be selected in the indoor unit display.
  - DMS cooling mode: Auto, Cool, Dry, and Fan
  - DMS heating mode: Auto, Fan, and Heat

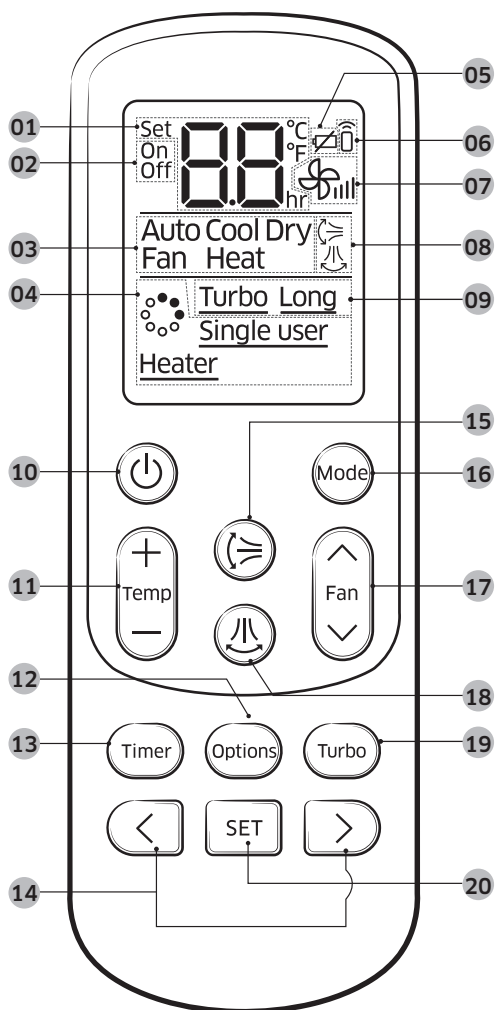
## Locking the control panel

Press and hold the and buttons for 3 seconds at the same time. The (Lock) indicator appears on the indoor unit display.

### NOTE

- When the control panel is locked, you can control the air conditioner only with the remote control.
- To unlock the control panel, press and hold the and buttons again for 3 seconds at the same time.

# Remote Control Overview



- 01** Set temperature indicator
- 02** Timed on/off indicator
- 03** Operation mode indicator

## 04 Unsupported functions

### NOTE

- The Single user, Heater and Purity functions are not supported by this model.

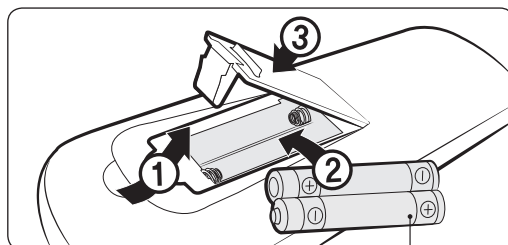
- 05** Low battery indicator
- 06** Signal transmission indicator
- 07** Fan speed indicator
- 08** Vertical air swing indicator / Horizontal air swing indicator
- 09** Options indicator
- 10** Power button
- 11** Temperature button
- 12** Options button
- 13** Timer button
- 14** Direction button / Selection button
- 15** Vertical air swing button
- 16** Mode button
- 17** Fan speed button
- 18** Horizontal air swing button
- 19** Turbo button
- 20** SET button

### NOTE

- The descriptions in this manual are primarily made based on the remote control buttons.

## Replacing batteries

When the  icon appears in the remote control display, replace the batteries with new ones. Two 1.5V AAA type batteries are required.



Two 1.5V AAA type batteries



### Correct disposal of batteries in this product

#### *(Applicable in countries with separate collection systems)*

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

If batteries are not properly disposed of, these substances can cause harm to human health or the environment.

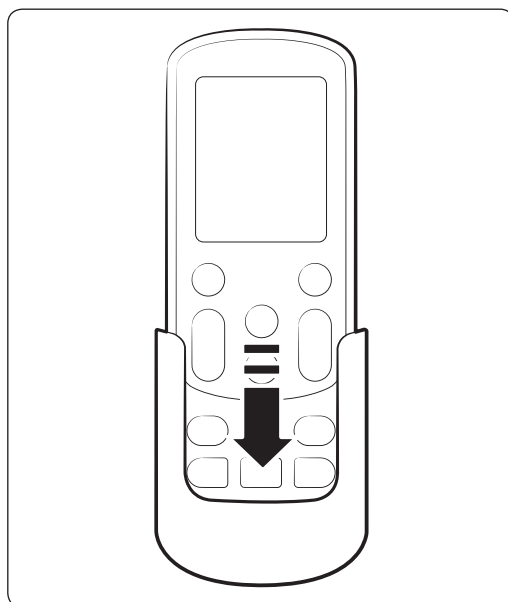
To protect natural resources and to promote material reuse, please separate batteries from other types of waste and recycle them through your local, free battery return system.

## Storing the remote control

If the remote control will not be used for an extended period of time, store it in the remote control holder with the batteries removed.

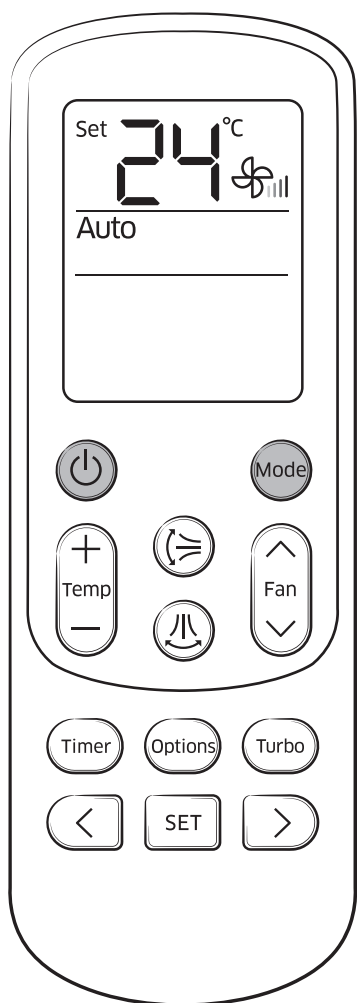
### **CAUTION**

- Make sure that water does not come into the remote control.



# Remote Control Operation

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

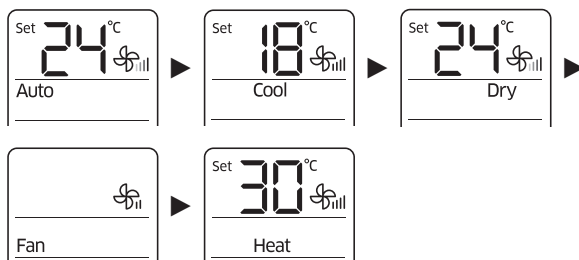


## Turning on or off the air conditioner

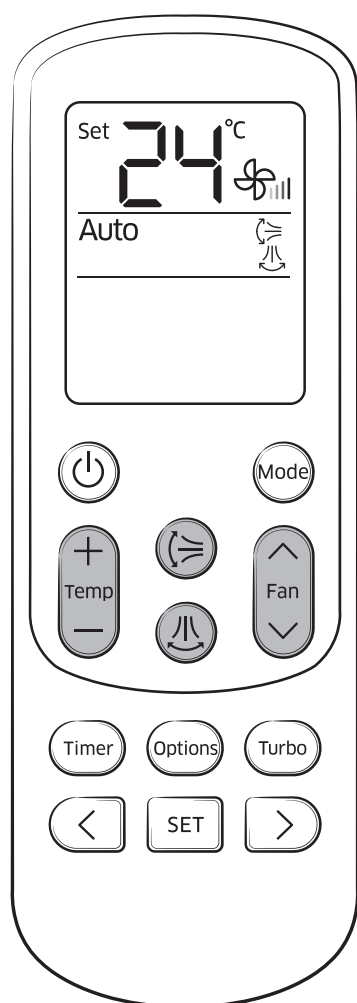
You can turn on or off the air conditioner by pressing the  (Power) button.

## Operation modes

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















## Controlling fan speed

You can select the following fan speeds in each mode:

| Mode         | Available fan speeds  |
|--------------|---|
| Auto<br>Dry  |  (Auto)  |
| Cool<br>Heat |  (Auto),  (Med),  ,<br> (Turbo) |
| Fan          |  (Med),  ,  (Turbo)  |

## Controlling temperature

You can control the temperature in each mode as follows:

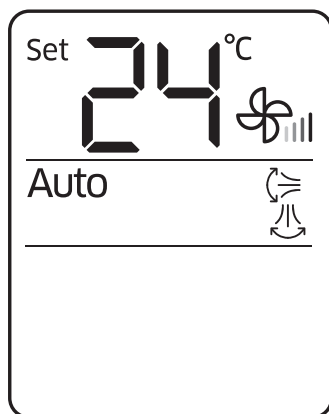
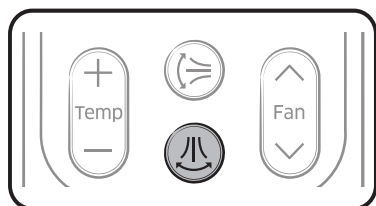
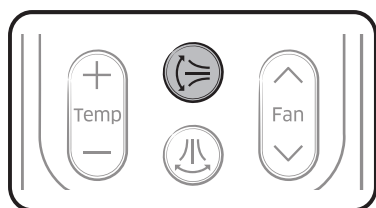
| Mode                | Temperature control                  |
|---------------------|--------------------------------------|
| Auto<br>Cool<br>Dry | Adjust by 1°C between 18°C and 30°C. |
| Fan                 | You cannot control the temperature.  |
| Heat                | Adjust by 1°C between 16°C and 30°C. |

## Controlling air flow direction

Keep the air flow in a constant direction by stopping the movements of the vertical and horizontal air flow blades.

In operation ►  or 



# Basic Operation





Remote controller display

## Selecting air flow direction

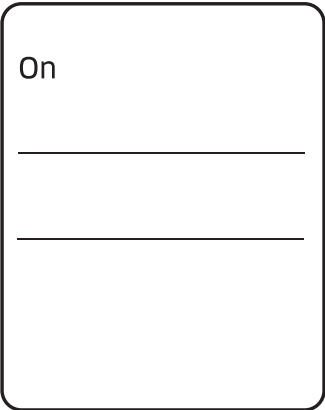
This function allows you to shift the air flow direction up and down or left and right.

Press the  or  button to move the air flow direction up and down or left and right while the air conditioner is turned on.

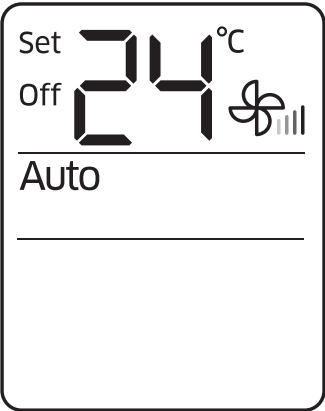
- When the blade reaches the desired position, press the  or  button one more time to set the air flow direction. The up/down and left/right tilting of the blade will stop.

# Quick Smart Features

There is a variety of useful functionality provided by the Samsung air conditioner.



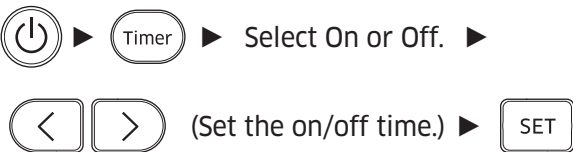
Remote controller display  
(When the air conditioner  
is off)




Remote controller display  
(When the air conditioner  
is on)

## Timed on/Timed off function

Use the Timed on/off function to turn the air conditioner on or off after the time that you set.

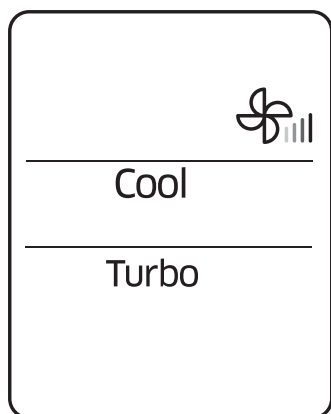


### NOTE

- You can set a time between 0.5 and 24 hours.
- To cancel the Timed on/off function, set the time interval to 0.0 on the remote control, or press the  (Power) button on the control panel.
- After starting the Timed on function, you cannot change the fan speed.
- Once you start the Timed on/off function, the **Timer** (Timer) indicator is displayed on the indoor unit display.
- After starting the Timed on function, you can change the mode and the set temperature. You cannot change the set temperature while the Fan mode is running.
- You cannot set the same time for both of the Timed on and Timed off functions.

| Combining Timed on and Timed off |   |
|----------------------------------|---|
| When the air conditioner is off  | Example) Timed on: 3 hours, Timed off: 5 hours<br>The air conditioner turns on after 3 hours from the moment you start Timed on/off, remains on for 2 hours, then turns off automatically.        |
| When the air conditioner is on   | Example) Timed on: 3 hours, Timed off: 1 hour<br>The air conditioner turns off after 1 hour from the moment you start Timed on/off, then turns on after 2 hours from the moment it is turned off. |

# Quick Smart Features




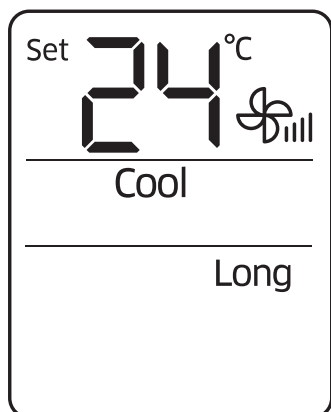
## Turbo function

Use the Turbo function to quickly cool your room. This function provides the most powerful cooling air.



### NOTE

- To turn off the Turbo function, press  (Turbo) button again.
- This function is only available in the Auto and Cool / Heat modes.
- When this function is run for 30 minutes, the air conditioner automatically returns to the previous mode.
- You cannot use this function and the Long reach function at the same time.
- You can change the air flow direction.
- You cannot change the set temperature and the fan speed.





## Long reach function

Use the Long reach function to extend the area cooled by the air conditioner.

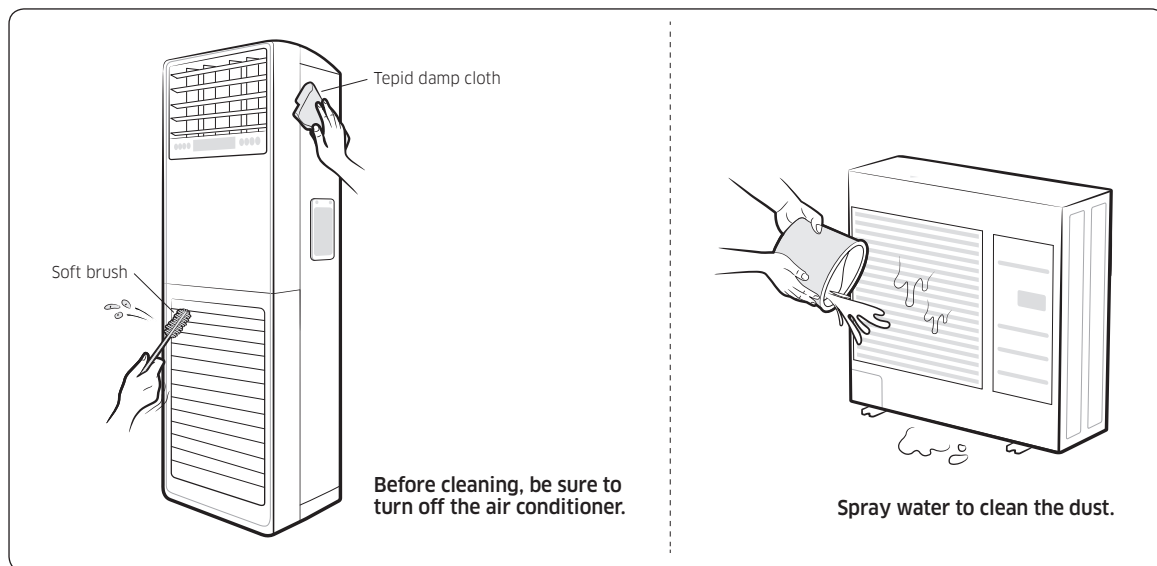


### NOTE

- To turn off the Long reach function, press the  (Options) button and directional button to select **Long**, and then press the  (SET) button.
- You cannot use this function and the Turbo function at the same time.
- You can change the horizontal air flow direction.
- You cannot change the fan speed.
- You cannot use this function in the Dry and Fan modes.

# Cleaning at a Glance

## Cleaning the indoor unit exterior and outdoor unit heat exterior

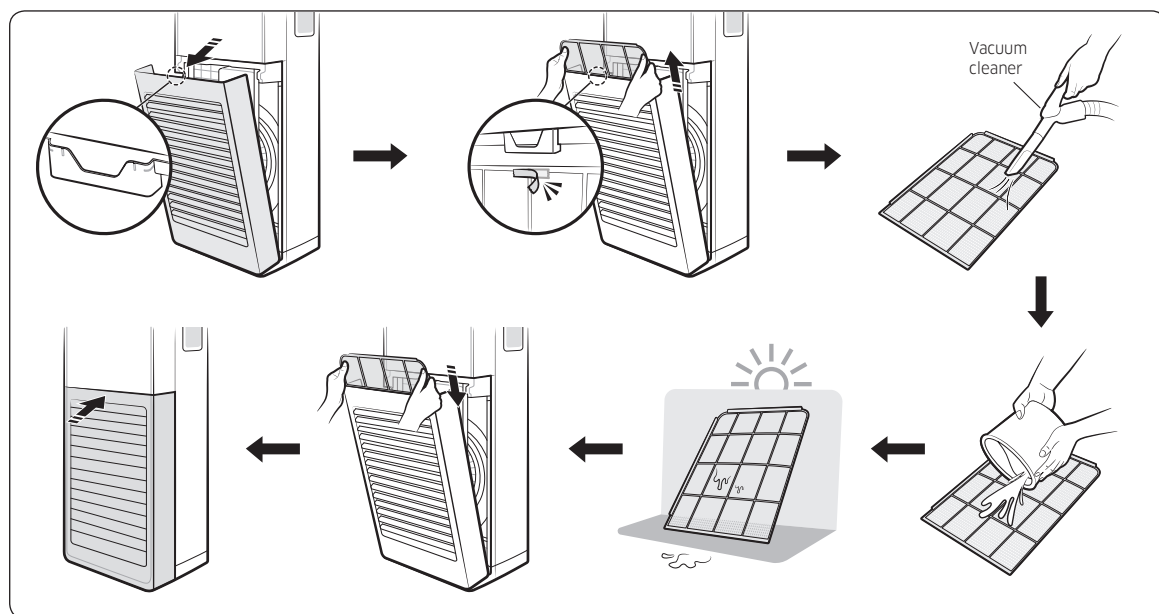


### CAUTION

- Do not open the panel when the air conditioner is operating. This action may cause a malfunction or an electrical hazard.
- 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.
- When you clean and inspect the heat exchanger on the indoor and outdoor units, contact the local service centre for help.
- Be sure to prevent any injury from sharp edges of the surface when handling the heat exchanger.
- If the air conditioner is running in specific environment such as a restaurant or a hair salon, it may generate unpleasant odours. To prevent odours, ventilate the room properly, clean the air filter, or operate the air conditioner in the Fan mode. If the problem still exists, contact a service centre.

# Cleaning at a Glance

## Cleaning the filter



### 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.



## Periodical maintenance





| Unit         | Maintenance item  | Interval            | Requires qualified technicians |
|--------------|---|---------------------|--------------------------------|
| Indoor unit  | Clean the air filter.   | Once every 2 weeks  |                                |
|              | Clean the condensate drain pan.                               | Once a year         | Required                       |
|              | Clean up the heat exchange.                                   | Once a year         | Required                       |
|              | Clean the condensate drain pipe.                              | Once every 4 months | Required                       |
|              | Replace the remote control Batteries.                         | Once a year         |                                |
| 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                       |

### CAUTION

- Be sure to perform the maintenance check periodically. This work improves the air conditioner's efficiency.
- The frequency of maintenance work may vary depending on the geographical area, amount of dust, and other environmental elements. If the air conditioner is installed in a very dusty place, perform the maintenance work more frequently.
- Make sure that the maintenance work must be done by qualified technicians. For more detailed information, refer to the Installation manual.

# 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 at all.  | <ul style="list-style-type: none"> <li>• Check if the power plug is properly connected.</li> <li>• Check whether the auxiliary power switch (ELCB, ELB) is turned on.</li> <li>• If the auxiliary power switch (ELCB, ELB) is turned off, the air conditioner does not work although you press the  (Power) button.</li> <li>• When you clean the air conditioner or do not use it for an extended period of time, turn off the auxiliary power switch (ELCB, ELB).</li> </ul> <p> <b>NOTE</b></p> <ul style="list-style-type: none"> <li>• The auxiliary power switch (ELCB, ELB) is sold separately.</li> <li>• Make sure that auxiliary power switch (ELCB, ELB) is installed in the distribution box inside the building.</li> <li>• If the air conditioner is turned off by the Timed off function, turn on the air conditioner again by pressing the  (Power) button.</li> </ul> |
| The temperature does not change.              | <ul style="list-style-type: none"> <li>• Check whether the Auto or Fan mode, or the Turbo function is running. In these modes and function, the air conditioner controls the set temperature automatically, and you cannot change the set temperature.</li> </ul>  |
| The fan speed does not change.                | <ul style="list-style-type: none"> <li>• Check whether the Auto or Dry mode, or the Turbo or Long reach function is running. In these modes and functions, the air conditioner controls its fan speed automatically, and you cannot change the fan speed.</li> </ul>   |
| The air flow direction does not change.       | <ul style="list-style-type: none"> <li>• Check whether the Long reach function is running. In the Long reach function, only horizontal air flow direction can be changed.</li> </ul>   |
| The wireless remote control does not operate. | <ul style="list-style-type: none"> <li>• Check whether the batteries are discharged. Replace the batteries with new ones.</li> <li>• Make sure that nothing is blocking the remote control sensor.</li> <li>• 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.</li> </ul>  |
| The Timed on/off function does not operate.   | <ul style="list-style-type: none"> <li>• Check whether you pressed the  (SET) button on the remote control after setting the on/off time. Set the on/off time.</li> </ul>   |

| Problem                                       | Solution   |
|---|--|
| The indoor unit display blinks continuously.  | <ul style="list-style-type: none"> <li>• Check whether <b>E2→01</b>, <b>E2→02</b> is displayed on the indoor unit display. Make sure that the power and communication cables are connected correctly between the indoor and outdoor units, and then restart the air conditioner. If the error is still displayed, contact a service centre.</li> <li>• Check whether the following errors are displayed on the indoor unit display:<br/> <b>E2→03</b>, <b>E2→21</b>, <b>E2→31</b>, <b>E2→51</b>, <b>E3→20</b>, <b>E4→03</b>, <b>E4→04</b>, <b>E4→16</b>,<br/> <b>E4→40</b>, <b>E4→41</b>, <b>E4→58</b>, <b>E4→75</b>, <b>E4→61</b>, <b>E4→62</b>, <b>E4→63</b>, <b>E4→64</b>,<br/> <b>E4→65</b>, <b>E4→66</b>, <b>E4→67</b>, <b>E4→68</b>, <b>E4→71</b>, <b>E4→74</b>, <b>E4→84</b>, <b>E5→00</b>,<br/> <b>E5→54</b>, <b>E5→56</b>, <b>E5→57</b>, <b>E5→08</b>, <b>E4→70</b>, <b>E4→22</b>, <b>E5→90</b>, <b>E1→98</b></li> </ul>  |
| Air does not come out of the air conditioner. | <ul style="list-style-type: none"> <li>• In the Cool mode, air does not come out if the set temperature is higher than the current temperature.</li> <li>• Cooling does not operate in the Fan mode. Select the Cool, Auto, or Dry mode.</li> <li>• Check whether the air filter is blocked with dirt. A dusty filter may decrease the cooling efficiencies. Clean the air filter frequently.</li> <li>• If a cover is on the outdoor unit or any obstacle is present near the outdoor unit, remove them.</li> <li>• Install the outdoor unit in a well-ventilated place. Avoid places exposed to direct sunlight or close to a heating appliance.</li> <li>• Place a sunscreen over the outdoor unit to protect it from direct sunlight.</li> <li>• If the indoor unit is installed in a place exposed to direct sunlight, pull the curtains on the windows.</li> <li>• Close the windows and doors to maximize the cooling efficiencies.</li> <li>• 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.</li> <li>• If the refrigerant pipe is too long, the cooling efficiencies may be decreased. Avoid exceeding the maximum pipe length.</li> </ul> |
| The air conditioner makes strange noises.     | <ul style="list-style-type: none"> <li>• In certain conditions (especially, when the outdoor temperature is lower than 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.</li> </ul>  |

# Troubleshooting

| Problem  | Solution   |
|--|--|
| Unpleasant odours permeate the room.                         | <ul style="list-style-type: none"><li>• If the air conditioner is running in a smoky area or if there is a smell entering from outside, ventilate the room properly.</li><li>• If the air conditioner has not been operated for an extended period of time, clean the indoor unit and operate the air conditioner in Fan mode for 3 to 4 hours to dry the inside of the indoor unit for removal of unpleasant odours.</li><li>• If the air filter blocked with dirt, clean the air filter.</li></ul> |
| Water drops from the piping connections of the outdoor unit. | <ul style="list-style-type: none"><li>• Condensation may develop due to the difference in temperature. This is a normal condition.</li></ul>   |

## Technical specifications

| Type         | Model       | Net weight | Net dimension (W*D*H) |
|--------------|-------------|------------|-----------------------|
| INDOOR UNIT  | AC100KNPDEH | 42.0 kg    | 610*400*1850 mm       |
|              | AC140KNPDEH | 46.0 kg    | 610*400*1850 mm       |
| OUTDOOR UNIT | AC100KXADEH | 72.0 kg    | 940*330*998 mm        |
|              | AC140KXADGH | 85.0 kg    | 940*330*1210 mm       |

# Memo

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## QUESTIONS OR COMMENTS?

| COUNTRY     | CALL  | OR VISIT US ONLINE AT  |
|-------------|---|--|
| UK          | 0330 SAMSUNG (7267864)  | <a href="http://www.samsung.com/uk/support">www.samsung.com/uk/support</a>   |
| EIRE        | 0818 717100   | <a href="http://www.samsung.com/ie/support">www.samsung.com/ie/support</a>   |
| GERMANY     | 0180 6 SAMSUNG bzw. 0180 6 7267864*<br>(*0,20 €/Anruf aus dem dt. Festnetz, aus dem Mobilfunk max. 0,60 €/Anruf)<br>[HHP] 0180 6 M SAMSUNG bzw. 0180 6 67267864*<br>(*0,20 €/Anruf aus dem dt. Festnetz, aus dem Mobilfunk max. 0,60 €/Anruf) | <a href="http://www.samsung.com/de/support">www.samsung.com/de/support</a>   |
| FRANCE      | 01 48 63 00 00  | <a href="http://www.samsung.com/fr/support">www.samsung.com/fr/support</a>   |
| ITALIA      | 800-SAMSUNG (800.7267864)   | <a href="http://www.samsung.com/it/support">www.samsung.com/it/support</a>   |
| SPAIN       | 34902172678   | <a href="http://www.samsung.com/es/support">www.samsung.com/es/support</a>   |
| PORTUGAL    | 808 20 7267   | <a href="http://www.samsung.com/pt/support">www.samsung.com/pt/support</a>   |
| LUXEMBURG   | 261 03 710  | <a href="http://www.samsung.com/be_fr/support">www.samsung.com/be_fr/support</a>   |
| NETHERLANDS | 0900-SAMSUNG (0900-7267864) (€ 0,10/Min)  | <a href="http://www.samsung.com/nl/support">www.samsung.com/nl/support</a>   |
| BELGIUM     | 02-201-24-18  | <a href="http://www.samsung.com/be/support">www.samsung.com/be/support</a> (Dutch)<br><a href="http://www.samsung.com/be_fr/support">www.samsung.com/be_fr/support</a> (French)  |
| NORWAY      | 815 56480   | <a href="http://www.samsung.com/no/support">www.samsung.com/no/support</a>   |
| DENMARK     | 70 70 19 70   | <a href="http://www.samsung.com/dk/support">www.samsung.com/dk/support</a>   |
| FINLAND     | 030-6227 515  | <a href="http://www.samsung.com/fi/support">www.samsung.com/fi/support</a>   |
| SWEDEN      | 0771 726 7864 (0771-SAMSUNG)  | <a href="http://www.samsung.com/se/support">www.samsung.com/se/support</a>   |
| POLAND      | 801-172-678* lub +48 22 607-93-33*<br>Dedykowana infolinia do obsługi zapytań dotyczących telefonów komórkowych: 801-672-678* lub +48 22 607-93-33*<br>* (koszt połączenia według taryfy operatora)   | <a href="http://www.samsung.com/pl/support">www.samsung.com/pl/support</a>   |
| HUNGARY     | 0680SAMSUNG (0680-726-786)<br>0680PREMIUM (0680-773-648)  | <a href="http://www.samsung.com/hu/support">www.samsung.com/hu/support</a>   |
| SLOVAKIA    | 0800-SAMSUNG (0800-726 786)   | <a href="http://www.samsung.com/sk/support">www.samsung.com/sk/support</a>   |
| AUSTRIA     | 0800-SAMSUNG (0800-7267864)<br>[Only for Premium HA] 0800-366661<br>[Only for Dealers] 0810-112233  | <a href="http://www.samsung.com/at/support">www.samsung.com/at/support</a>   |
| SWITZERLAND | 0800 726 78 64 (0800-SAMSUNG)   | <a href="http://www.samsung.com/ch/support">www.samsung.com/ch/support</a> (German)<br><a href="http://www.samsung.com/ch_fr/support">www.samsung.com/ch_fr/support</a> (French) |
| CZECH       | 0800-SAMSUNG (800-726786)   | <a href="http://www.samsung.com/cz/support">www.samsung.com/cz/support</a>   |
| CROATIA     | 072 726 786   | <a href="http://www.samsung.com/hr/support">www.samsung.com/hr/support</a>   |
| BOSNIA      | 055 233 999   | <a href="http://www.samsung.com/support">www.samsung.com/support</a>   |
| MONTENEGRO  | 020 405 888   | <a href="http://www.samsung.com/support">www.samsung.com/support</a>   |
| SLOVENIA    | 080 697 267 (brezplačna številka)   | <a href="http://www.samsung.com/si">www.samsung.com/si</a>   |
| SERBIA      | 011 321 6899  | <a href="http://www.samsung.com/rs/support">www.samsung.com/rs/support</a>   |
| BULGARIA    | *3000 Цена в мрежата 0800 111 31 , Безплатна телефонна линия  | <a href="http://www.samsung.com/bg/support">www.samsung.com/bg/support</a>   |
| ROMANIA     | *8000 (apel in retea) 08008-726-78-64 (08008-SAMSUNG) Apel GRATUIT  | <a href="http://www.samsung.com/ro/support">www.samsung.com/ro/support</a>   |
| CYPRUS      | 8009 4000 only from landline, toll free   | <a href="http://www.samsung.com/gr/support">www.samsung.com/gr/support</a>   |
| GREECE      | 80111-SAMSUNG (80111 726 7864) only from land line<br>(+30) 210 6897691 from mobile and land line   | <a href="http://www.samsung.com/gr/support">www.samsung.com/gr/support</a>   |
| LITHUANIA   | 8-800-77777   | <a href="http://www.samsung.com/lt/support">www.samsung.com/lt/support</a>   |
| LATVIA      | 8000-7267   | <a href="http://www.samsung.com/lv/support">www.samsung.com/lv/support</a>   |
| ESTONIA     | 800-7267  | <a href="http://www.samsung.com/ee/support">www.samsung.com/ee/support</a>   |

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