

Washing Machine

User manual
WA**BG4*****



DC68-04429A-12

SAMSUNG

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DC68-04429A-12

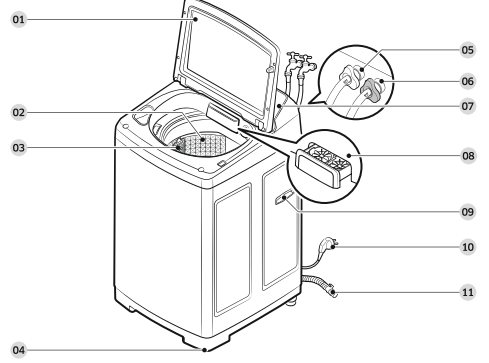
2 English

Installation

Follow these instructions carefully to ensure proper installation of the washing machine and to prevent accidents when doing laundry.

What's included

Make sure all the parts are included in the product package. If you have missing or defective parts, contact a local Samsung customer centre or the retailer.



- | | | |
|-------------------|----------------------|------------------------|
| 01 Door | 02 Tub | 03 Liner filter* |
| 04 Levelling Feet | 05 Water Hose (Cold) | 06 Water Hose (Hot) |
| 07 Control Panel | 08 Detergent Box | 09 Handle (for moving) |
| 10 Power Cord | 11 Drain Hose | |

NOTE

- Availability of parts with an asterisk (*) depends on the model.
- Door: Make sure to keep the door closed while the washing machine is operating.
- Liner filter: This collects lint that builds up from the laundry being washed.
- Grounding lead: Cover this lead if wired to a metal part for earth-grounding.
- Levelling feet: Adjust the feet to level the washing machine on a flat floor.

Installation requirements

WARNING

- AC 220-240 V / 50 Hz fuse or circuit breaker is required.
- Use an individual branch circuit specific to the washing machine.
- Do NOT use an extension cord.
- Use only the power cord that comes with the washing machine.
- Do NOT connect the ground wire to plastic plumbing, gas lines, or hot water pipes.
- Drain: Make sure the drain hose is not clogged.
- We recommend a standpipe in height of 90-100 cm. The drain hose must be connected through the hose clip to the standpipe, and the standpipe must fully cover the drain hose. The standpipe specifications mentioned here are only applicable to pump-type models.

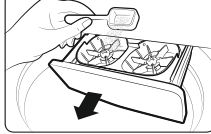
Levelling

- To prevent tumbling or noise, install the washing machine on a solid, flat floor without a platform or bricks.
- Keep the washing machine at 10 cm from each adjacent wall.
- Water supply: Make sure water taps are easily accessible.
- Turn off the taps when the washing machine is not in use.
- Check for any leaks at the water hose fittings on a regular basis.

Before you start

The basics

Detergent Box



- To add a laundry-specific detergent, follow these steps:
 - Open the door then the Built-in sink to reveal the tub.
 - Open the detergent box by pulling in the direction of the arrow as shown in the figure and then put the detergent in the detergent box.
 - Put in one-time amount of detergent evenly so the detergent may not brim over the box.
 - Add fabric softener as recommended by the manufacturer, and then close the cover.
- If you cannot see the fabric softener compartment, manually rotate the drum clockwise to reveal it.

CAUTION

- Make sure to use detergent as appropriate. An excessive amount of detergent may not dissolve well.
- Do not add too much softener. This may reduce the performance.
- Do not leave softener into the softener dispenser for a long time. The softener becomes hardened and may not dissolve well.
- Do not remove the nozzle. It can affect performance.
- Please mix water when using softener.
- Add only liquid chlorine bleach to the bleach compartment. Do not exceed the max. line.
- Do not add undiluted liquid chlorine bleach directly to the load or to the tub. This may cause fabric damage.

CAUTION

Do not add undiluted liquid chlorine bleach directly to the load or to the tub. This may cause fabric damage.

Safety information

Congratulations on your new Samsung washing machine. This manual contains important information on the installation, use and care of your appliance. Please take some time to read this manual to take full advantage of your washing machine's many benefits and features.

What you need to know about the safety instructions

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. Please store the manual in a safe location close to the appliance for future reference. Use this appliance only for its intended purpose as described in this instruction manual. Warnings and Important Safety Instructions in this manual do not cover all possible conditions and situations that may occur. It is your responsibility to use common sense, caution and care when installing, maintaining and operating your washing machine. Because the following operating instructions cover various models, the characteristics of your washing machine may differ slightly from those described in this manual and not all warning signs may be applicable. If you have any questions or concerns, contact your nearest service centre or find help and information online at www.samsung.com.

Important safety symbols

What the icons and signs in this user manual mean:

WARNING

Hazards or unsafe practices that may result in severe personal injury, death and/or property damage

English 3

Safety information

Critical installation warnings

WARNING

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

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

Plug the power cord into a wall socket or higher and use the socket for this appliance only. Never use an extension cord.

- Sharing a wall socket with other appliances using a power strip or extending the power cord may result in electric shock or fire.
- Ensure that the power voltage, frequency, and current are the same as those of the product specifications. Failure to do so may result in electric shock or fire. Plug the power plug into the wall socket firmly.
- Remove all foreign substances such as dust or water from the power plug terminals and contact points using a dry cloth on a regular basis.
- Unplug the power plug and clean it with a dry cloth.
- Failure to do so may result in electric shock or fire.
- Plug the power plug into the wall socket so that the cord is running towards the floor. If you plug the power plug into the socket in the opposite direction, the electric wires within the cable may be damaged and this may result in electric shock or fire.
- This appliance must be properly grounded.

English 7

Installation

Step-by-step installation

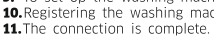
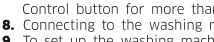
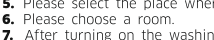
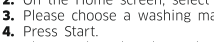
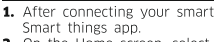
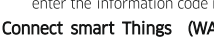
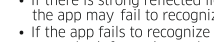
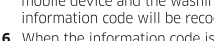
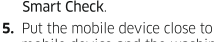
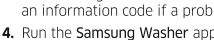
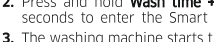
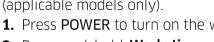
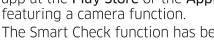
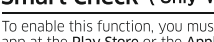
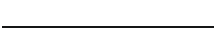
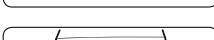
STEP 1 Select a location

Location requirements:

- Solid, level surface without carpeting or flooring that may obstruct ventilation
- Away from direct sunlight
- Adequate room for ventilation and wiring
- The ambient temperature is always higher than the freezing point (0°C)
- Away from a heat source

Assembling the rat protection panel (applicable models only)

Tilt the washing machine a little, insert the shutter and finally fix the shutter with screw to the base as shown in the picture.



Safety information

CAUTION

Hazards or unsafe practices that may result in personal injury and/or property damage

NOTE

Indicates that a risk of personal injury or material damage exists. These warning signs are here to prevent injury to yourself and others. Please follow them explicitly.

After reading this manual, store it in a safe place for future reference.

Read all instructions before using the appliance. As with any equipment that uses electricity and moving parts, potential hazards exist. To safely operate this appliance, familiarize yourself with its operation and exercise care when using it.

Important safety precautions

WARNING

To reduce the risk of fire, electric shock, or injury to persons when using your appliance, follow basic precautions, including the following:

- 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.

English 4

Do not ground the appliance to a gas pipe, plastic water pipe, or telephone line.

- This may result in electric shock, fire, an explosion, or 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 regulations.

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

Do not install this appliance in a location exposed to low temperatures.

- Frost may cause the tubes to burst.
- Do not use an electric transformer.
- This may result in electric shock or fire.
- Do not use a damaged power plug, damaged power cord, or loose wall socket.
- This may result in electric shock or fire.
- Do not pull or excessively bend the power cord.
- Do not twist or tie the power cord.
- Do not hook the power cord over a metal object, place a heavy object on the power cord, insert the power cord between objects, or push the power cord into the space behind the appliance.
- This may result in electric shock or fire.
- This appliance should be positioned so that the power plug, the water supply taps, and the drain pipes are accessible.

English 8

STEP 2 Adjust the levelling feet (WA90BG** / WA10BG** Model has 2 levelling feet)

Unpack the product package.

- Gently slide the washing machine into position. Excessive force may damage the levelling feet (A).
- Level the washing machine by manually adjusting the levelling feet.

- When levelling is complete, tighten the nuts (B) if provided (some models may not have the nuts).

WARNING

Packaging materials can be dangerous to children. Dispose all packaging material (plastic bags, polystyrene, etc.) out of children's reach.

STEP 3 Connect the water hose

Connect the water hose to the water tap.

- Remove the adaptor (A) from the water hose (B).

WARNING

Do not stretch the water hose by force. If the hose is too short, replace the hose with a longer, high-pressure hose.

English 16

Before you start

Laundry guidelines

Checkpoints

- Check for stains or dirt. Apply a little detergent to a white towel. Rub the white towel and the dirty clothes together to transfer the dirt or colour to the white towel.
- Before washing, pre-treat the sleeves, collars, dress hems, and pockets by brushing with detergent.
- Wrinkle-processed clothes made of wool must be specially treated by tightening them with threads before washing. Remove the threads after washing and drying is complete.

CAUTION

- Do not keep heavy clothes or objects in the tub.
- Do not put candles or a heat source in or on the washing machine.
- Do not wash these clothes:
 - Neckties, brassieres, jackets, suits, and coats can be easily deformed by shrinking or discolouring on the surface. These clothes are mostly made of rayon, polyimide, silk, and/or blended fabric.
 - Wrinkle-processed, embossed, or resin processed clothes easily deform merely by soaking in water.
 - Clothes that are easily discoloured made from cotton, wool, wrinkled silk, leather wear and accessories, and leather ornamented clothes and accessories.
 - Waterproof sheets, mattresses, or specific items (*)
 - Thick and hard mattresses, even if they are marked Washable on the care label. Mattresses may cause vibrations, resulting in physical injury, or damage to the machine, wall, or floor as well as the laundry itself.
 - Wool quilts, rain covers, fishing jackets and trousers, skiwear, sleeping bags, diaper covers, sweat suits, vehicle covers for automobiles, bicycles, and motorcycles, bath rugs, and other waterproof items.

English 24

- 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.

- Children should be supervised to ensure that they do not play with the appliance.

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

- CAUTION: In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.

- The new hose-sets supplied with the appliance are to be that old hose-sets should not be used and reused.

English 5

Installation cautions

CAUTION

This appliance should be positioned in such a way that the power plug is easily accessible.

- Failure to do so may result in electric shock or fire due to electric leakage.

Critical usage warnings

WARNING

If the appliance is flooded, turn off the water & power supplies immediately and contact your nearest service centre.

- Do not touch the power plug with wet hands.
- Failure to do so may result in electric shock.

If the appliance generates a strange noise, a burning smell, or smoke, unplug the power plug immediately and contact your nearest Samsung Customer Service.

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

English 9

Installation

STEP 1 Sort

Sort the laundry according to these criteria:

- Care Label: Sort the laundry into cottons, mixed fibres, synthetics, silks, wools, and rayon.
- Colour: Separate whites from colours.
- Size: Moving different-sized items together in the tub improves the washing performance.
- Sensitivity: Follow the cloth-specific instructions on the care label of delicate items such as pure, new, woolen items, curtains, and silk items.
- While holding down part (D), connect the water hose to the adaptor. Then, release part (D). The hose fits into the adaptor with a clicking sound.

WARNING

Stop using the washing machine if there is a water leak, and contact a local Samsung service centre. Otherwise, this may cause electric shock.

CAUTION

Do not stretch the water hose by force. If the hose is too short, replace the hose with a longer, high-pressure hose.

English 18

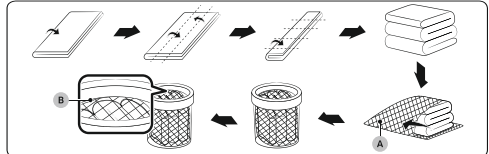
Before you start

CAUTION

- For inflatable items such as blankets, microfibre quilts, and waterproof materials, use the laundry net to fully soak the laundry in water.
- Inflatable items may cause damage to the laundry or the machine during the wash or drying process.
- Regardless of the size, blankets or quilts are safer and cleaner to wash one item at a time. Two different-sized blankets in the same load may compromise the drying performance due to unbalanced loads.

To input a blanket

Fold the blanket into the blanket-specific net (A) as shown, and then insert the net in the tub below the plastic area (B) of the tub.



STEP 4 Prewash (if necessary)

- Remove stains and dirt on collars, sleeves, hems, and pockets, apply detergent lightly and brush off.
- Use powder or liquid detergents. Do not use soap, as this may remain on the tub after washing.
- Prewash white socks, sleeves, and collars with a little detergent and a brush.

CAUTION

- Make sure the laundry is inserted correctly.
- Any exposed part of the laundry may cause damage to the machine or the laundry itself, or a water leak.
- Do not overload the tub. Make sure no part of the laundry is exposed outside of the tub.

English 26

English 11

English 12

English 13

English 14

English 15

English 16

English 17

English 19

English 20

English 21

English 22

English 23

English 24

English 25

Before you start

STEP 5 Determine the load capacity

Do not overload the washing machine. Overloading may cause the washing machine to not wash properly.

NOTE

When washing bedclothes or bedding covers, the wash time may be lengthened or the spinning efficiency may be reduced. For bedding or bedding covers, the recommended load capacity is 3.0 kg or less.

If the laundry is unbalanced and the "UB" information code is displayed, redistribute the load. Unbalanced laundry may reduce the spinning performance.

STEP 6 Apply a proper detergent type

The type of detergent depends on the type of fabric (cotton, synthetic, delicate items, wool), colour, wash temperature, and degree of soiling. Always use "low suds" laundry detergent, which is designed for automatic washing machines.

CAUTION

- Use an appropriate amount of detergent. Excess amounts of detergent do not produce much improvement in washing results but cause damage to the laundry due to deteriorated rinsing performance.
- Bleach is strong alkali in nature, causing damage to or discoloration of the laundry.
- Use a longer or added rinse cycle when using powder detergent that is very likely to remain on the laundry and cause bad odours after washing is complete.
- If an excessive amount of detergent is used especially in cold water, the detergent doesn't dissolve well, ending up with contaminated laundry, hoses, and/or tub.
- In case of timed washing, do not apply detergent directly to laundry or the tub. The laundry may be discoloured. Use the detergent box.
- When washing wool using the Wool cycle, use only a neutral detergent to avoid discoloring the laundry.

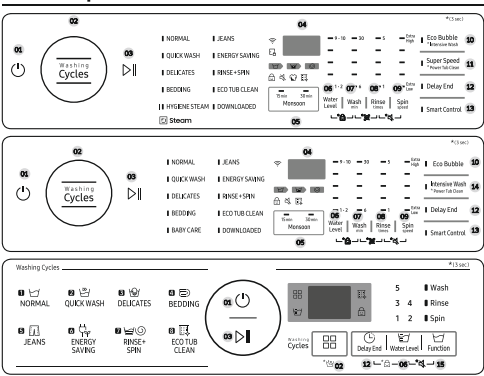
NOTE

Follow the detergent manufacturer's recommendations based on the weight of the laundry, the degree of soiling, and the hardness of the water in your local area. If you are not sure about the water hardness, contact a local water authority.

Do not use detergent that tends to be hardened or solidified. This detergent may remain after the rinse process, blocking the drain outlet.

Operations

Control panel



Caution

The power and button of the Control Panel may differ depending on the model.

- 01 Power** Power on or off the washing machine.
- 02 Cycle** Press to select a desired cycle. The selected cycles indicator will light up.
- 03 Start/Pause** Select a cycle and press START/PAUSE to start the cycle. To stop the current operation, press START/PAUSE.
- 04 Display** Displays the current cycle information and estimated time remaining or an information code if the washing machine needs to be checked.
- 05 Rinse/Spin** Use this button to speed up the drying process. Press the button to cycle through the times 15min/30min.

NOTE

This button is available only when a spinning cycle is selected. This option is not available with the DELICATES, AQUA PRESERVE, or ECO TUB CLEAN cycle.

Operations

- Press **POWER** to turn on the washing machine.
- Press **Cycle** to select the desired cycle.
- Change the cycle settings (Water Level, Wash Time, Rinse Times, and/or Spin Time) as needed.
- To Add an option such as Intensive Wash, Monsoon and Eco Bubble/Bubble Storm, Delay end, Super Spin, or Delay End in the current button.
 - To Enable/Disable the Eco Bubble, hold down **Washing Cycles** button for 3 seconds (only WA-BG441***).
- Press **START/PAUSE** to change the cycle during operation.

- Press **START/PAUSE** to stop operation.
- Select a different cycle, and repeat steps 2-4 above if necessary.
- Press **START/PAUSE** again to start the new cycle.

Auto cycles

Cycle	Description
Normal	For most fabrics including cottons, linens, and normally soiled items.
Quick Wash	For lightly soiled items that you want to finish washing quickly.
Delicates	Select this for delicate items such as sweaters, cardigans, or wool clothes.
Bedding	For bulky and large items, such as comforters, blankets, and sheets, and waterproof or water resistant items. When washing comforters, use liquid detergent.
Hygiene Steam	For heavily soiled, colorful garments.
Jeans	Suitable for clothes that require a thorough wash.
Energy Saving	Use this course to save energy.
Rinse + Spin	For loads that need rinsing only or to add rinse-added fabric softener to.
Eco Tub Clean	Select this to clean the tub. The powerful spinning force removes dirt and odors from the inside of the tub. A blinking indicator reminds you that it is time to clean the tub using Eco Tub Clean. For details, see the Cleaning section in this manual.
Baby care	For baby clothes.
Downloaded	After continuous usage of 5 times particular cycle, the same cycle will be set as default cycle.

NOTE

Maintenance

Cleaning

Power Tub Clean
Use this function if you have not performed the Eco Tub Clean cycle or need more powerful tub cleaning performance. You can add detergent to clean the tub more thoroughly.

- Make sure the tub is empty.
- Press **power** to turn on the washing machine.
- Press and hold **Super Speed** for 3 seconds.
 - Pour 200 ml of chlorine bleach evenly on the bottom of the tub.
- Press **Start/Pause**.

WARNING

- Do not put any items in the tub while running the Power Tub Clean cycle. The items may get damaged or discoloured.
- Depending on the conditions and surroundings in which the washing machine is used, degrees of contamination in the tub or the result of the Power Tub Clean cycle may vary.

Troubleshooting

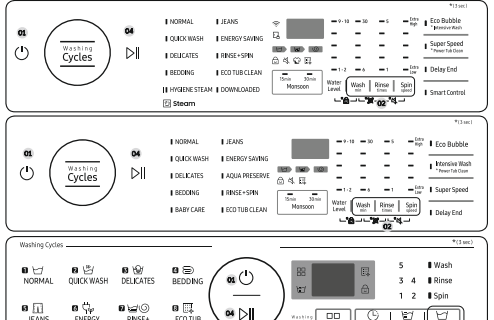
Checkpoints

If you encounter an issue to check with the washing machine, first check the table below and try the suggestions.

Symptom	Action
Does not turn on.	<ul style="list-style-type: none">Make sure you use rated power for the product.Make sure the power cord is completely plugged in.Check the fuse or reset the circuit breaker.
Does not start.	<ul style="list-style-type: none">Make sure the door is closed.Make sure the water taps are open.Make sure to press or tap Start/Pause to start the washing machine.Make sure Child Lock is not activated.Before the washing machine starts to fill, it will make a series of clicking noises to check the door lock and also a quick drain.Was the door opened during the spinning cycle? Close the door, and press or tap Start/Pause to resume.The machine enters Standby or is in a soaking cycle. Please wait.Check the fuse or reset the circuit breaker.
Water is not supplied.	<ul style="list-style-type: none">Make sure you press or tap Start/Pause after selecting the water supply.Make sure the water taps are open.Is the filter net at the water supply hose connector clogged? Clean the filter net by brushing with a toothbrush.Is the water supply cut off? If the water supply is cut off, close the tap and power off.Straighten the water supply hoses.Open and close the door, then press or tap Start/Pause.If the water pressure is low, it takes longer to start washing.If the water level is not as high as necessary or lower than expected, use the level selector to adjust the water level.

Manual cycles

You might want to use a single cycle to wash less soiled clothes. For example, you can run the wash cycle once for nightwear.



- Press **Power** to turn on the washing machine.
- Press **Wash/Rinse/Power Spin** to run the individual cycle to your needs. The duration or count of each cycle can be adjusted by pressing the applicable button as many times as needed. (Only WA-BG441***).
- If you want to run a combination of cycles, press applicable cycle buttons as below:
 - (Press **Power**) repeatedly to select an individual cycle only (WA-BG441***).
 - (Press **Wash/Rinse/Power Spin**) repeatedly to select below function options only (WA-BG441***).
- Press **Start/Pause**.

Operations

Special features

- Child Lock**
 - WA-BG448, 474, 464, 46*** : Water Level + Wash Time
 - WA-BG448, 474, 464, 46*** : Delay End + Water Level
- To activate the Child Lock**
Press and hold **Water Level** and **Wash Time** simultaneously for 3 seconds. The **CL** indicator blinks.
- To deactivate the Child Lock**
Press and hold **Water Level** and **Wash Time** simultaneously for 3 seconds. The **CL** indicator turns off. If the tub has contained water, simply restart the machine and press and hold **Water Level** and **Wash Time** simultaneously for 3 seconds to deactivate the Child Lock.

- Delay End**
You can set the washing machine to finish a cycle later. The hour displayed indicates the time the wash will finish.
 - Select a cycle. Then, change the cycle settings if necessary.
- Press **Delay End** repeatedly until a desired end time is set.
- Press **Start/Pause**. The timer indicator next to the **Delay End** button turns on, and the lamp starts.
- To cancel **Delay End**, restart the washing machine by pressing **POWER**. Real-life case:
You want to finish a two-hour cycle 3 hours from now. To do this, add the **Delay End** option to the current cycle, hold down Rinse times and Spin speed simultaneously for 3 seconds (WA-BG448, 474, 464, 46***).
- Press **Start/Pause** at 2:00 pm. The washing machine starts operating at 3:00 pm and ends at 5:00 pm. Provided below is the timeline for this example.

Maintenance

Cleaning

Keep the washing machine clean to prevent deteriorated performance and to preserve its life cycle.

Exterior

- Clean the control panel with a soft, damp cloth. Do not use abrasive powders or cleaning pads. Do not spray cleaners directly on the panels.

Eco Tub Clean

Regularly run this cycle to clean the tub and to remove bacteria from it.

- Makes sure the tub is completely empty.
- Press **POWER** to turn on the washing machine.
- Press **Cycle** to select **Eco Tub Clean**.
 - You can also use **Delay End** with Eco Tub Clean.
- Press **START/PAUSE**.

CAUTION

Only run Eco Tub Clean when the tub is completely empty. This may cause damage to the laundry or a problem with the washing machine.

ECO TUB CLEAN reminder

- The **ET** indicator reminds you of cleaning the tub when necessary. If you happen to see the indicator blinking after washing is complete, remove the laundry and run the ECO TUB CLEAN cycle.
- You can ignore this reminder and continue to run cycles normally because this is not a system failure. However, the reminder remains active for consecutive cycles immediately after each cycle is complete.
- The reminder is activated once every 1-3 months, depending on the cycle count.
- To keep the tub clean, it is recommended to run ECO TUB CLEAN on a regular basis.

Sound On/Off

You can turn on or off the key. Your setting will remain effective after you restart the machine.

- To mute/unmute the sound, hold down Rinse times and Spin speed simultaneously for 3 seconds (WA-BG448, 474, 464, 46***).
- To mute/unmute the sound, hold down Water Level and Function simultaneously for 3 seconds (WA-BG441***).

Maintenance

Cleaning the lint filter

Clean the filter net often to keep the washing machine clean.

- Push the upper part of the filter and pull it out.
- Open the cover as shown in the figure.
- Then remove the lint from the filter.
- Clean the filter.
- Close the cover and insert the lower part of the filter in the basket first and then push the filter with "click" sound.

Pump filter (applicable models only)

- Put a floor cloth or towel under the Pump Filter. Turn the filter knob anticlockwise to rem ove.

Maintenance

- Clean the filter with running water and a soft brush.
- Reinsert the filter, and turn clockwise until it locks into position.
- Turn the water hose counterclockwise to disconnect.
- Use pliers to pull out the mesh filter from inside the water inlet as shown.
- Use a soft brush to clean the filter with running water.

- Reinsert the filter. Make sure it is tightened against water leaks.
- Open the door and then the Built-in sink to reveal the detergent box.
- Pull out the detergent box, and then lift it up with both hand to remove.
- Clean the detergent box as well as the wing distributors with running water and a soft brush.
- When complete, reinsert the wing distributors. Then, reinsert the detergent box to the washing machine.

Troubleshooting

CL, dC	Child Lock is activated unexpectedly. <ul style="list-style-type: none">While the information code blinks at a 0.5 second intervals, water drains with an alarm.To clear the information code, close the door when draining is complete, and then restart the washing machine by pressing the START/PAUSE button.
LC	<ul style="list-style-type: none">Check if the end of the drain hose is placed on the floor. (The hose should be hung over the pump - hose guide.)Check if the drain hose is clogged by any foreign substances.If the error remains, call the customer care. Check the MEMS sensor. <ul style="list-style-type: none">Power the washer off. Wait 2-3 minutes, power the washer on, and then try again.If the problem continues, call for service. The electronic control needs to be checked (Over Voltage Error). <ul style="list-style-type: none">Check if power is supplied properly.Turn off the washer, unplug it, wait one minute, and then plug the washer in again. If the information code remains, contact a Samsung customer service center.
9C1	Low voltage detected. <ul style="list-style-type: none">Check if the power cord is plugged in.Turn off the washer, unplug it, wait one minute, and then plug the washer in again. If the information code remains, contact a Samsung customer service center.
9C2	When position of the clutch can't be detected. <ul style="list-style-type: none">Turn off the washer, unplug it, wait one minute, and then plug the washer in again. If the information code remains, contact a Samsung customer service center.
PC	After position of the clutch is detected, if the signal from the clutch hall is incorrect. <ul style="list-style-type: none">Turn off the washer, unplug it, wait one minute, and then plug the washer in again. If the information code remains, contact a Samsung customer service center.
PC1	Display for additional rinsing. <ul style="list-style-type: none">Appears when additional rinsing cycle senses that tub is unbalanced.Press any button/key to release the display.
Ur	High temperature heating check. <ul style="list-style-type: none">Turn off the washer, unplug it, wait one minute, and then plug the washer in again. If the information code remains, contact a Samsung customer service center.
HC	

If any information code keeps appearing on the screen, contact a local Samsung service centre.

Specifications

Specification sheet

Type	Top loading washing machine
	WA10B0G*** WA10B0G*** WA10B0G*** WA10B0G*** WA10B0G***
Max load (kg)	7.0 8.0 7.0 8.0 8.0
Power consumption (W)	Washing: 220-240W
AC200-240V/50Hz	Washing and Heating: 1220-1240W (WA-BG*-B* Model Only)
Dimensions (mm)	540*568*988
Net Weight (kg)	29.5
Water pressure (Mpa (kgf/cm²))	0.05 - 0.78 (0.5 - 8.0)
Washing type	Stirring type
Water Level (L)	10 62 9 60 8 58 7 54 6 49 5 45 4 40 3 37 2 33 1 31
Water usage (L)	160
Spin speed (rpm)	700

NOTE (Only Applicable to India)

- Asterisk (*) means variant model and can be varied (D-9) or (A-Z).
- The design and specifications are subject to change without notice for quality improvement purposes.
- The energy label specifications have been determined by using the following program according to IEC 60456.
- The program is WA-BG**** : Energy saving course, Water level 5

Terms of Warranty (Only Applicable to India)

Warranty not applicable in any of the following cases

- The Complete Warranty Card is not presented to the service engineer at the time of repairs being undertaken/ requested.
- The Product is not purchased from an Authorized Samsung Sales Dealer.
- The Product purchased is not used according to the instruction given in the INSTRUCTION MANUAL as determined by company personnel.
- Defect Caused by improper use, as determined by the authorized service centers/ Company Personnel.
- Modification or alterations of any nature made in the circuitry by the Purchaser or unauthorized Personnel, as determined by Company personnel.
- The Warranty is not applicable if the washing machine used for commercial purpose or Public places like Hotels, training centers and other similar applications.
- The Original Serial number is removed, obliterated or altered from the Product.
- Defect due to causes beyond control like lightning, abnormal voltage, acts of god or while in transit to service center or to the purchaser's residence.
- Correcting the installation for example leveling the product, adjustment of drain hose, Adjustment of Tap adaptor.
- Noise or Vibration that is considered as normal for example water drain sound, spin sound or warning beeps.
- Removal of foreign objects/substances from machine, including the Drain Valve and inlet hose filter for example coin, Grit, safety pin, buttons, hooks, Dirt accumulation etc.
- Replace fuse, correcting house wiring, house plumbing and defect or damage caused by household pets, rats, cockroaches or any other animals or insects.

For warranty conditions refer warranty card.

SAMSUNG Helpline - Call : 1800 40 7267864 (1800 40 SAMSUNG) / 1800 5 7267864 (1800 5 SAMSUNG)



Warranty Card (Only Applicable to India)

- Proof of purchase is a pre-requisite to claim warranty.
- The product should have been purchased from an authorised Samsung Sales Dealer in India.
- Warranty can be claimed only if the repair was carried out by the Samsung authorised service center.
- Carry-in service or In-Home service applicability depends on the product category and Samsung policy.
- Free installation or demo of the product, if applicable, can be availed only once and within 6 months from the date of purchase. In case of free installation, any additional material required over and above the standard installation kit shall be on the chargeable basis.
- In case of defective accessory, only the accessory will be repaired or replaced.
- Cosmetic/ Aesthetic / Plastic / Glass Parts / Bulbs / Cable / Wiring / Piping/ Consumables are not covered under warranty.
- The defective parts/ products which were replaced by Samsung under this warranty shall be the property of Samsung.
- While carrying out repair, Samsung may use accessories or parts that are new or refurbished or reconditioned.
- Samsung shall not be liable for any losses or consequential losses due to product failure or the installed software.
- Samsung shall be free to decide on whether or not to provide a software update for its products.
- Samsung shall not be responsible for any loss or misuse of data, personal information, setting, third party software during product usage or repair or software update.
- Samsung shall not be liable for any loss, cost, expense, inconvenience or damage that may result from use inability to use the product. Under no circumstances shall Samsung be liable for any loss, cost, expense, inconvenience or damage exceeding the purchase price of the product.
- Defects caused by customer negligence, tampering shall void the product warranty.
- Any extended/addition warranty offered by Samsung shall be supported by relevant proofs.
- Usage of power stabilizers of proper rating is necessary unless explicitly mentioned by Samsung on product literature/instruction booklet.
- In case of defect arising out of installation done by party other than Samsung authorised party, the limited warranty will be applicable as per revised T&C as Samsung shall deem fit.
- Regular upkeep, maintenance and cleaning of parts are necessary in certain products. Such periodic maintenance shall be on chargeable basis unless otherwise provided and not covered under warranty.
- In the event of any unforeseen circumstances, and spares not being available Samsung's prevailing depreciation rules will be binding on the purchaser and same shall be considered as a commercial solution in lieu of repairs.
- Defects arising out of the following are not covered under warranty like Mishandling/Misuse, Improper ventilation, Improper voltage, Use of external material, Normal wear and tear, Physical damage and / or electrical damage caused by physical impact.
- Complaints related to playability, printability, compatibility with external accessories, software, file systems, third party applications, CODEcs, signals, Network& ISP bandwidth shall not be considered as defect in product and not covered under warranty.
- This warranty covers only the defects in products arising out of manufacturing or faulty workmanship.
- This warranty covers repair/replacement of parts.
- Warranty period of parts & accessories may vary from product to product.
- Maximum liability out of this warranty is limited to the product purchase value/MRP.
- No warranty on certain parts/conditions/types of product failures.
- Under certain conditions where warranty obligations cannot be met, depreciation will be applicable on the existing product.

CUSTOMER DETAILS/CUSTOM WARRANTY CARD	
Model No.:	Customer copy (to be retained by customer):
Product Serial No.:	Date of Purchase: --
Name:	
Address in Full:	
Telephone No.:	Model No.:
Dealer Name & Address:	
Customer's Signature & Date (I accept the Terms & Conditions of warranty)	Dealer's Signature with rubber stamp

(Only Applicable to India)

- The Warranty shall be null and void in any of the following cases, and in such cases Samsung may at its sole discretion repair the equipment on a chargeable basis. The decision of Samsung, whether a complaint falls in any of these categories or not shall be binding on the Purchaser.
- The fully filled warranty card/proof of purchase is not presented to the service engineer at the time of repairs being undertaken / requested.
- The original serial number of the product is removed, altered or obliterated from the product.
- The product purchased is not used as per the rated power conditions or instructions mentioned in the INSTRUCTION MANUAL.
- The product is being used for commercial purpose OR if the product has been used excessively and beyond reasonable usage as permitted within the product instruction manual.
- Site (premises where the product is used/ kept) conditions that do not conform to the recommended operations of the product.
- Defects caused due to exposure to moisture/dampness/extreme thermal or environmental conditions or rapid changes in such conditions/corrosions/oxidations/spilling of food/liquid/influence of Chemical substances.
- Defects due to causes beyond control like lightning, abnormal voltage, spikes, external sources (ex: cable/sat/ top box connections), fire, water logging, natural calamities, commotion, riots, theft, anti-social action, acts of God or while in transit.
- Defects caused by household pets, rats, cockroaches, ants, pests, fungi or any other animal/birds/insects.
- Defects caused due to negligence/omission of the Purchaser on account of periodic maintenance(s)/periodic servicing as mentioned in the instruction manual of the product.
- Defects caused due to usage of third party material/non Samsung Authorized Consumables.
- Any modifications, including but not limited to, rooting attempts, reverse engineering, unlocking, jail-breaking etc. of the original firmware(s) or software(s) of the product.
- Repair due to misuse/third party repair attempts are not covered in warranty.
- Warranty does not cover repair due to external factors/mediums/data types.
- Warranty shall apply only if the product is used as per its usage specifications (ex: personal, commercial etc.)
- Warranty shall be void if product has failed under certain conditions/types (ex: water logging, misuse, etc.)

All disputes arising out of this warranty are subject to Delhi jurisdiction only.

Warranty period commences from the date of purchase of the product unless specified otherwise.

Product Group	Product Description	Warranty Period (Months)	Parts/Accessory Warranty (if applicable)
Washing Machine	Semi Automatic	24	Wash Motor : 60 months on Semi Automatic Wash Motor *
	Rear control panel Top Loading Fully Automatic	24	AC Motor : <120 months * Digital Inverter Motor : 240 months *
	Front control panel Top Loading Fully Automatic	24	(Applicable for Rear & Front Control Panel models with Wobble Pulsator) *
	Fully Auto Front-Loading	24	Universal motor : 60 months * Digital Inverter Motor : 240 months *

- * 15 Months from date of purchase or 12 months from installation, whichever ends early. ** 12 Months from date of commissioning.
- In case of parts warranty, labour cost and gas charging cost (if applicable) will be chargeable as per the applicable rates.
- Correct disposal of the product (Waste Electrical & Electronic Equipment)
- This marking on the product, accessories or literature indicates that the electronic accessories (e.g. charger, headset, and USB cable) should not be disposed with other household waste at the end of their working life.
- For more information on safe disposal and recycling visit our website or contact number.
- SAMSUNG INDIA ELECTRONICS PRIVATE LIMITED**
Registered Address: 6th Floor, DLF Centre, Sansad Marg, New Delhi-110001. Visit : www.samsung.com/in
Samsung Helpline - Call : 1800 40 7267864 (1800 40 SAMSUNG) / 1800 5 7267864 (1800 5 SAMSUNG)

QUESTIONS OR COMMENTS?

COUNTRY	CALL	OR VISIT US ONLINE AT
INDIA	1800 40 7267864 (1800 40 SAMSUNG) (Toll-Free) 1800 5 7267864 (1800 5 SAMSUNG) (Toll-Free)	www.samsung.com/in/support
NEPAL	16600172667 (Toll Free for NTC Only) 9801572667	www.samsung.com/in/support
BANGLADESH	09612300300 08000300300 (Toll free)	www.samsung.com/in/support

This product is RoHS compliant.

NOTE (Only Applicable to India)

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