

Did you know?

Solve these simple problems with simple solutions.

SAMSUNG

Refrigerator

Scan the QR code to view our helpful How-To-Videos



Refrigerator noises

- Make sure the unit is level to the floor.
- Determine if the area the unit is installed in is amplifying noises (tight cabinet acting like speaker box).
- Check the door gaskets for rips or tears. Due to its operating conditions many noises are very normal.



Not cooling

- Check the doors for proper closing and seal integrity and cleanliness.
- Check your Temp settings (normal is 37°F/3°C for Fridge and 0°F/-18°C for Freezer).
- Check if Demo mode is activated.
- Do not overpack the fridge or block the air vents because this could prevent the moment of cold air.



Ice Maker doesn't make ice

- Check if the Ice Maker is set to "Ice Maker Off".
- Make sure Child Lock is not engaged.
- Check if the water supply is turned off.
- Use the Test Button to cycle through the Ice Maker's function.



Display panel basics and troubleshooting

- Disable Child Lock and Sabbath mode.
- Check the power supply.
- Try Power cycling by unplugging the fridge for 2 minutes and then plugging it back in.



Fix your water dispenser

- Make sure door is completely closed.
- Make sure Child Lock is not engaged.
- Maintain regular filter changes every 6 months or 300 gallons.
- Ensure the water supply is not restricted (kinked hose, or water supply valve).



Prevent and stop leaks

- Check if the unit is level – possibly tilted slightly to rear.
- Crushed ice may leave water in the chute (normal).
- Check if the water connections are fully secure.
- Flush the water system for 1 gallon or until a constant steady stream is present after each filter change.



For more information

Helpful Videos samsung.com/spsn

Live chat samsung.com/support

Call Support 1-888-899-7604