## Air conditioner

### **User manual**

#### AC\*\*\*BNJPKG

- 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.



#### Correct disposal of batteries in this product

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.

For information on Samsung's environmental commitments and product-specific regulatory obligations, e.g. REACH, visit: www.samsung.com/uk/aboutsamsung/sustainability/environment/our-commitment/ data/

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 centre or find help and information online at www. samsung.com.

## 

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

## A CAUTION

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



Follow directions.

🚫 Do NOT attempt.

Make sure the machine is grounded to prevent electric shock.

😢 Cut-off the power supply.

🕅 Do NOT disassemble.



WARNING: Low burning velocity material (This appliance is filled with R-32.)



The user and installer guides should be read carefully.



The user and installer guides should be read carefully.



The service guide should be read carefully.

#### FOR INSTALLATION

- 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 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 and may also void warranty on the installed product.

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.
- O Do not install this appliance near a heater or open flame, as it contains inflammable materials and substances.

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**

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 water is drained correctly.

• Failing to do so may result in water overflowing and property damage. Avoid adding drain to waste pipes as odours 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 odour.

When using the outdoor unit for heating, make sure not to connect a drain hose, a drain plug and a drain cap so that draining is performed more rapidly with less risk of freezing.

• The water generated during the heating operation in 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.

#### FOR POWER SUPPLY



When the circuit breaker is damaged, contact your nearest service centre.

- O 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.



### 

- 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.

#### FOR USING



### **//∖** 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, 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 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 salt in the air, please contact your nearest service centre.

#### O Do not touch the circuit breaker 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 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.

• 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 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.

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 odour.

## **Safety Information**

- 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 vourself.
    - 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.

## 

#### 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.

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

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

- During transportation of the indoor unit, the pipe lines shall be covered with brackets for protection. Do not move the product with holding the pipe lines.
  - It may cause gas leakage.

Do not install the product in a ship or a vehicle (such as a campervan).

- Salt, vibration or other environmental factor may cause the product malfunction, electric shock or fire.
- O 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 controller and do not disassemble the remote controller.

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

• This may result in burns or injury.

Do not cut or burn the refrigerant container or pipings.
 Do not point the air direction to the 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 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

- $\bigcirc$ 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 centre.

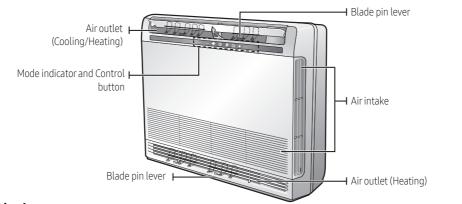
O Do not clean the inside of the air conditioner by yourself.

- For cleaning inside the appliance, contact your nearest service centre.
- When cleaning the internal filter, refer to the descriptions in the 'Cleaning and Maintaining' section.
- Failure to do 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



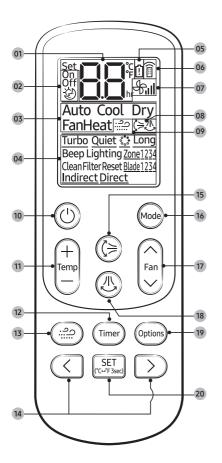
#### Display

#### Mode indicator and Control button

1 INFORM INDICATOR	•••	When this icon is turned on, please refer to the Trouble Shooting page of the installation manual for technical support.		
2 FAN MODE INDICATOR	Ł	This icon will light up when the unit is operating in Fan mode.		
3 TIMER INDICATOR	Ġ	Timer icon will light up when On/Off Timer function is set.		
4 DEICE INDICATOR	*>	This icon will light up when the unit starts to de-ice.		
5 POWER BUTTON	$\bigcirc$	Turn On/Off the air conditioner. The air conditioner will operate in Auto mode.		
6 POWER INDICATOR		Power icon will light up when the unit is in operation.		
7 REMOTE CONTROL SENSOR		Aim the remote control toward this spot on the air conditioner.		

- Your air conditioner and display may look slightly different from the illustration shown above depending on your model.
- Each time you press the button, a short beep will sound and the unit is properly operating.

Most operating instructions in this manual require using the remote control.



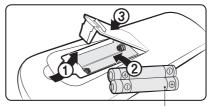
- **01** Set temperature / Timer indicator
- 02 Timer option indicator
- 03 Operation mode indicator
- 04 Options indicator
- 05 Low battery indicator
- 06 Signal transmission indicator
- 07 Fan speed indicator
- 08 Air flow direction indicator
- 09 Wind-Free indicator
- 10 Power button
- 11 Temperature button
- 12 Timer button
- 13 Wind-Free button
- 14 Direction button / Selection button
- 15 Vertical air swing button
- 16 Mode button
- 17 Fan speed button
- 18 Horizontal air swing button
- 19 Options button
- 20 SET button/Temperature type button(°C ↔ °F)

#### 

- To select a function, point the remote control to the remote control sensor on an indoor unit.
- Although Ionizer (2), Horizontal air swing, Wind-Free, Long, Turbo, Indirect, Direct, Blade 1234, 2) (good'sleep) is displayed on the remote control display, it is not available on this model.
- 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.
- If the indoor unit number (Zone 1 to Zone 4) that you select on the remote control display does not match the indoor unit (default: Indoor Unit 1) pointed by the remote control, the indoor unit will not operate.
- 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.

#### Replacing the remote control batteries

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



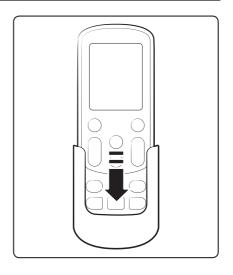
two 1.5V AAA type batteries

#### 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.

### A 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 and then by controlling the temperature, fan speed, and air flow direction.



#### **Operation modes**

You can change the current mode between Auto, Cool, Dry, Fan, and Heat by pressing the  $\textcircled{}{}$  button.

#### **Controlling temperature**

You can control the temperature in each mode as follows:

Mode	Temperature control	
Auto/Cool/Dry	Adjust by 1°C between 18 °C and 30 °C.	
Fan You cannot control the temperature.		
Heat	Adjust by 1°C between 8 °C and 30 °C.	

You can switch between Celsius and Fahrenheit indications on the remote control.



Press and hold for 3 or more seconds.

#### NOTE

- The temperature indications on the indoor unit are not switched.
- This function is canceled when the remote control batteries are replaced. In this case, run this function again.

#### **Controlling fan speed**

You can select the following fan speeds in each mode:

Mode	Available fan speeds		
Auto/Dry	சிய (Auto)		
Cool/Heat	୫። (Auto), 鉲، (Low), 鉲، (Med), 鉲။ (High)		
Fan	ቶټ (Low), ቶټ (Med), ቶټ (High)		



#### Controlling air flow direction

#### Selecting air flow direction

You can change air flow direction to either vertical.

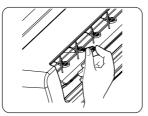


#### NOTE NOTE

 To lock a specific air flow direction, press either the (>>> button when the air flow blades are in the intended position.

#### Horizontal air flow (manual)

Keep the horizontal air flow in a constant direction by changing the directions of the horizontal air flow blades manually.

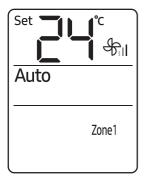


#### NOTE

• Although you press the 🖲 button, this function does not work.

## 

• To prevent personal injury, make sure that you change the directions of the horizontal air flow blades after stopping the movements of the vertical air flow blade.



#### 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.



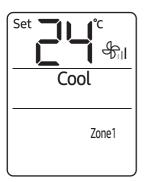
#### Select Auto.

#### NOTE

• You cannot change the fan speed.

Mode

 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.

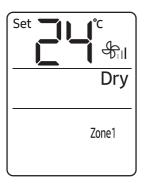


#### Cool mode

Use the Cool mode to stay cool in hot weather.



- For comfort, keep the temperature difference between the indoor and outdoor air within 5°C in the Cool mode.
- To cool your room quickly, select a low temperature and a high fan speed.
- To save energy, select a high temperature and a low fan speed.
- As the indoor temperature approaches the set temperature, the compressor will operate at a low speed to save energy.



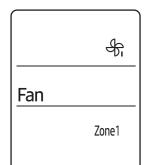
#### Dry mode

Use the Dry mode in rainy or humid weather.



#### NOTE

- You cannot change fan speed in the Dry mode.
- The greater the difference between the set temperature and the current temperature is, the greater the amount of air that is dehumidified is.

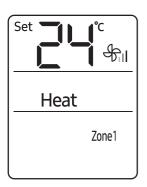


#### Fan mode

Use the Fan mode to run the air conditioner like a common fan. The air conditioner provides a natural breeze.



- If the air conditioner will not be used for an extended period of time, dry the air conditioner by running it in the Fan mode for 3 or 4 hours.
- The outdoor unit does not operate in Fan mode. This is normal and not a fault with the air conditioner.



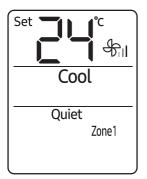
#### Heat mode

Use the Heat mode to stay warm.



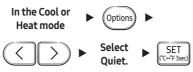
#### 

- While the air conditioner warms up, the fan may not operate for a while at the beginning to prevent cold wind.
- While the defrost function is running, the indoor unit provides no breeze 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.
- 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.



#### **Quiet function**

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



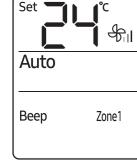
#### NOTE

- You can change set temperature and air flow direction.
- You cannot change the fan speed.
- When connecting the FJM outdoor unit, the quiet function operates as a low fan speed.

#### **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.



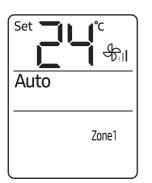




#### **Display lighting function**

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





## 

#### Controlling the indoor units individually

Use the Zone function to choose the indoor unit you want to operate individually. For example, select Zone 1 to control only the indoor unit 1.



Select one from Zone 1 to Zone 4.



#### 🕒 NOTE

- You can select either one or all of Zone 1 to Zone 4.
- The indoor unit numbers must be set by the installer: the installer sets a number on each indoor unit. To change the existing indoor unit numbers, contact a service centre.
- The current Zone function settings persist even if you change the current mode or you turn off and then turn on the remote control. The zone selection you made using the remote control is reset when the remote control batteries are replaced.
- For the multi system, this function is not supported.

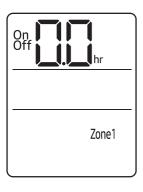
#### Clearing the filter-cleaning reminder

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



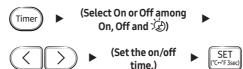






#### Timed on/Timed off function

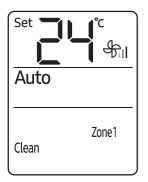
Use the Timed on/Timed off to turn on or off the air conditioner after the time that you set.



 Press the (Timer) (Timer) button to change the current function between On, Off, and (2) (good'sleep). (2) (good'sleep) is displayed in the Cool and Heat mode only.

- You can set a time between 0.5 and 24 hours. Set the time interval to 0.0 to cancel the Timed on/off function.
- 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 time for both of the Timed on and Timed off functions.
- If you press the Timer button when the remote control is off, On is displayed fist on the remote control display; if you press the Timer button when the remote control is on, Off is displayed first.

	Combining Timed on and Timed off			
When the air conditioner is off	<ul> <li>Example) Timed on: 3 hours, Timed off: 5 hours</li> <li>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.</li> </ul>			
When the air conditioner is on	<ul> <li>Example) Timed on: 3 hours, Timed off: 1 hours</li> <li>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.</li> </ul>			



#### Auto clean function

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



- Depending on the condition of the indoor unit, the Clean operation stops after running for 30 seconds to 20 minutes.
- When the Clean Function is set, Timer Indicator of the indoor unit blinking 3 times. When the Clean Function is cancelled, Timer Indicator of the indoor unit blinking once.
- You cannot use the Clean function after starting the Timed Off.
- If you turn on the air conditioner and then turn it off within 20 seconds, the Clean function does not operate.
- When the air conditioner is turned off, the Clean function operates immediately. When it is turned on, the Clean function operates after it is stopped.
- Once the Clean function is started, it automatically continues to operate until it is cancelled.

#### Cleaning the indoor unit exterior

Wipe the surface of the unit with a slightly wet or dry cloth when needed. Wipe off dirt from odd-shaped areas by using a soft brush.

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- Do not use alkaline detergent, 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 indoor unit.

#### Cleaning the air filter

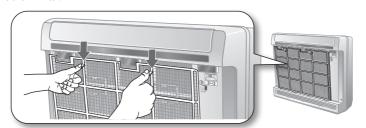
When cleaning the filter, make sure to cut-off the powerfrom the unit. No special tools are needed to clean it. **Air filter** 

Washable air filter captures large particles from the air. The filter is cleaned with a vacuum or by hand washing. Filter clean indicator will light up when air filter need to be cleaned.

1. Open the front panel.

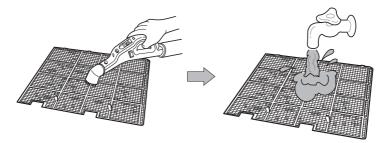
Grab the top portion of the front panel and pull the front cover towards yourself. Unhook the safety string and lift up the front panel.







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



- For the best conditions, repeat every two weeks.
- If the Air filter dries in a confined (or humid) area, odors may generate. If it occurs, re-clean and dry it in a well-ventilated area.
- 4. Insert the Air filter back in its original position.
- 5. Close the front panel.
- Grab the side of the front panel and place the bottom first, then push the panel.
- 6. Press the Filter Reset button on the remote control.

#### **Periodical checks**

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

Туре	Description	Monthly	Every 4 months	Once a year
	Clean the air filter (1).	٠		
	Clean the condensate drain pan (2).			•
Indoor unit	Thoroughly clean the heat exchanger (2).			•
	Clean the condensate drain pipe (2).		•	
	Replace the remote control batteries (1).			•
Outdoor unit	Clean the heat exchanger on the outside of the unit (2).		•	
	Clean the heat exchanger on the inside of the unit (2).			•
	Clean the electric components with jets of air (2).			•
	Verify that all the electric components are firmly tightened (2).			•
	Clean the fan (2).			•
	Verify that all the fan assembly is firmly tightened (2).			•
	Clean the condensate drain pan (2).			•

- 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.
  - The above mentioned operations should be performed more frequently if the area of installation is very dusty.
  - (2) These operations must always be performed by qualified personnel. For more detailed information, refer to Installation Manual.

#### Internal protections via the unit control system

This internal protection operates if an internal fault occurs in the air conditioner.

Туре	Description		
Against cold air	The internal fan will be off against cold air when the heat pump is heating.		
De-ice cycle	The internal fan will be off against cold air when the heat pump is heating.		
Protect compressor	The air conditioner does not start operating immediately to protect the compressor of the outdoor unit after it has been started.		

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- If the heat pump is operating in Heat mode, the de-ice cycle is actuated to remove frost from an outdoor unit that may have deposited at low temperatures.
- The internal fan is switched off automatically and restarted only after the de-ice cycle is completed.
- When the de-ice cycle is operating, it may generate strange sound. It is normal operation for product safety.

## 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 operate at all.	<ul> <li>Check if the power plug is properly connected.</li> <li>Check whether the auxiliary power switch (MCCB, ELB) is turned on.</li> <li>If the auxiliary power switch (MCCB, 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 (MCCB, ELB).</li> <li>After the air conditioner is not used for an extended period of time, be sure to turn on the auxiliary power switch (MCCB, ELB) 6 hours before starting operation.</li> </ul>		
	<ul> <li>NOTE</li> <li>The auxiliary power switch (MCCB, ELB) is sold separately.</li> <li>Make sure that auxiliary power switch (MCCB, 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.	• Check whether the Fan mode is running. In the Fan mode, the air conditioner controls the set temperature automatically, and you cannot change the set temperature.		
Warm air does not come out of the air conditioner.	<ul> <li>Check whether the outdoor unit is designed for cooling only. In this case, warm air does not come out although you select the Heat mode.</li> <li>Check whether the remote control is designed only for cooling only. Use a remote control that supports both cooling and heating.</li> </ul>		
The fan speed does not change.	• Check whether the Auto or Dry mode is running. In these modes, the air conditioner controls the fan speed automatically, and you cannot change the fan speed.		
The wireless remote control does not operate.	<ul> <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>		

Problem	Solution		
The wired remote control does not operate.	• Check whether the indicator is displayed at the bottom right of the remote control display. In this case, turn off both the air conditioner and the auxiliary power switch, and then contact a service centre.		
The air conditioner is not turned on or off immediately with the wired remote control.	• Check whether the wired remote control is set for group control. In this case, the air conditioners connected to the wired remote control are turned on or off sequentially. This operation takes up to 32 seconds.		
The Timed on/off function does not operate.	• Check whether you pressed the SET (SET) button on the remote control after setting the on/off time. Set the on/off time.		
The indoor unit display blinks continuously.	<ul> <li>Turn on the air conditioner again by pressing the () (Power) button.</li> <li>Turn off and then turn on the auxiliary power switch, and then turn on the conditioner.</li> <li>If the indoor unit display is still blinking, contact a service centre.</li> </ul>		
I want to get cooler air.	• Operate the air conditioner with a electric fan to save energy and enhance the cooling efficiency.		
The air is not cool or warm enough.	<ul> <li>In the Cool mode, cool air does not come out if the set temperature is higher than the current temperature.</li> <li>Remote control: Press the Temperature button repeatedly until the set temperature (minimum: 18°C) is set to lower than the current temperature.</li> <li>In the Heat mode, warm air does not come out if the set temperature is lower than the current temperature.</li> <li>Remote control: Press the Temperature button repeatedly until the set temperature (maximum: 30°C) is set to higher than the current temperature.</li> </ul>		

## Troubleshooting

Problem	Solution		
The air is not cool or warm enough.	• Both cooling and heating do not operate in the Fan mode. Select the Cool, Heat, Auto, or Dry mode.		
	<ul> <li>Check whether the air filter is blocked with dirt. A dusty filter may decrease the cooling and heating efficiencies. Clean the air filter frequently.</li> </ul>		
	<ul> <li>If a cover is on the outdoor unit or any obstacle is present near the outdoor unit, remove them.</li> </ul>		
	<ul> <li>Install the outdoor unit in a well-ventilated place. Avoiding place exposed to direct sunlight or close to a heating appliance.</li> </ul>		
	<ul> <li>Place a sunscreen over the outdoor unit to protect it from direct sunlight.</li> </ul>		
	• If the indoor unit is installed in a place exposed to direct sunlight, pull the curtains on the windows.		
	<ul> <li>Close the windows and doors to maximize the cooling and heating efficiencies.</li> </ul>		
	<ul> <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> </ul>		
	<ul> <li>When the Heat mode is started, warm air does not come out immediately to prevent cool air from coming out at the beginning.</li> </ul>		
	<ul> <li>If the refrigerant pipe is too long, the cooling and heating efficiencies may be decreased. Avoid exceeding the maximum pipe length.</li> </ul>		
The air conditioner makes	<ul> <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>		
strange noises.	<ul> <li>When you press the (b) (Power) button on the remote control, noise may be heard from the drain pump inside the air conditioner. This noise is a normal sound.</li> </ul>		

Problem	Solution		
Unpleasant odours permeate the room.	<ul> <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 both indoor temperature and indoor humidity are high, operate the air conditioner in the Clean or Fan mode for 1 to 2 hours.</li> <li>If the air conditioner has not been operated for an extended period of time, clean the indoor unit and then operate the air conditioner in the 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>		
Steam is produced on the indoor unit.	• In winter, if the indoor humidity is high, steam may be produced around the air outlet while the defrost function is running. This is a normal operation.		
The outdoor unit fan continues to operate when the air conditioner is turned off.	• When the air conditioner is turned off, the outdoor unit fan may continue to operate to reduce noise of the refrigerant gas. This is a normal operation.		
Water drops from the piping connections of the outdoor unit.	• Condensation may develop due to the difference in temperature. This is a normal condition.		
Steam is produced on the outdoor unit.	• In winter, when the air conditioner runs in the Heat mode, the frost on the heat exchanger melts and steam may be produced. This is a normal operation, neither product malfunction nor a fire.		

#### Operating temperature and humidity

Model	Mode	Outdoor temperature	Indoor temperature	Indoor humidity
	Cool mode	-20°C to 52°C	18°C to 32°C	80% or less
AC***BNJPKG	Heat mode	-25°C to 24°C	30°C or less	-
	Dry mode	-20°C to 52°C	18°C to 32°C	80% or less

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- 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 rated heating capacity is based on an outdoor temperature of 7°C. If the outdoor temperature goes down below 0°C, heating efficiencies may decrease depending on the temperature conditions.
- If the indoor unit is out of the operating temperature and humidity range, the safery device may operate and the air conditioner may stops.
- If the indoor unit is installed in an IT room (for example, computer room), a separate back-up system
  must be installed, and the reliability of our product cannot be guaranteed at temperatures outside the
  operating temperature range.

Туре	Model	Net weight(kg)	Net dimension(W x D x H) (mm)
Indoor unit	AC026BNJPKG	16.0	720 x 620 x 199
	AC035BNJPKG	16.0	720 x 620 x 199

## Information about refrigerant

#### Important information: regulation regarding the refrigerant used

This product contains fluorinated greenhouse gases. Do not vent gases into the atmosphere.

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- If the system contains 5 tCO<sub>2</sub>e or more of fluorinated greenhouse gases, it must be checked for leakage at least once every 12 months, according to regulation No. 517/2014. This activity must be covered by qualified personnel only. In the case of the situation above, the installer (or authorized person with responsibility for final check) must provide a maintenance book, with all the information recorded, according to REGULATION (EU) No. 517/2014 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 16 April 2014 on fluorinated greenhouse gases.
- This indoor unit can be connected to an R-32 outdoor unit.
  - R-32 Single / DPM

Refrigenat type	GWPvalue
R-32	675

- GWP: Global Warming Potential
- Calculating tCO₂e: kg x GWP/1000

## SAMSUNG

#### QUESTIONS OR COMMENTS?

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