



# Air Purifier

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## User manual

AX26\*G3100G\*

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



**SAMSUNG**



# Contents

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The energy efficiency of this ENERGY STAR qualified model is measured based on a ratio between the model's CADR for smoke and the electrical energy it consumes, or CADR/Watt.



Qualified model list:  
AX26BG3100GG

This product has Wi-Fi capability and requires Internet connectivity and a wireless router to enable interconnection with an Energy Management System, and/or with other external devices, systems or applications

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This device and its antenna(s) must not be co-located or operation in conjunction with any other antenna or transmitter.

FCC Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

IC Radiation Exposure Statement

This equipment complies with IC RSS-102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause harmful interference and (2) this device must accept any interference received, including interference that may cause undesired operation.



# Safety Information

## READ AND SAVE THESE INSTRUCTIONS

California Proposition 65 Warning (US)

 **WARNING:** Cancer and Reproductive Harm - [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov).






These safety precautions are for owner's safety and preventions of property damage. Therefore, please read this manual thoroughly before using your product.

### **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.
-  Disconnect from the power source.
-  Do NOT disassemble.

## FOR INSTALLATION

### **WARNING**

-  **Only connect to a socket that can provide the rated power supply. Do not use the socket with other products. Do not extend the power cord.**
  - Using a multi-socket power strip with other products or extending the power cord may cause electric shock or fire.
  - Using a voltage converter may cause electric shock or fire.
  - Failing to meet the exact voltage, frequency and/or rated current may cause electric shock or fire.
-  **Do not install the air purifier near a heat source and inflammable objects, or in areas that are highly humid or dusty. Avoid exposure to oil, gas, direct sunlight and water.**
  - Follow instructions to avoid electric shock or fire.

### **CAUTION**


-  **When installing the product, make sure that the power plug can be easily removed when needed.**
  - Follow instructions to avoid electric shock or fire due to electrical leakage.
- Install the product on a solid flat ground.**
  - Follow instructions to avoid excessive vibration, noise and operational issues thereof.
- Make sure that the power cord is not pressed under the product.**
  - Follow instructions to avoid electric shock or fire.





## FOR POWER SUPPLY


### WARNING

-  Use a dry cloth to wipe the power plug and the contact area to keep them free from dust, water and other undesirable substances.

- Follow instructions to avoid electric shock or fire.

Please contact your local Samsung Service Center if the power plug or cord is damaged.

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.

-  Make sure that the power plug is securely fitted in the socket. Do not use it when the plug or cord is damaged.

- Follow instructions to avoid electric shock or fire.

When you disconnect the power cord, pull it by the plug. Do not pull the cord itself.

- Follow instructions to avoid electric shock or fire.

Do not fold, pull out, twist or tie the power cord. Do not hang it over a metal object or place a heavy object on it. Do not put the cord between objects or behind the air purifier.

- Follow instructions to avoid electric shock or fire.

This appliance has a polarized plug (one blade is wider than the other). To reduce the risk of electric shock, this plug is intended to fit a polarized outlet only one way. If the plug does not fit fully in outlet, reverse the plug. If it still does not fit, contact a qualified electrician.

Do not attempt to defeat this safety feature.

### WARNING

-  Remove the power plug of your air purifier when it is not used for a period of time and during a thunderstorm.


- Follow instructions to avoid electric shock or fire.

Product installation must be handled by official Samsung service personnel or a certified local technician to avoid power cord or plug damage, which can be dangerous.

Disconnect the air purifier from the power source before cleaning or repairing.

## FOR USING

### WARNING

-  If the product is exposed to water, immediately disconnect it from the power source and contact your local Samsung Service Center.

- Follow instructions to avoid electric shock or fire.

If you notice a noise, burning smell or smoke from the product, immediately stop using it and contact your local Samsung Service Center.

- Follow instructions to avoid electric shock or fire.

# Safety Information

In the event of a gas leak in proximity of the air purifier, do not touch it or attempt to unplug it. Immediately ventilate the room and contact your provider or a certified technician for advice.

- Do not turn the ventilation fan on.
- A spark can cause an explosion or fire.

Please contact your local Samsung Service Center when you require repair service.

- Follow instructions to avoid malfunction, water leakage, electric shock or fire.

 Do not handle the power plug with wet hands.

- Follow instructions to avoid electric shock or fire.

Do not strike the product with excessive force or pull or press the front panel forcefully.

- Failure to do so may result in fire, a product malfunction, injury, noise or deformation.

Store the plastic package away from children or discard it according to the law.

- Follow instructions to protect children from a risk of suffocation.

Do not insert your finger or other objects into the air inlet or outlet.

- Take special care to protect children from injury.
- Take special care not to injure your fingers by putting them between the front panel and the product when the front panel is closing.

Do not place an object near the air purifier as children may use them to climb onto the product.

- Follow instructions to avoid injury from a tip-over or fall.

If the power plug area has contacted water, completely dry it before using the air purifier again.

- Follow instructions to avoid electric shock or fire.

Do not insert a metal object and similar items inside the air purifier.

- Follow instructions to avoid electric shock or injury.

Do not place a heavy object on the air purifier.

- Follow instructions to avoid malfunction or noise.

To reduce the risk of fire or electric shock, do not use this air purifier with any solid-state speed control device.

Not suitable for use with solid-state speed controls.

 If any of the electric components inside the air purifier has contacted liquid or water, disconnect the product from the power source and contact your local Samsung Service Center.


- Follow instructions to avoid electric shock or fire.

 Do NOT attempt to repair or modify the product.

- Use only the standard rated fuse.
- Follow instructions to avoid electric shock, fire, malfunction or injury.




### CAUTION

 Keep your air purifier at least 7 feet away from a TV or other audio/visual media.

- They can be affected by video or audio noise.

Operate the air purifier with no obstacles in the vicinity.

- At least 24 inches from both sides of the product, at least 10 inches from the product inlet.
- The product is designed to intake, purify, and discharge polluted air. If there is any obstacle in the vicinity, the purification capacity may decrease.

 Do not step on the product or place other objects on it (laundry, candles, burning cigarettes, plates, medicine, metal items, air fresheners, etc.).

- Follow instructions to avoid electric shock, fire, malfunction or injury.

Do not tilt or flip the air purifier while the power plug is connected to the socket.

- Follow instructions to avoid malfunction or fire.

Do not use bug repellent or other spray products on the air purifier.

- They can be harmful and may cause electric shock, fire or malfunction.

Do not submerge the air purifier.

- Follow instructions to avoid malfunction.

Do not handle the product with wet hands.


- Follow instructions to avoid electric shock.

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 apply water, benzene, thinner, alcohol, acetone or similar substances directly on the product.

- Follow instructions to avoid product discoloration or deformation, electric shock or fire.

Disconnect the product from the power source when cleaning. Wait for the fan to completely stop before cleaning.

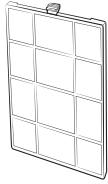
- Follow instructions to avoid electric shock or fire.

### CAUTION

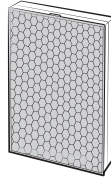
 Be sure to disconnect the power plug from the socket before cleaning the product.

# Package Contents

## Accessories



Pre-filter  
x1



2-in-1 filter<sup>1)</sup>  
(Deodorization Filter+Dust  
Collecting Filter)  
x1



User Manual  
x1

- <sup>1)</sup> - The 2-in-1 filter is a consumable filter and cannot be reused by washing it with water.  
- Please remove vinyl from filter before use.

### NOTE

- You can purchase your replacement filter by searching CFX-K1001 on Samsung.com

## Product specifications

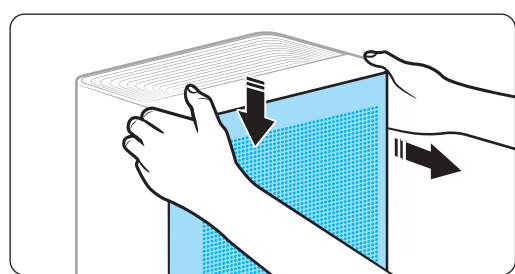
The product dimensions are based on the maximum dimensions. They may vary depending on the measurement position. The product design and specifications are subject to change without prior notice for quality improvement.

Model name	Dimensions (width × height × depth)	Area coverage
AX26*G3100G*	349 mm x 499 mm x 236 mm	260 ft <sup>2</sup>



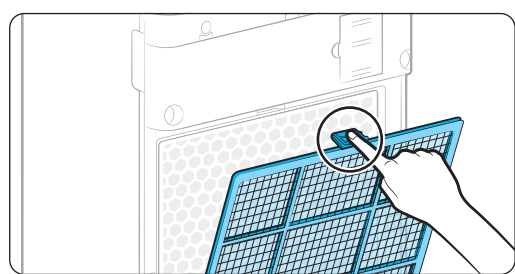
# Removing the filter

The product design and specifications are subject to change without prior notice for quality improvement.

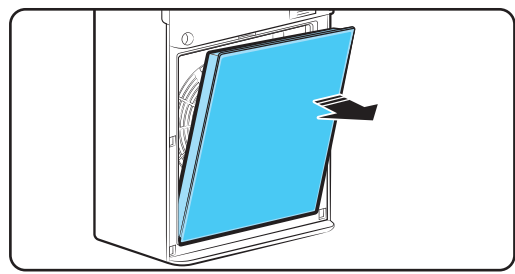


**STEP1** Opening the front panel

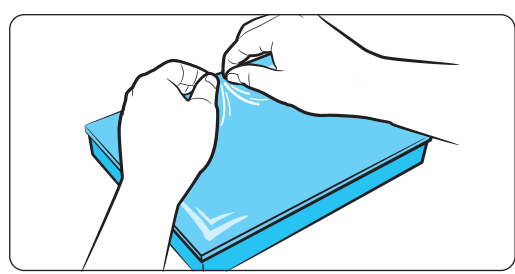
- While pressing down on the top of the product with your thumbs, use your other fingers to pull the front panel towards yourself.



**STEP2** Remove the pre-filter.



**STEP3** Remove the 2-in-1 filter.



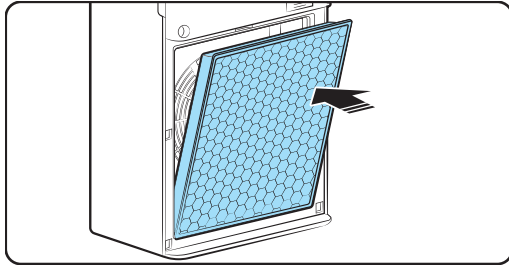
**STEP4** Remove the vinyl packaging from the filters.

Overview



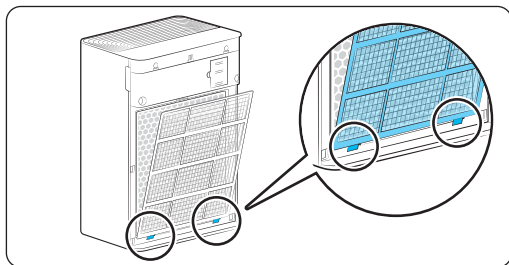


# Attaching the filters



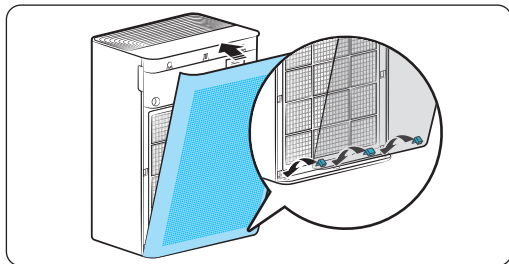
### STEP1 Place the 2-in-1 filter.

- Confirm that the filter attachment direction is correct before attaching it.



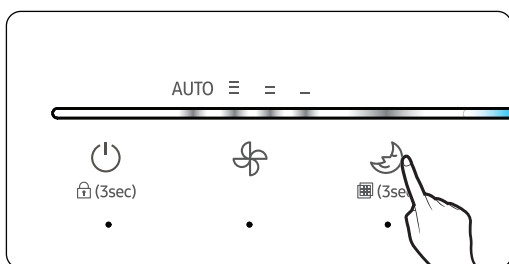
### STEP2 Insert the pre-filter.

- Insert the pre filter into the grooves at the bottom of the product, and insert the clip at the top.



### STEP3 Closing the front panel

- Insert the front panel into the grooves at the bottom of the product.
- Push and close the front panel, ensuring that the 8 latches are inserted.



### STEP4 Turning off the filter replacement reminder after replacing filters

- Press and hold the  (3sec) button for more than 3 seconds.

### NOTE

- When filter replacement is needed, the filter replacement reminder on the top display blinks. Replace with a new filter and turn off the filter replacement reminder.
- If the filters are saturated with surrounding odours and the room smells bad, replace the filters and turn off the filter replacement reminder.





## NOTE

- If you use the air purifier without a filter attached, the function will not be as effective.
- When using the device for the first time after purchase, you may experience some subtle odour from the unused filters.
  - This will disappear naturally after using the device for a day or two.
- Keep the windows and doors closed whenever you can while the product is running. Ventilate the air regularly to avoid high concentration of carbon dioxide when you keep the room enclosed for a duration of time. When the filters have a weak smell, regular ventilation also reduces the smell.
- Carbon monoxide (CO) is a harmful gas that cannot be removed by the filters and usually comes from an outdoor origin.
- The filter cleaning and replacement cycles may vary depending on the environment in which the device is used.

## Tips for using the 2-in-1 filter

- Operating the product without filters may cause abnormal air noise.  
Be sure to use the product with the 2-in-1 filter.
- In a room with persisting odours, using the product after ventilating the room first allows more effective odour control.
  - Operating the product while cooking food that has a strong odour may cause the deodorization filter to smell, and early replacement may be necessary.
  - To use the air purifier after it has been unused for more than 2 weeks or if a smell is coming from the air purifier, perform the cleaning operation at high fan speed in a well-ventilated location for more than 4 hours or dry the 2-in-1 filter in the sun for more than 4 hours. This can help remove odours from the filters.
- The filter replacement reminder generates an alert when the maximum filter operation time has been reached based on the product uptime.  
The frequency of filter cleaning and replacement may vary depending on the operating environment.
- Do not wash the 2-in-1 filter with water. When using the product, be sure to keep the filters away from water.
- The replacement cycle of the 2-in-1 filter can be between 6 months to 1 year, provided that the product operates 24 hours every day.  
(Filters can be used longer when the duration of product operation is shorter.) Filter lifespan depends on the air pollution level.  
The lifespan can decrease depending on the environment in which the device is used, the amount of absorbed pollutants and how often the device is used.
- The indicator illuminates to notify when the filters need to be replaced. However, replace them regardless of the indicator status if they are visually dirty or smell, or if the output air flow is noticeably slowing down.
- The dust collecting filter is a high performance filter that removes fine particles in the air such as particulate matter (PM) and cigarette smoke particles.
- The deodorization filter is a high-performance active carbon (charcoal) filter, effectively controlling household odours from a toilet, food, and such.
- If the filters begin to smell when you operate the product due to absorbed odourants or heavy use, they are no longer usable and need to be replaced.
  - The 2-in-1 filter is a consumable item. You will be charged for replacing the filter regardless of the remaining warranty term.
- To purchase a new replacement filters, contact a local Samsung Service Center or visit [www.samsung.com](http://www.samsung.com) on the web.

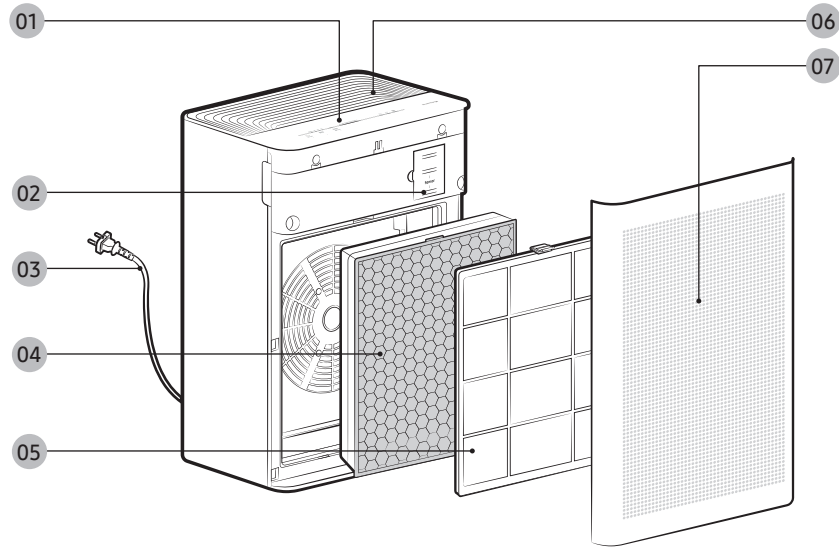




# Air purifier

This image is a representative image. The product design and specifications are subject to change without notice for the purpose of improving quality.

## Main unit

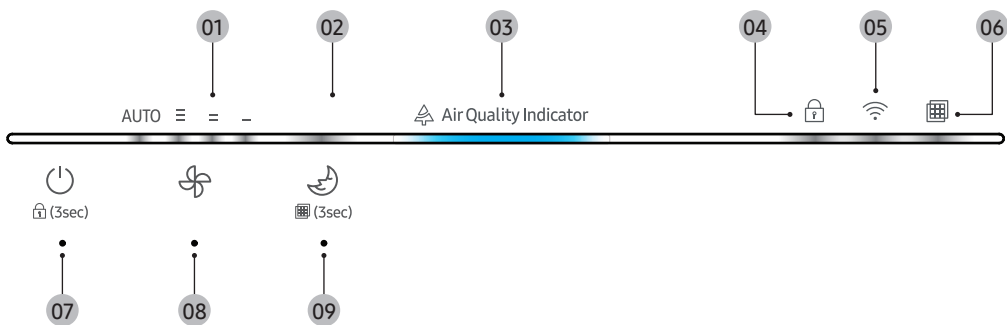


Component names

- 01 Buttons and display
- 02 Dust sensor
- 03 Power plug
- 04 2-in-1 filter

- 05 Pre-filter
- 06 Air outlet
- 07 Air inlet/Front panel

## Display and buttons



- 01 Current mode
- 02 Sleep mode indicator
- 03 Air quality indicator
- 04 Lock icon
- 05 Wi-Fi icon

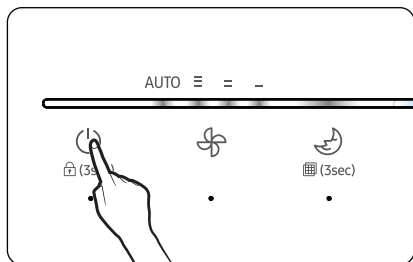
- 06 2-in-1 filter replacement reminder
- 07 Power/Lock button
- 08 Fan speed button
- 09 Sleep mode / Filter reset button

### NOTE

- Air quality is shown through the dust sensor.
- Air quality indicator colours  
(Polluted) red → yellow → green → blue (clean)

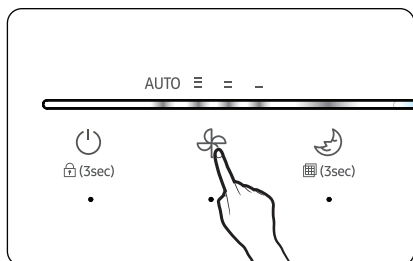
# Using the functions

If you hear a chime sound when you connect the power plug, the power supply has been connected properly.



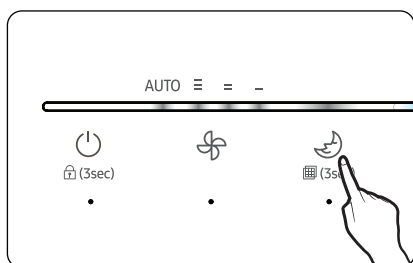
## Turning on/off the air purifier

- Press the Power button to start operation of the air purifier.
- When you first turn on the air purifier after connecting the power cord, a chime sound is played and cleaning operation (fan speed: Auto) starts.
- When the power has been turned off and then on again, the product operates in its previous operation mode.
- The air quality indicator and the indicators of the selected operation and function light up.
- Air quality indicator colours: (polluted) red → yellow → green → blue (clean)
- The air quality level is shown based on readings of the dust sensor, and the level may change frequently or may not change for a long period of time, depending on the surroundings.



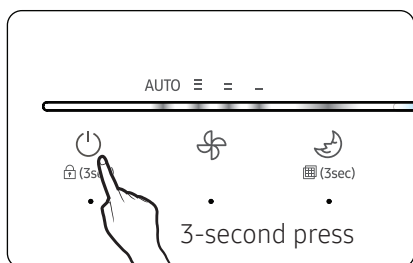
## Controlling the fan speed

- Press the fan speed button to select an operation mode.
- Each time you press the button, the mode changes in the following order: Auto → High → Medium → Low.
- The air quality indicator maintains the current state, and the indicator of the selected operation mode lights up.
- In auto mode, the interior air quality is kept clean by automatically adjusting the fan speed according to the ambient dust and smell levels.



## Sleep mode

- Press the sleep mode button to start sleep mode.
- In sleep mode, the fan speed is adjusted to provide a quiet and pleasant environment for a comfortable sleep. When the sleep mode is selected, only the sleep mode indicator is lit up dimly.



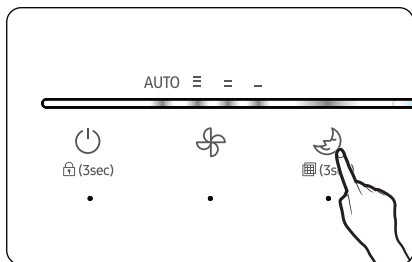
## Lock function

Use this function to lock all buttons to prevent the buttons from being pressed by mistake or by children during operation of the device.

- Press and hold the Power button for more than 3 seconds to turn on the lock mode.
- When the Lock function is on, all buttons are disabled and cannot be selected.

## Turning off the function

- Press and hold the Power button for more than 3 seconds. The feature is released after a beep.



## 2-in-1 filter replacement reminder

- If the filter replacement reminder blinks during operation of the air purifier, replace the 2-in-1 filter, and then press and hold the Sleep button for more than 3 seconds to turn off the reminder.
- The reminder should also be turned off by pressing and holding the Sleep button for more than 3 seconds when you have replaced the filter for any reason before the replacement reminder lights up.

### NOTE

- PM concentrations can be affected by the environmental conditions in which the device is used (e.g., there is a construction site or road nearby, the device is used near a fabric sofa, a vacuum cleaner is used or bedding/clothes are arranged around the device).
- The PM concentration readings may increase if:
  - The device is used in a carpeted room, a veterinary clinic or clothing store where there is a lot of fur, a highly humid location or a location with lots of smoke or insects,
  - A humidifier, electric pressure cooker or spray is used around the device, or
  - Yellow dust occurs and the device is used in an environment where there is inflow of outdoor air (due to the HVAC or ventilation system or draughty window frames)
- If different types of air purifiers are used in the same room, the PM concentration readings may not match as air circulates. The PM concentration readings may vary depending on the product and PM meter.
- The PM concentration readings may not match official forecasts.
- In an environment that is affected by electromagnetic wave or electrical noise, the PM concentration readings may increase temporarily.

# SmartThings app

To use the SmartThings app, connect the product to the network in the sequence described below. The images shown may differ depending on your smartphone model, OS version and manufacturer. You need to set up the Wi-Fi access point only when connecting the product to a Wi-Fi network. Once the product is connected, you can use the SmartThings app via Wi-Fi, 3G, LTE, 5G or more wireless networks. If the Wi-Fi disconnects, please follow the instructions on the Samsung SmartThings app via your mobile device or tablet.

## 1 Checking the power connections

Check if the power is connected to the product and the access point.

## 2 Setting up and connecting to a Wi-Fi access point using your smartphone

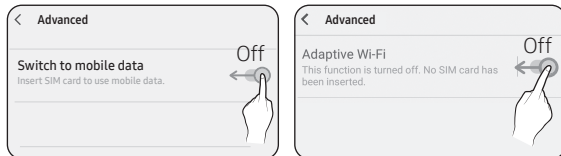
1 To connect the product to a Wi-Fi network, turn on Wi-Fi at "Settings > Wi-Fi", and then select the access point to connect to

- Only alphanumeric characters are supported for wireless access point names (SSIDs). If an SSID has a special character, rename it before connecting to it.
- This product supports only Wi-Fi 2.4 GHz.



2 Turning off "Switch to mobile data" at "Settings > Wi-Fi" on your Smartphone

- If "Switch to mobile data" or "Adaptive Wi-Fi" is turned on, you cannot connect to the network. Be sure to turn off these functions before connecting to the network.



### NOTE

- The setup may differ depending on your smartphone model, OS version and manufacturer.

## 3 Checking the Internet connectivity

- After connecting to Wi-Fi, check that your smartphone is connected to the Internet.

### NOTE

- A firewall may prevent your smartphone from connecting to the Internet. Contact your Internet service provider for troubleshooting.

## 3 Downloading the SmartThings app and registering your Samsung account

### 1 Downloading the SmartThings app

- Search for "SmartThings" on Play Store or App Store, and download the SmartThings app to your smartphone.
- If the SmartThings app is already installed on your smartphone, update it to the latest version.



### NOTE

- The SmartThings app supports Android OS 7.0 or later (with at least 2 GB RAM) and iOS 12.0 or later. The app is optimized for iPhone 6s or later and Samsung smartphones (Galaxy S and Note series). The updates of the SmartThings app or the functions supported by it may be discontinued for the previously supported OS versions due to the reasons such as usability and security.
- The SmartThings app may change without prior notice to improve product usability and performance.



## 2 Registering your Samsung account

- A Samsung account is required to use the SmartThings app. To create your Samsung account and log in to your account, follow the instructions displayed on the SmartThings app. You do not need to install an additional app.

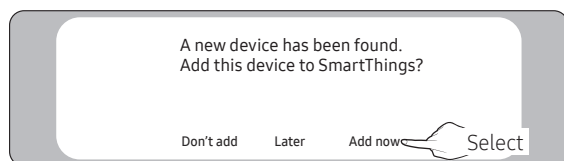
### NOTE

- If you already have a Samsung account, log in to the account. If you have a smartphone that is a Samsung device and you have a Samsung account, your smartphone is automatically logged in to your account.
- If you log in from a smartphone produced for another country, you need to log in with its country code when you create your Samsung account, and the SmartThings app may not be used on some smartphones.

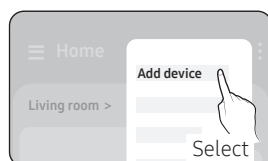
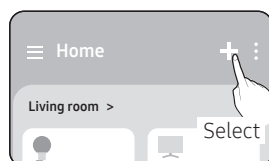
## 4 Connecting the SmartThings app to your product

### 1 Selecting the product to connect to

- 1) Start the SmartThings app about one minute after turning on the product to connect to.
- 2) After the SmartThings app is started, select 'ADD NOW' when a pop-up window saying that a product to connect to is found appears.

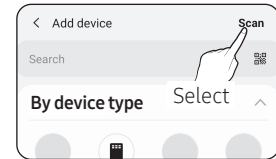
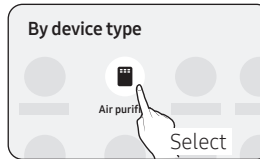


- 3) If the pop-up window does not appear, select "+", and then "Add Device."



You can add a product you want to connect to by selecting it manually or by selecting "Scan".

- Select manually: Air purifier > Samsung
- Scan: Samsung Air purifier



### 2 Connecting the SmartThings app to your product

- Follow the instructions displayed on the SmartThings app to connect to your product.
- For information on how to use the SmartThings app, select the How To menu on the app.

### NOTE

- If any pop-up-window appears on the top of the smartphone while connecting to your product, do not select it.
- If a pop-up window saying that the device is already registered appears during connecting to your product, get permission using "REQUEST PERMISSION" from a user already connected to the product, or create a new account using "REGISTER MY ACCOUNT" to independently connect to the product.
- If a Samsung account-related country error occurs during connecting to your product, log out of your current Samsung account, log in to your previous Samsung account, and then delete all devices that have been connected previously. Then, log in to your current Samsung account again, and then configure the settings.
- If a failure message appears while adding a device, see "Setting up and connecting to a Wi-Fi access point using your smartphone" on page 17. The connection may fail temporarily due to an installation location problem of the access point or other problems.
- If the word "AP" does not disappear from the display, unplug the power cord and plug it in again.

# SmartThings app

## NOTE

- For the security protocols for wireless/wired access points, WPA-PSK and WPA2-PSK are recommended. For the authentication methods, AES is recommended. New Wi-Fi authentication specifications and Wi-Fi non-standard authentication methods are not supported.
- The product supports the IEEE802.11 b/g/n (2.4 GHz) communication protocol. (Samsung recommends IEEE802.11n.)
- If your Internet service provider permanently have registered the MAC address (a unique identification number) of your PC or modem, you may not be able to connect your product to the Internet. Contact your Internet service provider and ask how to connect devices other than your PC (such as an air conditioner and an air purifier) to the Internet.

## Open Source Announcement

The software included in this product contains open source software. You may obtain the complete corresponding source code for a period of three years after the last shipment of this product by contacting our support team via <http://opensource.samsung.com> (Please use the "Inquiry" menu.)

It is also possible to obtain the complete corresponding source code in a physical medium such as a CD-ROM; a minimal charge will be required.

The following URL [http://opensource.samsung.com/opensource/SMART\\_AT\\_051/seq/0](http://opensource.samsung.com/opensource/SMART_AT_051/seq/0) leads to the open source license information as related to this product. This offer is valid to anyone in receipt of this information.





# Cleaning the product

⚠ Be sure to disconnect the power plug from the socket before cleaning the product.

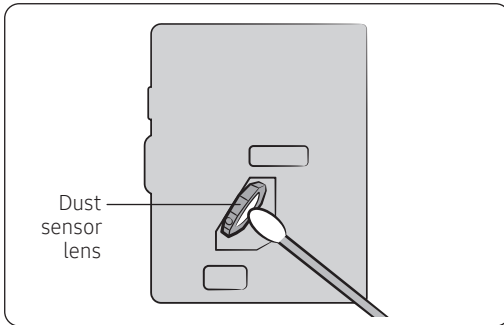
## Cleaning the air purifier exterior

- Dampen a soft cloth with lukewarm water and wring it out, and then wipe the product exterior with it.
- Use cotton swabs to wipe the grooves on the front panel.
- If it is hard to remove dust on the front panel, remove the panel and wash it with water.

### ⚠ CAUTION

- Do NOT wipe the product with an alkaline detergent or disinfectant.
- Do NOT wipe the product surface with sulphuric acid, hydrochloric acid or organic solvent (e.g., thinner, kerosene, acetone). Do NOT attach a sticker to the surface. The product surface may become damaged.

## Cleaning the sensor unit



- Use a cotton swab to carefully wipe the dust sensor lens. If sensor is contaminated with either dust or other foreign material, a high PM concentration may be detected.

### ⚠ CAUTION

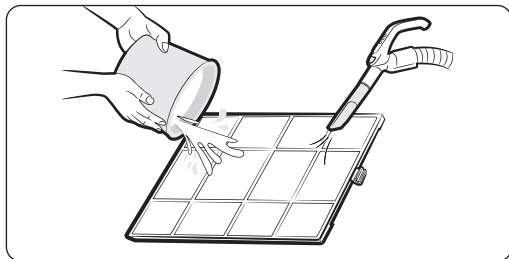
- Do NOT put dust into the sensor inlet.

# Cleaning the filters

## Cleaning and drying the filters

### NOTE

- For details on how to detach/attach the filters, see pages 9 and 10.



### Cleaning the pre-filter

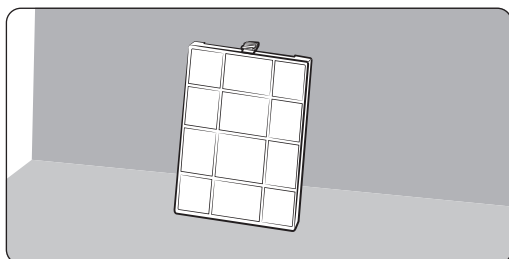
- If accumulated dust is visually observed, first use a vacuum cleaner to remove the larger dust and then rinse the filter with lukewarm water.
  - Cleaning interval: 2 weeks (when the product is used 24 hours every day)

### CAUTION

- When washing the pre-filters, do not rub with a brush or any other similar tool. The superfine fibres may become damaged.

### NOTE

- If you use the product in a place with a lot of dust, such as a place with carpets or pets and a clothes shop, we recommend that you wash the filter saver more frequently.



### Drying the filters

- Keep filters away from direct sunlight.
- Make sure that the filter is completely dry before inserting it back into the air purifier.

# Before Requesting Service

If an issue occurs in the product, check the following before you contact the Service Center for assistance.

## Operation issue

### The device will not operate

- Check the power supply and turn on the air purifier again.
- Confirm that the power plug is plugged in properly, and then turn on the air purifier again.  
If it still does not operate, try a different power outlet.

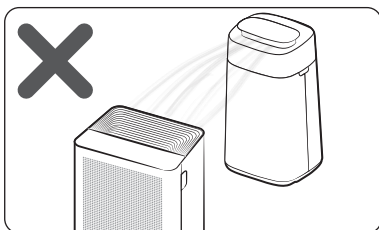
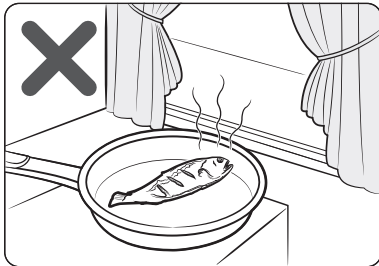
## Noise

### I hear a strange noise from the device

- If you move the product during operation, it may cause noise. Turn off the power before moving the product.
- Make sure that the filter is seated properly inside the air purifier.
- Check to see if the fan is clogged.

## Odours

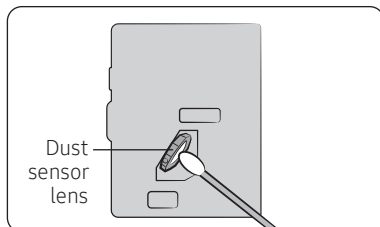
### Strange smell comes from the device



- An air purifier sucks in and circulates indoor air. If you use it in a closed space for a prolonged period of time, odours generated in your home can saturate the filters.
  - Remove the pre filter, deodorization filter and 2-in-1 filter. See if any of them smell and clean or replace them when necessary.  
You will be charged for replacing filters regardless of the remaining warranty.
  - Operate the product for 3 to 4 hours with the doors and windows open.
  - If you grill fish or meat or cook with oil, it is recommended to ventilate the room to remove the odours before operating the air purifier.
- Using an air freshener, diffuser, scented candle or cleaning agent, doing interior work or changing wall paper before operating the air purifier may saturate the filters with odours causing the air purifier to emit some unpleasant smell.
  - Ventilate the room to completely remove the odours before using the air purifier.
- The filters may emit odours if you operate the product continuously in a highly humid environment or an environment in which moisture from a humidifier is sucked in by the filters.
  - If the filters emit odours due to moisture, dry them thoroughly in the sun before use.

# Before Requesting Service

## Pollution level



### The pollution level indicator stays red. (The pollution level indicator does not seem to work)

- Check the sensors for any foreign substances and clean them if necessary.
- In winter season, installing and operating the product for the first time shortly after delivery may cause the air quality indicator to illuminate red. This is a temporary issue that happens if there is a significant temperature change from outdoor exposure causing condensation inside the unit. In this case, do not be alarmed and continue using the product. The status will be cleared within 1 to 2 hours of operation.
- Disconnect the power plug, put it back after 1 minute and then operate the product. (The sensors are reset.)
- If the air quality indicator illuminates red for a prolonged period of time although you have used the suggested troubleshooting steps, it can be a sensor malfunction. In this case, please contact your local Samsung Service Center for assistance.
- If you use a humidifier, electric pressure cooker or spray around the product, the air quality can be displayed as poor.

### The fan speed does not change when the air quality level changes

- Set the fan speed to Auto. The fan speed does not change automatically when it is set to Low, Medium or High, and when Sleep mode is on.

## Display

### The filter replacement reminder stays on.

- After replacing with a new 2-in-1 filter, press and hold the [Sleep] button for more than 3 seconds to turn off the filter replacement reminder.

### The display output is strange.

- If the fan speed indicator, sleep mode indicator or lock indicator blinks, please contact the Customer Service Center for assistance.

## Air circulation

### The fan does not seem to circulate the air evenly.

- Your air purifier is designed to send the clean air upwards for effective circulation. Since the air circulates clockwise, you may find the output on the right relatively stronger, and weaker on the left.



# Memo

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# SAMSUNG

## QUESTIONS OR COMMENTS?

COUNTRY	CALL	OR VISIT US ONLINE AT
U.S.A - Consumer Electronics - Mobile Phones	1-800-SAMSUNG (726-7864) 1-844-SAM-PAYS (726-7297)	<a href="http://www.samsung.com/us/support">www.samsung.com/us/support</a>
CANADA	1-800-SAMSUNG(726-7864) 1-844-SAM-PAYS (726-7297)	<a href="http://www.samsung.com/ca/support">www.samsung.com/ca/support</a> (English) <a href="http://www.samsung.com/ca_fr/support">www.samsung.com/ca_fr/support</a> (French)

