

NRAC, Troubleshooting and FAQ.

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Samsung “Smart” series (AR**FSFK***)



Wi-Fi set up and user questions.

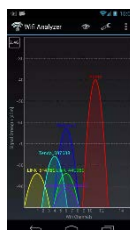
- 1) Make sure you have followed the Wi-Fi installation manual. A product not registered on the <https://www.samsungsmartappliance.com/> web page will not have a working out of home Wi-Fi function.
- 2) Reboot the router and reset the Power on the heat pump by the security breaker or fuse, leave it of for 5 minutes. It can take up to 15 minutes for the Wi-Fi module to reconnect.
- 3) Make sure you are using the correct App, called “Smart Air conditioner”.



- 4) If you are using I-phone and have recently updated the IOS it can take a few weeks for Apple to approve the new version.
- 5) Check the router security settings. WPA2/AES is recommended, 2.4 GHz band.(The Wi-Fi module is not compatible with 5.0GHz band)
- 6) If connection or registration fails, then try to connect via Mobile hot spot to see if the problem is the router.
- 7) Technical support for routers is not supported by Samsung.

The unit is losing connection or unstable connection.

- 8) Set a fixed IP for the heat pump, especially for environments with several connected devices.
- 9) Check the distance between the router and indoor unit. Distance and improper position can weaken the signal strength. Signal strength can be checked by free apps from android market.



Samsung Comfort and Exclusive series (AR**HS*F***)



Wi-Fi set up and user questions.

- 10) Make sure you have followed the Wi-Fi installation manual. A product not registered on the <https://www.samsungsmartappliance.com/> web page will not have a working out of home Wi-Fi function.
- 11) Reboot the router and reset the Power on the heat pump by the security breaker or fuse, leave it off for 5 minutes. It can take up to 15 minutes for the Wi-Fi module to reconnect.
- 12) Make sure you are using the correct App, called "Smart Air conditioner".

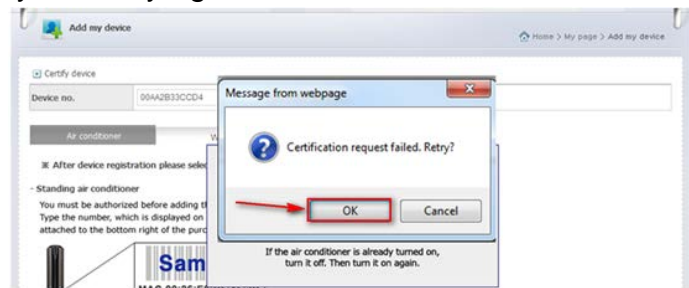


- 13) If you are using I-phone and have recently updated the IOS it can take a few weeks for Apple to approve the new version.
- 14) Check the router security settings. WPA2/AES is recommended, 2.4 GHz band. (The Wi-Fi module is not compatible with 5.0GHz band)
- 15) If connection or registration fails, then try to connect via Mobile hot spot to see if the problem is the router.
- 16) Technical support for routers is not supported by Samsung.

Certification failing.

If certification fails this guide must be followed point by point exactly as explained below.

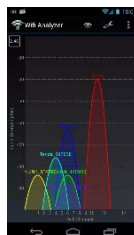
- A) Turn off the power to your router for **10 minutes** and then reactivate it again.
- B) Turn off the indoor unit if it is on.
- C) Click "OK" and then try to certify again.



- D) Wait 3 seconds, turn on the indoor unit – the system tries to recertify the MAC
- E) Make sure the indoor unit is ON, Turn off the power for both the indoor and outdoor unit using fuse/switch depending on installation. (Do not turn of the power to the router).
- F) Wait 15 seconds. Turn on the power again to the indoor and outdoor unit. Await the certification (The indoor blade will close and reopen automatically)
- G) If the certification should fail restart from step 1

The unit is losing connection or unstable connection.

- 17) Set a fixed IP for the heat pump, especially for environments with several connected devices.
- 18) These models need time information from NTP (network time protocol) server. This communication runs through port UDP123 so it needs to be open in router as well as from internet provider.
- 19) These models support OTN (on the network) firmware updating. Wi-Fi module software later than May 2016 can also use the TCP80 port for the time information.
- 20) Check the distance between the router and indoor unit. Distance and improper position can weaken the signal strength. Signal strength can be checked by free apps from android market.



FAQ's general.

Sound and noise related questions.

Q: Why am I hearing a cracking sound from the indoor unit sometimes?

A: *The heat exchanger in the indoor unit is made of metal and the cover in plastic. When the temperature change materials will expand and contract differently, it can cause cracking sound and it is normal. Especially during defrost when the heat exchanger becomes very cold (dF in the display). If the wall the indoor unit is installed on is not straight the appearance of these sounds will increase.*

Defrost and ice, snow related questions.

Q: My outdoor unit is not defrosting; it is full of snow or ice, why?

A: These units have an intelligent defrosting logic; it's not just a timer it will defrost more often when the air is moist, around and slightly below 0°C than if the outdoor temperature is really low. Frost and snow like on below picture is normal as long as it finally defrosts.



Questions related to fan operation.

Q: Is it good to use the "Auto mode" during winter?

A: *For normal use in the Nordics the "Heating" mode is recommended for most consumers. For example very few customers want the unit to start cooling if someone lights a fire in the fireplace.*

Q: Why is the outdoor unit fan sometimes rotating when the unit is off?

A: *This is a snow prevention mode to blow off snow in low ambient temperature, it's not a fault.*

Questions related to temperature.

Q: Why is the thermometer in the room showing warmer temperature than on the display on the indoor unit?

A: *The indoor unit is installed high on the wall and the unit is programmed with +3 degree temperature compensation in heating to give a comfortable temperature in chest height. Just lower the setting if you want lower temperature.*

Q: The display shows a different temperature than what I selected?

A: *The display shows the current temperature of the room. When you change the temperature you will see the set temperature for a short period of time before the display will show current temperature again. In the app you can see both the current temperature and set temperature at the same time.*

Q: The display on the indoor unit is showing very low temperatures

A: *After defrosting the temperature in the indoor unit will be very low. Step by step it will come back to normal temperatures*

Questions related to the display.

Q: The display shows "CF" instead of the temperature

A: *"CF" means Clean Filter. To reset use the remote and push "settings" and then "Filter reset" (Resetting in the app is not possible).*

Q: How often should I clean the filters on the indoor unit?

A: *It depends on the conditions of the home. Preferably you should clean the filters every 2-4 weeks depending on the conditions to ensure the highest possible efficiency of the unit.*

Q: The display shows a different temperature than what I selected?

A: *The display shows the current temperature of the room. When you change the temperature you will see the set temperature for a short period of time before the display will show current temperature again. In the app you can see both the current temperature and set temperature at the same time.*

Q: The unit has stopped and the display is showing "LO"

A: *The outside temperature is below -25°C and the unit has temporarily stopped since running the compressor at very low temperatures shortens the life expectancy of the unit. (It will resume operation when the outdoor temperature rises above -25°C).*

Q: what is Error code E4→64?

A: *It mean over or under current for the compressor. It can be caused by wrong installation or weak power supply. This code can also be shown if the unit is used in silent mode and the indoor unit filters are blocked. It is not necessarily a fault it is a code to protect the compressor. Make sure filters are clean and try resetting the power*

Questions related to louvers, air blades.

Q: I have turned off the indoor unit but the blade doesn't fully close?

A: *The unit has an auto clean function that ventilates the unit to make sure there is no moist in the unit.*

Q: Why doesn't my Comfort model respond to the remote control button for the side way air swing? (Model code AR09HSFSPWKNEE and AR12HSFSPWKNEE)

A: *Your model doesn't have this function, but the remote is the same as for the exclusive model. (We have removed the button on the remote controller for these models)*

Questions related to the energy consumption in the App.

Q: Why isn't the energy consumption changing in the app?

A: *The energy consumption is checked and added every 3rd hour. The consumption is so low it is hard to see on the graph, but visible on the value.*

Q: Why can I no longer see the history of energy consumption?

A: *It is only accumulated for 6 months*

