

# quick start guide

RM257AC\*\*

## Product features

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The first 4-door refrigerator in the world



Improved user convenience through lower drawer.



Internal individual temperature control with step valve.



Convenient and easy to use touch panel application.





Specialized storage function by foods type.

# Safety Information








Before using your new Samsung French Door Refrigerator, please read this manual thoroughly to ensure that you know how to safely and efficiently operate the features and functions that your new appliance offers.

Because the following instruction covers various models, the characteristics of your Refrigerator may differ slightly from the Refrigerator described in this manual. If you have any question, contact us at 1-800-SAMSUNG or find help and information online at [www.samsung.com](http://www.samsung.com).

## CAUTION/WARNING SYMBOLS USED

	Indicates that a danger of death or serious injury exists.
	Indicates that a risk of personal injury or material damage exists.

## OTHER SYMBOLS USED

	Represents something you must NOT do.
	Represents something you must NOT disassemble.
	Represents something you must NOT touch.
	Represents something you must follow.
	Indicates that you must disconnect the power plug from the socket.
	Represents a ground is needed to prevent electric shock.
	It is recommended that this symbol be handled by service man.

**These warning signs are here to prevent injury to you and others.**

**Please follow them explicitly.**

**After reading this section, keep it in a safe place for future reference.**

- This refrigerator must be properly installed and located in accordance with the manual before it is used.
- Use this appliance only for its intended purpose as described in this instruction manual.
- We strongly recommend that any servicing be performed by a qualified individual.
- R600a or R134a can be used as a refrigerant. Check the compressor label on the rear of the appliance and the rating label inside the fridge to see which refrigerant is used for the refrigerator.

# Safety Information

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- In case of R600a refrigerant, this gas is natural gas with high environmental compatibility that is, however, also combustible. When transporting and installing the appliance, care should be taken to ensure that no parts of the refrigerating circuit are damaged.
- Refrigerant squirting out of the pipes could ignite or cause an eye injury. If a leak is detected, avoid any naked flames or potential sources of ignition and air the room in which the appliance is standing for several minutes.



- In order to avoid the creation of a flammable gas-air mixture if a leak in the refrigerating circuit occurs, the size of the room in which the appliance may be sited depends on the amount of refrigerant used.
- Never start up an appliance showing any signs of damage. If in doubt, consult your dealer.
- The room must be 1m<sup>3</sup> in size for every 8g of R600a refrigerant inside the appliance.
- The amount of refrigerant in your particular appliance is shown on the identification plate inside the appliance.
- Please dispose of the packaging material for this product in an environmentally friendly manner.
- Pull the power plug out of the socket before changing the interior light of the refrigerator.
  - Otherwise, there is a risk of electric shock.

## SEVERE WARNING SIGNS



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- Do not install the refrigerator in a damp place or place where it may come in contact with water.
  - Deteriorated insulation of electrical parts may cause an electric shock or fire.
- Do not place this refrigerator in direct sunlight or expose to the heat from stoves, room heaters or other appliance.
- Allow sufficient space to install the refrigerator on a flat surface.
  - If your refrigerator is not level, the internal cooling system may not work correctly.
- Do not plug several appliances into the same power socket. The refrigerator should always be plugged into its own individual electrical which has a voltage rating that matched the rating plate.
  - This provides the best performance and also prevents overloading house wiring circuits, which could cause a fire hazard from overheated wires.
- Never unplug your refrigerator by pulling on the power cord. Always grip plug firmly and pull straight out from the outlet.
  - Damage to the cord may cause a short-circuit, fire and/or electric shock.
- Make sure that the power plug is not squashed or damaged by the back of the refrigerator.
- Do not bend the power cord excessively or place heavy articles on it.
  - This constitutes a fire hazard.
- Have the power cord repaired or replaced immediately by the manufacturer or its service agent if power cord has become frayed or damaged.
- Do not use a cord that shows cracks or abrasion damage along its length or at either end.
- If the power cord is damaged, have it replaced immediately by the manufacturer or its service agent.
- When moving the refrigerator, be careful not to roll over or damage the power cord.
- Do not insert the power plug with wet hands.
- Unplug the refrigerator before cleaning and making repairs.
- Do not use a wet or damp cloth when cleaning the plug.
- Remove any foreign matter or dust from the power plug pins.
  - Otherwise there is a risk of fire.
- If the refrigerator is disconnected from the power supply, you should wait for at least ten minutes before plugging it back.

# Safety Information

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- If the wall socket is loose, do not insert the power plug.
  - There is a risk of electric shock or fire.
- The appliance must be positioned so that the plug is accessible after installation.
-  • The refrigerator must be grounded.
  - You must ground the refrigerator to prevent any power leakages or electric shocks caused by current leakage from the refrigerator.
-  • Never use gas pipes, telephone lines or other potential lightening rods as ground.
  - Improper use of the ground plug can result in electric shock.
- Do not disassemble or repair the refrigerator by yourself.
  - You run risk of causing a fire, malfunction and/or personal injury.
- If you smell pharmaceutical or smoke, pull out power plug immediately and contact your Samsung electronics service center.
- Keep ventilation opening in the appliance enclosure or mounting structure clear of obstruction.
- Do not use mechanical devices or any other means to accelerate the defrosting process, other than those recommended by the manufacturer.
- Do not damage the refrigerant circuit.
- Do not place or use electrical appliance inside the refrigerator/freezer, unless they are of a type recommended by the manufacturer.
- Before changing the interior light, unplug the appliance from the power supply.
- If you experience difficulty when changing the light, contact your service center.
- The 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.
- Do not let children hang on the door. If not, a serious injury may occur.
- Do not touch the inside walls of the freezer or products stored in the freezer with wet hands.
  - This may cause frostbite.
- If the refrigerator is not to be used for a long period of time, pull out the power plug.
  - Deterioration in the power cord insulation may cause fire.
- Do not store articles on the top of the appliance.
  - When you open or close the door, the articles may fall and cause personal injury and/or material damage.

## CAUTION SIGNS

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- This product is intended only for the storage of food in a domestic environment.
- Manufacturer's recommended storage times and expiry dates of frozen foods should be adhered to. Refer to relevant instructions
- Bottles should be stored tightly together so that they do not fall out.
- Do not place carbonated or fizzy drinks in the freezer compartment
- Do not overfill the refrigerator with food.
  - When you open the door, an item may fall out and cause personal injury or material damage.
- Do not put bottles or glass containers in the freezer.
  - When the contents freeze, the glass may break and cause personal injury.

# Safety Information

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- Do not spray inflammable gas near the refrigerator.
  - There is a risk of explosion or fire.
- Do not directly spray water inside or outside the refrigerator.
  - There is a risk of fire or electric shock.
- Do not store volatile or flammable substances in the refrigerator.
  - The storage of benzene, thinner, alcohol, ether, LP gas and other such products may cause explosions.
- If you have a long vacation planned, it is advisable to empty the appliance or use the vacation function.
- Do not re-freeze frozen foods that have thawed completely.
- Do not store pharmaceuticals products, scientific materials or temperature-sensitive products in the refrigerator.
  - Products that require strict temperature controls must not be stored in the refrigerator.
- Do not put a container filled with water on the refrigerator.
  - If spilled, there is a risk of fire or electric shock.

## CAUTION SIGNS FOR CLEANING

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- Do not insert your hands into the bottom area under the appliance.
  - Any sharp edges may cause personal injury.
- Never put fingers or other objects into the dispenser hole and ice chute.
  - It may cause personal injury or material damage.
- Do not use a wet or damp cloth when cleaning the plug, remove any foreign material or dust from the power plug pins.
  - Otherwise there is a risk of fire.

## WARNING SIGNS FOR DISPOSAL

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- When disposing of this or other refrigerators, remove the door/door seals, door latch so that small children or animals cannot become trapped inside.
- Leave the shelves in place so that children may not easily climb inside.
- R600a or R134a is used as a refrigerant. Check the compressor label on the rear of the appliance or the rating label inside the fridge to see which refrigerant is used for your refrigerator. When this product contains flammable gas (Refrigerant R600a) contact your local authority in regard to safe disposal of this product.
- Cyclopentane is used as a insulation blowing gas. The gases in insulation material require special disposal procedure. Please contact your local authorities in regard to the environmentally safe disposal of this product. Ensure that none of the pipes on the back of the appliances are damaged prior to disposal. The pipes shall be broke in the open space.



In the event of a power failure, call the local office of your Electricity Company and ask how long it is going to last. Most power failures that are corrected in an hour or two will not affect your refrigerator temperatures.

However, you should minimize the number of door openings while the power is off.

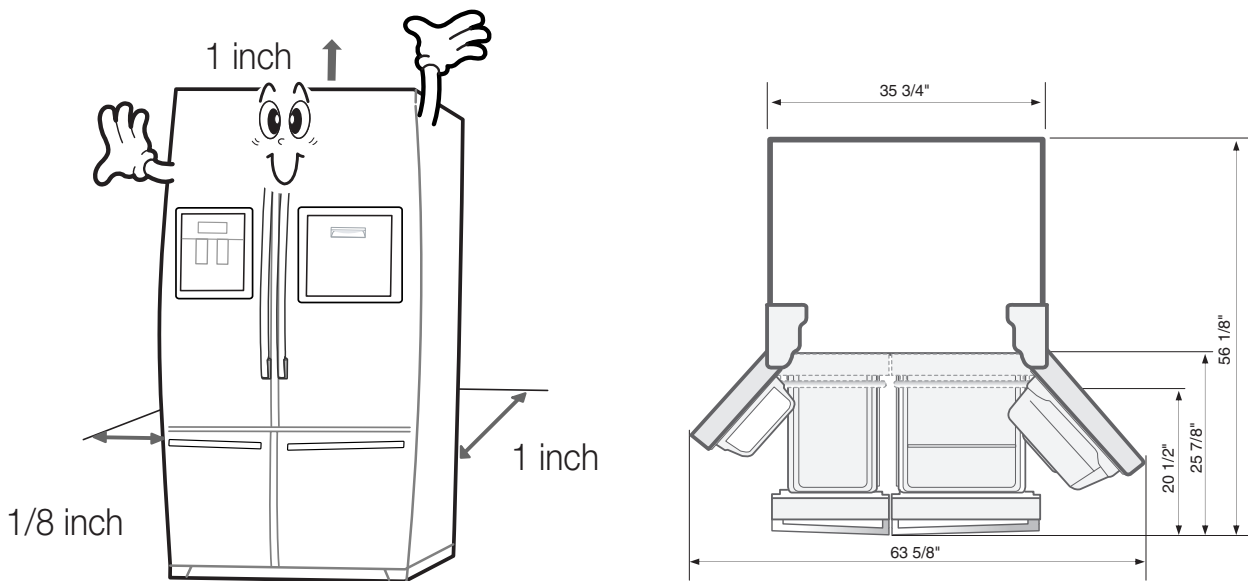
But should the power failure last more than 24 hours, remove all frozen food.

For doors or lids fitted with locks and keys, the keys be kept out of the reach of children and not in the vicinity of the refrigerating appliance, in order to prevent children from being locked inside.

# The Installation Space

## Selecting the best location for the refrigerator

- Select a location with easy access to the water supply.
- Select a location without direct exposure to sunlight.
- Select a location with level (or nearly level) flooring.
- Select a location with enough space for the refrigerator doors to open easily.
- Allow sufficient space to install the refrigerator on a flat surface.
  - If your refrigerator is not level, the internal cooling system may not work correctly.
  - Overall space required in use. Refer to drawing and dimension as below.



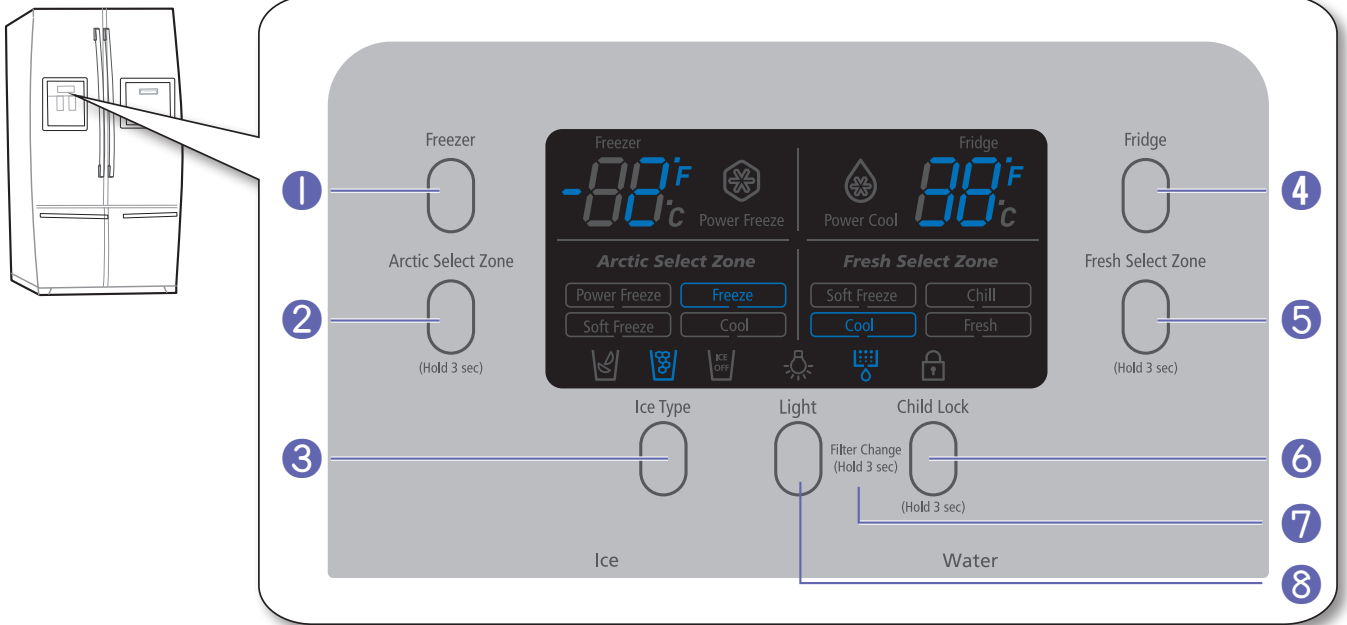
## Allow sufficient space for air circulation of the internal cooling system.

- When the refrigerator does not have enough space, the internal cooling system may not work correctly.

Check the dimensions of your entrance door to determine whether the refrigerator can pass through it.

MODEL		RM257AC**	
Capacity (Cu. Ft)		24.94	
Dimension(mm)	Width		35 3/4"
	Case Height	without hinge	68 5/8"
		with hinge	70"
	Depth	with handle	35 3/4"
without door		30 3/8"	

# Control Panel



- 1 FREEZER BUTTON** Speeds up the time needed to freeze products in the freezer. This can be helpful if you need to quickly freeze items that spoil easily or if the temperature in the freezer has warmed dramatically (For example, if the door was left open). This Function must be activated before putting large stuff in freezer compartment at least 24 hours before.

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- 2 ARCTIC SELECT ZONE BUTTON** Functions are selected in the order of Power Freeze → Freeze → Soft Freeze → Cool.

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- 3 ICE TYPE BUTTON** Use this button to choose Cubed or Crushed Ice or Ice off.

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- 4 FRIDGE BUTTON** Set the desired temperature of the fridge compartment or select/cancel the Power Cool by pressing this button. Temperature Range of Fridge Compartment : 34°F~ 46°F (Recommended Setting Temperature: 38°F) The fridge temperaato the temperature setting of the fridge compartment.

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- 5 FRESH SELECT ZONE BUTTON** Functions are selected in the order of Soft Freeze → Chill → Cool → Fresh.

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- 6 CHILD LOCK BUTTON** Press Ice Off and Light buttons simultaneously and hold 3 seconds. All buttons will be locked and will not work. Water and ice dispenser levers also will not work.

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- 7 FILTER CHANGE BUTTON** After changing the water filter, press the Cubed and Crushed buttons simultaneously and hold 3 seconds.

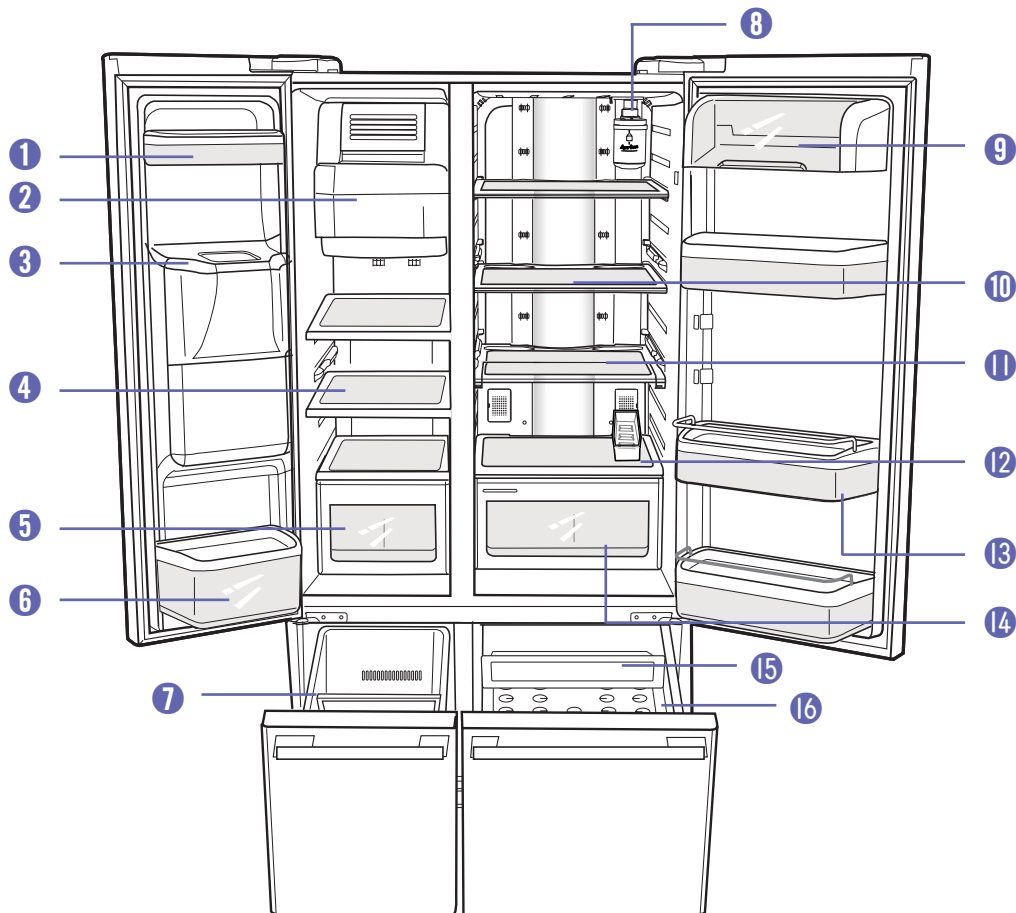
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- 8 LIGHT BUTTON** Use this button to turn the dispenser light on and off.

# Names and basic functions

## Name of each component

### **FREEZER & FRIDGE/ARCTIC SELECT ZONETM AND FRESH SELECT ZONETM**



1. Door Bin	7. Drawer	13. Door Bin
2. Ice Bucket	8. Water Filter	14. Drawer
3. Ice Chute	9. Dairy Bin	15. Upper Drawer
4. Tempered Glass Shelf	10. Spill Proof Glass Shelf	16. Drawer
5. Drawer	11. Foldable Shelf	
6. Door Bin	12. Egg Container(optional)	



# Troubleshooting

Problem	Possible Causes	What To Do
<b>The refrigerator does not work sufficiently or at all</b>	• Disconnected power plug	• Check that the power plug is properly connected.
	• Is the temperature control on the display panel set to the correct temperature?	• Try setting it to a lower temperature.
	• Is the refrigerator in direct sunlight or located near a heat source?	• Move the refrigerator to the proper location.
	• Is the back of the refrigerator too close to the wall?	
<b>The food in the refrigerator is frozen</b>	• Is the temperature control on the display panel set to the correct temperature?	• Try setting it to a warmer temperature.
	• Is the temperature in the room too low?	
	• Did you store the food with a high water content in the coldest part of the refrigerator.	• Check that the floor is levelled and stable.
<b>Unusual noises or sounds are heard</b>		• Move the refrigerator to the proper location.
	• Is the back of the refrigerator too near to the wall?	• Remove the foreign object.
	• Was anything dropped behind or under the refrigerator?	
	• A “ticking” sound may be heard from inside the refrigerator. This is normal and occurs because various accessories contract or expand.	
<b>The front corners and sides of the cabinet are hot; condensation occurs</b>	• Anti-condensators are installed in the front corners of the refrigerator to prevent condensation.	
	• Condensation can occur when you leave the door open for a long time.	• Normal state
<b>Ice is not dispensed</b>	• Did you stop the ice making function?	
	• Is there any ice in the storage unit?	• See the control panel.
	• Is the water pipe connected and the shut-off valve open?	• See the ice container. • See the valve.
	• Is the freezer temperature too warm?	
	• Did you wait for 12 hours after installation of the water supply line before making ice?	• Set the temperature lower.
<b>You can hear water bubbling in the refrigerator</b>	• The bubbling comes from the refrigerant circulating in the refrigerator and is normal.	• Normal state
<b>There is a bad smell in the refrigerator</b>	• Wrap strong smelling food so that it is airtight. Throw away any rotten food.	
<b>Frost forms on the wall of the freezer</b>		• Allow sufficient space between stored food for efficient air circulation.
	• Is the air vent blocked?	
	• Is the door closed properly?	
<b>No water is supplied</b>	• Is the water pipe connected and the shut-off valve open?	
	• Is the water supply pipe crushed?	
	• Is the water tank frozen because the refrigerator temperature is too low? Select a warmer setting on the display panel.	
<b>Door/ drawer does not close by itself</b>	• Leveling legs need adjusting	• See installation of the refrigerator

# Troubleshooting

Problem	Possible Causes	What To Do
<b>Small or hollow cubes</b>	Water filter clogged.	<ul style="list-style-type: none"> <li>• Replace the filter cartridge with a new cartridge or with plug.</li> </ul>
<b>Slow ice cube freezing</b>	Door left open.	<ul style="list-style-type: none"> <li>• Check to see if package is holding door open.</li> </ul>
	Temperature control was not set cold enough.	<ul style="list-style-type: none"> <li>• See about the controls.</li> </ul>
<b>Orange glow in the freezer</b>	Defrost heater is on.	<ul style="list-style-type: none"> <li>• This is normal.</li> </ul>
<b>Cube dispenser does not work (on some models)</b>	Icemaker turned off or water supply turned off.	<ul style="list-style-type: none"> <li>• Turn on icemaker or water supply.</li> </ul>
	Ice cubes are frozen to icemaker feeler arm.	<ul style="list-style-type: none"> <li>• Remove cubes and move the feeler arm to the ON position.</li> </ul>
	Irregular ice clumps in storage container.	<ul style="list-style-type: none"> <li>• Break up and discard remaining clumps.</li> <li>• Freezer may be too warm. Adjust the freezer control to a colder setting, one position at a time, until clumps do not form.</li> </ul>
	Dispenser is LOCKED.	<ul style="list-style-type: none"> <li>• Press and hold the CHILD LOCK for 3 seconds.</li> </ul>
<b>Water has poor taste/odor (on some models)</b>	Water dispenser has not been used for a long time.	<ul style="list-style-type: none"> <li>• Dispense water until all water in system is replenished.</li> </ul>
<b>Water in first glass is warm (on some models)</b>	Normal when refrigerator is first installed.	<ul style="list-style-type: none"> <li>• Wait 24 hours for the refrigerator to completely cool down.</li> </ul>
	Water dispenser has not been used for a long time.	<ul style="list-style-type: none"> <li>• Dispense water until all water in system is replenished.</li> </ul>
	Water system has been drained.	<ul style="list-style-type: none"> <li>• Allow several hours for replenished supply to chill.</li> </ul>
<b>Water dispenser does not work (on some models)</b>	Water supply line turned off or not connected.	<ul style="list-style-type: none"> <li>• See Installing the water line.</li> </ul>
	Water filter clogged.	<ul style="list-style-type: none"> <li>• Replace filter cartridge or remove filter and install plug.</li> </ul>
	Air may be trapped in the water system.	<ul style="list-style-type: none"> <li>• Press the dispenser arm for at least two minutes.</li> </ul>
	Dispenser is LOCKED.	<ul style="list-style-type: none"> <li>• Press and hold the CHILD LOCK pad for 3 seconds.</li> </ul>
<b>Water spurting from dispenser (on some models) Water is not dispensed (on some models) but icemaker is working</b>	Newly-installed filter cartridge.	<ul style="list-style-type: none"> <li>• Run water from the dispenser for 3 minutes (about one and a half gallons).</li> </ul>
	Water in reservoir is frozen.	<ul style="list-style-type: none"> <li>• Call for service.</li> </ul>
	Refrigerator control setting is too cold.	<ul style="list-style-type: none"> <li>• Set to a warmer setting.</li> </ul>
	Ice cubes stuck in icemaker. (Green power light on icemaker blinking).	<ul style="list-style-type: none"> <li>• Turn off the icemaker, remove cubes, and turn the icemaker back on.</li> </ul>
<b>Water on kitchen floor or on bottom of freezer</b>	Drain in the bottom of the freezer clogged.	<ul style="list-style-type: none"> <li>• See Care and cleaning.</li> <li>• Check the filter lock.</li> </ul>
	Cubes jammed in chute.	<ul style="list-style-type: none"> <li>• Poke ice through with a wooden spoon.</li> </ul>
<b>No water or ice cube production</b>	Supply line or shutoff valve is clogged.	<ul style="list-style-type: none"> <li>• Call a plumber.</li> </ul>
	Water filter clogged.	<ul style="list-style-type: none"> <li>• Replace filter cartridge or remove filter and install plug.</li> </ul>
	Dispenser is LOCKED.	<ul style="list-style-type: none"> <li>• Press and hold the CHILD LOCK pad for 3 seconds.</li> </ul>