Air conditioner
Installation manual

WindFree 4-Way Cassette Panel

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

SAMSUNG

Installing the WindFree 4-Way Cassette Panel

If the Wind-Free function is not visible on the higher-level controller after connecting the Wind-Free panel:

- Check if the software of the higher-level controller is the latest version.
- If the software is not the latest version, update to the latest version.
- If the software of the higher-level controller is the latest version but the Wind-Free function is not visible on it, perform tracking again on the higher-level controller or reset its power.

※ Higher-level controller : DMS, Touch Centralized Controller or other device

Accessories

Item	M4x35 screw	Installation manual
Shape		

NOTE

- If the supplied bolt is lost, you may purchase M5 machine bolt (with length of the thread more than 20 mm long) and a circular washer from any retail hardware store to replace the lost bolt.
- Tightening torque for the M5 screw: 2.0 to 3.0 N·m (20 to 30 kgf·cm)

⚠ CAUTION

- After installing the product, be sure to explain to the user how to use the air conditioner.

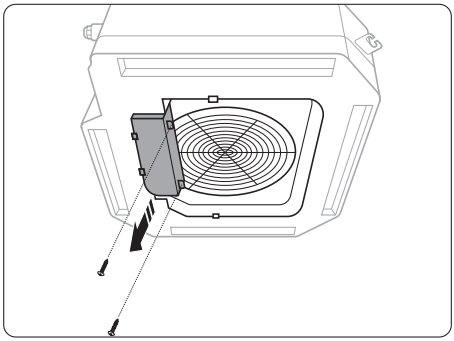
Installing the panel

⚠ CAUTION

- Handle the panel carefully.
- Do not lean the panel against a wall or place it on a protruding object.
  Failing to do so may damage the surface of the panel.
- Be careful when installing the air inlet panel by hand. You may get hurt.

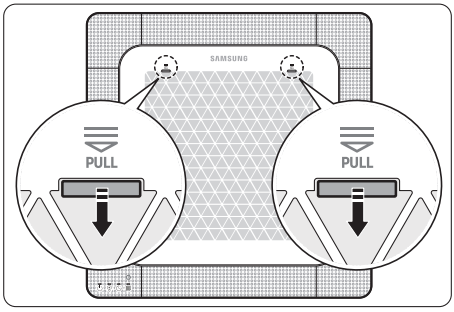
1 Open the electrical component box cover.

- After untightening the screws, slide the electrical component box cover in the direction of the arrow as shown in the figure and pull it down.

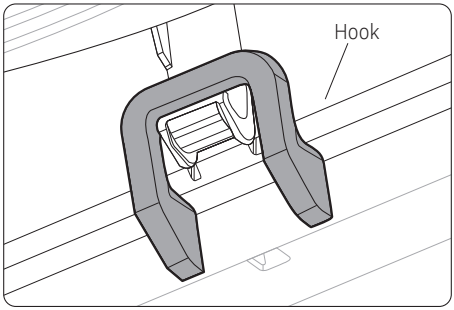


2 Pull both hooks in the direction of carved arrows and take the grille to open.

- Hooks are located below the Samsung logo on the grille.

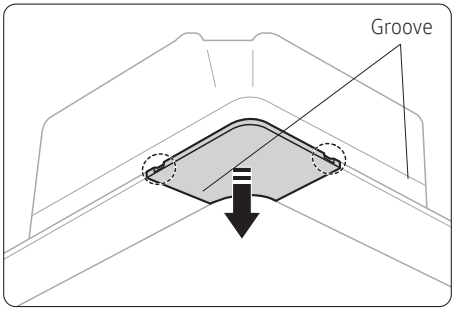


3 Hang the panel on the 2 hooks on the both sides of the indoor unit firmly so that the panel not to fall out.



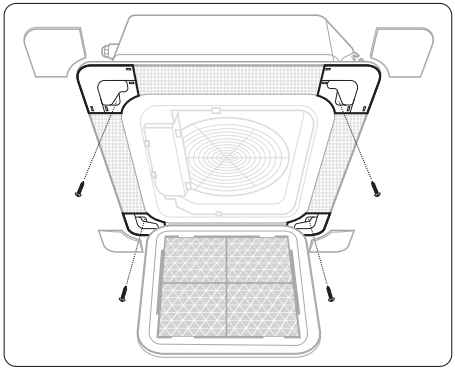
4 Detach the 4 corners of the panel. Use two grooves on the each corner of the panels when pulling them out.

- Handle the corner with digital display gently, since there are electrical cables connected to that corner.
- Each corner portion of the panel is easy for you to adjust the height, but a special tool should be used. Don't use directly hand.



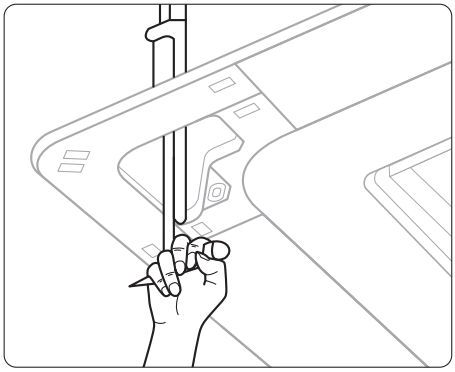
5 Fix the bolt to the panel.

- Fix 4 bolts to the panel temporarily.
- Fix them tightly not to make a gap between the panel and the ceiling.



NOTE

- Adjustment of the indoor unit height from the holes in the corner of panel is possible.
- Pipe connecting area is not allowed to adjustment of the indoor unit height.

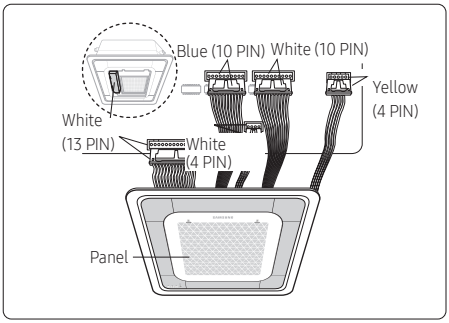


Installing the WindFree 4-Way Cassette Panel

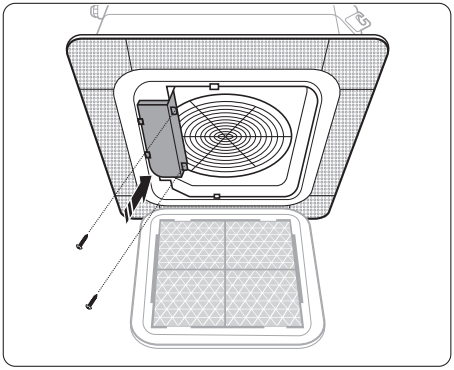
⚠ CAUTION

6 Connect 5 cables between the indoor unit and the panel.

- Make sure you check the number of pins on the three white terminal before connecting the cables.

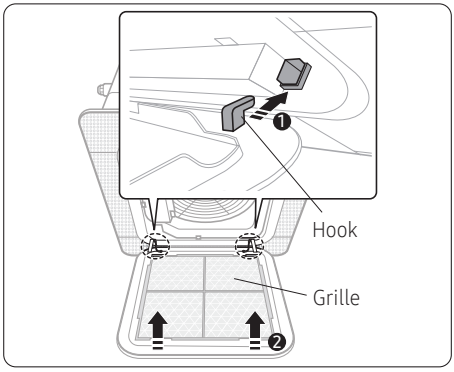


7 Close the electrical component box cover and tighten the screws.



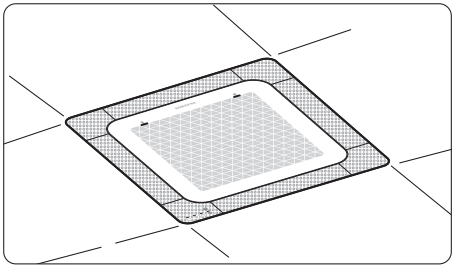
8 Attach and close the front grille.

- Make sure the hooks on the rear side of grille fits properly into the grooves on panel (❶) and then push the panel to close (❷).



9 Check out that the panel is fixed to the indoor unit.

- Fix screws tightly between the panel and the surface of the ceiling. If the panel is installed incorrectly, air may leak.
- Do not block any discharge vents in the panel.



NOTE

- If the angle on the air flow blades has been changed by user due to opening the front grille for installation or maintenance, you must turn off the circuit breaker and turn it on again before using the air conditioner.
  Otherwise, angles of the each blade can be different or some of the blade may not close when the product is off.

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.

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

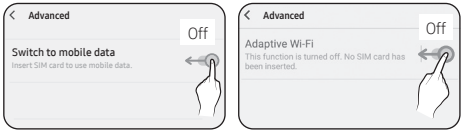
1 To connect the product to a Wi-Fi network, turn on Wi-Fi at "Settings > Wi-Fi", and then select the access point to connect to

- 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 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.

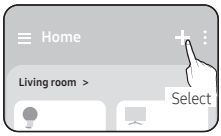
4 Connecting the SmartThings app to your product

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.



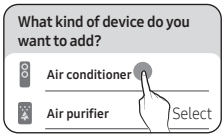
3) If the pop-up window does not appear, select "+", and then "Add Device".

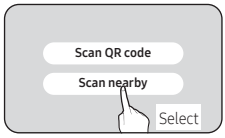




You can add a product you want to connect to by selecting it manually or by selecting "Scan nearby".

- Select manually: Samsung devices > Air conditioner
- Scan: Scan nearby > Air conditioner





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 while 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 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 5. The connection may fail temporarily due to an installation location problem of the access point or other problems.
- If a message appears on the SmartThings app, follow its instructions.

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 has permanently 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.

The following URL http://opensource.samsung.com/opensource/SMART_TP1_0/seq/0 leads to open source license information as related to this product.

Troubleshooting

Check the following before requesting a service from the Service Center

Symptom		Measure
The installed SmartThings app cannot access the air conditioner.		• Make sure you have connected the air conditioner to a wireless router.
I cannot log in with my Samsung account.		• Try recovering your ID and password from the Samsung account page.
Adding device(s)	A failure message appears while adding devices.	• This may fail temporarily due to the distance from the router or some interferences. Try again later.
	While adding the device, the progress stops at 0%-1% and a message appears saying that adding the device has failed.	• You cannot add any device without deleting it once the device has already been added to the SmartThings app. To add the connected device again, first remove it and then proceed with the process.
	While adding the device, the progress is stuck at 99% and a message appears saying that adding the device has failed.	• If you are using a Samsung smartphone, the server may not be connected temporarily. Restart the SmartThings app and then try adding the device again. • If your phone is not a Samsung product, check that you have entered a wrong Wi-Fi password. Try adding devices again.
	The app displays an authorization failure before pressing the user agreement button.	• Check if a Wi-Fi Kit Single is already connected from the SmartThings app. When there are devices added, first remove them and try again.
	The app displays an authorization failure on the user agreement screen.	• Make sure to press the [Power] button within 2 minutes after the screen appears. Try adding devices again.
	The screen requests to initialize the user account.	• This happens when the user has already added devices. Follow the instructions provided in the SmartThings app.
After adding a device, the SmartThings app displays the disconnection event.		• This happens when a device is being added to the server or it is temporarily disconnected from the router. End the SmartThings app and then launch it again.

Regulatory Notice

Wi-Fi	
Frequency Range	Transmitter Power (Max)
2412 - 2472 MHz	20 dBm

Bluetooth	
Frequency Range	Transmitter Power (Max)
2402 - 2480 MHz	20 dBm

Hereby, Samsung declares that this radio equipment is in compliance with Directive 2014/53/EU and with the relevant statutory requirements in the UK. The full text of the EU declaration of conformity and the UK declaration of conformity is available at the following internet address: http://www.samsung.com, go to Support > Search Product Support and enter the model name.

Memo



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.

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