



Duct Type
AM***HNEPEH***

Air Conditioner user manual

imagine the possibilities

Thank you for purchasing this Samsung product.

Features of your new air conditioner

Creation of a fresh indoor environment.
Directing outside fresh air to fill the room with fresh air.

High-efficiency handling of external air load.
While meeting the requirements on cooling in summer and heating in winter, the heat exchanger not only makes the temperature of newly introduced air close to the room temperature, but also minimizes the load of indoor unit when directing external air.

Mute and energy-saving operation
The high-efficiency compressor with an optimal system design minimizes the noise from system operation and ensures energy saving and environmentally friendly system operation.

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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.

Safety precautions

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


Important safety symbols and precautions:

 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.
	Unplug the power plug from the wall socket.
	Do NOT disassemble.

Safety precautions

FOR INSTALLATION

WARNING

 **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. It 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.

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.

 **Do not install this appliance near a heater, inflammable material. 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.



-  **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.
 - ▶ Never plug the power cord into a socket that is not grounded correctly and make sure that it is in accordance with local and national codes.

FOR INSTALLATION 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 draining hose properly so that water is drained correctly.**
- ▶ Failing to do so may result in water overflowing and property damage.
- When installing the outdoor unit, make sure to connect the draining hose so that draining is performed correctly.**
- ▶ The water generated during the heating operation by 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.

Safety precautions


FOR POWER SUPPLY WARNING

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

FOR POWER SUPPLY CAUTION

-  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 center.
 - ▶ Failing to do so may result in electric shock or fire.
- If the appliance generates a strange noise, a burning smell or smoke, unplug the power plug immediately and contact your nearest service center.
 - ▶ Failing to do so may result in electric shock or fire.
- 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 center.

- ▶ 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 the salt in the air, please contact your nearest service center.



Do not touch the circuit breaker with wet hands.

- ▶ This may result in electric shock.

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 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.

Safety precautions

FOR USING

WARNING

-  **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 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 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 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.
-  **If any foreign substance such as water has entered the appliance, cut the power by unplugging the power plug and turning the circuit breaker off and then contact your nearest service center.**
 - ▶ Failing to do so may result in electric shock or fire.
-  **Do not attempt to repair, disassemble, or modify the appliance yourself.**
 - ▶ Do not use any fuse (such as cooper, 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.

⊘ 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 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 from 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.

Safety precautions

FOR CLEANING

WARNING

- ⊘ **Do not clean the appliance by spraying water directly onto it. Do not use benzene, thinner or alcohol to clean the appliance.**

- ▶ This may result in discoloration, deformation, damage, electric shock or fire.

Before cleaning or performing maintenance, unplug the air conditioner from the wall socket and wait until the fan stops.

- ▶ Failing to do so may result in electric shock or fire.

FOR CLEANING

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.

- ⊘ **Do not clean the inside of the air conditioner by yourself.**

- ▶ For cleaning inside the appliance, contact your nearest service center.

- ▶ When cleaning the internal filter, refer to the descriptions in the 'Cleaning and maintaining the air conditioner' section.

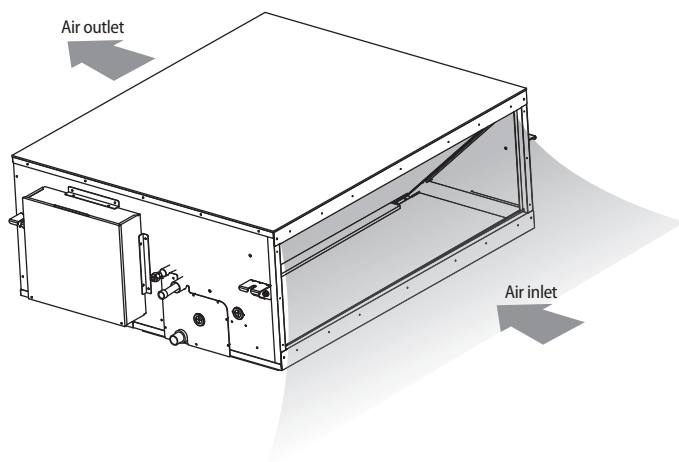
- ▶ Failure to do may result in damage, electric shock or fire.

Viewing your air conditioner

Congratulations on the purchase of the air conditioner. We hope you enjoy the features of your air conditioner and stay cool or warm with optimal efficiency.

Please read the user manual to get started and to make the best use of the air conditioner.

Air Duct Type

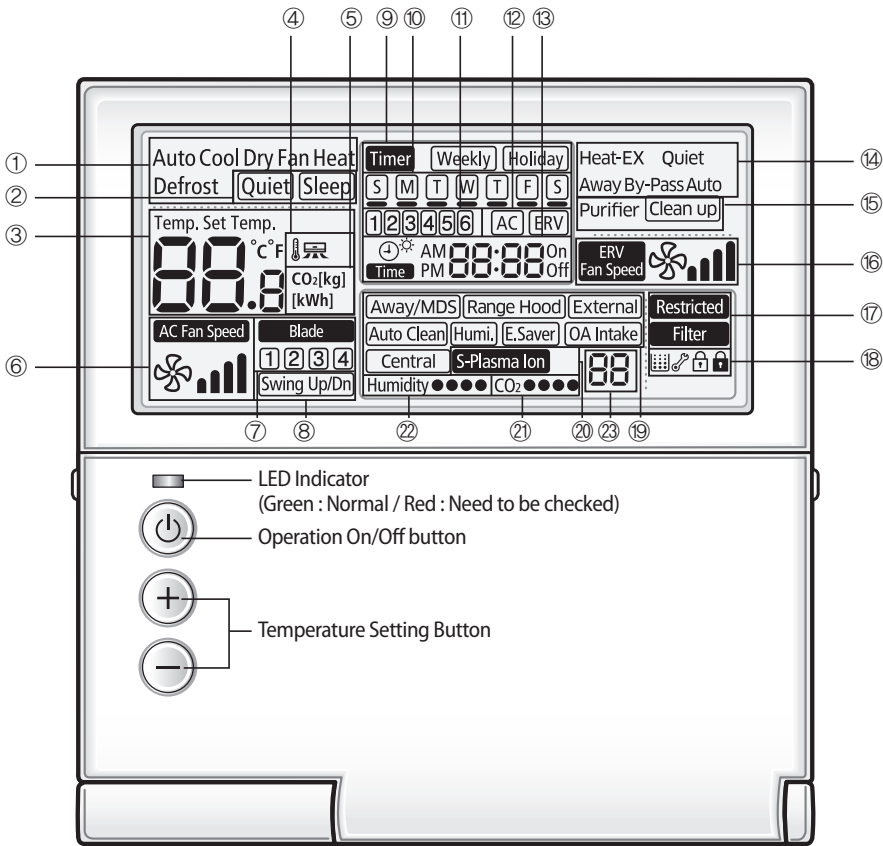


NOTE


















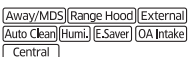


- Your air conditioner may look slightly different from the illustration shown above depending on your model.

Wire Remote Controller (Optional)

Display

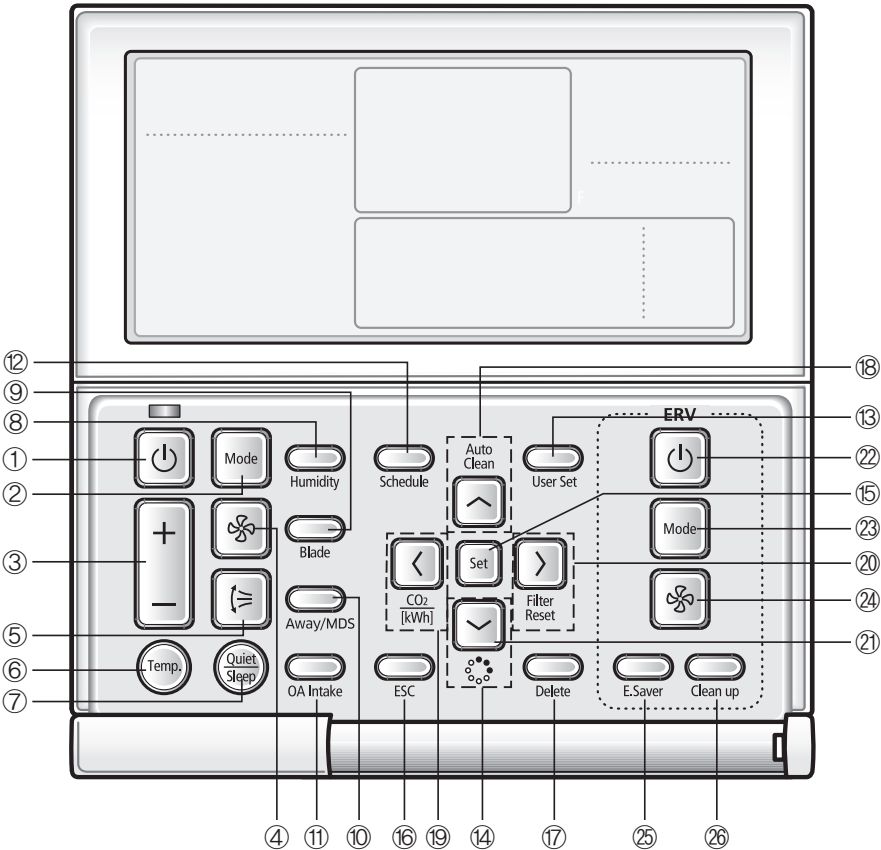


- Without opening the cover of your Wired Remote Controller, you can turn the air-conditioner power On/Off or set the desired temperature.



















Classification		Indication	Function
Air Conditioner Related Information	①	Auto Cool Dry Fan Heat Defrost	Displays Air conditioner operation
	②		Displays Quiet/Sleep operation
	③	Temp. Set Temp. 	Displays Indoor temperature/Set temperature
	④		Displays discharge temperature control
	⑤		Displays CO ₂ /power consumption
	⑥	AC Fan Speed 	Displays AC fan speed
	⑦	Blade 	Displays Blade selection
	⑧		Displays Air swing(Up/Dn)
Schedule related information	⑨	Timer  	Weekly schedule/ Holiday setting displays
	⑩		Displays Current day(□) or scheduled day(□)
	⑪		Displays Schedule number
	⑫		Displays Scheduled device selection
	⑬	 AM PM 	Displays Current time/summer time/scheduled time
Ventilator (ERV) related information	⑭	Heat-EX Quiet Away By-Pass Auto Purifier	Displays Ventilator(ERV) operation
	⑮		Displays Clean up
	⑯	ERV Fan Speed 	Displays Ventilator(ERV) fan speed
Common function related information	⑰	Restricted Filter	Displays Invalid operation / Filter cleaning (filter cleaning period)
	⑱		Displays Dust box cleaning alert/check/partial locking/full locking
	⑲		Displays Away /Motion detect sensor / Range hood / External interconnection control/ Auto clean / Humidifying/Energy saving/Outdoor air supply intake/ Central control
	⑳		Displays S-Plasma Ion
	㉑	CO ₂ ●●●●	Displays Indoor CO ₂ density
	㉒	Humidity ●●●●	Displays Indoor humidity
	㉓		Displays remaining time of the auto stop time/ERV delay time - Solid : Hour unit, Blinking : Minute unit

Wire Remote Controller (Optional)

Buttons




Classification		Button	Function	
Air Conditioner Related Information	①		Operation On/Off button	Turns the air conditioner power On/Off
	②		Mode button	Selects the desired air conditioner operation
	③		Temperature setting button	Sets the desired temperature
	④		Fan speed button	Changes the air conditioner's fan speed
	⑤		Air Swing button	Changes the air flow direction to move upward or downward
	⑥		Temp. button	Checks the indoor temperature
	⑦		Quiet/Sleep button	Selects Quiet or Sleep operation for the air conditioner
	⑧		Humidity button	Turns the MINI AHU indoor unit humidifying function On/Off

Classification	Button	Function	
Air Conditioner Related Information	⑨ 	Blade button	Selects a blade for individual control
	⑩ 	Away / Motion detect sensor button	Selects when no one is detected in an indoor area, when the air conditioner needs to be turned off automatically, when the AWAY operation is set
	⑪ 	Outdoor air intake	Select the MINI AHU indoor unit Outdoor intake function
Special Function Displays	⑫ 	Schedule Button	Select the schedule setting function
	⑬ 	User Set Button	Select the detailed setting function
	⑭ 	Navigational buttons	Move between items or change the item value
	⑮ 	Set button	Save your new settings
	⑯ 	ESC button	Return to general mode from schedule and detailed setting screens
	⑰ 	Delete button	Cancel the schedule setting
	⑱ 	Auto Clean button	Use the auto cleaning function for your air conditioner
	⑲ 	CO ₂ /[kWh] button	Display the amount of CO ₂ and the power consumption
	⑳ 	Filter Reset button	Turn off the filter cleaning displays (filter using time reset)
	㉑ 	S-Plasma Ion button	Choose the S-Plasma Ion function
Ventilator (ERV) Related Buttons	㉒ 	Operation On/Off button	Turn the Ventilator(ERV) On/Off
	㉓ 	Mode button	Select the desired operation for the Ventilator(ERV)
	㉔ 	Fan speed button	Change the fan speed for your Ventilator(ERV)
	㉕ 	E.Saver button	Begin Energy Saving Operation
	㉖ 	Clean up button	Select air purification through the in/out load controls




NOTE

- After cleaning the filter, please press the **Filter Reset** button. The **Filter** lamp will turn off, and it will be turned on again upon the next cleaning period.
- If you press a functional button not supported by the indoor unit, then the **Restricted** lamp will turn on.
- If the temperature display setting is set to indoor temperature and you press the **Temp.** button, the **Restricted** lamp display will appear. (When you install the Wired Remote Controller, the setting is available.)
- If you press the **On/Off**  button when your Ventilator(ERV) is connected to a Wired Remote Controller, then the air conditioner and the Ventilator(ERV) might operate or stop at the same time or only the air conditioner might operate or stop. The factory setting is set to simultaneous operation/stop. (When you install the Wired Remote Controller, the setting is available.)
- Although the air conditioner and the Ventilator(ERV) are set to simultaneous operation/stop, you can individually control the air conditioner and the Ventilator(ERV) by using another controller (e.g. wireless remote controller, central controller, S-net mini) except for a Wired Remote Controller.

Appendix

Troubleshooting

Refer to the following chart if the air conditioner operates abnormally. This may save time and unnecessary expenses.

PROBLEM	SOLUTION
The air conditioner does not operate immediately after it has been restarted.	<ul style="list-style-type: none">• Because of the protective mechanism, the appliance does not start operating immediately to keep the unit from overloading. The air conditioner will start in 3 minutes.
The air conditioner does not work at all.	<ul style="list-style-type: none">• Check that the power plug is properly connected. Insert the power plug into the wall socket correctly.• Check if the circuit breaker is switched off.• Check if there is a power failure.• Check your fuse. Make sure it is not blown out.
Timer function does not set.	<ul style="list-style-type: none">• Check if you press the ON/OFF button on the remote control after you have set the time.
Odors permeate in the room during operation.	<ul style="list-style-type: none">• Check if the appliance is running in a smoky area or if there is a smell entering from outside. Operate the air conditioner in Fan mode or open the windows to air out the room.
The air conditioner makes a bubbling sound.	<ul style="list-style-type: none">• A bubbling sound may be heard when the refrigerant is circulating through the compressor. Let the air conditioner operate in a selected mode.• When you press the  (ON/OFF) button on the remote control, noise may be heard from the drain pump inside the air conditioner.

PROBLEM	SOLUTION
The air conditioner does not turn on or off with the wired remote control.	<ul style="list-style-type: none"> • Check if you set the wired remote control for group control.
The wired remote control does not operate.	<ul style="list-style-type: none"> • Check if TEST indicator is displayed on the wired remote control. If so, turn off the unit and switch off the circuit breaker. Call your nearest contact center.

Operation ranges

The table below indicates the temperature and humidity ranges the air conditioner can be operated within. Refer to the table for efficient use.

MODE	OPERATIONAL TEMPERATURE	INDOOR HUMIDITY	IF OUT OF CONDITIONS
COOLING	20°C to 52°C	80% or less	Condensation may occur on the indoor unit with risk to have either water blow off or drops on the floor.
HEATING	-5°C to 15°C	-	Internal protection triggers and the air conditioner will stop.
DRYING	5°C to 52°C	-	-

* Protective operation may start when the temperature is over 48°C.

* Heating or fan operation will be stopped when the temperature is lower than -5°C.

A fresh duct controls discharge temperature.

Depending on indoor/outdoor temperature or installation condition, actual discharge temperature may not be exactly controlled.

Technical specifications

MODEL		AM140HNEPEH/TK		AM220HNEPEH/TK		AM280HNEPEH/TK	
CLIMATES CLASS		T1	T3	T1	T3	T1	T3
RATED VOLTAGE & FREQUENCY		220 - 240V~ 50 Hz					
RATED CURRENT	COOLING	1.6 A	1.6 A	2.2 A	2.2 A	3.0 A	3.0 A
	HEATING(H1)	1.6 A		2.2 A		3.0 A	
RATED POWER INPUT	COOLING	220 W	220 W	300 W	300 W	370 W	370 W
	HEATING(H1)	220 W		300 W		370 W	
EER	COOLING	-	-	-	-	-	-
	HEATING(H1)	-		-		-	
NET WEIGHT		51 kg		85 kg		85 kg	
DIMENSIONS OF THE UNIT [WxHxD]		1110 x 390 x 650 mm		1240 x 470 x 1040 mm			
COUNTRY OF ORIGIN		MADE IN KOREA					

SAMSUNG

QUESTIONS OR COMMENTS?

COUNTRY	CALL	OR VISIT US ONLINE AT
EGYPT	08000-7267864 16580	www.samsung.com/eg/support
IRAN	021-8255 [CE]	www.samsung.com/iran/support
SAUDI ARABIA	8002473457 (800 24/7 HELP)	www.samsung.com/sa/home www.samsung.com/sa_en
PAKISTAN	0800-Samsung (72678)	www.samsung.com/pk/support
U.A.E	800-SAMSUNG (800 - 726 7864)	www.samsung.com/ae/support (English) www.samsung.com/ae_ar/support (Arabic)
OMAN	800-SAMSUNG (800 - 726 7864)	
KUWAIT	183-CALL (183-2255)	
BAHRAIN	8000-GSAM (8000-4726)	
QATAR	800-CALL (800-2255)	
TURKEY	444 77 11	www.samsung.com/tr/support
JORDAN	0800-22273 06 5777444	www.samsung.com/levant/support
SYRIA	962 5777444	
Lebanon	961 1484 999 1299	
Iraq	964 77 261 72220 964 75 118 92525	
ALGERIA	3004	www.samsung.com/n_africa/support
TUNISIA	80 1000 12	
MOROCCO	080 100 22 55	
RUSSIA	8-800-555-55-55 (VIP care 8-800-555-55-88)	www.samsung.com/ru/support
BELARUS	810-800-500-55-500	www.samsung.com/support
GEORGIA	0-800-555-555	www.samsung.com/support
ARMENIA	0-800-05-555	www.samsung.com/support
AZERBAIJAN	0-88-555-55-55	www.samsung.com/support
KAZAKHSTAN	8-10-800-500-55-500 (GSM: 7799, VIP care 7700)	www.samsung.com/kz_ru/support
UZBEKISTAN	00-800-500-55-500 (GSM: 7799)	www.samsung.com/support
KYRGYZSTAN	00-800-500-55-500 (GSM: 9977)	www.samsung.com/support
TAJIKISTAN	8-10-800-500-55-500	www.samsung.com/support
MONGOLIA	+7-495-363-17-00	www.samsung.com/support
UKRAINE	0-800-502-000	www.samsung.com/ua/support (Ukrainian) www.samsung.com/ua_ru/support (Russian)
MOLDOVA	0-800-614-40	www.samsung.com/support
INDONESIA	021-56997777 08001128888	www.samsung.com/id/support