Vacuum cleaner

User manual

VS90F40***/VS28C97****/VS25C97****

- Before operating this unit, please read the instructions carefully.
- For indoor use only

SAMSUNG

Contents

Safety information 3

Important safety symbols 3
State of California Proposition 65 Warning 4
General 4
Regulatory Notice 6
Vacuum cleaner 8
Maintenance 10
Clean Station 11
Battery 13

Preparation 15

Accessories 15
Parts overview 16

Operation 17

Installing the Clean Station 17
Using the Clean Station 17
Charging the battery 21
Inserting the battery 21
Ejecting the battery 21
Charging the additional battery 22
How to use the batteries optimally 22
Using the buttons and display 23
Using the Accessory Cradle 25
Using the accessories 26

Maintenance 28

Cleaning the Clean Station 28
Cleaning the vacuum cleaner 29

Appendix 36

SmartThings app 36
Notes and cautions 41
Troubleshooting 47
Product specification 52

Warranty 54

Warranty 54

Warranty (CANADA) 56

Warranty (CANADA) 56

Safety information

- Congratulations on your new Samsung appliances. This manual contains important information on the installation, use, and care of your appliances. Read this manual thoroughly before using the appliances to ensure that you know how to safely and efficiently operate the features and functions that your new appliances offers.

Important safety symbols

What the icons and signs in this user manual mean:

⚠ WARNING

Hazards or unsafe practices that may result in **severe personal injury, death and/or property damage**.

⚠ CAUTION

Hazards or unsafe practices that may result in **personal injury and/or property damage**.

Read the instructions

After reading this manual, store it in a safe place for future reference.

Read all instructions before using the appliance.

NOTE

Supplementary information that may be useful.

Safety information

State of California Proposition 65 Warning

⚠ WARNING

Cancer and Reproductive Harm - www.P65Warnings.ca.gov.



For battery recycling go to call2recycle.org or call 1-800-822-8837

General

⚠ WARNING

To reduce the risk of fire, electric shock, or injury to persons when using your appliance, follow basic precautions, including the following:

1. 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.
2. **For use in Europe** : 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.

3. **For use in UK** : If your appliance is fitted with a nonrewireable BS 1363 plug it must not be used unless an appropriately rated (ASTA approved to BS 1362) fuse is fitted in the carrier contained in the plug.
4. Children should be supervised to ensure that they do not play with the appliance.
5. 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.
6. Failure to meet these requirements could cause damage to the internal parts of the vacuum and void your warranty.
7. Do not allow the vacuum cleaner to run unattended at any time.
8. This product is intended for household use only. (Do not use this product for other than its intended purposes.)
9. Do not allow children to ride on or play with the product. An injury or product damage may occur.

Safety information

Regulatory Notice

1. FCC Notice

⚠ WARNING

- Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
- This device complies with Part 15 of FCC Rules. Operation is Subject to following two conditions:

1. **This device may not cause harmful interference, and**
2. **This device must accept any interference received including interference that cause undesired operation.**

- For product available in the USA/Canada market, only channel 1 ~ 11 can be operated. Selection of other channels is not possible.

FCC STATEMENT:

- This equipment has been tested and found to comply within the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.
- This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
  - Reorient or relocate the receiving antenna
  - Increase the separation between the equipment and receiver
  - Connect the equipment into an outlet on a different circuit from that to which the receiver is connected
  - Consult the dealer or an experienced radio/TV technician for help.

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 a minimum distance of 20 cm between the radiator and your body. This device and its antenna(s) must not be co-located or operation in conjunction with any other antenna or transmitter.

2. IC Notice

- The term "IC" before the radio certification number only signifies that Industry Canada technical specifications were met. Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.
- This Class B digital apparatus complies with Canadian ICES-003.
- Cet appareil numérique de la classe B est conforme á la norme NMB-003 du Canada.
- For product available in the USA/Canada market, only channel 1 ~ 11 can be operated. Selection of other channels is not possible.

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 20 cm between the radiator & your body. This device and its antenna(s) must not be co-located or operation in conjunction with any other antenna or transmitter.

Open Source License Notice

- This device uses open source software. Open Source Licenses are available on the product menu.
- Tap "Settings > Network > Software Update > Legal Information" on the device for more details.

Safety information

Vacuum cleaner

- When assembling the vacuum, be careful not to catch your fingers or hands in the movement fold of the handle.
- Do not use the vacuum cleaner on a wet rug or floor.
- Do not use the product at the following places.
  - In a place where a burning candle or a desk lamp is placed on the floor.
  - In a place where heaters are turned on or unextinguished embers exist in an unattended fireplace or an ashtray etc.
  - In a place where there are combustible materials such as oil paint, paint thinner, mothproofing substances, gasoline, alcohol, thinner, ashtrays with unextinguished cigarettes, etc.
  - In a closed place filled with explosive or toxic vapor.
- Do not pick up the following things. Abnormal operation or product damage may occur.
  - A match or unextinguished ashes or cigarettes
  - Hard or sharp objects
  - Toxic materials (chlorine bleach, ammonia, drain cleaner etc.)
  - Liquid such as water or beverage or pet's waste
  - Chalk powder
- If there is a gas leak or combustible spray such as a dust remover is used, do not touch the power outlet and open the window for ventilation.
  - An explosion or fire may occur.
- If the product makes a strange sound or emits a smell or smoke, turn off the product immediately, and then contact a Samsung service center.
  - Electric shock or fire may occur.

- When using the vacuum cleaner, be careful not to hurt yourself on the moving or spinning parts.
  - Keep your body parts (Hair, hands, etc.) from the spin brush or the spin disk.
- When cleaning the wall or ceiling, you should use both hands.
  - If you clean with one hand, you can damage your wrist or drop the vacuum and cause an injury or damage the vacuum.
- Do not use the vacuum cleaner on objects that can be easily scratched (monitors, stainless steel appliances, etc.).
- Sometimes the wheel of a brush can scratch the floor. Before using the vacuum cleaner, check the wheels of the brush.
  - If there is foreign matter on the wheel of the brush which cannot be removed easily, contact a Samsung service center.
- When the spin brush inside a brush is working, do not touch the brush.
  - Otherwise, your hand can be caught and it may cause an injury.
- Do not use the vacuum cleaner in direct sunlight or high heat.
- If excessive force is applied to an accessory with motor or foreign matter is caught in the spin brush (or spin disk), the accessory may stop working to protect the motor or the product. Turn the vacuum cleaner off, remove the foreign matter, and then turn it back on.
- Static electricity may occur depending on the humidity, temperature, or floor material, etc. in your home. If it happens repeatedly, contact a Samsung service center.
- Do not use the brush or tools in one spot for a long time because the floor may get damaged depending on its material.

- Do not use Pet Tool + in a small area for a long time and do not let Pet Tool + keep spinning in one place.
  - Damage may occur if used on sensitive materials
- Do not use Combination Tool on hard materials such as leather or wood while bristles are not extended.

Maintenance

- While using or after using the vacuum cleaner, you should lay the vacuum cleaner down or place it on the Clean Station to store.
  - The product may fall and an injury and severe product damage occur. In addition, you may not be compensated for the damage.
- Do not store the vacuum cleaner inside a car.
- Before removing foreign matter inside the product, turn off the product first.
  - If the product is on while you are removing the foreign matter, you can hurt yourself or damage the product.
- When cleaning the exterior of the product, turn off the product first and then wipe it with a dry towel. Do not spray water directly onto the product or wipe it with volatile materials such as benzene, thinner, or alcohol.
  - If water gets into the product and an error occurs, turn off the product and contact a Samsung service center.
- When cleaning the washable parts, do not use alkaline detergent, acid, industrial detergent, air freshener, acetic acid, etc.
  - Product damage such as plastic breakage, deformation, discoloration, printing deterioration, etc. may occur.

Washable Parts		Dustbin, Washable Micro Filter, Fine Dust Filter, Metal Mesh Grille Filter, dry cloth
Non-washable parts		Premotor Filter and Fine Dust Filter of the Clean Station
Acceptable detergent	Neutral	Dish washing detergent
Prohibited detergent	Alkaline	Lox, mold cleaner, etc.
	Acid	Paraffin oil, an emulsifier, etc.
	Industrial cleaners	NV-I, PB-I, Opti, alcohol, acetone, benzene, thinner, etc.
	Air freshener	Jet spray air fresheners (coffee flavor, herb, etc.)
	Oils	Animal oils, vegetable oils
	Etc.	Edible acetic acid, vinegar, glacial acetic acid, etc.

- Storing the product in sunlight for long hours may cause parts of the product to deform or discolor. Therefore, store the product in the shade.
- After cleaning the dustbin, Metal Mesh Grille Filter, or Washable Micro Filter with water, dry them in the shade.
  - When heat is applied, part deformation may occur.

Clean Station

- Do not pull or carry by the cord, use the cord as a handle, close a door on the cord, or pull the cord around sharp edges or corners. Keep the cord away from heated surfaces.
- Do not unplug by pulling on the cord. To unplug, grasp the plug, not the cord.
- Do not pull the power cord and do not touch the power plug with wet hands.
  - Electric shock or fire may occur.
- Do not use extension cords or outlets with inadequately rated current.

- If there is dust, water, etc. on a pin or contact point of the power plug pin, wipe them carefully.
  - Abnormal operation or electric shock may occur.
- Do not use a damaged power plug, power cord, or loose power outlet.
  - Electric shock or fire may occur.
- Unplug the Clean Station from the outlet before servicing.
- Do not expose the Clean Station to high temperatures or allow moisture or humidity of any kind to come into contact with the Clean Station.
- Do not plug the Clean Station into a power source with the incorrect voltage. Do not plug the Clean Station into a multi-plug outlet or power strip.
  - Electric shock or fire may occur.
- If the power cord is damaged, have a Samsung authorized service center replace the power cord with a new power cord.
  - Electric shock or fire may occur.
- Make sure that the charging terminals of the vacuum cleaner and the Clean Station do not come into contact with a conductor such as a bracelet, watch, metal rod, nail, etc.
  - Product malfunction or electric shock may occur.
- As the Clean Station is designed for the use of Samsung Jet cordless vacuum cleaner only, do not use the Clean Station for other electronic appliances and other purposes.
  - Severe damage to the Clean Station or fire may occur.
- Do not allow children to cling to or push the Clean Station.
  - Personal injury, product and floor damage may occur.
- Do not charge the product near a window, heater, toilet, bathroom, etc.

- Do not attempt to open the Clean Station. Repairs should be only carried out by a qualified Samsung service center.
- Injury or product malfunction from incorrect installation of the Clean Station may not be compensated.
- Do not bend the power cord with excessive force or put heavy objects on the power cord.
  - Electric shock or fire may occur.
- Before unplugging or plugging in the Clean Station, turn off the vacuum cleaner and make sure that the pins of the power plug do not come into contact with your hands.
  - Fire or electric shock may occur.

Battery

- Do not mutilate or incinerate batteries as they will explode at high temperatures.
- Do not drop or strike the battery or subject it to a sudden shock.
- Do not disassemble the battery and make sure that you do not create a short circuit across the plus (+) and minus (-) terminals.
- As the battery is manufactured only for this product, do not use the battery for other electronic appliances or other purposes.
- When you purchase a new battery, make sure to check the model name (VCA-SBTC97, VCA-SBTC97S, VCA-SBTD95) and the genuine SAMSUNG logo.
  - Contact your nearest Samsung Electronics retailer or Samsung service center to purchase any consumable accessories.

- Leaks from battery cells can occur under extreme usage or temperature conditions. If the liquid gets on your skin, wash the affected area quickly with water. If the liquid gets into your eyes, flush them immediately with clean water for a minimum of 10 minutes. Seek medical attention.
- When attaching the battery to the vacuum cleaner, insert it until you hear a click. This assures that the battery is firmly attached.
  - Otherwise, the battery may fall and could cause product damage or injury.
- If you are not going to use the vacuum cleaner for a long period of time or you are going to be away from home for a long period of time, unplug the Clean Station, and then detach the battery from the vacuum cleaner. When the battery is not being charged and not being used, it will slowly discharge.
- To protect the motor and the battery, the product may not operate when the temperature is lower than 5 °C or higher than 45 °C.
- Dispose of the dead battery in compliance with the local regulations.

Correct disposal of batteries in this product



This marking on the battery, manual or packaging indicates that the batteries in this product should not be disposed of with other household waste at the end of their working life. Where marked, the chemical symbols Hg, Cd or Pb indicate that the battery contains mercury, cadmium or lead above the reference levels in EC Directive 2006/66.

⚠ **WARNING**

To remove the battery contact an authorised service centre. To obtain battery removal instructions please visit samsung.com/global/ecodesign_energy

You must not remove (or attempt to remove) the battery incorporated in this product on your own.

FOR YOUR OWN SAFETY, DO NOT ATTEMPT TO REMOVE THE BATTERY ON YOUR OWN OR DISPOSE OF IT IN FIRE. DO NOT DISASSEMBLE, CRUSH OR PUNCTURE THE BATTERY

Batteries, after use, should not be thrown in regular trash.

To avoid risks to human health and the environment, perform environmentally appropriate disposal in a Samsung Authorized Service.

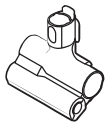
Preparation

Accessories

The accessories with the ' * ' mark may differ depending on the models.



Telescopic pipe



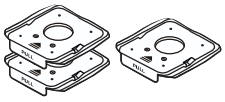
Pet Tool +



Combination Tool



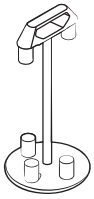
Extension Crevice Tool



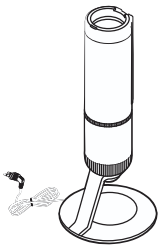
Dust bags (1 installed, 2 extra)



User manual



* Accessory Cradle



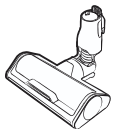
Clean Station



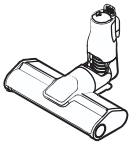
* Flexible Tool



* Battery charger



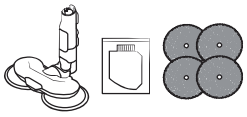
* Active Dual Brush



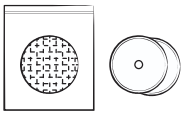
* Slim LED Brush+



* Battery cradle



* Spray Spinning Sweeper / Water tank / Reusable wet pads



* Disposable wet pads / Attachable pad



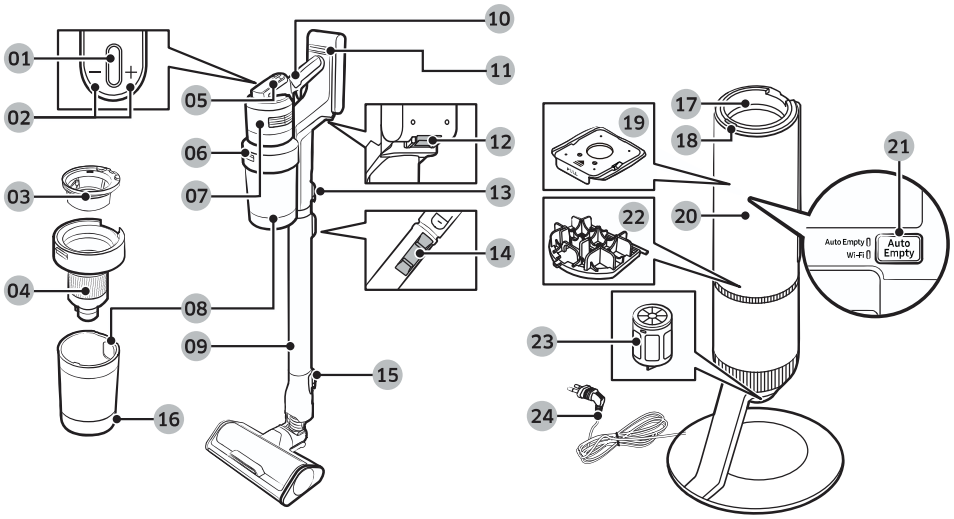
* Battery

* Optional

- The Spray Spinning Sweeper includes reusable wet pads and disposable wet pads.
- The number of dust bags may differ depending on the model.

Preparation

Parts overview



01 Power (⏻) button
02 Suction power control buttons
03 Washable Micro Filter
04 Metal Mesh Grille Filter
05 Display
06 Dustbin release button
07 Fine Dust Filter
08 Dustbin
09 Adjustable pipe
10 Handle
11 Battery level indicator
12 Battery release button
13 Pipe release button
14 Pipe length adjustment button
15 Brush release button
16 Dustbin Lid Release button
17 Dustbin joint
18 Clean Station START/STOP button
19 Dust bag
20 Clean Station front cover
21 Auto Empty button/Wi-Fi button
22 Clean Station Premotor Filter
23 Clean Station Fine Dust Filter
24 Power cord

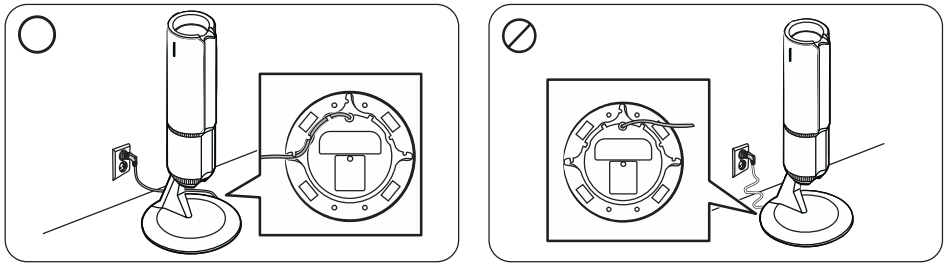
NOTE

The wave pattern on the exterior of the product is a natural appearance due to the use of pearl plastic materials and its pearl distribution. In addition, the shining pearl used in the material gives an excellent gloss coating, no extra coating necessary.

Operation

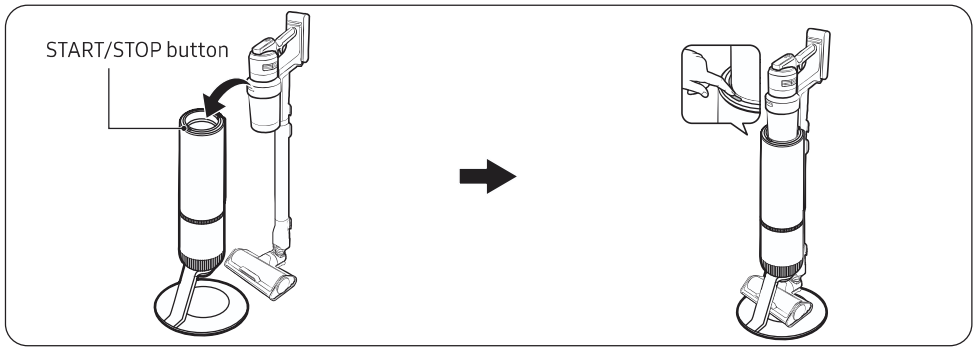
For detailed information, please refer to the QR code.

Installing the Clean Station

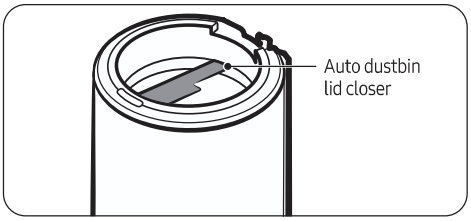


- Run the power cord of the Clean Station along the round groove at the bottom.
  - Make sure the power cord is correctly placed so that the Clean Station stands without tilting.
- Before plugging in the Clean Station, arrange the power cord neatly.
- When plugging in the Clean Station, the **START/STOP** button turns blue for 5 seconds and goes off.

Using the Clean Station

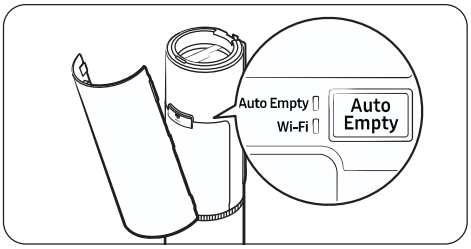


- The vacuum cleaner's dustbin will be emptied automatically when you put the vacuum cleaner on the Clean Station.
  - The Auto Empty function is enabled as a default setting.
- You can press the **START/STOP** button to start or stop the emptying process at a desired time.
- If the vacuum cleaner is placed back on the Clean Station within a minute from it was taken off from the Clean Station, the Auto Empty function will not operate even it the function is enabled.



NOTE

- If clumps of dust, hair, threads, etc. wound around the Metal Mesh Grille Filter and prevent the dustbin from emptying, repeatedly press the **START/STOP** button on the Clean Station until the dustbin is empty.
  - Clean the dustbin if you find any foreign matters after emptying it. (Refer to the '**Dustbin/Washable Micro Filter**' section.)
- If the auto dustbin lid closer is stained with coffee, drinks, or other sticky or viscous substances, wipe it with a wet tissue.
- Properly place the vacuum cleaner on the Clean Station.
  - If not, the vacuum cleaner may not be charged and the Auto Empty function may not work.
  - If the dustbin cannot be opened, the **START/STOP** button turns red.



- If the Auto Empty function is enabled, the Auto Empty LED indicator turns white.
  - Press the **Auto Empty** button to enable and disable the function.
- For optimal performance, we recommend enabling the Auto Empty function.
  - The Auto Empty function can affect the performance of the Metal Mesh Grille Filter and the self-diagnosis.

NOTE

- After emptying the dustbin, the self-diagnosis process starts for optimal performance. Wait for the self-diagnosis process to complete before using the vacuum cleaner again.
- After the self-diagnosis, diagnostic results and a user guide is provided for the optimized use of the vacuum cleaner.
- You can start the self-diagnosis process on the SmartThings app, or by simultaneously pressing the **+** and **–** buttons.
- The initial default suction power mode is '**AI**'. The self-diagnosis function turns off if you change the default suction power to a different mode in the SmartThings app. However, if you have used the vacuum cleaner in the '**AI**' suction power mode for more than 5 minutes, the self-diagnosis function starts when you put the vacuum cleaner on the clean station even if the default suction power mode is not '**AI**' in the SmartThings app.

Operation

Setting and canceling the network connection

- Refer to the '**SmartThings app**' section for network connection settings. To cancel the network connection after entering the AP mode, press and hold the **Auto Empty** button for 5 seconds.

Resetting the network connection

- If the network connection continues to fail, press and hold the **Auto Empty** button for 5 seconds to enter AP mode. Then, press and hold the **Auto Empty** button for at least 10 seconds to reset the network connection settings.
  - The AP mode will be canceled.

Allowing or blocking the network connection

- To allow or block Wi-Fi, press and hold the **Auto Empty** button for at least 15 seconds until the Auto Empty LED and Wi-Fi LED blink simultaneously.

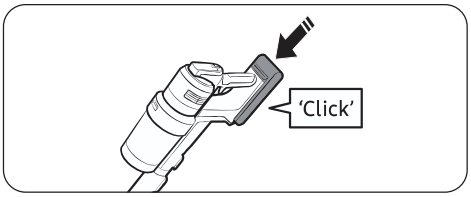
Factory reset

- We recommend performing a factory reset to protect your privacy data if you are going sell this product as a used good. Press and hold the **Auto Empty** button for 5 seconds to enter AP mode. Then, press and hold the **Auto Empty** button for at least 15 seconds.
  - The AP mode will be canceled and the network setting will reset.

Charging the battery

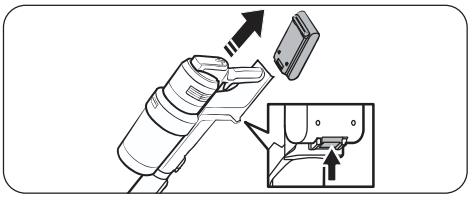
- When the battery level indicator turns red or the '**Low battery**' message appears on the display, charge the battery.
- You cannot use the vacuum cleaner while charging.
- Make sure the back of the battery is correctly placed onto the vacuum charging part.
- Check that the battery level indicator is displayed while charging.
- When charging starts, the battery level indicator turns on (red, orange, or yellow depending on charging progress), it rises gradually, and changes to green when the charging is complete.

Inserting the battery



Push the battery to the end until you hear it click.

Ejecting the battery



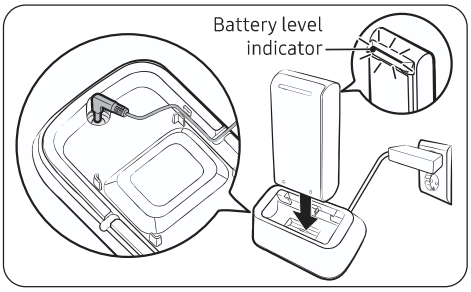
Press the battery release button at the rear of the handle to eject the battery.

⚠ **CAUTION**

- Before ejecting the battery, the vacuum cleaner must be turned off.
  - The vacuum cleaner may malfunction if you eject the battery forcibly from the operating vacuum cleaner.
- Be careful not to drop the battery. You may injure yourself or damage the battery.

Operation

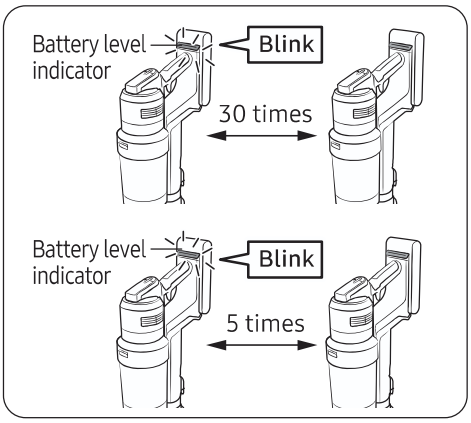
Charging the additional battery



Charge the additional battery on the battery cradle.

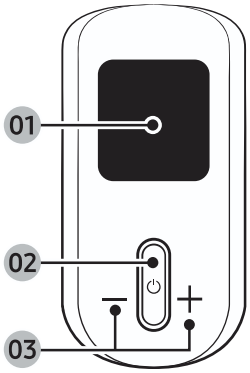
- Firmly push the battery onto the battery cradle.
- Battery level indicator turns on and changes color to red, orange, and yellow as the battery charges. The battery level indicator will turn green when the battery is fully charged.

How to use the batteries optimally



- To use the batteries longer, use the vacuum cleaner with the lower suction power setting.
- We recommend alternating the use of battery with an additional battery.
- If the additional battery is fully charged and will not be used for an extended period of time, we recommend removing the additional battery from the battery charger and storing it at room temperature.
- The vacuum cleaner has a battery protection mode, which can suddenly stop the operating vacuum cleaner when it detects a danger to battery use.
  - If the battery level indicator blinks red for 30 times, you must wait for 30 seconds before you can use the vacuum cleaner again.
  - If the battery level indicator blinks red for 5 times, the battery is no longer usable. Please replace the battery with a new one.

Using the buttons and display



01 Display

- Displays the current mode ('**MIN**, **AI**, **MID**, **MAX**, **JET**, or **WET**') or the alert message.

02 Power (⏻)

- Press this button to turn on or off the vacuum cleaner.
- When you turn on the power, the vacuum cleaner starts in the '**MID**' mode.
- If you assemble the Spray Spinning Sweeper, the vacuum cleaner starts in the '**WET**' mode.
- If you assemble the Active Dual Brush or Slim LED Brush+, the vacuum cleaner starts in the '**AI**' mode.

03 Suction power control (**+** / **-**)

- You can change the suction power mode ('**MIN**, **AI**, **MID**, **MAX**, or **JET**').
- In the '**AI**' mode, the vacuum cleaner automatically adjusts the suction power and brush rotation speed according to the surrounding environment for optimized performance. The vacuum cleaner proceeds the optimization process for 1 ~ 2 seconds when it detects changes in the floor.
- In the '**WET**' mode, press the **+** button to spray water once or press and hold the **+** button to spray water for up to 2 seconds.
- While the vacuum cleaner is on the Clean Station, press and hold the **+** button for 5 seconds to enable or disable the Energy Saving mode. Press and hold the **Auto Empty** button on the Clean Station for 15 seconds to turn off the Wi-Fi and save extra energy.

NOTE

- The '**AI**' mode is only available if the Active Dual Brush or Slim LED Brush+ is assembled.
- The '**AI**' mode may not work well on some floor environments (floors with thin rugs and some yoga mats with grooves, etc.).
- The automatic brush rotation speed adjustment in the '**AI**' mode is only available when the Active Dual Brush is attached.
- Only the **+** button works when the vacuum cleaner is in the '**WET**' mode.
- You cannot enter the language settings when the vacuum cleaner is in the '**WET**' mode.
- The Energy Saving mode is automatically disabled if you use the vacuum cleaner.
- The brush may cling to the floor or does not turn properly depending on the floor material (a carpet, a mat, bedding, etc.). If such a problem occurs, change the suction power mode to '**MIN** or **MID**'.

Selecting the language

1. Press and hold the **+** button for 3 seconds to enter or exit the language setting.
2. Press the **+** or **–** button to select a language.

Operation

Alert messages and what to do

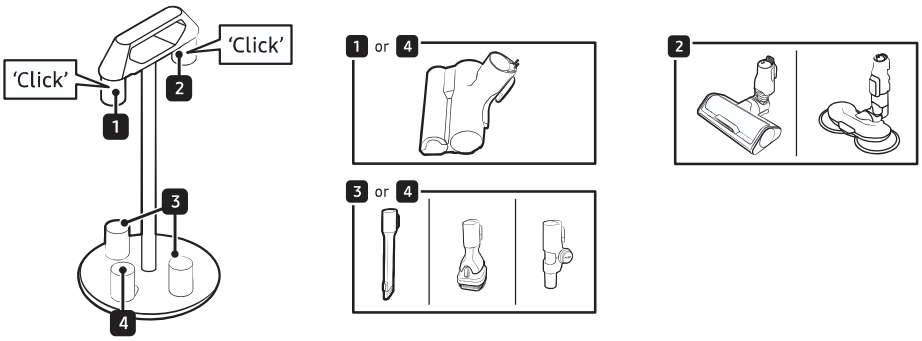
The vacuum cleaner displays alert messages for user to inspect certain parts or clean certain parts such as a filter. Also, its self-diagnosis feature provides a guide that helps you maintain its best performance.

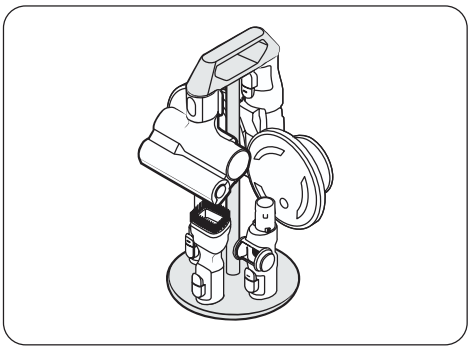
Message	What to do
Object stuck in brush/tool	Check if the foreign matters are stuck in the brush or tool.
Check if clogged	Check if the brush, pipe, Washable Micro Filter or Fine Dust Filter is clogged with foreign matter.
Filter not inserted	Check if the Washable Micro Filter is properly assembled.
Clean Micro filter	Alerts and recommends the user to regularly check and wash the Washable Micro Filter. (Refer to the '**Cleaning the vacuum cleaner**' section.)
Use compatiable battery	Check the model name of the battery and make sure it is compatible. (VCA-SBTC97, VCA-SBTC97S, VCA-SBTD95)
Close the dustbin	Check the dustbin and close it if it is open.
Dust bag of Clean Station is full. Replace it	Replace the dust bag in the Clean Station with a new dust bag.
Connect floor brush to run diagnosis	Attach the Slim LED Brush+ or Active Dual Brush.

Self-diagnosis messages and what to do

Message	What to do
Check micro filter or dustbin	Check if the dustbin is open. If the Washable Micro Filter and the dustbin is contaminated, empty the dustbin and wash them with water.
Check if brush or pipe is clogged	Check if the brush or pipe is clogged and clean them according to the instructions on the '**Cleaning the vacuum cleaner**' section.
Check debris inside the spin brush	Check if foreign matters are tangled to the spin brush and clean it according to the instructions on the '**Cleaning the vacuum cleaner**' section.

Using the Accessory Cradle





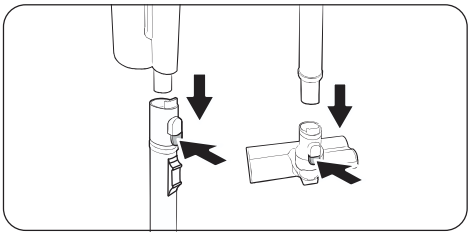
[Accessory Cradle]

- To detach the accessories, press the release button on the back of each accessory.
- Dust that remains in the accessory may fall when you detach it from the vacuum cleaner. When you finish using the vacuum cleaner, shorten the Telescopic Pipe and operate the vacuum cleaner in the '**MAX**' mode for more than 10 seconds.
- Make sure to remove any wet pads from the Spray Spinning Sweeper before attaching it to the Accessory Cradle.
- When attaching accessories to 1 and 2, push them until they make a clicking sound.

Operation

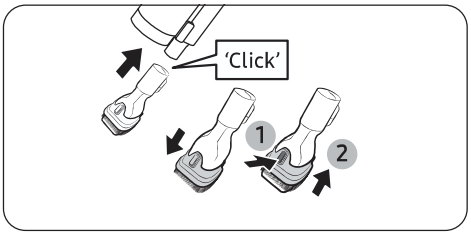
Using the accessories

Detaching the accessories



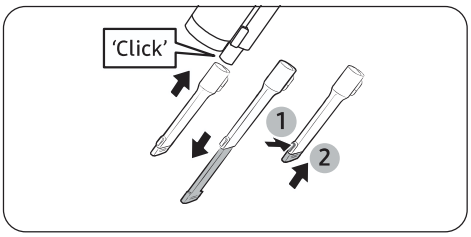
- To detach the accessories, press the release button on the back of each accessory.
- Before detaching the accessories, operate the vacuum cleaner in the '**MAX**' mode for 10 seconds to prevent any foreign matter remains inside the accessory.

Combination Tool



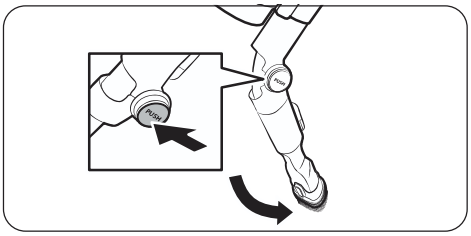
Use to remove dust from curtains, furniture, sofas, etc.

Extension Crevice Tool



Use to remove dust in grooves of window frames, narrow gaps, corners, etc.

Flexible Tool

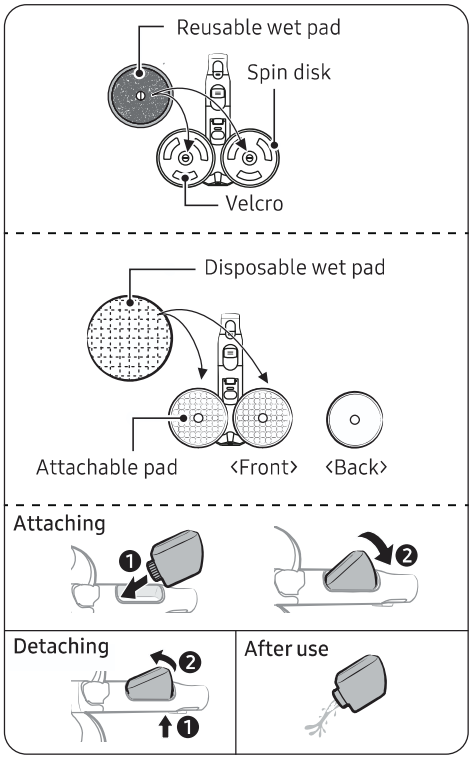


Use to clean hard to reach places such as upper or rear parts of furniture or ceilings.

NOTE

You can connect the Combination Tool or the Extension Crevice Tool to use with the Flexible Tool.

Spray Spinning Sweeper



Use to clean a wooden or linoleum floor with a wet pad.

- The Spray Spinning Sweeper does not have a dust suction function.

Using the reusable wet pad

- When attaching the wet pad, make sure the pad is in the center of the spin disk.

Using the disposable wet pad

- Attach the disposable wet pad to the front side (Velcro side) of the attachable pad on the spin disk.
  - If you use the disposable wet pad without the attachable pad, cleaning performance can be degraded.
- After using the disposable wet pad, discard the pad.

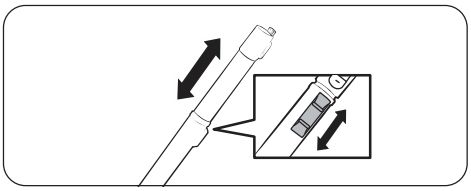
Detaching or attaching the water tank

- Press the lower part of the water tank to detach.
- When attaching the water tank, insert the front end first.

NOTE

- Do not use groundwater or polluted water.
- When using the Spray Spinning Sweeper for the first time, the air in the internal pump and the tube may cause a delay in spraying water. Press the **+** button repeatedly.

Adjusting the pipe length



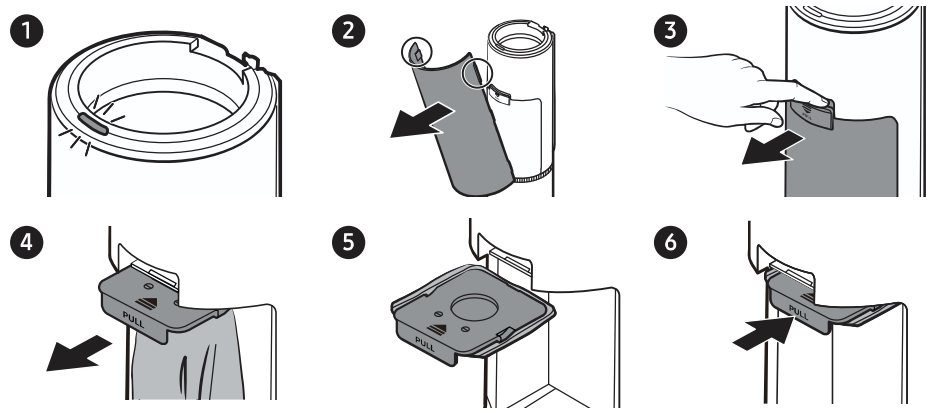
Press the pipe length adjustment button to lengthen or shorten the Telescopic Pipe.

Maintenance

Cleaning the Clean Station

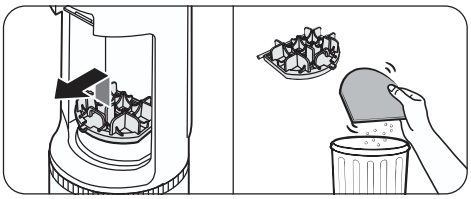
Replacing the dust bag

If the **START/STOP** button on the Clean Station turns red, check if the dust bag is full. If the dust bag is not full, check if the vacuum cleaner's dustbin, pipe, or brush is clogged.



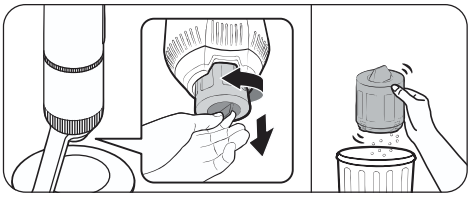
- You must dispose of the used dust bag in the trash. (Not re-usable)
- During periods of high temperature and humidity, it is recommended to replace the dust bag every one to two months.
  - Household bugs and larvae can be suctioned into the dust bag and possibly multiply in time. When it happens, wipe with a wet tissue and replace the dust bag with a new one.

Cleaning the Premotor Filter



Use the handle to lift the filter off and shake over a bin to remove dust.

Cleaning the Fine Dust Filter

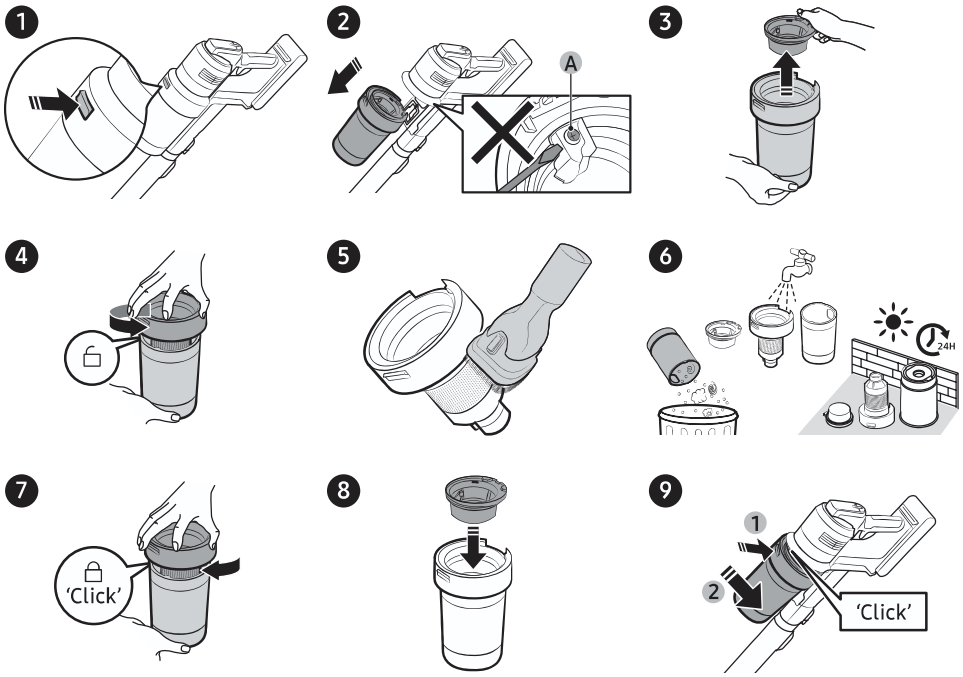


Shake the Fine Dust Filter over a bin to remove dust.

Cleaning the vacuum cleaner

For detailed information, please refer to the QR code.

Dustbin/Washable Micro Filter



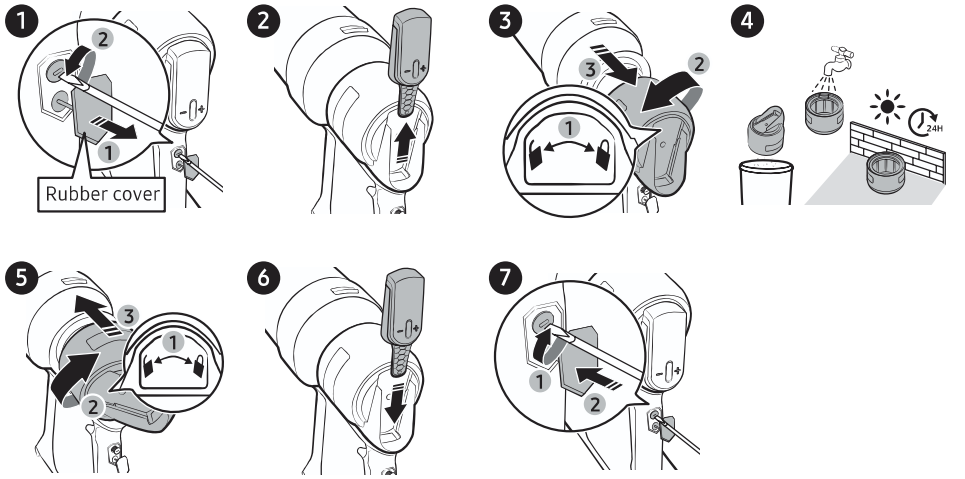
⚠ **CAUTION**

- Do not unscrew the **screw (A)** and never get it to loosen.
- After cleaning the dustbin and Washable Micro Filter with water, dry them completely in the shade for more than 24 hours before use.
  - When heat is applied, part deformation may occur.
  - If the filter is not dried completely before being used, it can cause an odor.
- If the dustbin or the filter is clogged, the vacuum cleaner may stop its operation due to the overheating prevention device of the motor.
  - Clean the dustbin or the filters and then operate the vacuum cleaner again.
- When cleaning the dustbin and Washable Micro Filter, be careful not to press the dustbin lid release button.

Maintenance

Fine Dust Filter

Make sure to turn off the product before cleaning the filter.



- Disassemble the Fine Dust Filter and remove the dust. Then, reassemble the Fine Dust Filter.
- Turn the Fine Dust Filter toward the unlock icon to disassemble it and toward the lock icon to reassemble it.

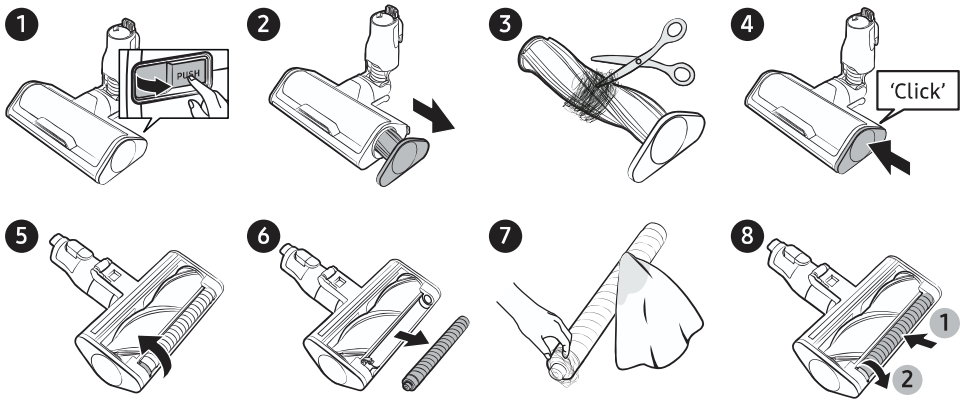
NOTE

- Tools required for assembling and disassembling: Flat-head screwdriver.

CAUTION

- For best performance, regularly remove the dust in the Fine Dust Filter and clean it with water once a month.
  - After cleaning the filter with water, dry it completely for more than 24 hours in the shade before use. Using the filter without sufficiently drying it may cause odors.
  - If the smell does not go away after several cleanings, replace the filter.
  - Applying heat can cause deformation.
- Be careful not to injure your hands or other body parts when using the tool.
- For your safety, wear gloves before disassembling.
- You may damage the product if you use tools that are wider or thicker than the gaps allowed for disassembly.
- Be careful not to tighten the screws with excessive force, as this can damage the product.
- Be careful not to damage the rubber cover.
- Keep the detached control panel out of the reach of children.
- Do not allow water to come into contact with the detached control panel.
- Do not clean the detached control panel with a wet tissue or water.
- Be careful not to drop the detached control panel or subject it to an impact which may damaging it.

Active Dual Brush



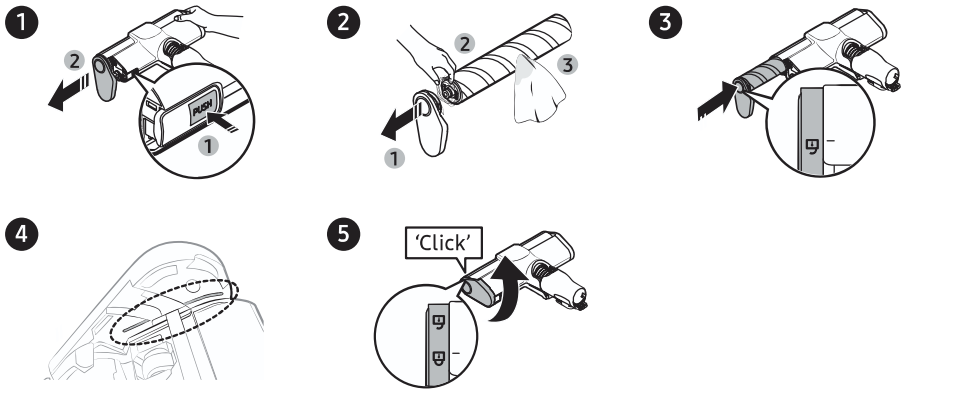
If the foreign matter is not removed, use scissors to remove it.

⚠ **CAUTION**

- If a cloth or other foreign matter gets tangled with the spin brush, the spin brush will stop working to protect the brush motor. After cleaning the brush, turn the power off and then on again.
- If the brush does not work after cleaning, turn the power off and then on again.
- When cleaning the brush, be careful not to catch your fingers in the folding parts of the brush.

Maintenance

Slim LED Brush+



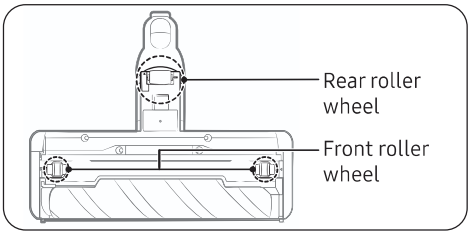
⚠ CAUTION

- Do not clean the brush with water.
- When foreign matter remains on the brush, remove it with a wet tissue or a dry cloth.

NOTE

- If the spin brush does not work after cleaning the Slim LED Brush+, the overheating prevention device of the motor may have been enabled. Wait 30 minutes or more to cool the motor before operating it again.
- When removing residual debris with a wet tissue, rub the spin brush gently to avoid compressing it.
  - To prevent the bristles on the spin brush from being compressed and causing unwanted vibration, dry the spin brush vertically on the floor.
- Properly insert the spin brush to its slot.

Slim LED Brush+ roller wheels



Use a small screwdriver to disassemble the front and rear roller wheels.

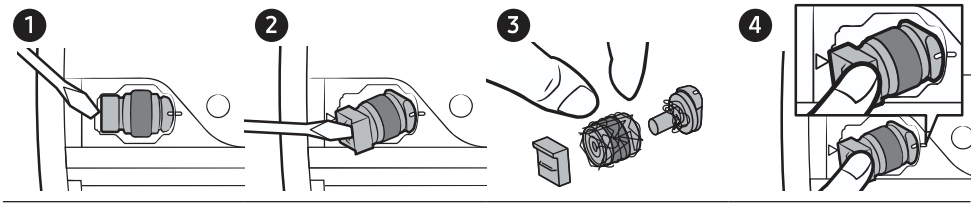
NOTE

Tools required for disassembly. Flat head screwdriver (3 mm or less in width), Phillips screwdriver, prying tool.

⚠ CAUTION

- For your safety, wear gloves before disassembling.
- You may damage the product if you use tools that are wider or thicker than the gaps allowed for disassembly.
- Keep the detached front and rear roller wheels out of children's reach. Beware of detached front and rear roller wheels as they can be a choking hazard.
- Be careful not to injure your hands or other body parts when using the tool.

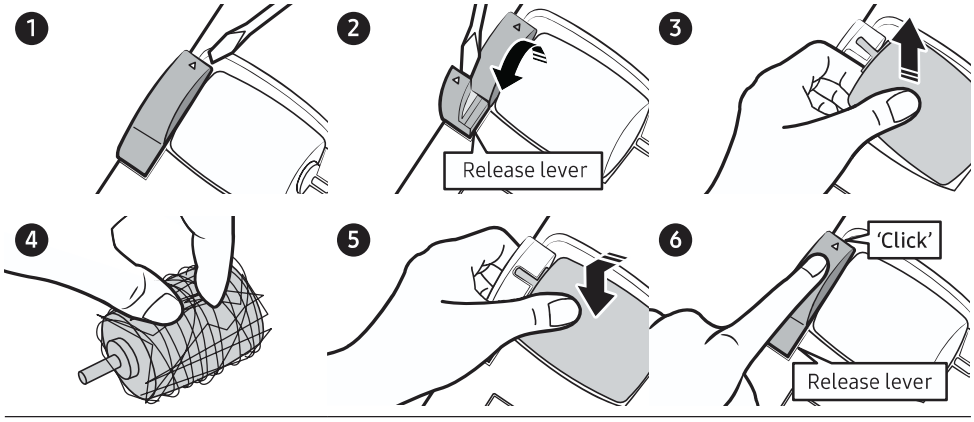
Front roller wheel



- Disassemble the front roller wheels and remove the tangled foreign matter. Then, reassemble the wheels.
- Align the line marked on the wheel to the line on the body of the brush, and then insert it back into its place.

Maintenance

Rear roller wheel

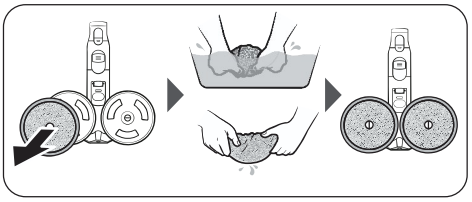


- Lift the release lever to detach the rear roller wheel.
- Detach the rear roller wheel and remove the tangled foreign matter. Then, reassemble the wheel.
- Insert the rear roller wheel into its place, and then press the release lever until you hear a click.

⚠ **CAUTION**

Be careful not to damage the release lever with a screwdriver. There is a chance of damaging the release lever if you apply excessive force to lift the release lever or twist the screwdriver while it is inserted into the gap.

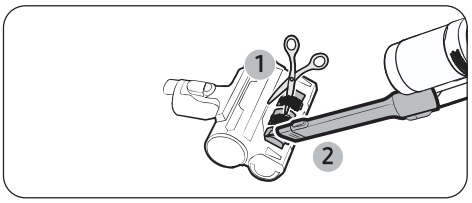
Spray Spinning Sweeper



NOTE

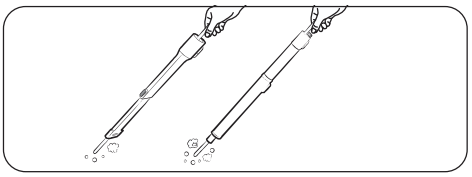
If the spin disk does not work after cleaning the Spray Spinning Sweeper, the overheating prevention device of the motor may have been enabled. Wait 30 minutes or more to cool the motor and operate again.

Pet Tool +



Cut the tangled hair or fur with scissors, and then use a vacuum cleaner to suck up the pieces.

Extension Crevice Tool / Telescopic Pipe



Insert a long thin stick and rotate several times to clean the Extension Crevice Tool or the Telescopic Pipe.

Appendix

SmartThings app

The SmartThings app is only compatible with models that have a Wi-Fi function. If you do not have a Wi-Fi router, you cannot use the SmartThings app.

STEP 1 Setting up the wireless router

- Please refer to your wireless router's user manual for how to set it.
- This vacuum cleaner supports only 2.4 GHz Wi-Fi.
- This vacuum cleaner supports IEEE 802.11b/g/n and Soft-AP.
  - IEEE 802.11n is recommended.
- This vacuum cleaner supports only DHCP (Dynamic Host Configuration Protocol). Please make sure that the DHCP server option is activated on your wireless router.
- The vacuum cleaner supports the WEP-OPEN, WPA-PSK/TKIP, and WPA2-PSK/AES for the authentication and encryption protocols.
  - WPA2-PSK/AES is recommended.
  - Confirm that your router has a unique SSID and password.
- The quality of your wireless network connection may be influenced by the surrounding wireless environment.
- If your Internet service provider has permanently registered the MAC address (a unique identification number) of your PC or modem, your vacuum cleaner may not be able to connect to the Internet. Ask your Internet service provider about the procedure to connect an apparatus other than a PC to the Internet.
- If your Internet service provider requires your ID or password to connect to the Internet, your vacuum cleaner may not be able to connect. If this is the case, you must enter your ID or password when connecting to the Internet.
- The vacuum cleaner may not be able to connect to the Internet because of the firewall setting of your network. Contact your Internet service provider to resolve these issues.
- Some wireless routers may transmit an abnormal Domain Name Server (DNS) address even if the Internet is not connected. If this occurs, contact the manufacturer of your wireless router and your Internet service provider.
- If you still cannot connect to the Internet even after trying the procedure provided by your Internet service provider, please contact an authorized Samsung service center.
- If your router is not a Wi-Fi certified product, the vacuum cleaner may not be able to connect to the Internet.

STEP 2 Downloading the SmartThings app

- Download and install the SmartThings App from the markets (Google Play Store, Apple App Store, or Samsung Galaxy Store). To find the app, use the keyword "SmartThings".

NOTE

- The SmartThings app is incompatible with some tablets and mobile devices.
  - [Android] 8.0 or later (at least 3 GB of RAM) is recommended.
- Some iPads and some mobile devices may not be supported.
  - [iOS] 14.0 or later is supported.
- Visit Play Store or App Store to see if your mobile device is compatible with the SmartThings app.
- The supporting software version of the SmartThings app is subject to change according to the OS supporting policy the manufacturer provides. In addition, as for the SmartThings app or the functions that the app supports, the new application update policy on the existing OS version can be suspended due to usability or security reasons.
- The SmartThings app is subject to change without notice to improve usability or performance. As the mobile phone OS version is updated every year, the SmartThings is also updated continually according to the latest OS.

- If you have inquiries regarding the items mentioned above, please contact us at st.service@samsung.com.

STEP 3 Setting up a Samsung account

- You must sign in to a Samsung account before using the SmartThings app.
- To set up a Samsung account, you can follow the directions provided by the SmartThings app.
- If you have a Samsung smartphone, you can add your Samsung account in the Settings app. Then, it will automatically sign in to your Samsung account and you can use the SmartThings app.

STEP 4 Registering a device to the SmartThings app

1. Connect your smartphone to your wireless router.
   - If the smartphone is not connected, turn on the Wi-Fi in the Settings app and select a wireless router you want to connect to.
   - Set your smartphone to use Wi-Fi only and connect a device.
2. Open the SmartThings app on your smartphone.
3. If a pop-up saying that a new device has been found appears, tap **ADD NOW**.
   - If the pop-up does not appear, add a device by selecting the 'Stick vacuums' under the 'Home appliances' category and select your stick vacuum cleaner.
   - If you scan the QR code attached at the bottom of the Clean Station, you can easily connect your vacuum cleaner to the SmartThings app.
4. The connection to your device will be progressed automatically.
5. Once the device is connected to the app, follow the on-screen instructions to proceed with authentication.
6. The connection to your wireless router will be progressed automatically.
7. When the product registration is complete, the Stick vacuum device card is added.

NOTE

- When the vacuum cleaner cannot be registered to the SmartThings app
  - Refer to the SmartThings app guide or pop-up messages.
  - Confirm that the UPnP option of your wireless router is active, and then try the registration procedure again.
  - Confirm that your wireless router is operating in a wireless mode. If not, change it to the wireless mode and try again.
  - If you have two or more vacuum cleaners, unplug the other vacuum cleaner's Clean Station, as you must register one device at a time.
  - If more than one wireless router on your network has the same SSID, rename them to distinguish them from each other.
- If the vacuum cleaner and the smartphone are not connected to the same wireless router, response can be delayed depending on the network environment.
  - If you change your wireless router, the connection between the vacuum cleaner and the SmartThings app will be lost.
  - If you change your wireless router, register your vacuum cleaner again with the SmartThings app.

Appendix

Software Update

- When the Clean Station is connected to Wi-Fi, it communicates with the server to check for software updates. If a new version of the software is available, it will be automatically downloaded and updated.
- Software update is in progress if the **START/STOP** button's LED is solid white and pressing the button does not start emptying the dustbin. Please wait until rebooting is complete. The LED will turn off when the software update is complete.

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.

Security updates information

Security updates are provided to strengthen the security of your device and protect your personal information. For more information on security updates, visit https://security.samsungda.com.

* The website supports only some languages.

Functions of the SmartThings app

Check what's going on with your product anytime, anywhere with the app or control it remotely.

Functions		Explanation
General	Empty dustbin	You can empty the vacuum cleaner's dustbin.
	Default suction power	You can select the default suction power when you start using the vacuum cleaner. (MIN, AI, MID, MAX, JET)
	Call and message alert	• You can set the vacuum cleaner to notify you when you receive incoming calls or messages. If you enable this function, the vacuum cleaner stops operation to notify you of incoming calls and messages. ※ This menu may not be available on some devices. - Supported devices: Samsung smartphones with Android 11 (R OS), One UI 3.1 or later. - Unsupported devices: Some Samsung smartphones (A1x, A2x, M1x, M2x) and third-party smartphones.
Other services	HomeCare Manager	You can check and manage the usage history, filter status etc., and run self-diagnosis.
	SmartThings Energy	You can check the energy consumption of your vacuum cleaner.

Appendix

Functions		Explanation
Settings	Dustbin emptying duration (Default: Normal)	You can set the time that takes for emptying the vacuum cleaner's dustbin. • Short (8-10 seconds), Normal (12-14 seconds), Long (20-22 seconds) ※ If there is a lot of dirt (hair / lint), increase the emptying duration. • 'Dustbin emptying duration' can only be set from the SmartThings app.
	Display and lights (Default: On)	• You can set the vacuum cleaner display and battery lighting settings while the vacuum cleaner is mounted on the Clean Station. - On: The vacuum cleaner display light turns off when the battery is fully charged, and the battery light does not turn off. - Off: The vacuum cleaner display and the battery lights turn off 3 seconds after the vacuum cleaner has mounted on the Clean Station.
	Wi-Fi	• If you have changed your Wi-Fi router, update your vacuum cleaner's Wi-Fi information. ※ Once you change your Wi-Fi router, your vacuum cleaner becomes offline. Then, you can connect again by updating the Wi-Fi information.

Notes and cautions

Installation

⚠ CAUTION

- Do not install the product near water, in an area with excessive moisture, or near window, etc.
- Do not place the Clean Station in a place where people pass by frequently, in entrance way or narrow passage.
  - People may trip over it and be injured, or product damage may occur.
- If the Clean Station is installed incorrectly, it may fall over, which could cause an injury and severe product damage.
- Install the Clean Station in a place where there are no objects that could break and cause damage.
  - This may affect the performance of the self-diagnosis.
- If you have a problem with installing the Clean Station, contact a Samsung service center.

Appendix

Battery usage

NOTE

- If the product does not work after you charge the battery, replace the battery. If it still does not work with the new battery, contact a Samsung service center.
- Spare batteries and the Accessory Cradle chargers need to be purchased separately.

⚠ CAUTION

- Do not disassemble the battery or the Clean Station.
- Do not apply heat to the battery and do not put the battery in a fire.
- Removing the battery during operation may cause product malfunction.
- If you have removed the battery while the vacuum cleaner motor is operating, the vacuum cleaner may not work for 30 seconds even after you re-attach the battery for safety reasons.
- Battery usage time may shorten with increased battery use. When the battery no longer charges or runs down quickly, replace the exhausted battery with a new one.
- Use only the Clean Station and batteries provided by the manufacturer.
- Before inserting the battery, confirm that the battery is being inserted in the correct direction.

Operation

NOTE

- Please charge the battery before using a newly purchased battery for the first time or if you have not used the battery for a long time.
- When the battery level is low, recharge it. If the level of the battery remains low for a long period of time, it can cause the performance of the battery to degrade.
- Before using the Spray Spinning Sweeper, detach the wet pad and put some water on it, then reattach it to the spin disk.
- Clean the reusable wet pad of the Spray Spinning Sweeper in a normal washing machine by using a neutral detergent.
  - However, If the wet pad is exposed to heat, softener, etc, it may be modified or discolored and product performance can be degraded. Do not boil the wet pad.
- Use a genuine wet pad of Samsung Electronics for the Spray Spinning Sweeper.
- If the Spray Spinning Sweeper is used without a wet pad, any product malfunction will not be covered by warranty and a service fee will be charged.
- When you purchase an additional reusable wet pad for the Spray Spinning Sweeper, contact a Samsung service center.
- When you purchase an additional disposable wet pad, check the model name (VCA-SPA95).
- When you purchase an additional dust bag, make sure to check the model name (VCA-ADB953).
  - Contact your nearest Samsung Electronics retailer or Samsung service center to purchase any consumable accessories.

- When the dust bag in the Clean Station is filled with dust, the Clean Station may stop due to the overheating prevention device of the motor. Replace the dust bag and then use the Clean Station.
- If there is a larva in the suctioned dust, it can multiply in the dust bag. Clean the Clean Station with a wet tissue and replace the dust bag.
- Do not push the Clean Station so it falls over.
  - Personal injury, product and floor damage may occur.

⚠ CAUTION

- Do not leave the product leaning against a wall or a table.
  - The product may fall and an injury and severe product damage may occur.
- Do not allow children to touch the product while cleaning.
  - When the vacuum cleaner overheats, children may get burnt.
- Use both hands to carry the Clean Station.
- When you pull the power cord out of the groove at the bottom of the Clean Station, do not pull it hard. Turn the cord gently on its side so that it can come out smoothly.
  - The power cord may get damaged and could cause an electric shock or fire.
- Before unplugging or plugging in the Clean Station, turn off the vacuum cleaner and make sure that the pins of the power plug do not come into contact with your hands.
  - Fire or electric shock may occur.
- Disconnect the battery charger from the battery cradle when moving them from one place to another.
  - It will minimize the charging terminal and power cord from getting damaged which could cause a risk of electric shock.

- Do not step heavily on the upper part of the Spray Spinning Sweeper while using it.
  - Product damage or floor damage may occur.
- When cleaning, be careful that the side of the brush does not bump into a molding part, a wall, furniture, etc. and cause staining.
  - For a slight stain, remove it with a wet tissue or a cleaner.
- Do not use water to clean the product when in use.
- You should use the product in dry places and do not use the product in wet places or on water.
- Do not put hot water, detergent, etc. into the water tank of the Spray Spinning Sweeper.
  - Product malfunction or performance degradation may occur.
- When not using the Spray Spinning Sweeper, empty all the water in the water tank.
- Do not use without a filter in place.

Appendix

Maintenance

NOTE

- If the inner part of the Spray Spinning Sweeper is clogged with large foreign matter, spinning speed decreases or the spin disk stops.

⚠ CAUTION

- Do not push the vacuum cleaner while it is stored in the Clean Station.
  – Personal injury, product and floor damage may occur.
- Do not clean the brush of the vacuum cleaner with water. Cleaning it with water can cause deformation of parts or malfunction.
- If you notice a continuous reduction in suction or the vacuum cleaner overheats abnormally, clean the products and replace filters.
- When the Clean Station smells bad, replace the dust bag or clean the filters.

Troubleshooting

Before calling for service, review the problems and solutions below. Note that you will be charged for any service calls in which no defects were found.

Problem	Solutions
The vacuum cleaner does not work.	• Check the battery level and charge the battery. • Check whether the product is turned off, and then press the **Power** button to turn it on. • Make sure the battery is properly inserted into the vacuum cleaner. • Check whether the Telescopic Pipe, the dustbin, or the brush is blocked. • Check that the Washable Micro Filter is inserted correctly. • If the vacuum cleaner has not been used for a long time, charge the battery. • If the battery dies, replace the battery. • Check if the battery protection mode is activated. (For more information, refer to the '**How to use the batteries optimally**' section.)
The spin brush (or spin disk) of an accessory is not moving.	• When the '**Check Brush**' message appears on the display, turn off the vacuum cleaner and check whether the brush is clogged with foreign matter. If so, remove the foreign matter and restart the vacuum cleaner. • When the vacuum cleaner is turned on, turn it off and on again. - For the Slim LED Brush+ and Spray Spinning Sweeper, if the overheating prevention device of the accessory's motor is enabled, it may take about 30 minutes to cool the motor.
An odor emits from the air outlet or the filter of the product.	• Empty the dustbin and clean the filters frequently. - As your vacuum cleaner is a new product, it may have a slight odor for the first 3 months after purchase. - If you use the vacuum cleaner for a long period of time, accumulated dirt in the dustbin or dust on the filter may generate an odor. • Replacement filters are available at your local Samsung service agent.
Static electricity occurs when cleaning a thick and soft mat.	• Materials of a mat (childcare center mat, noise prevention mat for between floors, etc.) may cause static electricity. - Move the brush on a normal floor for a while and clean again, then the static electricity should disappear.

Appendix

Problem	Solutions
The Spray Spinning Sweeper does not spray water.	• When using the Spray Spinning Sweeper for the first time, the air in the internal pump and the tube may cause to delay in spraying water. - Detach the water tank, press the **+** button, and check that the pump operates with a sound. - Fill the water tank, attach it to the Spray Spinning Sweeper, and then press the **+** button repeatedly.
The vacuum cleaner cannot be charged.	• Make sure the vacuum cleaner is properly placed on the Clean Station. • Make sure the Clean Station is properly plugged in. • Confirm that the voltage provided to the Clean Station matches the requirements of the Clean Station. • Check that the vacuum cleaner is turned on, and then check that the LED of the battery level indicator is turned on. • Check if foreign matter (dust) is on the charging terminal. Remove any foreign matter with a cotton swab or soft cloth. • Check if you have turned the Display and lights option off in the SmartThings app.
The AI mode is not working.	• Ensure the product is registered and connected to the SmartThings app. • Ensure the Clean Station is powered on. • Make sure the assembled brush is either the Active Dual Brush or Slim LED Brush+. • Make sure the suction power is set on the AI mode. • If the AI mode is not working, empty the dustbin and then follow the guide provided after the self-diagnosis.

Problem	Solutions
The vacuum cleaner is on the Clean Station but emptying dustbin and self-diagnosis is not working.	• Make sure the Clean Station is properly plugged in. • Make sure the vacuum cleaner is properly placed on the Clean Station. • Check if you enabled the Auto Empty function. • Check the Bluetooth connection. - Press and hold the Clean Station's **START/STOP** button for 5 seconds. - The Clean Station's **START/STOP** button blinks red for 5 seconds when the Bluetooth is not connected and blinks in blue for 5 seconds when the Bluetooth is connected. • Connecting the Bluetooth - Press and hold the Clean Station's **START/STOP** button for 5 seconds until its light blinks. Press the **Auto Empty** button while the **START/STOP** button blinks. - Simultaneously press the **+** and **-** buttons. Then, simultaneously press and hold the **+** and **-** buttons again for 3 seconds. Hold the buttons until you see the message that says, '**Connecting to Bluetooth**'. - Wait until the Bluetooth connection succeeds. - If the connection fails, try again from the beginning. • Make sure the battery is properly inserted into the vacuum cleaner. • If the vacuum cleaner is placed back on the Clean Station within a minute from it was taken off from the Clean Station, the Auto Empty function will not operate even it the function is enabled. • If you set the default suction power setting in the SmartThings app to a mode other than AI, the Clean Station will not perform self-diagnosis after emptying the dustbin.
The vacuum cleaner stops operation during cleaning.	• As this product has the overheating prevention device of the motor, the product will stop operation temporarily for the following conditions. After correcting the cause of the problem, turn the product on again. (This case may differ depending on the ambient temperature.) - When the vacuum cleaner operates with a full dustbin. - When the vacuum cleaner operates with a brush, pipe, or tool clogged. - When the Extension Crevice Tool is used for long hours.
The suction power suddenly decreases and the vacuum cleaner makes a vibrating sound.	• Check whether the brush, dustbin, or Telescopic Pipe is clogged with foreign matter and remove it. • Check whether the dustbin is fully filled with dust. If it is, empty the bin. • Check whether the filter is dirty. If it is, clean the filter.

Appendix

Problem	Solutions
The cleaning is finished but small dust particles come out of the accessories.	• After cleaning, operate the vacuum cleaner for 10 seconds or more to suck the small dust particles.
The SmartThings app cannot be installed.	• The SmartThings app operates on Android OS 8.0 or later, iOS 14.0 or later. • The supporting OS version for the SmartThings app may change later. • Normal installation or use of the app is not guaranteed on rooted devices.
I have installed the SmartThings app but fails to connect with the Clean Station.	• Refer to the '**SmartThings app**' section in the user manual to connect the Clean Station to a wireless router. • Check the Bluetooth connection. - Press and hold the Clean Station's **START/STOP** button for 5 seconds. - The Clean Station's **START/STOP** button blinks red for 5 seconds when the Bluetooth is not connected and blinks in blue for 5 seconds when the Bluetooth is connected.
I cannot log into the Samsung account.	• Check your ID and password on the screen of the Samsung account.
The wireless router I want to connect is not detected during the product registration.	• Cancel the product registration, open the SmartThings app again, and try the product registration again.
During product registration, I entered the wrong password for the wireless router that I try to connect to.	• Cancel the product registration, open the SmartThings app again, and try the product registration again. • Press and hold the wireless router you want to connect on the network list, and delete the network to initialize the password.
While registering for the product, I get a message that registration has failed.	• Try the product registration procedure again by referring to the pop-up messages. • Try the product registration procedure again by referring to the '**SmartThings app**' section in the user manual. • Refer to the instructions in the '**SmartThings app**' section of the user manual to resolve the product registration problem. • When the product registration keeps failing, restart the SmartThings app and try the product registration. • All users should use the Samsung account issued by the country which launches the product.
The Clean Station is not connected to Wi-Fi.	• Check the settings of the wireless router.

Problem	Solutions
Clean Station is successfully connected to the smartphone, but I cannot operate the product from the smartphone.	• Turn off the SmartThings app and then run it again. • Disconnect the smartphone from the wireless router and then connect it again. • Turn off the Clean Station and turn it back on. Wait for a few minutes, and then open the SmartThings app again. I cannot turn on the vacuum cleaner on the SmartThings app.
I cannot turn on the vacuum cleaner on the SmartThings app.	• Check if the vacuum cleaner is offline on the SmartThings app. • Connect the wireless router with the Clean Station again by referring to the '**SmartThings app**' section in the user manual.
The Clean Station appears to be offline in the SmartThings app after successfully registering the device.	• Check the Internet connection of your wireless router. Firewall settings in your network may interrupt the SmartThings app to work normally. • Connection may be lost if the Clean Station is too far away from the wireless router. • Close the SmartThings app and then restart it. • If you cannot resolve the lost connection, try registering your product again. • If the SSID/password of your wireless router has changed, try the product registration again. • Check if you have blocked the Clean Station's network connection. - To allow the network connection, press and hold the **Auto Empty** button for at least 15 seconds until the Auto Empty LED and Wi-Fi LED blink simultaneously.
When controlling with a smartphone, a response is delayed.	• If your smartphone is not connected to the same network as the Clean Station, response can be delayed depending on the network environment.

Appendix

Product specification

Charging and cleaning time may differ depending on the type of brush and the conditions of use.

<table>
<tr><td rowspan="3">Power consumption</td><td>VS90F40***</td><td colspan="2">1050 W (with VCA-SBTC97 battery)</td></tr>
<tr><td>VS28C97****</td><td colspan="2">730 W (with VCA-SBTC97 battery)</td></tr>
<tr><td>VS25C97****</td><td colspan="2">660 W (with VCA-SBTC97S, VCA-SBTD95 battery)</td></tr>
<tr><td colspan="2">Battery specification (VCA-SBTC97)</td><td colspan="2">Li-ion 25.2 V, 3970 mAh, 7 cell</td></tr>
<tr><td colspan="2">Battery specification (VCA-SBTC97S, VCA-SBTD95)</td><td colspan="2">Li-ion 25.2 V, 2200 mAh, 7 cell</td></tr>
<tr><td rowspan="2">Weight (Vacuum cleaner) (With Active Dual Brush)</td><td>With battery VCA-SBTC97</td><td colspan="2">3.18 kg</td></tr>
<tr><td>With battery VCA-SBTC97S, VCA-SBTD95</td><td colspan="2">2.99 kg</td></tr>
<tr><td rowspan="2">Dimensions (Vacuum cleaner)</td><td>With battery VCA-SBTC97</td><td colspan="2">Width 250 mm x Depth 243 mm x Height 1036 mm</td></tr>
<tr><td>With battery VCA-SBTC97S, VCA-SBTD95</td><td colspan="2">Width 250 mm x Depth 243 mm x Height 1011 mm</td></tr>
<tr><td rowspan="2">Charging time</td><td>With battery VCA-SBTC97</td><td colspan="2">5.0 hours</td></tr>
<tr><td>With battery VCA-SBTC97S, VCA-SBTD95</td><td colspan="2">3.5 hours</td></tr>
<tr><td rowspan="8">Cleaning time (With battery VCA-SBTC97) (Default mode: AI)</td><td rowspan="2">Combination Tool / Extension Crevice Tool</td><td>MIN: Approx. 100 min.</td><td>MID: Aprrox. 49 min.</td></tr>
<tr><td>MAX: Approx. 16 min.</td><td>JET: Approx. 4 min. (VS28C97****)
JET: Approx. 1 min. (VS90F40****)</td></tr>
<tr><td rowspan="2">Active Dual Brush</td><td>MIN: Approx. 58 min.</td><td>MID: Aprrox. 40 min.</td></tr>
<tr><td>MAX: Approx. 19 min.</td><td>JET: Approx. 14 min.</td></tr>
<tr><td rowspan="2">Slim LED Brush+</td><td>MIN: Approx. 77 min.</td><td>MID: Aprrox. 43 min.</td></tr>
<tr><td>MAX: Approx. 22 min.</td><td>JET: Approx. 18 min.</td></tr>
<tr><td>Spray Spinning Sweeper</td><td colspan="2">Approx. 160 min.</td></tr>
<tr><td rowspan="8">Cleaning time (With battery VCA-SBTC97S, VCA-SBTD95) (Default mode: AI)</td><td rowspan="2">Combination Tool / Extension Crevice Tool</td><td>MIN: Approx. 60 min.</td><td>MID: Aprrox. 30 min.</td></tr>
<tr><td>MAX: Approx. 10 min.</td><td>JET: Approx. 2.5 min.</td></tr>
<tr><td rowspan="2">Active Dual Brush</td><td>MIN: Approx. 34 min.</td><td>MID: Aprrox. 21 min.</td></tr>
<tr><td>MAX: Approx. 10 min.</td><td>JET: Approx. 8 min.</td></tr>
<tr><td rowspan="2">Slim LED Brush+</td><td>MIN: Approx. 45 min.</td><td>MID: Aprrox. 25 min.</td></tr>
<tr><td>MAX: Approx. 12 min.</td><td>JET: Approx. 10 min.</td></tr>
<tr><td>Spray Spinning Sweeper</td><td colspan="2">Approx. 100 min.</td></tr>
</table>

Wi-Fi	Frequency range	2412 - 2472 MHz
	Transmitter power (Max)	20 dBm
Bluetooth (BLE)	Frequency range	2402 - 2480 GHz
	Transmitter power (Max)	20 dBm

NOTE

Cleaning time stated in the above table is based on a test using one battery. Cleaning time doubles when you use two batteries consecutively.

Warranty

SAMSUNG VACUUM CLEANER

LIMITED WARRANTY TO ORIGINAL CONSUMER PURCHASER WITH PROOF OF PURCHASE AND/OR PROOF OF DELIVERY

This SAMSUNG brand product, as supplied and distributed by SAMSUNG ELECTRONICS AMERICA, INC. (SAMSUNG) and delivered new, in the original carton to the original consumer purchaser, is warranted by SAMSUNG against manufacturing defects in materials and workmanship for the following limited warranty period, starting from the date of delivery to the original consumer purchaser:

One (1) year parts and labor

Digital Inverter motor (Part only) : Ten (10) years

Battery (Part only) : Two (2) years

This limited warranty is valid only on products purchased and used in the United States that have been installed, operated, and maintained according to the instructions attached to or furnished with the product. To receive warranty service, the purchaser must contact SAMSUNG at the address or phone number provided below for problem determination and service procedures. Warranty service can only be performed by a SAMSUNG authorized service center. The original dated bill of sale and/or proof of delivery must be presented upon request to SAMSUNG or SAMSUNG's authorized service center to receive warranty service.

During the applicable warranty period, a product will be repaired, replaced, or the purchase price refunded, at the sole option of SAMSUNG. SAMSUNG may use new or reconditioned parts in repairing a product, or replace the product with a new or reconditioned product. Replacement parts and products are warranted for the remaining portion of the original product's warranty or ninety (90) days, whichever is longer. All replaced parts and products are the property of SAMSUNG and you must return them to SAMSUNG.

This limited warranty covers manufacturing defects in materials or workmanship encountered in normal household, noncommercial use of this product and shall not cover the following: damage that occurs in shipment, delivery, installation, and uses for which this product was not intended; damage caused by unauthorized modification or alteration of the product; product where the original factory serial numbers have been removed, defaced, changed in any way, or cannot be readily determined; cosmetic damage including scratches, dents, chips, and other damage to the product's finishes; damage caused by abuse, misuse, pest infestations, accident, fire, floods, or other acts of nature or God; damage caused by use of equipment, utilities, services, parts, supplies, accessories, applications, installations, repairs, external wiring or connectors not supplied or authorized by SAMSUNG; damage caused by incorrect electrical line current, voltage, fluctuations and surges; damage caused by failure to operate and maintain the product according to instructions; in-home instruction on how to use your product; and service to correct installation not in accordance with electrical or plumbing codes or correction of household electrical or plumbing (i.e., house wiring, fuses, or water inlet hoses). The cost of repair or replacement under these excluded circumstances shall be the customer's responsibility.

Visits by an authorized servicer to explain product functions, maintenance or installation are not covered by this limited warranty. Please contact SAMSUNG at the number below for assistance with any of these issues.

EXCLUSION OF IMPLIED WARRANTIES

IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO ONE YEAR OR THE SHORTEST PERIOD ALLOWED BY LAW. Some states do not allow limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This warranty gives you specific rights, and you may also have other rights, which vary from state to state.

LIMITATION OF REMEDIES

YOUR SOLE AND EXCLUSIVE REMEDY IS PRODUCT REPAIR, PRODUCT REPLACEMENT, OR REFUND OF THE PURCHASE PRICE AT SAMSUNG'S OPTION, AS PROVIDED IN THIS LIMITED WARRANTY. SAMSUNG SHALL NOT BE LIABLE FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO TIME AWAY FROM WORK, HOTELS AND/OR RESTAURANT MEALS, REMODELING EXPENSES, LOSS OF REVENUE OR PROFITS, FAILURE TO REALIZE SAVINGS OR OTHER BENEFITS REGARDLESS OF THE LEGAL THEORY ON WHICH THE CLAIM IS BASED, AND EVEN IF SAMSUNG HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Some states do not allow exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific rights, and you may also have other rights, which vary from state to state.

SAMSUNG does not warrant uninterrupted or error-free operation of the product. No warranty or guarantee given by any other person, firm, or corporation with respect to this product shall be binding on SAMSUNG.

To obtain warranty service, please contact SAMSUNG at:

Samsung Electronics America, Inc.
700 Sylvan Avenue,
Englewood Cliffs, NJ 07632
1-800-SAMSUNG (726-7864)
www.samsung.com/us/support

Warranty (CANADA)

PLEASE DO NOT DISCARD. THIS PAGE REPLACES THE WARRANTY PAGE IN THE USE & CARE GUIDE

SAMSUNG Vacuum Cleaner

LIMITED WARRANTY TO ORIGINAL PURCHASER

This SAMSUNG brand product, as supplied and distributed by SAMSUNG ELECTRONICS CANADA, INC. (SAMSUNG) and delivered new, in the original carton to the original consumer purchaser, is warranted by SAMSUNG against manufacturing defects in materials and workmanship for a limited warranty period of:

One (1) Year Parts and Labor.

Digital Inverter motor (Part only) : Ten (10) years

Battery (Part only) : Two (2) years

This limited warranty begins on the original date of purchase, and is valid only on products purchased and used in CANADA. To receive warranty service, the purchaser must contact SAMSUNG for problem determination and service procedures. Warranty service can only be performed by a SAMSUNG authorized service center. The original dated bill of sale must be presented upon request as Proof of purchase to SAMSUNG or SAMAUNG's authorized service center.

SAMSUNG will repair or replace this product, at our option and at no charge as stipulated herein, with new or reconditioned parts or products if found to be defective during the limited warranty period specified above. All replaced parts and products become the property of SAMSUNG and must be returned to SAMSUNG. Replacement parts and products assume the remaining original warranty, or ninety (90) days, whichever is longer. This limited warranty covers manufacturing defects in materials and workmanship encountered in normal household, noncommercial use of this product and shall not apply to the following: damage which occurs in shipment; delivery and installation;
applications and uses for which this product was not intended; altered product or serial numbers; cosmetic damage or exterior or accidents, abuse, neglect, fire, water, lightning or other acts of nature; use of products, equipment, systems, utilities, services, parts, supplies, accessories, applications, installations, repairs, external wiring or connectors not supplied or authorized by SAMSUNG which damage this product or result in service problems;
incorrect electrical line voltage, fluctuations and surges; customer adjustments and failure to follow operating instructions, maintenance and environmental instructions that are covered and prescribed in the instruction book; product removal and reinstallation; problems caused by pest infestations, misuse and abuse by user. This limited warranty shall not cover cases of incorrect electric current, voltage or supply, light bulbs, house fuses, house wiring, cost of a service call for instructions, or fixing installation errors. SAMSUNG does not warrant uninterrupted or error-free operation of the product.

EXCEPT AS SET FORTH HEREIN THERE ARE NO WARRANTIES ON THIS PRODUCT EITHER EXPRESS OR IMPLIED AND SAMSUNG DISCLAIMS ALL WARRANTIES INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY, INFRINGEMENT OR FITNESS FOR A PARTICULAR PURPOSE.
NO WARRANTY OR GUARANTY GIVEN BY ANY PERSON, FIRM OR CORPORATION WITH RESPECT TO THIS PRODUCT SHALL BE BINDING ON SAMSUNG. SAMSUNG SHALL NOT BE LIABLE FOR LOSS OF REVENUE OR PROFITS, FAILURE TO REALIZE SAVINGS OR OTHER BENEFITS, OR ANY OTHER SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES CAUSED BY THE USE, MISUSE OR INABILITY TO USE THIS PRODUCT, REGARDLESS OF THE LEGAL THEORY ON WHICH THE CLAIM IS BASED, AND EVEN IF SAMSUNG HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NOR SHALL RECOVERY OF ANY KIND AGAINST SAMSUNG BE GREATER IN AMOUNT THAN THE PURCHASE PRICE OF THE PRODUCT SOLD BY SAMSUNG AND CAUSING THE ALLEGED DAMAGE. WITHOUT LIMITING THE FOREGOING, PURCHASER ASSUMES ALL RISK AND LIABILITY FOR LOSS, DAMAGE OR INJURY TO PURCHASER AND PURCHASER'S PROPERTY AND TO OTHERS AND THEIR PROPERTY ARISING OUT OF THE USE, MISUSE OR INABILITY TO USE THIS PRODUCT. THIS LIMITED WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN THE ORIGINAL PURCHASER OF THIS PRODUCT, IS NONTRANSFERABLE AND STATES YOUR EXCLUSIVE REMEDY.

Some provinces do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

To obtain warranty service, please contact SAMSUNG at:

Samsung Electronics Canada Inc.
2050 Derry Road West, Mississauga, Ontario L5N 0B9 Canada
1-800-SAMSUNG (726-7864) and www.samsung.com/ca/support (English)
www.samsung.com/ca_fr/support (French)

Warranty (CANADA)

NOTICE TO QUEBEC CONSUMERS – Warranty of Availability of Replacement Parts, Repair Services, and Maintenance and Repair Information

Replacement Parts

Although Samsung Canada will use reasonable efforts to make replacement parts available to customers (subject to availability and applicable lead times), Samsung Canada **does not guarantee** the availability of replacement parts within the meaning of the warranty of availability set out in sections 39 (paragraph 3), 39.1 and 39.2 of the Quebec Consumer Protection Act.

To purchase replacement parts and tools for self-repair, please visit:
samsung.com/ca/support/buy-certified-parts

Repair Services

Although Samsung Canada offers repair services for Samsung products through Samsung Authorized Service Centers located in most major urban centers (defined as a city in Canada with a population equal or greater than 50,000) across Canada, Samsung Canada **does not guarantee** the availability of any repair services within the meaning of the warranty of availability set out in sections 39 (paragraph 3), 39.1 and 39.2 of the Quebec Consumer Protection Act in all locations, cities, or regions in Quebec.

To find your nearest Samsung Authorized Service Center, please visit:
samsung.com/ca/support/service-center

Information for Maintenance or Repair

Although Samsung Canada provides information on the maintenance and/or repair of goods for select Samsung products (please visit samsung.com/ca/support/self-repair for more information), Samsung Canada **does not guarantee** the availability of information that is necessary to maintain or repair Samsung products within the meaning of the warranty of availability set out in sections 39 (paragraph 3), 39.1 and 39.2 of the Quebec Consumer Protection.

DISCLAIMER OF LIABILITY

Samsung is not liable for any damage or defect determined to be caused by repair by a non-authorized service provider, self-repair or non-professional repair of the product. Samsung is not liable for any resulting damage to the product, person, or property, or any injury or other product safety issue caused by or resulting from any repair, or any attempt to repair, any diagnosis, maintenance, or modification performed by any person, including, but not limited to, any of the following: (i) any indirect, incidental, special, or consequential damages (including but not limited to, damage to or loss of personal or commercial property, damage to reputation, loss of use, cost of purchase of replacement goods, etc.); (ii) any loss of data, goodwill, privacy, or profits or loss of business opportunity; and (iii) any inability to use, or reduced functionality of, the product. Any damage or defect to product resulting from a repair, or an attempt to repair, the product by any person (other than a Samsung certified service provider) will not be covered by the warranty. Samsung's liability shall be limited to the greatest extent permitted by law.

All text, graphics, user interfaces, visual interfaces, photographs, trademarks, and logos (collectively, "Content"), including but not limited to the design, structure, selection, coordination, "look and feel" and arrangement of such Content, contained in this manual is owned, controlled or licensed by or to Samsung, and is protected by trade dress, copyright, patent and trademark laws, and various other intellectual property rights and unfair competition laws.

No part of this manual or the Content may be copied, reproduced, republished, uploaded, posted, publicly displayed, encoded, translated, transmitted or distributed in any way (including "mirroring") to anyone, any entity, any other computer, server, Web site or other medium for publication or distribution or for any commercial purpose, without Samsung's express prior written consent.

Limitation of Liability. WHILE SAMSUNG MAKES ALL REASONABLE EFFORTS TO ENSURE THAT ALL INFORMATION IN THIS MANUAL IS CORRECT, SAMSUNG DOES NOT ASSUME ANY RESPONSIBILITY FOR THE ACCURACY OR COMPLETENESS OF ANY INFORMATION CONTAINED IN THIS MANUAL. SAMSUNG PROVIDES INFORMATION AND MATERIALS CONTAINED IN THIS MANUAL TO YOU ON AN "AS IS" BASIS WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED. SAMSUNG SPECIFICALLY DISCLAIMS ANY LIABILITY FOR ANY DIRECT, INDIRECT, INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES ARISING OUT OF OR IN ANY WAY CONNECTED WITH YOUR ACCESS TO OR USE OF THE INFORMATION IN THIS MANUAL, INCLUDING BUT NOT LIMITED TO ANY LOSS OR DAMAGE CAUSED BY YOUR RELIANCE ON INFORMATION OBTAINED THROUGH THIS MANUAL. Some jurisdictions do not allow exclusion of certain warranties or limitations of liability, so the above limitations or exclusions may not apply to you. Samsung's liability in any case shall be limited to the greatest extent permitted by law.

Samsung reserves the right, at its sole discretion, to change, modify, add or remove portions of any part of this manual at any time. It is your responsibility to check the manual periodically for changes. Your use of the manual will mean that you accept and agree to the terms and conditions set out in this manual. If you do not agree to comply with the terms and conditions of this manual, in whole or in part, please stop using this manual immediately.

SAMSUNG

CANADA	1-800-Samsung (726-7864)	www.samsung.com/ca/support (English) www.samsung.com/ca_fr/support (French)
U.S.A - Consumer Electronics - Mobile Phones	1-800-SAMSUNG (726-7864) 1-844-SAM-PAYS (726-7297)	www.samsung.com/us/support

DJ68-00900G-09