

# Vacuum cleaner

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## User manual

VS15A60\*\*\*\*

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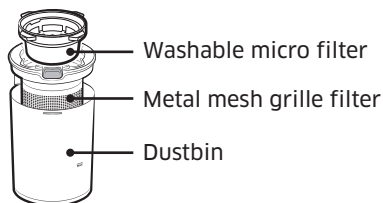
- Before operating this unit, please read the instructions carefully.
- For indoor use only.



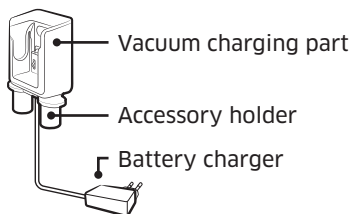
**SAMSUNG**



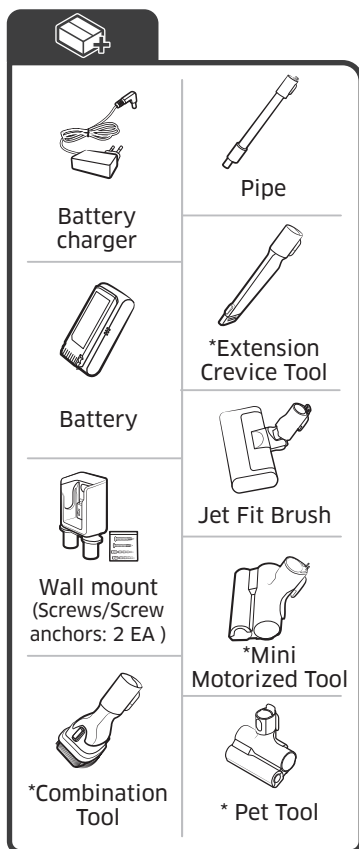
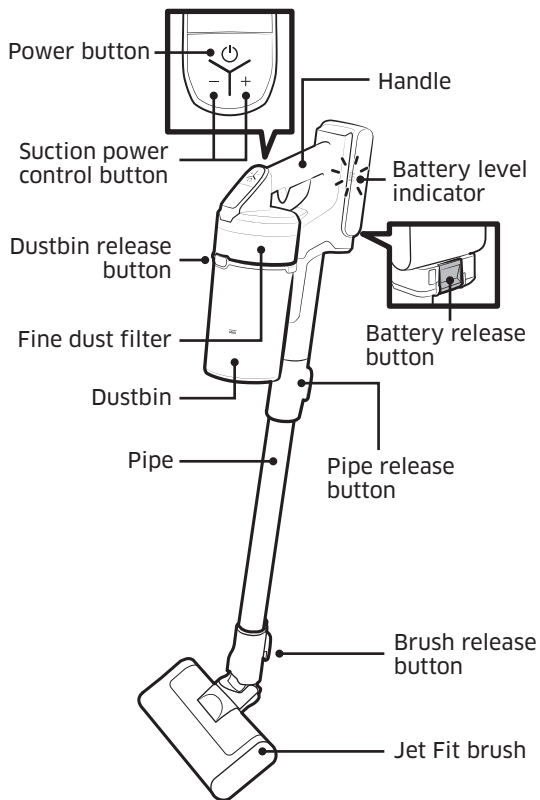
## Dustbin and Filter



## Wall mount



## Main



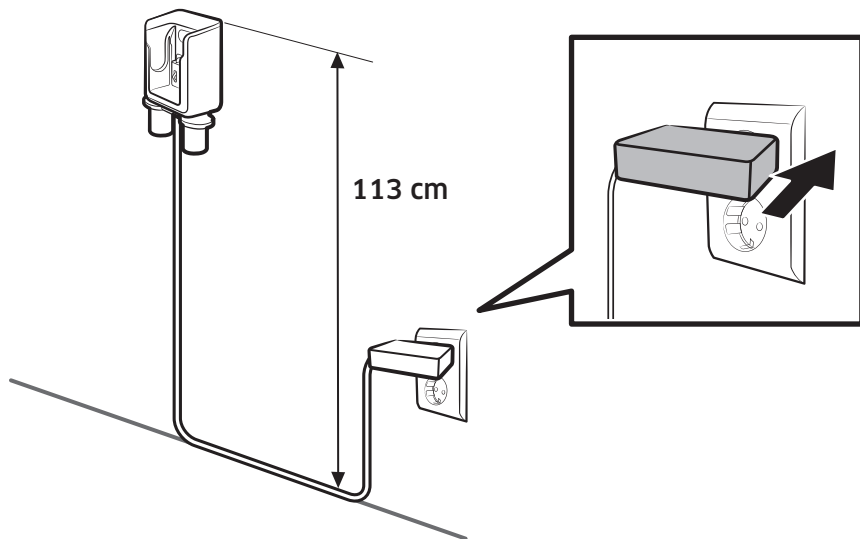
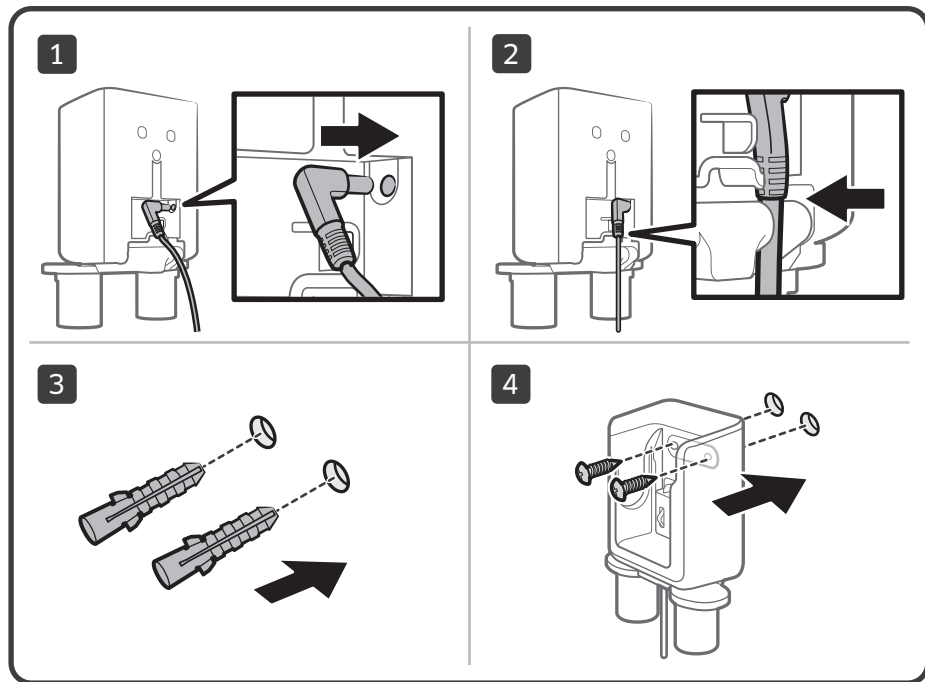
\*Accessories may differ depending on the models.

## Battery Spec

VS15A60\*\*\*\* Series: Lithium-ion 21.6 V, 1800 mAh, 6 cell



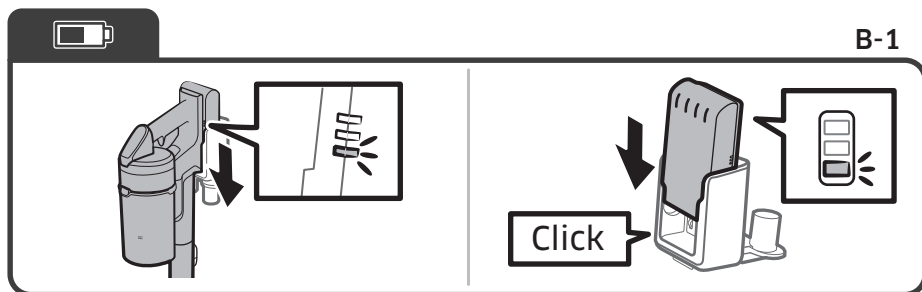
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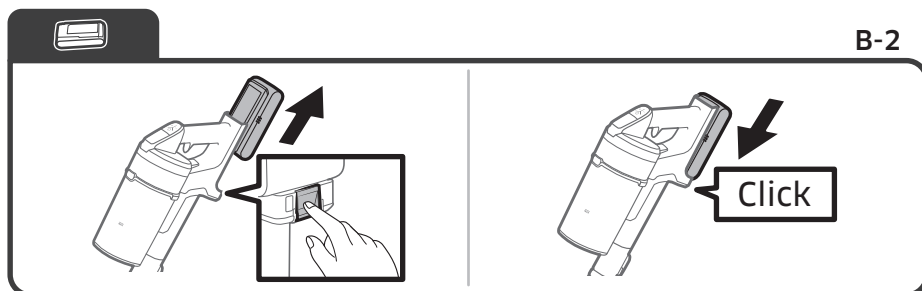


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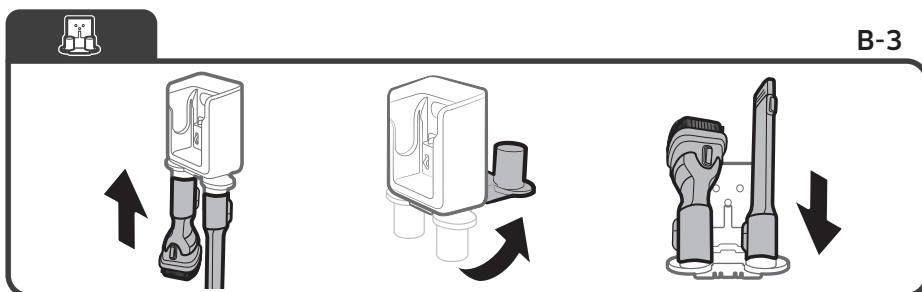
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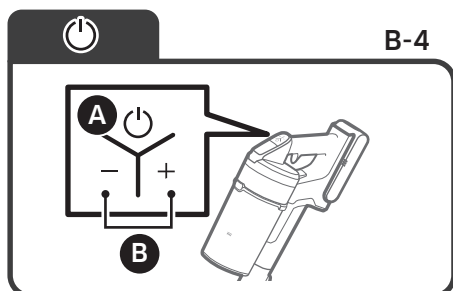
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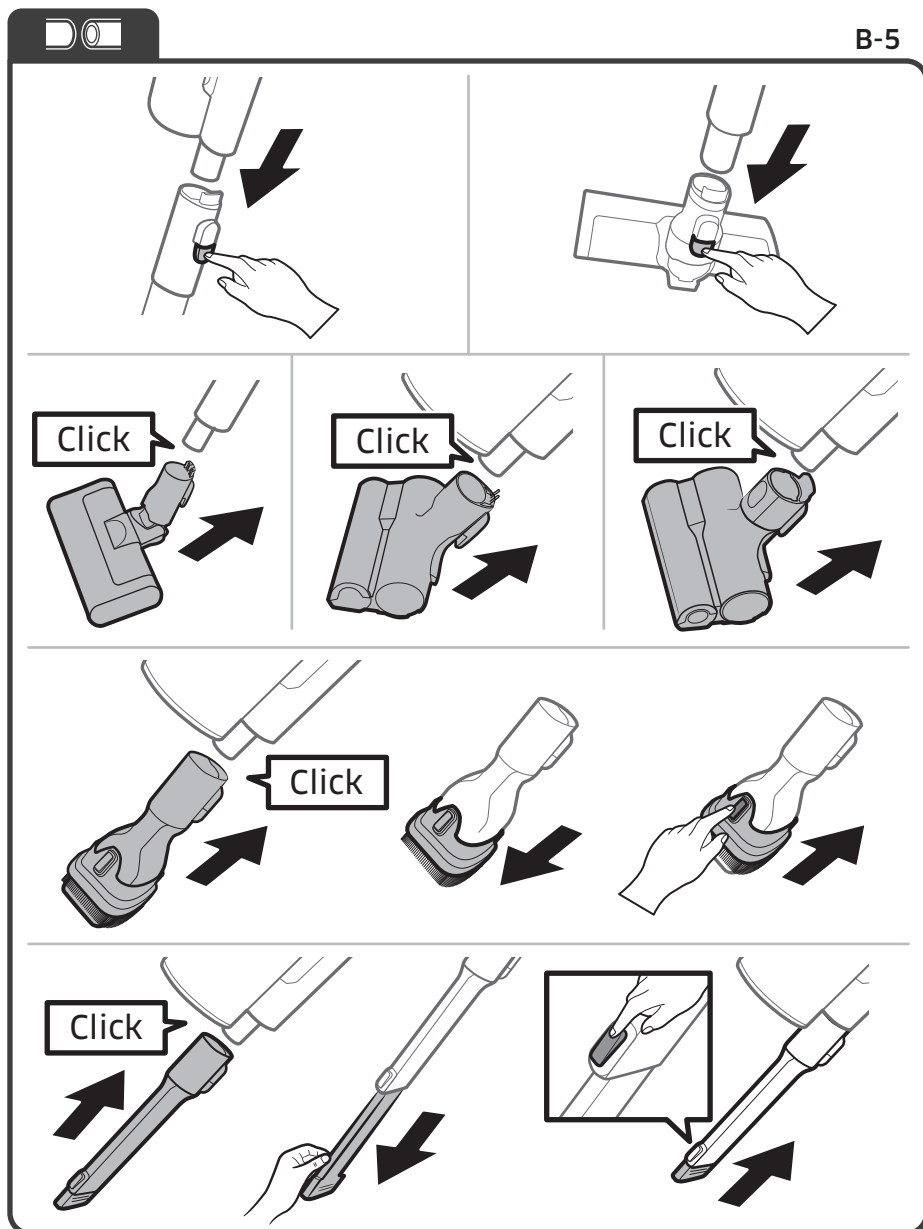


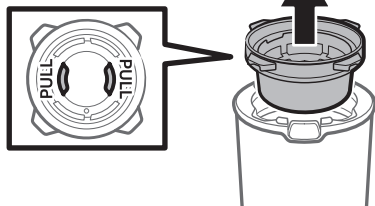
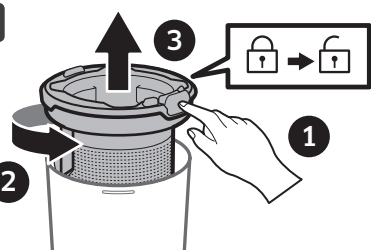
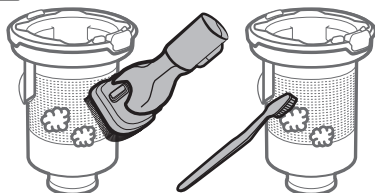
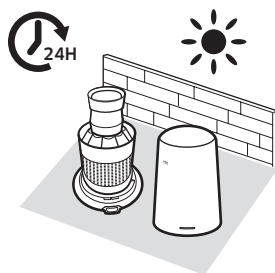
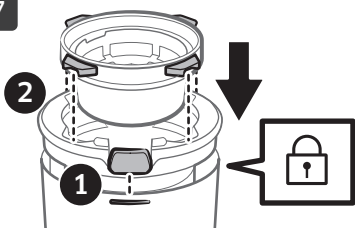
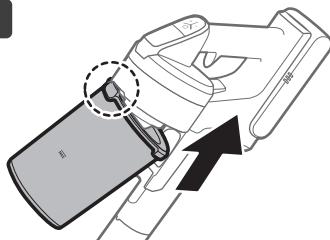
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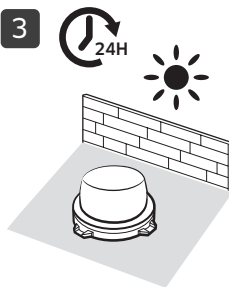
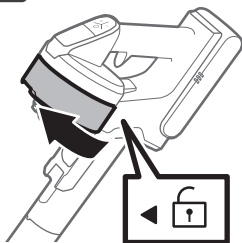
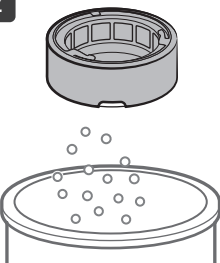
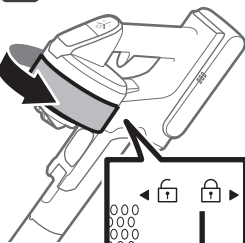
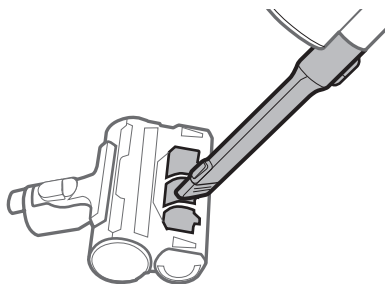
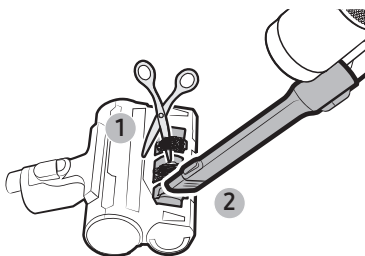


B-4



**B-5**

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**C****C-2****1****2****3****C-3****1****2****3****C-4****C-5**



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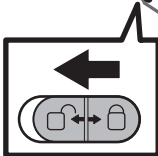
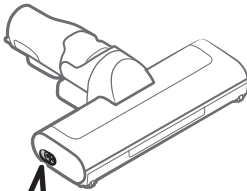


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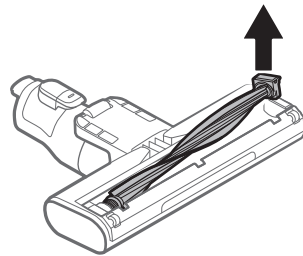


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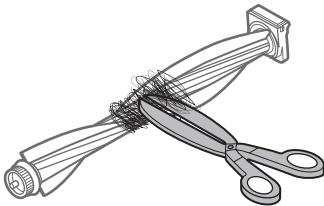
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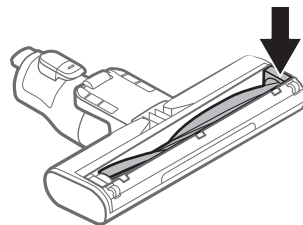
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# Operation and maintenance

## A. Installation

The wall mount installation should be set so the top of the wall mount is 113 cm from the floor.

### ⚠ CAUTION

- Install the wall mount on a hard concrete wall.
- If you install the wall mount into drywall and there is no stud present, use the drywall anchors to secure the charger.

### 📄 NOTE



- Please refer to the QR code for detailed information on the installation of the wall mount.

## B. Using the vacuum cleaner

### B-1 Charging

- When the battery level indicator is at its lowest level and blinks charge the battery.
- When charging the vacuum, make sure the connection part of the wall mount is correctly connected.
- The vacuum cleaner cannot be used while it is charging.
- **Using the wall mount**
  - Make sure the back of the battery is correctly placed onto the vacuum charging part.
  - Check if the battery level indicator is displayed while charging.
  - The battery level indicator blinks while charging. When charging is complete, the blinking stops and the light level dims.
- **Charging with a desk charger**
  - Charge the battery at the desk charger.
  - Push the battery in firmly.
  - Check if the battery level indicator is displayed while charging.

### ⚠ CAUTION

- Before ejecting the battery, the product must be turned off. (If the battery is forcibly ejected while the vacuum is operating, the vacuum can malfunction.)
- Be careful not to drop the battery. If you do, you can injure yourself or damage the battery.

### B-2 Ejecting the battery and Re-inserting the battery

- Press the battery release button at the rear of the handle to eject the battery.
- Push the battery to the end until you hear it click.

### B-3 Storing the accessories

- When accessories are disassembled to be stored, dust may fall from the suction part of the vacuum cleaner.
- After cleaning, operate in MAX mode for 10 seconds.
- Place the desk charger on a desk after folding the accessory holders and assemble the accessories to the holders as shown in the picture.
- If the Extension Crevice Tool is inserted first, the accessory holders can be folded more easily.

### B-4 Operating the vacuum cleaner

- **A:** Power button
  - When pressing the power button, the vacuum cleaner starts operation in 'MID' mode.
- **B:** Suction power control button
  - You can control the suction power of the vacuum cleaner.
  - **[+]** button: Increases suction power.
  - **[-]** button: Decreases suction power.

# Operation and maintenance

## B-5 Disassembling the accessories

### • Disassembling the accessories

- When disassembling the pipe, press the release button at the rear of the pipe.
- Before disassembling the accessories, operate in MAX mode for more than 10 seconds to remove foreign matter remained in the accessories.
- When disassembling the brush, press the release button at the rear of the brush.

### • Jet Fit Brush

- Use to clean various floor conditions at home, it is also suitable to clean carpet.

### • Mini Motorized Tool

- Use to clean bedding.

### • Pet Tool

- Use to clean bedding.

### • Combination Tool

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

### • Extension Crevice Tool

- Use to remove dust in grooves of window frames, chinks, corners, etc.

## C. Maintaining the vacuum cleaner

### CAUTION

- Before cleaning the vacuum cleaner, turn it off.
- When the dustbin or filter is filled with dust, the vacuum cleaner may stop due to the overheating prevention device of the motor.
- You should clean the dustbin or filter before it becomes completely full (Max sign).

### NOTE



- For detailed information, please refer to the QR code.

## C-1 Emptying and cleaning the dustbin

- Remove the dust on the metal mesh grille filter with the combination tool.
- Do not pull the rubber attached to the metal mesh grille filter.

- After emptying the dustbin, clean it and dry in the shade.
- When heat is applied, product malformation may occur.

## C-2 Washable micro filter

- To maintain the best performance of the filter, remove the dust on the filter frequently and clean the filter with water once a month.
- After cleaning, dry completely for more than 24 hours in the shade before use.
- When heat is applied, product malformation may occur.

## C-3 Fine dust filter

- To maintain the best performance of the filter, remove the dust on the filter frequently and clean the filter with water once a month.
- After cleaning, dry completely for more than 24 hours in the shade before use.
- When heat is applied, product malformation may occur.

### NOTE

When assembling, turn the filter until the line below the lock image is not visible.

## C-4 Mini Motorized Tool

## C-5 Pet Tool

## C-6 Extension Crevice Tool / Pipe

## C-7 Jet Fit Brush

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

### NOTE

- If a cloth or other foreign matter is vacuumed up and tangled with the spinning brush (drum), the spinning brush will stop working to protect the brush motor. After cleaning the brush, turn the power off and then on again.
- If a 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 fold of the brush.

# Safety information

- Before operating the appliance, please read this manual thoroughly and retain it for your reference.
- Because the following operating instructions cover various models, the characteristics of your vacuum cleaner may differ slightly from those described in this manual.

## Caution/Warning symbols used

### **WARNING**

Indicates that a danger of death or serious injury exists.

### **CAUTION**

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

## Other symbols used

### **NOTE**

Indicates that the following text contains additional important information.

Failure to meet these requirements could cause damage to the internal parts of the vacuum and void your warranty.

## General

- Read all instructions carefully. Before switching the vacuum on, make sure that the voltage of your electricity supply is the same as that indicated on the rating plate at the rear of the handy vacuum cleaner (battery contact side).

### **WARNING**

Do not use the vacuum cleaner on a wet rug or floor.

- Close supervision is necessary when any appliance is used by or near children. Do not allow the vacuum cleaner to be used as a toy. Do not allow the vacuum cleaner to run unattended at any time. Use the vacuum cleaner only for its intended purpose as described in these instructions.
- Do not use the vacuum cleaner without a dustbin.
- Empty the dustbin before it is full to maintain the highest efficiency.
- Do not use the vacuum cleaner to pick up matches, live ashes or cigarette butts. Keep the vacuum cleaner away from stoves and other heat sources. Heat can deform and discolor the plastic parts of the unit.
- Avoid picking up hard, sharp objects with the vacuum cleaner as they may damage the vacuum's parts.
- Do not block the suction or the exhaust port.
- To avoid damage, remove the plug by grasping the plug, not by pulling the cord.
- 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.

# Safety information

Children should not clean or perform maintenance on the vacuum without adult supervision.

- Children should be supervised to ensure that they do not play with the appliance.
- The battery must be removed from the main unit before cleaning or performing maintenance on the vacuum.
- The use of an extension cord is not recommended.
- If your vacuum cleaner is not operating correctly, switch off the power supply and consult an authorized Samsung service agent.
- If the supply cord is damaged, it must be replaced by the manufacturer or its service agent or a similarly qualified person to avoid any electrical hazards.
- Do not use to suction up water.
- Do not immerse in water for cleaning.
- Please contact Samsung or a Samsung service center for a replacement if one is needed.

## Wall mount

- Do not modify the polarized plug to fit a non-polarized outlet or extension cord.
- Do not use outdoors or on wet surfaces.
- Unplug the wall mount from the outlet when not in use and before servicing.
- Use only the wall mount supplied by the manufacturer to recharge.
- Do not use with a damaged cord or plug.
- 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 use extension cords or outlets with inadequately rated current.
- Do not charge a non-rechargeable battery.
- Do not unplug by pulling on the cord. To unplug, grasp the plug, not the cord.

- Do not mutilate or incinerate batteries as they will explode at high temperatures.
- Do not attempt to open the wall mount. Repairs should be only carried out by a qualified Samsung service center.
- Do not expose the wall mount to high temperatures or allow moisture or humidity of any kind to come into contact with the wall mount.

## Vacuum cleaner

- Do not pick up hard or sharp objects such as glass, nails, screws, coins, etc.
- Do not use without a filter in place. When servicing the unit, never put fingers or other objects into the fan chamber in case the unit accidentally turns on.
- Do not put any objects into openings. Do not use with any openings blocked. Keep openings free of dust, lint, hair, and anything that may reduce air flow.
- Do not pick up toxic materials (chlorine bleach, ammonia, drain cleaner, etc.).
- Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
- Do not use the vacuum cleaner in an enclosed space filled with vapours given off by oil based paint, paint thinner, moth proofing substances, flammable dust, or other explosive or toxic vapours.
- 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.

## Installation

If you have a problem with installing the wall mount, contact a Samsung service center.

### NOTE

Injury or product malfunction from not installing the wall mount may not be compensated.

# Safety information

## Power related

### WARNING

- When installing the wall mount, do not bend the battery charger with excessive force or put heavy objects on the battery charger.
  - Otherwise, electric shock or fire may occur.
- If there is dust, water, etc. on a pin or contact point of the power plug, wipe them carefully.
  - Otherwise, abnormal operation or electric shock may occur.
- Do not pull the cord and do not touch the plug with wet hands.
- Do not plug the wall mount into a power source with the incorrect voltage. Do not plug the wall mount into a multi-plug outlet or power strip. Do not leave the battery charger lying on the floor. Attach the cord close to a wall.
  - Otherwise, electric shock or fire may occur.
- Do not use a damaged power plug, battery charger, or loose power outlet.
  - Otherwise, electric shock or fire may occur.
- If the battery charger is damaged, have a Samsung authorized service center replace the battery charger with a new battery charger.
  - Otherwise, electric shock or fire may occur.
- Make sure that any liquid such as water or juice is not allowed to enter the vacuum cleaner or the wall mount.
  - Otherwise, electric shock or fire may occur.
- Do not use the wall mount for other purposes.
  - Otherwise, severe damage to the wall mount or fire may occur.
- Do not vacuum liquid, blades, pins, embers, etc. during cleaning.
  - Otherwise, abnormal operation or product damage may occur.
- Do not step on the product body or strike the product.
  - Otherwise, an injury or product damage may occur.
- The brush and air outlet should not be blocked during cleaning.
  - Otherwise, product malfunction or fire may occur due to overheating of the product.
- This product is intended for household use only. Do not use this product for heavy duty cleaning, commercial cleaning, industrial cleaning, or cleaning outdoors, especially on stone or cement. Do not use to pick up chalk powder in and around billiard tables or in hospital aseptic rooms.
  - Otherwise, abnormal operation or product damage may occur.
- Do not use the product near heating appliances such as heaters, or in areas containing combustible sprays, or flammable materials.
  - Otherwise, fire or product deformation may occur.
- Before using the product, make sure that the filters are correctly inserted.
  - Otherwise, dust can enter the motor inside the main body and cause product damage. Suction force can decrease.
- If there is a gas leak or combustible spray is used, do not touch the power outlet and open the window for ventilation.
  - Otherwise, an explosion or fire may occur.

## Operation

### WARNING

- Do not touch the charging terminal of a vacuum or wall mount with chop sticks, metal screw drivers, forks, knives, etc.
  - Otherwise, product malfunction or electric shock may occur.
- Make sure that the battery terminals of the wall mount do not come into contact with a conductor such as a bracelet, watch, metal rod, nail, etc.

# Safety information

- If the vacuum makes a strange sound or emits a smell or smoke, turn off the vacuum immediately, and then contact a Samsung service center.
- Otherwise, electric shock or fire may occur.

## CAUTION

- Do not use the product near combustible material. Also do not use:
  - In a place where a burning candle or desk lamp is placed on the floor.
  - In an area where an unattended place heater is turned on or an area in which there are unextinguished embers in a fireplace, in an ashtray, etc.
  - In a place where there are combustible materials such as gasoline, alcohol, thinner, ashtrays with unextinguished cigarettes, etc.
- Do not allow children to cling to or push the wall mount.
  - Personal injury, product and floor damage may occur.
- When you need to store the vacuum cleaner for a short time during cleaning, lay the vacuum on the floor.
  - Otherwise, the vacuum cleaner may fall and could cause an injury or severe product damage.
- Do not charge the product near a window, heater, toilet, bathroom, etc.
- After using the vacuum cleaner, you should store it in the wall mount or lay it safely on the floor.
  - Otherwise, the product may fall and could cause an injury or severe product damage.
- Do not store the vacuum cleaner by leaning it against a wall or table.
- Do not use the vacuum cleaner for other than its intended purpose. (Do not allow children to ride on or play with the product.)
  - An injury or product damage may occur.
- Before plugging in or unplugging the wall mount, turn off the vacuum and make sure that the pins of the power plug do not come into contact with your hands.
  - Otherwise, fire or electric shock may occur.
- When using the vacuum cleaner, be careful not to hurt yourself on the moving or spinning parts.
  - Be careful not to suction body parts into a brush of the vacuum cleaner (Hair, etc.).
- When cleaning the wall or ceiling, use both hands.
- Use both hands to clean with the vacuum. If you clean with one hand, you can damage your wrist or drop the vacuum and cause an injury or damage the vacuum.
- 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 objects that can be easily scratched (monitors, stainless steel appliances, etc.).
- Do not store the vacuum cleaner inside a car.
- Do not use water to clean the vacuum cleaner when in use.
- Use the vacuum cleaner in dry places only.
- Do not use the vacuum cleaner in wet places or on water.
- Do not use the vacuum cleaner to pick up spilled beverages or pet waste.
- Do not use the vacuum cleaner in direct sunlight or high heat.

# Safety information

## Maintenance

### WARNING

- Before removing foreign matter inside the vacuum, turn off the vacuum cleaner first.
  - If the vacuum is on while you are removing the foreign matter, you can hurt yourself or damage the vacuum.
- 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.
- After unplugging the product, clean the wall mount.
- When cleaning the washable parts, do not use alkaline detergent, acid, industrial detergent, air freshener, acetic acid, etc.
  - Otherwise, product damage such as plastic breakage, deformation, discoloration, printing deterioration, etc. may occur.

### CAUTION

- Do not push the vacuum cleaner while it is stored in the wall mount.
  - Personal injury, floor and product damage may occur.

Washable Parts		Dustbin, washable micro filter, fine dust filter, metal mesh grille filter, dry cloth
Acceptable detergent	Neutral	Dish washing detergent
	Alkaline	Lox, mold cleaner, etc.
Prohibited detergent	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.

# Notes and cautions

## Battery usage

### NOTE

- If your vacuum cleaner does not work after you charge the battery, change the battery. If it still does not work with the new battery, contact a Samsung service center.
- When you purchase a battery in a Samsung service center, check for the genuine Samsung logo on the battery (**SAMSUNG**) and the battery name (VS15A60\*\*\*\* Series: VCA-SBTA60).

### CAUTION

- Do not disassemble the battery or the wall mount.
- Do not apply heat to the battery and do not put the battery in a fire.
- As the battery is manufactured only for this product, do not use the battery for other electronic appliances or other purposes.
- Removing the battery during operation may cause product malfunction.
- If the battery is removed while the vacuum cleaner motor is operating, the battery may not work for 30 seconds after being re-attached for safety reasons.
- Battery charging time and 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 wall mount and batteries provided by the manufacturer.
- Before inserting the battery, confirm that the battery is being inserted in the correct direction and orientation.
- When discarding a dead battery, put it into a battery collection box for recycling.
- If you are not going to use your vacuum cleaner for a long time, detach the battery from the vacuum.
- When attaching the battery to the vacuum, 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.
- 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.
- 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.
- To protect the motor and battery, the vacuum cleaner may not operate when the temperature is lower than 5 °C or higher than 45 °C.



# Notes and cautions

## Operation

### NOTE

- If excessive force is applied to a brush or foreign matter is caught in the spinning brush (drum), the brush may stop working to protect the motor or vacuum. Turn the vacuum off, remove the foreign matter, and then turn the vacuum on. If the vacuum does not start, turn it off and then on again.
- 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.
- Please charge the battery fully:
  - Before using a newly purchased battery for the first time or if you haven't used the battery for a long time.
  - When the battery level indicator is on the lowest indication and blinks.
- If you are not going to use the vacuum for a long period of time or you're going to be away from home for a long period of time, unplug the wall mount, and then detach the wall mount from the battery. When the battery is not being charged and not being used, it will slowly discharge.
- 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.

### CAUTION

- When the spinning brush (drum) 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 on items that can be scratched (TV and monitor screens, etc.)

## Maintenance

### NOTE

- Sometimes the wheel of a brush can scratch the floor. Before using the vacuum cleaner, check the status of 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.

### CAUTION

- Storing the vacuum cleaner in sunlight for long hours may cause parts of the vacuum to deform or discolor. Therefore, after cleaning the parts of the vacuum cleaner, dry them in the shade.
- Do not clean the brush of the vacuum cleaner with water. Cleaning it with water can cause the brush to deform or discolor.
- Before cleaning the wall mount, you must unplug the wall mount.
- If you notice a continuous reduction in suction or the vacuum cleaner overheats abnormally, replace the fine dust filter.
- After cleaning <a dustbin>, <a metal mesh grille filter>, or <a washable micro filter> with water, dry in the shade.
  - When heat is applied, product malformation may occur.

# Troubleshooting

English

Before calling for service, review the problems and solutions below. If none of the suggested solutions resolve your problem, please visit our website at [www.samsung.com](http://www.samsung.com) or call Samsung Customer Care. Note that you will be charged for any service calls in which no defects were found.

Problems	Solutions
The vacuum cleaner does not work.	<ul style="list-style-type: none"><li>• Check the battery level and charge the battery.</li><li>• Check whether the product is turned off, and then press the power button to turn it on.</li><li>• Check whether the pipe, dustbin or brush is blocked.</li><li>• Check whether the washable micro filter is inserted correctly.</li><li>• If the vacuum has not been used for a long time, charge the battery.</li><li>• If the battery dies, replace the battery.</li></ul>
Suction force decreases suddenly and the vacuum makes a vibrating sound.	<ul style="list-style-type: none"><li>• Check whether a brush, dustbin or pipe is clogged with foreign matter and remove it.</li><li>• Check whether the pipe, dustbin is fully filled with dust. If it is, empty the bin.</li><li>• Check whether the filter is dirty. If it is, clean the filter.</li></ul>
The vacuum cleaner cannot be charged.	<ul style="list-style-type: none"><li>• Check if foreign matter (dust) is on the charging terminal. Remove any foreign matter with a cotton swab or soft cloth.</li><li>• Check if the vacuum cleaner is turned on, and then check if the LED of the battery level indicator is turned on.</li></ul>
The spinning brush (drum) inside a brush does not work.	<ul style="list-style-type: none"><li>• When the spinning brush stuck display is turned on, turn off the vacuum and check whether the brush is clogged with foreign matter. If so, remove the foreign matter and restart the vacuum.</li><li>• Check if the vacuum cleaner is turned on and then turn it off and on again.<ul style="list-style-type: none"><li>- For the Jet Fit Brush, if the vacuum overheats, it may take about 30 minutes for the motor to cool.</li></ul></li></ul>

# Troubleshooting

Problems	Solutions
An odor is coming from the air outlet or filter of the vacuum cleaner.	<ul style="list-style-type: none"><li>• Empty the dustbin and clean the filters frequently.<ul style="list-style-type: none"><li>- As your vacuum cleaner is a new product, it may have a slight odor for the first 3 months after purchase.</li><li>- If you use the vacuum cleaner frequently, accumulated dirt in the dustbin or dust on the filter may generate an odor.</li></ul></li><li>• Replacement filters are available at your local Samsung service agent.</li></ul>
Cleaning is finished but small dust particles come out of the brush.	<ul style="list-style-type: none"><li>• After cleaning, operate the vacuum for 10 seconds or more to suction up the small dust particles.</li></ul>
Vacuum cleaner stops operation during cleaning.	<ul style="list-style-type: none"><li>• As this product has the overheating prevention device of the motor, product will stop operation temporarily for the following conditions.<ul style="list-style-type: none"><li>- When the vacuum operates with a full dustbin.</li><li>- When the vacuum operates with suction part or brush clogged.</li><li>- When the Extension Crevice Tool is used for long hours.</li></ul></li><li>• After correcting the cause of the problem, turn the product on again. (This case may differ depending on the ambient temperature.)</li></ul>
Static electricity occurs when cleaning a thick and soft mat.	<ul style="list-style-type: none"><li>• Materials of a mat (childcare center mat, noise prevention mat for between floors, etc.) may cause the static electricity.<ul style="list-style-type: none"><li>- Move the brush on a normal floor for a while and clean again, then the static electricity should disappear.</li></ul></li></ul>

# Product specification

Model		VS15A60****
Power		100-240 V ~ 50-60 Hz
Rated power consumption		410 W
Battery specification		Lithium-ion 21.6 V, 1800 mAh, 6 cell
Charging time		3.5 hours
Cleaning time (Default: MID)	Handy	Approximately 5 minutes (MAX) / Approximately 20 minutes (MID) / Approximately 40 minutes (MIN)
	Jet Fit brush	Approximately 5 minutes (MAX) / Approximately 18 minutes (MID) / Approximately 27 minutes (MIN)

- Charging and cleaning time may differ depending on the brushes and the conditions of use.

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If you have any questions or comments relating to Samsung products, please contact the SAMSUNG customer care center.

Country / Location	Customer Care Center	Web Site
AUSTRALIA	1300 362 603 (Other) 1300 425 299 (HHP)	<a href="http://www.samsung.com/au/support">www.samsung.com/au/support</a>
HONG KONG	3698 4698 (All Product) 3698 4688 (B2B) 2121 9088 (Samsung pay)	<a href="http://www.samsung.com/hk/support">www.samsung.com/hk/support</a> (Chinese) <a href="http://www.samsung.com/hk_en/support">www.samsung.com/hk_en/support</a> (English)
MALAYSIA	1800-22-8899 (HHP) 1800-88-9999 (OTH) +603-7713 7420 (Overseas contact)	<a href="http://www.samsung.com/my/support">www.samsung.com/my/support</a>
SINGAPORE	1800 7267864   1800-SAMSUNG (Other) 1800 4252997 / 1800-GALAXYS (HHP)	<a href="http://www.samsung.com/sg/support">www.samsung.com/sg/support</a>
SOUTH AFRICA	0860 SAMSUNG (726 7864)	<a href="http://www.samsung.com/za/support">www.samsung.com/za/support</a>
PHILIPPINES	1-800-10-726-7864 (PLDT) 1-800-8-726-7864 (GLOBE) (02) 8-422-2111 (Landline)	<a href="http://www.samsung.com/ph/support">www.samsung.com/ph/support</a>
INDIA	1800 40 SAMSUNG (1800 40 7267864) (Toll-Free) 1800 5 SAMSUNG (1800 5 726864) (Toll-Free)	<a href="http://www.samsung.com/in/support">www.samsung.com/in/support</a>

This product is RoHS compliant

