Vacuum cleaner

User manual

VS28C97****/VS25C97****

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

SAMSUNG

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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.

Important safety symbols

⚠ WARNING

Indicates that a danger of death or serious injury exists.

⚠ CAUTION

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

NOTE

Indicates that the following text contains additional important information.

Safety information

General

For information on Samsung's environmental commitments and product specific regulatory obligations e.g. REACH (WEEE, Batteries) visit: samsung.com/uk/aboutsamsung/samsungelectronics/corporatecitizenship/data_corner.html

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

- Read all instructions carefully. Before plug the station in, make sure that the voltage of your electricity supply is the same as that indicated on the rating plate at the bottom of the station.
- 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 should not play with the appliance. Children should not clean or perform maintenance on the vacuum without adult supervision.
- Do not allow the vacuum cleaner to run unattended at any time.
- This product is intended for household use only. (Do not use this product for other than its intended purposes.)
- Do not allow children to ride on or play with the product.
  - An injury or product damage may occur.

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.

Safety information

- 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, Spinning Cyclone 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, Spinning Cyclone 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.

Safety information

- 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) and the genuine SAMSUNG logo.
  - Contact your nearest Samsung Electronics retailer or Samsung service center to purchase any consumable accessories.

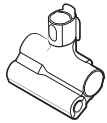
- Leaks from battery cells can occur under extreme usage or temperature conditions. If the liquid gets on your skin, wash the affected area quickly with water. If the liquid gets into your eyes, flush them immediately with clean water for a minimum of 10 minutes. Seek medical attention.
- When attaching 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.

Preparation

Accessories

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

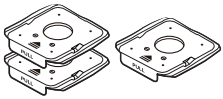
Telescopic pipe



Pet Tool +

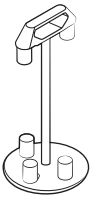
Combination Tool

Extension Crevice Tool

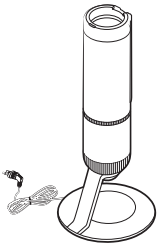


Dust bags (1 installed, 2 extra)

User manual



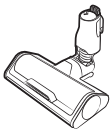
* Accessory Cradle



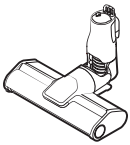
Clean Station

* Flexible Tool

* Battery charger

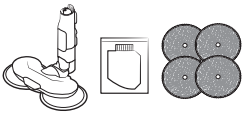


* Active Dual Brush

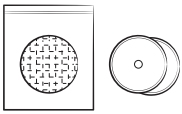


* Slim LED Brush+

* Battery cradle



* Spray Spinning Sweeper / Water tank / Reusable wet pads



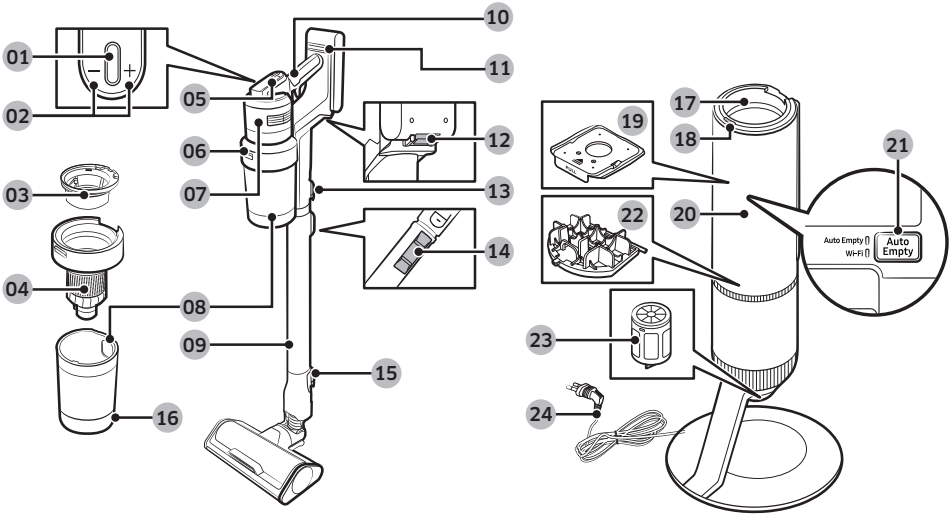
* Disposable wet pads / Attachable pad

* 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.

Parts overview



01 Power (⏻) button
02 Suction power control buttons
03 Washable Micro Filter
04 Spinning Cyclone 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

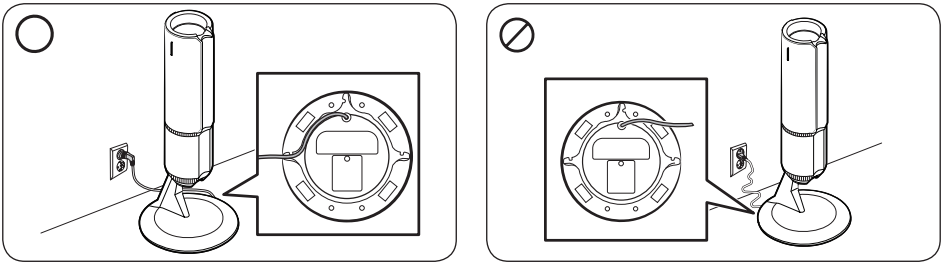
NOTE

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

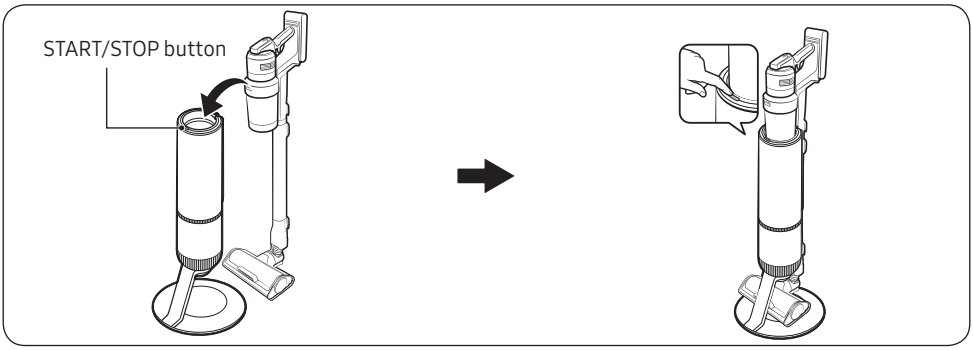
For detailed information, please refer to the QR code.

Installing the Clean Station

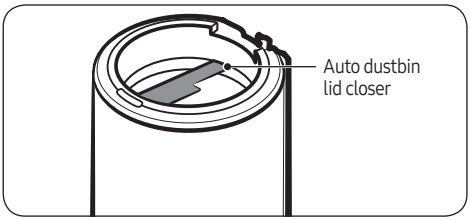


- Run the power cord of the Clean Station along the round groove at the bottom.
  - Make sure the power cord is correctly placed so that the Clean Station stands without tilting.
- Before plugging in the Clean Station, arrange the power cord neatly.
- When plugging in the Clean Station, the **START/STOP**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

Using the Clean Station

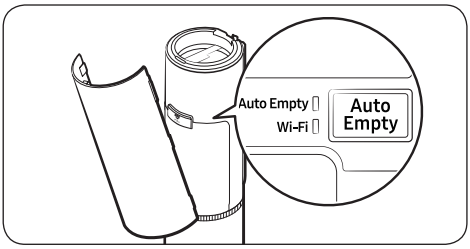


- The vacuum cleaner's dustbin will be emptied automatically when you put the vacuum cleaner on the Clean Station.
  - The Auto Empty function is enabled as a default setting.
- You can press the **START/STOP** button to start or stop the emptying process at a desired time.
- If the vacuum cleaner is 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 Spinning Cyclone Filter in the dustbin, the Spinning Cyclone Filter may not spin and therefore dustbin may not be emptied completely. In this case, repeatedly press the **START/STOP** button on the Clean Station until the dustbin is completely 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 Spinning Cyclone 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.

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

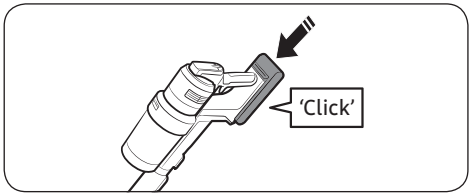
- We recommend performing a factory reset to protect your privacy data if you are going sell this product as a used good. Press and hold the **Auto Empty** button for 5 seconds to enter AP mode. Then, press and hold the **Auto Empty** button for at least 15 seconds.
  - The AP mode will be canceled and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

Operation

Charging the battery

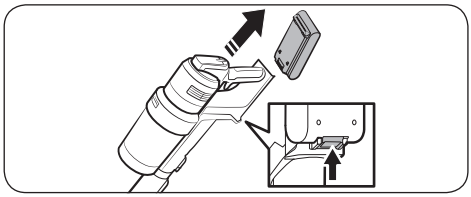
- When the battery level indicator turns red or the '**Low battery**' message appears on the display, charge the battery.
- You cannot use the vacuum cleaner while charging.
- Make sure the back of the battery is correctly placed onto the vacuum charging part.
- Check that the battery level indicator 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

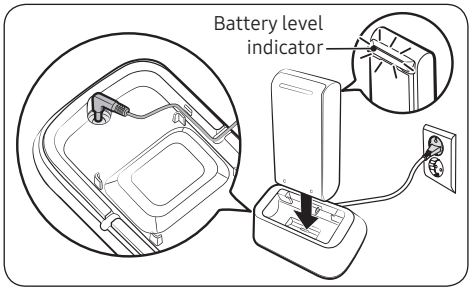


Press the battery release button at the rear of the handle to eject the battery.

⚠ **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.

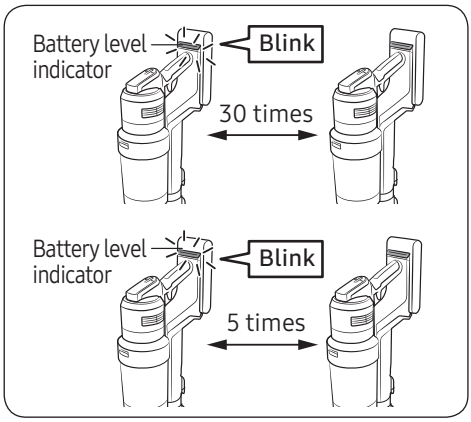
Charging the additional battery



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.

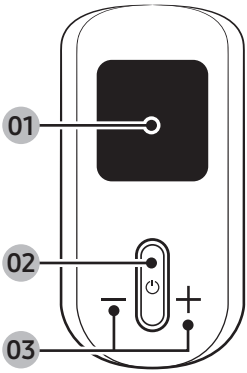
How to use the batteries optimally



- 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.

Operation

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.

Alert messages and what to do

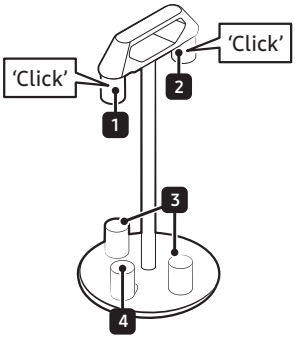
The vacuum cleaner displays alert messages for user to inspect certain parts or clean certain parts such as a filter. Also, its self-diagnosis feature provides a guide that helps you maintain its best performance.

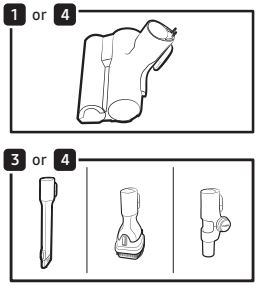
Message	What to do
Object stuck in brush/tool	Check if the foreign matters are stuck in the brush or tool.
Check if clogged	Check if the brush, pipe, Washable Micro Filter or Fine Dust Filter is clogged with foreign matter.
Filter not inserted	Check if the Washable Micro Filter is properly assembled.
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)
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.

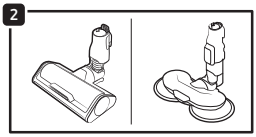
Self-diagnosis messages and what to do

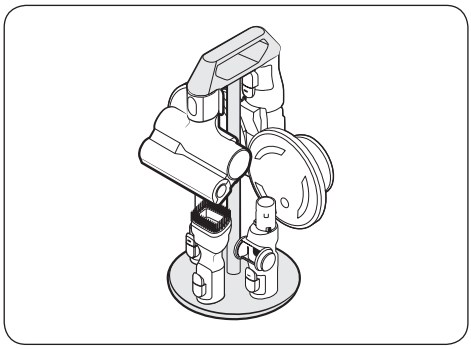
Message	What to do
Check micro filter or dustbin	Check if the dustbin is open. If the Washable Micro Filter and the dustbin is contaminated, empty the dustbin and wash them with water.
Check if brush or pipe is clogged	Check if the brush or pipe is clogged and clean them according to the instructions 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







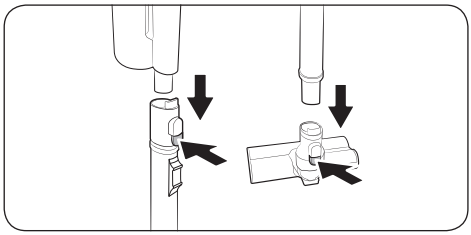


[Accessory Cradle]

- 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.

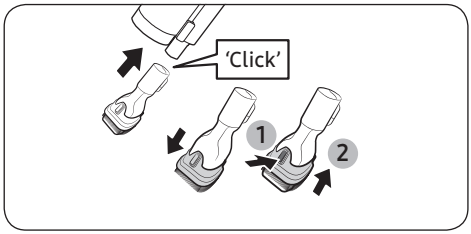
Using the accessories

Detaching the accessories



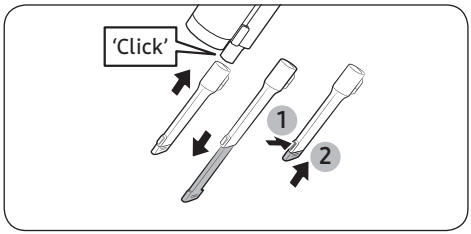
- To detach the accessories, press the release button on the back of each accessory.
- Before detaching the accessories, operate the vacuum cleaner in the '**MAX**' mode for 10 seconds to prevent any foreign matter remains inside the accessory.

Combination Tool



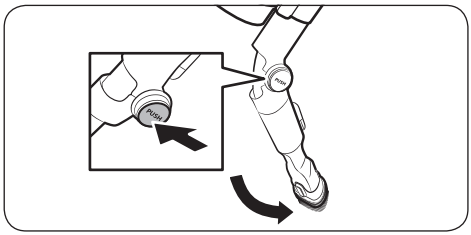
Use to remove dust from curtains, furniture, sofas, etc.

Extension Crevice Tool



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

Flexible Tool

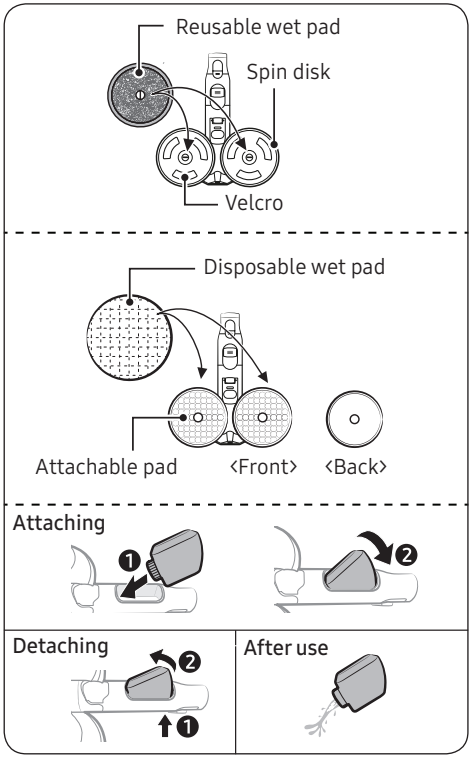


Use to clean hard to reach places such as upper or rear parts of furniture or ceilings.

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.

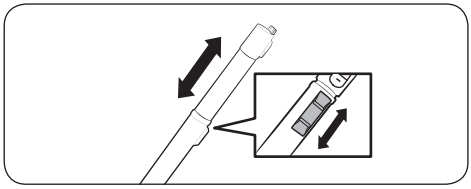
Detaching or attaching the water tank

- 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



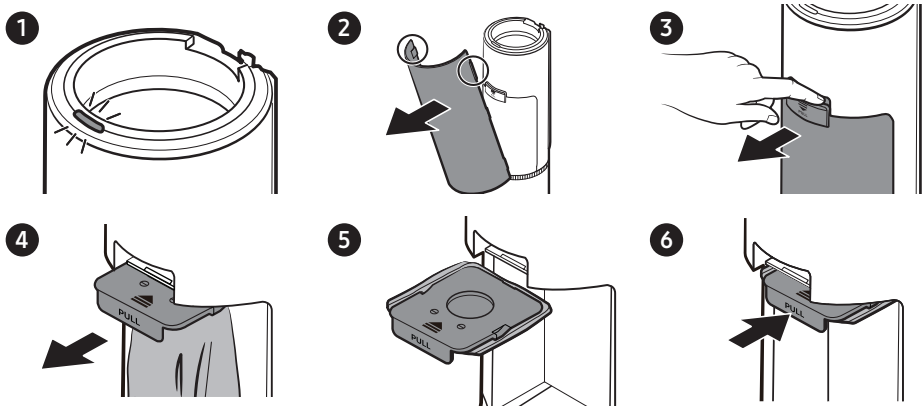
Press the pipe length adjustment button to lengthen or shorten the Telescopic Pipe.

Maintenance

Cleaning the Clean Station

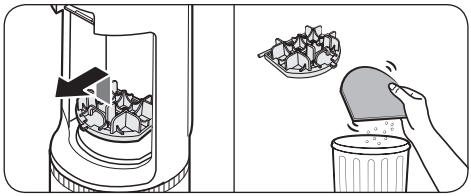
Replacing the dust bag

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.



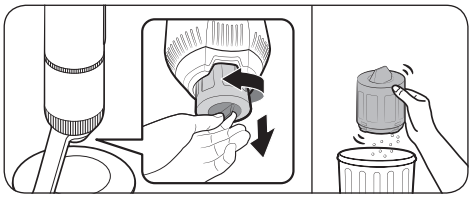
- You must dispose of the used dust bag in the trash. (Not re-usable)
- During periods of high temperature and humidity, it is recommended to replace the dust bag every one to two months.
  - Household bugs and larvae can be suctioned into the dust bag and possibly multiply in time. When it happens,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



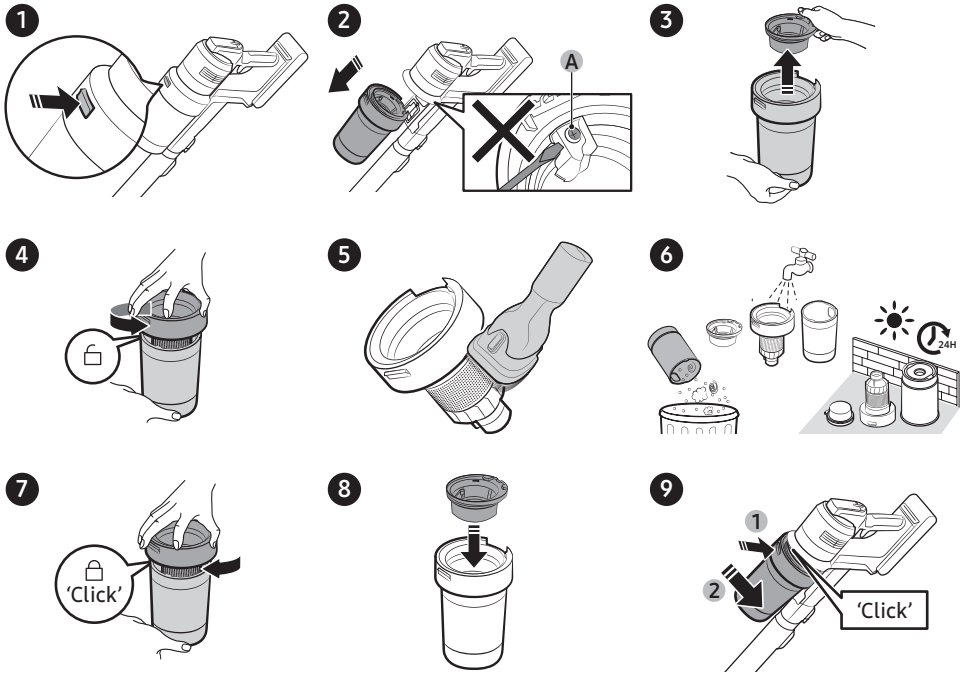
Shake the Fine Dust Filter over a bin to remove dust.

Maintenance

Cleaning the vacuum cleaner

For detailed information, please refer to the QR code.

Dustbin/Washable Micro Filter

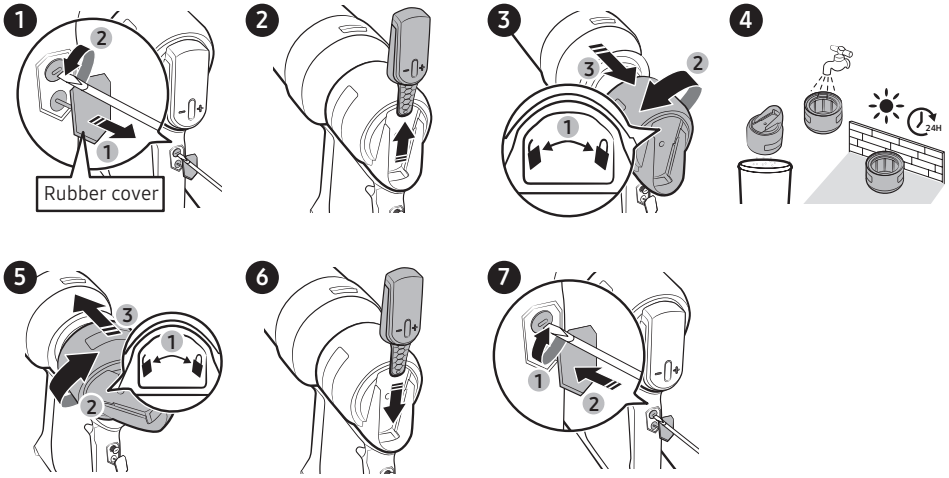


⚠ **CAUTION**

- 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.

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

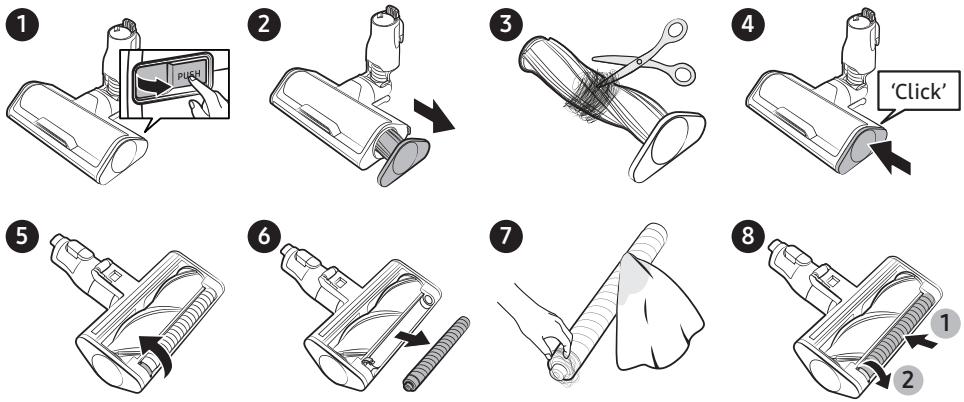
- Tools required for assembling and disassembling: Flat-head screwdriver.

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.

Maintenance

Active Dual Brush

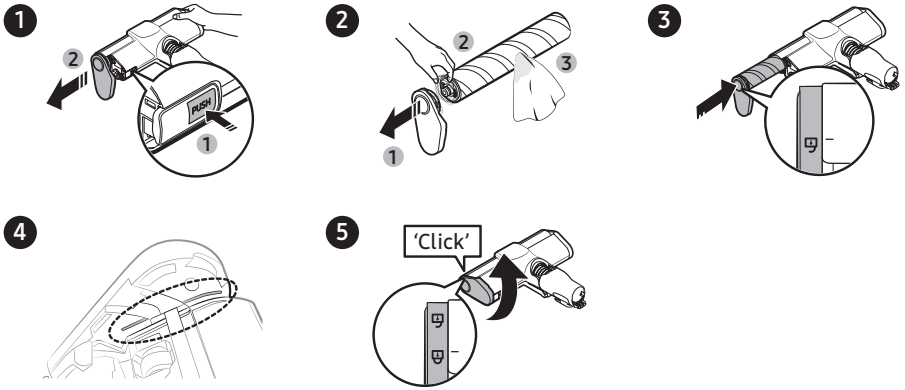


If the foreign matter is not removed, use scissors to remove it.

⚠ **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.

Slim LED Brush+



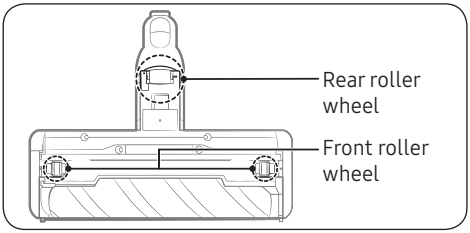
⚠ **CAUTION**

- 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.

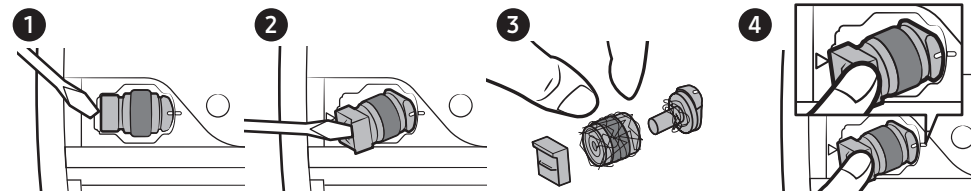
NOTE

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

CAUTION

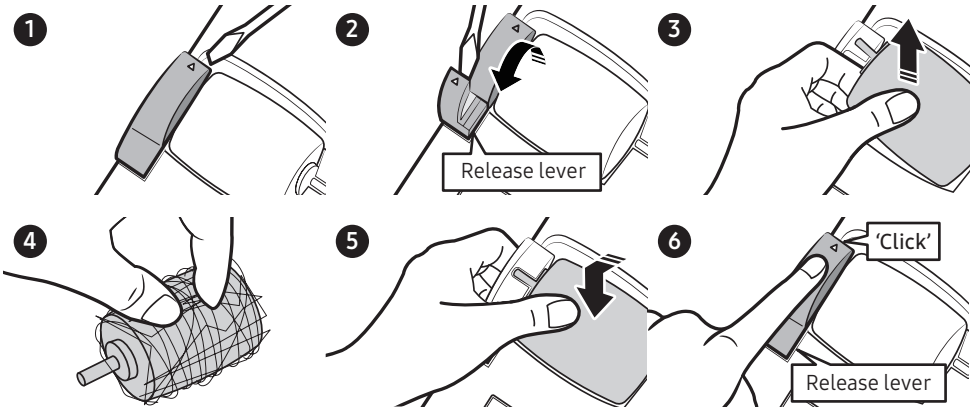
- For your safety, wear gloves before disassembling.
- You may damage the product if you use tools that are wider or thicker than the gaps allowed for disassembly.
- Keep the detached front and rear roller wheels out of children's reach. Beware of detached front and rear roller wheels as they can be 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.

Rear roller wheel



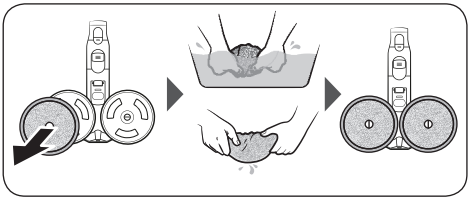
- Lift the release lever to detach the rear roller wheel.
- Detach the rear roller wheel and remove the tangled foreign matter. Then, reassemble the wheel.
- Insert the rear roller wheel into its place, and then press the release lever until you hear a click.

⚠ **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.

Maintenance

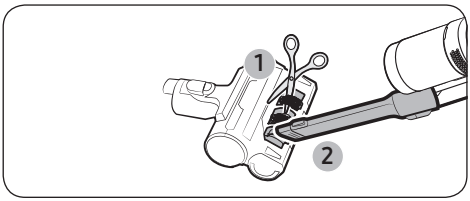
Spray Spinning Sweeper



NOTE

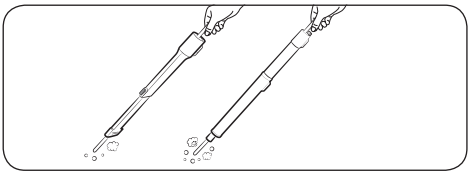
If the spin disk does not work after cleaning the Spray Spinning Sweeper, the overheating prevention device of the motor may have been enabled. Wait 30 minutes or more to cool the motor and operate again.

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.

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.

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)
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.
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.

Appendix

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.

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-SPA92).
- When you purchase an additional dust bag, make sure to check the model name (VCA-ADB952).
  - 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.

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.

Appendix

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.
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.
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.

Problem	Solutions
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.
The AI mode is not working.	• 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.
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.
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.

Appendix

Problem	Solutions
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.
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.

Problem	Solutions
The Clean Station is not connected to Wi-Fi.	• Check the settings of the wireless router.
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 the Clean Station is in Sleep mode. To cancel the Sleep mode, press the **Auto Empty** button. When controlling with a smartphone, a response is delayed. • If the vacuum cleaner and the smartphone are not connected to the same wireless router, a response can be delayed depending on the network environment.
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.

- This Vacuum cleaner is approved for the following.
  - The Low Voltage Directive 2014/35/EU
  - The EMC Directive 2014/30/EU
- Hereby, Samsung Electronics, declares that the radio equipment type appliance is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address: The official Declaration of conformity may be found at http://www.samsung.com, go to Support > Search Product Support and enter the model name.

Appendix

Product specification

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

Model		VS28C97**** Series	VS25C97**** Series
Power consumption		730 W (with VCA-SBTC97 battery)	660 W (with VCA-SBTC97S battery)
Battery specification (VCA-SBTC97)		Li-ion 25.2 V, 3970 mAh, 7 cell	
Battery specification (VCA-SBTC97S)		Li-ion 25.2 V, 2200 mAh, 7 cell	
Weight (Vacuum cleaner)	With battery VCA-SBTC97	3.2 kg (With Active Dual Brush)	
	With battery VCA-SBTC97S	3.0 kg (With Active Dual Brush)	
Dimensions (Vacuum cleaner)	With battery VCA-SBTC97	Width 250 mm x Depth 243 mm x Height 1036 mm	
	With battery VCA-SBTC97S	Width 250 mm x Depth 243 mm x Height 1011 mm	
Charging time	With battery VCA-SBTC97	5.0 hours	
	With battery VCA-SBTC97S	3.5 hours	
Cleaning time (With battery VCA-SBTC97) (Default mode: AI)	Combination Tool / Extension Crevice Tool	MIN: Approx. 100 min.	MID: Aprrox. 49 min.
		MAX: Approx. 16 min.	JET: Approx. 4 min.
	Active Dual Brush	MIN: Approx. 58 min.	MID: Aprrox. 40 min.
		MAX: Approx. 20 min.	JET: Approx. 14 min.
	Slim LED Brush+	MIN: Approx. 77 min.	MID: Aprrox. 43 min.
		MAX: Approx. 24 min.	JET: Approx. 18 min.
	Spray Spinning Sweeper	Approx. 160 min.	
Cleaning time (With battery VCA-SBTC97S) (Default mode: AI)	Combination Tool / Extension Crevice Tool	MIN: Approx. 60 min.	MID: Aprrox. 30 min.
		MAX: Approx. 10 min.	JET: Approx. 2.5 min.
	Active Dual Brush	MIN: Approx. 34 min.	MID: Aprrox. 21 min.
		MAX: Approx. 12 min.	JET: Approx. 8 min.
	Slim LED Brush+	MIN: Approx. 45 min.	MID: Aprrox. 25 min.
		MAX: Approx. 14 min.	JET: Approx. 10 min.
	Spray Spinning Sweeper	Approx. 100 min.	
Wi-Fi	Frequency range	2412 - 2472 MHz	
	Transmitter power (Max)	20 dBm	

Model		VS28C97**** Series	VS25C97**** Series
Bluetooth (BLE)	Frequency range	2402 - 2480 GHz	
	Transmitter power (Max)	20 dBm	

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

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.

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