SAMSUNG



Homeowner Guide

Everything you need to know about your heat pump

Welcome to Samsung EHS

Thank you for choosing a Samsung EHS Air Source Heat Pump!

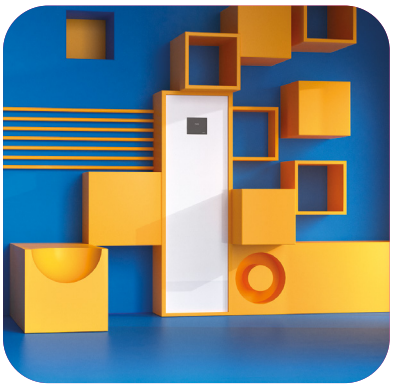
This guide will help you understand and get the best out of your system to ensure you settle in to a warm and comfortable home.

Click here to discover more about heat pumps with architectural designer Charlie Luxton.



What is a Heat Pump?

A heat pump is a system that uses the heat in the air around us and electricity to warm your home and hot water. Instead of using traditional fossil fuels, such as gas or oil, the Samsung heat pump uses electricity and energy available in the ambient air. The easiest way to think about it is like your fridge working in reverse. While your fridge takes heat from inside and releases it outside, the heat pump does the opposite – it takes heat from the outside air and brings it inside to warm your home.



Hot Water Tank (Cylinder)

A cylinder is essential for your heat pump system to store the hot water for your home, so your installer will have selected the right size tank to match your home's needs. The tank holds the water at the temperature you set, ensuring you have hot water when you need it for showers, baths, and other domestic uses.[1]

Controlling Your Heating

You can control your heating and hot water with either the Samsung controller or a third-party thermostat. If you're using a third-party thermostat, please refer to their user guide. You can also control your system using the SmartThings app.[2]



1. The ideal temperature for maximum efficiency is around 48 to 50°C.

2. Please note: third-party thermostats may not be compatible with SmartThings. Available on Android and iOS devices. A Wi-Fi connection, Samsung account, and an optional Wi-Fi Kit (MIM-H04N) are required.

How to look after your Heat Pump



Top Five Tips For Looking After Your Heat Pump

1

Keep it Clear

Do not block the outdoor unit with plants, bikes or garden furniture to keep the fan clear.

2

Remove Snow or Leaves

Check the heat pump grill regularly during cold or windy spells and clear any snow or leaves caught in the unit to ensure clear airflow.

3

Defrost Cycles

Ice can sometimes build up on the back of your heat pump at colder times of the year, which is completely normal. The heat pump will run defrost or de-icing cycles automatically.

4

Understand Setback Temperature

Talk to your installer about the best settings for your lifestyle. It is recommended to program your system running at a low "setback" temperature (such as 17-18°C) rather than turning it off completely, which makes it different to how you control a traditional boiler system. This helps maintain comfort and ensures the system operates more efficiently.[3]

5

Annual Service

Don't forget to arrange a yearly service for your heat pump. Like your car's MOT, this ensures your heat pump is working optimally, and keeps your warranty valid too. Find out more about service plans on Page 7.

3. Maximum Setback temperature recommended are 3°C when using radiators and 1°C or no setback with underfloor heating.

Using Your Samsung Controller

Samsung's central controller is intuitive and easy-to-use, with five key features to get you started:[4]

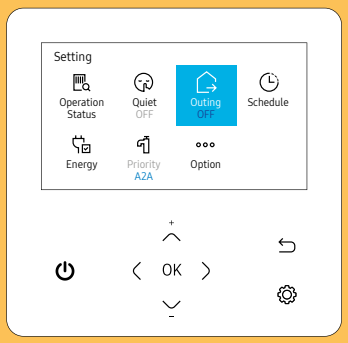


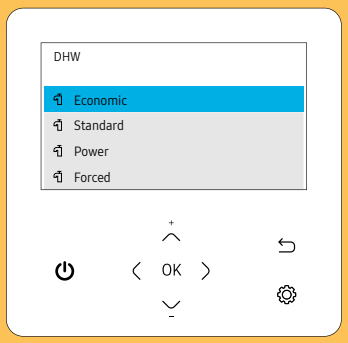
Setback Temperature

It is recommended to run your heat pump at 18°C when you're out, and 21°C when you're home.[5] This means the heat pump is working little and often at a consistent temperature (e.g. 18°C) therefore the heat pump uses less energy to heat the house to the temperature you find comfortable (e.g. 21°C).

Holiday Mode

Going away? Activate "Outing Mode" from the Heating or Domestic Hot Water screen – it will set your house to 16°C, ensuring the system continues to run and protect itself in cold conditions while you're away.





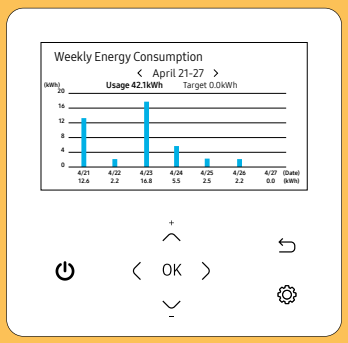
Hot Water Settings

There are three modes you can chose from:

1. **Eco:** Using your heat pump only to heat hot water in Eco mode will be the slowest but most economical way of heating your hot water, recommended for everyday use.[6]
2. **Standard:** Adds an electric immersion boost after 30 minutes if needed.
3. **Forced/Powered:** Immediate boost from both heat pump and electric immersion.

Energy Monitoring

See how much energy you're using – track usage with a simple graph from your energy consumed and energy generated.



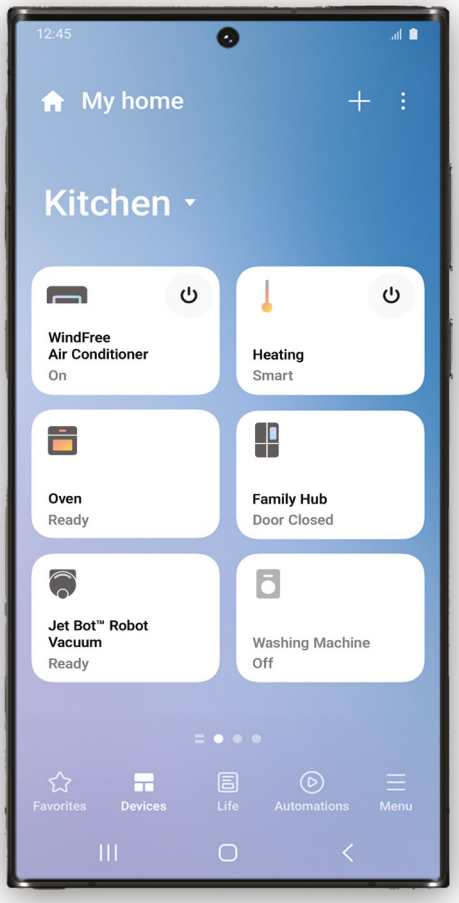


Weather Compensation
(in Samsung this is known as Water Law)

This will show as 0.0 on your controller, and will be pre-set by your installer. This is your flow temperature (simply put, the temperature of the water in your radiators) which adjusts depending on the temperature outside. Put simply, when it's colder outside, your heat pump sends hotter water through your system, and when it's warmer outside, it sends cooler water through as you don't need as much heat.

4. Note: Your installer will have set the date and time on your system.
5. Based on a standard house recommended 3°C setback with radiators and 1°C or no setback with underfloor heating.
6. Please note that Eco Mode uses less electricity than Standard and Forced. Also note that once a week, the water will automatically rise above 60 degrees, this is normal and scheduled as part of building regulations with Domestic Hot Water storage, just ask to your installer to set this up for you at a convenient time.

SmartThings



What is SmartThings?

SmartThings is a free app that is compatible with all devices, and can be downloaded at your mobile App Store.[7] It can connect many devices together in one place, including your heat pump, allowing you to control and monitor your heating and hot water.

What can you do with it?

- Adjust heating and hot water remotely
- Monitor energy use with SmartThings Energy
- Set up energy-saving tips based on your electricity tariff

SmartThings also works with over 3,000 smart home devices like, Ring, Philips Hue lights or Hive thermostats!

GET IT ON Google Play

Download on the App Store

Click here to find out more about SmartThings



7. Available on Android and iOS devices. A Wi-Fi connection, Samsung account, and an optional Wi-Fi Kit (MIM-H04N) are required.

FAQs

How does a heat pump work without gas?

Heat pumps work using different technology to gas boilers, so they use electricity and outside air instead to heat your home and hot water.

Will my home still get warm enough?

Yes, your heat pump will heat your home and water to the right temperatures for your consistent comfort. The system just works differently to traditional boilers, with the heat pump set at a constant 'setback' temperature rather than turning it on and off.

Why are the radiators bigger?

Many heat pumps tend to run at lower flow temperatures than gas boilers so the radiators need a bigger surface area to deliver the same heat as a gas boiler with smaller radiators.

Why is there steam from the outdoor unit?

It is normal to see this during a defrost or de-icing cycle, especially during the colder winter months. It happens because the heat pump unit may get a build-up of ice, so it will run a defrost cycle to circulate hot water around the outside of the unit to melt the ice (causing the steam) and ensure the unit continues to run efficiently.





Can I cover the heat pump or put things in front?

Do not cover the outside of the unit as it needs clear airflow to work properly.

Will it be noisy outside?

The outdoor unit does have a fan, which will make a gentle whirring noise in operation, but Samsung heat pumps are designed to be very quiet in operation, similar to a fridge in your house.

Does the heat pump need servicing?

Yes – every year by a trained installer, just like a boiler. After installation you should discuss this with the installer or housing association, or alternatively Samsung Trained Installers and partners can be found on our website.

Does the heating system have an immersion heater?

Yes, the system includes an immersion heater within the hot water cylinder as a backup to provide hot water in case of an issue with the heat pump. It helps ensure the water stays at a safe temperature.

Contact & Warranty

Samsung standard Warranty is two years, with a seven year warranty if:[8]

- Your system was installed by a trained installer
- You have it serviced every year

Need help?

- First, contact your installer for service or support.
- If you need Samsung's help, call **0161 383 0290.**
- **Check our website** for Samsung Trained Installers or trusted partners.





Heat Pump Servicing from HomeServe

We've teamed up with HomeServe, one of the UK's leading home assistance providers who can help keep your Samsung Air Source Heat Pump running smoothly all year round with a service carried out by one of their qualified engineers.

Why is it important to service your Samsung heat pump?

Keep your warranty valid
Having a heat pump service every year helps to validate your warranty, helping you avoid unexpected repair costs.

Stay energy efficient
Regular services help keep your air source heat pump in top condition and working as efficiently as possible.

Stop bigger problems
A regular heat pump service will help catch minor faults before they become bigger problems, to help your heat pump last even longer.

Spread the cost of a service with HomeServe's heat pump service plans and you'll have peace of mind knowing they have experts on hand nationwide ready to service your heat pump. Putting your air source heat pump in safe hands couldn't be easier.

To find out more visit **homeserve.co.uk/samsung** or call HomeServe on **0330 0247 198.**[9]

HomeServe

8. Terms and conditions apply.
9. For enquiries, lines are open on weekdays from 8am to 6.30pm and Saturdays from 8am to 4pm. We are closed on Sundays and Bank Holidays. Calls will cost you no more than the rate of a standard call and charges may vary depending on your network provider. Calls are recorded for quality control and training purposes. The HomeServe webpage referenced is external to Samsung and Samsung are not responsible for its content. HomeServe is a trading name of HomeServe Membership Limited. Authorised and regulated by the Financial Conduct Authority for its general insurance activities. Servicing and annual plans are provided by HomeServe and are subject to HomeServe terms and conditions.

SAMSUNG

Find your flow.

Learn more about Samsung Climate Solutions at:
samsung-climatesolutions.com

Copyright © 2025 Samsung Electronics Air Conditioner Europe B.V. All rights reserved. Samsung is a registered trademark of Samsung Electronics Co., Ltd. Specifications and designs are subject to change without notice and may include preliminary information. Non-metric weights and measurements are approximate. All data was deemed correct at the time of creation. Samsung is not liable for errors or omissions. Some images may be digitally altered. All brand, product, service names and logos are trademarks and/or registered trademarks of their respective owners and are hereby recognised and acknowledged.

Samsung Electronics Co., Ltd. participates in the Eurovent Certification Programme (ECP) for Air Conditioners (AC), Variable Refrigerant Flow (VRF) and Liquid Chilling Packages Heat Pump (LCP-HP). To check the ongoing validity of certification, please visit: www.eurovent-certification.com

Samsung Electronics Air Conditioner Europe B.V.
Evert van de Beekstraat 310, 1118 CX Schiphol
P.O. Box 75810, 1118 ZZ Schiphol
+31 (0)8 81 41 61 00
The Netherlands