ARCTICNORD CUSTOMER GUIDE

How to use your Samsung remote control

The buttons on your Samsung wall unit's remote, what each mode does, WindFree, timers and keeping it clean, and what to do if something isn't right. Written from Samsung's UK and European user manuals.

Samsung wall units
SolarCell remote
Issue 1 · November 2026

01 The basics · 02 The modes · 03 WindFree and extras · 04 Timers · 05 Care and help

WINDFREE ELITE S2 · AVANT S2 · COMFORT S2

SolarCell remote

No batteries: it charges from light. WindFree, MAX, Dry Comfort and AI Auto.

2025 models

CEBU S2

SolarCell remote

The same remote. Cebu has no WindFree or Dry Comfort, so those buttons do nothing.

2025 models

OLDER WINDFREE UNITS

Battery remote

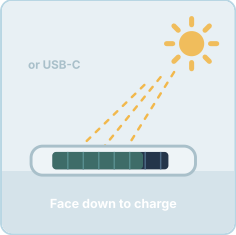
Takes 2 × AAA batteries and has a separate Timer button. Most steps here still apply.

Before 2025

Samsung prints many buttons as symbols, so yours may look a little different from the drawings. If an option is missing, your unit doesn't have it.

01 The basics

Everything you need day to day.

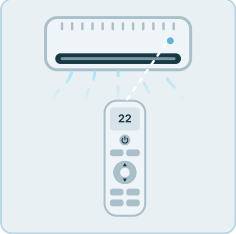


STEP 1

Charging the remote

The SolarCell remote has **no batteries**. Leave it **face down** somewhere light and the solar panel on the back charges it. A full charge lasts up to two years.

You can also charge it from a USB-C cable in the bottom (not supplied). The screen shows **Low battery**, **Charging** and **Complete**.

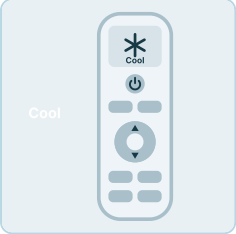


STEP 2

Point it at the unit

Point it straight at the indoor unit with nothing in the way. The remote's screen lights for 5 seconds after each press.

Not working? Charge it, and keep it away from fluorescent lights, which can block the signal.



STEP 3

On, off and mode

Power starts and stops it. **Mode** steps through **AI Auto**, **Cool**, **Dry**, **Fan** and **Heat**.

Each mode is explained in Part 02.

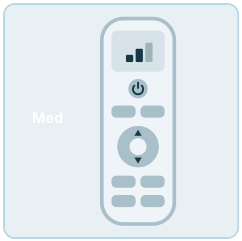


STEP 4

Set the temperature

Use the **Temperature/Fan speed** button. It moves 1°C at a time: **16 to 30°C** in AI Auto, Cool and Heat, and **18 to 30°C** in Dry. Fan has no temperature.

Can't change it? The unit is in Fan or MAX.



STEP 5

Fan speed

Choose **Auto**, **Low**, **Med**, **High** or **Turbo** with the Temperature/Fan speed button. Auto is best most of the time.

You can't change the fan in Dry or MAX, or in Cool while Good Sleep is on.



STEP 6

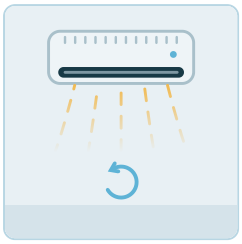
Air direction

Press **Direction** to set the flaps to a fixed position, swing **up and down**, swing **side to side**, or move in **all directions**.

Don't move the flaps by hand.

02 The five modes in detail

What each one does and what's normal.



AI AUTO

Heats or cools for you

Works out the best setting by itself, cooling between 22 and 28°C or heating between 20 and 28°C. AI Auto needs the unit connected to Wi-Fi. Press **AI Auto** to go straight to it.

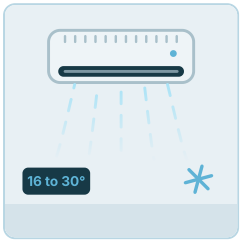


HEAT

Warm air, even on frosty days

After switching on, the fan may wait **3 to 5 minutes** so it doesn't blow cold air at you.

In cold, damp weather it stops for **5 to 12 minutes** to **defrost** the outdoor unit. The Defrost light shows, the fan stops, you may see steam outside and the remote won't respond until it's done. It keeps heating down to **-15°C** outside.



COOL

Cool and comfortable

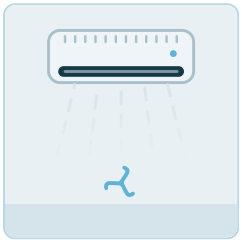
Cools to your temperature. Works with outside temperatures up to 46°C. Condensation on the unit on a humid day, and water dripping from the pipes outside, are both normal.



DRY

Takes the damp out

Removes moisture on muggy days. It sets the fan itself. **Dry Comfort** (its own button) dries the air while holding your temperature. On a multi split, Dry Comfort runs as ordinary Dry.



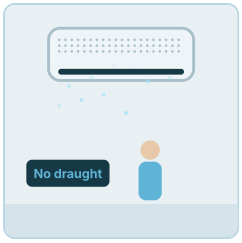
FAN

Air without heating or cooling

Moves the air round the room. There's no temperature to set.

03 WindFree and extras

Comfort and keeping it clean.



STEP 7

WindFree

Cool air seeps gently out of thousands of tiny holes in the front instead of blowing from the flap, so there's no draught. Press **WindFree** to turn it on or off.

Works in **Cool**, **Dry** and **Fan**. Samsung suggest 24 to 26°C in Cool. Not on Cebu.



STEP 8

MAX

Press **MAX** for the quickest cooling or heating. Press again to go back to normal.



STEP 9

The Options menu

Press **Options**, move with the Temperature/Fan speed button, and press **Options** again to choose. In it you'll find:

- **Direction**, **Good Sleep** and the **timers**.
- **Auto Clean** and **Freeze Wash** (step 12).
- **Settings**: Beep, Lighting (turns the unit's display off), Filter reset and °C or °F.



STEP 10

Good Sleep

In Cool or Heat, choose **Good Sleep** in Options and set **30 minutes to 12 hours**. The unit adjusts for a comfortable night and switches off at the end.

Samsung suggest **26°C** for cooling and **22°C** for heating.

04 Timers

The remote has no clock, so timers count hours from now.



STEP 11

On Timer and Off Timer

1. Press **Options** and choose the timer.
2. Pick **On Timer** or **Off Timer**.
3. Set how long from now: **30 minutes to 24 hours**. Confirm with **Options**.

To cancel, set the timer back to **00**. On and off can't be set to the same time. For timers by the clock and by day, use the SmartThings app.

05 Care and help

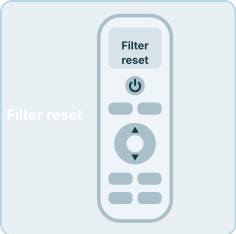
Keep it clean, and know what's normal.



STEP 12

Auto Clean and Freeze Wash

- **Auto Clean:** dries the inside after use to stop smells. Hold **Options** for 3 seconds to turn it on or off. It runs for 10 to 30 minutes after switching off.
- **Freeze Wash:** with the unit off, choose it in Options. It freezes then thaws the coil to wash dirt away, in 30 to 80 minutes. The outdoor unit runs too. Not available on a multi split.



STEP 13

Filter reminder

When the filter light shows on the unit, clean the filter (Samsung suggest every 2 weeks). Then go to **Options**, **Settings**, **Filter reset**.

Wipe the WindFree front panel once a month.



STEP 14

The display on the unit

Shows the set temperature and small lights for **Wi-Fi**, **Filter**, **Defrost**, **Timer/Good Sleep**, **AI Auto** and **Auto Clean**.

The Wi-Fi light stays on when connected. Too bright at night? Turn it off in **Settings**, **Lighting**.



STEP 15

A blinking display or code

If the display keeps blinking or shows a code, switch the unit off and on again. If it comes back, write down the code and contact your installer.

Lost the remote? Use the SmartThings app, and ask your installer for a replacement.

It isn't doing what I expect

- Temperature won't change: it's in Fan or MAX.
- No warm air yet: it's warming up (3 to 5 minutes) or defrosting.
- Remote not working: charge it and point it straight at the unit.
- WindFree or Dry Comfort not working: not available on Cebu, or wrong mode.

Normal, nothing to worry about

- Running sounds, and clicks as it starts and stops.
- Steam from the outdoor unit in winter while it defrosts.
- Drips from the outdoor pipes.
- Condensation on the indoor unit on humid days.

Quick reminders

Tick them off as you try each one. Nothing here is saved or sent.

- [ ] Remote left face down to charge
- [ ] Power, Mode and temperature tried
- [ ] WindFree tried in Cool
- [ ] Auto Clean on
- [ ] Timers or Good Sleep set, if you want them
- [ ] SmartThings app set up, if you want it
- [ ] Filter cleaned every 2 weeks

Help from Samsung

Samsung keep the full user manual for every model on their UK website.

Manuals: samsung.com/uk/support, then search for the model number on the label of your unit.

The app: search **SmartThings** in the App Store or Google Play.

Your yearly service keeps the system running efficiently and keeps your warranty in place.

ArcticNord, a Nord Group company, part of Qualis Energy Limited.

Samsung, WindFree and SmartThings are trademarks of Samsung Electronics. Remote drawings are simplified.