

# Replacement Filter Does Not Fit

**Warning:** Always use Samsung brand filters. Other manufacturers' filters may look the same, have the same part number, and even have the word Samsung on them, however unless the Samsung logo is on the filter and its box, it is not a Samsung brand filter.

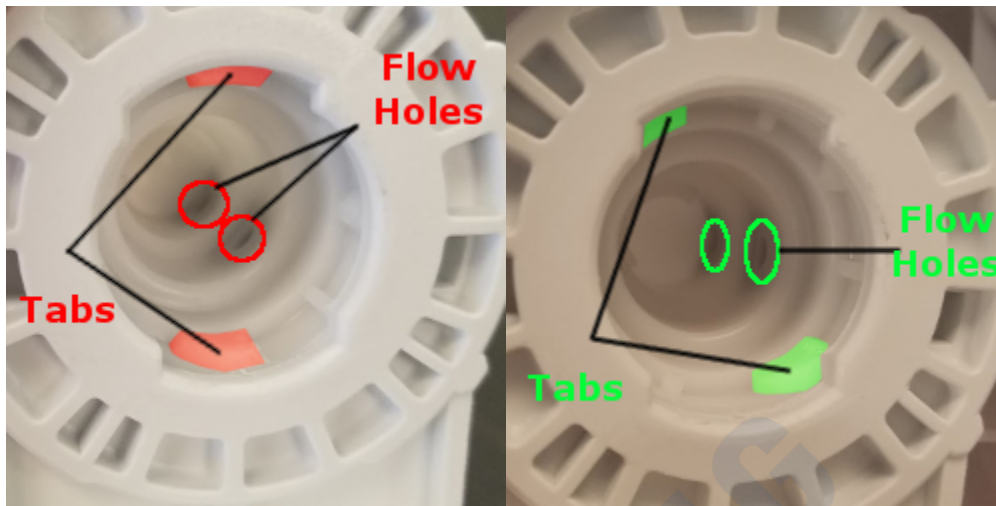


If there is difficulty replacing the water filter with a new one, even though the old filter works fine, the previous filter may not have been a Samsung brand filter. When removing an off brand filter, the filter will release before the locking collar located in the filter housing fully unlocks. If the locking collar is not fully open, it will block the new filter from being inserted. This will make it seem that the new filter does not fit.



The images below show the filter housing as seen from directly underneath. The image on the left shows the filter housing after an off brand filter has been removed. Notice how the tabs of the locking collar are not aligned properly or completely open.

When correctly aligned, the tabs on the locking collar will be flush, and the position of the flow holes will be centered. This is shown in the image on the right.



The easiest method to correct this issue is to continue to fully open the locking collar before removing the old filter. To do so, perform the following:

1. Reinstall the old filter.
2. While pressing upwards on the filter, turn it further to the left until the locking collar is completely open (approximately 1/8 inch extra turn, or until it can no longer turn).  
**Note:** The filter will release before the locking collar is fully unlocked and will drop down out of the locking collar if not held in place. Continue to press upwards on the filter until the locking collar is fully open.
3. Remove the old filter, and install the new filter.

If the method above does not work or the old filter is no longer available, service is required.