

Samsung TVs | Easy | 2 min read

How to find your Samsung TV model number, serial number and warranty

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

You need your model number to find the right remote, manual, software or help. You also need it for a warranty claim.

Find it on the TV screen

On recent Samsung TVs, press **Home**, then go to **Settings > Support** and choose **About This TV**. The screen shows the model code and often the serial number and software version. The exact name differs between models, so if you cannot see it, look in the **Support** area or check the e-Manual.

Find it on the TV itself

There is a sticker on the back or the side of the TV. It shows the model code, which is a mix of letters and numbers beginning with letters such as UE, and a serial number. If the TV is wall-mounted, take a photo with your phone, but do not pull the TV off the wall to look.

Find it in the box or paperwork

The original box, receipt and manual all list the model. Photograph them and keep them together. Look for a QR code or sticker on the box too.

Model number or screen size

The model number is not the same as the screen size. The number in the code usually hints at the screen size in inches, but the full code is what matters for support.

Check the warranty

Samsung TVs usually come with a manufacturer warranty, but length and terms vary. Check the paperwork. You may also have extra rights from the shop where you bought it, including under UK consumer law. If you registered the TV on a Samsung account, you may be able to see details there. We cannot confirm the exact length for your model.

What to have ready

- Model code
- Serial number
- Software version (from **Support** in **Settings**)
- Receipt or proof of purchase
- A short, clear description of the problem

When to get more help

If you cannot find the sticker or the TV will not turn on, check the box and receipt. Vision Tech can help you work out the right model and who to contact.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.