



Samsung Electronics America

Samsung Tech Talk

Your source for service information

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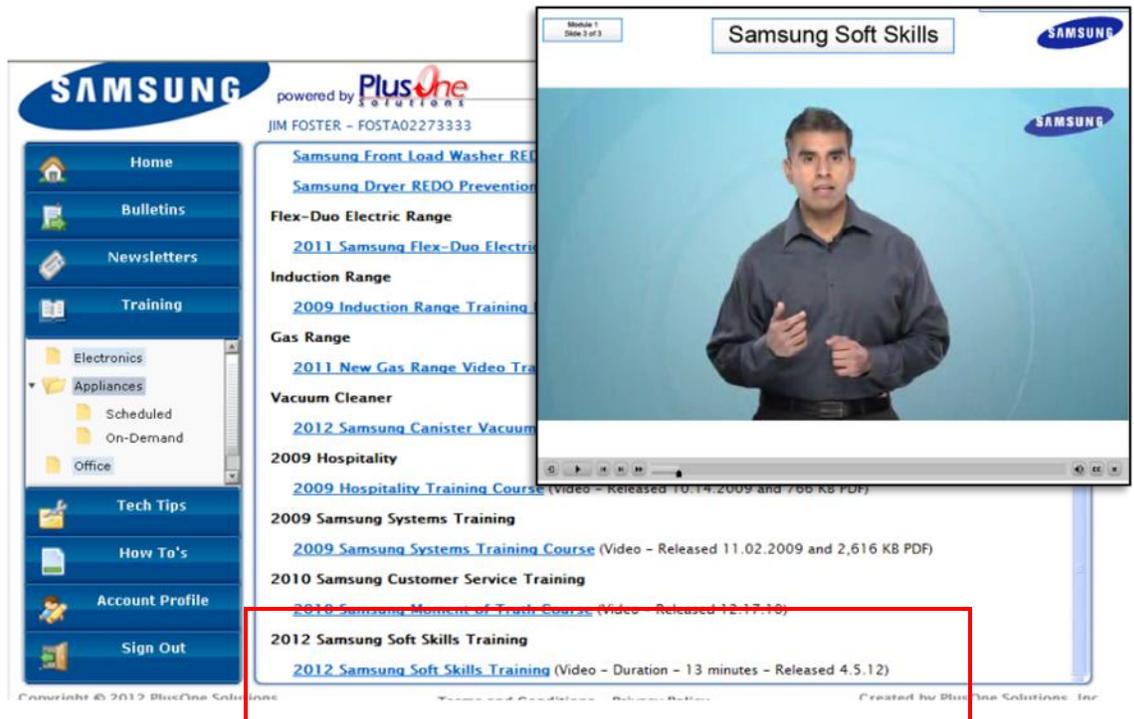
SAMSUNG SOFT SKILLS TRAINING NOW LIVE ON PLUS 1!

Jim Foster

Manager, Training

Let's face it, sometimes the most challenging part of your job is your everyday interaction with customers. We at Samsung understand this and want you to have the skills and confidence you need to deal with any customer and situation. With this in mind, we've developed our Soft Skills videos. These videos show you best customer relations practices and demonstrate - using realistic scenarios - how to interact with customers in an effective and positive way. Take your customer interaction skills to the next level. Represent Samsung at your very best. Learn the secrets of successful customer relations. Log on to Plus 1 and get started today!

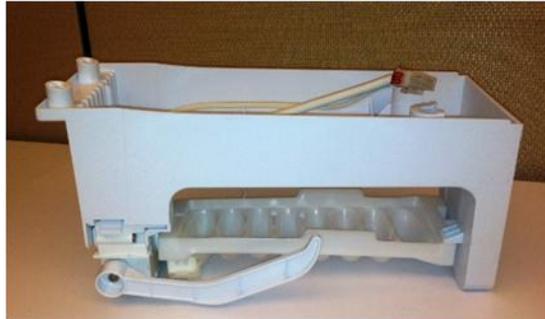
<https://my.plus1solutions.net/clientPortals/samsung/>



TROUBLESHOOTING SAMSUNG FLEX TRAY ICE MAKERS

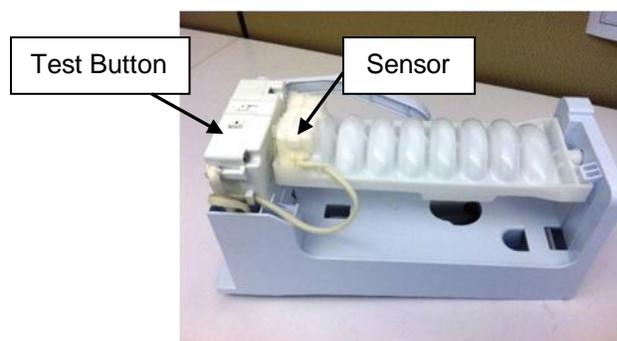
Wes Sirois

Assistant Manager, HA Product Support



Troubleshooting a No Ice Condition

- All Troubleshooting should begin with verification that the freezer temperature is low enough for ice to be produced. A freezer should maintain a temperature at or below 1°F for proper cooling and ice making.
- Verify with the customer that the unit has been on for 24 hours and the freezer is cooling properly. The freezer temperature should be 1°F or less, which you can check by pressing the “Fridge temp” button. The display will show the fridge section “set” temperature on the right and the “actual” Freezer temperature on the left. On models with a bar graph display, the Freezer display (on the left of the display panel) should show the lowest bar only.
- **Check the icemaker sensor at the Main PCB.** The Main PCB supplies constant DC voltage to the sensor. At 1°F, the voltage should be approximately 3.7 VDC. To check the resistance of the sensor, remove the sensor harness from the Main PCB and check resistance. At 1°F, the sensor should read approximately 28K Ω s.
- Verify that your readings are correct by checking the actual temperature of the ice maker sensor, which is attached to the underside of the ice tray, directly under the last cube.



- Find the temperature on the conversion chart below. If the resistance and voltage readings you took are correct for the temperature reading, the Ice Maker sensor and wiring are good. For example, if the voltage reading was 3.45 VDC, the temperature at the sensor should be ~10.5°F and the resistance of the sensor should be ~22K Ω s. A 10% variation is acceptable.
- If the voltage and resistance are not correct based on the temperature, the sensor is bad and the Ice Maker must be replaced.

TROUBLESHOOTING SAMSUNG FLEX TRAY ICE MAKERS

continued

Icemaker sensor reference values

The table below applies to all the temperature sensors including the flex tray icemaker sensor.

Temperature	Resistance (ohms)	Voltage (V)
-5.8°F	33788	3.858
-4.0°F	32230	3.816
-2.2°F	30752	3.773
-0.4°F	29350	3.729
1.4°F	28021	3.685
3.2°F	26760	3.64
5.0°F	25562	3.594
6.8°F	24425	3.548
8.6°F	23345	3.501
10.4°F	22320	3.453
12.2°F	21345	3.405
14.0°F	20418	3.356
15.8°F	19537	3.307
17.6°F	18698	3.258

Symptom – The ice maker does not fill or partially fills

- To check the fill mode, you will need to initiate a harvest cycle manually by pressing the Ice Maker test button and holding it for 5-10 seconds. Once the harvest cycle begins, it will take approximately 5 minutes for the Ice Maker to complete. Watch for the proper up and down movement of the ice sensing lever during this test harvest.
- After harvest, the Ice Maker should take in water, filling each cube opening. If the water level is correct, the water components are working properly. If the level is low or there is no water, check for air in the system. Models with a water dispenser usually include a reservoir, which should be filled completely with water and no air. Check the water lines, water valve, fill tube and water filter, making sure all connections are air tight. If water fill is still too low, remove the water and try filling again with the filter removed. The filter may be clogged and need to be replaced.

TROUBLESHOOTING SAMSUNG FLEX TRAY ICE MAKERS

continued

- If no water enters the Ice Maker, initiate a harvest cycle and check for 120 VAC to the fill valve at the appropriate time. If 120 VAC is present, replace the water valve. If no 120 VAC is supplied, suspect the Main PCB or a loose harness connection.

Slow Ice Complaint

- Always use the minimum expectation of ice production for a 24 hour period as a guideline when evaluating a slow ice complaint.
- The ice maker should average at least 12 harvests in a 24 hour period, yielding approximately 84 to 108 cubes. Under optimal conditions, the harvest mode should occur every 60 to 90 minutes. However, when you take into account defrost cycles, usage, and ambient conditions such as temperature or humidity, the refrigerator is likely not performing under optimal conditions and ice production could suffer. Also, keep in mind that the Ice Maker will be turned off by the sensing lever when the bucket is full.

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The information in this bulletin is published for experienced repair technicians only and is not intended for use by the public. It does not contain warnings to advise non-technical individuals of possible dangers in attempting to service a product. Only experienced professional technicians should repair products powered by electricity. Any attempt to service or repair the product or products dealt with in this information by anyone else could result in serious injury or death. Information provided in this bulletin is subject to change or update without notice.

NEW SPIN CYCLE PROGRAM FOR 300 SERIES WASHERS

Louis Picchione

Manager, HA Product Support

The spin program on the 300 series washers (WF330, WF331, and WF350) has been revised. With the new program, the unit will try 4 times to reach maximum RPMs. If, after 4 tries, the unit cannot reach maximum RPMs, it will finish the spin cycle at 500 RPMs. In most cases, the clothes will still be fairly wet.

Troubleshooting

If the washer fails to spin properly, the most common customer complaint is either “Low RPMs” or “Clothes still wet after spin cycle”. To remedy these complaints, first check to see if the unit needs to be leveled. If it does not, then check if the customer overloaded the unit.

Note: In the illustrations below, the new Wi-Fi model (WF457) was used to illustrate the new spin cycle program better.



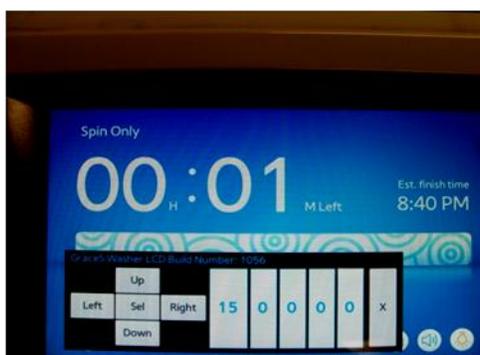
If the unit is experiencing any kind of spin issues, it will count down to 6 ~ 7 minutes and hold there.



If, after 4 tries, the unit doesn't achieve maximum RPMs, it will resume counting down the cycle while spinning at 500 RPMs.



After 4 minutes, the unit will now automatically drop down to 1 minute.



The unit will now tumble the clothes for 1 minute and finish the cycle.

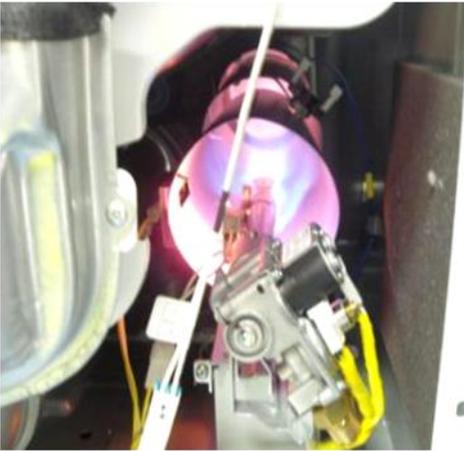


The cycle is now completed, but due to a spin issue, the unit never went over 500 RPMs, leaving the clothes wet.

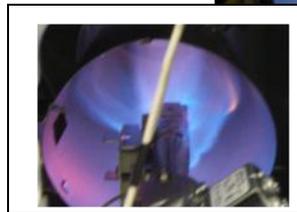
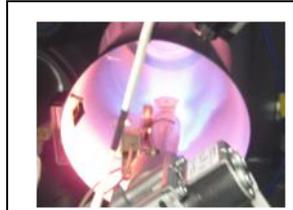
DRYER NOT DRYING? IT COULD BE RESTRICTED AIR FLOW

Louis Picchione

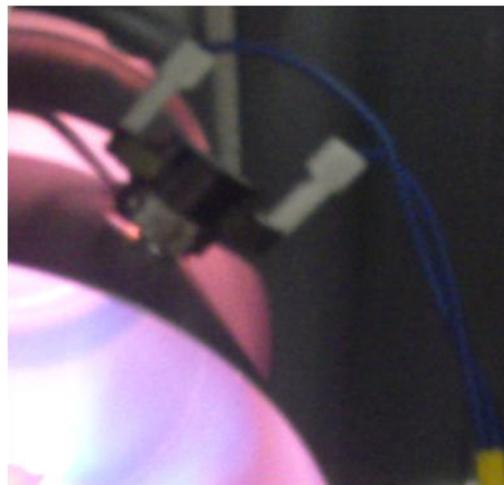
Manager, HA Product Support



RESTRICTED AIR FLOW



GOOD AIR FLOW



If the venting system or lint screen housing is clogged, it will cause a restriction in the air flow. With a gas dryer, a restriction in the air flow will cause the flame to flair out. If the flame flairs out, it will make contact with the Hi-Limit, causing it to open and shut down the heater. As long as the restriction remains, the thermostat will continue to shut down the heater. This will prevent the dryer from ever achieving maximum temperature and drying clothes properly.

ACCESSING AND USING THE DV457'S SERVICE MODULE

Juan Morales

Regional Technical Trainer

Service Mode lets you verify the operation of the dryer and perform troubleshooting. You can access the Service Mode two ways on the new DV457 Wi-Fi dryer:

- With the unit powered on, but not running a cycle.
- During all washing cycles.

Instructions for accessing the Service Mode under both conditions are below:

Unit Powered On Only

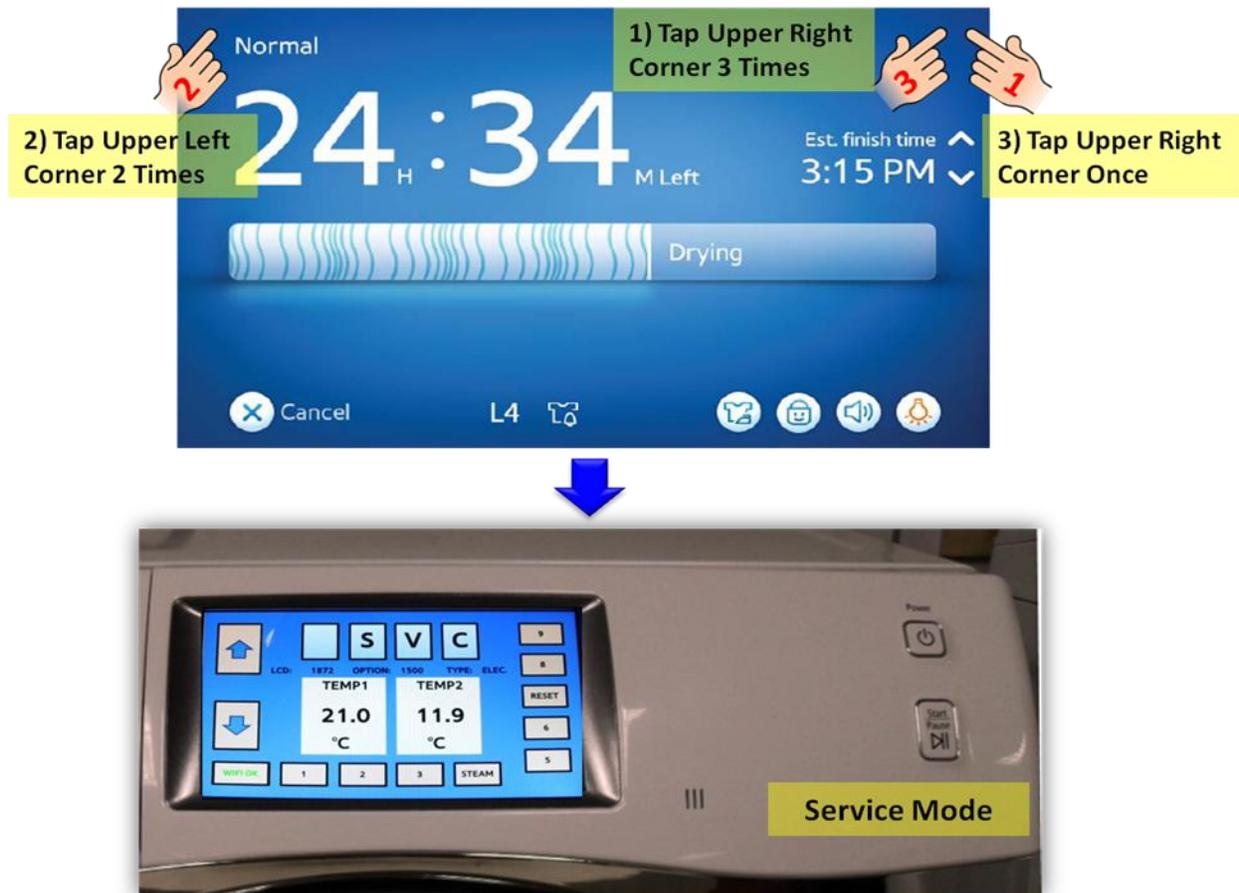


1. Press the Power Button to turn on the dryer.
2. Tap the Title Option once.
3. Hold the Extras button for 3 seconds.

ACCESSING AND USING THE WF457'S SERVICE MODULE

continued

During a Drying Cycle



To access the Service Mode during a drying cycle, you must follow these steps exactly:

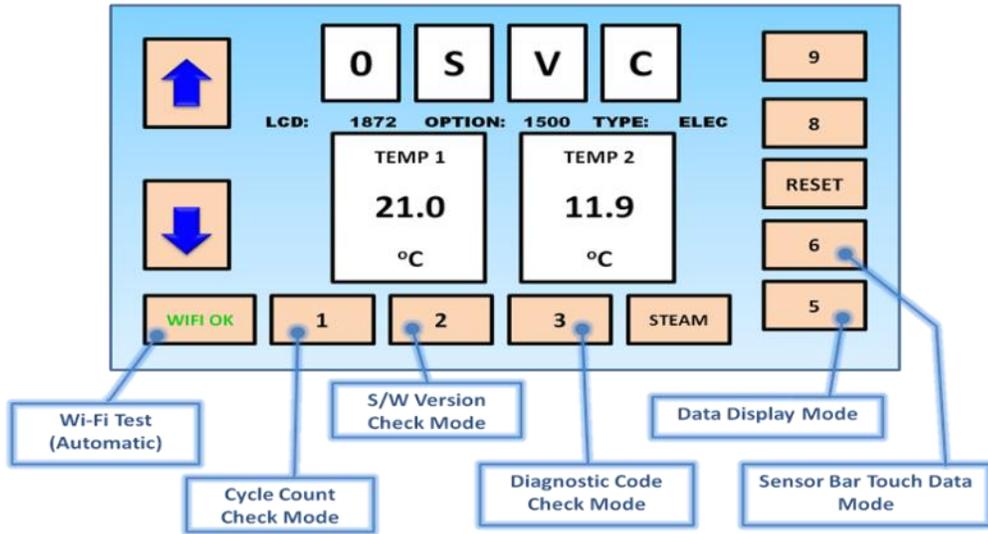
1. Tap the upper right corner of the display 3 times.
2. Tap the upper left corner 2 times.
3. Tap the upper right corner 1 more time.

If the Service Mode menu does not appear, wait a few seconds and try again. This could take a couple of tries. Remain patient.

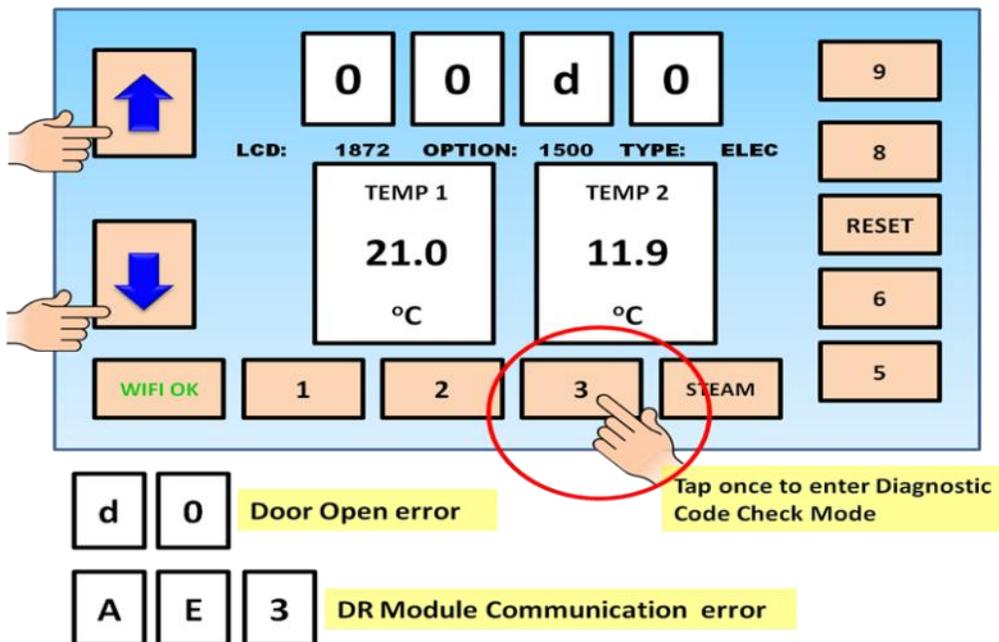
ACCESSING AND USING THE WF457'S SERVICE MODULE

continued

Once the unit is in Service Mode, you can access various modes by tapping the following keys:



Diagnostic Code Check Mode



Diagnostic Code Check Mode is used to bring up the stored diagnostic codes (error codes for service technicians).

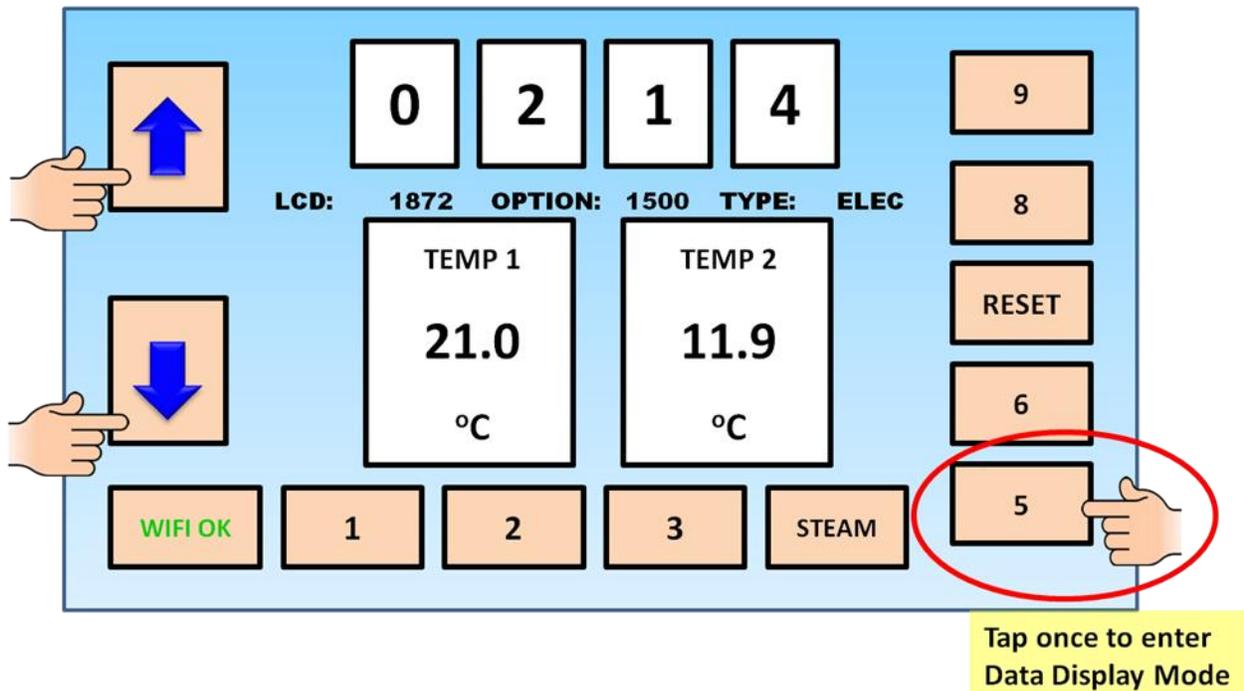
To Enter:

1. Press "3" while in Service Mode
2. To cycle through the error codes, press the up/down arrows.

ACCESSING AND USING THE WF457'S SERVICE MODULE

continued

Data Display Mode

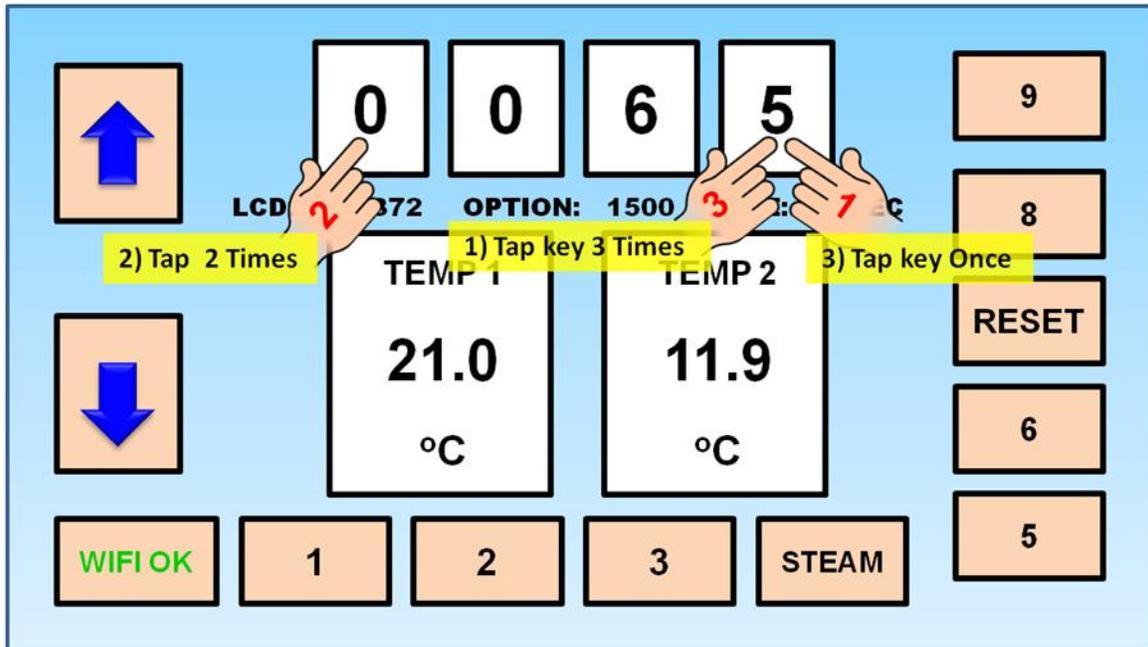


- You can use this Mode during a drying cycle to verify Sensor Bar and Temperature Sensor functionality.
- Cycle through the modes using the arrow keys.
- The modes display the following information:
 - Display Mode 0: Temperature Data.
 - Display Mode 1: Average Sensor Bar Data for 1 Minute.
 - Display Mode 2: Average Temperature Data for 1 Minute.

ACCESSING AND USING THE WF457'S SERVICE MODULE

continued

Exiting Service Mode



To exit the Service Mode, follow these steps:

1. Tap the 5 key 3 times.
2. Tap the 0 key twice.
3. Tap the 5 key one more time.

NEW WI-FI CONNECTION INSTRUCTIONS FOR THE WF455 WASHER

Jeff Brutman

Senior Staff, Publications

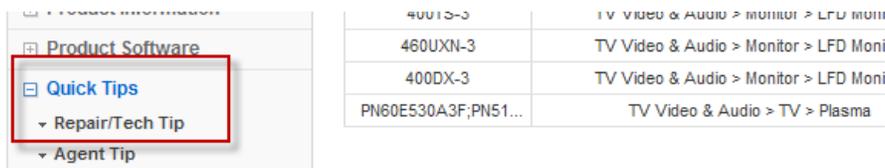
Customers can connect the new WF455 washer to their local Wi-Fi networks and control certain functions of the washer using a smart phone connected to the same network. Unfortunately, the original instructions in the washer's user's manual had a number of errors. The errors made connecting difficult if not impossible.

To rectify the situation, we have posted corrected instructions on GSPN. To access the instructions, follow these steps:

1. Log on to GSPN.
2. Click **Knowledge** at the top of the page.



3. On the left side of the page, click **Quick Tips > Repair/Tech Tip**.



4. In the Model field on the right side of the page, enter WF455, and then click the **Search** button.



5. In the list of articles that appears, under Subject, click **Wi-Fi Installation Instructions**.

Model	Category	Type	Sub type	Subject
WF455ARGSGR/AA	Home Applianc...	Washing Machi...	Front Loader	WiFi installation instructions

6. Under Attached Files on the bottom left of the next page that appears, click **WF455 WiFi setup.pdf**.



7. In the pop-up that appears, click either **Open** or **Save**.

GSPN UPDATES

Jeff Brutman

Senior Staff, Publications

We encourage you to use our GSPN site to find the latest service bulletins to aid you with your repairs:

<http://gspn3.samsungcsportal.com/>

HA Service Bulletins uploaded to GSPN in April, 2012:

Bulletin Number	Subject	Applicable Models
ASC20120510001	New part number for Assy Door due to incompatible engineering change in Assy Wire Harness of the re-worked Assy Door.	SMH9207ST/XAA

To access service bulletins on GSPN, first visit <http://gspn3.samsungcsportal.com/> Login using your **User ID** and **Password**. Click on "Knowledge" at the top, then "Product Info" in the left column. The Product Information menu will appear. Click on "Service Bulletin (Local)" to bring up the Service Bulletins (Local) screen. To search for a bulletin, enter the bulletin number in the Subject field on the left side of the screen, and then click the Search button on the far right. If for some reason the bulletin does not appear, it can still be searched using the "Category" drop-down menus, the Subject field, or the Model field. You can also try using the Search field at the top of the screen.

PLEASE SEND US YOUR COMMENTS!

Something you'd like to see in the Samsung Tech Talk Newsletter? If there a topic/issue we haven't covered that you'd like us to write about, **LET US KNOW!**

Please send your comments to:

training@sea.samsung.com

2012 RTC Home Appliance Training



Samsung HA Training 2012

Being held at one of our Regional Training Centers!

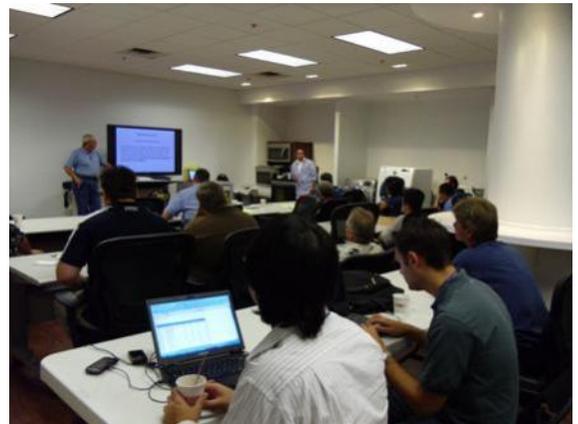
For 2012, Samsung introduces a new way of training. To help you with your demanding schedule, updated training on new 2012 products will be two days long. To be eligible to attend the two day training session, techs must have attended and successfully completed 2011 HA product training in one of our training centers.

Samsung will still hold 3 day Basic classes quarterly. These classes are intended for new techs who have never attended a Samsung training, or for techs who need extra help to improve their skills.

Attend the in-depth, hands-on 2 day Update or 3 day Basic training at one of our RTCs!

You can reserve your seat in training by emailing training@sea.samsung.com.

Additionally, Home Appliance training is available on-demand 24/7 at <https://my.plus1solutions.net/clientPortals/samsung/>



Training Schedule

Date	City	Comments
June 5-6, 2012	Little Ferry, NJ	ME/ASC 2012 2 day Update Training—Session 1
June 7-8, 2012	Little Ferry, NJ	ME/ASC 2012 2 day Update Training—Session 2
June 8, 2012	Virginia Beach, VA	VPEA Convention
June 26-27, 2012	Bensenville, IL	ME/ASC 2012 2 day Update Training—Session 1
June 28-29, 2012	Bensenville, IL	ME/ASC 2012 2 day Update Training—Session 2
July 10-12, 2012	Little Ferry, NJ	ME/ASC 2012 3 day Basic Training
July 31-August 2, 2012	Bensenville, IL	ME/ASC 2012 3 day Basic Training

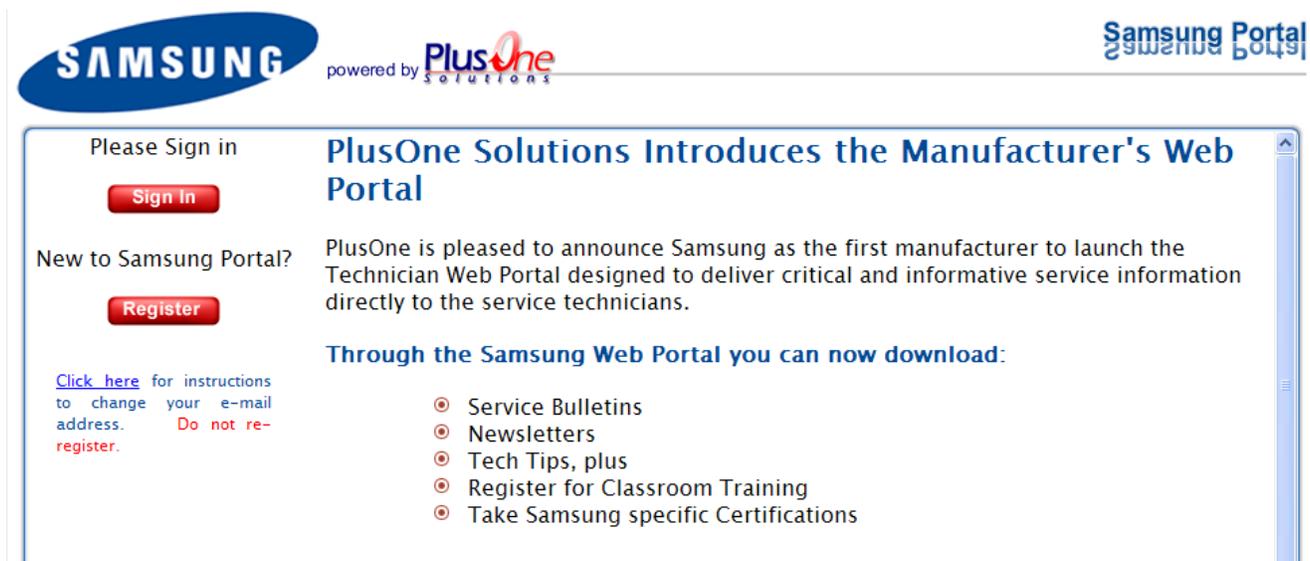
2012 HOME APPLIANCE TRAINING NOW ON-LINE ON PLUS 1!

Jim Foster

Manager, Training /Publications

Samsung is pleased to announce that 2012 Appliance Certification courses are now online. Keep your skills up-to-date on our latest models! Go on line and take a course today.

Click here to access Plus 1: <https://my.plus1solutions.net/clientPortals/samsung/>



The screenshot shows the Samsung PlusOne Solutions website. At the top left is the Samsung logo, followed by the text "powered by PlusOne SOLUTIONS". At the top right is the "Samsung Portal" logo. The main content area is titled "PlusOne Solutions Introduces the Manufacturer's Web Portal". On the left side, there is a "Please Sign in" section with a "Sign In" button, and a "New to Samsung Portal?" section with a "Register" button. Below the "Register" button, there is a link: "Click here for instructions to change your e-mail address. Do not re-register." On the right side, under the heading "Through the Samsung Web Portal you can now download:", there is a list of items:

- Service Bulletins
- Newsletters
- Tech Tips, plus
- Register for Classroom Training
- Take Samsung specific Certifications

The 2012 HA on-line certification training is divided into seven courses:

[2012 Samsung Refrigerator Troubleshooting Guide](#) (Video - Released 4.30.2012)

[2012 Samsung Refrigerator with New Icemaker Training](#) (Video - Released 4.30.2012)

[2012 Samsung Wi-Fi Dryer Training](#) (Video - Released 4.30.2012)

[2012 Samsung Wi-Fi Washer Training](#) (Video - Released 4.30.2012)

[2012 Samsung Laundry Troubleshooting Guide Training](#) (Video - Released 4.30.2012)

[2012 Samsung Top Load Washer Training](#) (Video - Released 4.30.2012)

[2012 Induction Range Training](#) (Video - Released 04.30.2012)

These classes are essential to maintaining your skill set on 2012 Appliance products. Stay on the top of your game. Attend an on-line class today!