



Samsung Electronics America

Samsung Tech Talk

Your source for service information

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THE NEW WF520 WASHER: INNOVATIVE!

Jeff Brutman

Assistant Publications Manager

Introducing the WF520, Samsung's new Front-Loading Washer.

To begin, the WF520 provides a spacious 5.0 cubic feet of capacity which lets you get more wash done in less time— up to 31 bath towels in a single load. The WF520 also features the newly improved VRT Plus™ (Vibration Reduction Technology Plus™) which makes the washer so quiet you hardly know it's on.

The WF520 also helps eliminate the need for all those stain-treatment sticks with its

new PowerFoam™ feature that pre-dissolves detergent into a powerful foam for a more thorough washing. In addition, the WF520's PureCycle™ function alerts you with a gentle chime after 40 washes that the drum needs to be cleaned, and then lets you clean detergent residue and dirt build-up from the drum with the press of a button using just hot water. No harsh chemicals or scrubbing needed.

The WF520 is available in stainless platinum or white.



Above: The WF520 Washer in Stainless Platinum

ELECTRIC RANGE CONNECTION PROBLEMS

Paul Pieri

Trainer—RTSC

Ever wonder why electric range bake or broil heating element terminals start to arc and burn? To begin, these terminals are High Resistance Connections, designed to handle heavy current loads. However, electric range bake and broil heating elements are driven by 220 to 240 VAC and can draw considerable current. Even though each heating element terminal is a High Resistance Connection, if the terminal connection is not clean and tight, heat develops at the connection causing the terminal to expand, come loose, and eventually start to arc. Figure 1 shows a normal, clean heating element terminal.



Figure 1

Figure 2 shows a heating element terminal where the connection was not tight and it started to arc and burn.



Figure 2

The terminals pictured above are from the same electric range heating element. The terminal in Figure 2 replaced a previous terminal, but the tech failed to make sure the connection was tight enough to prevent arcing. This damage required the heating element be replaced.

GSPN UPDATES

Jim Foster

Manager, Training /Publications

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

<http://service.samsungportal.com>

HA Service Bulletins uploaded to GSPN June, 2010

Bulletin Number	Subject	Applicable Models
ASC20100608001	Washer display cycle time pausing during either the Sanitize or Pure Cycle wash modes.	WF328, WF338,WF438, WF448, WF219,WF409, WF419, WF220,WF330, WF350 WF410
ASC20100621002	Parts change – 6/1/10 production.	RSG257AABP/XAA RSG257AAPN/XAA RSG257AARS/XAA RSG257AAWP/XAA
ASC20100624001	Dryer belt slides off the pulley when manually rotated counter-clockwise (ccw).	DV209AEW/XAA DV209AGW/XAA DV219AEB/XAA DV219AEW/XAA DV219AGB/XAA DV219AGW/XAA
ASC20100625001	Parts change.	RB195ACBP/XAA RB197ACPN/XAA RB195ACPN/XAA RB197ACRS/XAA RB195ACWP/XAA RB197ACWP/XAA RB215ACBP/XAA RB217ACBP/XAA RB215ACPN/XAA RB217ACPN/XAA RB215ACWP/XAA RB217ACRS/XAA RB197ACBP/XAA RB217ACWP/XAA

To access service bulletins on GSPN, first visit <http://service.samsungportal.com>. Login using your **User ID** and **Password**. Click on “Documents” at the top, then “Product Information” in the left column. The Product Information menu will appear. Click on “Service Bulletin (Local) to bring up the Service Bulletins. To search for a bulletin, enter the bulletin number in the search window at the upper left. If for some reason, the bulletin does not appear, it can still be searched using the “Select Depth 1, 2, and 3” drop-down menus.

KNOW THAT VERSION NUMBER BEFORE YOU ORDER

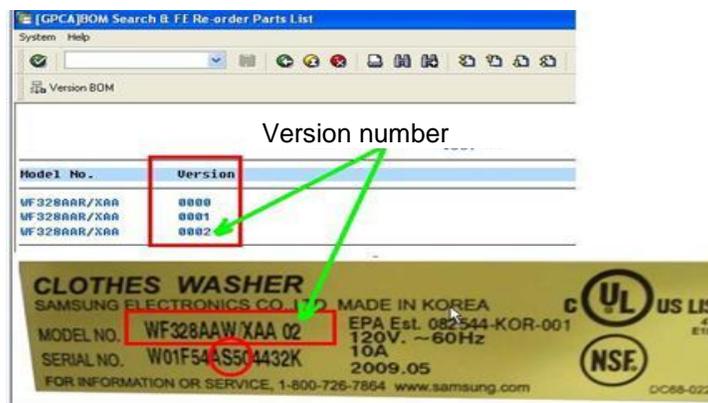
Tony Ippolito

Manager HA Technical Support

With the release of so many washing machines and electric ranges, you now need to know not only the model number but the correct version number when you order parts for a unit. The text below explains where to find the model numbers and version numbers on washers and ranges. For refrigerator part ordering information, see the next page.

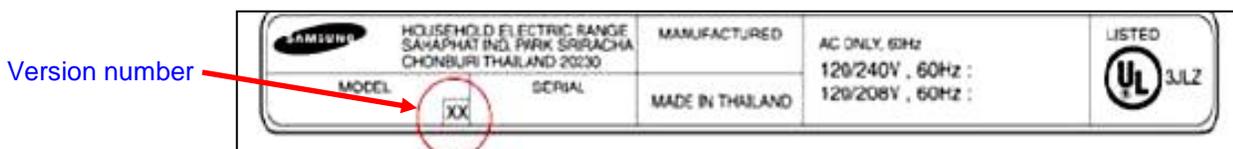
Washing Machines

In washing machines, you'll find the model number on a label inside the door with the version number printed on the label after the model number. In the example below, the model number is WF328AAW/XAA.



Electric Ranges

In electric ranges, the model number is on a label located on the lower inside left support of the warming drawer. The version number is to the right of the model number, in a small rectangle. See the illustration below. When you review the exploded view for a unit or place an order on GSPN, make sure you select parts with the right version number.



GSPN (Exploded View) Screen Shot

No	Model Code	Product Description	Plant
1	FTQ386LWUX/XAA	FSO-30AM-TC-BAS;30 FREESTANDING RANGE,	TSE

Version Selection			
Version	Bom File	Content ID	* The Explode
01	FTQ386LWUX_XAA_01.bom	N/A	
0000	FTQ386LWUX_XAA_0000.bom	N/A	
0002	FTQ386LWUX_XAA_0002.bom	384226	FTQ386LWUX_XAA-0

KNOW THAT VERSION NUMBER BEFORE YOU ORDER

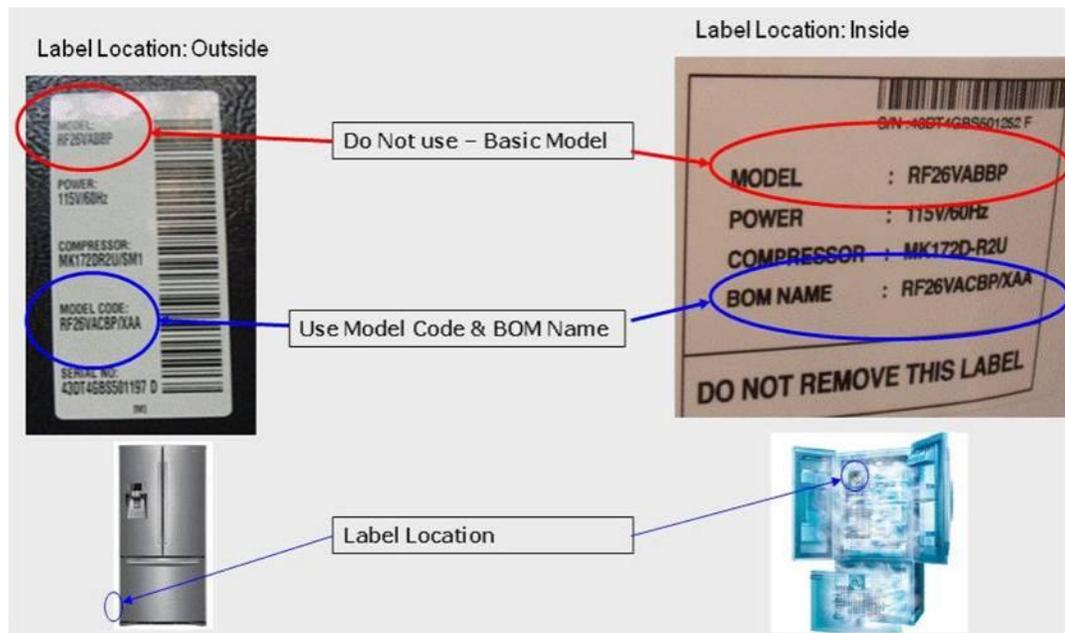
Continued

Refrigerators

Refrigerators are different. To order correctly, you need to use either the Model Code or the BOM name (and not the Basic Model Number). To find the French Door refrigerator Model Code or BOM name, first locate the labels attached to the refrigerator. The outside label is located on the bottom left side of the refrigerator. The inside label is located in the left internal cavity of the refrigerator.

On the outside label, the Model Code is the fourth item from the top, above the serial number. On the inside label, the BOM name is the fourth and last item on the label, below the compressor number. See the illustration below.

Use the Model Code or the BOM Name only for all parts ordering, Tech Support, and Warranty Claim processing needs. Remember this simple rule: The correct Model Code or BOM Name ends with XAA.



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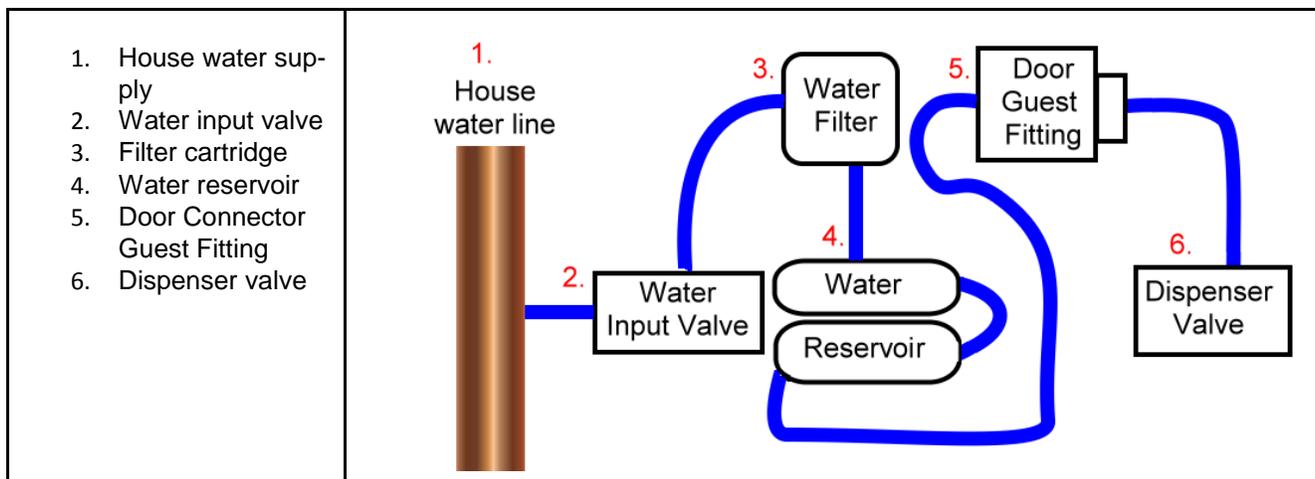
TROUBLESHOOTING REFRIGERATOR WATER DISPENSER DRIP ISSUES

Jim Swift

HA Product Senior Manager

Many Samsung refrigerators offer a built-in water dispenser. The water dispenser (and icemaker, if there is one) require water pressure of at least 20 pounds per square inch (PSI) to function properly. If the water pressure is below 20 PSI, there isn't sufficient pressure on the water dispenser valves for them to close properly and this can lead to dripping.

The units are designed with a one gallon, one tank or two tank water reservoir. The water reservoir is behind the crisper drawers and keeps the water cool. To determine the cause of any dripping, start by dispensing some water and then immediately shutting off the house water supply to the refrigerator. If the dripping stops, the dripping could be caused by low water pressure or a faulty valve. You need to make a proper evaluation of the water pressure before replacing the valve. If the dripping continues, proceed by checking all the junction points where air could infiltrate into the water line.



Shown above: All the junction points of the water line. A problem at any one of the six points can create an air leak and reduce the water pressure at the valves.

To check the six junction points, follow these steps:

1. **House Water Supply:** Carefully inspect the supply line and the valve connection for signs of leakage. Depending on the mineral content in the water, there can be lime or calcium deposits that can create problems over time. Using a saddle valve in general is not a good idea as these can break down over time and create a leak.
2. **Water Input Valve:** Again inspect both the supply line and the valve connection for signs of leakage or deposits. Remove the supply line and inspect the valve for small particles like sand which could keep the valve from seating fully.
3. **Filter Cartridge:** There are "generic" filter cartridges sold through various appliance retailers which closely resemble the original Samsung filter but do not seat properly against the filter housing. If the seat is not tight, air can infiltrate the system.
4. **Water Reservoir:** Depending on the model, this might be a one piece or two piece tank with two or four quick connect Guest Fittings. Inspect the Guest Fittings to ensure they are secure. Also inspect the plastic water lines and look for burrs or imperfections which might prevent the fitting from sealing properly.

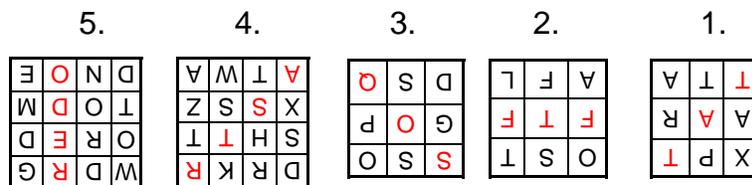
TROUBLESHOOTING REFRIGERATOR WATER DISPENSER DRIP ISSUES

continued

5. **Door Connection:** Models with through the door water dispensers add an extra Guest Fitting in the top or bottom of the door so the door can be removed during installation. Once again, inspect the water lines and fittings for problems.
6. **Dispenser Valve:** As with the input valve, remove the supply line and inspect the valve for small particles like sand which would keep the valve from seating fully.

Note: The water system is never under pressure therefore, you are not likely to identify an air leak by a wet joint or connector. When the water valve opens during use, water passes through the system and can suck air in through a poor connection between the water valve outlet and the dispenser. Unfortunately, even a small pinhole leak any where in the tubing will eventually create an air leak making visual inspection difficult.

A solid diagnostic procedure for resolving drip issues is to disconnect the door connector (the Guest Fitting), insert a temporary piece of ¼” plastic tubing (approximately 24” long), and then dispense a glass of water. If no dripping occurs after dispensing, suspect a possible pinhole in the water line located in the door assembly. If water continues to drip, pinch off the end of the temporary tubing with a pair of pliers and energize the water valve by actuating the paddle. Keep the valve energized for at least 30 seconds to build pressure in the water system back to the valve. Next, remove the reservoir cover so you can see the water tank and the connections. Visually inspect all connections including the valve output to the reservoir for the presence of water. Repair or replace connections as needed.



PLEASE SEND US YOUR COMMENTS!

Something you'd like to see in the Samsung Tech Talk Newsletter? If there is 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

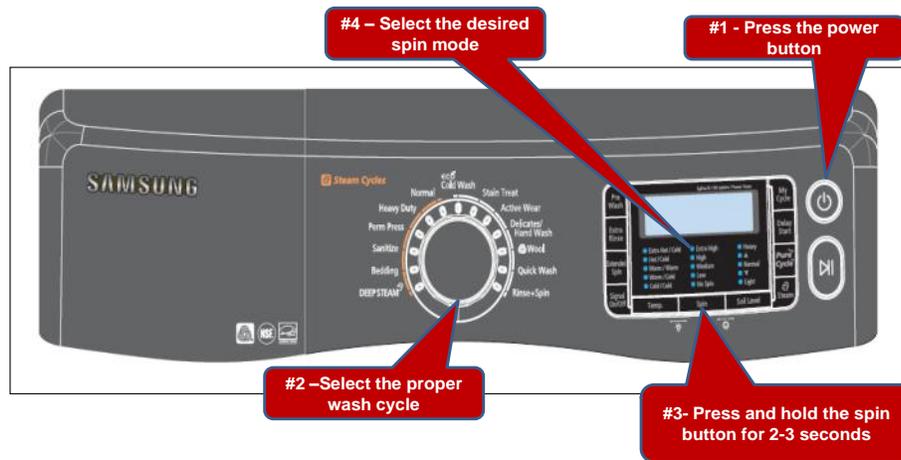
SPIN ONLY FUNCTION FOR THE GRACE, SQUALL, AND BIG BANG WASHERS

Louis Picchione

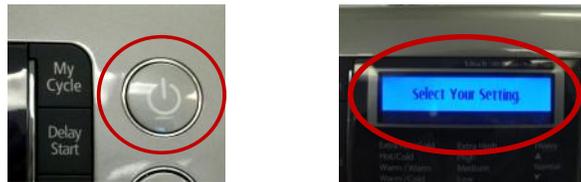
Assistant Manager—HA

The Spin Only option is not displayed on the control panel of the new 2010 Grace, Squall, and Big Bang washers. However, you can activate the Spin Only option on each of these washers manually. The factory setting for the “Spin Only” mode is NORMAL with MEDIUM spin (spin time 9 minutes; medium spin—1200 RPMs).

The following procedure explains how to activate the “Spin Only” mode. The procedure is summarized in the illustration below. A detailed, step-by-step explanation follows.



Step #1 PRESS THE POWER BUTTON TO ACTIVATE THE UNIT.



After you press the Power button, the panel displays “Select Your Setting”.

Step #2 SELECT THE PROPER WASH CYCLE ACCORDING TO THE FABRIC.

Select the proper wash cycle for the garment in the washer. By selecting the appropriate wash cycle, you adjust the spin speed. For example, if you select the WOOL cycle, you set the spin speed to LOW (spin time 10 minutes; low spin — 500 RPMs).



SPIN ONLY FUNCTION FOR THE GRACE, SQUALL, AND BIG BANG WASHERS

continued

Note: You must select the proper wash cycle to avoid damaging certain garments.

Step #3 PRESS AND HOLD THE SPIN BUTTON FOR 2 TO 3 SECONDS.

Press and hold the spin button for 2 to 3 seconds to activate the Spin Only function. A chime indicates that the unit is in



the Spin Only mode.

Step #4 SELECT THE DESIRED SPIN TIME.

Once you have activated the Spin Only function, you can select a different spin setting. The factory setting for the Nor-



mal wash cycle is Medium, but you can select Low, High, or Ex-High. When you select a different spin setting in Spin

SPIN SPEED	NORMAL	HEAVY DUTY	PERM PRESS	SANITIZE	BEDDING	DEEP STEAM	
LOW	8 MIN	10 MIN	10 MIN	10 MIN	10 MIN	10 MIN	
MED	9 MIN	10 MIN	10 MIN	10 MIN	10 MIN	10 MIN	
HIGH	10 MIN	11 MIN	11 MIN	11 MIN	N/A	11 MIN	
EX HIGH	11 MIN	12 MIN	N/A	12 MIN	N/A	12 MIN	
SPIN SPEED	ECO COLD	STAIN CARE	ACTIVE WEAR	DEL/HAND/W	WOOL	QUICK WASH	RINSE+ SPIN
LOW	8 MIN	9 MIN	10 MIN	7 MIN	10 MIN	9 MIN	10 MIN
MED	8 MIN	10 MIN	10 MIN	N/A	N/A	9 MIN	10 MIN
HIGH	9 MIN	11 MIN	N/A	N/A	N/A	10 MIN	11 MIN
EX HIGH	10 MIN	12 MIN	N/A	N/A	N/A	11 MIN	12 MIN

NEW MANDATORY FIELDS FOR WARRANTY CLAIMS

Jet Nyamwange

Warranty Department

Please be advised that effective July 01, 2010 there are two additional mandatory fields you **MUST** complete when submitting your warranty claims to Samsung.

These two new mandatory fields are listed below:

- Defect Description
- Repair Description

The additional information from these new fields will provide us with valuable data which we will use:

- To analyze our defects and repair solutions.
- To prepare repair tips which will assist you in your future repairs and help you improve First Time Fix and reduce REDOs.

The two new fields are highlighted in the illustration below:

The screenshot displays the 'Warranty Information' form. A red callout box labeled 'NEW Mandatory Fields' points to the 'Defect Desc.' and 'Repair Desc.' fields, which are highlighted with a red border. The form includes the following fields and values:

Field	Value
Ref.(Bill) No	B0D2D21
Technician ID *	4622
Defect Code *	HLA(Reset not working)
Repair Code *	CP03(Main PCB replacement)
Defect Type	- Select -
Defect Desc.	(Empty field, highlighted in red)
Repair Desc.	(Empty field, highlighted in red)
Special Request	<input type="checkbox"/> Extended Warranty <input type="checkbox"/> Part Only Ext. Warranty <input type="checkbox"/> Mileage Request <input type="checkbox"/> Others
Total Amount	0
Labor Cost	0
Part Amount	0
Shipping	0.00
Other	0.00
Tax	0.00

Note: You must still select the Defect and Repair Codes.

SAMSUNG'S KPI BOGGLE

Directions: In each table, find the KPI.

1.

X	P	T
A	A	R
T	T	A

2.

O	S	T
F	T	F
A	F	L

3.

S	S	O
G	O	P
D	S	Q

4.

D	R	K	R
S	H	T	T
X	S	S	Z
A	T	W	A

5.

W	D	R	G
O	R	E	D
T	O	D	M
D	N	O	E

Answers are on page 7.