

MARCH TECH MEETING

Home Service Network

March 6, 2025

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Congratulations !!! February's Winners

This month's winners are Dale and Taras!
Congratulations on achieving outstanding
NPS scores.

Each \$ 1000.00

DALE JUNG & TARAS PANKIVSKYI

AWARD BY BRANCH

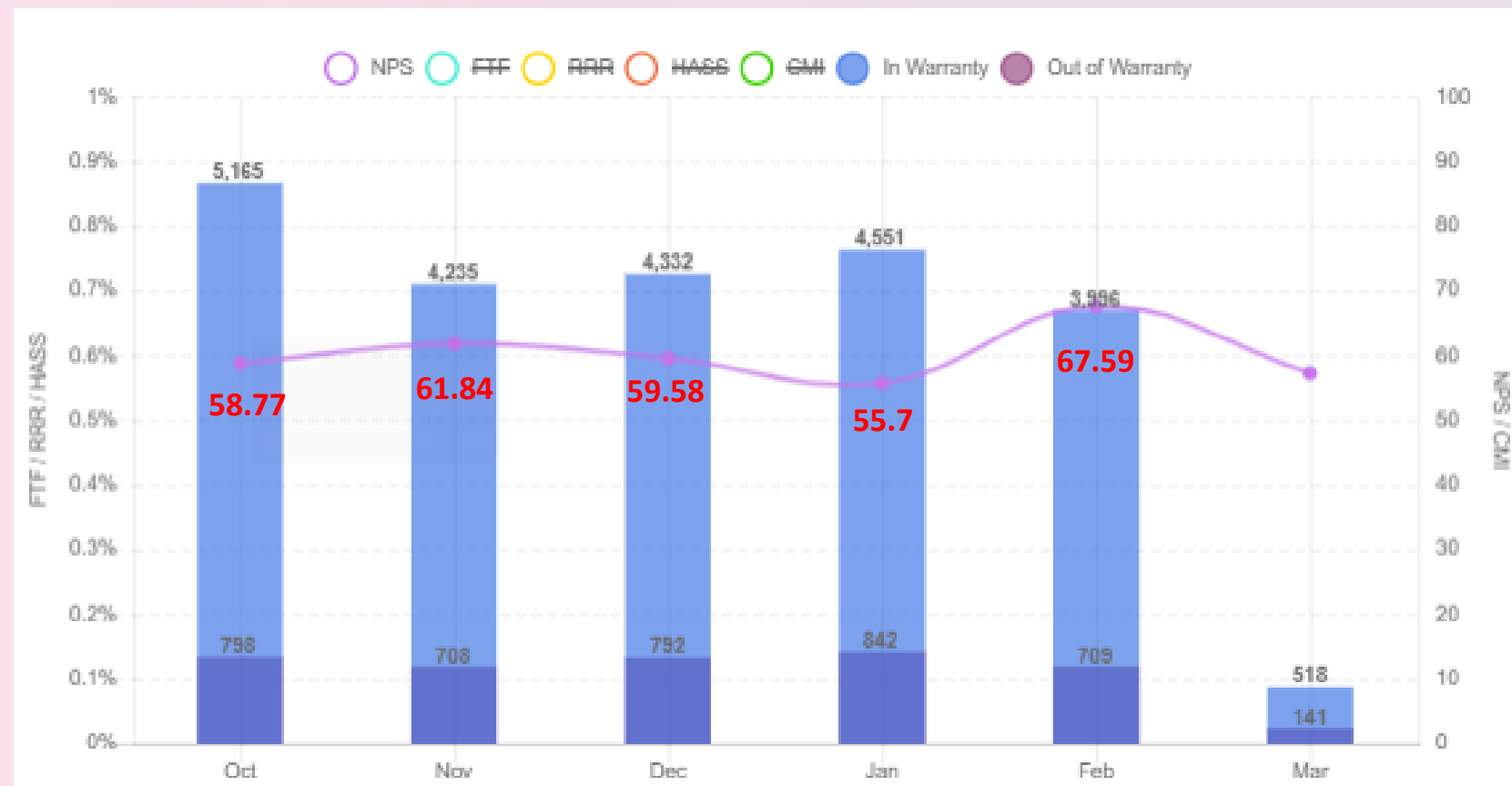
Congratulations !!!

February's Winner Branch is

PA (GET \$2000.00!)

HSN will be awarding bonuses to each branch based on their NPS performance, And the branch with the highest score will receive \$2000.00

Branch	JAN 2025		FEB 2025	
	Survey	NPS	Survey	NPS
FLO	78	47.4	89	68.5
MDB	145	55.9	144	63.2
NJB	125	62.4	125	65.6
NYL	81	33.3	39	33.3
NYR	61	52.5	57	59.6
PAP	141	65.2	147	78.2
SBB	79	60.8	1	0.0
Total	710	55.6	602	65.8



WE NEED TO INCREASE THE NPS

Focus on improving NPS to enhance overall performance and efficiency.

The NPS target score is **65**.

However, our scores were **59.58** in Dec 2025, **55.7** in Jan 2025, and **67.59** in Feb 2025.

We appreciate your efforts in February, which exceeded the target.

However consistent effort is essential I to maintain and build on this progress.

Thank you for your continued cooperation!

You will receive a short survey from Samsung.

We kindly ask to give the very first question a favorably high score for the technician who serviced your unit today. (See sample to the right)

Please support the technician by giving a score 10. 🙏

Service Technician: _____

“If you have any feedback regarding Samsung products or scheduling, please leave it in the comment section instead of the survey.”

For any Inquiries, please contact us

Home Service Network (201-672-9501) or call at

Samsung (1-800-SAMSUNG)



12:29

SAMSUNG

→ Required

Based on this service experience, how likely are you to recommend Samsung to a friend or family member?

Not At All Likely

Extremely Likely

0

1

2

3

4

5

6

7

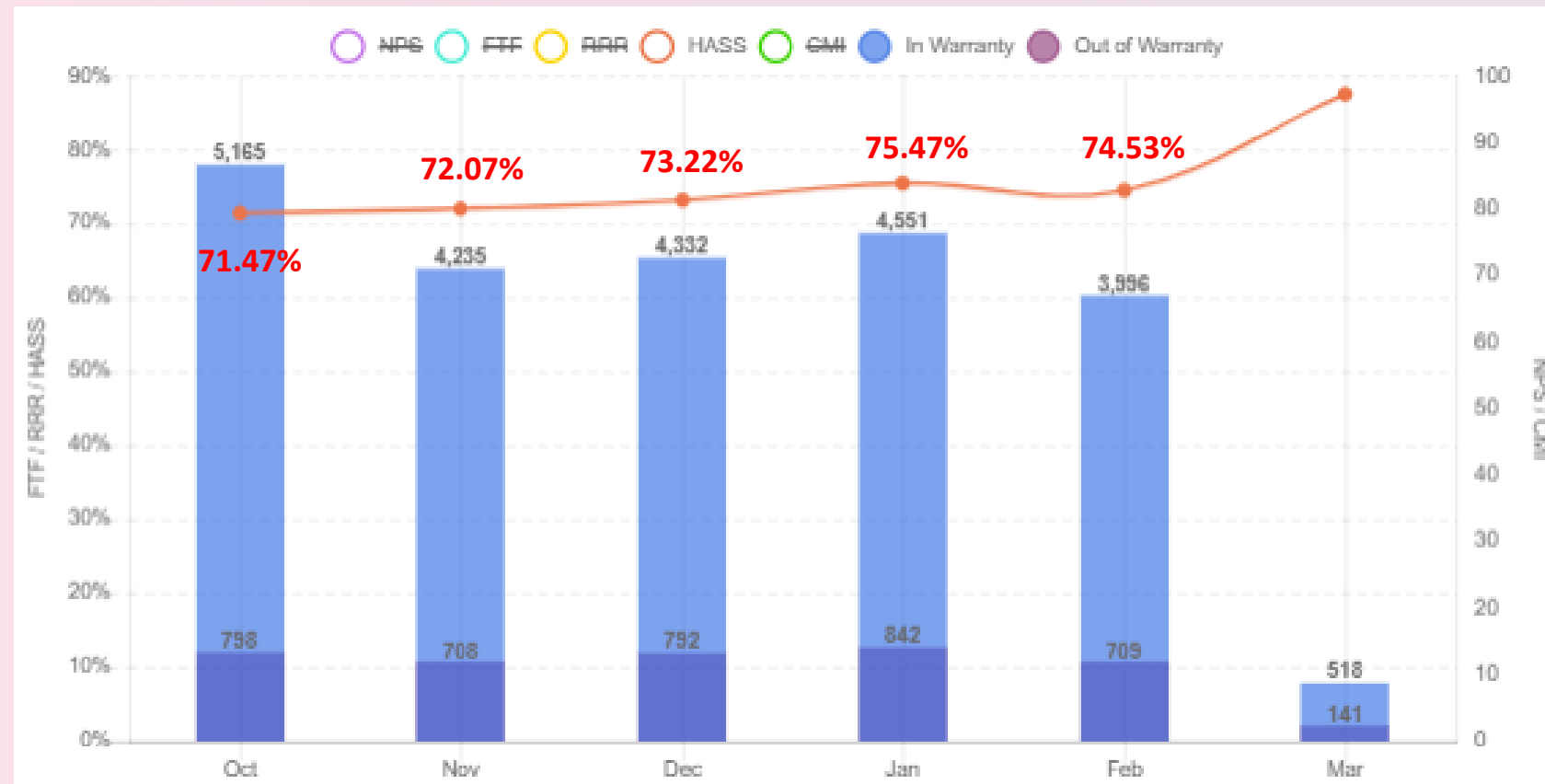
8

9

10

Please tell us the reason for your scores.

10



WE NEED TO INCREASE THE HASS %

Focus on improving Hass % to enhance overall performance and efficiency.

Based on the 3-month(Dec2024 – JAN2025) average analysis, the result is **74.41%**, significant below Samsung's target of 84%. Efforts to enhance performance are encouraged.

Television Service Fees & Home Appliance Rate

➤ TV / Monitor (HE) Service Fees

Size	Regular(Trip+Labor)	Panel(Trip+Labor)
Up to 49"	\$ 190.00 (T120+L70)	\$ 215.00 (T120+L95)
50-65" *	\$ 210.00 (T120+L90)	\$ 250.00 (T120+L130)
66-79" *	\$ 260.00 (T120+L140)	\$ 295.00 (T120+L175)
80" & up*	\$ 380.00 (T120+L220)	\$ 620.00 (T120+L500)

<Tax rate per region>

Region	Rate	etc
MA	6.25%	Parts only
CT	6.35%	-
NJ	6.625%	-
PA	6.00%	-
VT/MD/VA	6.00%	Parts only
NYC	8.625%	-
NYR	8.00%	-
FLO	6.00%	
RI	7.00%	

➤ Home appliance(HA) Service Fees

HA		
HOME APPLIANCE FLAT LABOR RATE:		\$120 Initial Trip / Diagnostic + \$95 Labor => \$215
MAJOR DRUM FLAT RATE:	\$380 (120+160)	ONLY APPLICABLE FOR WASHERS [INCLUDES EXTRA MAN, > 2 HRS] / FLEX WASHER
OTHER APPLICABLE EXTENSIVE LABOR RATE:	\$320 (2 HRS LABOR MIN: \$120+200)	ICE BUILD-UP : TECHS PLEASE ADVISE CX TO MELT ICE PRIOR ARRIVAL
		DISHWASHER: SUMP REPLACEMENT
		GAS OVEN: GAS / SAFETY VALVE
		REFRIGERATOR: LEFT DOOR [ALONE IS 1 HR] + ADD 'L DOORS
SSR RATE:	\$1320 (350+970)	\$350 Labor (Non-refundable, even if unrepairable) \$970 Parts (If the compressor is covered under warranty, \$160 will be refunded if unused. Used/broken parts are non-refundable.)

NDF Input code (Mobile version)

Model Code	MECH (Mechanism does not work)
Manufacturer	MECJ (Mechanism jammed)
Documents	MEMY (Memory Malfunction)
Version	MISS (Missing component)
Serial No	MIST (Missing items)
Purchase Date	MOTR (Does Not Rotate)
Warranty Term	NCOI (Not cooling intermittent)
Warranty Remark	NCOQ (Unit does not cool)
RB Check	NDFX (No defect found)
Symptom & Repair	NLED (NO LEDs)
Service Type	NOCK (COOKING NOT WORKING)
Symptom	NOIS (Mech Noise Or Vibration)
Remark	NONE (No Complaint Given)
Defect	NOPF (No problem found)
Repair	NPOW (No Power(PC))
Report Installation Problem Repair	OAUD (No Audio, One Channel)

Model Code	★ CE01 (Customer Education)
Manufacturer	★ PTEL (Part replaced-electrical(ref#))
Documents	★ 59 (REPLACED MAJOR COMPONENT PART)
Version	★ CUST (Customer Education)
Serial No	★ AA01 (Mechanical Adjustment)
Purchase Date	★ EXCP (Exchange)
Warranty Term	★ 256 (REPAIR COMPLETE)
Warranty Remark	★ RCLL (RECALL)
RB Check	111 (RF COMPLIANCE/CALIBRATION TEST PASSED)
Symptom & Repair	19 (CLEAN)
Service Type	208 (COMPLEX REPAIR COMPLETE)
Symptom	212 (QUALIFIED DOA RETURN)
Remark	222 (DIAGNOSTIC INSPECTION COMPLETED)
Defect	256 (REPAIR COMPLETE)
Repair	266 (MECHANICALADJUST)
Report Installation Problem Repair	300 (NOT QUALIFIED DOA RTN- EXCEEDS 30 DAYS)

Model Code	LC46RG90SSNXZA
Manufacturer	Samsung
Documents	Exploded View
Version	Service Bulletin
Serial No	Service Manual
Purchase Date	Training Manual
Warranty Term	User's Manual
Warranty Remark	CA03
RB Check	094JHCSTA01243P
Symptom & Repair Guide	One time Extension (P) Labor (2023-12-31), Parts (2023-12-31)
Service Type	Warranty Extension granted by Call Center.
Symptom	11 - PIP
Remark	02 - Non technical
Defect	NDFX (No defect found)
Repair	★ CUST (Customer Education)
Problem Repair	

We **MUST** input Proper **Defect code** and **Repair code** for **NDF (No Defect Found)** situation.
From now on All NDF situation tickets Must input **Defect code** as **NDFX(No defected found)** , and **Repair code** as **CUST (Customer education)**
Please refer picture above.

NDF INPUT CODE

Per Samsung request,
We must use proper input
Defect and Repair codes
for NDF tickets. From now
on, all NDF tickets and
inspection tickets must be
input Defect code as
NDFX, Repair code as
CUST to leave the ticket
under Auto complete

When it's NDF, Do NOT call TCC

When it is an NDF case, we do not call TCC. So, We need more accurate and detailed information on the ticket.

The information needed is listed below:

- As many pictures as possible(Liability form, Before & after service, HASS data, Serial number, error code and etc...)
- Symptom notation on the ticket
- Education process details on the ticket
- CX satisfaction on the ticket

****If the provided information is insufficient, the technician may need to make multiple visits until all required details are included in the ticket.****

Please contact Triage team or Local manager, if have any question.

*TCC Not Needed			
Category	Type	Description	Action
NDF (No Defect Found)	Not Cleaning Issue	Water marks, stains by poor maintenance or mis-use	Refer to STG
	Odor	Bad smell by poor maintenance or mis-use	Refer to user manual
	Demo Mode	Disables cooling or heating function	Refer to STG
	Weak heating	Caused by improper cycle, load, eco option, or vent clog	Refer to STG
	Weak cooling	dirty condenser coils, insufficient cabinet space, or too many doors open	Refer to STG
	Unbalance issue	Unit not leveled or improper cycle, load usage	Refer to STG
Installation	Improper Drain installation	Clogged garbage disposal, improper high loop, kinked or clogged drain hose	Refer Installation / service manual
	Customer Outlet Issue	Incorrect wiring, faulty breaker	
	Water Supply Issue	Kinked or clogged line, or supply not turned on	
	Customer Vent Issue	Incorrect duct (not straight, too many bends), kinked or clogged vent	
	Customer Gas line Issue	Kinked or clogged line, supply not turned on, or gas switch off	
Admin	Part Inquiry	Part research, availability, compatibility, cost, and location	Contact GPCA
	Product Inquiry	Product specifications, features, bulletins, and updates	Refer user/service/training manual
	Warranty	Commercial, part, and product coverage inquiries	Contact GSPN Support 800-849-2198
	Service Type Inquiry	Demo (DM) /Store stock (SR) repair coverage inquiries	
	Policy inquiry	Not serviceable position, need an extra man	
SAW	Panel Evaluation	Panel Certified technicians	Replace panel if required except symptoms of blurred lines, dead pixels, dots in screen and no image with sound
	Physical Damage	Tickets with PD SAW added already	Refer to call center ticket information for physical damage SAW approval
Troubleshooting	Multiple Parts Request (MPR)	MPR Techs requesting approval	Techs and Accounts with MPR approval do not need TS confirmation
	Assembly / Disassembly	When tech asks how to remove or install a part	Review service manual or STG
	Service Bulletin	When tech is not aware of a specific symptom	Review service bulletin/tips or STG
	Not ready to troubleshoot	Not with unit or unit/tech is not ready to troubleshoot	Should be with the unit (onsite) before calling Tech Support
	Documentation only	Contact TCC after repair to notate what tech has done	Use HASS OQC to confirm unit functionality
HASS/STG	Application Usage	How to use or function inquiries	Refer to eLearning guides
	Password reset	Password reset for locked account	Contact CSDProductSupport@sea.samsung.com or call 800-749-9421
	Account creation request	New account creation	Contact CSDProductSupport@sea.samsung.com or call 800-749-9421

Home Service Network

THANK YOU !

Feel free to send in any questions to
Triage team