



Report installation related repair Usage Guide

New function Early Repair website.

- ▶ Report Installation Related Repair function add on Early Repair Website.
This function must use before completing tickets.
Simply adding pictures Automatically go to the attachments section.
- ▶ What type of pictures?
Installation Related pictures as :
 - 1.) Wrong installation of the hose.
 - 2.) Reversed water line.
 - 3.) Kinked water lines.
 - 4.) No power from the outlet.
 - 5.) The damaged exterior of the units.
 - 6.) etc.

Service Tracking

New function must use

[➤ more](#)

Availability EST. TAT: 7 day(s)

New Inquiry > hide

search in result

#	Created	Category	From	Type	Channel	By	Inquiry								
8	2023-06-28 11:24	Inbound		Inquiry		BFSC090	P/O #: 4171669659-105,Ship To:BFSC105,#10,P/O Part: DG94-04181A,S/O Part: DG94-04181A,Desc: ASSY COOKTOP FRAME-MODULE,NZ30A3060,Qty: 1,Sales Price: 92.68,Ship Method: D8,Stock: Y,Ship From: LA, ETD: 20230628,ETA: 20230629, Service Date: 20230703,Ticket No: 417166 9659,Reason: Michael A. Peterson (5086231308),Description: ASSY COOKTOP FRAME-MODULE,NZ30A3060,Remarks: /1127612417 (by Sumin Kim) - SK HSN								
							P/O Part	S/O Part	Desc	Qty	Ship Method	Stock	Ship From	ETD	ETA
							DG94-04181A	DG94-04181A	ASSY COOKTOP FRAME-MODULE,NZ30A3060	1	D8	Y	LA	20230628	20230629
7	2023-06-27 17:54	Inbound		Inquiry		BFSC090	[PART REQUESTED]Part #: DG94-04181A,Desc: ASSY COOKTOP FRAME-MODULE,Qty:1 - SL HSN								
6	2023-06-27 17:49	Inbound		Inquiry		BFSC105	Scheduled : Schedule Date/Time: Monday 7/3@12-6PM Symptom: The cooktop glass broke Check Address (Y/N): Y Townhouse or Apartment: House Serviceable Position: Y Special Remark: Tech will call within timeframe. CoW Rate: IN WARRANTY (SAW) PD Any Restriction due to Virus: N -AP HSN								

► Service Information

Service Branch	BFSC105	Service Type	In Home
Engineer	Sungjun Park (5088238083) <input type="checkbox"/> Change Local Tech, too	Posting Date	06/26/2023 (Assigned: 06/26/2023 20:15) Vendor TAT: 7 day(s)
Status / Reason	Confirmed (Ready for Service)	Defect Type	Flat Rate
Defect Code		Defect Desc	
Repair Code		Repair Desc	
Installation Problem Target	► REPORT INSTALLATION RELATED REPAIR		
Symptom Code	L2 - Design 01 - Exterior design 03 - Breakage and wear (HKE)	Symptom Code by Cx	
Special Comment			
Remark			

Once click

Installation Related Repair ✕

Dealer name

Symptom

► Inquiry New Inquiry hide

#	Created	Category	From	Type	Channel	By	Inquiry																		
8	2023-06-28 11:24	Inbound		Inquiry		BFSC090	<div>P/O #: 4171669659-105, Ship To: BFSC105 #10, P/O Part: DG94-04181A, S/O Part: DG94-04181A, Desc: ASSY COOKTOP FRAME-MODULE, NZ30A3060, Qty: 1, Sales Price: 92.68, Ship Method: D8, Stock: Y, Ship From: LA, ETD: 20230628, ETA: 20230629, Service Date: 20230703, Ticket No: 417166 9659, Reason: Michael A. Peterson (5086231308), Description: ASSY COOKTOP FRAME-MODULE, NZ30A3060, Remarks: /1127612417 (by Sumin Kim) - SK HSN</div> <table><tr><th>P/O Part</th><th>S/O Part</th><th>Desc</th><th>Qty</th><th>Ship Method</th><th>Stock</th><th>Ship From</th><th>ETD</th><th>ETA</th></tr><tr><td>DG94-04181A</td><td>DG94-04181A</td><td>ASSY COOKTOP FRAME-MODULE, NZ30A3060</td><td>1</td><td>D8</td><td>Y</td><td>LA</td><td>20230628</td><td>20230629</td></tr></table>	P/O Part	S/O Part	Desc	Qty	Ship Method	Stock	Ship From	ETD	ETA	DG94-04181A	DG94-04181A	ASSY COOKTOP FRAME-MODULE, NZ30A3060	1	D8	Y	LA	20230628	20230629
P/O Part	S/O Part	Desc	Qty	Ship Method	Stock	Ship From	ETD	ETA																	
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5	2023-06-26 20:15	System			SMS	RFC_WS_03	SMS Message Successfully Sent : Samsung Transaction 4171669659. The repair facility has accepted your repair. ASC Phone 201-672-9501. ASC will contact you within 2 business days.																		
2	2023-06-26 20:11	System	Customer		Email	USHAHARC1031	In-home Repair Ticket Confirmation e-mail was sent to customer.																		
3	2023-06-26 20:11	System	Customer		Email	USHAHARC1031	Ticket Notice E-mail was sent to ASC																		
4	2023-06-26 20:11	System	Customer		Email	USHAHARC1031	No Fast Track Manual for the model code																		

Darlin German Reyes [5084148346] 06/26/2023 20:09:58

1) Inquiry: coi stated that while cooking the cooktop glass broke stated that placed her cookware on the glass and it just cracked Cx sent images of cracked glass

*2) Resources used: <https://agent.samsungsupport.com/us/ppp/detail/cid/40002880> «(><)>mn=NZ30A3060UK%2FAA«(><)>mc=NZ30A3060UK%2FAA«(><)>a=PNO1208422«(><)>v=&v=child=PNO1204829#13-o1

General Information

Service Information

Service Branch

Engineer

Status / Reason

Defect Code

Repair Code

Installation Problem Target

Symptom Code

Special Comment

Remark

Job Information

1st Cx Call Attempt

ASC 1st App

ASC Last App

Cx Preferred Date

Inquiry

records found

#	Created	Category	From	Type	Channel	By
8	2023-06-26 11:24	Inbound		Inquiry		BFSC090
7	2023-06-27 17:54	Inbound		Inquiry		BFSC090
6	2023-06-27 17:49	Inbound		Inquiry		BFSC105
5	2023-06-26 20:15	System			SMS	RFC_WS_D3
2	2023-06-26 20:11	System	Customer		Email	USHAHARC1031

Service Type

PostingDate

Defect Type

Defect Desc

Repair Desc

Symptom Code by Cx

In Home

06/26/2023 (Assigned: 06/26/2023 10:15) Vendor TAT: 7 day(s)

Flat Rate

Place of Purchase

Other

Tech Notes

Upload

1st Visit

00:00:00

1st Cx Call Attempt

mm/dd/yyyy

00:00:00

Engineer Assigned

mm/dd/yyyy

000000

Outbound Shipping Date

mm/dd/yyyy

000000

Repair Completed

mm/dd/yyyy

000000

New Inquiry

search in result

Inquiry

P/O # 4171669659-105 Ship To: BFS 9559 Reason: Michael A. Peterson (S

P/O Part

DG94-04181A

DG94-04181A

ASSY COOKTOP FRAME-MODULE:NZ30A3060

1

D8

Y

LA

20230628

20230629

Scheduled:

Schedule Date/Time: Monday 7/3@12:46PM

Symptom: The cooktop glass broke

Check Address (Y/N): Y

Townhouse or Apartment: House

Serviceable Position: Y

Special Remark: Tech will call within timeframe.

DoW Rate: IN WARRANTY (SAW) PD

Any Restriction due to Virus: N

- AP HSN

SMS Message Successfully Sent : Samsung Transaction 4171669659 The repair facility has accepted your repair. ASC Phone 201-672-9501, ASC will contact you within 2 business days.

In-home Repair Ticket Confirmation e-mail was sent to customer

Open

« Pictures » 슷

Search 슷

Organize

New folder

OneDrive - Total T

Attachments

Documents

This PC

3D Objects

Desktop

Documents

Downloads

File name:

All Files

Open

Cancel

Capture

Choose file to attach ticket

Once click

DetailsPartsTrackingChatBilling

Need Picture of Serial Number or tag

General Information

Status

Sub Status

Customer Information

Customer

Home Phone

Cell Phone 1

Cell Phone 2

Work Phone

Address

Cx Email 1

Cx Email 2

Product Information

Model Code

Version

Serial No

Purchase Date

Warranty Term

Warranty Remark

RB Check

Symptom & Repair Guide

Service Type

Symptom

Remark

Repair

Defect

Report Installation Problem Repair

Inquiry & Resolution

Comment

Repair History

On my way

Check In

Check Out

Has WIP

Warranty Detail

REPORT INSTALLATION RELATED REPAIR

New

New

Save

On detail section You can find installation related button

Click on related button

DetailsPartsTrackingChatBilling

Need Picture of Serial number tag

General Information

StatusEngineer Assigned

Sub Status

Customer Information

CustomerMariam Avazashvili

Home Phone732-207-2073

Cell Phone 1732-207-2073

Cell Phone 2

Work Phone

Address12 Bayberry Court East Brunswick NJ 08816

Cx Email 1mariamavazashvili@yahoo.com

Cx Email 2

Product Information

Model CodeNZ30A3080UK/AA

Version0000

Serial No0JC57DBW200120Y

Purchase Date

Warranty TermIn-warranty (2024-04-30); Parts (2024-04-30)

Warranty RemarkUnit in Warranty based on Manufacture Date

RB Check

Symptom & Repair Guide

Service TypeIn Home

SymptomL2 - Design

01 - Exterior design

03 - Breakage and wear

Remark

Repair

Defect

Report Installation Problem Rep

REPORT INSTALLATION RELATED REPAIR

Inquiry & Resolution

Comment

Repair Hist

Branch

Completed

Defect

Repair

No repair history found

Save

Installation Related Repair

Place of PurchaseOther

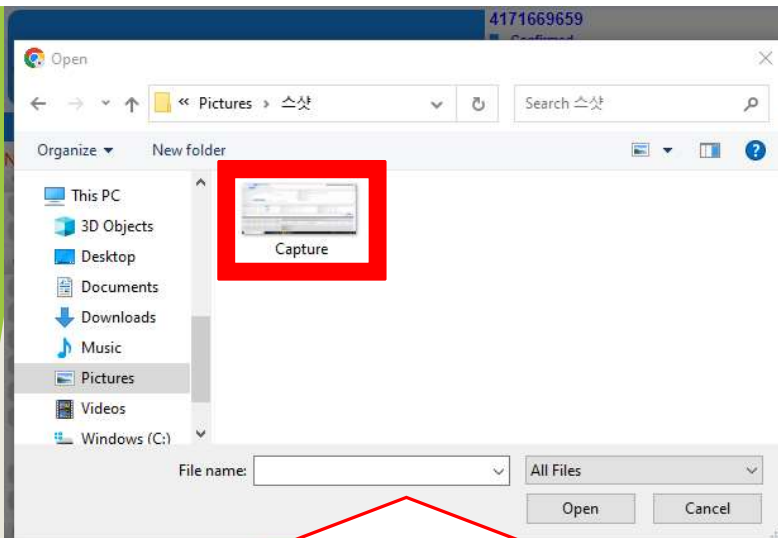
Tech Notes

Upload

Dealer name

Symptom

Once click



Choose file
to attach
ticket

On my way Check In Check Out

Installation Related Repair ✕

Place of Purchase
Other ▼

Tech Notes

Upload

Once click

Model Code NZ30A3080UK/AA
Version 0000
Serial No. 0JC57DBWZ00120Y
Purchase Date
Warranty Term In-warranty Warranty Detail
Labor (2024-04-30), Parts (2024-0
Warranty Remark Unit in Warranty based on Manufa
RB Check

Symptom & Repair Guide

Service Type In Home

Symptom L2 - Design
01 - Exterior design
03 - Breakage and wear

Remark

Repair (repair description)

Defect (defect description)

Report Installation Problem Repair > REPORT INSTALLATION RELATED REPAIR

Inquiry & Resolution

Comment

Repair History

Ticket #	Branch	Completed	Defect	Repair
No repair history found				

Save

8:22 96%

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RB Check

Symptom & Repair Guide

Service Type In Home

Symptom L2 - Design

01 - Exterior design

03 - Breakage and wear

Remark

Repair (repair description)

Defect (defect description)

Report Installation Problem Repair [▶ REPORT INSTALLATION RELATED REPAIR](#)

Inquiry & Resolution

New

Comment

New

Repair History

Ticket #	Branch	Completed	Defect	Repair
No repair history found				

Save



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RB Check

Symptom & Repair Guide

Service Type In Home

Installation Related Repair

Place of Purchase

Other

Tech Notes

Symptom

Upload

Inquiry & Resolution

Comment

Repair History

Ticket #	Branch	Completed	Defect	Repair
No repair history found				

Save

Dealer name

Place of Purchase

Tech Notes

Symptom

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Purchase Date

Warranty Term In-warranty Warranty Detail
Labor (2024-04-30), Parts (2024-04-30)

Warranty Remark Unit in Warranty based on Manufacture Date.

RB Check

Symptom & Repair Guide

Service Type In Home

Installation Related Repair

Place of Purchase

Other

Tech Notes

Choose an action

Camera Camera Camcorder Files

Either take picture or choose file

Please referral the above and follow up on the instruction.
This function is added on because of Samsung's request.
We as HSN recommend using the Mobile version to use this
function.

Please contact the Triage team at any time if have any concerns.
Thank you for your Cooperation.