

Official Policy Update Notification (Multiple Parts Usage Policy - HA) Revised

As per section 4.2 of the Policy and Procedure Guide, Samsung's Product Engineers identify parts that should not be replaced at the same during a repair. We refer to these parts combinations as **Multiple Parts Usage (MPU)**.

Effective July 1, 2025 – The existing Policy will be updated to include the additional parts combinations and process notated below.

4.2 Multiple Parts Usage Policy – HA

Samsung's policy regarding claiming multiple major parts on the same warranty claim

There are certain parts that, according to our research, should not be replaced in the same repair, and, consequently, should not appear on the same warranty claim. The tables below list the parts that cannot be used on the same repair by product.

For example, you should not replace a compressor and main board on the same refrigerator or a motor and main board on the same washing machine or dryer.

If your technician believes that the part combination is required, please advise your technicians to **contact the Technical Support team at 800-849-2198 for approval prior to replacing the parts while on site at the unit's location.**

- If TCC approves the technician's request; an APPROVED WER will be added to your service ticket. The WER will need to be **approved** prior to Ticket Completion.
- TCC will **not** review a scenario if the technician is not on-site with the unit.

Failure to follow the process above will result in the ticket to be pending and not being able to move forward unless one of the parts is removed from the ticket.

If these parts combinations are used on a claim without the Tech Support WER approval an error will populate (PC029) indicating that the "These parts cannot be claimed together. Please check if all parts are needed."

*Important Notes:

- If multiple parts are not approved and removed from the ticket/warranty claim; there will be no reimbursement for the part and the service center will be responsible for the part cost.

Each case lists the parts that should not be replaced in the same repair.

Refrigerator	
Part 1 & Part 2	Instruction
ASSY COVER DISP & *ASSY PCB KIT LED*	Should not be changed in the same repair
ASSY COVER DISP & *ASSY PCB KIT	Should not be changed in the same repair
ASSY COVER DISP & *WINDOW-COVER DISPENSER*	Should not be changed in the same repair
ASSY PCB KIT LED & *WINDOW-COVER DISPENSER*	Should not be changed in the same repair
ASSY DOOR FOAM FRE	More than 1 of this part should not be used in the same repair

Oven	
Part 1 & Part 2	Instruction
ASSY COOKTOP & *ASSY-FRAME COOKTOP*	Should not be changed in the same repair
ASSY DRAWER & *ASSY-SLIDER LEFT*	Should not be changed in the same repair
ASSY DRAWER & *ASSY-SLIDER RIGHT*	Should not be changed in the same repair
ASSY COOKTOP FRAME	More than 1 of this part should not be used in the same repair
ASSY COOKTOP	More than 1 of this part should not be used in the same repair
ASSY DRAWER	More than 1 of this part should not be used in the same repair

Dishwasher	
Part 1 & Part 2	Instruction
*ASSY BASE" & *ASSY SUMP-MODULE"	Should not be changed in the same repair
ASSY BASE & *ASSY BASE*	Should not be changed in the same repair
ASSY COVER PCB & *ASSY PCB EEPROM*	Should not be changed in the same repair
ASSY DISPLAY & *ASSY-PANEL CONTROL*	Should not be changed in the same repair
ASSY MOTOR BLDC & *ASSY SUMP-MODULE"	Should not be changed in the same repair
*ASSY SUMP-MODULE" & *MOTOR BLDC PUMP*	Should not be changed in the same repair
ASSY-BASKET LOWER A & *BASKET-LOWER A*	Should not be changed in the same repair
ASSY-BASKET LOWER A & *COVER-PWZ-AREA*	Should not be changed in the same repair
ASSY-BASKET LOWER A & *HANDLE-BASKET A-U*	Should not be changed in the same repair
ASSY-BASKET LOWER A & *HOLDER-TINE L*	Should not be changed in the same repair
ASSY-PANEL CONTROL & *GUIDE-LED HIDDEN*	Should not be changed in the same repair
ASSY-SUMP & *CASE-SUMP BEST*	Should not be changed in the same repair
ASSY-SUMP & *COVER-SUMP*	Should not be changed in the same repair
ASSY-SUMP & *FILTER-CIRCULATION*	Should not be changed in the same repair
ASSY-SUMP & *FILTER-MESH-BODY*	Should not be changed in the same repair
ASSY-SUMP & *MOTOR SYNCHRONOUS*	Should not be changed in the same repair
ASSY-SUMP & *PUMP-CIRCURATION*	Should not be changed in the same repair
ASSY-SUMP & *PUMP-DRAIN*	Should not be changed in the same repair
ASSY-SUMP & *SEAL-DISTRIBUTER*	Should not be changed in the same repair
ASSY-SUMP & *SEAL-OIL*	Should not be changed in the same repair
ASSY-SUMP & *SENSOR-TURBIDITY*	Should not be changed in the same repair
ASSY-SUMP & *SWITCH-MICRO*	Should not be changed in the same repair
ASSY-SUMP & *THERMISTOR*	Should not be changed in the same repair
ASSY-WINDOW PANEL H & *GUIDE-LED COVER*	Should not be changed in the same repair
ASSY-WINDOW PANEL H & *GUIDE-LED*	Should not be changed in the same repair
ASSY-WINDOW PANEL H & *WINDOW-PANEL HIDDEN*	Should not be changed in the same repair
BRACKET-DISPENSOR & *DISPENSER-RINSE -AID*	Should not be changed in the same repair
ASSY SOFTENER-MODULE	More than 1 of this part should not be used in the same repair

Washing Machine		
Part 1 & Part 2		Instruction
ASSY BRACKET THERMOSTAT & *ASSY DUCT HEATER*		Should not be changed in the same repair
ASSY DD BLDC MOTOR & *MOTOR BLDC-ASSY HALL SENSOR*		Should not be changed in the same repair
ASSY DD BLDC MOTOR & *MOTOR BLDC-ASSY ROTOR*		Should not be changed in the same repair
ASSY DD BLDC MOTOR & *MOTOR BLDC-ASSY STATOR*		Should not be changed in the same repair
ASSY DETERGENT & *ASSY DRAWER*		Should not be changed in the same repair
ASSY DOOR & *COVER-DOOR*		Should not be changed in the same repair
ASSY DOOR & *DOOR-GLASS*		Should not be changed in the same repair
ASSY DOOR & *GUIDE-HINGE*		Should not be changed in the same repair
ASSY DOOR & *HINGE-DOOR*		Should not be changed in the same repair
ASSY DOOR & *HOLDER-GLASS*		Should not be changed in the same repair
ASSY DOOR & *LEVER-DOOR*		Should not be changed in the same repair
ASSY DOOR & *SUPPORT-HINGE*		Should not be changed in the same repair
ASSY DRAWER & *ASSY PANEL DRAWER*		Should not be changed in the same repair
ASSY DRAWER & *ASSY S.DRAWER*		Should not be changed in the same repair
ASSY DRAWER & *CAP-DRAWER*		Should not be changed in the same repair
ASSY DRAWER & *CAP-RINSE*		Should not be changed in the same repair
ASSY DRAWER & *CASE-BLEACH*		Should not be changed in the same repair
ASSY DRAWER & *GUIDE-LIQUID(M)*		Should not be changed in the same repair
ASSY DUCT HEATER & *DUCT-HEATER(L)*		Should not be changed in the same repair
ASSY DUCT HEATER & *DUCT-HEATER(U)*		Should not be changed in the same repair
ASSY DUCT HEATER & *HEATER-DRY*		Should not be changed in the same repair
ASSY DUCT HEATER & *THERMOSTAT*		Should not be changed in the same repair
ASSY MOTOR & *MOTOR INDUCTION-DRYER*		Should not be changed in the same repair
ASSY S.PANEL CONTROL & *PANEL-CONTROL*		Should not be changed in the same repair
ASSY BUTTON		More than 1 of this part should not be used in the same repair
ASSY COVER DOOR		More than 1 of this part should not be used in the same repair
ASSY DETERGENT		More than 1 of this part should not be used in the same repair
ASSY DRAWER		More than 1 of this part should not be used in the same repair
ASSY S.PANEL CONTROL		More than 1 of this part should not be used in the same repair

Microwave		
Part 1 & Part 2		Instruction
ASSY CONTROL BOX & *SWITCH MEMBRANE*		Should not be changed in the same repair
ASSY CONTROL PANEL & *SWITCH MEMBRANE*		Should not be changed in the same repair
ASSY DOOR & *DOOR-A*		Should not be changed in the same repair
ASSY DOOR & *DOOR-B*		Should not be changed in the same repair
ASSY DOOR & *DOOR-C*		Should not be changed in the same repair
ASSY DOOR & *DOOR-KEY*		Should not be changed in the same repair
ASSY PCB MAIN & *ASSY PCB PARTS*		Should not be changed in the same repair
ASSY CONTROL BOX		More than 1 of this part should not be used in the same repair
ASSY DOOR		More than 1 of this part should not be used in the same repair
ASSY PCB MAIN		More than 1 of this part should not be used in the same repair

Thank you in advance for your cooperation.

Sincerely,

Samsung Field Service