



# July 2025 Tech Meeting

Welcome to our monthly technical review and planning session

# Meeting Agenda

- NPS score

June's Winner, Winner Branch, Need to increase NPS score
- HASS

NEED TO INCREASE HASS PERCANTAGE
- Information

T-con data update, MPU Saw
- Training

STG Monthly Training, SPSN Training Video, Service bulletin





# June's winner





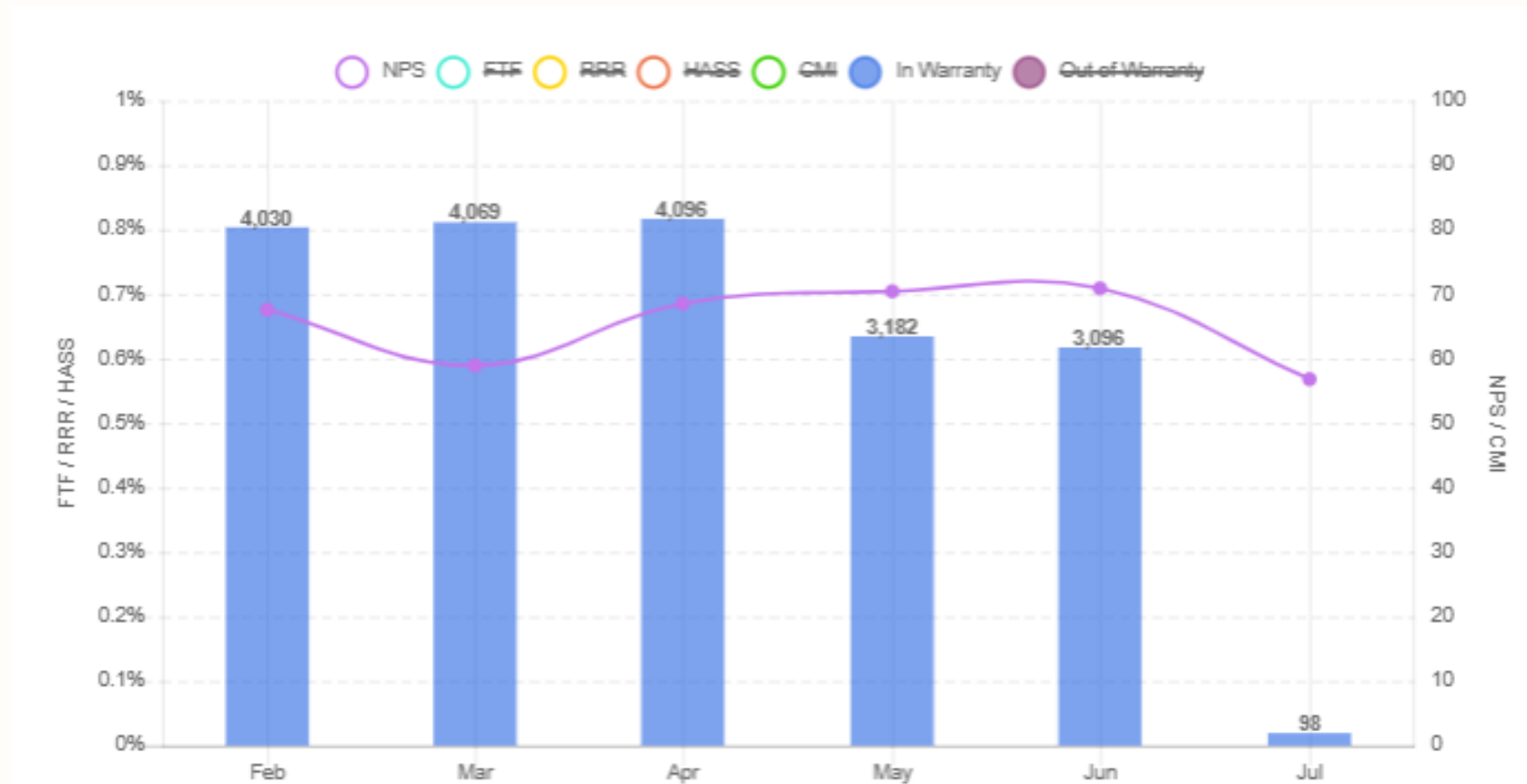


# Winner Branch : MD

The rule is changed for Best Performed Office on NPS. HSN will grant \$500 for Branch Manager + Top 3 technicians who scored over 70 of the branch. And it started from March's NPS result.



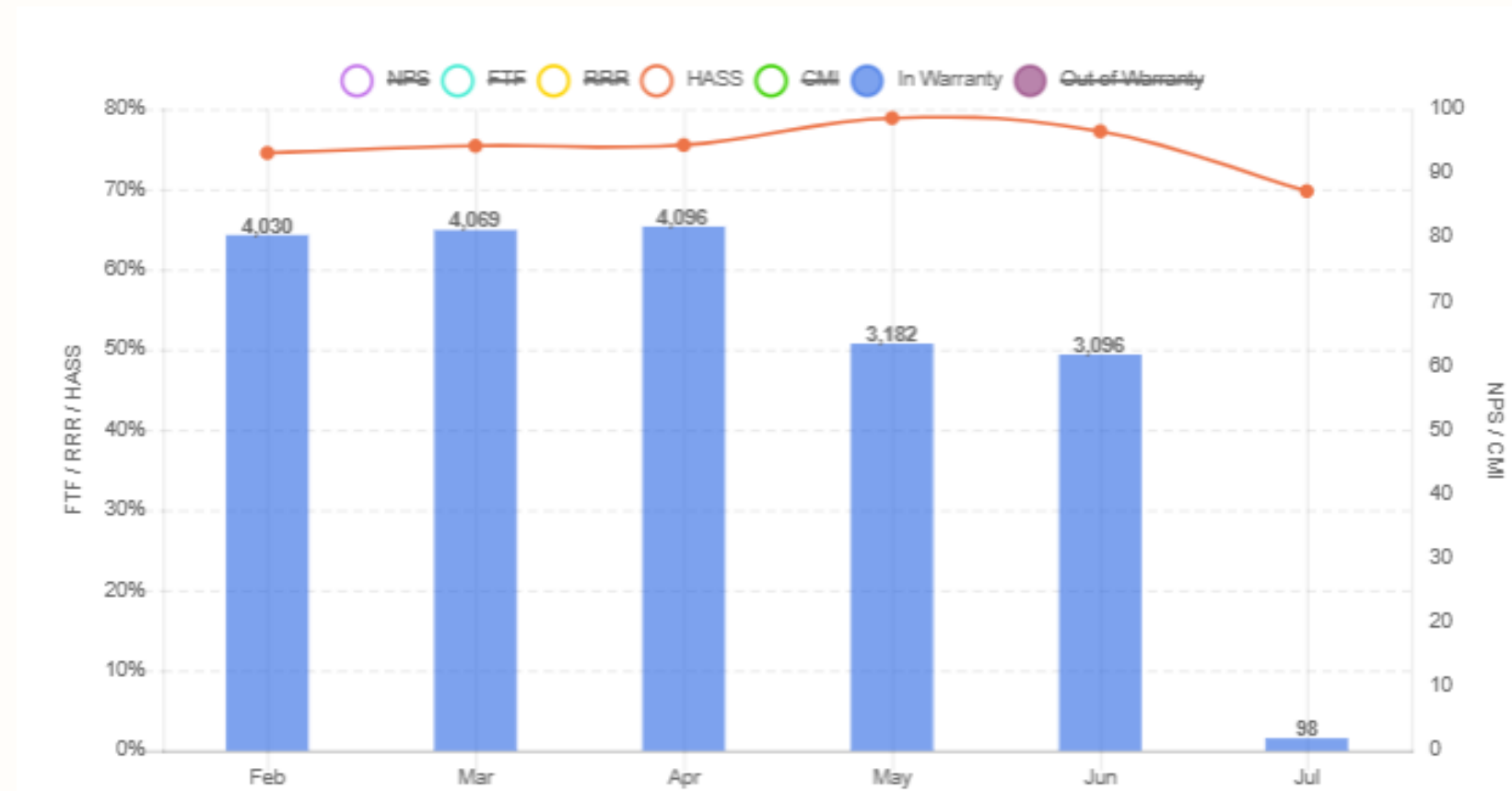
# Need to increase NPS score



Target Goal : Score 75

Our NPS score has increased by 70.9 points compared to last month, Reaching a new high of 0.46. This achievement reflects your hard work and dedication. Thank you for making this possible.

# Need to IMPROVE HASS percentage



Target Goal : 80 Percentage

Our June HASS percentage is **77.23**. Based on the 3-month average analysis, the result is 77.21%, significantly below Samsung's target of 80%. **It's critical that we improve our HASS percentage to meet expectations.** Dedicated and continuous efforts to enhance performance are not only encouraged but essential.



# T-con Data Update

1

How to download the SW for T-Con data update

2

3

4

5

6

## How to download the SW for T-Con data update

From the next page, click along the red box



<USB Drive>

We've ordered USBs for each branch for the purpose of T-con data update. Please kindly make sure to review 'How to download the SW for T-Con data update.ppt' file. It show you how to download SW on your work phone at the site

# HA MPU SAW POLICY

## HA and Monitor should also receive MPU SAW

- ❑ We need to get an MPU SAW specifically for HA and Monitor for the repair operations.
- ❑ Please be extremely careful, as this is a mandatory requirement.
- ❑ Also, ensure you have reviewed the 'Multiple Parts Usage Policy – HA'.

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





# STG Monthly Training

 Understanding KPI BE Required Training July 2025

Complete your STG Monthly Training. Must finish by 7/23.

 Smart Things BE required Training Jul 2025

Complete your STG Monthly Training. Must finish by 7/23.

 STG Smart Service FE Required Training Jul 2025

Complete your STG Monthly Training. Must finish by 7/23.


ASSIGNED / NO DUE DATE	
Understanding KPI BE Required Training Jul 2025	
In Progress	
...	Open Curriculum
Smart Things BE required Training Jul 2025	
In Progress	
...	Open Curriculum
STG Smart Service BE Required Training Jul 2025	
Registered	
...	Launch
SAMSUNG TECHNICAL ASSESSMENT - TV	
In Progress	
...	Open Curriculum

# SPSN Training Video


You can find training videos on the Samsung SPSN website.

Please review them to enhance your technical skills.

- URL : [Samsung Product Support Network Training](#)



[TRAINING](#)
[ACCOUNT](#)
[Logout](#)



# Training

Samsung Product Support Network Training

## Re-run Video

<p><b>Next Level Dishwasher Course</b></p> <p>6/30/2025 08:00 AM - 7/5/2025 11:59 PM</p>	<p><b>Bespoke DW Disassembly</b></p> <p>6/30/2025 08:00 AM - 7/5/2025 11:59 PM</p>	<p><b>DW OC &amp; OE Codes</b></p> <p>6/30/2025 08:00 AM - 7/5/2025 11:59 PM</p>	<p><b>DW Leak Troubleshooting</b></p> <p>6/30/2025 08:00 AM - 7/5/2025 11:59 PM</p>	<p><b>DW80 4C, 7C, PC Service Tip</b></p> <p>6/30/2025 08:00 AM - 7/5/2025 11:59 PM</p>
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# Refrigerator Service Bulletin

## Service Tip

SAMSUNG

Title	Beverage Center Door - Will Not Open		
Create Date	6/10/2025	Model(s) involved	RF90F, RF70F, RF29DB, RF23DB, RM80F
Revision Date			

**Important:** Service tips are published for informational purposes only and are intended for use only by personnel qualified for the specific tasks depicted. The information contained in this service tips does not expand or otherwise alter Samsung's standard limited warranty applicable to the product. This information 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 service tips by anyone else could result in serious injury or death. Information provided in this document is subject to change or update without notice.

**Background:**


Units Beverage center door will not open when latch is depressed

- Root Cause – Hook Latch is bent out of spec and cannot fully disengage

**Service Method:**

**Step 1: Open the Door**

Use a Hook tool or flat plastic paddle to disengage the hook latch from inner door



## CRITICAL ALERT : “Will Not Open” Issue

When servicing this model, it is absolutely mandatory to review the Service Bulletin before you go.



Thank you