

Samsung HA SVC Guide Booklet

- 2023.05 -

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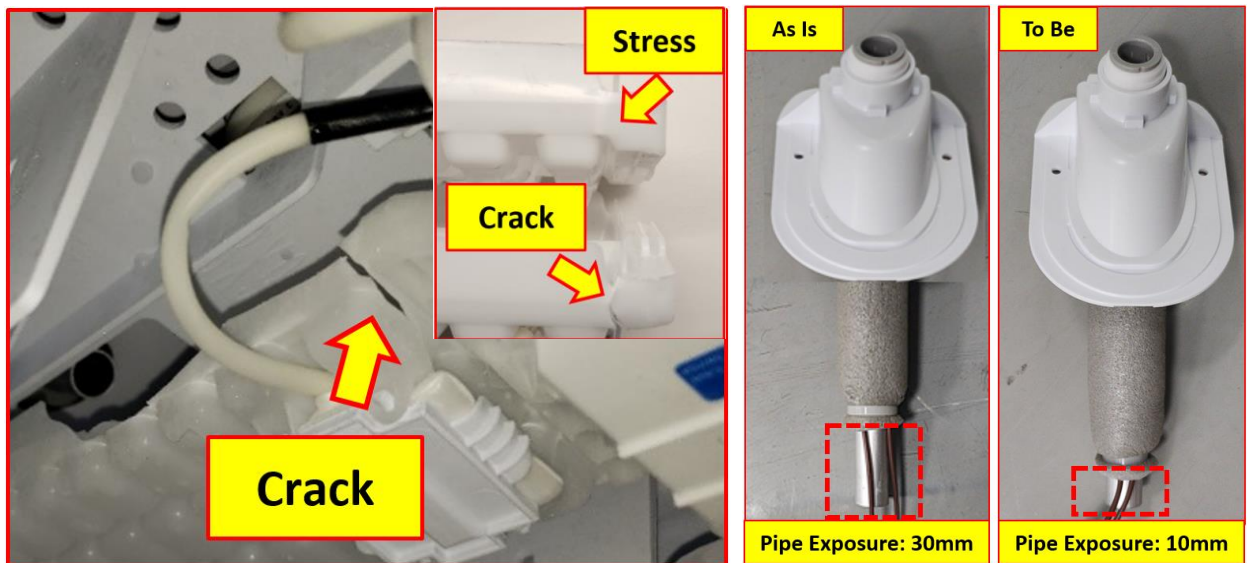
[RF23A*, RF29A*, RF23B*] No Nugget Ice Production

❑ **Symptom:**

- No nugget ice production due to broken nugget ice tray
- I/M water pipe freezes due to insufficient insulation
 - Ice build-up at tip of water pipe hits tray when rotating

❑ **Solution :**

- I/M Water Pipe insulation increase
- Replace I/M Water Pipe



Note

Service tip revised 5/3/2023

RRR Generated by the following Reasons:

- Lack of Content – Content was not available for this condition.

Content originally released 4/4/2023, revisions applied to include leaking in the fridge room and part number information

Service Tip

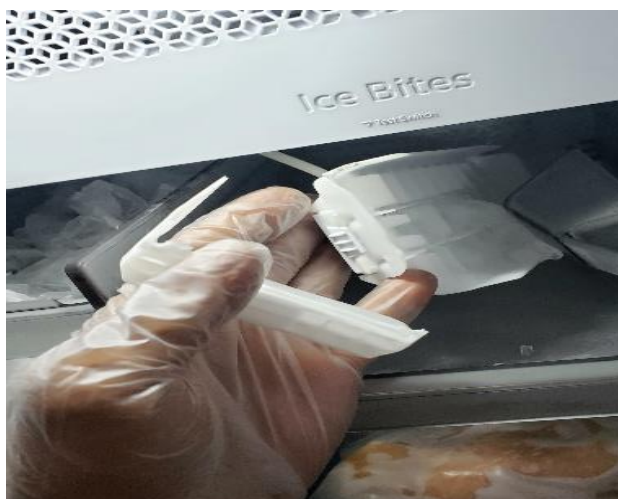
SAMSUNG

Title	Ice Tray Broken, water leakage on fridge floor, ice (bite) is not dispensing		
Create Date	4/4/2023	Model(s) involved	RF23A, RF29A, RF23B
Revision Date	5/3/2023		

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Background:

1. Ice Maker, nugget tray broken



2. Water leakage on the fridge floor (hose is not inserted up to black line)



Service Tip

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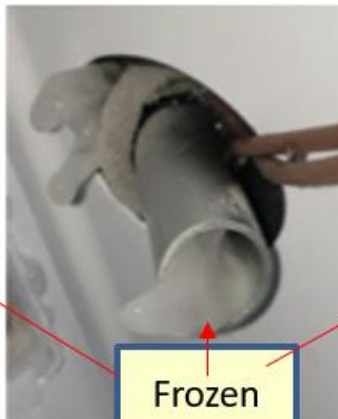
3. Ice is not dispensing (Bite side)

Less ice dispensing

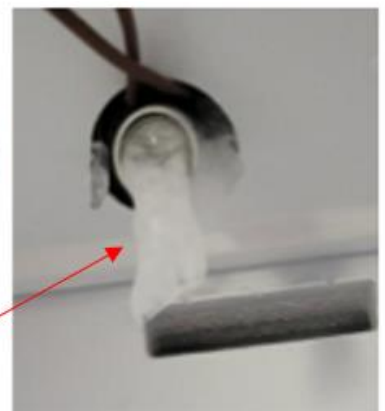


Reason

Issue occurs due to frozen ice pipe, the tray collides with the frozen ice during harvest and breaks or is dislocated from motor drive.



Frozen



Service Tip

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Service Method:

- If the ice tray is damaged, not only the 'ice tray' but also the 'Ice pipe heater' must be replaced with the improved part.
 - Before improvement: DA97-21801A - Currently available and updated to Improved part
 - After improvement : [DA97-21801C](#) - Available once stock of revised part DA97-21801A is depleted
- Part Name : ASSY PIPE WATER ICE

[Before]



Pipe exposure
length 30mm



[Improved]



Pipe exposure
length 10mm

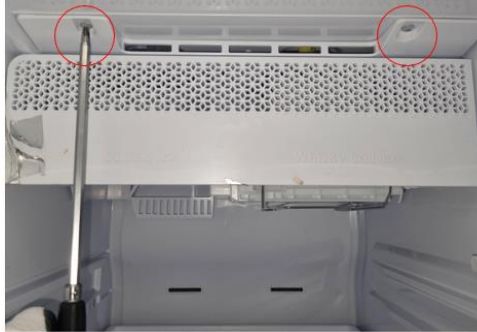
Service Tip

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Service Method:

- How to replace Ice Pipe Heater

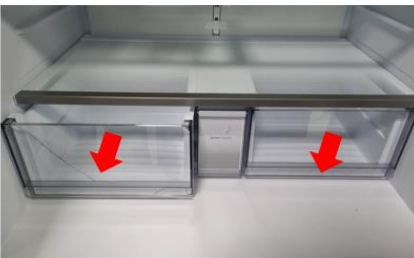
1. Remove ice cube bins and shelf, then remove ice maker assembly as shown



2. Pull the ice maker to the front to remove it from the retaining hook, and disconnect the wire housing



3. Disassemble fridge veg boxes and shelves



4. Disconnect the water hose from the ice pipe heater by pressing the collar and pulling out hose then remove the screws.



Service Tip

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Solution

How to Replace Ice Pipe Heater Continued

5. Remove the Case filter fixing screw, and detach the left and right rail locking hooks
take out the Case filter from the unit



6. Lift the water pipe up



7. Assembly is in reverse order of disassembly

Important: When re-assembling the hose, you need to insert the hose fully into the pipe assembly



[RT16A6195SR] Water Leak from Ceiling

❑ **Symptom:**

- Waterleak from fridge room ceiling (LED Lamp)
- Ice Maker is optional for this model
 - Excessive condensation occurs when I/M function is on without optional I/M installation

❑ **Solution :**

- Turn off Ice Maker function



Note

Service tip title recently revised to reflect following conditions all caused by ice maker switch left in On position with no Ice Maker installed.

New Title: Water Leak by FF Ceiling Lamp – Over Cooling – Frozen Drain

All symptoms related to Icemaker on with no water connected

Most Commonly missed step in service tip based on RRR review is steam clearing the drain.

Technicians will turn off ice maker but not resolve the obstructed drain with confirmation of open drain path.

Service Tip

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Title	Water Leak by FF Ceiling Lamp - Over Cooling - Frozen Drain		
Create Date	10/05/22	Model(s) involved	RT16A6195SR/AA
Revision Date	4/27/2023		

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Background:

Water leaking from FF ceiling by the lamp which is caused by super cooling of the freezer when unit ice maker is set to on, but unit does not have ice maker present or is connected to water.

Under this condition the temperature of the freezer can achieve -24 C (-11.2 F)

This condition will cause condensation on the lower (fresh food) compartment



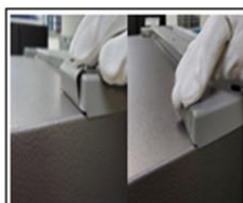
Service Method:

Turn off ice making function - the switch for ice maker control is located on the left rear side of the top table.

You must remove small plastic cover by pressing on the cover to the rear (may need to used small tool like butter knife or screwdriver to pop the cover, the switch will be located here.



Turn Ice maker switch to off position, feeling the switch you want to press down on the right side to flip to the off position, position opposite the side with white marked line. Then re-secure s



Service Tip

SAMSUNG

Title	Water Leak by FF Ceiling Lamp - Over Cooling - Frozen Drain		
Create Date	10/05/22	Model(s) involved	RT16A6195SR/AA
Revision Date	4/27/2023		

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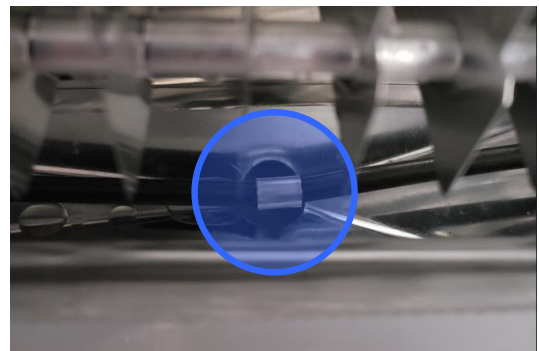
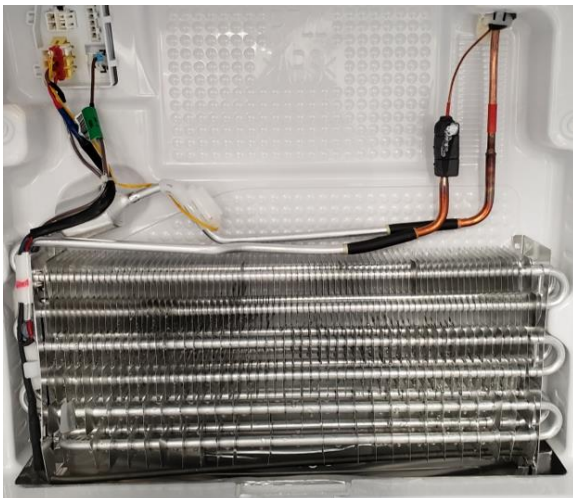
Service Method Continued:

Remove freezer evaporator cover and apply steam to defrost drain area. This must be performed or customer may continue to experience dripping for extended amount of time.

Remove 2 each screw caps and screws and carefully remove evaporator cover.

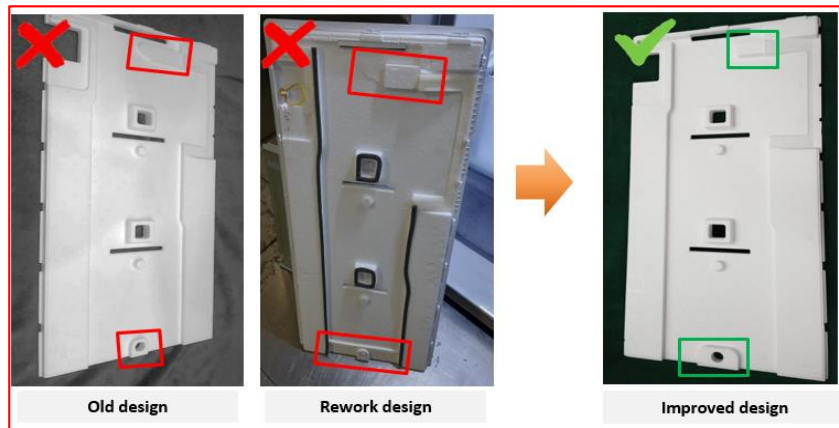


Apply steam to drain plate and freezer drain and clear all traces of ice.



[RS22T5*/RS23A5*/RS27T5*/RS28A5*] Overcooling in Flex Zone

- ❑ **Symptom:**
 - Overcooling in Flex Zone
- ❑ **Solution :**
 - Service Guide release ('21 Sep)
 - Replace Evap. Cover
 - Change temperature setting & S/W Update



Step - 3

- Input Option 1-9 following a guide below
 . Option 1-9 is for changing the offset value of Fridge room to +1.0 °C

[How to input Option 1-9]

Step-1 : Press and hold Fridge and Power Cool key together for 7 seconds

Step-2 : When Blinking, press Fridge key to activate Option Change Mode

Step-3 : Press Fridge key to Fridge display "1"

.. Option Item change up key : Fridge key

.. Option Item change down key : Power Cool key

Step-4 : Press Lock key to Fridge display "9"

.. Option value change key : Lock key

Step-5 : Return to normal display mode after a few second if without any key input

Option Item

Option value

Product info	
• Product type	BMF
• Serial number	0BG643AM400050H
• Production month	2019. 4
• S/W version	15
• Wifi S/W version	19.10.7

Note

Service Tip revised Sept 2021.

RRR Generated by following:

- Not confirming symptom meets the service tip. Current service tip address's overcooling specifically occurring in the vegetable drawers. Intro to service tip states if entire fridge section is effected other parts may cause the failure.
- Not performing every step as written. Field techs are skipping through and just performing one or two of the listed steps when all steps must be performed or confirmed.
- Not reviewing the symptoms section in the start of the tip, that shows HASS Diagnostic may appear normal.

Service Tip

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Title	Over cooling in fridge section	Product	Refrigerator
Create Date	November 18, 2020	Service Bulletin Number	
Revision Date	September 17, 2021	Models RS22T, RS27T	RS5300T
Symptoms	Over cooling in fridge section		

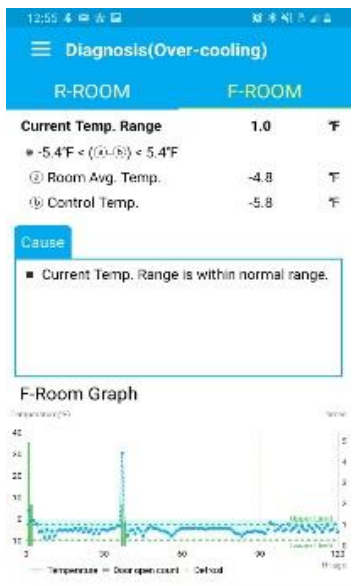
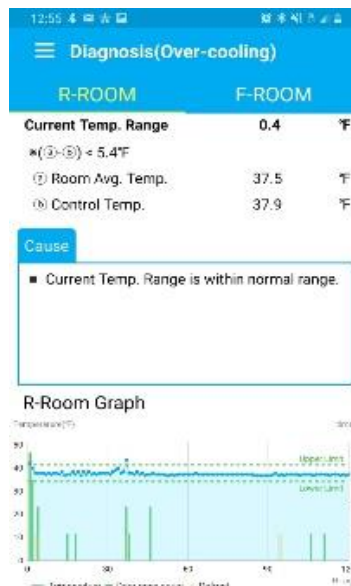
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Symptoms

- Over cooling partially in the fridge section (especially the lower shelf or vegetable drawer)
- Fridge and freezer cooling are fine per HASS diagnostic

※ Caution

If the entire fridge compartment is overcooled, other parts may cause failure



Service Tip

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Diagnosis

- Make sure that the evaporator cover is properly assembled without any movement or gap.
- Check if the improved evaporator cover is installed
- Check if the client was using Power Cool function or other speed cooling function.
- Confirm if the Ice Maker is ON and there is supply water to refrigerator.

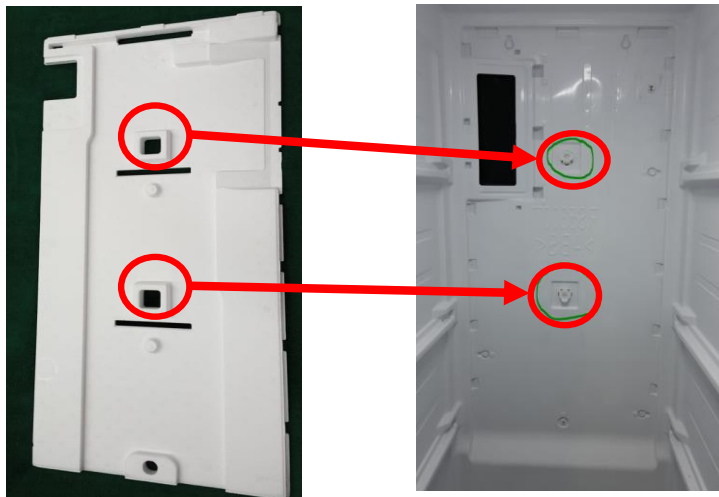
Repair Steps

Step - 1

- Check if the evaporator cover is correctly assembled.
If the evaporator cover has movement when trying to push (there is a sound), this is a bad assembly.



- If a bad assembly of the evaporator cover is discovered, disassemble cover and reassemble to ensure the ribs are attached in the liner hooks.



Service Tip

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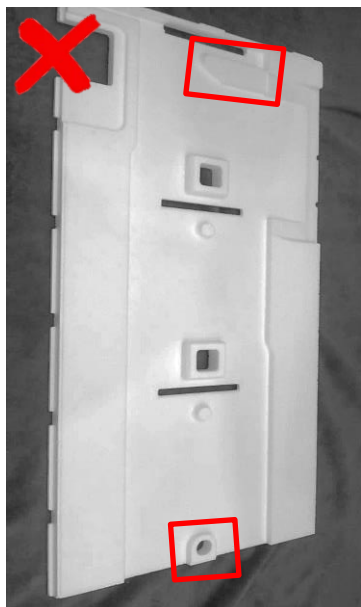
Repair Steps

Step - 2

- Replace **REF Evaporator Cover Assembly** with updated part from stock **Part No. DA97-20712A**
. Affected production range : Before May 2021 (Including May)

※ Caution

Before replacing the SVC part, please confirm if it is an improved design referring to the image below.



Old design



Rework design



Improved design

Step - 3

- Input **Option 1-9** following a guide below
. Option 1-9 is for changing the offset value of Fridge room to +1.0 °C

【 How to input Option 1-9 】

Step-1 : Press and hold Fridge and Power Cool key together for 7 seconds

Step-2 : When Blinking, press Fridge key to activate Option Change Mode

Step-3 : Press Fridge key to Fridge display "1"

. Option Item change up key : Fridge key

. Option Item change down key : Power Cool key

Step-4 : Press Lock key to Freezer display "9"

. Option value change key : Lock key

Step-5 : Return to normal display mode after a few second if without any key input



Option Item

Option value

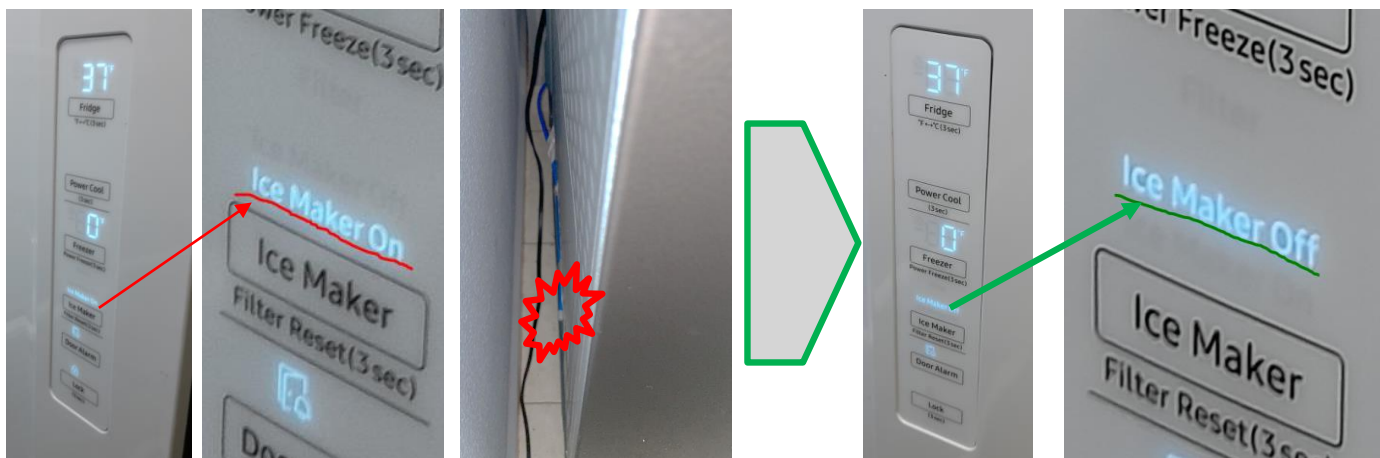
Service Tip

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Repair Steps

Step - 4

- If the Ice Maker is ON but there is not water supply, turn OFF the Ice Maker to prevent that compressor is continuing to operate and affecting temperatures.



[Note]

In general, when using a product without connecting a water supply line, it is normal to turn off the Ice Maker function to prevent valve noise and prevent overcooling.

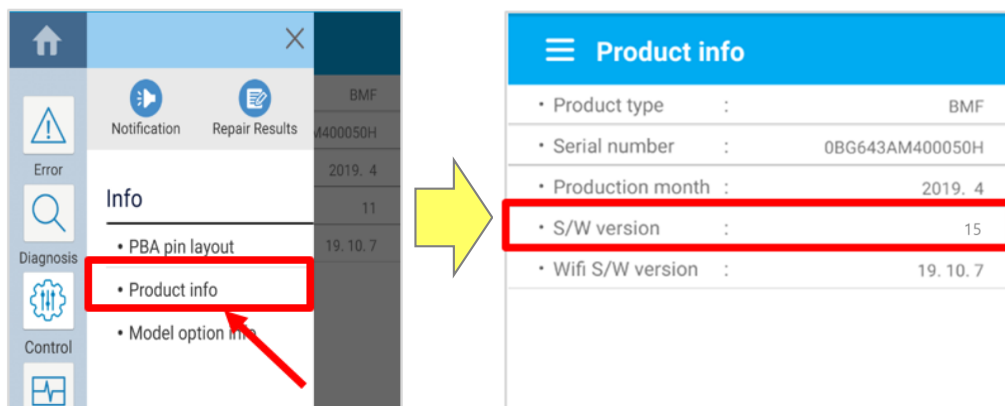
Step - 5

- Update the software version in the refrigerator by using the Samsung HASS application
- Follow the steps provided on the last page to update the Main PCB. [\[Reference\]](#)

[Note]

This is a complementary repair of Step-4, and if you can't use HASS, skip it.

Firmware version is 15



Service Tip

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Repair Steps

Step - 6

- Make sure that all shelves of the right size are installed for this model. **1) *****
If there is a wrong sized shelves, it could be affecting temperatures.
- If there are shelves that do not correspond with model, please change the part.



1) *** : There is a difference in size between RS27 * model and RS22 * model shelves by about 60 mm.

Step - 7

- Please explain some tips to prevent Frozen vegetables when customers use the refrigerator.

※ Tips

- 1) It is recommended to use a individual container when storing vegetables or fruits, and avoid leaving them around the vent hole where cold air comes out inside the refrigerator compartment.
- 2) The temperature of the refrigerator room can be changed from 1°C to 7°C according to the customer's usage conditions.

If the vegetables freeze, I recommend raising the set temperature.

If there is a continuing problem, please contact Samsung Service Center.

Service Tip

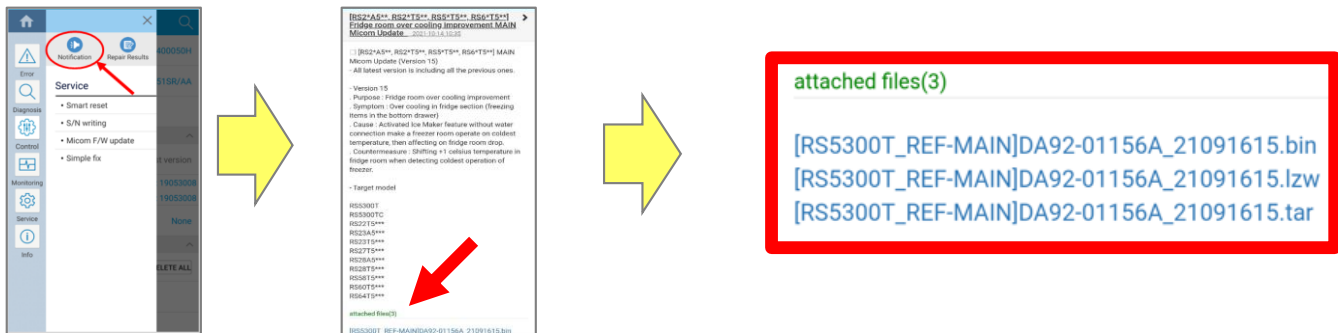
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※ [Reference] [How to update the firmware version on Main PBA](#)

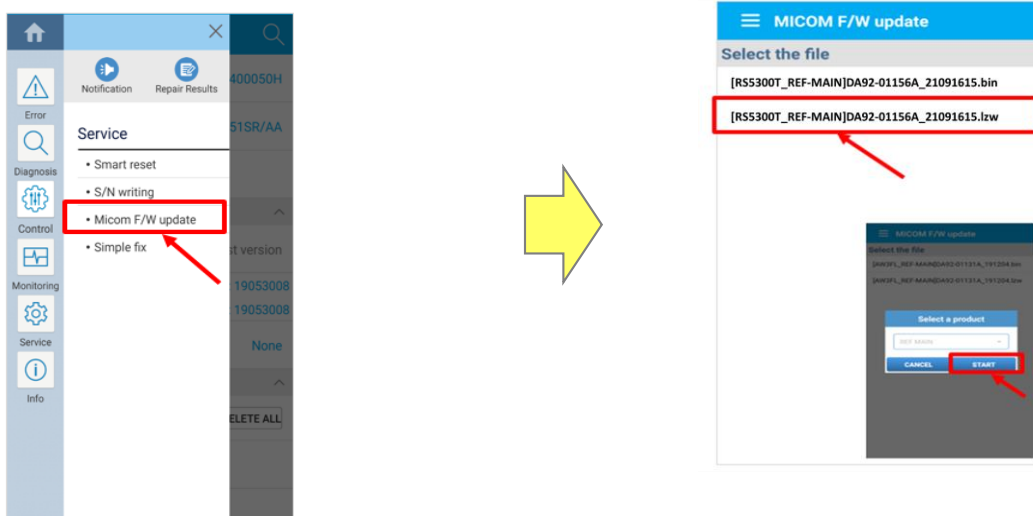
Step-1 : Download the S/W update files to your phone from the HASS Server

1. In HASS, click "Notification" on the top menu.
2. Click "[RS2*A5**, RS2*T5**, RS5*T5**, RS6*T5**] Fridge room over cooling improvement MAIN Micom Update", and then scroll down to find the attached files.
3. Download 3 files into the Internal Memory Folder.
 - . Both one .bin File and one .lzw file for Cable Connection (Recommended)
 - . One .tar file for Wi-Fi Connection

Note: Once the files are saved on your device, there is no need to download them again. Go to the next step.



Step-2 : Update the firmware version on the Micom



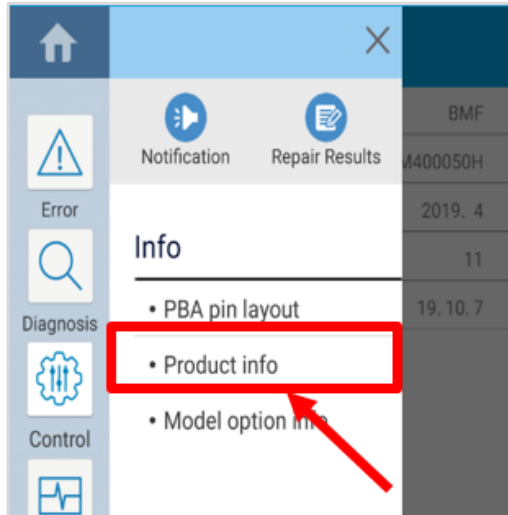
- The Updates takes about 4 minutes and once complete the unit will reset automatically so do not unplug the unit, just wait for the unit to reboot.
- Do not answer the phone while updating or execute other apps as this will create failures

Service Tip

SAMSUNG

※ [Reference] [How to update the firmware version on Main PBA](#)

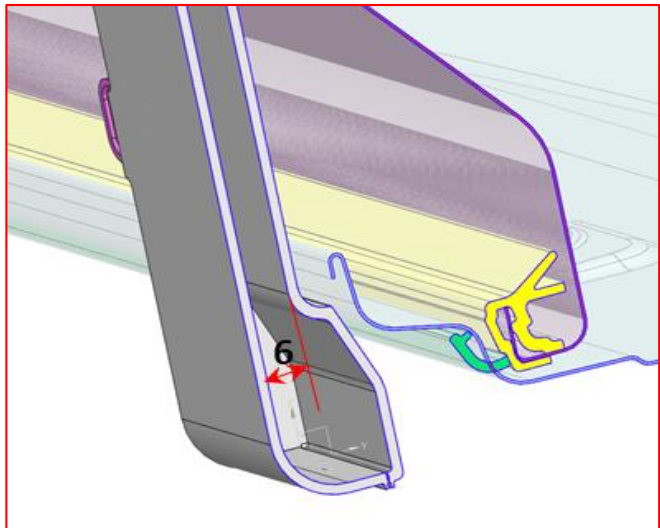
Step-3 : Verifying the version 15 after updating the software



Product info		
• Product type	:	BMF
• Serial number	:	0BG643AM400050H
• Production month	:	2019. 4
• S/W version	:	15
• Wifi S/W version	:	19. 10. 7

[DW80B*, DW80R*, DDW24M9*, DDW24T9*] 4C/7C/PC Error Codes

- ❑ **Symptom:**
 - Not cleaning & 4C/7C/PC Error due to cut sub wire harness
- ❑ **Solution :**
 - Service Guide release ('22 Sep)
 - Replace wire cover & sub wire harness



Note

Service tip title recently revised to for easier location of the content

New Title: PC/7C/4C Error or Dishwasher Not Cleaning -Door harness Issue

All symptoms related to symptoms caused by faulty door harness

Most commonly mistake related to this issue is not applying information from service tip, techs replace parts related to an error code if displayed or disregard the issue when issue is intermittent.

Service Tip

SAMSUNG

Title	PC/7C/4C Error or Dishwasher Not Cleaning -Door harness Issue		
Create Date	April 19, 2022	Service Bulletin Number	
Revision Date	Apr 27, 2023	Models	DW80M99**, DW80R99** DW80R706*, DDW24M99*, DDW24T99*, DW80B70**, DW80B60**
Symptoms	- PC, 7C, 4C	1) 2 errors occur at the same time 2) 3 errors each occurred 3) 3 errors occurs randomly	

Dishwasher Part Change: Wire Harness Sub

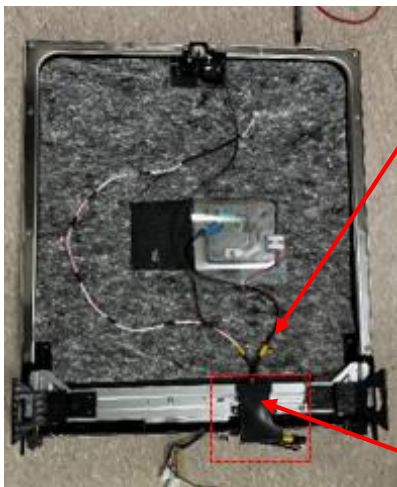
Symptoms:


- Unit is not filling with water (4C error)
- Unit display PC & 7C error
- Ran Smart Install and received PC or 4C, or 7C
- **Three types(PC, 4C, 7C) of errors occur intermittently or alternately**
 . With the neutral wire connected to the water valve (4C), distributing motor (PC), and geared motor (7C), three errors can occur simultaneously or alternately.
- **The same error occurs even when the error-related parts are replaced.**


Remedy:

- Replace the wire harness (sub) that assembled in the inner door. (Below red arrow)
- Refer to the table below for Part No.

※ **Don't replace the Assy Door, Just replace the only wire harness sub**



Description	Project	Models	Part No.
① WIRE HARNESS SUB 	DW9900R	DW80M99**, DW80R99**	DD39-00013T
	DW8000R	DW80R706*	DD39-00013P
	DW7000B	DW80B70**, DW80B60**	DD39-00013T
	Dacor	DDW24M99*, DDW24T99*	DD39-00013L

Description	Project	Models	Part No.
② Cover Wire Harness Door 	DW9900R	DW80M99**, DW80R99**	DD63-00151A
	DW8000R	DW80R706*	
	DW7000B	DW80B70**, DW80B60**	
	Dacor	DDW24M99*, DDW24T99*	

[DW80H*, DW80J*, DW80M*, DW80R*] Water Leak

- ❑ **Symptom:**
 - Water leaks from bottom of the door or bottom corners of tub
- ❑ **Solution :**
 - SVC Guide released with water leak SVC part kit (Feb '21)
 - Revised SVC Guide for water leak checkpoints released (Mar '23)



Note

Service tip has been updated with additional check points that may contribute to the cause of a leak

Most commonly mistake related to this issue is not applying information from service tip, techs replace door seal but do not replace corner seal on the first visit. Also, techs do not check for channel separation while replacing the seal and do not check if unit is level.

In addition to this guide there are two separate guides, one specific covering door leak issues and LE/LC error code issue, and a general guide briefly covering all possible leak point on stainless steel tub units.

Service Tip

SAMSUNG

Title Dishwasher Service part to Prevent Water leakage					
Create Date	Feb, 2021	Models	DW80H99**,DW80J75** DW80M99**, DW80M95** DW80R99**,DW80R706*	Bulletin No.	DW-21-01
Symptom(s)	- Water leakage - LC(LE) 1) Water leak defect 2) Displayed LC(LE) error				

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Symptoms

1) Water leak defect

- Water leaks from the lower part of the door lower and drips on the floor
- Water leaks from the left and right corners of the bottom-tub

2) The unit is displaying an LC(LE) code

Remedy

- Order and install the water leak service kit (DD82-01988A)
- To prevent a water leak defect, refer to the following pages and replace the parts as necessary.

Part Name : A/S ASSY-SEAL RUBBER US (Part Number : DD82-01988A)

Name	Qty	Picture
SEAL TUB PACKING (DD62-00097B)	1	
SVC SEAL RUBBER (DD81-0326A)	2	

[All Top Load Washer] 9C6,9C7,9C8 Errors

- ❑ **Symptom:**
 - 9C6, 9C7, 9C8 errors display on control panel.
- ❑ **Solution :**
 - If it shows 9C6, 9C7, 9C8, the Main PBA needs to be replaced
 - After replacement, update the serial number in new Main PBA using HASS



Note

Service tip created 12/22 and Revised 2/23 with New Updated Part#'s
Old Part numbers may be used for repair until supply has run out then
new part numbers will automatically ship in place.

All symptoms related to Main PCB detecting abnormal unit operating
conditions

Most Commonly missed step in service tip based on RRR review is failure
to follow and apply STG Content for proper repair and rewrite Serial
number on New Main PCB

Service Tip

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Title	9C6, 9C7, 9C8 errors in top loading washer		
Create Date	Dec. 2022	Model(s) involved	All Top Load Washer
Revision Date	Feb. 2023		

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Symptom:

- 9C6, 9C7, 9C8 errors display on control panel.

Error	Description
9C6	Error that detects high temperature to prevent PBA failure
9C7	Error that detects hardware defects to prevent PBA failure
9C8	Error that detects software defects to prevent PBA failure

Cause:

- When washer detects abnormal conditions, error codes like above will be displayed for a protection.

Service :

- 1) Check error code
- 2) If it shows 9C6, 9C7, 9C8, the Main PBA needs to be replace
- 3) After replacement, update the serial number in new Main PBA using HASS

Model	Main PBA Part#	
	Current	New
WA55A7700**/US	DC92-02965A	DC92-02965G
WA51A5505**/US	DC92-02965B	DC92-02965F
WA52A5500**/US		
WA54A7305**/US		
WA55A7300**/US		
WA49B5205**/US	DC92-02965C	DC92-02965J
WA50B5100**/US	DC92-02965D	DC92-02965K
WA49B5105**US	DC92-02965E	DC92-02965L

- **When Current parts# are out of stock, new parts# will be ship out**
- **Both Current & New Parts are valid alternate parts & have the latest firmware**
- ※ If error code occur even after replacing, contact Tech support for next action.

New Main PBA – Write Serial Number of Product:

- Service PBA Part will not have the serial number of the product and serial number **MUST** be written via HASS
- After main PBA replacement, serial number needs to be registered in HASS

S/N Writing Remedy:

- 1) Connect unit to HASS after replacing new Main PBA
- 2) Select Service tab → S/N writing
- 3) Scan or type in the serial number

※ If pop up shows “Serial number is not on the product”, go to step 3

The image illustrates the S/N writing process in three steps:

- Step 1:** The HASS application main menu is shown. The 'Service' icon (a gear) is highlighted with a hand cursor.
- Step 2:** The 'Service' menu is displayed. The 'S/N writing' option is highlighted with a hand cursor.
- Step 3:** The 'S/N writing' screen is shown. The 'Scan now' button is highlighted with a hand cursor. A keyboard is visible at the bottom right of the screen.

Service Tip

SAMSUNG

Redo Prevention & QOS

Redo Prevention

- Double Check your work.
- Perform operational checks after reassembly.
- Consult STG and use the HASS application.
- Thoroughly explain any repairs.
- For NDF issues YOU MUST educate the customer thoroughly to show that the symptom initially complained about is not affecting the unit.

Customer Education & Quality of Service (QOS)

Show customer the unit is repaired

Ask if they have any questions on the units operation

Educate on proper use & care of unit (glass cooktop cleaning, self clean etc.)

Ensure use & care manual is available for customer for future reference

Have feedback on this tips?

If you have any questions or other general feedback on this service tip, please direct all inquiries to the Product Support Team: Psupport@sea.samsung.com

[All Front Load Washer] Intermittent Knocking Noise

❑ Symptom:

-Vibration and knocking noises caused by stripped threads on the bottom mounting tab that Damper bolt threads through.

❑ Solution :

- Identify which damper is the source of the noise.
- Remove the old damper bolt and insert the new longer bolt from kit, attach and tighten the included nut.



Note

**Service tip created 6/22 and Revised 2/23 with Damper Kit Part#
A/S ASSY-DAMPER KIT (DC82-01634A)**

All symptoms may be a combination of Vibration/ Banging / Knocking noises when described by the customer

Most Commonly missed step in service tip based on RRR review is failure to correctly identify stripped bolt/ tab on 1st visit. Most techs miss this because they only do a visual inspection from a distance.

Service Tip

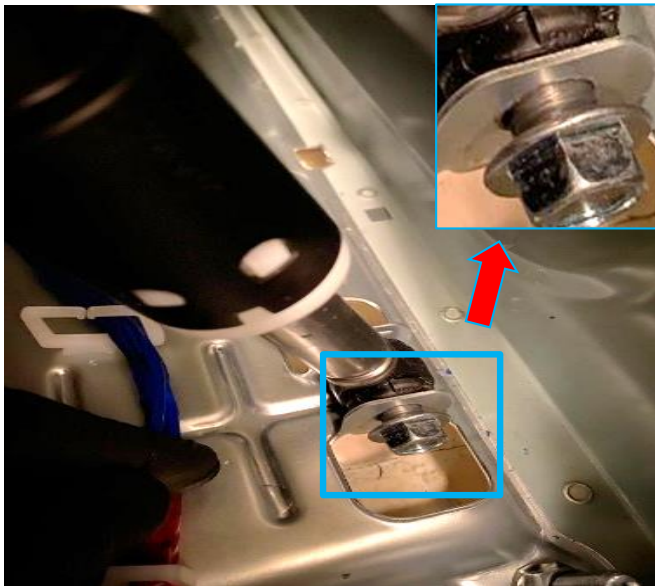
SAMSUNG

Title	Intermittent Knocking Noise from Loose Damper Bolt		
Create Date	06/28/22	Model(s) involved	ALL FLW
Revision Date	NA		

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.

Symptom

Vibration and knocking noises due to loose mechanical connection between the bottom frame tab and damper caused by stripped threads on the bottom mounting tab



Loose mechanical connection



Back view of mounting tab w/ stripped thread

Service Tip

SAMSUNG

Title	Intermittent Knocking Noise from Loose Damper Bolt		
Create Date	06/28/22	Model(s) involved	ALL FLW
Revision Date	NA		

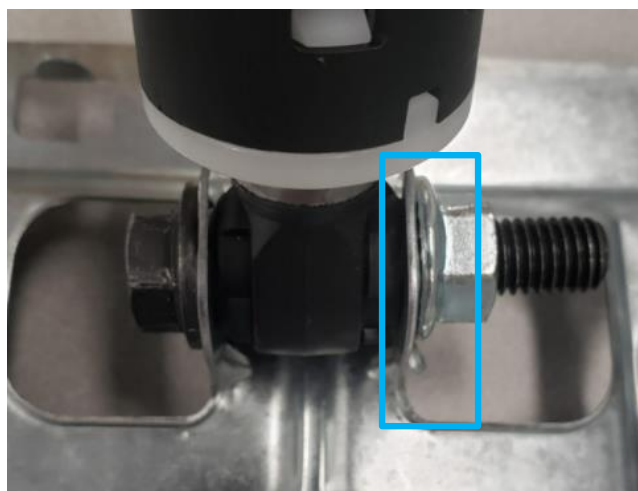
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Service Method:

1. Identify which damper is the source of the noise.
2. If a loose damper is identified, attempt to tighten the bolt to the bottom frame mounting tab.
 - a) If the bolt cannot be tightened, order and install **A/S ASSY-DAMPER KIT (DC82-01634A)**. The kit will include a new bolt and nut.
3. Remove the bottom bolt from the damper and insert the new bolt from the A/S ASSY-DAMPER KIT through the mounting tab and damper.
4. Install the nut on the back side of the bolt.
5. Secure the nut using a 15mm socket and ratchet. Use an impact drill with a 15 mm socket and tighten the nut until it is flush with the mounting tab.



Secure the bolt and nut using 15 mm sockets



Nut flush with mounting tab

Service Tip

SAMSUNG

Title	Intermittent Knocking Noise from Loose Damper Bolt		
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Parts Information:

Model	Part No. # 1
ALL FLW	A/S ASSY-DAMPER KIT (DC82-01634A)



Service Tip

SAMSUNG

Redo Prevention & QOS

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