

SAMSUNG AUTHORIZED SERVICE CENTER

Service Policy and Procedure

Welcome

You are now part of the Samsung Service Network. Organizations which demonstrate a commitment to customer satisfaction and professionalism will serve as the foundation from which we hope to build the finest service support network in the industry.

Samsung is committed to flexibility and responsiveness with the concept of "Quick Service" being paramount. You will find that we backup this goal with action. When one of our service partners has a problem we want it to be our problem - it is our problem! You need only inform us by using the *Action Worksheet* (ref 1.8a) or a call to your RSE to set the wheels in motion. The entire service resource base of Samsung is at your disposal, a phone call away.

First and foremost in this regard is Repair Turn Around Time (TAT). We consider TAT a primary service aspect because poor TAT renders all other customer satisfaction issues irrelevant. This is why we must first do one thing, repair Samsung units with the lowest TAT. Then and only then, the stage will be set for enhanced customer satisfaction.

Where TAT is the single most important individual performance measurement, QSR (Quality Service Rating) is the most comprehensive. QSR is derived from a monthly survey mailed directly to the customers who have recently received service. (ref 6.9)

At Samsung Service, we consider our service network a key factor in the development of an enhanced customer satisfaction paradigm. Together, it is essential that we forge a standard for service delivery through the mutual and reciprocal application of sincere, speedy, and above all, smart service.

Please convey to all the personnel in your organization that Samsung considers you to be a vital part of the service support team. The goal of this team is ambitious. To go beyond customer satisfaction by delivering service better than the customer expected, to establish a new benchmark for measuring service quality which sets customer satisfaction as the minimum passing grade. This can only be considered if the infrastructure which delivers customer satisfaction is in place, stable and strong.

SAMSUNG AUTHORIZED SERVICE CENTER WARRANTY POLICY GUIDE

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OBLIGATIONS OF SAMSUNG AUTHORIZED SERVICE CENTERS

Samsung Authorized Service Centers are expected to act in the best interests of Samsung Electronics America while still complying with reasonable and justified customer requests.

Authorized Service Centers will provide fast, courteous and expert service on all Samsung or Samtron brand products for which they are authorized. Authorized Service Centers are required to adhere to Samsung's policies and procedures, especially regarding reporting via the *Action Worksheet* (ref. 1.8, 1.8a), regarding proof of warranty, warranty conditions, dealer and distributor stock repairs, replacement parts, parts credit procedures and all other requirements as covered in this manual. ASC's authorized for "In-Home" service must cover a minimum radius of 25 miles.

Inadequate service and customer discontent resulting from failure to properly provide quality service on Samsung products may result in termination of the Authorized Service Center agreement. All Samsung ASC's are required to maintain an 80% or better QSR (Quality Service Rating) in order to maintain their authorization. QSR is calculated from survey card (ref 6.10) sent to each customer after warranty service.

Samsung expects its Authorized Service Centers to maintain a current parts credit status with Samsung and its Authorized Parts Distributors. This will insure an uninterrupted parts supply for completion of repairs on a timely basis. Failure to maintain a current credit status may result in termination of the Authorized Service Center agreement.

Technical training seminars are conducted throughout the year by Samsung. Upon being informed, it is the obligation of the Authorized Service Center to attend when held in their region.

Samsung requires that all Authorized Service Centers maintain the required test equipment at each of its service locations. All Authorized Service Centers must also enroll in the Service Manual Subscription (ref 1.7). As new products are introduced or servicing requirements change, Samsung reserves the right to require that the Authorized Service Center purchase new test equipment or upgrade its existing equipment to properly service the products.

Have available and provide e-mail and direct deposit information to allow for efficient communication and payment processing. Fax and internet capability are also mandatory for authorization.

Your primary service contact is the Regional Service Engineer (RSE). Please refer to the map (ref 6.5) to determine which one is responsible for your geographic area.

1 SAMSUNG WARRANTY POLICY

For a Samsung product to qualify for warranty service, there must be a defect in material or workmanship originating in the manufacture of the product. Samsung warrants each product in accordance with the limited warranty statement packed with each model.

The Samsung Authorized Service Centers will be responsible for determining the warranty status of the product. Acceptable proofs of warranty are; the original dated sales receipt or a reasonable substitute. If the owner is unable to provide an acceptable proof of purchase (such as a gift, etc.), only Samsung at its sole discretion, may authorize an in-warranty repair. Samsung may elect to issue a Special Authorization by issuing one of the following; Samsung's Extended Warranty Authorization document, "One Time" Repair Authorization document, or Samsung's Substitute Proof Of Purchase document. These special repairs are subject to TAT requirements (ref 1.8)

A copy of the Special Authorization or Substitute Proof of Purchase must be attached to the warranty claim when submitting for payment or it will be rejected.

To determine a model's eligibility for warranty repair, and the terms of the warranty, refer to the Samsung Model List, (Appendix A for U.S. models) and (Appendix B for Canadian Models) at the end of this manual. If there are questions regarding eligibility or terms, contact Samsung's Warranty Department. The terms of warranty are also listed in the product owner's manual or separate warranty card.

Samsung's warranty covers **normal component failure and/or workmanship** to the original purchaser and is non transferable. It does not cover damage, abuse, missing accessories, product that is sold "AS-IS", preventive maintenance or units tampered with or previously repaired by a non-authorized servicer. Products being used in a fashion not intended, such as a consumer product used in an industrial or commercial application, etc., are not eligible for warranty repair, unless authorized by Samsung.

Samsung will reject any claim that has been altered or misrepresented in any manner and termination may result. No claims for pick-up and delivery on carry-in models, or shipping charges to and/or from a service center will be accepted unless specifically noted in this manual. If the customer is unable to carry-in the unit to a Service Center, home service call charges and/or the repair in the home and/or pick-up and delivery charges will be the customer's responsibility.

Samsung ASC's must warranty their labor for 30 days. If additional parts are needed during this period, submit a new claim for parts only, do not list any labor charge on the claim form, it will not be reimbursed.

1.1 NORTH AMERICAN LIMITED WARRANTY

Canadian Products

Samsung Electronics America will honor warranty on products purchased in Canada. The original warranty term will apply. Excluded, but not limited to, are any originally specified provisions for, in-home or on-site services, minimum or maximum repair times, exchanges or replacements, accessories, options, upgrades, or consumables.

To receive technical data or parts on these units contact your RSE for assistance.

Dealer stock repairs will not be honored on Canadian models.

1.2 MILITARY PRODUCTS

Products purchased at military exchanges **overseas** are eligible for warranty service for the original warranty term and with proof of purchase. Products not intended for sale in the US or Canada are not covered under warranty service however Samsung service division will try to assist where possible. A current list of these models is available from your RSE or Warranty Department by E-mail.

These products are NOT eligible for dealer stock repairs.

1.3 INTERNATIONAL PRODUCTS

Products purchased outside the United States or Canada (excluding military PX's) are not covered by warranty. Technical data and parts for these units are not readily available in the U.S., Samsung will try to assist the service center with these repairs but warranty is only applicable in the country where originally purchased.

Products purchased in the United States and removed to a foreign country (except Canada) are not covered by warranty unless returned freight prepaid, to an authorized service center in the United States for repair.

1.4 RENTAL COMPANIES

The warranty for rental units is 90 days from date of sales invoice plus the regular warranty period. The rental company is considered the end user and must provide a dated sales invoice for warranty service. If the dated invoice is not available the DOP will be derived using the date of manufacture plus 90 days.

Example: VCR	Invoice date:	January 1, 2001
	Plus 90 days:	April 1, 2001
	Plus regular warranty:	July 1, 2001 Labor warranty expires. April 1, 2002 Parts warranty expires.

Example: VCR	DOM:	January 1, 2001
	Plus 90 days:	April 1, 2001
	Plus regular warranty:	July 1, 2001 Labor warranty expires. April 1, 2002 Parts warranty expires.

There is no stock repair on rental units.

1.5 REFURBISHED PRODUCTS

Samsung sells no refurbished products with warranty.

The only case where a refurbished product will be covered is when that product was an exchange by Samsung for the original unit. These products carry the remainder of the ORIGINAL UNIT warranty. Samsung will accept warranty claims on these units. The customer must provide their exchange documentation along with a copy of their original proof of purchase.

All refurbished products are sold without labor or parts warranty. Samsung will not accept warranty claims on these units except as described above.

To identify the units, look for any of the following markings:

1. The bottom panel will be stamped with the word "REFURBISHED".
2. The symbol " R " will be stamped in red ink on the serial number tag on the rear panel.
3. The symbol " R " will be melted into the plastic rear panel near the bottom.

* **Note** If you submit a warranty claim with a serial number which has been refurbished the claim will be rejected. You may check refurb status by contacting Warranty Department.

1.6 DEALER STOCK REPAIRS

Stock units are eligible for repair within two years from date of manufacture. Any repair, *including parts only*, on any unit older than two years is the responsibility of the dealer. To determine production date reference section 1.13.

Models listed with an asterisk “*” in the Samsung model list , have been designated as “return only” items. These models are not authorized for warranty field service. Refer all service requests back to the selling dealer or contact Samsung.

*** NOTE: In all cases and for all products only two dealer stock repairs are allowed per unit. To check the number of stock repairs contact Warranty Dept.**

1.7 SERVICE LITERATURE SUBSCRIPTION

It is a requirement to subscribe annually to the Samsung service literature program to maintain authorized status. The annual cost for this program is \$139.00.

Some service bulletins as well as service manuals will only be supplied in electronic format. It is mandatory to supply an E-mail address to register for the subscription program.

Subscription billing will be automatically charged to your account on an annual basis. The subscription fee includes; service manuals for the product groups you are authorized for, service bulletins, access to Samsung Web Page and other service related publications. New models, as they become available, will automatically be sent. Service manuals on older models not supplied through subscription may be purchased through the Samsung Parts Department.

NOTE: From time to time, the distribution of service literature may be delayed due to last minute modifications, inclusions of similar models or additional information being added. This can cause you to receive a unit for service before receiving the service manual. If this should occur, contact your Regional Service Engineer. He will try to supply a preliminary draft copy containing the parts list and schematic.

1.8 PROBLEMATIC REPAIRS / TAT REDUCTION *ACTION WORKSHEET*

Should a warranty repair become delayed due to parts availability, impractical due to cost, extremely intermittent, hazardous or otherwise problematic to resolve, use the *ACTION WORKSHEET* to inform your RSE. He will review and determine the final disposition on a case by case basis.

ACTION WORKSHEET - Use to report a repair delay (long TAT) to Samsung for disposition. A customized form is supplied to the ASC with the initial setup package. Additional copies should be made by the ASC as needed. If a new original is required please contact Samsung ASC/ADMIN Department @ 973-601-6206. A general form is supplied on the next page.

Note: Although some individual products (i.e. computer monitor) and programs have lower TAT “trigger points”, all warranty repairs not complete in 21 days **MUST** be reported to your RSE through the *ACTION WORKSHEET* immediately. Upon disposition of the case a copy of the *ACTION WORKSHEET*, signed by the RSE, must be attached to the warranty claim for payment if the TAT is more than 29 days. This will avoid any processing delay from TAT auditing. Samsung One Time Authorizations must also follow TAT requirements (ref 1.8).

Processing Delay Notification due to TAT

Claims with long TAT without an *ACTION WORKSHEET* attached will be held for review, in this case you may be sent a Processing Delay Notification while the cause of the TAT delay is determined. Under the terms of the service agreement all repairs must be within 30 days. (ref. Service Center Agreement section 2 item i) Repeat failure to follow the *ACTION WORKSHEET* process along with consistent high TAT may result in the rejection of claims with 30 day TAT or greater. Compliance with this policy will be a major review consideration for continued authorization.

A copy of the *ACTION WORKSHEET* must be attached to the warranty claim to be processed. If TAT is beyond the appropriate trigger point and a signed and approved action worksheet is not attached, a Processing Delay notification will be sent.

A word about the *ACTION WORKSHEET*

The *ACTION WORKSHEET* is to allow timely reporting of a service delay issue in order to prevent long TAT. It is **NOT** to be used after the fact. The *ACTION WORKSHEET* must be sent on or before the appropriate trigger point and be signed to be valid. We consider this procedure a primary tool in TAT control, repeated failure to follow this procedure is considered “failure of obligation” under the terms of the service agreement.

IMPORTANT – Failure to comply with the 30 day rule

Samsung considers TAT the single most important performance measurement of field service. Each ASC’s performance is reviewed every six months on an ongoing basis. The service agreement states you must complete all repairs in less than 30 days. Continued poor TAT performance will cause strict enforcement of this requirement, resulting in non payment of these claims.

1.9 FIELD SERVICE ELIGIBILITY

Models listed with an asterisk "*" in the Samsung model list (see Appendix A), have been designated as "return only" items. These models are not authorized for warranty field service. Refer all service requests back to the selling dealer or contact Samsung.

1.10 LARGE SCREEN TV CRT POLICY (32" and 35")

The following policy covers all CTV 32" and 35".

- 1) CRT's will not be provided except for dealer stock.
- 2) Customer units needing CRT's will be resolved by unit exchange with refurbished product.
- 3) Out of warranty cases with defective CRT will be resolved by pro-rating whole unit exchange with a refurbished product.
- 4) The defective CRT will then be field scrapped* after 30 days or with approval from RSE.

Procedure

The ASC must contact Tech Support to confirm CRT defect.

- 1) Tech support will issue an authorization number which will be recorded on the Action Worksheet to request an exchange.
- 2) Action Worksheet will be sent to RSE with proof of purchase.
- 3) Replacement unit will be shipped to the ASC.
- 4) ASC will handle exchange with customer.
- 5) ASC will remove CRT and ship just chassis & cabinet back to Samsung in replacement unit packaging to address designated on packing list via UPS ground.
- 6) ASC will remove key way from CRT and attach to warranty claim.
- 7) ASC will hold defective CRT for 30 days and then field scrap.

* If local regulation does not permit, you can return through our recycle & disposal procedure (ref 5.9).

1.11 PROJECTION TV (LCD & Analog) POLICY

Policy and procedure is similar to LSTV however, service is at PCB level.

1. Customer calls for referral.
 - a) Customer Service assigns ASC and forwards call to Tech Support.
 - b) Tech Support will contact ASC or Customer to pre diagnose the problem.
 - c) Tech Support will send order to Parts Department to dispatch parts.
 - d) Parts Department will expedite parts delivery to ASC.
 - e) ASC receives confirmation from Tech Support or RSE before repair is attempted.
 - f) ASC will receive parts and attempt field repair.
 - g) Customer Service follows up with customer to confirm problem has been resolved.
2. ASC receives call from customer.
 - a) Get pertinent information from customer and call Samsung Customer Service.
3. ASC receives product (Drop off from dealer or customer).
 - a) Get pertinent information from customer and fax or e-mail your RSE.

1.12 DIGITAL TV PROCEDURE

Prerequisite:

1. The customer will be matched to an ASC via product registration card.
2. Samsung will contact the assigned ASC and provide customer detail.
3. ASC will contact customer and introduce themselves as the customer's DTV service provider.

Call Resolution:

4. Call is referred to Tech support from Customer Service or ASC as needed.
5. Tech support will contact ASC/Customer to pre diagnosis the problem.
6. If parts are not required, tech support dispatches ASC with repair procedure.
7. If parts are needed, Tech support will send a special DTV parts kit containing all FRU parts, etc.
8. Parts department will over-night parts to ASC if call schedule requires.
9. ASC will return entire parts kit VIA UPS ground. To qualify for the bonus, kit must ship from service center within 7 days of repair completion.
10. Customer service follows up with customer to confirm problem has been resolved 5 days later

Parts & shipping:

11. Kits and CRT's will be shipped over night, the cost will be listed on the parts invoice with the Kit price.
12. The actual cost (\$3000) will be applied to the ASC account if Kit not shipped from ASC within 7 days.
13. ASC will inspect kit using checklist included in kit. Missing or damaged parts must be reported within 24hr after receiving kit.
14. Samsung will be responsible for resolving shipping damage claims if reported within 24hrs after receiving kit.
15. Unreported missing parts will be charged to the ASC account.
16. ASC will indicate on checklist parts used. ASC will replace defective parts in Kit and return via UPS ground insured for \$3000.
17. Shipping damage from the ASC to Parts department will be the responsibility of the ASC to resolve by a claim through the shipping company.

Invoicing/Claims:

18. NARDA must be included with returned kit listing; labor charge, over night & return shipping costs.
19. If parts from the Kit are used, enter on NARDA;
 - ❖ Parts invoice number
 - ❖ Kit part # and as it appears on the invoice
 - ❖ IMPORTANT: for all parts used from the kit enter *location number*, not the individual part number(s)
 - ❖ Overnight shipping cost as it appears on the invoice
 - ❖ Cost of UPS return shipping with proof of actual cost. If proof not attached \$20 will be reimbursed.
20. NARDA will be sent to Warranty dept for payment upon receipt and inspection of Kit by parts department.
21. Repairs with non-exchange parts will be processed normally with part number and location required for each part used.
22. \$20 will be added to the claim as performance bonus for completed repairs if;
 - ❖ customer is contacted within 24 hrs
 - ❖ repair is complete within 48 hours
 - ❖ parts kit is return shipped from ASC within 7 days after svc complete.

1.13 SERIAL NUMBER FORMATTING

The production date can be determined by the 4th and 5th digit of the serial number. If the serial number is 15 digits the production date can be determined by the 8th and 9th digit of the serial number

4th digit: Production Year

95	96	97	98	99	2000	2001	2002	2003	2004	2005	2006
F	G	H	J	K	N	R	T	W	X	Y	A

5th digit: Production Month

1	2	3	4	5	6	7	8	9	10	11	12
1	2	3	4	5	6	7	8	9	A	B	C

****Note - The following changes were made on all products produced after February 1, 1998***

- 1) The serial number will be extended one digit from **10** to **11** on the model/serial tag affixed to the unit. On special models the serial number may be **15** digits. The first 4 digits represent a manufacturing code. The next 11 digits will follow the above detailed format.
- 2) Serial number will not validate and can not be paid without complete serial number.

1.14 WARRANTY PARTS REQUIREMENTS

1. When filling out the claim always list the installed part number. If the replacement part is a substitute, record the replacement's part number on the claim, not the original (defective) part number.
2. The following requirements are for all parts costing \$100 dollars or higher.
 - a) The Samsung invoice number on which the part was ordered must be listed in the parts area on the claim
 - b) If the part was purchased from a distributor, a copy of their invoice must be attached to the claim.
3. All "EXCHANGE" parts must be purchased from Samsung to insure return credit.

2 CONSUMER ELECTRONICS

2.1 MAJOR\MINOR LABOR CATEGORIES

Samsung has instituted a major/minor warranty labor reimbursement schedule, below are listed the minor rate guidelines.

THE MINOR RATE APPLIES, BUT IS NOT RESTRICTED TO:

- λ CONSUMER INSTRUCTION/EDUCATION
- λ NO TROUBLE FOUND (Not paid on stock repair)
- λ INTERNAL CLEANING, SUCH AS VIDEO HEADS, IDLERS, BELT, ETC. (Not paid on stock repair)
- λ ADJUSTMENTS AND/OR ALIGNMENTS
- λ MICROWAVE LEAKAGE TESTS
- λ RECONNECTION OF LOOSE WIRE HARNESSSES, RF/IF CABLES, ETC.
- λ REPLACEMENT OF LAMPS, FUSES, BELTS, MINOR ASSEMBLIES
- λ WHOLE UNIT EXCHANGE

For clarification or determination on a repair not listed, contact your RSE. Final decision regarding major\minor disposition will be at Samsung's discretion.

You may replace a defective accessory under warranty for a customer or for a dealer stock unit and Samsung will reimburse you a flat rate of \$10.00

2.2 PRINTED CIRCUIT BOARDS

Printed circuit boards are not considered ordinary replacement parts. The PCB should be analyzed and only the defective components replaced. The exception is where individual component parts are not available or normal FRU (Field Replacement Unit) level for the product is ass'y/PCB, and the part has been designated an exchange part (i.e. MWO control PCBs).

2.3 MISSING or DEFECTIVE ACCESSORIES

Samsung Service Centers are not authorized to order or supply missing accessories under warranty for either a consumer or a dealer. Missing accessory claims should be referred back to the selling dealer or Samsung Customer Service.

You may replace a defective accessory under warranty for a customer or for a dealer stock unit and Samsung will reimburse you a flat rate of \$10.00.

2.4 KCD SERIES KARAOKE DISC PLAYER SERVICE PROCEDURE

Samsung KCD series disc players carry a 1 year limited warranty. Requests for service on these units should be directed to Samsung FSC. 1-201-933-1300

3 INFORMATION SYSTEMS

3.1 BASE UNIT WARRANTY PROCEDURE

Obtain a copy of the end user's proof of purchase and determine warranty status as per original unit warranty terms. The base unit's warranty applies only to the unit and its parts as it was configured from Samsung Electronics America.

Should the cause of the failure be an accessory or optional equipment not manufactured or supplied by Samsung, no reimbursement for parts or labor may be submitted. If the accessory or optional equipment is an upgrade and was manufactured or supplied by Samsung, the proof of purchase for both the base unit and the accessory must accompany the warranty claim for reimbursement.

Documents that must accompany the defective part for warranty reimbursement:

1. Proof of Purchase for the base unit
2. Samsung parts Invoice for the replacement part
3. Warranty Claim

3.2 REPAIRS PAID AT THE MINOR WARRANTY RATE

1. Jumper settings improperly set
2. Reset internal connectors or components
3. Alignment of color temperature, geometric or any other factory preset adjustment control by EPROM programming

NON-WARRANTY CONDITIONS

1. No problem found
2. Incorrect installation of hardware or software
3. Any external cables not connected properly
4. Any external switches in the wrong position
5. Cleaning such as keyboards and toner spillage *
6. Incorrect FDD/HDD format
7. Any damage caused by misuse by the end user
8. Any modification of any type to the unit
9. Upgrading systems
10. Problems caused by other manufacturers equipment
11. Keylock in the incorrect position
12. Loss, damage or corruption of software or data files
13. Hardware or software damage due to virus infection

Note: Any configuration, setup or non - component failures are specifically excluded from warranty coverage.

* Cleaning and damages resulting from spilled consumables are not covered under warranty.

3.3 OPTIONAL SAMSUNG ITEM AND ACCESSORY POLICY

For replacement of a Samsung optional item or accessory, installed in a **Samsung** system, follow the standard warranty procedure. However, include proof of purchase for both the base unit and the optional item or accessory.

For replacement of a Samsung optional item or accessory installed in **non - Samsung** equipment, refer the customer back to the selling dealer or contact Samsung.

Note: All Samsung hard drives returned to Samsung for repair or replacement must be packed in anti-static bags and in a hard drive shipping box. Any drive received in plastic, bubble wrap, foam peanuts or any other non-hard drive shipping material or container will be refused and returned. Samsung will notify you of the repair cost of the drives received damaged. You will be given the option of repair or non-repair and reshipment **at your cost**. All repair/replacement drive shipments from Samsung contain the correct shipment materials, please make all efforts to reuse them to return defective drives.

3.4 CONSUMABLES

Items such as Toner, OPC Drum, Developers, Ribbons, Inkjet cartridge etc., are considered consumables and are not warranty replaceable items, unless specifically authorized in writing by Samsung. Items such as Toner, Ink Cartridge and Developer must be removed and sealed separately prior to transporting. Cleaning or damage due to toner or ink migration by unsealed consumables during shipping is not covered by warranty.

3.5 COMPUTER MONITOR SERVICE PROCEDURE (DOES NOT INCLUDE LCD MONITORS)

1. Customer is responsible for transportation to the service center, unless otherwise specified.
2. Service Center must verify warranty evidenced by purchase document.
3. Service Center will perform preliminary diagnosis to screen NTF, adjustments, simple repairs requiring no parts, etc.
4. If CRT is defective or repair can not be complete within 5 days send Samsung Action Worksheet as described in section 1.8 via e-mail.
5. RSE will respond with instruction for appropriate action for repair or exchange.
6. If exchange is required your RSE will forward to FSC to process exchange.
7. Upon receiving the replacement unit the service center will:
 - a) Check replacement monitor for shipping damage and operation.
 - b) Re-use shipping & packing material to return defective unit.
 - c) Affix green return shipping label to defective return shipment.
 - d) Ship back UPS ground "no insurance".

Note: Do not send warranty claim with defective unit, send separately to warranty department, Ledgewood, NJ.

8. All inquiries on exchange units should be directed to FSC at 201-935-2300.
9. Samsung will pay standard UPS rate, (no insurance) calculated by reversing the charge for shipping from NJ.
10. In addition to the information normally required on the NARDA form, under "service performed" enter **EXCP** in the repair code box and include **RA number** and **exchange unit serial number**, or attach a copy of the Samsung exchange invoice.
11. The cost of the replacement unit will not appear on your account if the defective is received within thirty days.

Note: Should an exchange be necessary within 30 days after repair only shipping will be reimbursed.

3.6 PLAIN PAPER FAX SERVICE PROCEDURE

Samsung Plain Paper Facsimile machines carry a 1 year limited warranty and at Samsung's option may be exchanged with a refurbished unit.

Exchange option procedure:

1. Customer is responsible for transportation to the service center.
2. Service Center must verify warranty evidenced by purchase document (proof-of-purchase).
3. Service Center will perform preliminary diagnosis to screen NTF, adjustments, simple repairs requiring no parts, etc.
4. If a major repair is necessary, the service center will call their Regional Service Engineer (phone numbers in section 6) with:
 - Model and Serial Number
 - Date of Purchase
 - Customer Detail
5. At that time Samsung will decide if the customer will receive:
 - a) Component level repair of their unit.
 - b) An exchange with a refurbished machine.

Note: Exchange option does not apply to stock units.

6. The advance replacement unit will be immediately shipped to the service center.
7. Upon receiving the replacement unit the service center will:
 - a) Check replacement player for shipping damage and operation.
 - b) Re-use shipping & packing material to return defective unit.
 - c) Place RA return label (shipped with replacement unit) on defective return shipment.
 - d) Return all defective units UPS ground to the address listed on the return label.

Note: Do not send warranty claim with defective unit, send separately to warranty department.

8. All exchanges will be paid at the minor labor rate plus actual return shipping cost. Samsung will pay standard UPS rate, (no insurance) calculated by reversing the charge for shipping from NJ.
9. In addition to the information normally required on the NARDA form, under "service performed" write; "PP FAX Exchange", and include RA number and exchange unit serial number.

The cost of the replacement unit will not appear on your account if the defective is received within thirty days.

3.7 SAMTRON BRAND

Monitors

Samtron brand monitors are serviced under the same policy and procedure as Samsung brand Syncmaster monitors.

Samtron model's individual warranty terms are listed in Appendix A (model list) under computer monitor.

4 WARRANTY CLAIMS PROCEDURE

In order to receive warranty labor and parts reimbursement, Authorized Service Centers must use either an approved NARDA or NESDA claim form. The top original claim form must be submitted.

To insure prompt payment, the claim should be submitted within 30 days of customer pick-up. Claims submitted 90 days after customer pick up will not be paid without RSE approval.

Claims received after the 22nd of the month will be processed the following month.

Mail claims to:

SAMSUNG WARRANTY DEPARTMENT
400 Valley Road Suite 201
Mt. Arlington, NJ 07856

In the event a "Special Authorization" is needed, it must be obtained in writing prior to the repair being made. Contact your RSE to request such an authorization.

Materials such as chemicals, solder, Freon, copper tubing and other miscellaneous items cannot be claimed, as these are consumable items and are considered as part of the warranty rate.

We reserve the right to correct or reject claims in order to meet the terms and conditions outlined in this program. Our Consumer Audit Program may reject for the following:

- A. Any claim for service and/or parts which the customer denies receiving. If the claim has been paid, we will deduct from subsequent claims and charge back to the ASC account.
- B. Claims received showing a discrepancy between the technician's statement of service performed and the customer's statement of service complaint.

EXAMPLE: Technician's statement on claim -"replaced "FBT". Customer's complaint - "no audio", will be disallowed and returned to the ASC for further explanation.

Payment balance (amount due you) for service work performed will be made in the form of a check with an itemized statement attached.

Samsung will, at its option, deduct all open parts invoices from your account balance at the end of each month.

NOTE: Certain defective warranty parts must be returned to receive credit.

4.1 CLAIM STATUS INQUIRY

For various reasons, it may become necessary to inquire about status of a claim. Before contacting Samsung Warranty Department review your monthly statement for the claim status. Remember that a check will only be issued if the labor amount due you exceeds your total parts purchased for that month.

Payment will be applied during the month following monthly closing which normally occurs the 26th of each month. Claims received after closing will not be applied until the following month, which could then be more than 30 days after submission. It is good practice to submit all claims at least 4 days before closing to avoid this circumstance.

Inquiries, to the Warranty Department, on claims submitted for work performed older than twelve (12) months from date of inquiry will not be honored.

4.2 CLAIMS PREPARATION

Refer to the numbered illustrations (Reference 4.3) during preparation. Note that incomplete, vague or sketchy information will result in the claim being returned unpaid.

1. Indicate "Samsung" or "Samtron" on all claims.
2. Supply all information, including phone number. If no phone number is available write "none". If left blank, the claim will be returned unpaid.
3. Indicate customer's complaint and enter Defect code.
4. Give complete name and address of the dealer.
5. Check appropriate service performed box.
6. Describe the repair in detail and enter Repair Code on claim. Give the location of repair performed using the parts location number. Example: Transistor Q101 or resistor R603. If the repair is a cold solder joint or cracked PCB trace, identify exactly, such as; soldered base lead of Q101 or repaired PCB trace from PIN2 of HOT to R610. A statement of "Soldered PCB" will not be accepted.
7. Accurately indicate time spent on repair.
8. List all part locations (i.e. Q101, D110, etc.), descriptions, part numbers and the parts order invoice number on which they were ordered. Give the net amount charged to you by Samsung. If the part used is from your stock, indicate so with the part number and you will be reimbursed at the current dealer net price. *See additional policy below
9. Customer's signature and pick up date required upon pick-up or delivery to customer.
10. Technician signature.
11. Name and address of service center.
12. Not currently used.
13. Indicate your service center account number.
14. Indicate model and serial number of unit being serviced. (An Incomplete or incorrect serial number will cause automatic rejection)
15. Indicate date of purchase or if dealer stock, indicate "stock".
16. Indicate date service requested.
17. Indicate date service completed (The date the repair was completed, not the "CUSTOMER PICK UP" date which should be recorded next to the customer signature).
18. Check type of product repaired.
19. For products with a major/minor rate, check the appropriate box. For products eligible for in-home service and brought to the shop, check both home service and shop service boxes. If the product is brought in by the customer, check carry-in box.
20. Indicate the labor charge as shown in the Samsung warranty labor rate reimbursement schedule A.
21. Indicate total amount of parts used.
22. Shipping or mileage charge if approved by Samsung.
23. Not applicable.
24. Total of 20, 21, and 22
25. Send original claim, to Samsung Warranty Department for payment processing.
26. Attach a copy of the customer's original proof of purchase. (Not applicable for stock repairs)

*All parts costing \$100 or higher must have the parts invoice # listed with the part #. If part was purchased through a distributor, a copy of their invoice must accompany the claim.

4.3 APPROVED WARRANTY CLAIM FORM

SAMSUNG ELECTRONICS AMERICA
POLICY GUIDE

Claim Form

4.3 APPROVED WARRANTY CLAIM FORM

EN25042

PRESS FIRMLY YOU ARE MAKING 6 COPIES

PRINTED IN U.S.A.

FORM 515 ORDER FROM: NARDA, INC./NAED, P.O. BOX 1551 YORK, PA 17405 OR CALL TOLL FREE 1-800-242-8678 FAX 1-717-792-8702

NOT VALID AS CUSTOMER RECEIPT IN CALIFORNIA

© NARDA, INC. 1992

LABOR WARRANTY PARTS WARRANTY NO WARRANTY

CLAIM NO.

BRAND _____ (1)

17114RT-3

PLEASE PRINT					SERVICE CENTER NO.	
CUSTOMER'S NAME (LAST NAME FIRST)			FIRST NAME		MO. DAY YF.	
ADDRESS					(13)	
CITY STATE ZIP CODE AREA CODE PHONE NUMBER					MODIF. NO.	
					(14)	
CUSTOMER'S COMPLAINT					SERIAL NO.	
					(14)	
					DEFECT CODE	
					(3)	

DEALER'S NAME			CITY		DATE PURCHASED	
					MO. DAY YF.	
					(15)	
SERVICE PERFORMED (CHECK AND DESCRIBE BELOW)						
<input type="checkbox"/> ADJUSTMENTS OR ALIGNMENTS <input type="checkbox"/> LOOSE CONNECTIONS <input type="checkbox"/> PART(S) REPLACED <input type="checkbox"/> OTHER						
EXPLANATION OF SERVICE PERFORMED						
DATE SERVICE REQUESTED						
MO. DAY YF.						
DATE SERVICE COMPLETED						
MO. DAY YF.						

TIME STARTED			TIME COMPLETED			TIME ON JOB		
CITY			PART NO., REF. NO.			PART DESCRIPTION		

CHECK PRODUCT WORKED ON			
TV COLOR	<input type="checkbox"/>	SW	<input type="checkbox"/>
VCR	<input type="checkbox"/>		
STEREO	<input type="checkbox"/>		
OTHER	<input type="checkbox"/>		
CHECK REPAIR CATEGORY			
(19)	MINOR	INTER	MAJOR
CARRY IN SERV.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ON SITE SERV.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CENTER SERVICE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CRG. REPLACE.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
STOCK MERCH.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SERVICE WAS SATISFACTORILY COMPLETED		TOTAL LABOR CHARGE	
(9)		(20)	
CUSTOMER'S SIGNATURE		TECHNICIAN'S SIGNATURE	
SERVICE CENTER		DISTRIBUTOR INFORMATION	
(11)		(12)	
SAMSUNG ELECTRONICS AMERICA FACTORY SERVICE DEPT. ONE SAMSUNG PLACE LEDGEWOOD, NJ 07852 (201) 691-6218		NAME	
		CODE	
		TOTAL PARTS CHARGE	
		(21)	
		OTHER	
		(22)	
		SALES TAX	
		(23)	
		GRAND TOTAL	
		(24)	

CLAIM NO.
17114RT-3

ORIGINAL - MAIL TO MANUFACTURER

- COPY 1
- COPY 2
- COPY 3
- COPY 4
- COPY 5

4.4 HOW TO ORDER WARRANTY CLAIM FORMS

Samsung will accept either the NARDA or the NESDA claim form for warranty repairs.

To order NARDA forms call (800) 242-8678, 8:00 AM to 5:00 PM Eastern Standard Time, Monday through Friday. Send fax orders to (800) 531-9055, available 24 hours a day.

The mail order address is:

NARDA, INC.
P.O. Box 999
Selina, OH 45822

To order NESDA forms call (800) 600-3732, 8:00 AM to 5:00 PM Central Standard Time, Monday through Friday. Send fax orders to (800) 329-6667, available 24 hours a day.

The mail order address is:

NESDA Forms (Moore Business Forms)
111 Barclay Blvd
Lincolnshire, IL 60069

Please contact the Companies above for information on price, availability, printing and delivery.

4.5 WARRANTY CLAIM REJECTIONS

Be sure that all claims are completely and accurately filled out so rejections may be eliminated.

Warranty claims will be rejected for the following reasons:

1. Invalid or missing service center number
2. Deleted service center number
3. Invalid or missing model or serial number (as appears on unit not the box)
4. Invalid part number, missing parts invoice # on parts \$100 or greater
5. No date of purchase, date service requested or date service completed or claims submitted 90 days or more after the pick up date recorded next to the customer signature
6. Unit not eligible for stock repair
7. Not authorized to repair that product type
8. Out of warranty, parts and/or labor
9. Duplicate claim. Serial number or claim number
10. Work performed not covered under warranty, i.e. cosmetic part replacement, missing accessory, etc
11. Multiple stock repair
12. Incomplete or illegible information on claim
13. Missing proof of purchase.
14. Any product that is not now owned by the original purchaser or is being used in a fashion not intended, such as a consumer product used in a commercial application, etc
15. Previously registered date of purchase
16. Missing Location Code(s)
17. Other reasons as determined by Samsung

4.6 LOCATION CODE

In order to improve product quality it is mandatory that we receive location codes along with repair and defect codes.

Location codes will be required in the following cases:

- 1) Parts replaced; each part used must have a separate location code listed. The location code should be recorded on the claim next to the part number, not in the explanation of service performed.
- 2) All repair codes even without parts replaced except: ALCP, CUST, EXES, EXNE, EXLW, EXNP, EXCP, INST, DRES, NPRB, and RECH.

IMPORTANT: If a location code is missing from the service manual list "**NISM**" (Not In Service Manual) for the location code. If the service manual is unavailable, contact Tech Support.

For claims without parts, i.e. SOLD, ALIM, etc., list the location code in the first part number line. Do not list the part number unless the part is replaced. Should multiple locations be required to describe the defect list them on subsequent lines.

DEFECT/REPAIR CODES: CONSUMER ELECTRONICS

4.7 REPAIR CODES

DESCRIPTION OF REPAIR ACTION	CODE	SPECIFIC MEANING
Adjustment, external (give ref#)	EADJ	Adjustment(s) of external or internal control(s) were made
Adjustment, internal (give ref#)	IADJ	Adjustment(s) of internal control(s) were made
Alignment, convergence and purity	ALCP	A convergence & purity alignment procedure was performed
ALIGNMENT, MECHANICAL	ALME	ONE OR MORE mechanical alignments were made
Alignment, tape path	ALTP	One or more parts of the tape path were aligned
Alignment, Tuner (AM/FM, etc. .)	ALTU	The receiver tuner section was aligned.
Alignment, electrical	ALEL	Electrical alignment of a circuit was made.
Circuit calibration	CALI	A particular circuit was calibrated
Cleaning	CLEA	Cleaning or removal of foreign matter
Customer Education	CUST	The customer was educated on the unit's operation
Exchange - by law	EXLW	An exchange was made due to a state, federal or city law
Exchange - excessive service	EXES	An exchange was made due to excessive amounts of service
Exchange - no parts available	EXNP	An exchange was made due to lack of parts availability
Exchange - not economical to repair	EXNE	An exchange was made due to excessive damage
Exchange	EXCP	Exchanged, company policy
Factory modification	FACT	A factory update or service
Installation	INST	Authorized installation of a product or component
Lead dress	DRES	Reposition/rework one or more wires
Lubricate	LUBE	Lubricate one or more parts and/or assemblies
No problem found	NPRB	No defect or improper operation was found
Not economical for repair	NECO	Labor and or parts exceed value of unit
Part replaced - appearance (ref#)	PTAP	A defective appearance part was replaced
Part replaced - electrical (ref#)	PTEL	A defective electrical part, or PC board was replaced
Part replaced - mechanical (ref#)	PTME	A defective mechanical part or assembly was replaced
Recharge	RECH	Unit or unit component was recharged
Reconnect	RECO	Reconnect a part, plug, unit, or assembly
Repaired broken PC board trace	RPCB	An open or burnt PC board trace was repaired
Repaired cracked PC board	RECK	A cracked PC board was repaired
Soldered	SOLD	One or more parts or wires were soldered
Specification measurement	SPEC	A measurement was made and/or unit was adj to specification

4.8 CUSTOMER COMPLAINT CODES

CATEGORY/SHORT DESCRIPTION	CODE	Specific Meaning
Operational		
Dead (intermittently)	INTD	Works/lights up/operates sometimes
Dead (totally inoperative) unit	DEAD	No lights/power indication/operation at all
No complaint given	NONE	None written on service order or taken from customer
Smokes, sparks, or popping	ARCS	Arcing, popping, burning, smoke or fumes during use
Customer dissatisfied	CDIS	Unit returned - Customer not satisfied with repair(s)
Audio problem(s)		
Distorted noisy audio	DAUD	Complaint of unclear audio or unknown noise on audio
Intermittent audio	IAUD	Sound is heard only sometimes
No Audio	NAUD	No audio heard at all
No audio, one channel	OAUD	Sound is OK on one side only
No stereo	NSTR	Sound/reception is OK but no stereo reception or stereo sound
Low Audio, poor audio, feedback	LAUD	Weak, low, fuzzy, raspy, hum, whistle, etc. on audio
Battery Problem(s)		
Battery problem(s)	BATT	Dead/non-chargeable battery/doesn't hold charge
Intermittent battery problem	INTB	Battery works OK sometimes
Control Not working		
Control or switch noisy	SWNO	When control or switch is moved or adjusted noise is heard
Control/switch not working	SWNW	Switch such as vol/on/off/selection/function/power etc. not
Control or switch intermittent	INTS	Working at all
Cooking Problem		
Cooking intermittently	INCK	Works properly only sometimes
Cooking not working	NCOK	Does not heat or cook at all
Cooking poor	COOK	Does not heat as quickly/unevenly or to specific temperature
Appearance defect or problem		
Appearance item defect molding, etc.)	APPR	Particular cosmetic item defect (cracked/chipped/missing)
Display/Clock problem(s)		
Clock won't set or keep correct time	TIME	Clock doesn't accept programming or keeps inaccurate time
Dial pointer malfunction	DIAL	Incorrect station indication/doesn't move at all or within a certain range
Display malfunction	DISP	No/partial/incorrect/dull/flickering display
Intermittent display	DINT	Works sometimes
On screen display malfunction	SCDS	On screen display feature not working
Function malfunction		
Does not stop or turn off	NSTP	Keeps on operating/moving - doesn't stop when supposed to
FF/RWD/Search malfunction	FFRW	FF an/or RWD and/or Search not working correctly
Intermittent FF/RWD/Search malfunction	INTF	FF an/or RWD and/or Search works sometimes
Intermittent memory malfunction	INTM	Memory only works sometimes
Intermittent programming malfunction	INPR	Programs work properly sometimes
Intermittent search/scan malfunction	INSS	Search and/or scan work only sometimes
Lens malfunction (macro/zoom)	LENS	Macro and/or zoom not working as per spec
Load/unload/eject malfunction	LOAD	Cartridge/disc/tape not loading/unloading or ejecting properly
Memory malfunction	MEMY	Memory not programming or holding accurately
Poor and/or inoperative focus	FOCS	Focus not correct or working
Unit not interfacing/other equipment		
Incompatible with other systems	INCP	Does not electrically and/or mech. interface with compatible equipment
Keyboard/Input problem		
Intermittent keypad malfunction	INTK	Keypad/push buttons/dialing or input works sometimes
Keys/keypad stuck/not functioning	KEYS	Keypad/keys/push buttons/dialing/input is mechanically stuck or locked
Mech./Motor Problem		
Does not rotate	MOTR	Motor or drive does not rotate
Does not rotate intermittently	INMT	Works sometimes
Noise Problem		
Intermittent mech. noise or vibration	INTN	Unit rattles or makes a mech. noise sometimes
Mech. noise or vibration	NOIS	Unit makes a noise or rattle not related to audio or video

CATEGORY/SHORT DESCRIPTION	CODE	Specific Meaning
RF/CB/Amateur/Cellular/2-way		
Intermittent receive and transmit	INTX	Unit rx/tx functions properly only sometimes
Intermittent receive/transmit OK	INRX	Receives OK sometimes/always transmits OK
Intermittent transmit/receive OK	INTT	Transmits OK sometimes/always receives OK
No or poor receive and transmit	NORT	Both RX/TX have no or poor receive signal/quality
No or poor receive/transmit OK	NORX	Receive is weak or non-operational/transmit always OK
No or poor transmit/receives OK	NOTX	No transmit or over short distance only/receive is always OK
Receives only strong signals/transmit OK	PRRX	Unit only receives very strong or close signals/transmit OK
Transmits a carrier or signal but no audio	TXNA	Unit transmits a signal or carrier but audio is not present
Picture Problem(s)		
Distorted/noisy picture	PIXD	Snow, mishaped or twisted picture
Intermittent picture	PIXI	Picture is OK sometimes
Jitter	PIXJ	Shaky/jumpy/unsettled picture
No color	PIXC	Picture OK/Black and white only.
No picture/lit screen	PIXL	Screen is on - no picture
No picture/no audio	PIXX	Unit is on (pwr) no sound or picture
Poor or wrong color	PIXW	Weak, poor or wrong colors, cannot adjust colors
Vertical/horizontal malfunction	PIXV	Picture rolls and/or problem with vert or horz hold
Vertical problem	RASV	Vertical raster distorted
Horizontal problem	RASH	Horizontal raster is distorted
Convergence	CONV	The convergence is abnormal
Intermittent Audio\Video	PXAI	The picture or sound is missing sometimes
Poor focus (video)	PIXF	Blurred or fuzzy picture
Playback Problem(s)		
Distorted playback (audio)	PLAU	Video on playback is OK/audio has distortion
Distorted playback (video)	PLVI	Audio on playback is OK/video is distorted
Intermittent playback	INTP	Playback is OK sometimes
No playback - audio (video OK)	PLYA	Video playback is OK/no audio/sound at all
No playback - audio or video	PLYX	Unit is playing tape/disc but not output audio or video
No playback - video (audio OK)	PLYV	Audio playback is OK/no video output at all
No playback-color	PLYC	Color is missing or distorted
Skipping during playback	PLYS	Unit plays tape/disc but skips over some playback information
Printer/printing problem		
Loading	LOAD	Paper loading problem
Poor print quality	PRTQ	Weak, partial or poor printer output/ink jet clogged
Prints wrong characters	PRNT	Printer not printing accurately and/or quality is poor
Paper jams	PRTJ	Paper consistently jams up printer
Record Problem		
Distorted recording (audio)	RECU	Records video OK but audio is distorted (prerec. tape\disc playback is OK)
Distorted recording (video)	RECI	Records audio OK but video is distorted (prerec. tape\disc playback is OK)
Erase malfunction	ERAS	Doesn't erase or doesn't erase properly
Intermittent record	INRE	Record function (audio or video) works sometimes
No recording - audio (video OK)	RECA	Does not record audio information - video record OK
No recording - audio or video	RECX	Does not record either video or audio
No recording - video (audio OK)	RECV	Does not record video information - audio record OK
No recording-color	RECC	Color missing in record
Remote control		
Remote control malfunction	REMO	Rem control or operation or specific key(s) do not work or work sometimes
Speed incorrect		
Intermittent incorrect speed	SPDI	Speed of operation is OK sometimes
Speed incorrect	SPED	Speed of operation is consistently to slow or fast
Temperature related problems		
Breaks down after time	TEMT	Unit works for an amount of time then breaks down or stops
Breaks down when cold	TEMC	Unit works OK until it is cold or temperature around unit is cold
Breaks down when hot	TEMH	Unit works OK until it is hot or temperature around unit is hot
Intermittently breaks down (temp related)	TEMP	Unit works OK until a change in temperature takes place

CATEGORY/SHORT DESCRIPTION	CODE	Specific Meaning
Tuner related problems		
Intermittent tuning	INTU	Tuner works properly sometimes
No or poor AM	TUAM	No/weak/poor AM radio reception
No or poor AM/FM	TUNX	No/weak/poor AM and FM radio reception
No or Poor Cable - VHF/UHF OK	CABX	TV reception OK/Cable reception problem
No or poor FM	TUFM	No/weak/poor FM radio reception
No or Poor UHF - VHF OK	UHFX	TV reception OK on VHF/UHF problem
No or Poor VHF - UHF OK	VHFX	TV reception OK on UHF/VHF problem
No stereo	NSTR	AM\FM OK, no stereo audio
Station drift on AM and FM	DRIX	Reception quality OK but AM and FM drift during use
Stations drift on AM	DRIA	AM reception quality OK but drifts during use - FM OK
Stations drift on FM	DRIF	FM reception quality OK but drifts during use - AM OK
Tuner skips or is skipping	TUSK	Tuner skips over station(s) when tuning or skips over stations completely
Tuning inoperative	TUIN	Tuner doesn't tune stations at all

4.9 DEFECT/REPAIR CODES, Information systems

DEFECT(COMPLAINT)

SYMPTOM	CODE
NO VIDEO or BAD VIDEO	NVID
NO POWER	DEAD
WON'T BOOT or INTERMIT. BOOT	NBOT
NO BEEPS	NSOU
HALT, LOCK-UP FREEZE	INTH
CHECKSUM ERROR	CHKS
PARITY or MEMORY ERROR	PART
READ/WRITE ERROR	REWR
FORMAT ERROR	FORM
I/O CONTROLLER FAIL	CONT
KEYB'D ERROR	KYBD
MOUSE ERROR	MOUS
CHARGE ERROR	MODE
INCOMPATIBILITY	COMP
SERVER or NETWORKING ERROR	SRVR
SMOKING or BURNING	ARCS
CRACKED or DAMAGED	DAMG
OTHER	OTHR

REPAIR

ACTION	CODE
EXCHANGE	EXCP
COMPONENT REPLACED	PTEL
ADJUST or ALIGNMENT	EADJ
RECONNECT	RECO
RESEAT	RSAT
REFORMAT	FRMT
ECN MODIFY	FACT
OTHER	OTHR

5 PARTS AND STATEMENT PROCEDURES

Your ASC account number enables you to order Samsung replacement parts with net 30 day terms. All part orders shipped - warranty and non-warranty - will be invoiced at ASC Dealer cost. Account statements are mailed monthly, reflecting all transactions, and require payment.

Any orders on an open account, that are past due 60 days or more, will not be filled until the account is current. No COD or credit card orders will be accepted.

Parts purchased by Samsung's authorized service centers are sold on a dealer net discount from the retail price. The discount and prices are subject to change without notice.

5.1 EXPLANATION OF MONTHLY STATEMENTS

To keep your account open and in good standing, statement balances must be paid. Samsung will offset any warranty payment credits with open parts invoice debits. Timely repairs, return of parts and claims filing are essential to controlling your account.

NOTE: Payment is due monthly by statement, **do not** pay individual invoices.

When warranty parts and labor claims are processed, the amount of credit due to you will be deducted from the oldest open parts invoices in our system. We would appreciate you paying by statement. The first week of each month statements are mailed to all parts accounts which had activity during the previous month and contains a tear-off remittance stub along with a self addressed envelope and contains all transactions for that month. The statement includes the date of the last day of the billing cycle, account number, company name and address. The column headings contain transaction date, transaction type code, reference numbers, parts debits and credits, and service bill credits. The statement also contains boxes with totals of credits and debits, and a box labeled PAYMENT, this box will show the amount due your company when credits exceed debits.

Transaction Type Codes

TYPE CODE 1 - SERVICE BILL

The reference number will be the NARDA number from the claim which you submitted. This is a warranty labor and parts claim and the amount will show in service bill credit column.

TYPE CODE 2 - ON ACCOUNT

Reference number will be the check number from a payment to Samsung. Amount of check will show in parts credit column.

TYPE CODE 3 - CREDIT MEMO

Reference number will be an invoice number (from which the parts were shipped). These are credits to your account from parts returned, shipping charges, or price changes. Amount of credit will show in parts credit column.

TYPE CODE 6 -INVOICE

Reference number will be the parts invoice number. Total amount of invoice will show in parts debit column.

TYPE CODE 7 -CHARGE BACK

Charge back invoices are created when an account has credit due and invoices are open in our system. Credit is applied to the oldest invoice first and will clear invoices until all credit is applied. Invoice amounts which have not been cleared and still have a remaining balance due will create a Charge Back Invoice.

5.2 WARRANTY EXCHANGE PARTS

Exchange parts are designated as such on the packing list.

They are processed as follows:

Parts designated for warranty **exchange** receive 100% credit to your parts account when returned, they are not paid with the labor claim. Return to Samsung Parts Department the defective exchange part, 2 copies of warranty claim form, proof-of-purchase copy, and Samsung parts invoice copy.

For RMA# use parts invoice number (see attached sample). Parts Department will credit the parts invoice and forward labor claim to Warranty Department. Any parts used not requiring return will be paid with labor claim. Samsung will reimburse for return shipping on the NARDA form UPS ground only.

IMPORTANT: Samsung Parts Department will only issue credit for all parts designated as “exchange”, and only with a Samsung parts invoice. If an exchange part is purchased through alternative sources it will NOT be reimbursed.

Samsung will reimburse all non-exchange parts at Samsung's current pricing or if the parts were not purchased from Samsung, at the replacement parts invoice pricing, whichever is less. Return shipping will be reimbursed on the NARDA form for UPS ground only,

5.3 PARTS ORDERING PROCEDURE

FAX ORDERS: 1-800-248-0498 (24 hours/day).

Authorized Service Centers with an open parts account are to order parts and service literature by faxing their order to our 24 hour fax line.

Please use a copy of the Parts Order Form (refer to 5.15) to place your order and include the following information.

1. Account number
2. Company name and address (also "ship to" address if different)
3. Telephone and Fax number
4. Contact person
5. Purchase order number
6. Model number
7. Part number and description
8. Quantity

* Only orders with back ordered parts or confirmation requests will receive a fax back after order entry.

E-mail: joses@sea.samsung.com

Authorized Service Centers with an open parts account can also order parts via Email. Please include the above listed detail.

Voice: 800-634-8276

5.4 RESEARCH: Fax: 800-634-8727 Voice: 800-634-8276

Authorized Service Centers with an open parts account may contact the Parts Department by fax 24 hours a day for parts research or by calling Monday through Friday, 9:00 AM to 5:30 PM EST. Please use the Parts Research Form found on page 33 when faxing your research.

If you do not have the part number, you must give an adequate description and the model number.

Orders requiring personal assistance, descriptive orders without part numbers, etc. will delay order processing.

Orders are accepted subject to the prices in effect at the time of shipment.

E-mail: juliop@sea.samsung.com

Authorized Service Centers can also use Email to request parts research. Be sure to include all detail found in section 5.15.

5.5 DEFECTIVE REPLACEMENT PARTS

Samsung warrants all replacement parts purchased from Samsung for a period of 90 days with the exception of CRT's (1 year), compressors (2 years), and magnetrons (2 years). A copy of Samsung's original invoice is required with the return as proof of warranty. A PRA# must be obtained before returning the defective part. You should reorder at this time if you still need the part. A credit will be issued to you upon receipt of the defective part.

5.6 PARTS RETURNS

There are various reasons for parts to be returned to the Samsung Parts Department. The following is intended to clarify the return requirements and procedures:

DEFECTIVE WARRANTY REPAIR PARTS

Not all defective parts used for in-warranty repairs need to be returned. To determine if the parts must be returned, please observe the following:

The following parts must be returned:

- Remote control hand transmitters
- All PCB Assemblies
- All exchange items

All other defective warranty parts must be held for 60 days, then field scrapped. The parts must be returned with the required documentation, as referenced below, to:

SAMSUNG GLOBAL PARTS CENTER
18600 Broadwick Street
Rancho Dominguez, CA 90220

*NOTE: For CRT's return only Samsung parts invoice with claim, do not ship CRT

5.7 WARRANTY PARTS REIMBURSEMENT SCHEDULE

Exchange parts Parts plus 5 % plus shipping (standard UPS rate, calculated by reversing the charge for shipping from CA.

Non-Exchange parts Parts price plus 10% capped at \$40.00 per claim. **(If return is required, include one copy of the NARDA form with returned part)**

Exchange Parts are credited, plus 5% of the invoiced item amount, shipping credit on NARDA. Non-Exchange parts are reimbursed in the warranty claim payment.

There is no need to obtain prior authorization to return these parts, however, failure to return them will result in your not receiving credit.

If returning an exchange part, use the parts invoice number for the RMA# (Return Authorization Number). For non-exchange parts write the NARDA claim number on the box. In both cases write "Warranty Parts" on the outside of the box. If applicable, Parts Department will credit the parts invoice and/or forward labor claim to Warranty Department. Any parts used not requiring return will be paid with labor claim.

IMPORTANT: Samsung will only issue credit for all parts designated as "exchange", and only with a Samsung parts invoice. If an exchange part is purchased through alternative sources it will NOT be reimbursed.

Samsung will reimburse all non-exchange parts at Samsung's current pricing or if the parts were not purchased from Samsung, at the replacement parts invoice pricing. Whichever is less.

5.8 RETURN UNUSED NEW PARTS (RESTOCKING FEE)

The parts must be in new, unused condition and in the original packaging. This type of return must be requested within thirty days of the invoice date and will be subject to a 15% restocking charge. A PRA # (Parts Return Authorization) must be obtained before returning the part and the PRA number must be clearly indicated on the outside of the shipping package. A copy of the original Samsung invoice must also accompany the parts. A PRA# may be obtained by faxing Samsung Parts Department at 1-800-248-0498.

ERROR SHIPMENT OR DOUBLE SHIPMENTS

Parts shipped in error or double shipped by Samsung are returnable for full credit. A PRA# must be obtained before the part may be returned and must be obtained within 30 days from the date of shipment. Copies of the invoices must accompany the part. The PRA# number must be clearly indicated on the outside of the shipping package.

5.9 RECYCLING AND DISPOSAL

Samsung Electronics America, Inc., in an effort to support recycling and the proper disposal of any of its products or components after their usable life, and where local means and efforts do not fulfill these needs, will gladly accept for return any item for proper disposal.

Please address such returns to:

Samsung Recycling and Disposal
18600 Broadwick Street
Rancho Dominguez, CA 90220

5.10 SHIPPING AND HANDLING:

For all parts shipments there is automatic shipping and handling charge of 5% of the invoice amount added to each order.

Normal shipping procedure:

1. 2nd day air.
2. Orders which do not meet air shipment regulations will be shipped either UPS Ground or common carrier.
3. ASC may request a specific shipping method other than those above, with the entire additional cost added to the billing.
4. Only approved open accounts will be shipped; No COD's.

5.11 BACK ORDERS

1. Item(s) ordered which result in a back order will be indicated on your purchase order and faxed back with an ETA.
2. On a bi-monthly basis you will be notified by fax of any items which are currently on backorder with Samsung along with a revised ETA.
3. If a part is backordered for a problematic "Customer" warranty repair, contact your RSE.

Parts account inquiries or back order status inquiries must be directed to the parts department at 1-800-634-8276.



ELECTRONICS

SAMSUNG ELECTRONICS AMERICA
PARTS ORDER FORM
PLEASE FAX TO 800-248-0498

DATE	ACCT #	FAX / PHONE #	YOUR P.O. #	CONTACT
		FAX:		
		PHONE:		

SHIP TO :	BILL TO :
	(DO NOT FILL IN IF SAME AS "SHIP TO")

QTY	PART NUMBER	DESCRIPTION & LOC #	MODEL #

REMARKS:

Form not supplied, make copies as needed.



Parts Department Research Form

Please fax to : 800-634-8727

If you experience any problems fax to 800-248-0498

ASC Information

Account # _____

Contact Name _____

Fax # _____ Phone # _____

Information Requested

Model # _____

Part Description _____

Location _____

Other _____

Thank you for using Samsung Parts Research Line. Below is the response to your request.
We look forward to placing your order in the near future.

Part Number:	Alt. Part Number:
Dealer \$:	Dealer \$
List \$:	List \$:
In Stock:	In Stock:
Comments:	

Please provide as much information as possible. Insufficient information will result in either delay of processing or rejection of this request. If this form is rejected it will be returned via fax and a new request must be submitted.

6 TECHNICAL ASSISTANCE/TRAINING

To help our authorized centers provide prompt and expert service, we have available a staff of engineering technicians ready to offer telephone assistance on difficult repairs.

To receive assistance for all products call 1-973-601-6124 or E-mail to:

VCR/Camcorder	johnt@sea.samsung.com
DVD/Audio	frankse@seasvc.samsung.com
MWO	jhon@sea.samsung.com
Vacuum/AC	chrisk@seasvc.samsung.com
Monitor/Fax	russb@seasvc.samsung.com
MP3/HDD/CD-Rom	dennism@seasvc.samsung.com
DTV/PJTV/HDTV/TVCR	davet@seasvc.samsung.com

and we will do our utmost to help you solve the problem.

The Tech Support resource is always in great demand. So be prepared with the model, repair history, service manual, unit and test equipment available. We recommend trying to resolve by E-mail first, this way our tech can either answer you directly or contact you by phone. **Should you need to have our tech help you with a circuit trace procedure or complicated alignment, send an E-mail first stating the time you can be available and have the unit and necessary equipment ready.** We can then schedule and assign appropriate personnel and a time thereby reducing our response time to you.

6.1 INTERNET ACCESS

Samsung is pleased to announce the introduction of a dedicated ASC section at our Samsung Electronics America, Inc. (SEA) website at www.samsungasc.com.

To access this section, select **Service** from the main menu and then the **ASC** Icon. This section is for ASCs only, is **CONFIDENTIAL** as defined in the Samsung Service Center Agreement, and is password protected. The **User ID** is your **6 Digit ASC Service Account Number**, and the **Password** is your **5 Digit Service Account Address Zip Code**.

We plan to continuously update and expand the content and features of this section, it currently contains:

- **Parts** - Search Engine by Number, Description, Specification, and Dealer/Retail Pricing
- **Technical Support** - Technical Bulletins by Product, and Chassis Training Manuals
- **ASC Admin/Warranty** - ASC Policy and Procedure Manual and Warranty Model Lists
- **Service Contacts** - Email to Service Departments and Regional Service Managers

If there are errors or omissions in the data and content, or there are features and uses that you would like to see, please contact and inform the appropriate service departments.

Any problems accessing or operating this ASC section, Contact the Webmaster.

Also, there are now a limited number of **Owner's/Instruction Manuals** available in pdf format to view, print, or download in each product category from the main Service section. We hope to soon be able to have all current and new models available.

6.2 TRAINING SEMINARS

Throughout the year, Samsung will notify all authorized service centers, by mail, of its training seminar schedule. Training will be on various products as required.

The schedule will be announced with prior notice and our authorized service centers will be expected to attend.

SAMSUNG TECHNICAL ASSISTANCE

FAX LINE: 973-601-6123 or E-mail to addresses listed in section 6.9

DATE: _____ PRODUCT: _____
TIME: _____ MODEL: _____

COMPANY NAME: _____

ACCOUNT#: _____

REASON FOR CALL / SYMPTOM:

WHAT HAVE YOU CHECKED: MEASUREMENTS / PROCEDURES PERFORMED:

Please check if you need assistance by phone.

_____ I will be available: _____ to _____ and need circuit trace assistance.

NAME: _____

PHONE#: _____

FAX#: _____

INCOMPLETE DOCUMENTATION WILL RESULT IN A DELAYED REPLY.

6.4

Map Of Regional Service Engineers



6.5 CONSUMER ELECTRONICS PRODUCTS

SERVICE INFORMATION

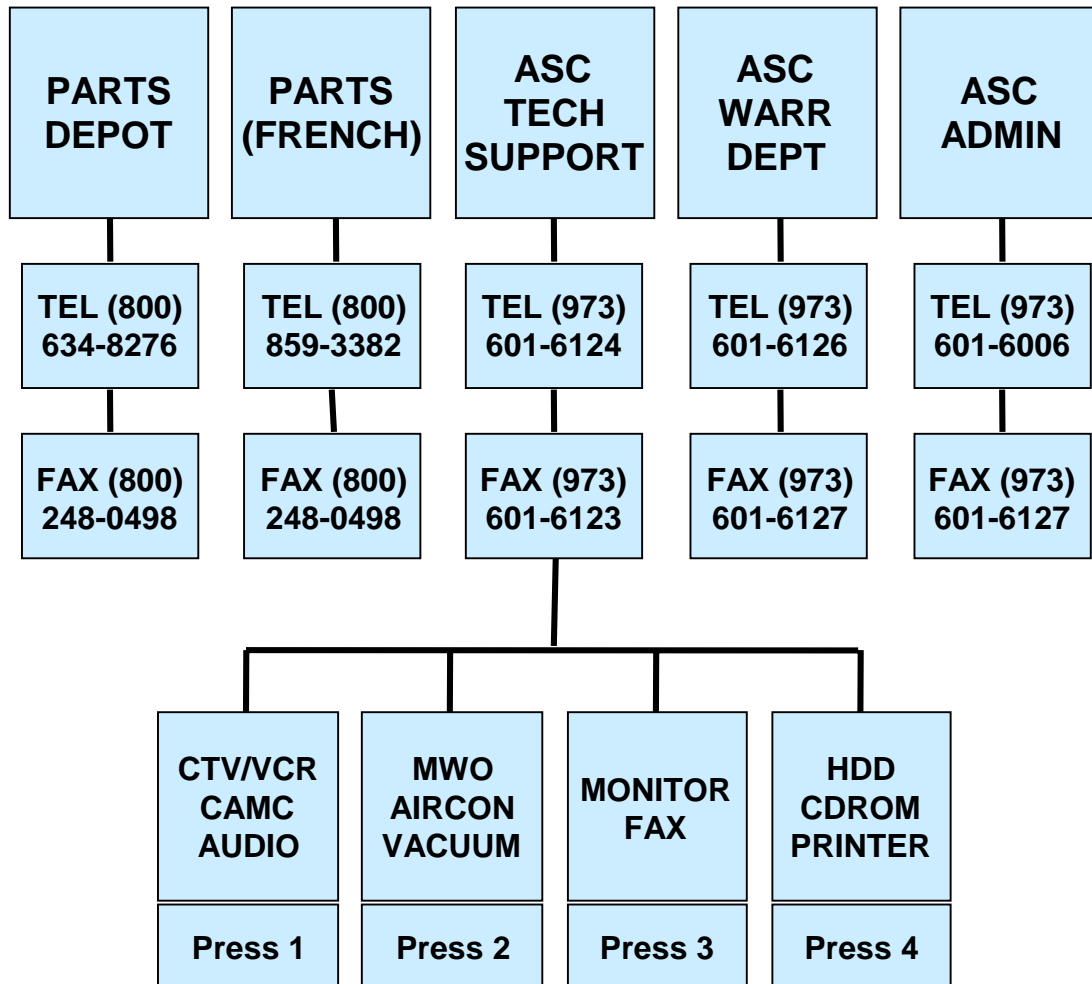
	TELEPHONE	FAX
Customer Service (CECS)	(800)SAMSUNG	(973)601-6129
Authorized Service Center Location	(800)726-7864	
Warranty Processing	(973)601-6126	(973)601-6127
Authorized Service Center Administration	(973)601-6006	(973)601-6127
Technical Support	(973)601-6124	(973)601-6123
Parts Department		
Authorized Service Center	(800)634-8276	(800)248-0498
Non-Authorized Service Center and Consumer		
New Jersey - J & J International	(800)627-4368	(973)884-4378
Ohio - Fox International	(800)321-6993	(800)445-7991
Florida- Herman Electronics	(800)938-4376	(800)938-4377
California - Amkotron Electronics	(800)344-3882	(714)739-2055
Regional Service Engineers		
Eastern Zone: Tony Ippolito Email: tonyi@seasvc.samsung.com	(973)601-6005	(973)601-6123
Southern Zone: Dan Girdley Email: dang@sea.samsung.com	(678)560-9140	(678)560-9142
Mid-West Zone: Mark Rowland Email: markr@sea.samsung.com	(630)879-1401	(630)879-1402
Western Zone: Jeff Reeves Email: jeffr@sea.samsung.com	(310)537-7000 ext. 131	(310)537-5986

6.6 INFORMATION SYSTEM PRODUCTS

SERVICE INFORMATION

	TELEPHONE	FAX
Customer Service (ISTS)	(800)SAMSUNG	(973)601-6128
Authorized Service Center Location	(800-726-7864)	
Authorized Service Center Administration	(973)601-6006	(973)601-6127
Warranty Processing	(973)601-6126	(973)601-6127
Technical Support	(973)601-6124	(973)601-6123
Parts Department		
Authorized Service Center	(800)634-8276	(800)248-0498
Non-Authorized Service Center and Consumer		
New Jersey - J & J International	(800)627-4368	(973)884-4378
Ohio - Fox International	(800)321-6993	(800)445-7991
Florida - Herman Electronics	(800)938-4376	(305)634-6247
Texas - Fox International	(800)331-2501	(214)231-0177
In Texas Only	(800)441-9325	
California - Amkotron Electronics	(800)344-3882	(714)739-2055
Regional Service Engineers		
Eastern Zone: Tony Ippolito Email: tonyi@seasvc.samsung.com	(973)601-6005	(973)601-6123
Southern Zone: Dan Girdley Email: dang@sea.samsung.com	(678)560-9140	(678)560-9142
Mid-West Zone: Mark Rowland Email: markr@sea.samsung.com	(630)879-1401	(630)879-1402
Western Zone: Jeff Reeves Email: jeffr@sea.samsung.com	(310)537-7000 ext. 131	(310)537-5986

SAMSUNG ASC TELEPHONE SUPPORT - 1/01



800-SAMSUNG
(800-726-7864)
END USER
CUSTOMER SERVICE

WWW.
samsungusa.com
CUSTOMER & ASC
INTERNET SERVICE
INFORMATION

800-634-8770
TECH✓CHECK
24 HR ASC
FAXBACK SYSTEM

6.8 EMAIL DIRECTORY and FORMAT for REQUESTS

Tech Support

VCR/Camcorder	johnt@sea.samsung.com
DVD/Audio	frankse@seasvc.samsung.com
MWO	jhon@sea.samsung.com
Vacuum/AC	chrisk@seasvc.samsung.com
Monitor/Fax	russb@seasvc.samsung.com
MP3/HDD/CD-Rom	dennism@seasvc.samsung.com
DTV/PJTV/HDTV/TVCR	davet@seasvc.samsung.com

Include the following:

- (a) Date
- (b) Company Name/ACCOUNT #
- (c) Contact
- (d) Phone
- (e) Model
- (f) Serial
- (g) Date received for repair
- (h) Phone
- (i) Problem Description
- (j) List test done, parts changed, key observation, or questions?
- (k) Best time to call

Parts Orders

kristinec@sea.samsung.com

Include the following

- (a) Date
 - (b) Account/Company Name
 - (c) Phone
 - (d) Contact
 - (e) PO #
 - (f) QTY part no
 - (g) Ship to: (if different from account)
- Release # (Samsung Parts Dept. use only)

Warranty Inquiry

pccafaro@seasvc.samsung.com
elsied@seasvc.samsung.com

- (a) Date
- (b) Account/Company Name
- (c) Contact
- (d) Claim # (s)
- (e) Serial #
- (f) Request

ASC/Admin

leahf@seasvc.samsung.com

- (a) Date
- (b) Account/Company Name
- (c) Contact
- (d) Request/question/instruction

Customer Service Inquiry

Consumer Electronic Product
Information System Product

gracet@seasvc.samsung.com

ruthr@seasvc.samsung.com

- (a) Date
- (b) Company Name/ACCOUNT #
- (c) Contact
- (d) Phone
- (e) Dealer
- (f) DOP
- (g) Customer name
- (h) Customer phone
- (i) NARDA #
- (j) Model
- (k) Serial
- (l) Date received for repair
- (m) Phone
- (n) Report problem or describe issue
- (o) Best time to call

6.9 CUSTOMER SURVEY CARD SAMPLE

Samsung Service Quality Survey

In order for us to better serve you in the future, please take a few moments to fill out and return this survey. Thank You, Samsung Field Service Management

- 1) Where did you get the service center referral?
 800-Samsung Dealer Other
 - 2) How would you rate the overall service you received?
 Excellent Good Fair Poor
 - 3) Was the unit working correctly after repair was complete? Yes No
- Please rate the service center as per the following*
- 4) Location: Excellent Good Fair Poor
 - 5) Appearance: Excellent Good Fair Poor
 - 6) Attitude: Excellent Good Fair Poor
 - 7) Knowledge: Excellent Good Fair Poor
- Please rate this repair experience as per the following:*
- 8) Speed of the repair:
 Excellent Good Fair Poor
 - 9) Satisfaction since repair:
 Satisfied Same problem Different problem
 - 10) Repair time: 1-7days 1-2 weeks 2-3 weeks over 3 weeks
 - 11) Were you charged for the repair? Yes No If yes, how much? \$ _____
 - 12) Comments: _____
-
-