

T r i a g e 2 0 2 2



Introduction

This guide has been created with the purpose of letting you know the tools available through the LG service systems (i.e. GSFS+, Smart Parts, SCS and GLMS) that will assist you in achieving the following goals:

- Superior Customer Service
- Increased FRFT (Fix Right First Time)
- Improved ESR (Expected Success Rate)
- Lower reclaim rate
- Fewer part returns

Keep In Mind...

- Within the first year of the manufacturer's warranty, through our experience, 80% of service calls do not require any parts. It is either an installation issue or a customer education scenario. 2022 (95%) year to date
- This normally means that the customer did not read the owner's manual or the installation guide prior to calling in for service.
- Please be aware of what information is in the owner's manual prior to the repair and instruct the customer accordingly if required.
- Look for any service bulletins on the issue that customer is experiencing on their model through the Tech Pack or in SCS (which will be explained in detail in this presentation).
- If you suspect that the issue is normal, as stated in the user manual, do not install any parts in the appliance as this reinforces to the customer that the appliance has a fault of some sort and you will be back on a reclaim.

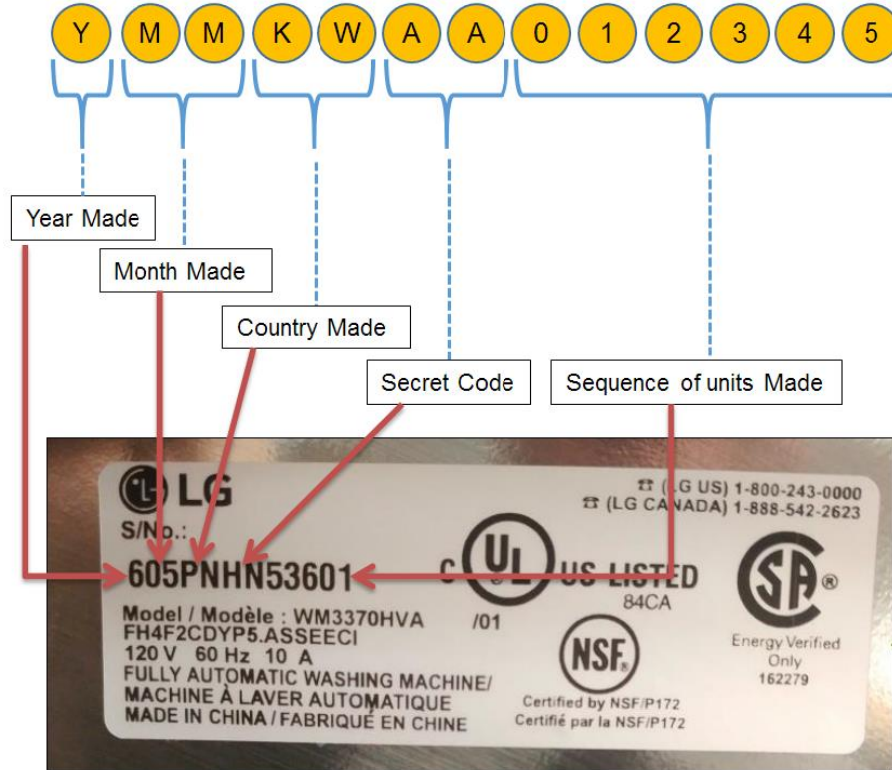
A good tech must not only fix the appliance, they must also fix the customer.

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Reading the serial number

How to read a LG serial number?



Please Note:

Photos of the model & serial number tag and the customer's Bill of Sale should be attached to the service request.

- If the information in the dispatch is different than the information on the pictures, please go with the information in the pictures.

In this example:

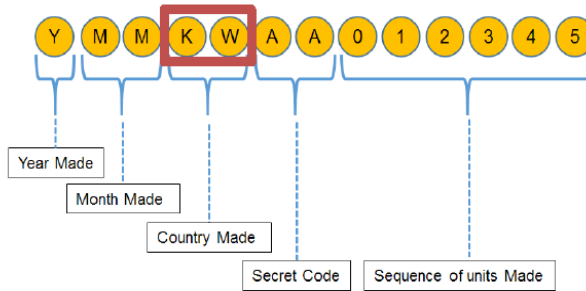
- Year Made = 6 = 2016 *
- Month Made = 05 = May
- Country Made = PN (China)
- Secret Code = HN
- Sequence = 53601

* Note: the Year Made repeats itself – so 6 could also be 2006

Reading an LG serial number (cont'd)

When does the “Country Made” letters matter?

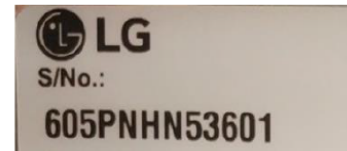
- You may come across some cases where when you enter the Model number in Parts Portal in GSFS+, there are multiple options that show up where the models are all the same.
- When faced with this situation, please look at the column titled “Factory” to see if there are different factory codes for each of the lines.



EXAMPLE #1

WM3770HVA		Rental Limit Days			
		Excess Count			
Model	Description	Production Model	Factory	Service Model	S
WM3770HVA	CUSTOMER MODEL	FH4G2CDYP7.ASSEECI	ECPN	WM3770HVA	Y
WM3770HVA	CUSTOMER MODEL	FH4G2CDYV7.ASSEECI	EAVH	WM3770HVA	Y
WM3770HVA ASSEECI	Clothes Washer, Drum/D	FH4G2CDYR7.ASSEECI	ECPN	WM3770HVA	Y

- As you can see in this example, the model # is the same for both lines but the factory codes are different → ECPN & ECVH
- When you see this, please reference the serial number and take a look at what the 1st letter is after the first 3 numbers – this will tell you what factory this product was made in.
- Looking at the serial number on the right, the 1st letter is a “P”, which corresponds with the first line item in Parts Portal (ECPN)
- If the 1st letter was a “V”, then you would select the 2nd line item (EAVH)

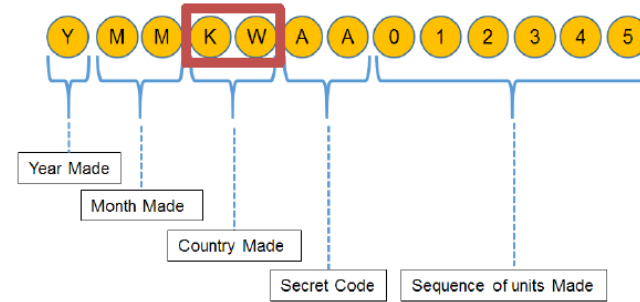


Reading an LG serial number (cont'd)

When does the “Country Made” letters matter?

EXAMPLE #2

- As you can see in this example, the version code for both lines is /00, so which one do you select?
- If you look under “Factory” you will see that the factory codes are different → ENMM & EKHQ
- When you see this, please reference the serial number and take a look at what the 1st letter is after the first 3 numbers – this will tell you what factory this product was made in.
 - If the 1st letter is an “M”, this would correspond with the first line item in Parts Portal (ENMM)
 - If the 1st letter was a “K”, then you would select the 2nd line item (EKHQ)



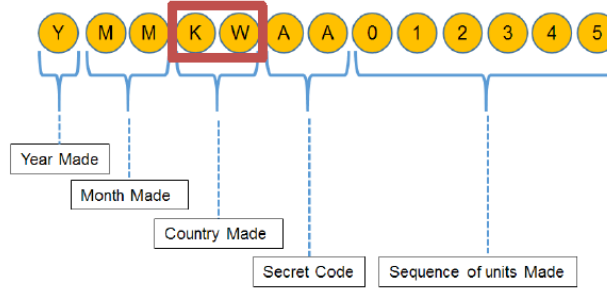
Model	Rental Limit Days		No		Part No
LMX25988ST	0				
	Excess Count				
Model	Description	Production Model	Factory	Service Model	SBC
LMX25988ST	CUSTOMER MODEL	GM-L26ANSJP.ASTCNA0	ENMM	LMX25988ST /00	Y
LMX25988ST	CUSTOMER MODEL	GR-L26ANSJP.ASTCNA0	EKHQ	/00	Y
LMX25988ST	CUSTOMER MODEL	GR-L26ANSJP.ASTCNA1	EKHQ	LMX25988ST/01	Y

Reading an LG serial number (cont'd)

When does the “Country Made” letters matter?

EXAMPLE #3

- As you can see in this example, the model numbers are the same for all 3 lines, so which one do you select?
- If you look under “Factory” you will see that the factory codes are different → EKHQ, ECPN & EATH
- When you see this, please reference the serial number and take a look at what the 1st letter is after the first 3 numbers – this will tell you what factory this product was made in.
 - If the 1st letter is a “K”, this would correspond with the first line item in Parts Portal (EKHQ)
 - If the 1st letter is a “P”, then you would select the 2nd line item (ECPN)
 - If the 1st letter is a “T”, then you would select the 3rd line item (EATH)



Model		Total Rental Amount		0	
WT7600HVA		Remain Amount		0	
Model	Description	Production Model	Factory	Service Model	SBC
WT7600HVA	CUSTOMER MODEL	T1772HFFS5.ASSEEUS	EKHQ	WT7600HVA	Y
WT7600HVA	CUSTOMER MODEL	T1772HFFSP5.ASSEECI	ECPN	WT7600HVA	Y
WT7600HVA	CUSTOMER MODEL	T1772HFFST5.ASSEECI	EATH	WT7600HVA	Y
WT7600HVA.ASSEECI	Clothes Washer_Turbo D	T1772HFFS5.ASSEECI	EKHQ	WT7600HVA	Y
WT7600HVA.ASSEECI	Clothes Washer_Turbo D	T1772HFFSP5.ASSEECI	ECPN	WT7600HVA	Y
WT7600HVA.ASSEECI	Clothes Washer_Turbo D	T1772HFFST5.ASSEECI	EATH	WT7600HVA	Y
WT7600HVA.ASSEEUS	Clothes Washer_Turbo D	T1772HFFS5.ASSEEUS	EKHQ	WT7600HVA	Y

Reading an LG serial number

(cont'd)

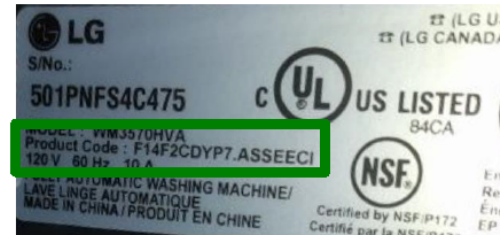
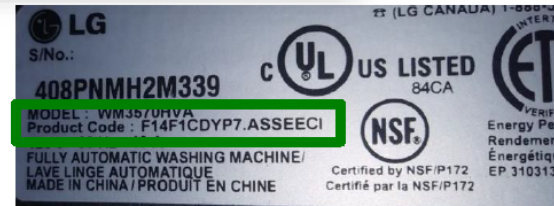
When does the "Production Model" matter?

- You may come across some cases where the model number is the same and the Factory codes are the same yet there are still multiple options to select from. This is most common with Front Load Washers
- When faced with this situation, please look at the column titled "Production Model" to see if there are different production models for each of the lines.

Model		Rental Limit Days	0	No	P
WM3570HVA		Excess Count	0		
Model	Description	Production Model	Factory	Service Model	
WM3570HVA	CUSTOMER MODEL	F14F1CDYP7.ASSEECI	ECPN	WM3570HVA	Y
WM3570HVA	CUSTOMER MODEL	F14F1CDYP7.ASSEPUS	ECPN	WM3570HVA	Y
WM3570HVA	CUSTOMER MODEL	F14F2CDYP7.ASSEECI	ECPN	WM3570HVA	Y
WM3570HVA	CUSTOMER MODEL	F14F2CDYP7.ASSEPUS	ECPN	WM3570HVA	Y

- As you can see in this example, the model # and factory code is the same for all lines but the Production Models are different → F14F1CDYP7 & F14F2CDYP7
- When you see this, please reference the serial tag and take a look at what is marked under the model number next to Product Code.
- Looking at the top serial tag on the right, the Product Code is F14F1CDYP7, which corresponds with the first line item in Parts Portal (selecting the "CI" version for Canada)
- Looking at the bottom serial tag on the right, the Product Code is F14F2CDYP7, which corresponds with the 3rd line item in Parts Portal (selecting the "CI" version for Canada)

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Creating a **better life**
with our customers

Reading an LG serial number (cont'd)

Using Parts Portal and the Technical Pack

- Another method to try and select the correct version of the product is to use the Serial Number field in Parts Portal.
- By selecting "By Model" you can enter the complete serial number in the "Serial No" field and in many cases, it will come back with the correct version.
- As you can see in the below example, by searching for serial number 511TRKH1Z973, Parts Portal tells me that it is a version /04.
- Just double click on the first line and you can then continue to search for your parts.

Inventory :: Parts Portal

Search Condition

☐ By Part

☒ By Model

Model

Model

Production Model

Serial No

Order Type Rental Entry

Check Rental Limit & Status

Department 309891 LGECI SVC CE NETWORK Technician

Rental Limit Info

Rental Limit Days 0

Excess Count 0

Currency

Rental Limit Amount 0

Total Rental Amount 0

Rental Status

No	Part No

Model	Description	Production Model	Factory	Service Model	SBC
LFX28968ST	CUSTOMER MODEL	GC-L288GSXM.ASTCNA0	ECCT	LFX28968ST /04	Y
LFX28968ST.ASTCNA4	3D French	GC-L288GSXM.ASTCNA0	ECCT	LFX28968ST /04	Y

Reading an LG serial number (cont'd)

Using Parts Portal and the Technical Pack (cont'd)

- In the event you try the previous method but the message comes back saying “no data found”, you can try using the **Technical Pack** to figure out the version.
- In the Parts Portal window, type the model number in the “Model” field and select the first option.
- Under the “Exploded View” button, select “Tech Pack” from the drop down menu.
- In the window that opens up, at the top right, you will see a button labeled “Model List”. Click it.

냉장고 사업부(CNZ)	Language	
ASTCNA0	Customer Model	LFX28968ST
<div> <div>Model List</div> <div>View RPL (Replacement Part List)</div> </div>		

- A new pop up will open up and here you will find all of the different versions of this model.
- Using the Serial Number logic which was covered earlier in this presentation, we know (using the example of Serial Number 511TRKH1Z973, that the unit was manufactured in November (11) of 2015 (5)
- Looking at the “Registrant Date” column, we want to look for the closest date prior to the manufacture date
- In this example, the closest date is 2014-07-23 which is version /04
- You can now go back to Parts Portal and select the version /04 line item from the model list and continue with your triage.

Factory Model

Customer Model LFX28968ST

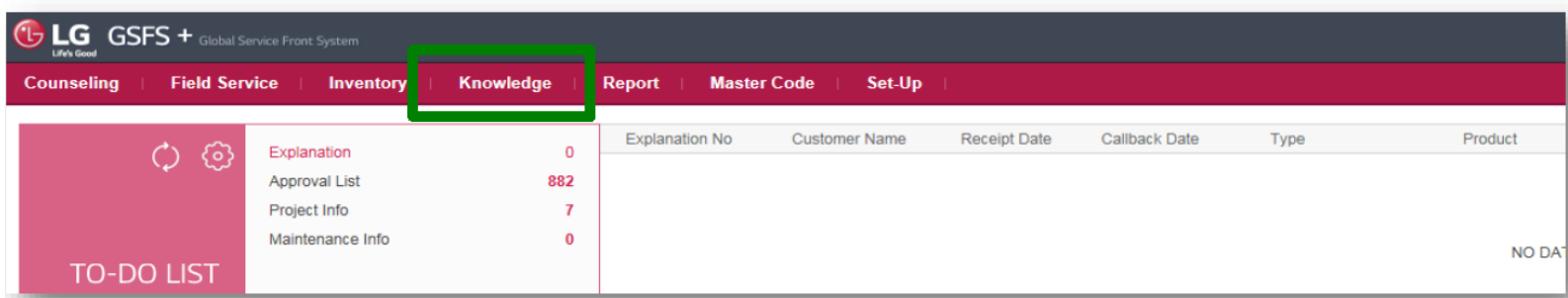
Search

Division	Factory	Factory Model	Factory Suffix	Registrant Date	SVC Model Code	Apply
CNZ	ECCT	GC-L289GSXM	ASTCNA0	2014-07-23	LFX28968ST /04	Apply
CNZ	ECCT	GC-L289GSXM	ASTCNA1	2016-04-22	LFX28968ST /05	Apply
CNZ	ECCT	GC-L289GSXM	ASTCNA2	2016-05-03	LFX28968ST /06	Apply
CNZ	ECCT	GC-L289GSXP	ASTCNA1	2012-05-24	LFX28968ST /01	Apply
CNZ	ECCT	GC-L289GSXP	ASTCNA2	2013-04-17	LFX28968ST /02	Apply
CNZ	ECCT	GC-L289GSXP	ASTCNA3	2014-03-17	LFX28968ST /03	Apply
CNZ	EKHQ	GR-L289GSXP	ASTCNA0	2012-03-05	LFX28968ST /00	Apply

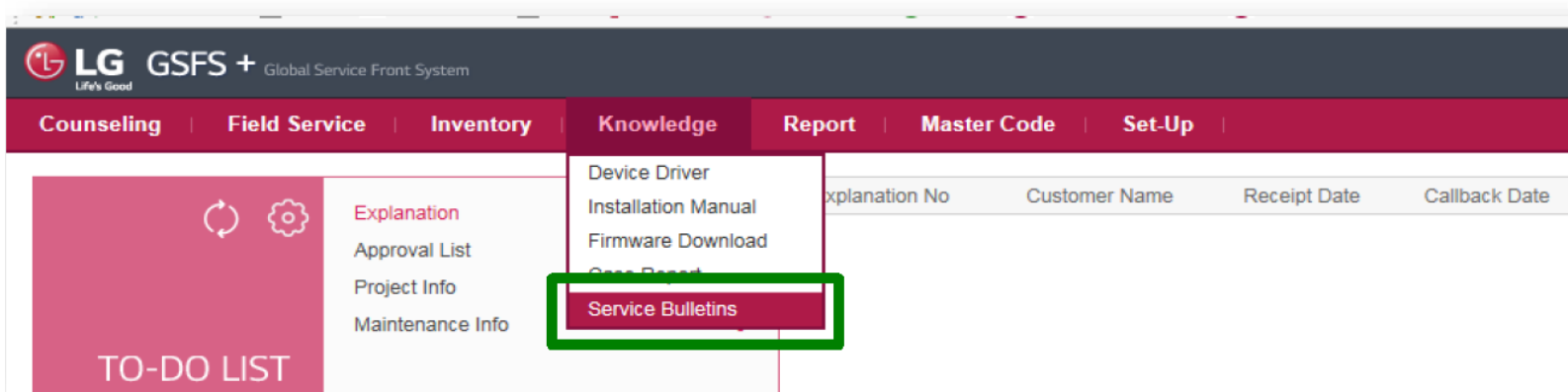
Service Bulletins

Service Bulletins – How to look up? (Method 1)

- Click on “Knowledge” from the top menu bar on GSFS+



- From the drop down menu, please select “Service Bulletins”



Service Bulletins

- 1. If you know the Service Bulletin number you can enter it here or you can also search all bulletins by Product Category (Division)
- 2. Remove the checkmark from next to "Registration Date"
- 3. Click on the "Search" button

Service Bulletins

Customer Model

Factory

Sales Subs.

Service Bulletin Number

Subject

Location Number

ALL

LGECI

1

2

3

Division

Factory Model / Suffix

Registration Date

Revision Number

Language

Part Number

Select

Select

2017.12.20

Search

Reset

Select

Solar Business Team

Vacuum Cleaner Division

Massage Chair Division

Car Infotainment Division

REF Division

WIM Division

AC Division

Security Division

Digital Display Division

Cooking Zone

Digital AV Division

Digital Storage Division

VLL Handset Division

Mobile Handset Division

Health Care

Network Division(JV)

Pint Division

PC Division

RMC Division

LCD TV Division

PDP TV Division

QRT TV Division

Monitor Division

Lighting Division

CAC Division

RAC Division

Chiller Division

Pocket Photo Division

LG Enson

- Find the bulletin that you are looking for from the list and double click on the title

Service Bulletins

Customer Model

Factory

Sales Subs.

Status

Service Bulletin Number

Subject

Location Number

ALL

LGECI

ALL

Division

Factory Model / Suffix

Sales Model

Registration Date

Revision Number

Language

Part Number

Select

Select

Translated Only

Parts Included

Search

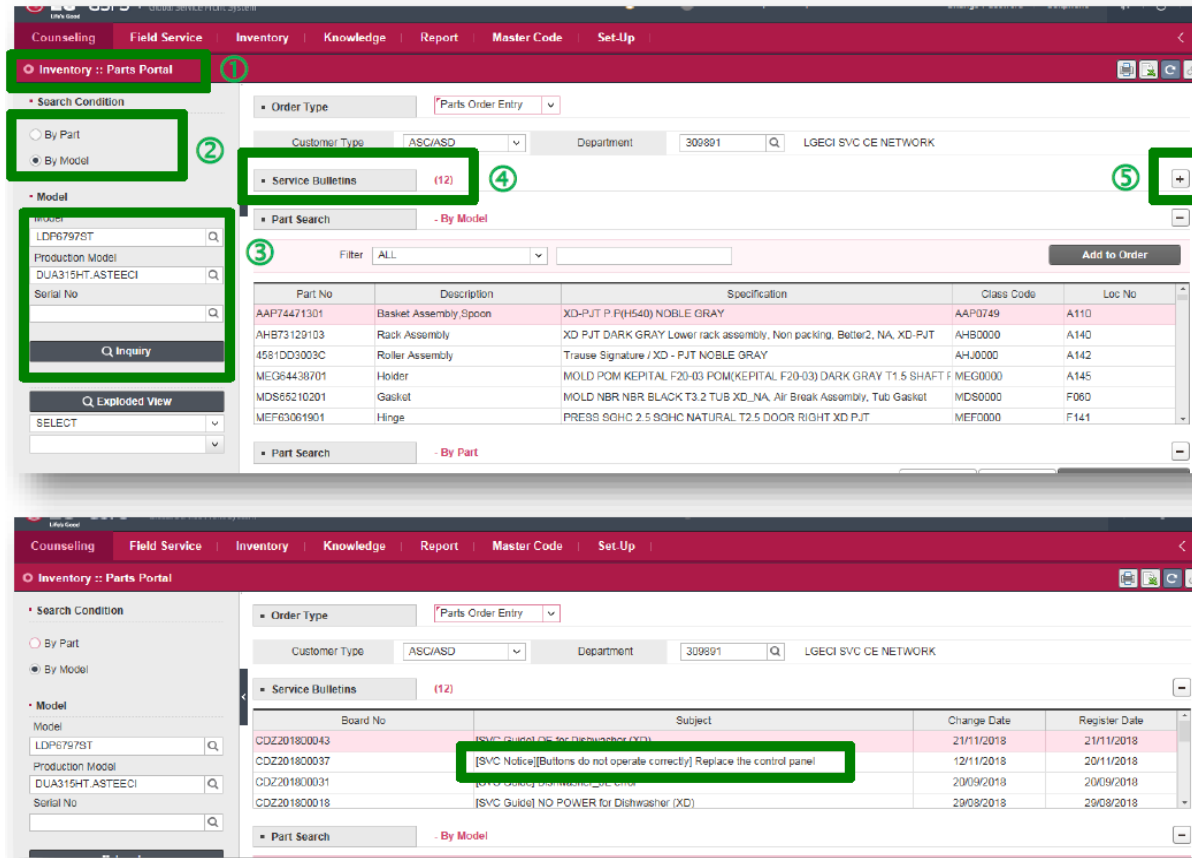
Reset

60

Total 3489

No.	Service Bulletin No	Revision No	Registration Date	Language	Status	Date of Change	Subject	Parts Included	Count
3489	GLZ201700245	-	2017.12.23	English		2017.12.23	[Commercial TV][LV640S] Guide for Screen Saver starts while SuperSign...	N	0
3488	CNZ201700462	1712N07	2017.12.22	English		2017.12.22	Change LED type in Freezer(From Capsule type to Bar type).	N	2
3487	CNZ201700460	1602N06	2017.12.21	English		2017.12.21	Fill tube frozen so not producing ice	Y	1
3486	CNZ201700459	1705N01	2017.12.21	English		2017.12.21	Change LED type in Freezer(From Capsule type to Bar type).	Y	0
3485	CNZ201700458	1705N04	2017.12.20	English		2017.12.20	Change LED type in Freezer(From Capsule type to Bar type).	Y	0
3484	WWZ201700040	1.0	2017.12.16	English		2017.12.16	V30_Barometer_Water_resistance_Test_Specification_Ver3.0_171204	N	1
3483	CDZ201700035	-	2017.12.14	English		2017.12.14	[SVC Guide] Door Not Close and Leak	N	37
3482	CNZ201700453	-	2017.12.09	English		2017.12.09	Integration of Defrost and I/Maker Issue	Y	0
3481	CDZ201700081	-	2017.12.04	English		2017.12.05	[SVC Guide] Leak for Dishwasher	N	48

Service Bulletins – How to look up? (Method 2)



The screenshots illustrate the steps to find service bulletins in the LG Service Portal. The first screenshot shows the initial search setup, and the second shows the expanded list of service bulletins.

Step 1: Navigate to "Inventory – Parts Portal" from the GSFS+ menu bar.

Step 2: Change the Search Condition to "By Model".

Step 3: Enter the model # and press Enter or click on the magnifying glass and select the appropriate line item.

Step 4: Look for "Service Bulletins" in the middle of the page and if there is a number next to it...

Step 5: Click on the "+" to expand the list.

Step 6: Double click on the title of the bulletin you would like to view.

Search Condition: By Model

Model: LDP6797ST

Service Bulletins (12):

Board No	Subject	Change Date	Register Date
CDZ201800043	[SVC Guide] LG Top Dishwasher (XD)	21/11/2018	21/11/2018
CDZ201800037	[SVC Notice][Buttons do not operate correctly] Replace the control panel	12/11/2018	20/11/2018
CDZ201800031	[SVC Guide] Dishwasher (XD)	20/09/2018	20/09/2018
CDZ201800018	[SVC Guide] NO POWER for Dishwasher (XD)	20/09/2018	20/09/2018

1. Navigate to "Inventory – Parts Portal" from the GSFS+ menu bar
2. Change the Search Condition to "By Model"
3. Enter the model # and press Enter or click on the magnifying glass and select the appropriate line item
4. Look for "Service Bulletins" in the middle of the page and if there is a number next to it...
5. Click on the "+" to expand the list
6. Double click on the title of the bulletin you would like to view

Service Bulletins – How to open?

	ENMM	GM-M26BNSNM	ASTCNAL	LFC5256635	ENMM	GS-D3	ASWCNA0	UK55C
Sales Subs.	LGEKR	LGEAI	LGECL	LGEMS	LGEPS	LGEUS	LGEVZ	

Location No.	Before Change		After Change		Note	K-Code	Remark
	Part No	Part Description / Part Spec	Part No	Part Description / Part Spec			
619A	AJU73753101	Valve Assembly/Water / NO QUICK 2WAY NO NO 1 Way Ice Valve Tube Inject	AJU73753101	Valve Assembly/Water / NO QUICK 2WAY NO NO 1 Way Ice Valve Tube Inject	C	1	

Reason Of Change
a) Symptoms:
- Ice maker not producing ice due to water frozen around the fill tube.
- Water leaking from back plate around the fill tube area.
b) Causes:
- Insufficient sealing inlet of water tube on back side of unit.
(Can not prevent humidity come in freezer).
- Main PCB malfunction (can not supply DC 12V for fill tube heater).
- Fill tube heater open (can not make a heat).
- Length of fill tube is too long too near of Freezer compartment.

Look for an attachment at the bottom right of the page and double click to open the bulletin

SB1602N06_Fill tube frozen from EM (Basic models) V2017-01.pdf (921 KB)

- Key areas to look for on the bulletin:
- Affected Serial Number range
 - Affected Model Numbers
 - Extended Warranty coverage

Service Bulletin
Product : Bottom Freezer
GSCS code: CNZ201700460
Release Date : October, 20, 2017

SVC Bulletin: SB1602N06
(Internal control)

• Subject : Fill tube frozen so not producing ice.

• Models with ECN and Serial Number Range in alphabetical order
- French door type models within serial number ranges between 408MR*** ~ 708MR***

7131"	GF228**	LBC24360**	LK550
7230"	GF248**	LDC22370**	
7303"	GM636GS	LDC24370**	
7802"	GM-B228QTB	LDCS22220*	
7804"	GM-B248QTB	LDCS24223*	
7902"	GM-B258RBS	LFC22,24,25*****	
7904"	GM-B26BNSNP	LFC22,24,25*****	

Applicable only with symptoms below: ☒ Applicable with every repair: ☐

• Extended Warranty
This service is covered by an extended warranty ☐ Yes ☒ No
- If Yes, Parts for () years and Labor for () years by LG.
- If No, Parts and labor are charged to the customer if outside warranty period.
• The warranty period, including any extended warranty above, starts from the original date of purchase.

Service Bulletins

Inventory :: Parts Portal

Search Condition

By Part

By Model

Model

LDPE7978D ABDEECI

Production Model

DUA315HD ABDEECI

Serial No

Inquiry

Technical Pack

Exploded View

SELECT

SELECT

Tech Pack

Owners Manual

Model Spec

Service Manual

General Service Manual

Online Manual

Troubleshooting

Quick Setup Guide

User Guide

Order Type

Rental Entry

Check Rental Limit & Status

Department

126471

LGECI CS Direct Service

Technician

C1002607

Mathieu Poltras

Inquiry

Rental Limit Info

Rental Limit Days

120

Excess Count

0

Currency

CAD

Rental Limit Amount

5,000

Total Rental Amount

1,650.06

Remain Amount

3,349.93

Rental Status

No	Part No	CWO Stock Flag	Onhand	Usable	Period Excess	Near Deadline	Average Unit Price	Sta
61	MDS65736906	N	1	1	0		14.52	
62	TCA35692204	N	1	1	0		68.38	
63	TCA36811409	Y	2	2	0		72.03	
64	TCA37071511	Y	1	1	0		70.24	
65	TCA38151706	Y	1	1	0		53.68	

Service Bulletins (25)

Board No	Subject	Change Date	Register Date
CDZ202100004-02	[Quality_Common][Door][SVC Notice] The Crack occur at the Control Panel.	10/12/2021	18/06/2021
CDZ202100009-02	[Quality_Common][Door][SVC Notice] The Crack occur at the Control Panel.	10/12/2021	18/06/2021
CDZ202100015-01	[Part Change_Common][Others]compatibility issues with old parts	13/07/2021	01/06/2021
CDZ202100018-01	[Part Change_Common][Others]compatibility issues with old parts	13/07/2021	01/06/2021

Part Search

- By Model

Filter

ALL

Add to Order

Model

LSEL6335F

Product

LSEL6335F ARSLICA

Search

Loc No

Part No

Description

Specification

Add to Order

Tech. Pack List

New Exploded View Guide

1. Download zip file: Papyrus-Plugin.zip

2. Unzip zip file and install the exe file.

3. Reboot your computer.

COOKTOP PARTS

CONTROLLER PARTS

DOOR PARTS

DRAWER PARTS

PARTY PARTS

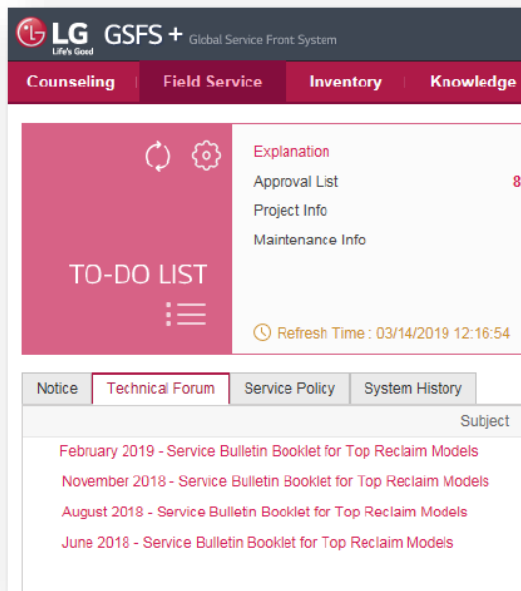
Factory	EKHQ	Division	리빙 사업부(CVZ)	Language	
Factory Model	LSEL6335F	Suffix Code	ARSLICA	Customer Model	LSEL6335F
					<div>Model List</div> <div>View RPL (Replacement Part List)</div>

Manual	File Name	Size
Service Manual	MFL69401915_210223.pdf	27.66 MB
Exploded View	ExplodedView.pdf	6.29 MB

Service Bulletins				
No.	Registration Date	Language	Change Date	Subject
CVZ202100099-01	2021-12-02 14:59:13	English	2021-12-02 14:59:34	[Part Change_Common][others]Main PCB Replacement(with every repair)
CVZ202100081-01	2021-10-25 16:03:26	English	2021-10-25 16:03:26	[Quality_Common][Button/Switch]Replacement of 5 knobs and rotary switches except a mode selection knob
CVZ202100073-01	2021-08-24 14:43:15	English	2021-08-25 16:28:04	[Part Change_Common][others]Air Fry Tray "Replace" SVC guide for chainging Air Fry Tray design
CVZ202100071-01	2021-08-12 13:42:33	English	2021-08-12 13:43:04	[Part Change_Common][others]Main PCB Replacement
CVZ202100060-01	2021-06-21 11:21:36	English	2021-07-01 13:40:39	[Part Change_Common][others]knob assembly "Replace" SVC guide for deleting knob inking print : without serigraphy

HA Service Bulletin Booklet for High Reclaim Models

- On a Bi-Monthly basis, the LG Canada Technical Support team will release a Service Bulletin booklet for Home Appliance products with the highest number of reclaims.
- The booklet consists of a compilation of all of the most recent and most common Service Bulletins applicable to a particular Product Category
- Can be viewed and downloaded through the “Technical Forum” tab on the GSFS+ homepage



GSFS+ Global Service Front System

Counseling | Field Service | Inventory | Knowledge

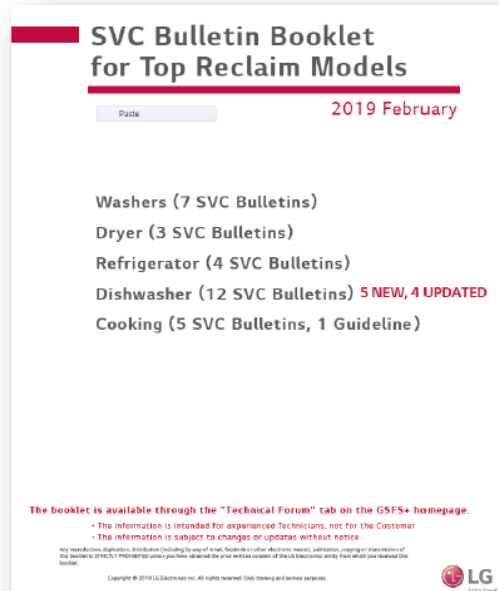
TO-DO LIST

Explanation
Approval List
Project Info
Maintenance Info

Refresh Time: 03/14/2019 12:16:54

Notice | Technical Forum | Service Policy | System History

February 2019 - Service Bulletin Booklet for Top Reclaim Models
November 2018 - Service Bulletin Booklet for Top Reclaim Models
August 2018 - Service Bulletin Booklet for Top Reclaim Models
June 2018 - Service Bulletin Booklet for Top Reclaim Models



SVC Bulletin Booklet for Top Reclaim Models

Paste 2019 February

Washers (7 SVC Bulletins)
Dryer (3 SVC Bulletins)
Refrigerator (4 SVC Bulletins)
Dishwasher (12 SVC Bulletins) **5 NEW, 4 UPDATED**
Cooking (5 SVC Bulletins, 1 Guideline)

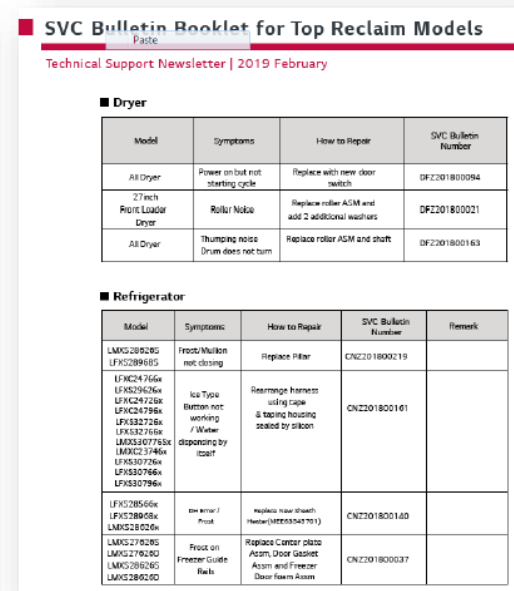
The booklet is available through the "Technical Forum" tab on the GSFS+ homepage.

The information is intended for experienced Technicians, not for the Customer.
The information is subject to changes or updates without notice.

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LG
Electronics



SVC Bulletin Booklet for Top Reclaim Models

Technical Support Newsletter | 2019 February

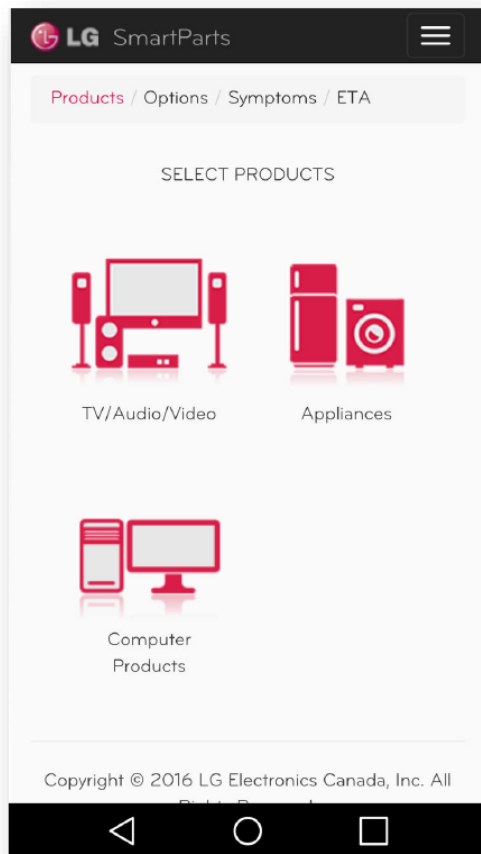
■ Dryer

Model	Symptoms	How to Repair	SVC Bulletin Number
All Dryer	Power on but not starting cycle	Replace with new door switch	DF2201800094
27 inch Front Loader Dryer	Roller Noise	Replace roller ASM and add 2 additional washers	DF2201800021
All Dryer	Thumping noise Drum does not turn	Replace rotor ASM and shaft	DF2201800163

■ Refrigerator

Model	Symptoms	How to Repair	SVC Bulletin Number	Remark
LMVG20R2RG LFXS20R6IS	Frost/Water not closing	Replace Filter	CNZ2018000219	
LFXC24766K LFXS2426K LFXC24796K LFXS24726K LFXS32766K LFXS32776K LFXS32786K LFXS32796K	Ice Type Button not working / Water dispensing by itself	Rearrange harness using cable & taping housing sealed by silicon	CNZ201800101	
LFXS20R56K LFXS20R56K LMDS20R56K	Ice error / Frost	Replace rear shaft heater (MTE5354701)	CNZ201800140	
LMXS27R2RS LMVG27R2RG LMDG20R2RS LMDG20R2RS	Frost on Freezer Guide Rail	Replace Center plate Acorn, Door Gasket Acorn and Freezer Door Hinge Acorn	CNZ201800037	


LG SmartParts website/app is a tool that we strongly recommend you use when triaging your calls and/or when you are looking for an ETA on a backordered part.



To access via Web:

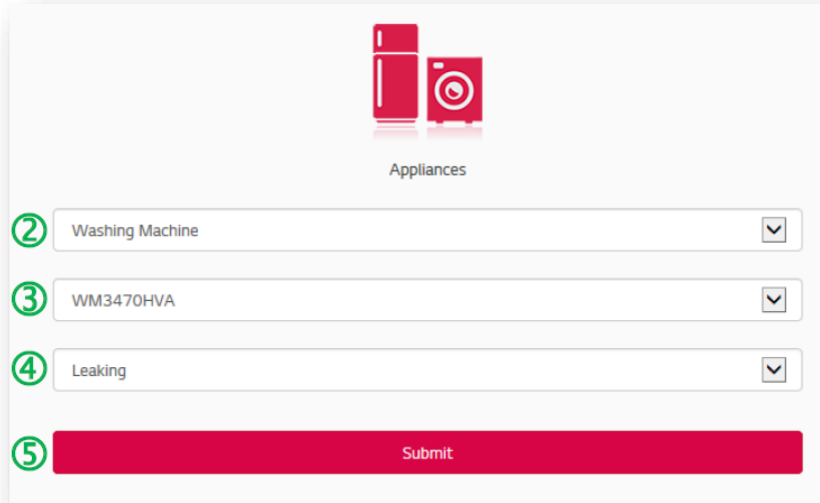
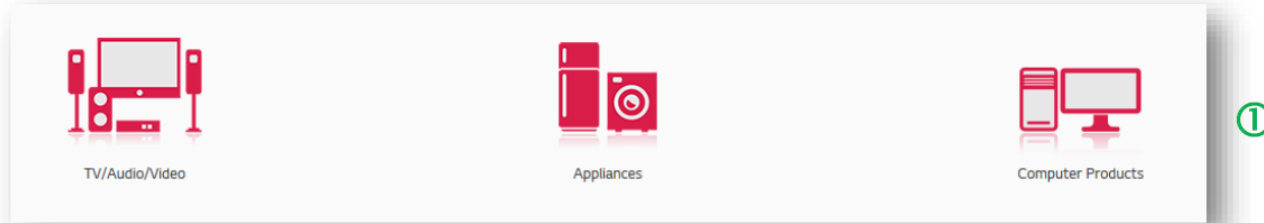
1. Use only Chrome or Firefox Browsers
2. Type the Address Into your Browser address bar → smartparts.lgoneprice.ca
3. Start using the site. See next slides for details.

Phone App Installation:

1. Type the Address into your mobile Browser address bar → smartparts.lgoneprice.ca
2. Click the  Icon in the upper Right to access the "Download App" link.
3. Download the app and follow the instructions to install on your mobile device.
4. Start using the App.

Note: This app is available for Android and Apple OS.

Using SmartParts as a Triage tool




The image shows the SmartParts selection form for the Appliances category. It includes a dropdown menu for 'Washing Machine', a dropdown menu for 'WM3470HVA', a dropdown menu for 'Leaking', and a red 'Submit' button. A green circle with the number 2 is next to the 'Washing Machine' dropdown, a green circle with the number 3 is next to the 'WM3470HVA' dropdown, a green circle with the number 4 is next to the 'Leaking' dropdown, and a green circle with the number 5 is next to the 'Submit' button.

1. Choose a Product Category
2. Choose a Sub-category from the pulldown list
(note: Washing Machine also includes Dryers)
3. Choose a model number from the pulldown list
4. Choose a symptom from the pulldown list
5. The submit button will only be activated if all 3 pulldown menus have a selection. Click on Submit.

You will now be presented with the top parts usage based on that particular model and symptom description. It will also show you the part number, description, availability, ETA and Bulletin number if there is one.

An explanation of the individual fields is on the next page.

Products / Options / Symptoms / ETA Search



Appliances

- Washing Machine
- WM3470HVA
- Leaking

Please check the stock information with LG parts team when you need an item more than 5 pcs.

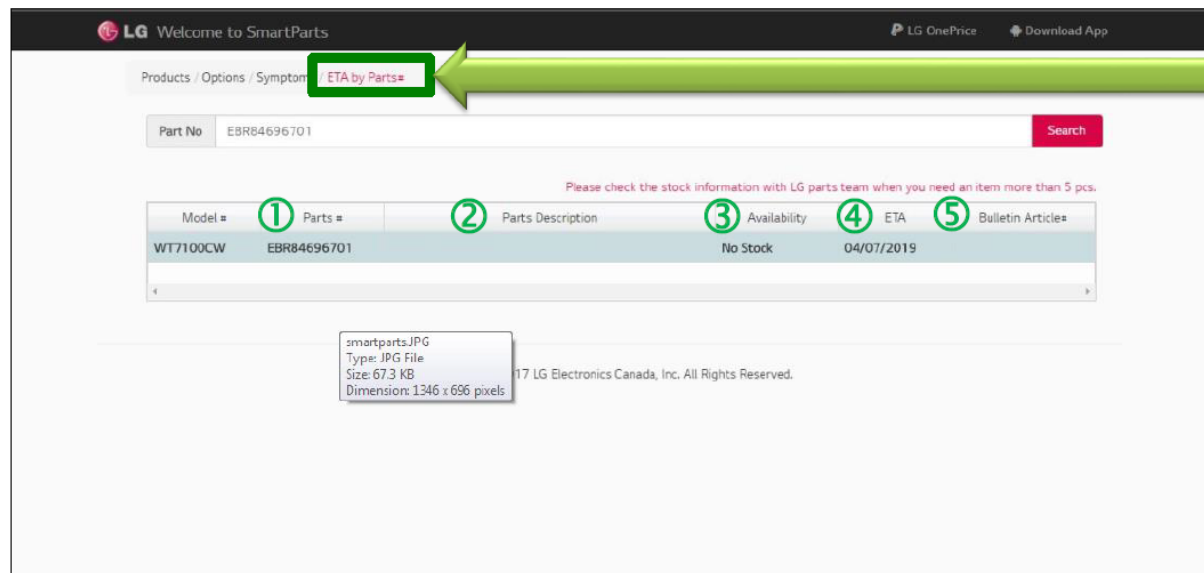
Parts #	Parts Description	Availability	ETA	Bulletin Article#
MDS47123605	Gasket	More than 5	03/11/2019	DFZ201600112
5221ER1003A	Valve Assembly,Inlet	More than 5	02/26/2019	
5220FR2006H	Valve Assembly,Inlet	More than 5	03/03/2019	
4769ER4001B	Float Assembly	More than 5		WW/M20150405
5220FR2075L	Valve Assembly,Inlet	More than 5	02/26/2019	DFZ201500013

Using SmartParts as a Triage tool (cont'd)

1. **Parts #:** The actual part number that can be ordered from LG
2. **Parts Description:** The description of the corresponding part number
3. **Availability:**
 - **More than 5** → We currently have more than 5 pieces in stock of this part number including any substitute parts
 - **Less than 5** → We currently have less than 5 pieces in stock of this part number including any substitute parts
 - **No Stock** → We currently do not have any stock of this part number including any substitute parts
4. **ETA:** ETA of the next shipment of this part number and any substitute part numbers associated with it
5. **Bulletin Article #:** If there is a Service Bulletin on GSFS+ related to this part #, the Service Bulletin number will be visible here. Please access the Service Bulletin through GSFS+ and order and apply the part if applicable.

① Parts #	② Parts Description	③ Availability	④ ETA	⑤ Bulletin Article#
MDS47123605	Gasket	More than 5	03/11/2019	DFZ201600112
5221ER1003A	Valve Assembly,Inlet	More than 5	02/26/2019	
5220FR2006H	Valve Assembly,Inlet	More than 5	03/03/2019	
4769ER4001B	Float Assembly	More than 5		WW/M20150405
5220FR2075L	Valve Assembly,Inlet	More than 5	02/26/2019	DFZ201500013

Using SmartParts as an ETA tool



1. **Parts #:** The actual part number that can be ordered from LG
2. **Parts Description:** The description of the corresponding part number
3. **Availability:**
 - **More than 5** → We currently have more than 5 pieces in stock of this part number including any substitute parts
 - **Less than 5** → We currently have less than 5 pieces in stock of this part number including any substitute parts
 - **No Stock** → We currently do not have any stock of this part number including any substitute parts
4. **ETA:** ETA of the next shipment of this part number and any substitute part numbers associated with it
5. **Bulletin Article#:** If there is a Service Bulletin on GSFS+ related to this part #, the Service Bulletin number will be visible here. Please access the Service Bulletin through GSFS+ and order and apply the part if applicable.

By clicking on “ETA by Parts” at the top of the page, you can search for ETA information on any LG part number if it is not in stock.

* It is strongly recommended that you use Parts Portal in GSFS+ to check availability of a part **first** if the “Availability” shows “Less than 5” as it is updated live. SmartParts is only updated once per day in the morning and may not reflect movement on a part during that same day.

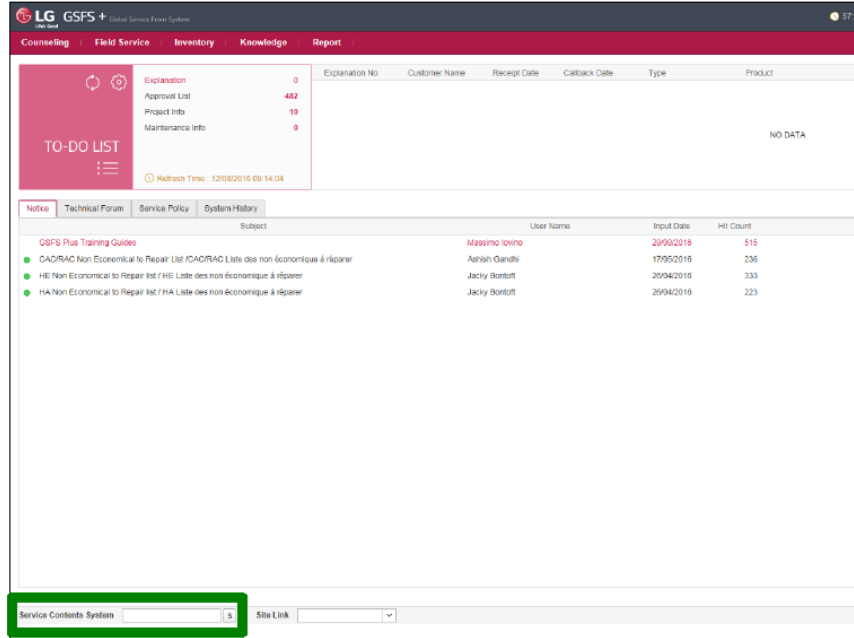
Creating a **better life**
with our customers

What is SCS?

- SCS stands for “Service Contents System”
- SCS is a Technical knowledgebase system
- **Articles created by LG Canada’s Technical Support Team**
- Intended for Service Technicians and triage associates
- Comprised of Articles
 - Articles can be based on:
 - Service Bulletins
 - Repair Tips
 - Parts information
- This is our attempt to simplify and consolidate key technical information on our products. It offers a quick and easy way to find relevant service information on LG products
- Keyword searchable
- Contains information which may not always be found in the Technical Pack or Service Manuals

How do I access SCS?

- SCS is accessed through the GSFS+ Homepage



The screenshot shows the LG GSFS+ homepage. At the bottom, the 'Service Contents System' search bar is highlighted with a green box. It includes a text input field, a search button labeled 'S', and a 'Site Link' dropdown menu.

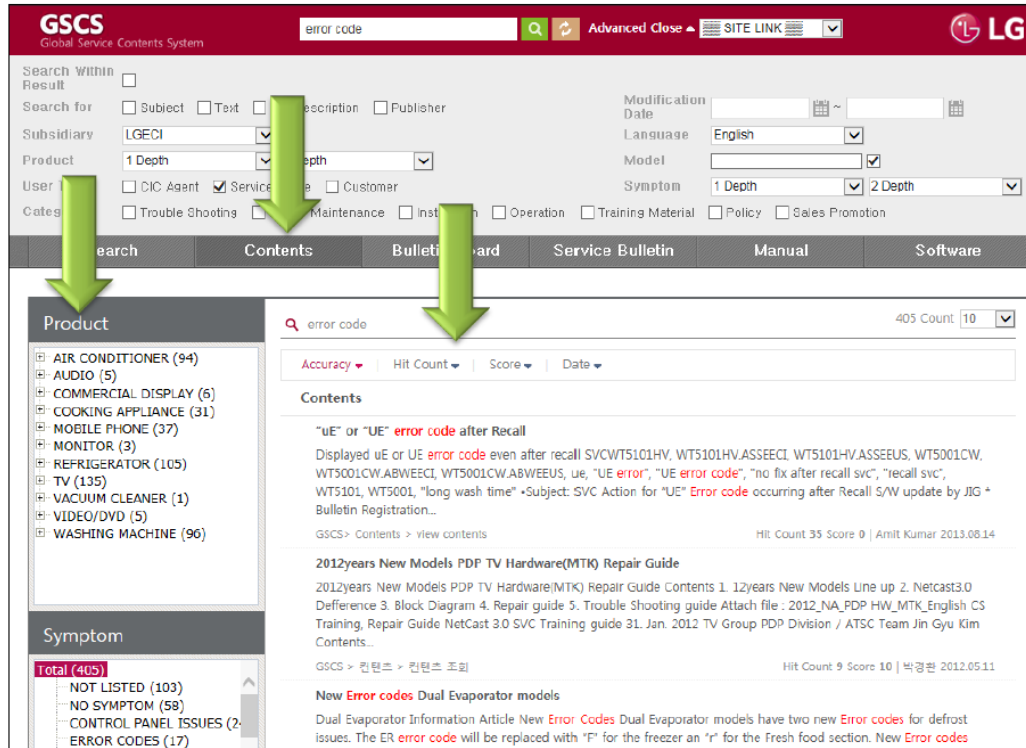
- Located at the bottom of the page
- Enter any keyword(s) into the search box and click on the “S” button



A close-up of the search bar at the bottom of the page. It features a text input field with the placeholder text 'Service Contents System', a search button labeled 'S', and a 'Site Link' dropdown menu.

How do I open up and navigate an article?

- On the page that opens up, click on “Contents”
- You can sort the articles which appear by Product group on the left side
- You can also sort the articles by “Accuracy/Hit Count/Score or Date”



GSCS
Global Service Contents System

error code

Advanced Close

SITE LINK

Search Within Result

Search for ☐ Subject ☐ Text ☐ Description ☐ Publisher

Subsidiary LGECI

Product 1 Depth

User ☐ DIC Agent ☒ Service ☐ Customer

Categories ☐ Trouble Shooting ☐ Maintenance ☐ Installation ☐ Operation ☐ Training Material ☐ Policy ☐ Sales Promotion

Modification Date

Language English

Model

Symptom 1 Depth 2 Depth

Search Contents Bulletin Board Service Bulletin Manual Software

Product

- AIR CONDITIONER (94)
- AUDIO (5)
- COMMERCIAL DISPLAY (6)
- COOKING APPLIANCE (31)
- MOBILE PHONE (37)
- MONITOR (3)
- REFRIGERATOR (105)
- TV (135)
- VACUUM CLEANER (1)
- VIDEO/DVD (5)
- WASHING MACHINE (96)

Symptom

Total (405)

- NOT LISTED (103)
- NO SYMPTOM (58)
- CONTROL PANEL ISSUES (2)
- ERROR CODES (17)

error code 405 Count 10

Accuracy Hit Count Score Date

Contents

"UE" or "UE" error code after Recall

Displayed uE or UE error code even after recall SVC/WT5101HV, WT5101HV.ASSEECI, WT5101HV.ASSEEU, WT5001CW, WT5001CW.ABWEECI, WT5001CW.ABWEEU, ue, "UE error", "UE error code", "no fix after recall svc", "recall svc", WT5101, WT5001, "long wash time" •Subject: SVC Action for "UE" Error code occurring after Recall S/W update by JIG •Bulletin Registration...

GSCS > Contents > view contents Hit Count 35 Score 0 | Amit Kumar 2013.08.14

2012years New Models PDF TV Hardware(MTK) Repair Guide

2012years New Models PDP TV Hardware(MTK) Repair Guide Contents 1. 12years New Models Line up 2. Netcast3.0 Defference 3. Block Diagram 4. Repair guide 5. Trouble Shooting guide Attach file : 2012_NA_PDP HW_MTK_English CS Training, Repair Guide NetCast 3.0 SVC Training guide 31. Jan. 2012 TV Group PDP Division / ATSC Team Jin Gyu Kim Contents...

GSCS > 콘텐츠 > 콘텐츠 조회 Hit Count 9 Score 10 | 박광현 2012.05.11

New Error codes Dual Evaporator models

Dual Evaporator Information Article New Error Codes Dual Evaporator models have two new Error codes for defrost issues. The ER error code will be replaced with "F" for the freezer and "r" for the Fresh food section. New Error codes

How do I open up and navigate an article (cont'd)?

- Once the article is opened up, here is what you will see:

Problem:
SVC action for "UE" error code occurring after recall S/W update by JIG

Cause:
Improve internal algorithm for better washer performance

Solution:
Check the display PGM version because programs on washers have changed (Test Mode):
a) If displayed version is 131 and 130 for WT5101** and WT5001** resp then change rotor and stator
b) If displayed version is not 131 and 130 then update display board with JIG or change that part completely

What does this article address?


Here is the recommended part(s) that we believe will resolve your problem:

Part Description: Rotor and Stator
Part Number: 4413EA1004D and 4417EA1002K Resp
Quantity: 1 each

Replacement parts suggested by article (if any)

*Please see the attached Service Bulletin addressing the "Service Bulletin CI UE Problem after Recall SVC v0 31" and instructions on how to troubleshoot and resolve the problem.

- To view the Service Bulletin or any attachments, click on the link at the bottom of the page and open up the file

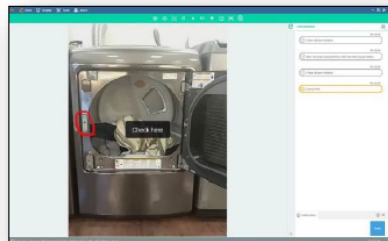


3. File Information			
No.	File name	File Format	File size
1	0 ServiceBulletin_CIUE+Problem+after+Recall+SVC_v0 31(Repaired).pdf	pdf	535 KB

Telepresence

The LG Technical Support team has a very useful phone application called **LG Telepresence**. This allows us to better assist and support you in the field. (This is a great tool)

Using the camera on your device, we can help your technician troubleshoot and diagnose any problems they may encounter. Through the app, we have the ability to interact with the technician **LIVE** while on site!

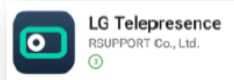


Our Technical Support team can see and hear exactly what your technician sees and hears – just as if we were right there!

The **LG Telepresence App** is available for both Android and iOS devices.

For Android Devices:

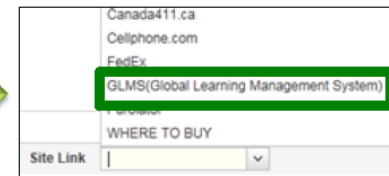
- The App is available through the Google Play Store



For iOS Devices:

- Safari Browser → Type this URL: telepresence.lge.com
- Click “Yes” to open in iTunes & Install “RemoteCall VP”
- Click on App from Home Screen
- If you receive a Pop-Up notification stating that this App has not been trusted → Settings – General - Device Management – RSUPPORT Co., Ltd – Trust

- Toll Free Number: 1-866-543-8324
- Available in both English & French
- Providing support for:
 - HA (Home Appliances)
 - HE (Home Electronics)
 - RAC (Residential Air Conditioning)
 - B2B/Commercial Display
 - Parts
- Hours of support: 8am –7pm EST, Monday-Friday
- Product Training (Live & Online) can be setup by directly emailing the following trainers:
 - **HA:** Eric Chevrier → eric.chevrier@lge.com
 - **HE/B2B:** Nebil Yaylagul → nebil.yaylagul@lge.com
- Online training videos are available through GLMS (Global Learning Management System)
 - Accessible from the GSFS+ home page at the bottom



Below you will find the different chat groups that we have created to provide you with targeted support for the product you are working on.

- If you are using WhatsApp on your mobile device, please click on the below link through your phone
- If you are using WhatsApp on your computer, please click on the below link from your computer

Home Appliance Tech Support (English) → <https://chat.whatsapp.com/lvBAdDGSf5P8nmGSX5E1V2>
(Monday-Friday 8am-7pm EST)

Home Electronics Tech Support (English) → <https://chat.whatsapp.com/KybGGgMvMxQ1h9v941HM9w>
(Monday-Friday 8am-5pm EST)

Everything that I **underlined in yellow** is **important** to know because I see many reclaims that the unit **is working to the manufacture specifications** and the customer **didn't read the user manual**. We go back for a recall on most calls for a **second opinion** when everything **is written in black and white**. This is why the **NPF must be done so TSR can put their notes in the customer profile on the initial visit**. Also, I would always open the user manual and show the customer the information in the book on the initial visit. I would underline and put a big star to make sure they never forget, than I would bring them to the warranty page and **tell them that what I was doing today wasn't covered by the warranty**. I would show them where that information is, **underline it and put a big star so they don't forget**. I always tell everybody I train the **importance of knowing and understanding the owner's manual** because **most of the repairs don't have a fault**. It's mostly **installation issues (electrical or plumbing)**, the appliance **not being maintained properly**, **the customer not reading the user manual causing the issue or the product working to manufacture specifications**.

As mentioned in the past by your team leaders and manager, **only 1 OTC (ONE TIME COURTESY CALL) This applies to all of our appliances**.

All of the information below was taken from the owner's manual in GSFS and can also be found on the LG.com website using WM3500CW.

OPERATION

- Read all instructions before using the appliance and save these instructions.
- Use this appliance only for its intended purpose.
- If the product has been submerged, contact an LG Electronics customer information center for instructions before resuming use.
- If you detect a strange sound, a chemical or burning smell, or smoke coming from the appliance, unplug it immediately, and contact an LG Electronics customer information center.
- Under certain conditions, hydrogen gas may be produced in a hot-water system that has not been used for two weeks or more. HYDROGEN GAS IS EXPLOSIVE. If the hot-water system has not been used for such a period, before using the appliance turn on all hot water faucets and let the water flow from each for several minutes. This will release any accumulated hydrogen gas. As the gas is flammable, do not smoke or use an open flame during this time.
- Do not reach into the washer if the tub or drum, agitator, or any interior parts are moving. Before loading, unloading, or adding items, press Start/Pause and allow the tub or drum to coast to a complete stop before reaching inside.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning the use of the appliance by a person responsible for their safety.

THIS LIMITED WARRANTY DOES NOT COVER:

- Service trips to deliver, pick up, or install the product, instructing a customer on operation of the product, repair or replacement of fuses or correction of wiring or plumbing, or correction of unauthorized repairs/installation.
- Failure of the product to perform during power failures and interruptions or inadequate electrical service.
- Damage caused by leaky or broken water pipes, frozen water pipes, restricted drain lines, inadequate or interrupted water supply or inadequate supply of air.
- Damage resulting from operating the Product in a corrosive atmosphere or contrary to the instructions outlined in the Product owner's manual.
- Damage to the Product caused by accidents, pests and vermin, lightning, wind, fire, floods, or acts of God.
- Damage or product failure caused by unauthorized modification or alteration, or use for other than its intended purpose, or resulting from any water leakage due to improper installation.
- Damage or Product failure caused by incorrect electrical current, voltage, or plumbing codes, commercial or industrial use, or use of accessories, components, or cleaning products that are not approved by LG Canada.
- Damage caused by transportation and handling, including scratches, dents, chips, and/or other damage to the finish of your product, unless such damage results from defects in materials or workmanship and is reported within one (1) week of delivery.
- Damage or missing items to any display, open box, discounted, or refurbished Product.
- Products with original serial numbers that have been removed, altered, or cannot be readily determined. Model and Serial numbers, along with original retail sales receipt, are required for warranty validation.
- Increases in utility costs and additional utility expenses.
- Replacement of light bulbs, filters, or any consumable parts.
- Repairs when your Product is used in other than normal and usual household use (including, without limitation, commercial use, in offices or recreational facilities) or contrary to the instructions outlined in the Product owner's manual.
- Costs associated with removal of the Product from your home for repairs.
- The removal and reinstallation of the Product if it is installed in an inaccessible location or is not installed in accordance with published installation instructions, including the Product owner's and installation manuals.
- Accessories to the Product such as door bins, drawers, handles, shelves, etc.. Also excluded are parts besides those that were originally included with the Product.
- Damage resulting from the misuse, abuse, improper installation, repair, or maintenance of the Product. Improper repair includes use of parts not approved or specified by LG Canada.
- Coverage for "in Home" repairs, for products in-warranty, will be provided if the Product is within a 150 km radius from the nearest authorized service center (ASC), as determined by LG Canada. If your Product is located outside a 150 km radius from a ASC, as determined by LG Canada, it will be your responsibility to bring the Product, at your sole expense, to the ASC for in-warranty repair.

All costs and expenses associated with the above excluded circumstances, listed under the heading, This Limited Warranty Does Not Cover, shall be borne by the consumer.

TO OBTAIN WARRANTY SERVICE AND ADDITIONAL INFORMATION, PLEASE CALL OR VISIT OUR WEBSITE:

Call 1-888-542-2623 (7 A.M. to 12 A.M., 365 days a year) and select the appropriate option from the menu, or visit our website at <http://www.lg.com>

Front Load

-Always check for reverse polarity

-Diagnostic test must be done before and after every repair.

-IE: Drain hose down too far in drain pipe, hot water valve closed, anti flood hoses reversed and debris on hot/cold inlet screens.

-LE: hall sensor (Stator assembly), rotor, wire harness and Main board

-Leaking: Too much soap (traces on rear vent or mushroom valve not working properly), rear water lines loose, plumbing not glued/not vented, customers hot/cold valves defective, debris front gasket, filter not closed properly/cap on drain tube missing.

-Spots on clothes or smell: too much soap, water too cold, no tub clean regularly. maintenance not done.

-Vibration, not on a solid floor, not adjusted properly with anti skid, Lower weight (front tub) and shipping bolts.

-Noise: drain pump, water hammer, rear shell, tub springs, unit too close to the wall and rear lines or power cord hitting the back of the machine causing vibration also rear plate may also cause a vibration.

-Speed wash (3lbs)

-Intermittent on and off= main board

-Buttons not responding: In most cases the user interface is too tight and there are two or more buttons depressing at the same time.

Top Load

-Always check for reverse polarity

-Diagnostic test must be done before and after every repair.

-LE code: normally something caught between the spin basket and the tub, rotor fell because the bolt came loose.

-E6: Motor that engages spin and wash, defective or broken gear on transmission.

-Noise: drain pump, wash plate, side pads suspension rods and rotor.

-Leaking: water lines, not properly leveled, lower boot punctured, customer overloaded the machine probably with bedding, bleach reservoir blocked with lint, plumbing not glued/not vented

-Always change user interface with the main board

-Speed wash (3lbs) and less

-UE, follow procedure in user manual: In most cases caused by a unbalanced load and if the customer receives the right information they could solve the issue themselves.

-Buttons not responding: In most cases the user interface is too tight and there are two or more buttons depressing at the same time.

Oven

- As per user manual, pre-treat cooktop with cream before usage
- Turns On but No Heat, cooktop and oven: Check 240V + neutral
- Oven test: Set Bake at 350oF for preheat, OK if done in 10 minutes + or – 1 minutes. If longer verify for bad connection, oven
Relay board/bake element and wire harness.
- Oven taking too long to heat: Depending on the model always bring Main PCB and oven relay board.
- Gas smell oven: gas should ignite before 25 seconds after the glow ignitor is completely red.
- Replace cooling squirrel cage assembly if safety thermostats are open.
- Connectors must be replaced if replacing the oven relay board and the wires have changed colors.
- If the bake or broil element is defective, always replace the oven relay board with the burnt wires and connectors.
- Oven maintenance easy clean & self clean.
- Self clean: https://youtu.be/-HrmMm_Q2Q8
- Easy clean: <https://www.youtube.com/watch?v=8olecUHllmU>
- Convection cooking: <https://www.youtube.com/watch?v=PawuDwqs3Jc>
- ProBake: <https://www.youtube.com/watch?v=ulCl294jvEM>
- Induction: <https://www.youtube.com/watch?v=14VsN52J4Q>

OTR

- Always check for reverse polarity
- Intermittent heat: bad connection, door switch.
- No heat: magnetron, door switch, main board, fuse link, H.V transformer
- Dead: Safety thermistor, inlet fuse= possible cause (door switch) or H.V capacitor short and the customers power source 20 amp circuit required in most cases, the circuit will trip out.
- Noise: unbalanced or broken blower fan, bad installation, Magnetron, H.V diode short, stirrer motor, debris under the turntable ring.
- Clock counting down but nothing is turning on: door switch issue/ door hook issue/alignment.
- RF emission test should be done after every repair.

Dryer

- Dryer won't turn off: Main board issue
- No heat: Voltage check 240V + neutral, heater element assembly, centrifugal switch main motor.
- Noise: rollers, drum, motor, blower, idler, both front tabs that hold the cover assembly need adjustment and possible wire harness or venting vibration.
- Intermittent heat: Bad contact heater or (outlet), vent blockage, centrifugal switch in motor, main board

Fridge

- LBNA to LANA = update required/condenser coil/RX11/Nitrogen
- R600/FLE compressor discontinued changed to FLD
- Delivery companies that disassemble a product before entering a home because the unit doesn't fit through the entrance.

Dryer, Fridge and Dishwasher

Reclaim issues for these 3 appliances will be sent with this presentation.

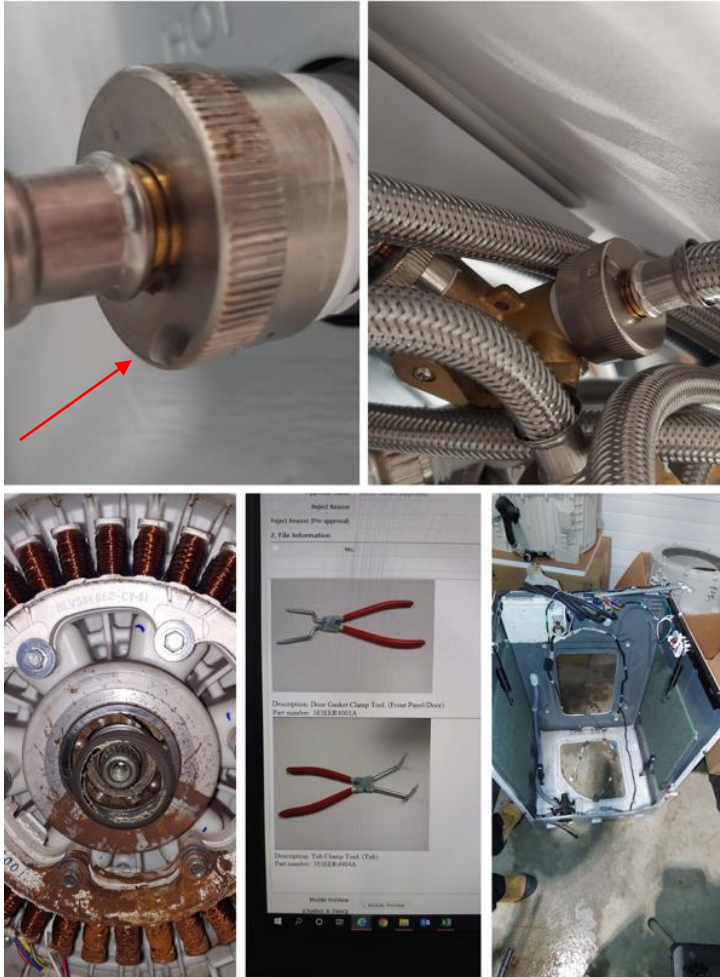
Pictures



Pictures

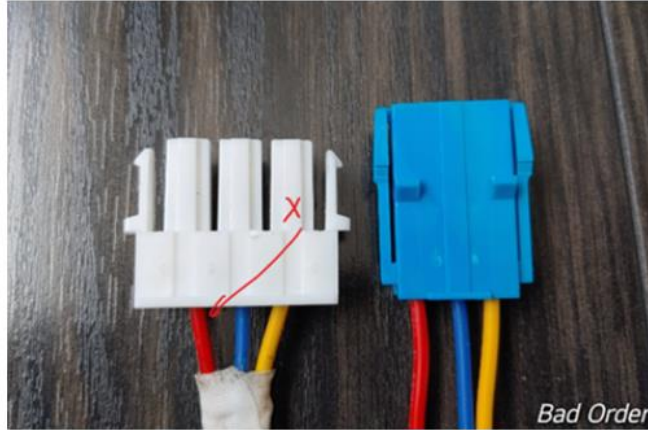


Pictures

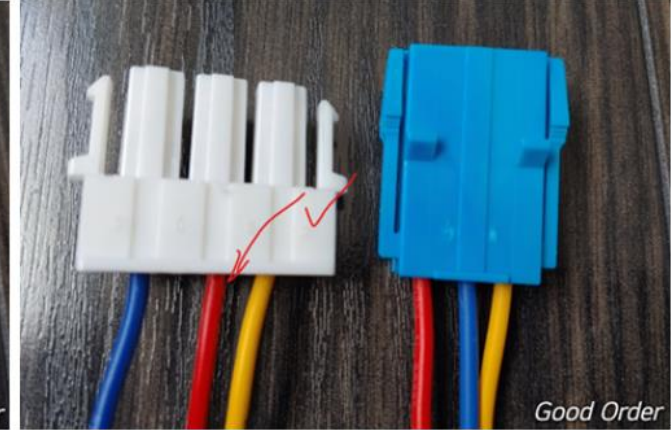




1) New part#EAD62061005 in our warehouse (incorrect)



2) Original part, correct one.



Arc Fault Circuit Interrupter

In light of this situation, Siemens is aware of the issue and we received the following statement from Siemens Canada. Please pass this information to your customers if you find the issue:

"As discussed, the QA115AFC breaker is an early generation of our Arc Fault breaker.

We have since come out with a newer version Arc Fault breaker, QA115AFCCSA, that I would recommend as a first step in the resolution process. We have found this does resolve the tripping issues.

Customers can return the tripped breaker the to the authorized retailer under warranty and exchange for a new breaker."

Test Mode Quad Wash

3-3. TEST MODE

CHECK PROGRAM Before 106XX

BUTTON	Times button is pushed	Top Display	Load and Checking points		Door open/closed	Remark
			Load	LED lighting		
POWER +START	1 TIME	n35/U00/D00 (version)		All LEDs are lit	Either	"nC" will be displayed when NFC or Wifi Module fails.
POWER +AUTO +START (LDF5678**, LDT5678**, LDT5555**)	1 TIME	n**/U**/D** (version)		All LEDs are lit	Either	"nC" will be displayed when NFC or Wifi Module fails.
POWER + EXTRA DRY + START (LDFN343**)	1 TIME	n**/U**/D** (version)		All LEDs are lit	Either	
Start	1 TIME	Sump Temp(°C)	Dispenser	Power Button is lit Rinse aid Refill LED flashes (if rinse aid needs refilling) other LED are turned Off	Closed	"EE" will be displayed when EEPROM is fails.
	2 TIME	N02	Drying Fan Motor Drying Actuator		Closed	
	3 TIME	Soil Level	Soil Sensor		Closed	
	4 TIME	Drain Motor RPM	Drain Motor		Either	
	5 TIME	Frequency	Inlet Valve		Closed	
	6 TIME	Washing Motor RPM	Washing Motor		Closed	
	7 TIME	Washing Position	Washing Heater Vario Valve		Closed	Un : Detecting Washing Position Lo : Detecting Complete "nE" will be displayed when Vario Valve fails.
	8 TIME	-	Power Off		Either	

- 30 -

3-3. TEST MODE



CHECK PROGRAM After 106XX

BUTTON	Times button is pushed	Top Display	Load and Checking points		Door open/closed	Remark
			Load	LED lighting		
POWER +START (LUDP8908**)	1 TIME	n35/U00/D00 (version)		All LEDs are lit	Either	"nC" will be displayed when NFC or Wifi Module fails.
POWER +AUTO +START	1 TIME	n**/U**/D** (version)		All LEDs are lit	Either	"nC" will be displayed when NFC or Wifi Module fails.
POWER + EXTRA DRY + START (LDFN343**)	1 TIME	n**/U**/D** (version)		All LEDs are lit	Either	
Start	1 TIME	Sump Temp(°C)	Dispenser	Power Button is lit Rinse aid Refill LED flashes (if rinse aid needs refilling) other LED are turned Off	Closed	"EE" will be displayed when EEPROM is fails.
	2 TIME	N02	Drying Fan Motor Drying Actuator		Closed	
	3 TIME	Soil Level	Soil Sensor		Closed	
	4 TIME	Drain Motor RPM	Drain Motor		Either	
	5 TIME	Frequency	Inlet Valve		Closed	
	6 TIME	Washing Motor RPM	Washing Motor		Closed	
	7 TIME	Washing Position	Washing Heater Vario Valve		Closed	Un : Detecting Washing Position Lo : Detecting Complete "nE" will be displayed when Vario Valve fails.
	8 TIME	-	Power Off		Either	

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Ductwork

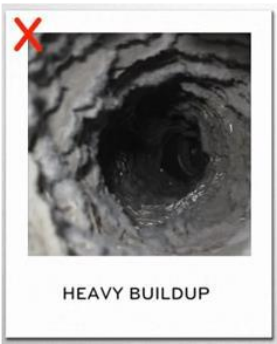
Wall Cap Type	Number of 90° Elbows	Maximum length of 4-inch diameter rigid metal duct
 a: 4" (10.2 cm)	0	65 ft.(19.8 m)
	1	55 ft.(16.8 m)
	2	47 ft.(14.3 m)
	3	36 ft.(11.0 m)
 b: 2.5" (6.35 cm)	4	28 ft.(8.5 m)
	0	55 ft.(16.8 m)
	1	47 ft.(14.3 m)
	2	41 ft.(12.5 m)
	3	30 ft.(9.1 m)
	4	22 ft.(6.7 m)



BLOCKED VENT HOOD



CRUSHED VENT HOOD

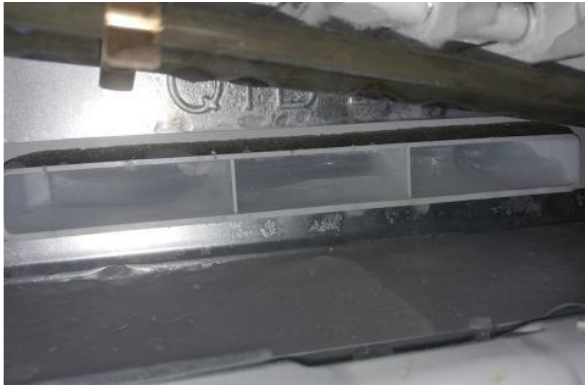


HEAVY BUILDUP

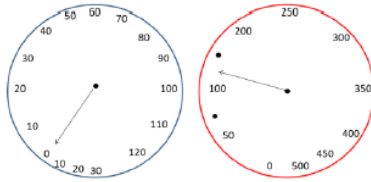
Use only 4-inch (10.2 cm) **rigid, semi-rigid or flexible metal ductwork** inside the dryer cabinet and for venting outside



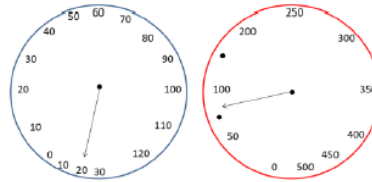
The freezer is ok but not the fridge.



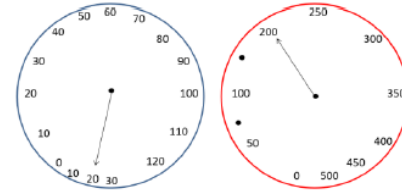
134A Normal Pressures



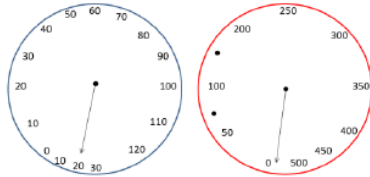
134A High Side Leak



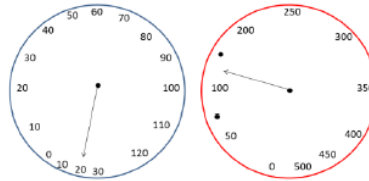
134A Low Side Leak



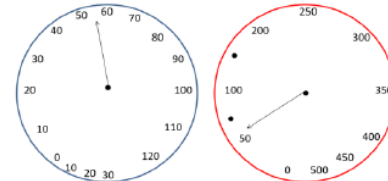
134A High Side Restriction



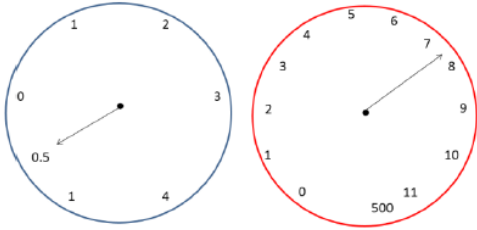
134A Low Side Restriction



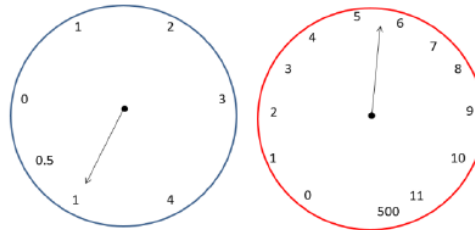
134A Inefficient Compressor



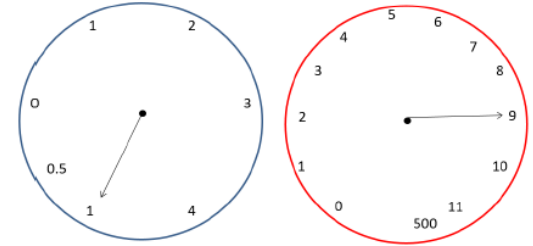
R600 Normal Pressures



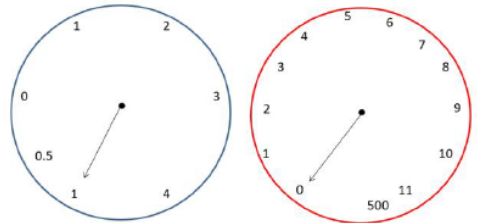
R600 High Side Leak



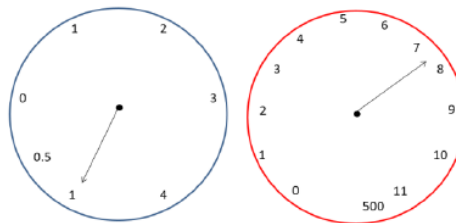
R600 Low Side Leak



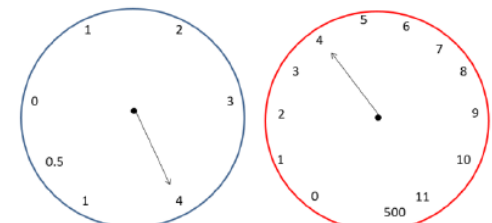
R600 High Side Restriction



R600 Low Side Restriction



R600 Inefficient Compressor



Normal Operating Ranges

(all ranges are for test mode 1)

Voltage (V)- 165—185 VAC
Amperage (A)- 0.5—0.7 Amps
Discharge Temp (DT)- 20f above Ambient
Condenser Temp (CT)- 15f above Ambient
Low Pressure (LP)- 3"Hg —5PSIg
High Pressure (HP)- 90PSIg—120PSIg

*Make sure condenser coils are clean for accurate results

Fridge Operations

Test modes
1 opens 3-way valve into the all open position after 15 sec. Turns on all fans in the high position. Turns on compressor.
2 opens 3-way valve to FF section only all FF fans on 3 turns on defrosters and goes through defrost cycle

* If there is an error or blink code unit will be kicked out of test modes (Applies to unplugged sensors and fans) Unplug unit to get out of test modes

Low Side Leak

(V)- 165-260 VAC
(A)- High
(DT)- High
(CT)- High
(LP)- Variable (from deep vacuum to 40 PSIg)
(HP)- Variable (from 75 PSIg to 270 PSIg)

*Check evap for leaks at turn joints and under copper to aluminum solder
*FF evap ending in 1802 has know issue

High Side Leak

(V)- 150-165 VAC
(A)- Low
(DT)- Low
(CT)- Low
(LP)- Deep vacuum to 0 PSIg
(HP)- Low

*Check for leaks in the condenser because of rust, at compressor stub out to condenser and at dryer

High Side Restriction (before dryer)

(V)- 150-165 VAC
(A)- Low
(DT)- Low/ Ambient
(CT)- Low/Ambient
(LP)- Variable (from deep vacuum to 40 PSIg)
(HP)- Variable (from deep vacuum to 40 PSIg)

*Check connection going into dryer and condenser
**Most common after repair

High Side Restriction (after dryer)

(V)- 150-165 VAC
(A)- Low
(DT)- Low/ Ambient
(CT)- Low/ Ambient
(LP)- vacuum
(HP)- Steady state pressure for ambient temp.

*Check dryer discharge, 3-way valve operation
**Still have liquid refrigerant at dryer

Low Side Restriction

(V)- 150-165 VAC
(A)- Low
(DT)- Low
(CT)- Low
(LP)- Vacuum/ Deep vacuum
(HP)- Normal to Low

*Partial frost pattern on one evap

Inefficient compressor

(V)- Variable
(A)- Variable
(DT)- Warm-Ambient
(CT)- Ambient
(LP)- 20PSIg-60PSIg
(HP)- 45PSIg-75PSIg

*Partial cooling, compressor can be warm to ambient depending on unit

Blink Codes

1 Voltage error (PCB, Reset, or Compressor)
2 Stroke trip (Fast charging)
3 Inverter (PCB or Compressor)
5 Piston locked (Compressor)
6 Over current (Compressor, Leak or Restriction)
7 IPM short (Wiring, Harness, PCB, or Compressor)
8 MICON error (PCB)

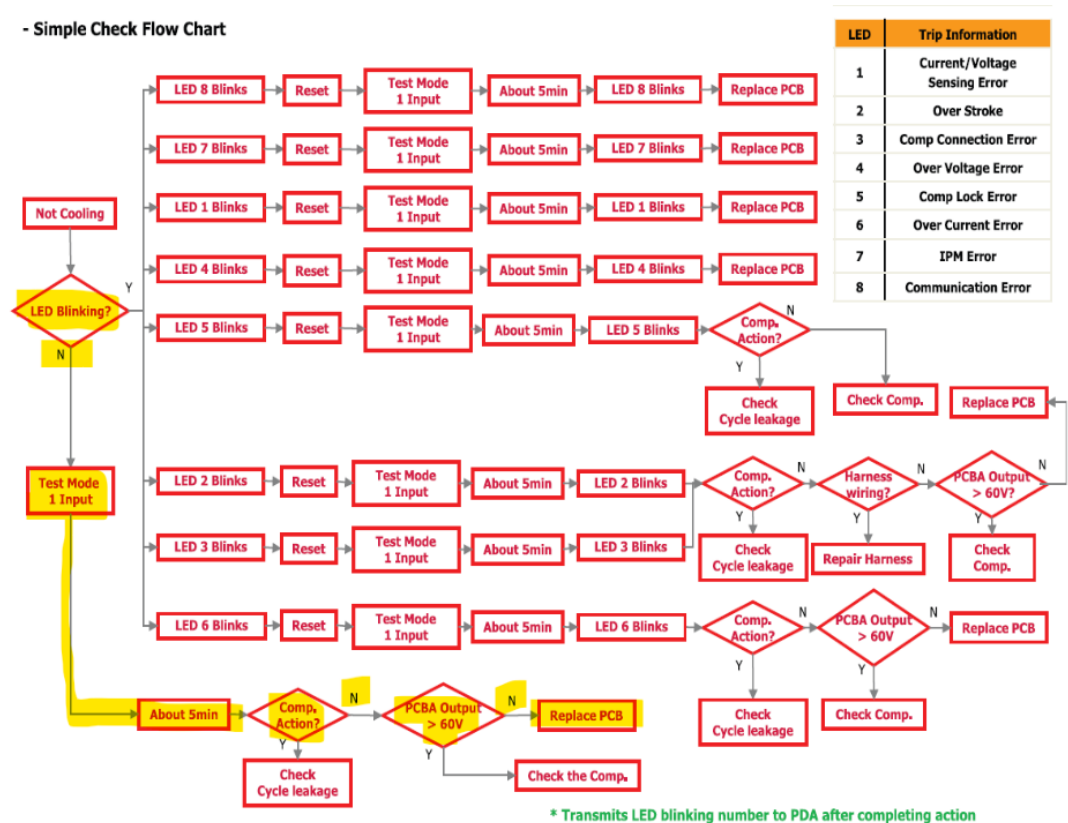
◆ LOKRING CONNECTOR SIZE



NO	Where to use (mm)	PART NUMBER	CONNECTOR NAME	LOKRING SIZE(mm)	LOKRING SIZE(inch)	Shape
1	Condenser connection(4.76)	MGZ63047101	LOKRING 5 NK <u>Ms</u>	5	3/16	
2	6.35 Pipe connection	MGZ63047201	LOKRING 6 NK <u>Ms</u>	6	1/4	
3	6.35 Evaporator pipe connection (AL)	MGZ63047202	LOKRING 6 NK AI	6	1/4	
4	8.0 Pipe connection	MGZ63047501	LOKRING 8 NK <u>Ms</u>	8	5/16	
5	8.0 Evaporator pipe connection (AL)	MGZ63047502	LOKRING 8 NK AI	8	5/16	
6	Condenser(4.76) + Hot Line(4.0)	MGZ63047801	LOKRING 5/4 NR <u>Ms</u>	5 / 4	3/16 : 5/32	
7	Comp high side pipe	MGZ63047901	LOKRING 7/5 NR <u>Ms</u>	7 / 5	- : 3/16	
8	Comp suction pipe, Process pipe	MGZ63048001	LOKRING 8/6 NR <u>Ms</u>	8 / 6	5/16 : 1/4	
9	Drier Inlet(1Eva, 2Eva) / Drier Outlet(2Eva)	MGZ63048101	LOKRING 4 NK <u>Ms</u>	4	5/32	
10	Drier – Capi tube	MGZ63048201	LOKRING 4/2 NR <u>Ms</u>	4 / 2	5/32 : 5/64	
11	T Charging(Comp+S/Pipe)	MGZ63447001	LOKRING 6 NK <u>Ms</u> SV	6	1/4	
12	6.35 Evaporator – Capi (AL)	MGZ63447201	LOKRING 6/2 NR AI	6 / 2	1/4 : 5/64	
13	8.0 Evaporator - Capi (AL)	MGZ63447202	LOKRING 8/2 NR AI	8 / 2	5/16 : 5/64	
14	Drier - Drier (SCD)	MGZ63847101	LOKRING 3.5 NK <u>Ms</u>	3.5/3.5	- : -	
15	Drier Outlet - 3 Way Valve(SCD)	MGZ63847201	LOKRING 4/3.2 NR <u>Ms</u>	4/3.2	5/32 : -	
16	Evaporator Pipe - Evaporator Pipe(OD 8.5)	MGZ63847301	LOKRING 8.5 NK AI	8.5/8.5	- : -	

R600 Flow Chart

- Simple Check Flow Chart





Have a Good Week