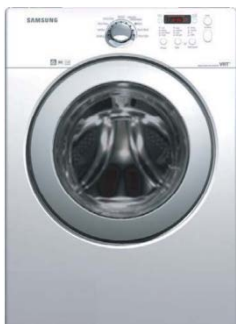




Model:
DV365ETBGSF/A1

Bulletins:



Fast Track Troubleshooting

IMPORTANT SAFETY NOTICE – “For Technicians Only” This service data sheet is intended for use by persons having electrical, electronic, and mechanical experience and knowledge at a level generally considered acceptable in the appliance repair trade. Any attempt to repair a major appliance may result in personal injury and property damage. The manufacturer or seller cannot be responsible, nor assume any liability for injury or damage of any kind arising from the use of this data sheet.

Publication # Dr DV365** Production Date 05/06/14

Support Information:

HELP: 1-888-751-4086 (Tech Sup. – ASC/SSD)

1-866-894-0637 (Tech Sup. - FE/ME)

GSPN: <http://gspn3.samsungcsportal.com/main.jsp>

PLUS ONE: <http://my.plus1solutions.net/clientPortals/samsung>

Dryer Q&A

Q. What does it mean when chasing light appear in the display?	A. The chasing lights appear in the display when Wrinkle Prevent is selected. This lets you know that the dryer is tumbling intermittently for 95 minutes with room temperature air after the cycle is complete to reducing wrinkling. The load is dry and can be removed at any time during Wrinkle Prevent.
Q. Why is the estimated drying time so long?	A. The initial estimated drying time will be longer because the dryer has not yet detected the amount of moisture in the load. After the dryer has been running for several minutes, a more accurate estimate will be displayed. Remember, the times are estimated. The actual drying time may be longer or shorter, depending on the load.
Q. My dryer seems to run longer than I expect. Why?	A. The dryer automatically senses the dryness level of load. Be careful to avoid overloading your dryer. For best drying results, avoid mixing heavy and lightweight items in the same load.
Q. My dryer has an unpleasant Odor	A. The lint trap has not been cleaned. If the lint trap is not cleaned it can block moisture from escaping from the drum and the air inside is recycled, through the old lint. This concept also applies to lint clogging the exhaust duct. Both conditions can also lead to moisture being trapped in the drum, which will prevent the dryer from drying clothes completely. B. The clothes from the washing machine were sitting in the washing machine for too long and started to mildew or sour, or there was an odor from the washing machine. When sour clothes are first pulled out of the washing machine, the smell may be less noticeable. However, once heat is applied, the smell is intensified. C. A small animal (birds, Mice, lizards, etc) has climbed into the exhaust vent. Small animals are drawn to the exhaust vent because of the warmth. It is very important to cover this vent with a laundry exhaust vent cover.

ELECTRIC AND GAS DRYER

Weather Hood Type

Recommended



4" (10.16 cm)

Use only for short-run installation



2.5" (6.35 cm)

No. of 90° elbows	Rigid	Metallic Flexible*	Rigid	Metallic Flexible*
0	24.4 m (80 ft.)	12.4 m (41 ft.)	22.6 m (74 ft.)	10.1 m (33 ft.)
1	20.7 m (68 ft.)	11.2 m (37 ft.)	18.9 m (62 ft.)	8.8 m (29 ft.)
2	17.4 m (57 ft.)	10.1 m (33 ft.)	15.5 m (51 ft.)	7.6 m (25 ft.)
3	14.3 m (47 ft.)	9.0 m (29 ft.)	12.5 m (41 ft.)	6.5 m (21 ft.)

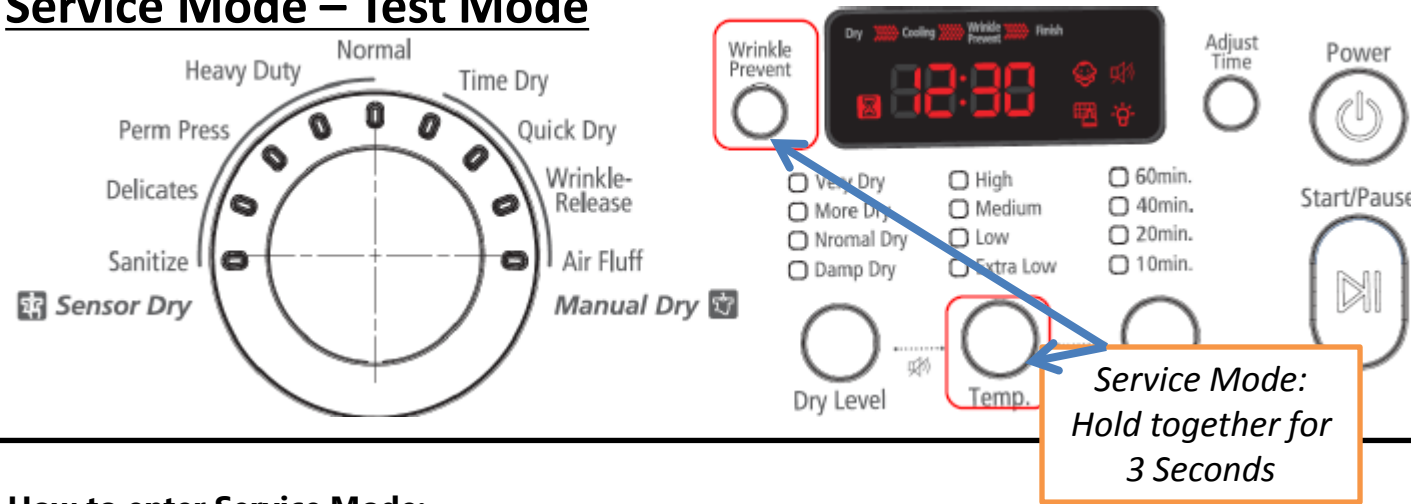
* Do not use non-metallic flexible duct.

Clogged Vent

- Clogged vents will prevent the clothes from drying properly
- Make sure the vent is clear of debris and lint build-up



Service Mode – Test Mode



How to enter Service Mode:

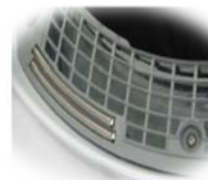
- To enter Service Mode , press Wrinkle Prevent + Temp. Keys 3 seconds in normal mode until it sends out a beeping sound.

SENSOR BAR Check - How to Enter:

- Press Temp + Signal for 3 seconds during the drying process (same for all Frontier models.)

When there are wet items being dried, data will add up (from 0 to 1200 and repeating) as the wet clothes touch the sensor bars.

It is to check the moisture sensor bars (if it does not change with wet clothes inside, check the sensor bars.)



Sensor Bars



Unplug connector and measure its resistance.
Pin #4 to Pin # 5 of CN6

Infinity dry load $190 \Omega \pm$
10% wet load

Continuous Run

How to Enter :

Press Wrinkle Prevent + Time for 7 sec during Power On State (normal user mode).

Once in Continuous Run Mode, display “CC” for 1 sec and the remaining time for 2 sec in turns.

The previous cycle will restart during Continuous Run Mode until the mode is deactivated.

During Continuous Run Mode, press Wrinkle Prevent + Time for 7 seconds to go back to normal user mode.

System Check Mode

How to enter:

While in Power Off, pressing the Dry Level + Power buttons simultaneously will put the dryer into the System Check mode “t2” will display.

System Check Mode Progress

t2 mode Function Performed Start/Pause Motor(CW) Relay On → Heater Relay On → Heater Relay Off → Motor(CW) Relay Off (Circulation)

Software Version

How to Enter:

At Service Mode, press Temp until it sends out a beeping sound
ex) In case of “U105”, U0 means major version “V1”, 05 means minor version “05”.

If press Temp key In Software Version Mode, it will return to Service Mode.

Definition of Software Version Mode

- It is to retrieve its software version

Cycle Count

How to Enter:

Press the Time Key in Service Mode.

Definition of Cycle Count Touch Data Mode:

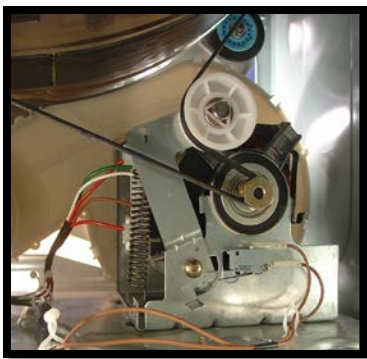
This mode will bring up the total number of cycles that the Unit has done.

Error Codes

Error Display	Trigger	Action Taken
LED		
tS	The Thermistor resistance is very low or high.	Check for : - Clogged lint screen - Restricted vent system. - Check Thermistor resistance.
tO		
dO	Running the dryer with door open	Check for : - Close the door, and run the dryer - Loose or open wire terminals at the Door sensor circuit.
dF	Invalid state for more than 0.25 seconds	Check for : - Loose or open wire terminals at the Door sensor circuit.
bE	Invalid state of key circuit short for 75secs	Check for : - If the display PCB key circuit is shorted or not
od	Invalid Dry time in excess Dry time	Check for : - Sensor bar Open - Using Adjust time Up excessively
hE	Invalid heating Temp in running the dryer	Check for : - Restricted vent system. - Check Thermistor resistance.
Et	Invalid state of EEprom communication	Check for : - PCB with EEprom circuit
FE	Invalid power source Frequency	Check for : - Not using regular power source frequency - Invalid power frequency sensor circuit

Reference Info

Belt Position



■ Proper grounding and polarization for 120 volts wall outlets

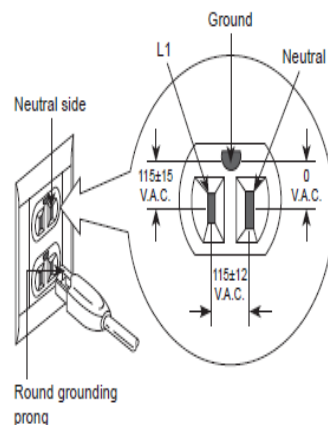
For the safety of our customers and the service technician ALL gas dryers have a three-prong power cord and MUST be connected to a properly polarized and grounded wall outlet. This information was written for those who do not understand grounding and polarization of a wall outlet. A 120 VAC wall outlet must always be wired as shown right.

Polarization - This means that the larger slot must be neutral and the small slot must be hot (live).

Mispolarized - The outlet is miswired so that the larger slot is hot (live) and the smaller slot is neutral.

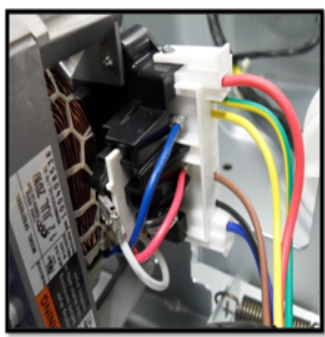
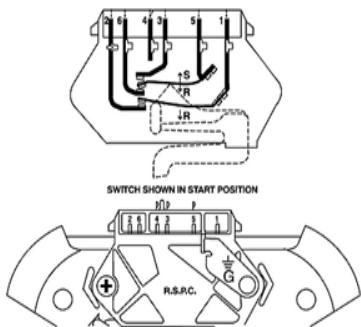
Grounded - This means the round hole connection is connected to ground through a connection to the main power panel.

Ungrounded - The round hole connection is not connected to a ground and/or the main power panel.



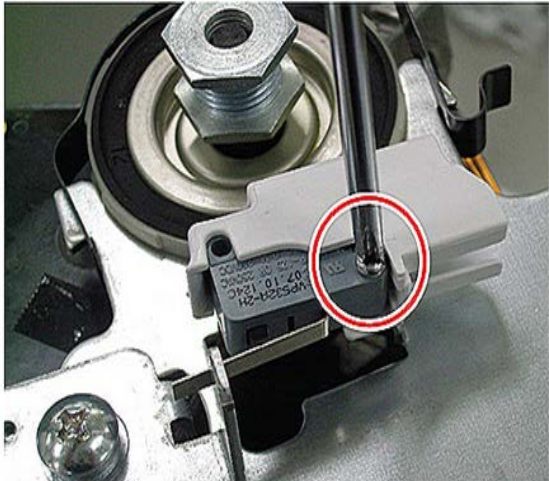
Troubleshooting

Checking the Motor



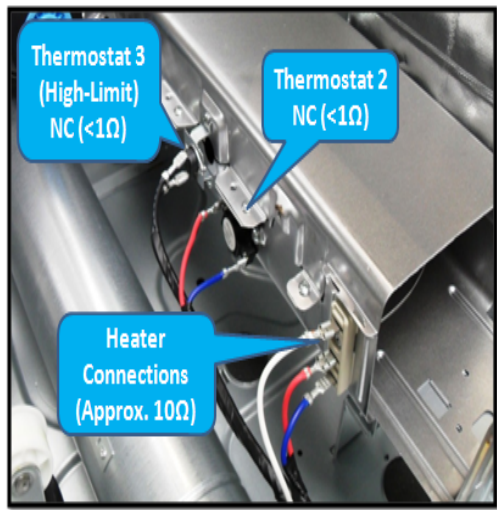
- Unplug the harness connector and the test motor circuits.
- Pin 3 and Pin 4 (Windings) should read ~2.88 Ω
- Pin 4 and Pin 5 (Windings) should read ~2.88 Ω
- Pin 1 and Pin 2 (Centrifugal switch) should read ∞

Belt Tension Sensor Switch



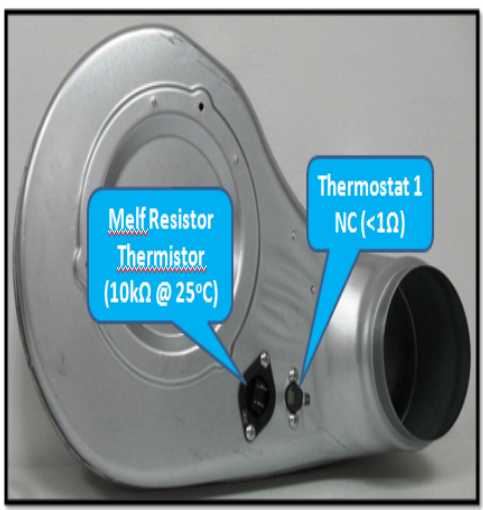
While inspecting the motor, check and adjust the belt tension switch. Replace if necessary while the motor is out of the machine

If no Heating!! *Electric* Dryer Heater Component Check



- Thermostat 2 is normally closed and directly tied to the heater connections; it will open up if the heating element gets too hot
- Thermostat 3 (High-Limit) is normally closed and will open up and shut down the dryer if it detects an excessively high temperature
- A defective High-Limit thermostat will prevent the dryer from operating

Blower Housing Component Check



Thermostat 1 is normally closed and will open up if the temperature in the exhaust fan gets too hot (trapped lint fire)

The Melf resistor thermistor monitors the temperature in the dryer, and feeds the information back to the Main PCB; this controls the function of the heating element

*** If the basket does not spin check the Thermostat 1***

Troubleshooting

GAS

If no Heating!!

Heating on Gas Dryer



- Valve Pin 1-2: Resistance value 1.2K ohm
- Valve Pin 1-3: Resistance value 0.5K ohm
- Valve Pin 4-5: Resistance value 1.2K ohm
- Valve Pin 2-3: Resistance value 1.9K ohm

•If resistance is infinity (OL). Replace valve

*If you hear noise coming from the gas valve do not try and fix the valve
replace the whole valve*



Flame Radiant Sensor is mounted on the Duct Ass'y

1K ohm = Good

OL= NO Good

Igniter mounts on the Burner Ass'y

Resistance 40 to 400 ohms = Good

OL= NO Good

High Limit Thermostat

1 ohm = Good

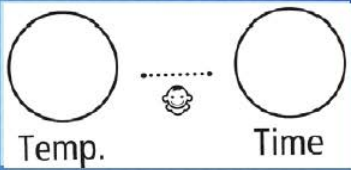
OL= NO Good

- No Power:**
 - ✓ Check outlet
 - ✓ Check Terminal Block
 - ✓ Check the Main Board
 - ✓ Check the Sub Board
 - ✓ Check Wire harness
- No Heat :**
 - ✓ Check Heating Components (TCO/Heater Coil)
 - ✓ Check Main Board
 - ✓ Check the Centrifugal Switch (Also may cause weak heating)
 - ✓ Check for Clogged Vent
- No Spin:**
 - ✓ Check Belt cut off
 - ✓ Check Main PCB (Relay)
 - ✓ Check TCO
 - ✓ Check Centrifugal Switch / Motor

Child Lock

How to Activate & Deactivate

- To turn Child Lock on or off, press the Temp. and Time buttons simultaneously for 3 seconds.
- To cancel it, repeat the above.



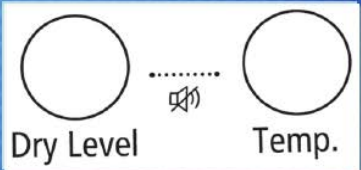
Description:

- 1.You can set Child Lock while your dryer is running.
2. Once you turn Child Lock on, no button, except for the Power button, will respond until you release the Child Lock function.
3. The Child Lock indicator will be lit.

Sound Off

How to Activate & Deactivate

- To turn the Sound Off function on or off, press the Dry Level and Temp. buttons simultaneously for 3 seconds.
- To cancel it, repeat the above.



Description:

- 1.You can set Sound Off while your dryer is running.
2. Once you have activated Sound Off, the button and operating sounds are muted until you deactivate it.
3. The Sound Off indicator will be lit.

Models with wrinkle prevent option may create some confusion for the customer.

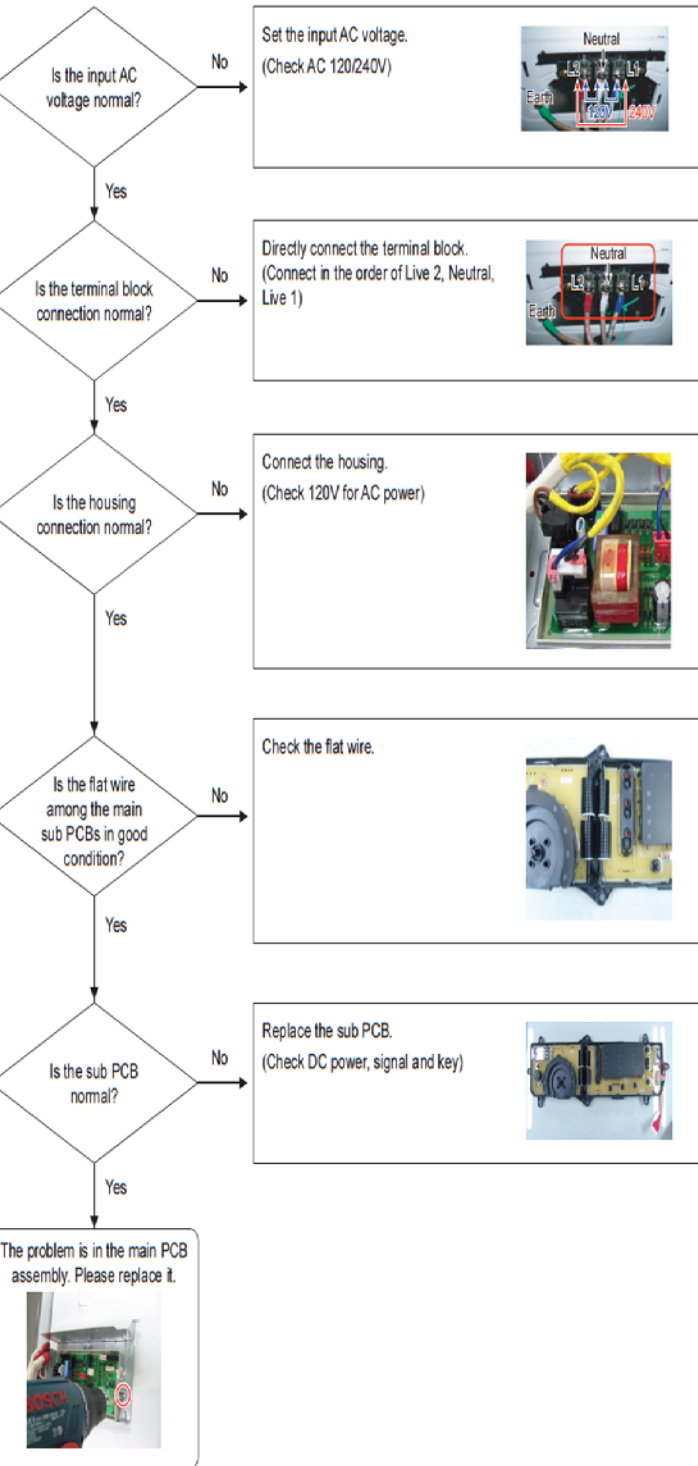
After the unit stops drying it will continue to spin/stop this is normal to prevent clothing from wrinkling the unit will continue to spin and stop for a while.

The customer may complain about the unit not stopping or spinning for no reason (Please explain to the customer and check this option)

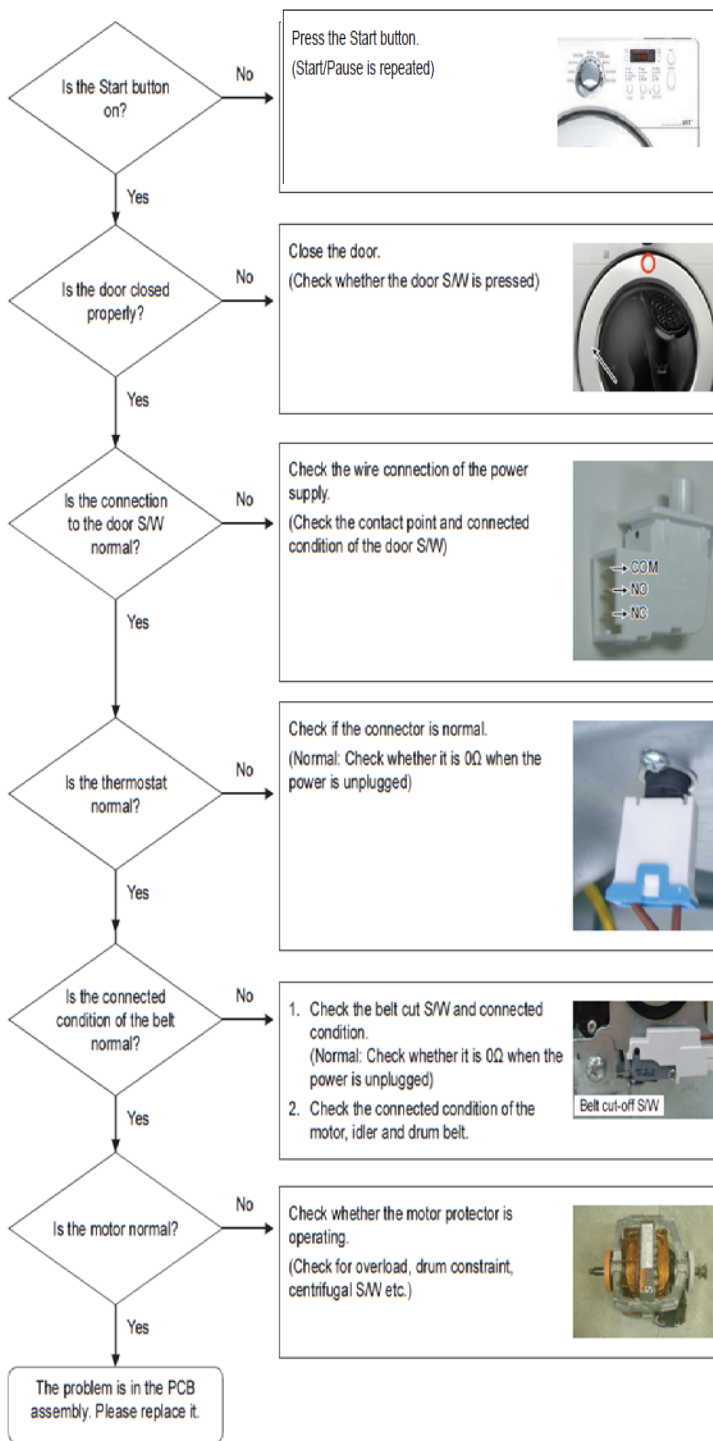


Troubleshooting

■ The power does not work.

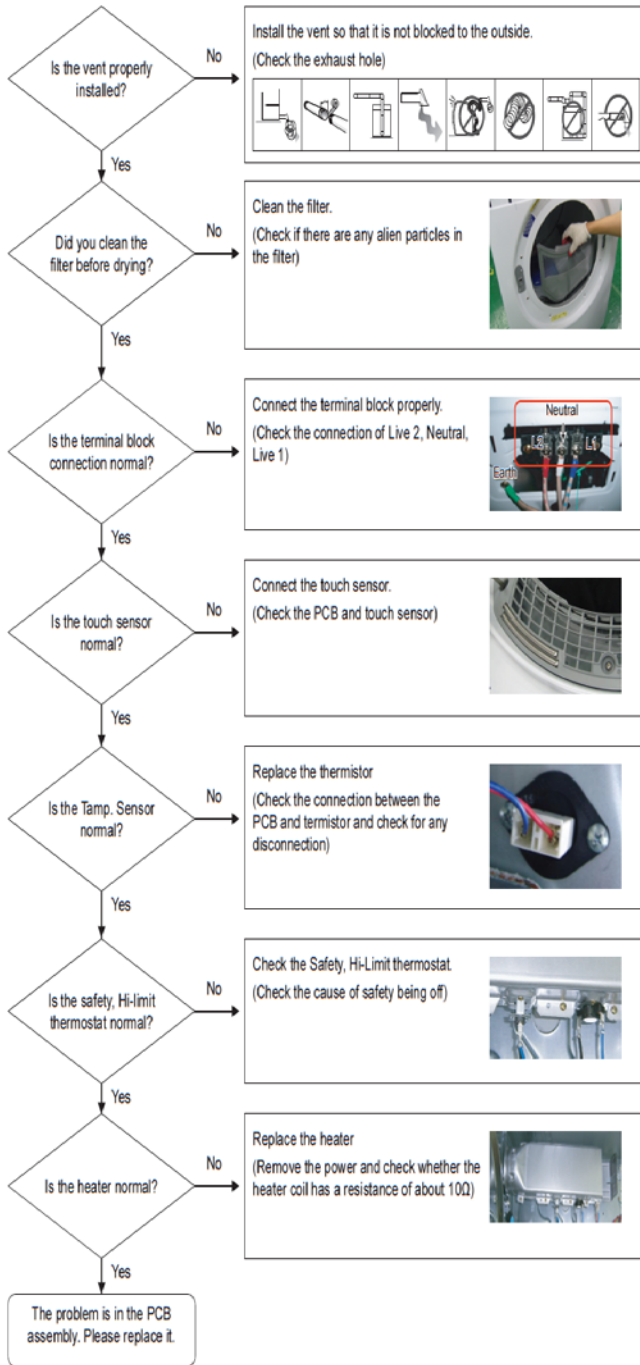


■ The drum does not work.

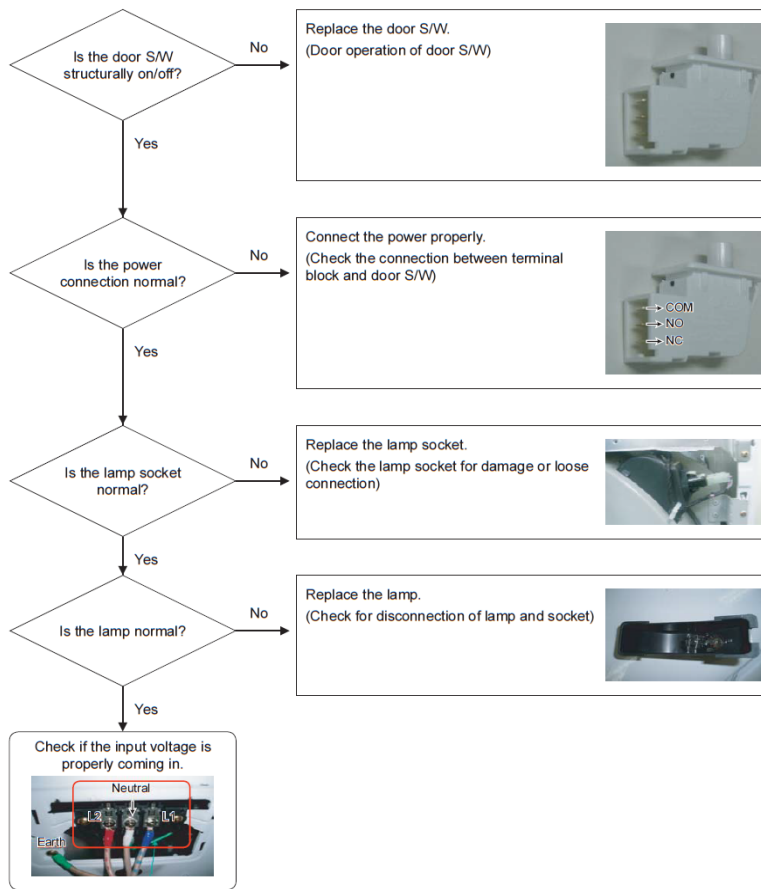


Troubleshooting

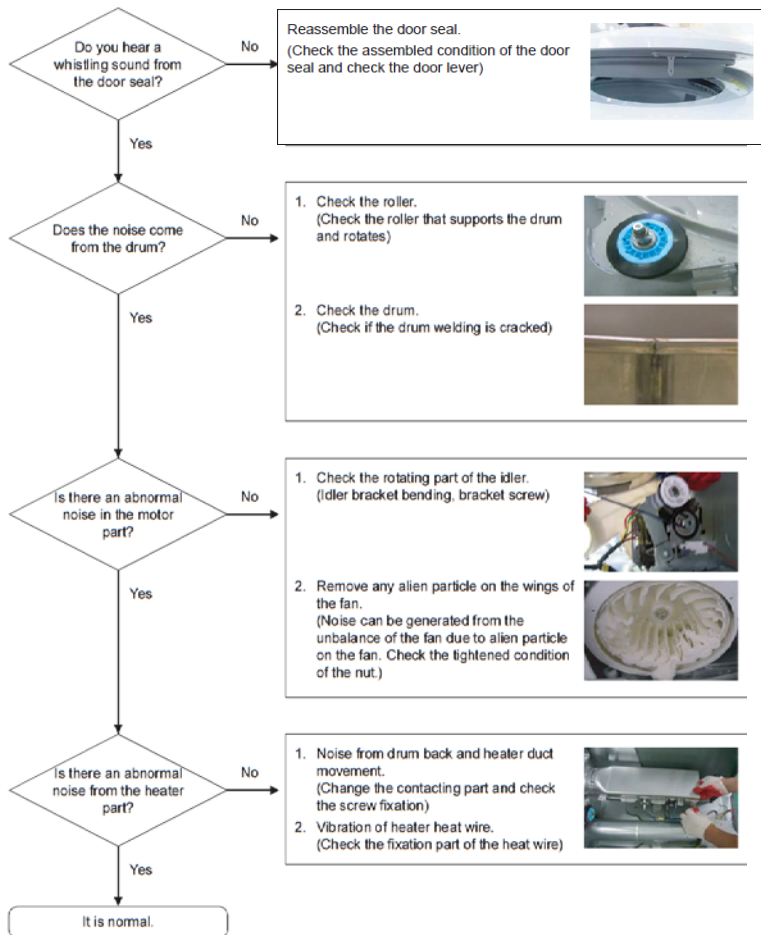
■ The clothes are not dried.



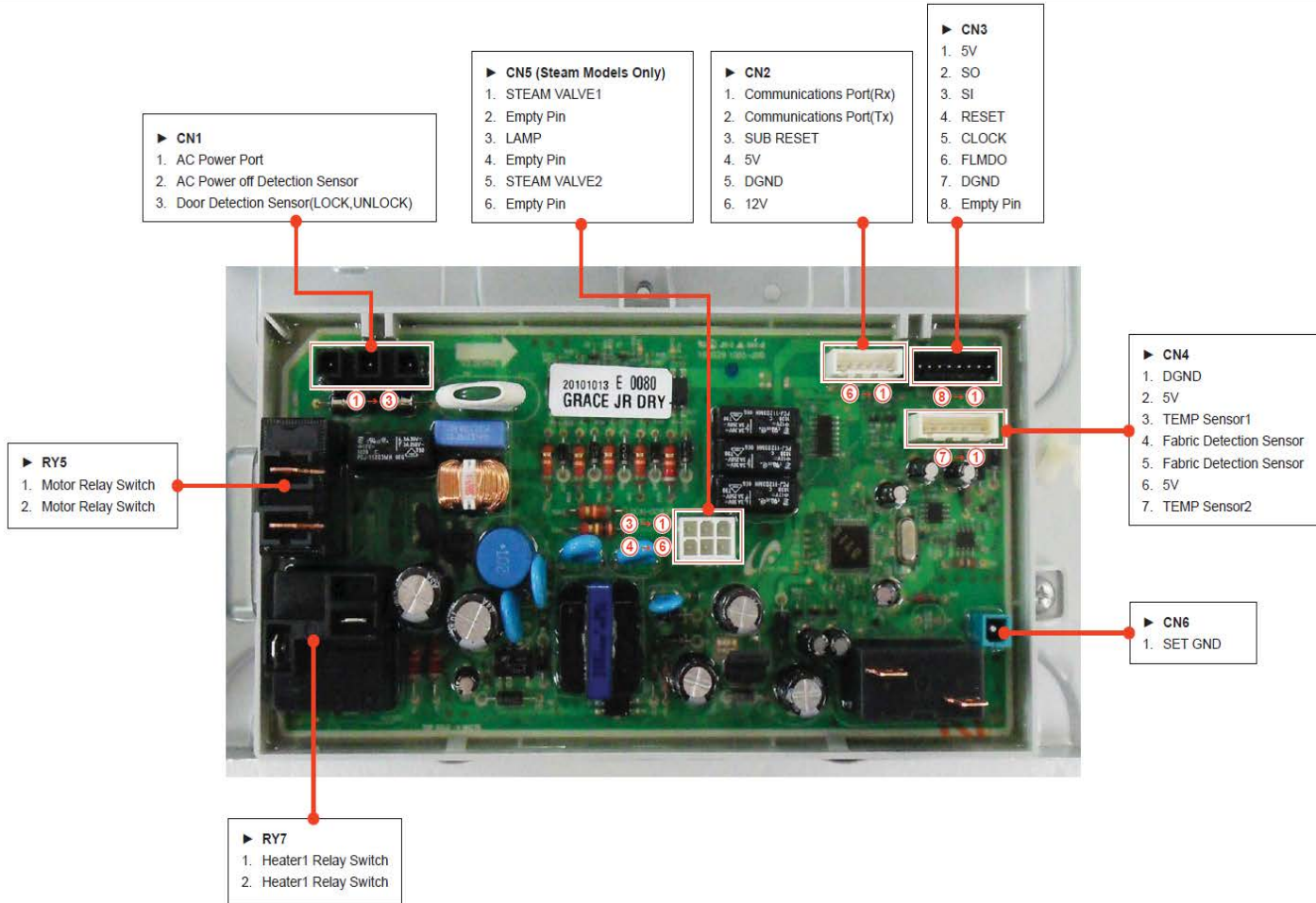
■ The lamp does not work.



■ There is an abnormal noise in the dryer.



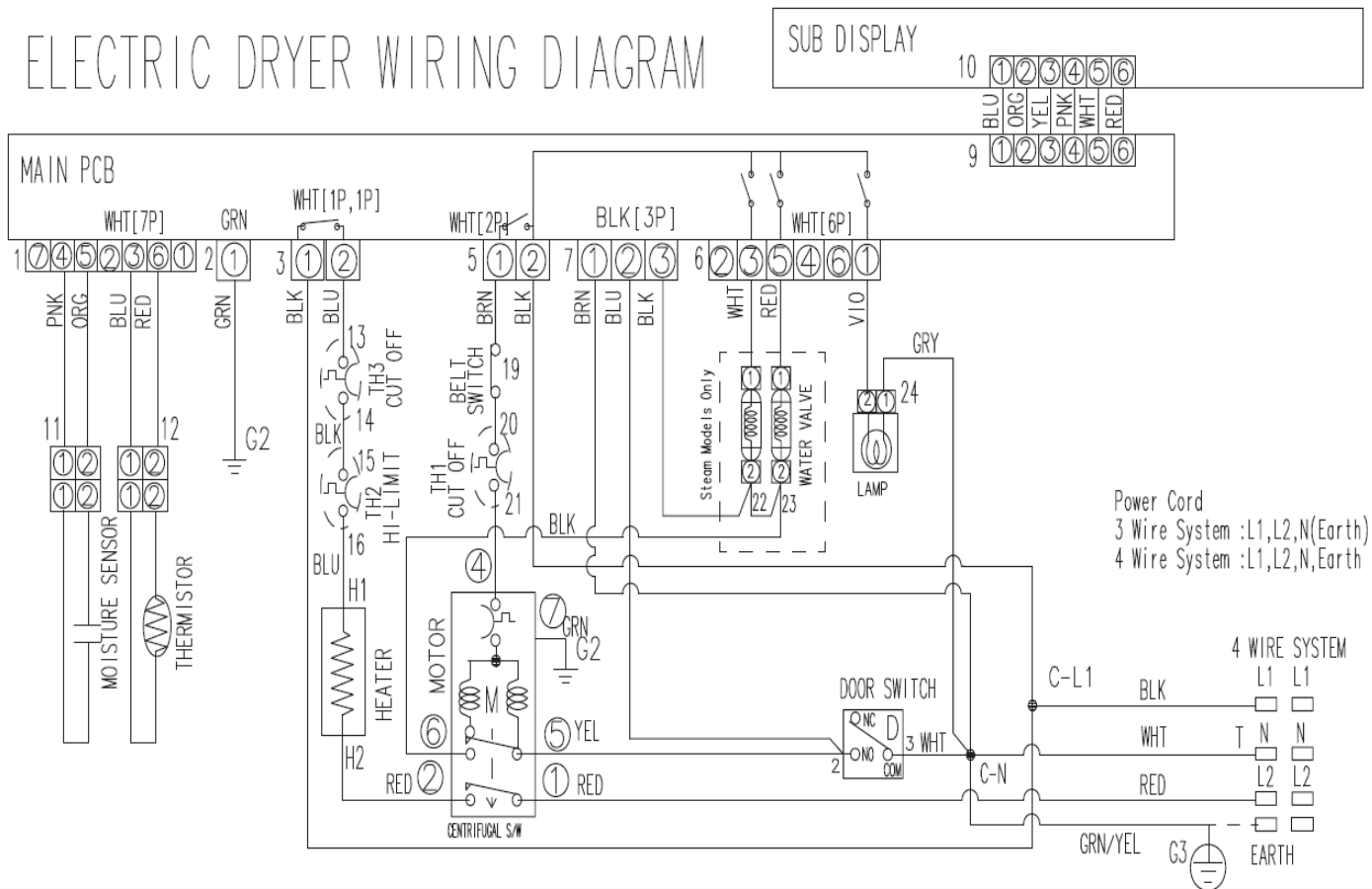
Main PCB contact terminals



SUB PCB contact terminals



ELECTRIC DRYER WIRING DIAGRAM



GAS DRYER WIRING DIAGRAM

