

Model:
NZ36K7880US



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.

Production # Dr. NZ36K7880US Production Date 12/01/2016

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>

Online Training E-learning: <http://samsungasc.earlyconnect.com>

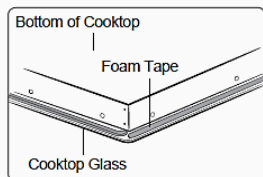
E-learning Support TEL: 1-800-749-9421

Reference Information on how to remove and install cooktop

Install cooktop

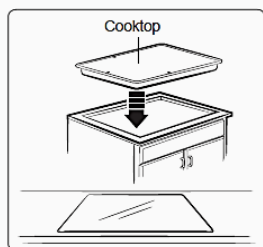
STEP 1 Prepare installation

Decide on the final location for the cooktop. Avoid drilling or cutting into house wiring during installation.



1. Using 2 or more people, place the cooktop upside down on a covered surface using the foam end posts from the packaging.
2. The foam strip helps avoid damage to the underside of the cooktop glass from debris and helps the cooktop sit flat on uneven counters.

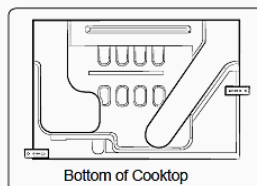
STEP 2 Place cooktop



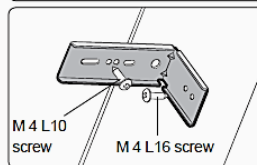
Insert the cooktop centered into the cutout opening. Make sure the cooktop is parallel to the front edge of the countertop. Make final check that all required clearances are met.

STEP 3-1 Bracket Guide Installing -Main

The bracket Guide can be installed after cooktop is placed into the cutout.



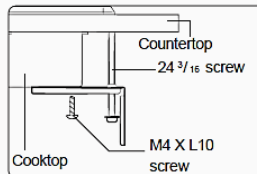
1. Attach bracket guide to bottom of cooktop and side of wall.
2. Adjust to match hole of bracket and bottom of cooktop.
3. Tighten screw enough to hold bracket in place when cooktop is placed in cutout.
4. Using 2 or more people, turn the cooktop right side up and place in cutout.



NOTE

Make sure that the front edge of the cooktop is parallel to the front edge of the countertop. If repositioning is needed, lift entire cooktop up from cutout to avoid scratching the countertop.

STEP 3-2 Alternative Bracket Guide Installing



1. Attach bracket guide to bottom and select bracket location.
 2. Tighten screw bracket guide to base of cooktop.
 3. Install 24-3/16 screw until it touches the bottom of the countertop.
- Turn the thumbscrew until bracket touches the bottom of the countertop. Do not over tighten.

Induction Technology

The induction cooktop provides a precise and energy efficient way to cook. Electromagnetic fields generate heat directly in the cookware, so it quickly and consistently heats up if compatible cookware is used only.

Non – induction compatible cookware will not heat.

induction compatible cookware



enamel



cast iron



stainless steel

non-induction compatible



copper



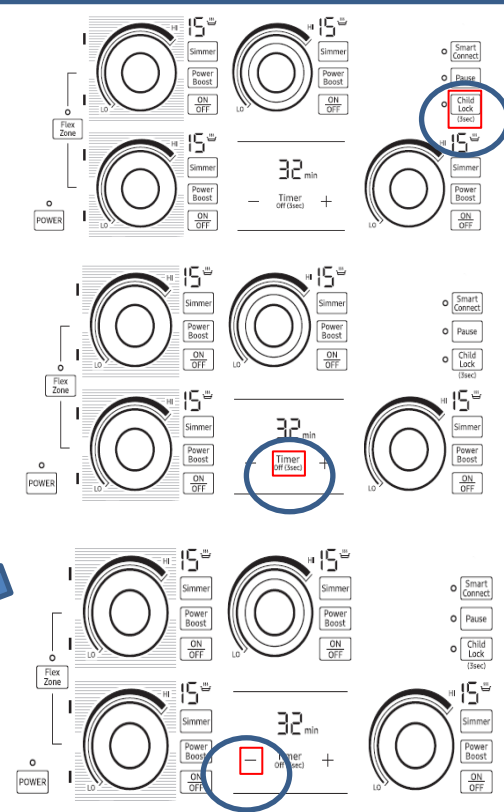
glass



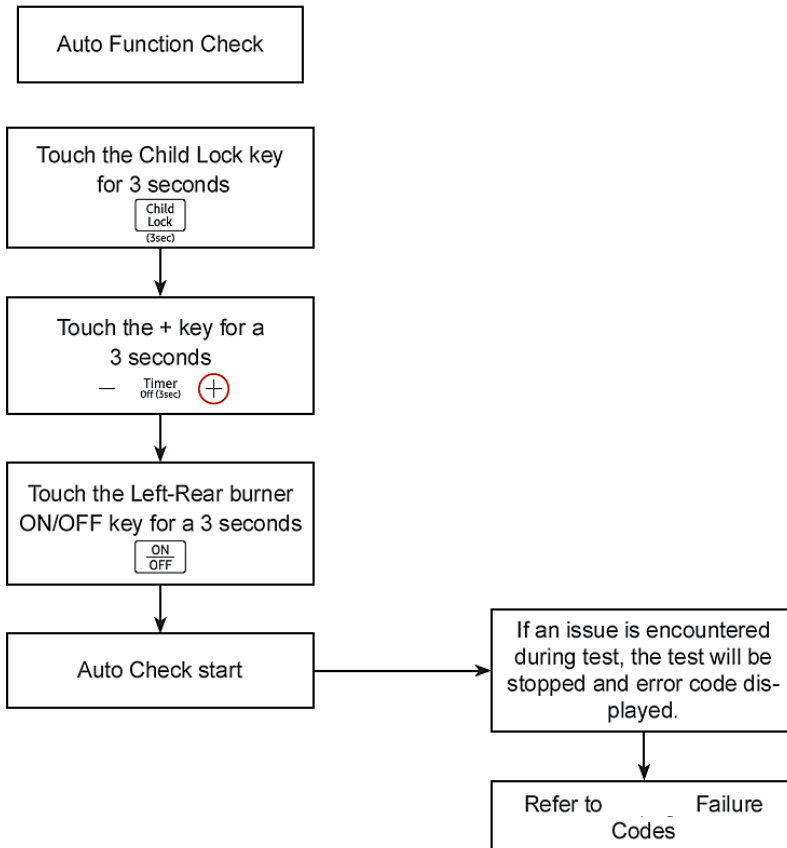
aluminum

Demo Mode

1. Touch Lock key for 3 seconds. 
2. Touch Timer key for 3 seconds. An acoustic signal will sound. 
3. Touch Pause *minus* key for 3 seconds within 10 seconds. An acoustic signal will sound. 
4. Demo mode will be activated.
5. To exit the Demo mode, repeat No.1~3 procedure.



Unit Self Check



Common Troubleshooting

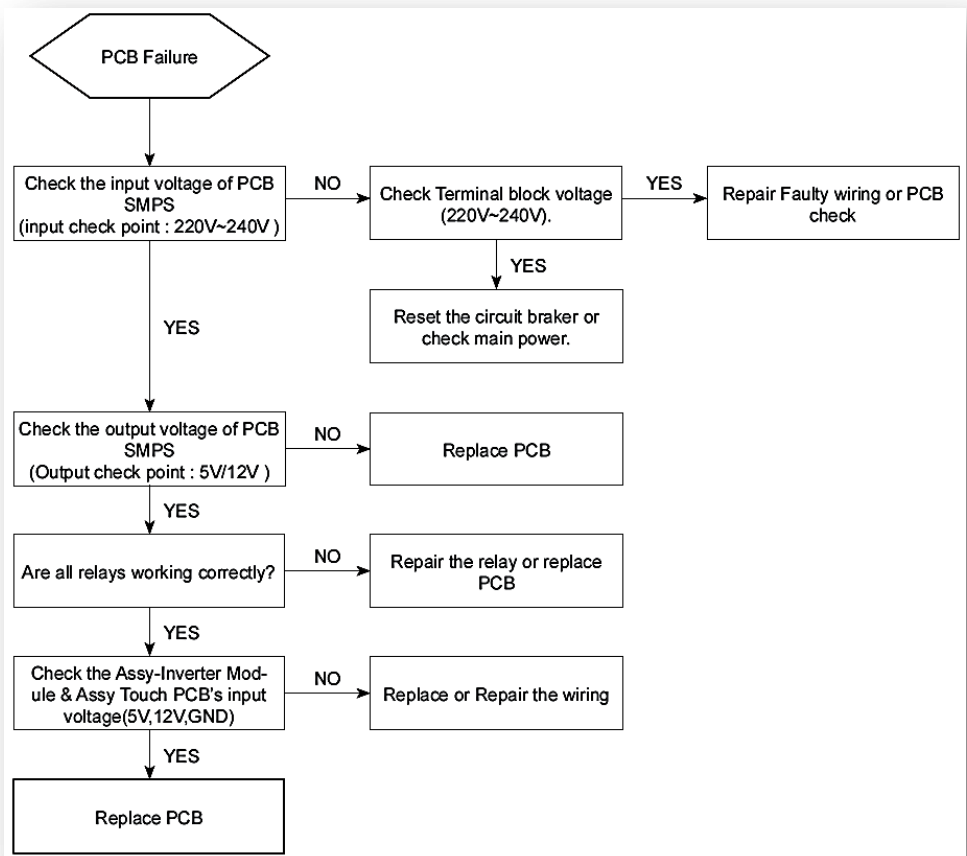
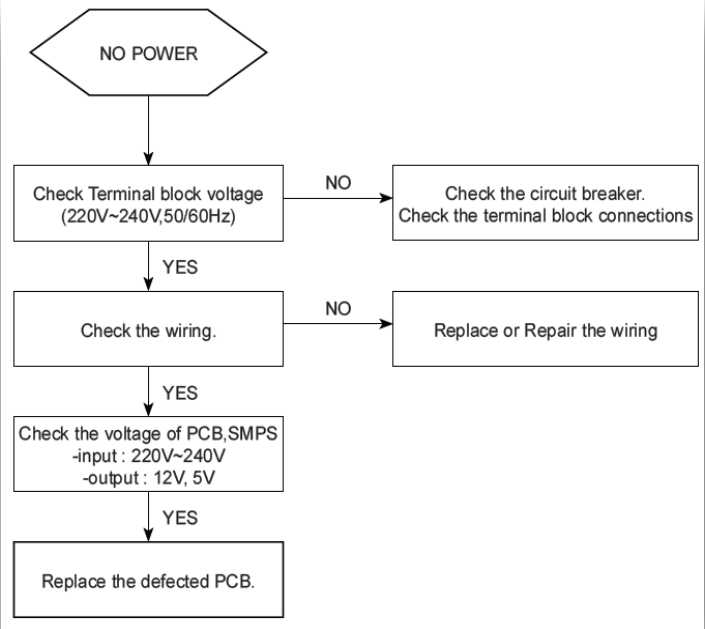
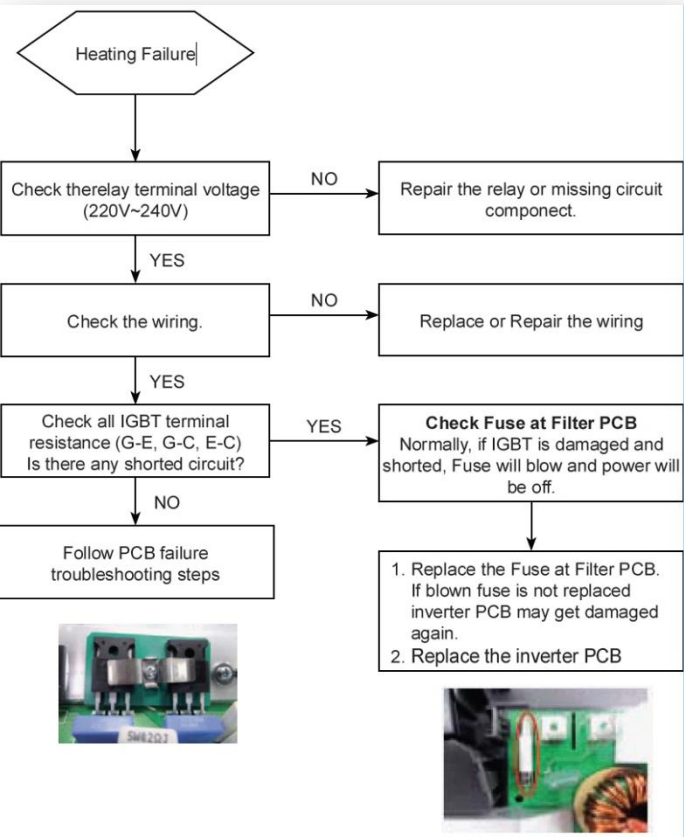
Symptom	Checkpoints
Keys not working	● Child-lock is automatically set when power is supplied back after a power failure. Release LOCK by pressing child-lock.
The cooling fan runs after the unit is turned off.	● After using the unit, the cooling fan runs during cool down. ● After the units electronics have cooled down (or after 10 min), the cooling fan will stop running.

Check Codes

Information code	Solution
	Top Sensor Open Information (Sensor-Top) It occurs due to a defective sensor, misplaced wires, a defective PCB and when A/D value that MICOM senses rises over 252. Also, it may occur when the ambient temperature falls under -10°C.
	Top Sensor Short Information (Sensor-Top) It occurs due to a defective sensor, misplaced wires, a defective PCB and when A/D value that MICOM senses falls under 10.
	IGBT Sensor Open Information (Assy-Inverter Module) It occurs due to a defective sensor, misplaced wires, a defective PCB and when A/D value that MICOM senses rises over 239. Also, it may occur when the ambient temperature falls under -10°C.
	IGBT Sensor Short Information (Assy-Inverter Module) It occurs due to a defective sensor, misplaced wires, a defective PCB and when A/D value that MICOM senses falls under 10.

Information code	General Function	Solution
	Touch Button Short information	It occurs when the control panel's sensor field is shorted for more than 8 seconds. ex: No.1 Place a damp cloth on the control panel. No.2 Liquid boils over and lands on the control panel. No.3 More than one key is pressed for more than 8 seconds. No.4 Defective Assy-Touch PCB
	Touch key data Information	It occurs when the Touch key data at Display PCB is interrupted, due to some noise, defects of Display PCB.
	Over Temperature Information	It occurs when the temperature of the Top Sensor rises very highly. (Estimated temperature of ceramic glass's surface is more than 250°C.) ex: Place a empty cookware on the burner and operate the hob.
	Pan Detection Information	It occurs when the cookware is unsuitable or too small or no cookware has been placed on the cooking zone. If the suitable cookware is placed again, the hob will operate normally.
	DC Motor Locking Information	It occurs when the DC Motor cannot operate due to defects of PCB, wiring or some disturbance on motor blade.
	Communications between main	It occurs when the Main PCB and sub PCB not communication.

Troubleshooting Symptom



Troubleshooting Communication Components

Bluetooth

1. Remove one screw



2. take off the cover of module



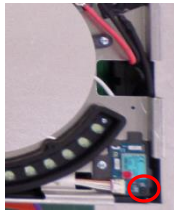
3. take off the wire



Pin 1 : 5VDC
Pin 2 : GND

Wi-Fi

1. Remove one screw

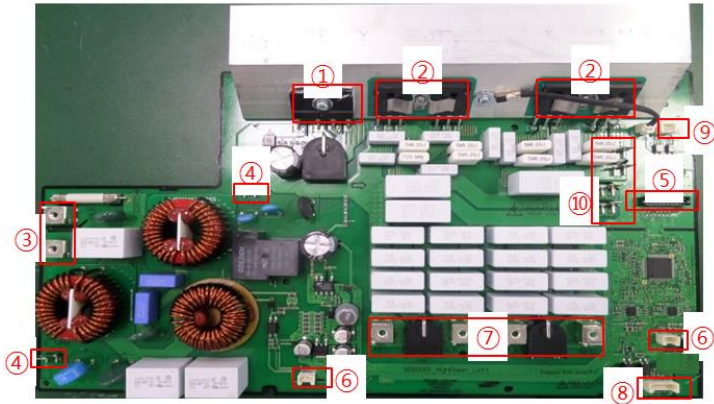


2. Remove one screw and take off the wire



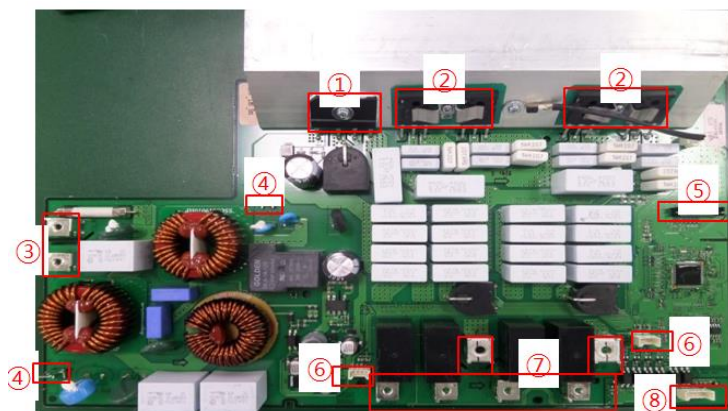
Pin 4 : GND
Pin 5 : 12VDC

Inverter PBA Center



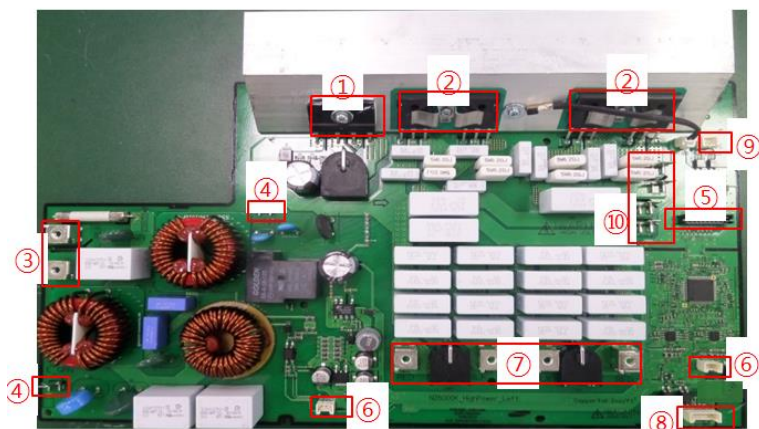
No	component	Name	Function
1	BD10	Bridge Diode	Bridge Diode
2	Q200, Q201, Q300, Q301	IGBT	High frequency switching IGBT
3	CNP1, CNP2	Power Source Connector	Connect Power Source Wire From Conduit
4	CNP3, CNP4	Earth Connector	Connect Earth wire with Chassis
5	CNP100	Inverter MICOM burning connector	Inverter MICOM burning port. (Not connected)
6	CNP500, CNP501	Top-sensor wire connector	Connect Top-Sensor wire
7	CNP200, CNP201, CNP300, CNP301	Working Coil wire connector	Connect Working Coil wire
8	CNS60	Control PBA wire connector	Communication with Control PBA
9	CNP720	Relay DC Source wire connector	Connect Relay PBA DC source wire
10	CNP700, CNP701, CNP710, CNP711	Relay AC Source wire connector	Connect Relay PBA AC source wire

Inverter PBA Left



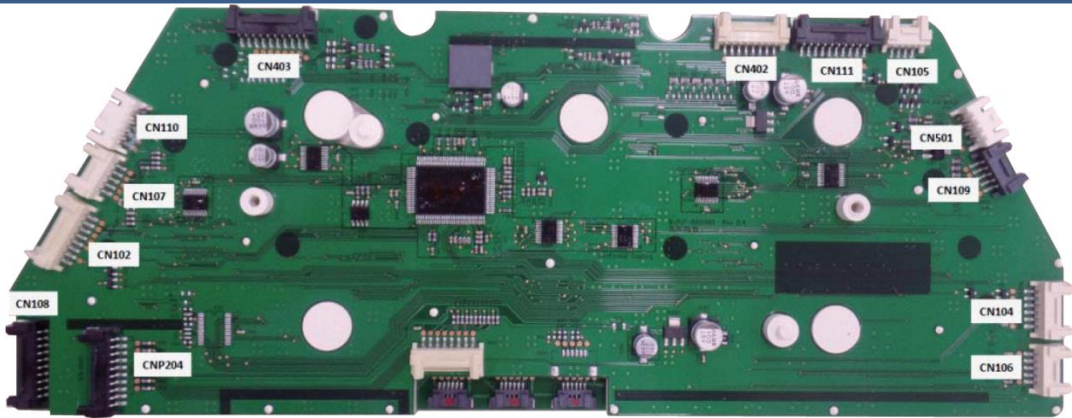
No	Component	Name	Function
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2	Q200, Q201, Q300, Q301	IGBT	High frequency switching IGBT
3	CNP1, CNP2	Power Source Connector	Connect Power Source Wire From Conduit
4	CNP3, CNP4	Earth Connector	Connect Earth wire with Chassis
5	CNP100	Inverter MICOM burning connector	Inverter MICOM burning port. (Not connected)
6	CNP500, CNP510	Top-sensor wire connector	Connect Top-Sensor wire
7	CNP200~202, CNP300~302	Working Coil wire connector	Connect Working Coil wire
8	CNS60	Control PBA wire connector	Communication with Control PBA

Inverter PBA Right



No	Component	Name	Function
1	BD10	Bridge Diode	Bridge Diode
2	Q200, Q201, Q300, Q301	IGBT	High frequency switching IGBT
3	CNP1, CNP2	Power Source Connector	Connect Power Source Wire From Conduit
4	CNP3, CNP4	Earth Connector	Connect Earth wire with Chassis
5	CNP100	Inverter MICOM burning connector	Inverter MICOM burning port. (Not connected)
6	CNP500, CNP510	Top-sensor wire connector	Connect Top-Sensor wire
7	CNP200~202, CNP300~302	Working Coil wire connector	Connect Working Coil wire
8	CNS60	Control PBA wire connector	Communication with Control PBA

Control PBA



Loc	Information	Function
CN102	This is connector which is connected with RIGHT Bunner_INVERTER PBA to communicate and Control.	Inverter_RIGHT
CN104	This is connector which is connected with Left Bunner_INVERTER PBA to communicate and Control.	Inverter Left
CN106	This is connector which is connected with WIFI Module to give power(5V, 12V) and communicate.	WIFI
CN107	This is connector which is connected with BLUETOOTH Module to give power(5V, 12V) and communicate.	Bluetooth
CN108	This is connector which is connected with TOUCH PBA to communicate and Control.	To Touch PCB
CN109	This is connector which can send faulty information for service engineers to easily repair the product.	HASS
CN110	This is connector which is connected with SMPS Module to receive POWER (DC 5V, 12V).	SMPS
CN111	This is connector which is connected with Center Bunner_INVERTER PBA to communicate and Control.	Inverter Center
CN402	This is connector which is connected with Center burner VIRTUAL FRAME PBA to Control.	Virtual Frame Left
CN403	This is connector which is connected with Right burner VIRTUAL FRAME PBA to Control.	Virtual Frame Right
CN501	This is connector which is connected with FAN to Cooling Induction Hob.	FAN
CNP204	This is connector which is connected with CONTROL PBA to communicate.	From Control PCB

Power / SMPS

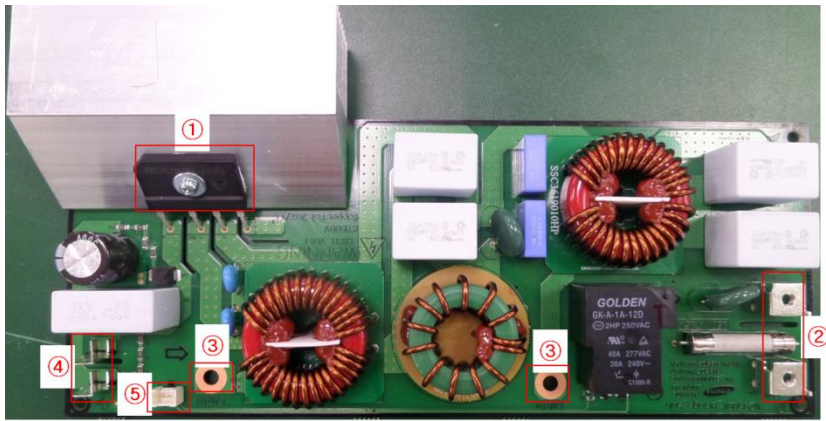


No.	Parts Number	Part Name	Function and Role
1	CON01	AC Input connector	AC Voltage input of SMPS PCB
2	CON02	DC Output connector	DC 12V, 5V supply to other PCB

Relay PBA



No	Parts Number	Part Name	Function and Role
1	CNP700, CNP701, CNP710, CNP711, CNP730, CNP731	Relay AC Source wire connector	Connect Relay PBA AC source wire
2	CNP720	Relay DC Source wire connector	Connect Relay PBA DC source wire
3	CNS700	Control PBA wire connector	Communication with Control PBA



No	Parts Number	Part Name	Function and Role
1	BD10	Bridge Diode	Bridge Diode
2	CNP1, CNP2	Power Source Connector	Connect Power Source Wire From Conduit
3	EARTH *GND	Earth *GND Hole	Connect Earth Screw with Chassis
4	CNP730, CNP731	Relay AC Source wire connector	Connect Relay PBA AC source wire
5	CN1	Control PBA wire connector	Communication with Control PBA

