



Fast Track Troubleshooting




Models:
DV350AEW DV350AGW
DV350AER DV350AGR

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.

NOTICE: All Dryers Parts
Change 6/2010: Motor Pulley,
page 5; Blower Housing, page 4

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Samsung 'Dryer' Diagnostic Code Quick Guide

Display	Description	Trigger	Action Taken
	Dryer Thermistor Short Sensed	The Thermistor resistance is very low.	Check for: Clogged lint screen, Restricted vent system, Thermistor resistance.
	Dryer Thermistor Open Sensed	The Thermistor resistance is very high.	Check for: Clogged lint screen, Restricted vent system, Thermistor resistance.
dO dE	Door Open	Running the dryer with door open	Check for: Loose or open wire terminals in Door Sense circuit.
FE	Power source frequency Error	Invalid power source Frequency	Check for: Non Utility power supply
dF	Door Circuit Failure	Invalid state for more than 256 milliseconds	Check for: Loose or open wire terminals in Door Sense circuit.
hE or HE	Heater Error	Invalid heating Temp in running the dryer	Check for: Restricted vent system, Thermistor resistance.
bE	Button Error	PCB key closed for 75 sec.	Check Display PCB for stuck button
od	Over Dry	Invalid Dry Time Excessive Dry Time	Inspect sensor bars
	EEPROM Fail	Invalid state of Eeprom communication	Replace Main PCB

SUPPORT INFORMATION

Training — Plus One

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

Help — GSPN <http://service.samsungportal.com/>

Samsung Product Support TV

<http://support-us.samsung.com/spstv/howto.jsp>

Customer information videos and chat programs

Programs for Fridges, Laundry, Ranges & D/W

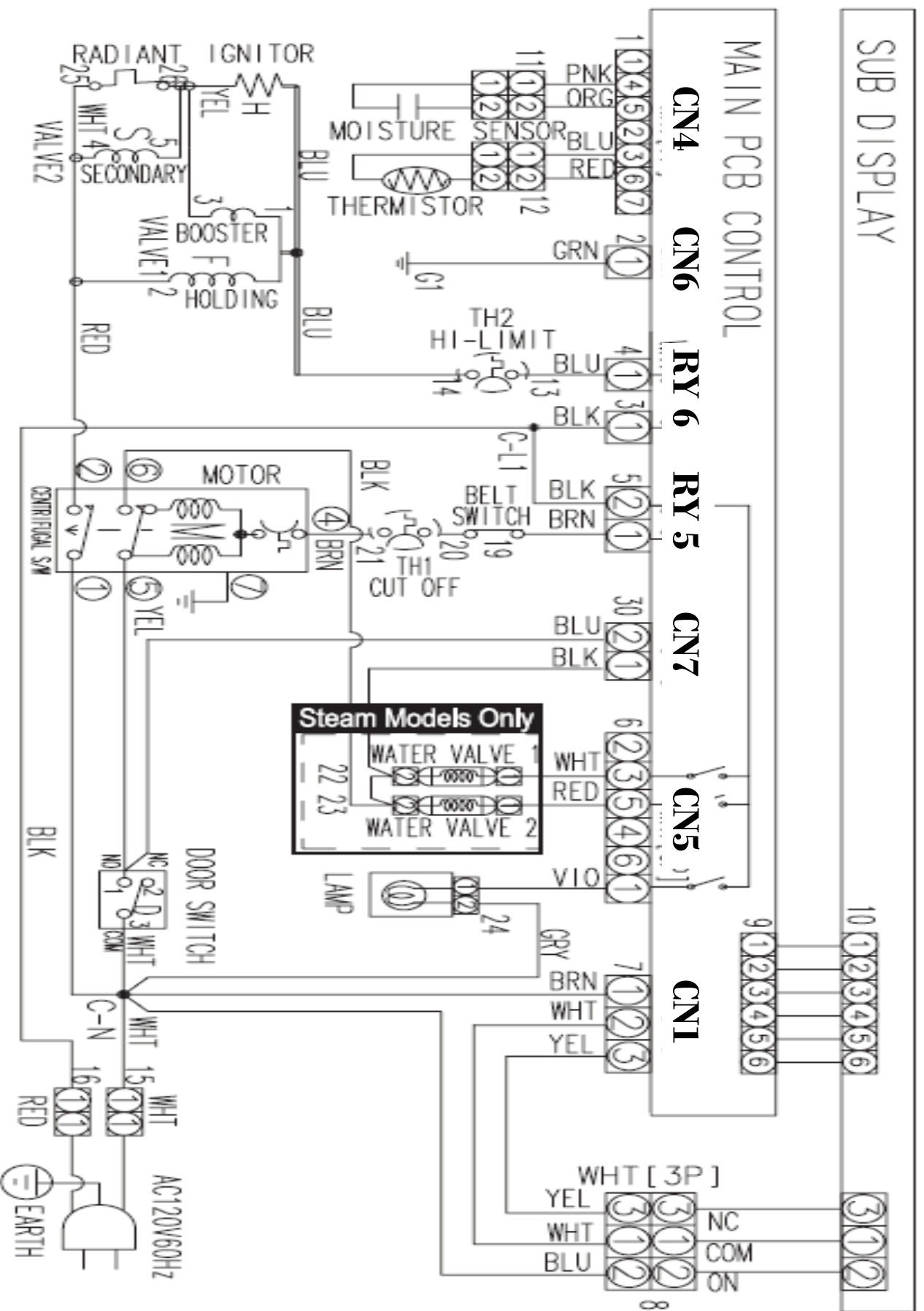
Electrical Dryers 240 VAC, 60 Hz, 30 Amps, 3-wire or 4-wire installations

Gas Dryers 120 VAC, 60 Hz, 15 Amps, 3-wire installations

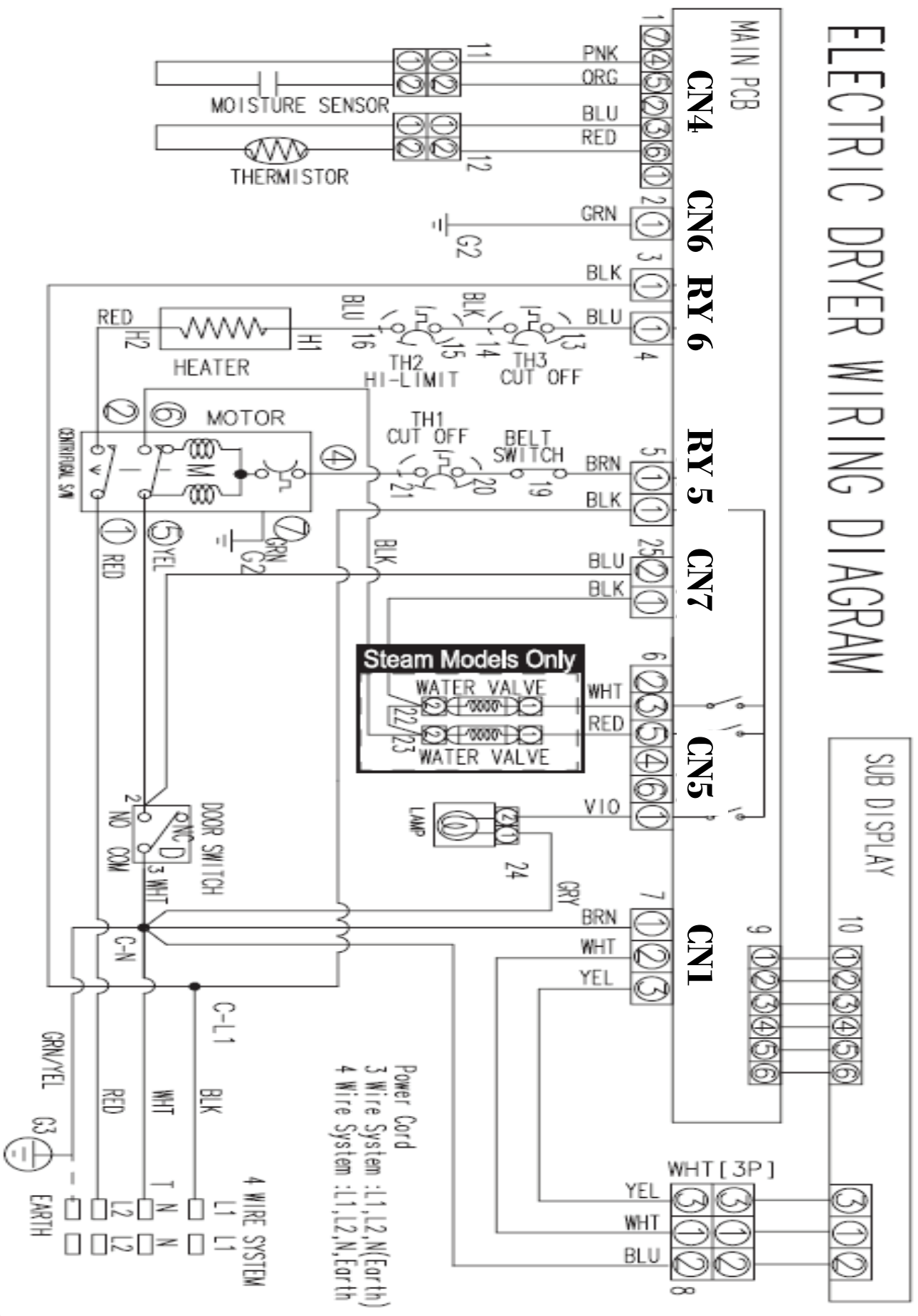
Location consideration In the USA:

- All Dryers Must be vented to the outside.
- Only rigid or flexible metal duct should be used for venting.

GAS DRYER WIRING DIAGRAM



ELECTRIC DRYER WIRING DIAGRAM



CN1
 1 120vac N (Brn)
 2 Sub PCB (Wht)
 3 Sub PCB (Yel)

CN7
 1 Water Valves (Blk)
 2 Door Sw (Blu)

CN5
 1 Lamp (Vio)
 3 Water Valve (Wht)
 5 Water Valve (Red)

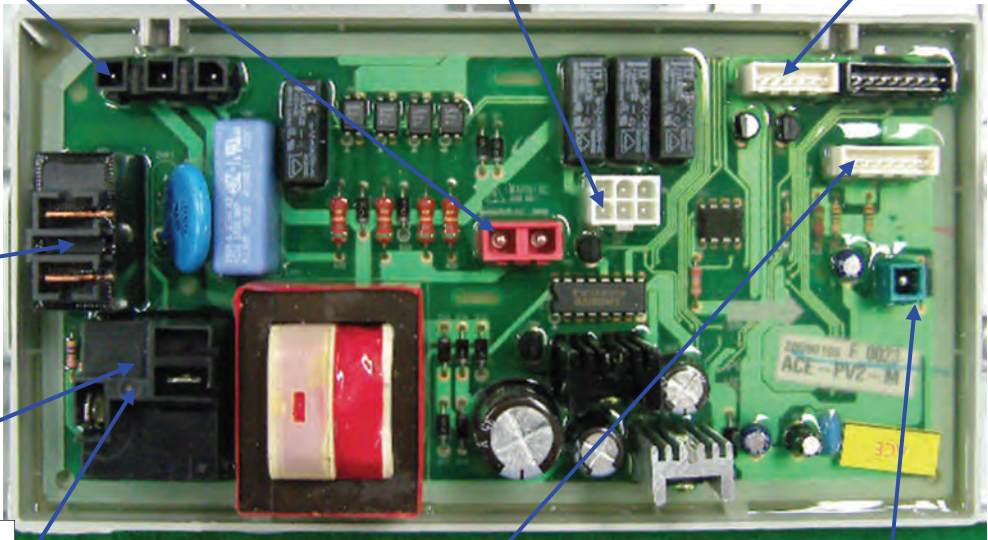
CN2 Sub PCB Display
 5-4 5VDC (Wht-Pnk)
 6-4 15VDC (Red-Pnk)



Relay 1
 1 Motor Belt Sw (Brn)
 2 120vac L1 (Blk)

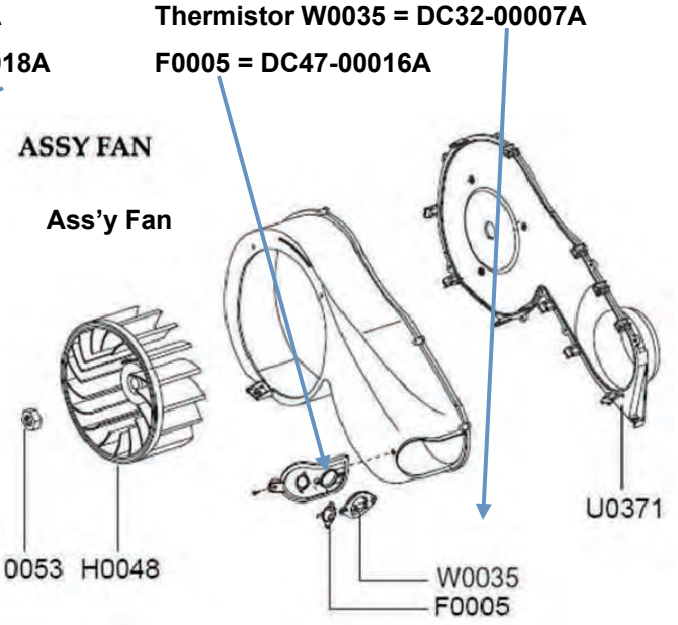
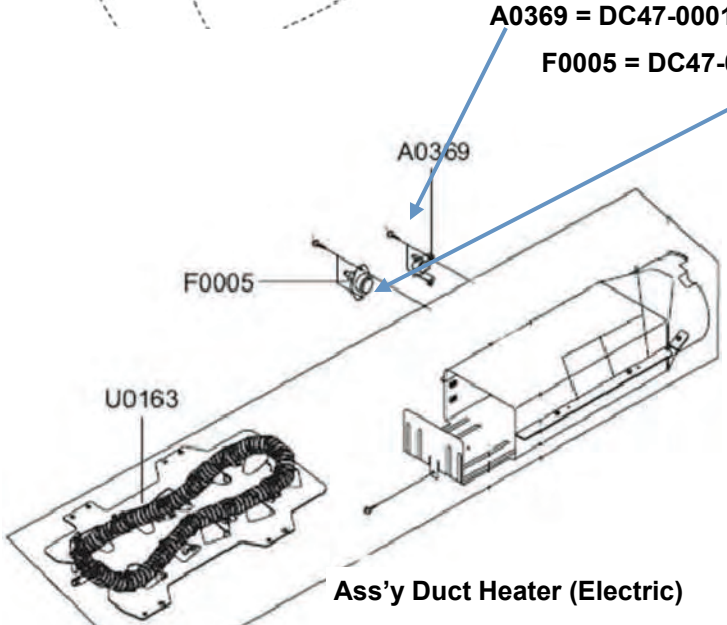
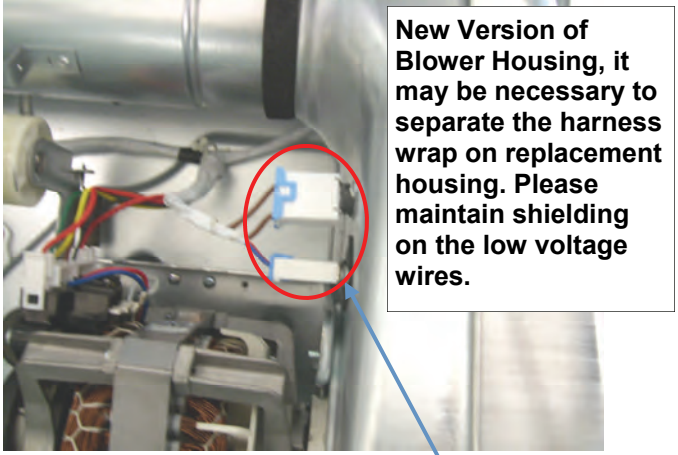
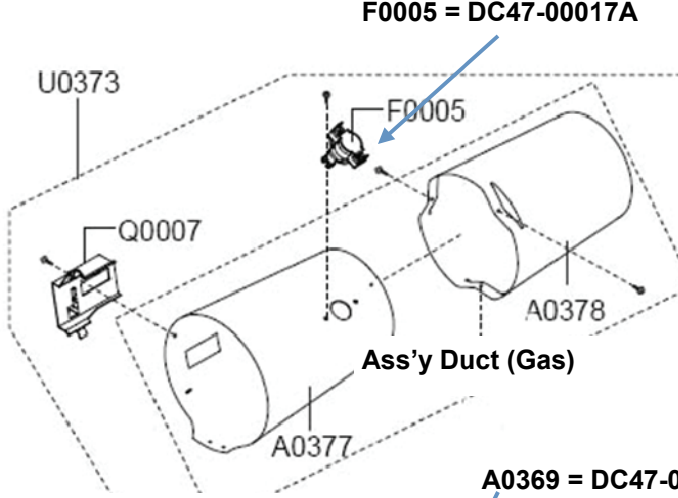
Relay 6
 1 Gas Hi Limit T-Stat (Blu)
 2 120vac L1 (Blk)

Relay 6
 1 Heater Cut Off T-Stat (Blu)
 2 120vac L1 (Blk)



CN4
 3-6 Thermistor (Blu-Red)
 4-5 Moisture Sensor (Pnk-Org)

CN6
 1 Earth Ground (Grn)



Gas Valve Testing

Unplug connectors and test valve terminals

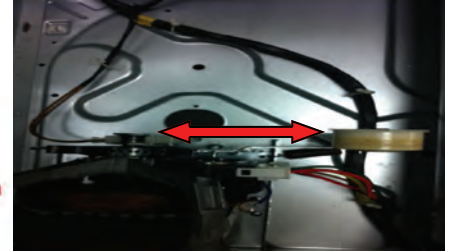
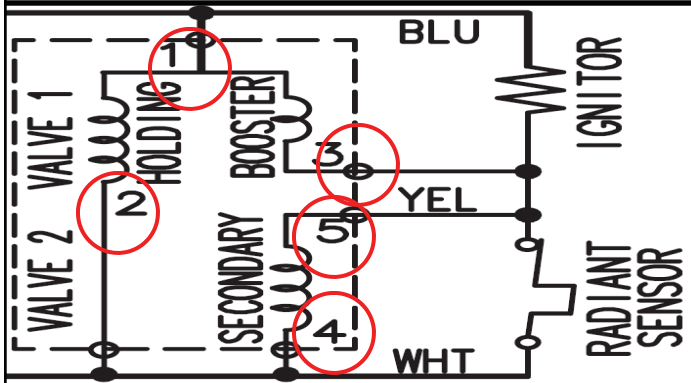
(its numbering is from the front terminal.)

Check across terminals #1 and #3 (Booster Coil).	550 Ω
Check across terminals #1 and #2 (Holding Coil).	1350 Ω
Check across terminals #2 and #3 (Both coils in series).	1900 Ω
Check across terminals #4 and #5 (Secondary Coil).	1300 Ω

SUBJECT: Dryer belt slides off the pulley when manually rotated counter-clockwise (ccw)

SYMPTOM: The dryer drum will not turn. On occasions, the customer will rotate the drum counter clockwise (CCW) to check for any remaining clothes left in the dryer drum. By rotating the drum CCW, the idler arm may shift causing the belt to slide off the pulley.

SOLUTION: To prevent the dryer belt from sliding off the pulley, the pulley has been redesigned. The Outside Diameter has been changed from 22mm to 27mm.



Make sure the idler pulley & the motor pulley are in a straight line, bend if needed

Special Test Mode:

While in Power Off, pressing the Dry Level + Power keys 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)

Cycle Count Test Mode

How to Enter:

Press Temp + Signal Keys for 3 sec during Power On State.

Press Signal for 3 seconds (until beep)

Note: Test mode subject to change without notice

Temperature Test Diagnostic Mode

How to Enter:

Press Adjust Time Up + Down Keys for 3 sec during Power On State.

Press Adjust Time Up and it will display the temperature in Celsius.

Compare vent temp to drum temp to see air flow.

This can be with just power on or dryer running.

Sensor Bar Touch Data Mode

How to Enter:

Power on dryer, open door and press in door switch.

Start dryer tumbling. Press Temp + Signal for 3 sec.

Touch both sensor bars with wet cloth, sensor hit numbers show in display.

Note: Test mode subject to change without notice

Software Version Test Mode

How to Enter:

Press Temp + Signal Keys Keys for 3 sec during Power On State.

Press Temp key for 3 seconds (until beep)

Note: Test mode subject to change without notice

Dryer continues to run after cycle completed

Wrinkle Prevent option provides approximately 90 minutes (20 continuous and 70 intermittent) of tumbling in unheated air at the end of the cycle to reduce wrinkling. Press the Wrinkle Prevent button to activate or deactivate this feature. The indicator light above the pad will illuminate when Wrinkle Prevent is selected. Chasing lights appear in the display when the Wrinkle Prevent option is selected. The load is dry, and can be removed at any time during the Wrinkle Prevent cycle.

ELECTRIC AND GAS DRYER

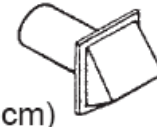
Weather Hood Type

Recommended

Use only for short-run installation



4" (10.16 cm)

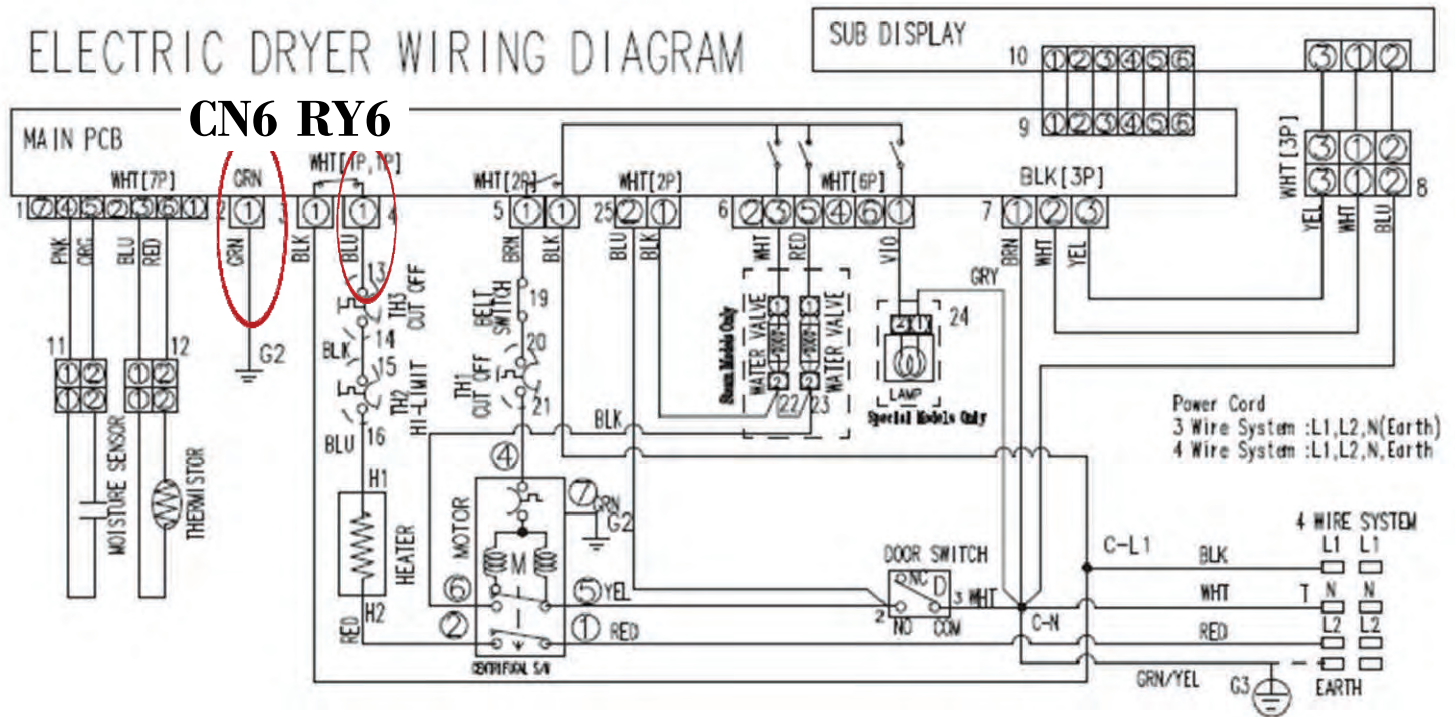


2.5" (6.35 cm)

No. of 90° elbows	Recommended		Use only for short-run installation	
	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.

ELECTRIC DRYER WIRING DIAGRAM



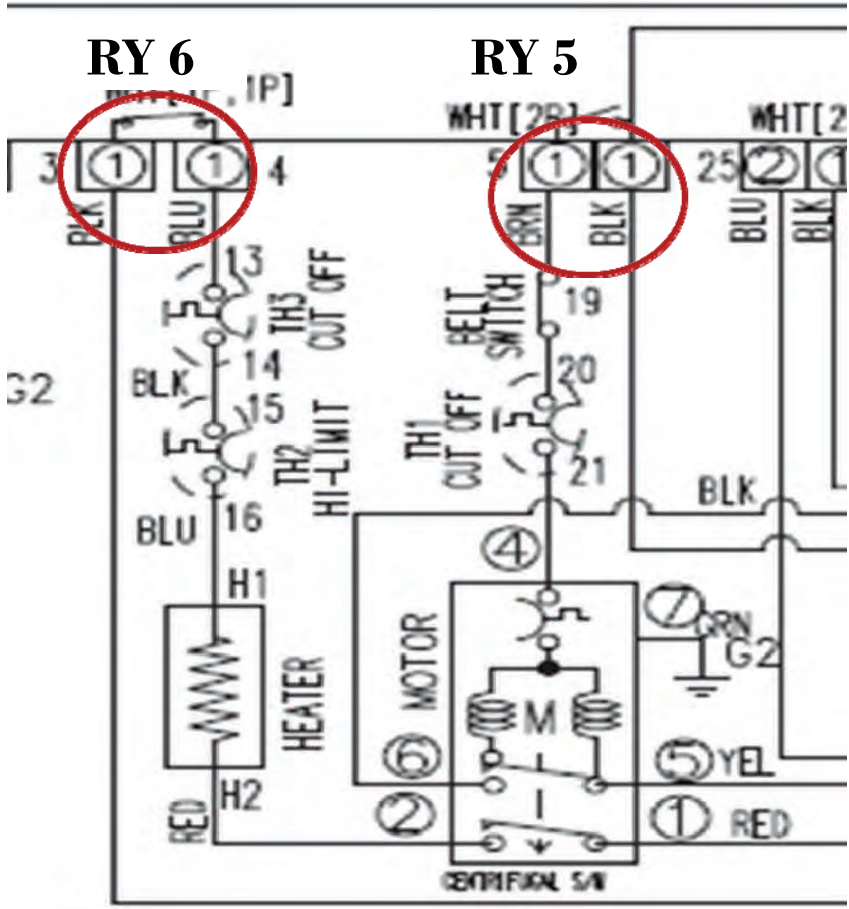
Testing Electric Heater circuit.

Disconnect Blue wire from RY6, turn power on, start dryer read voltage between RY6 Blue wire and CN6 Green wire.

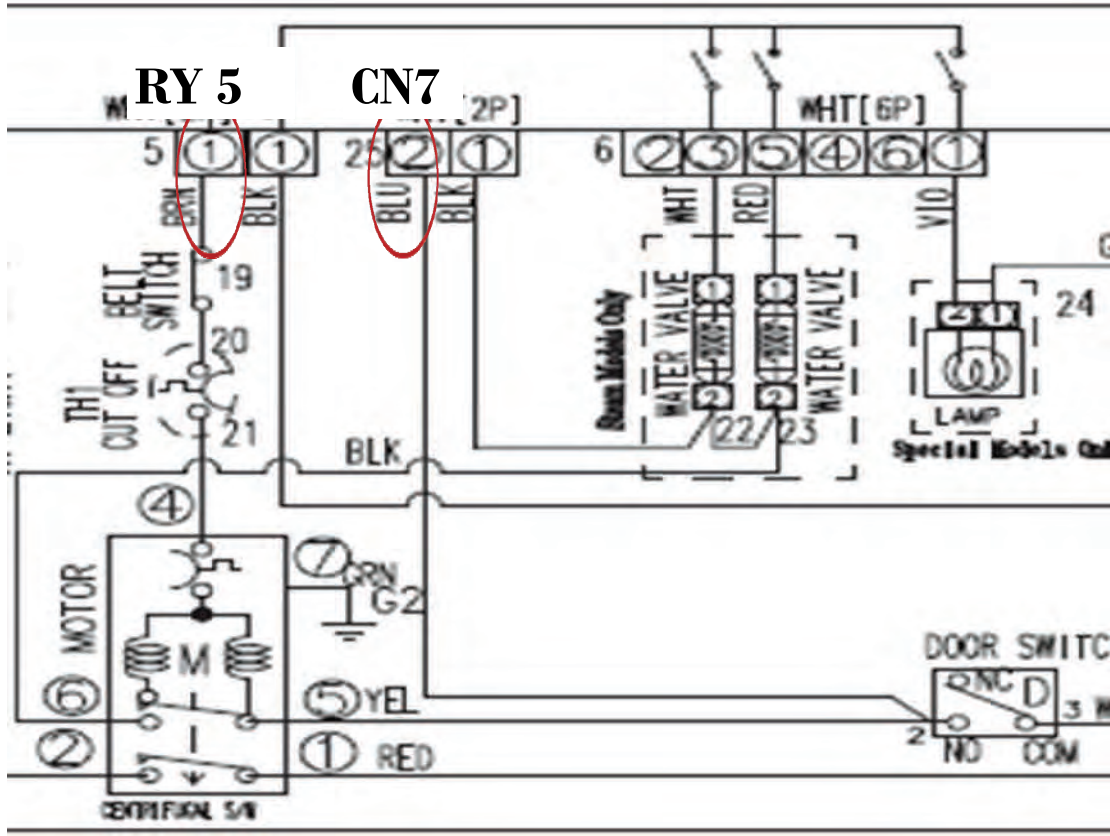
Reading of 120VAC means a proper operating heater circuit. 0VAC means open in circuit.

To test thermostats use ohm meter on lowest scale, any resistance replace component

See page 4 for Main PCB layout for testing.



Testing Main PCB power output to Heating & Motor circuit.
 With motor running in the heating mode, read AC voltage across RY6 and RY5.
 Any voltage reading means Main PCB is defective.
 See page 4 for Main PCB layout for testing.



Testing Motor circuit.
 With power off read resistance between RY5 Brown and CN7 Blue.
 Resistance reading of good motor circuit is about 1.9Ω. To test thermostat and switch use ohm meter on lowest scale, any resistance replace component.
 See page 4 for Main PCB layout for testing.