



"Striving to create new service standards and exceed customer expectations."

**Starting January 1, 2012, processing of credit may be delayed or denied on accounts for any damaged item that we receive.** We request that you please train your staff to package the returns so as to not incur any damage during shipping.

We hereby ask that the following procedures be applied as to remedy the problem at hand:

- 1) Please **save the original box and packaging** that the part came in and place the core back in the packaging in the **same manner as how the part was received.**
- 2) **Handle ALL parts with care.** Boards are especially susceptible to cracking on the corners within boxes. Please handle and package the items so that nothing can move during shipping.



## WARNING!

The latest software is not installed on this main board. Make sure to download the latest TV software from **SAMSUNG.COM** before visiting the customer, and then store it on a USB thumb drive. Using the software on the thumb drive, **YOU MUST UPGRADE THE TV SOFTWARE AFTER YOU INSTALL THIS BOARD.**

If you can see red blinking letters at the top of screen please press power button directly on the tv, not in the remote control, to make them disappear

Si aparecen letras rojas destellando en la parte superior de la pantalla, favor de presionar el boton de encendido directo de la tv, no del control remoto, para hacerlas desaparecer.

## Troubleshoot with Smart Phone or PC

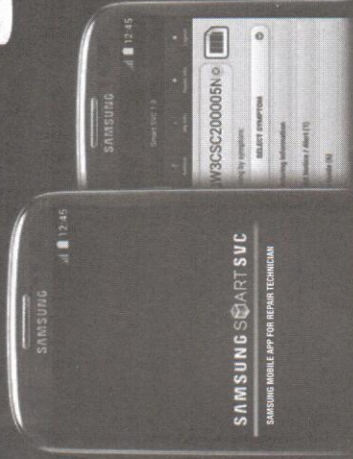
SAMSUNG

### Scan.

### Browse.

### Repair.

This app will enable you to use your Smartphone or Tablet and scan a unit's barcode which will then bring service tips, bulletins, and other relevant service information exclusively to that unit.



To try Smart SVC APP,  
Go to [www.SamsungSmartSVC.com/App](http://www.SamsungSmartSVC.com/App)  
or Scan QR Code



Available on, 3 Versions



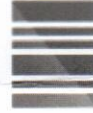
DOWNLOAD  
App for Android



DOWNLOAD  
App for iOS



PC VERSION  
Register



### Barcode Reader

You can scan the TV's Serial number to obtain detailed information part numbers, guides and videos.



## 123 Service Guides

Guides that will help you solve technical problems easier and view only relevant guides



### How-to Video

Check out our videos to help you find the problems and to know step by step repair methods.



### Repair Records

This App allows you to capture all details of a repaired set and keep track of all the repairs



### Community

Share your knowledge or let yourself be helped. Submit your comments, making a richer technical problem-solving community.



### Repair Records

By repairing a set, you can take photos on the problems you find, this pictures will be analyzed by the engineer team in Samsung.