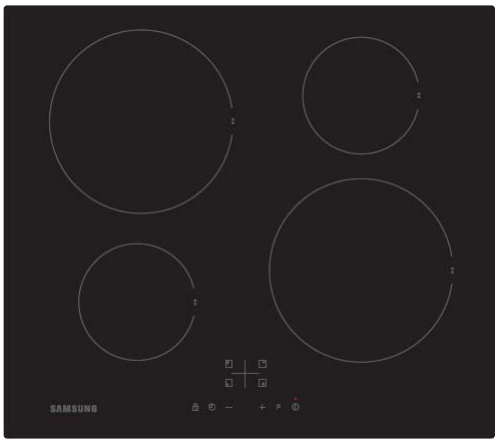
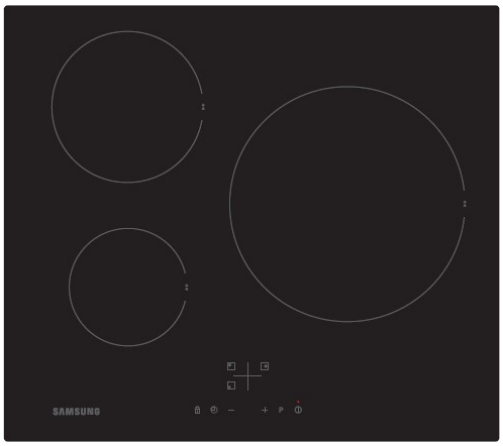
INDUCTION HOB

MODEL : NZ64F3NM1AB
NZ63F3NM1AB

SERVICE Manual

INDUCTION HOB





CONTENTS

Contents

Contents

1. General Safety Precautions

1. Information contained in this manual is intended for use by a qualified service technician. The technician is required to be familiar with proper and safe procedures to be followed when repairing appliance.
   All tests and repairs are to be performed using proper tools and measuring devices. All component replacements should be made **using only factory approved replacement parts**.

2. Electrical shock and injury can result if service or repairs are attempted by an unqualified individual. **Improper disassembly, assembly or adjustments can create hazardous conditions**.

3. Even for a skilled technician, a risk of injury or electrical shock exists while performing service or repairs. Electrical injury can be serious or fatal. **Extreme caution must taken when performing voltage checks on individual components of an appliance**.

NOTE

Except as necessary to perform a particular step in servicing a product, the electrical ***power supply should always be disconnected when servicing a product.***

4. To avoid possible injury, the appliance must be properly grounded. Never plug in or direct wire an appliance unless it is **properly grounded. See the installation instructions that originally accompanied the product for proper grounding procedures**.

5. The ventilation gap between the worktop and front of the unit underneath it must not be covered.

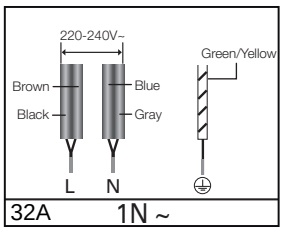
6. Before connecting, check that the nominal voltage of the appliance, that is, the voltage stated on the rating plate, corresponds to the available supply voltage. The rating plate is located on the lower casing of the hob.

7. The heating element voltage is AC230V~. The appliance also works perfectly on networks with AC220V~ or AC240V~.

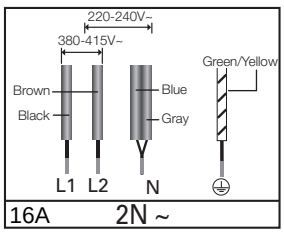
8. The hob is to be connected to the mains using a device that allows the appliance to be disconnected from the mains at all poles with a contact opening width of at least 3 mm, eg. automatic line protecting cut - out, earth leakage trips or fuse.

9. Pay attention (conformity) to phase and neutral allocation of house connection and appliance (connection schemes); otherwise, components can be damaged.
   Warranty does not cover damage resulting from improper installation.
   If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualifed persons in order to avoid a hazard.

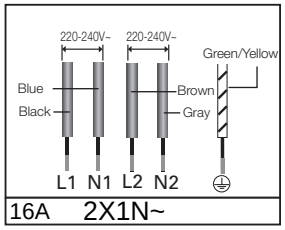
- **1N ~**



- **2N ~ : Separate the 2-phase wires (L1 and L2) before connection.**



2x1N~: Separate the wires before connection.

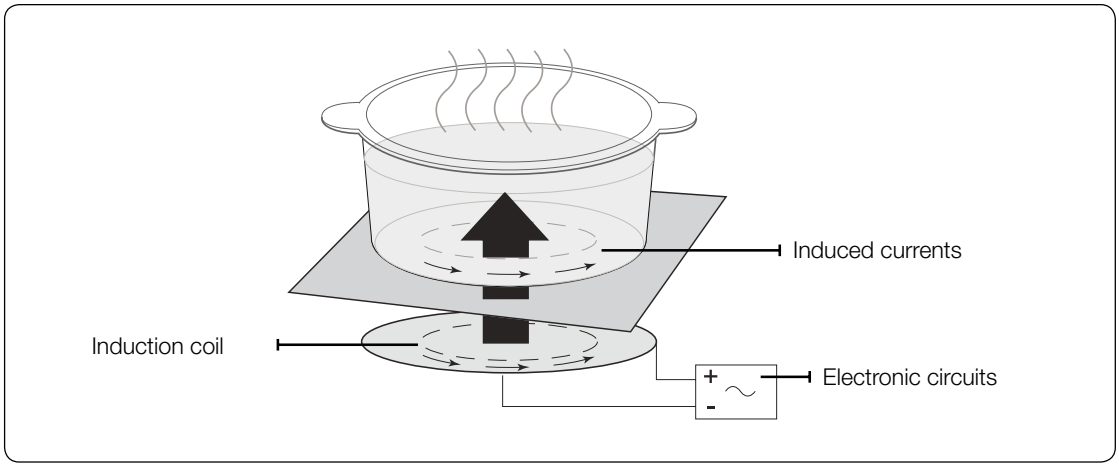


⚠ WARNING For correct supply connection, follow the wiring diagram attached near the terminals.

2. Specifications

2-1 Induction Heating

- **The Principle of Induction Heating**: When you place your cookware on a cooking zone and you turn it on, the electronic circuits in your induction hob produce “induced currents” in the bottom of the cookware which instantly raise cookware’s temperature.



2-2 Features

	Basic model	New model
Model Name	NZ64F3NM1AB	NZ63F3NM1AB
Product Type	Induction Hob	Induction Hob
Glass	Ceramic Glass	Ceramic Glass
Control Method	Touch Sensor	Touch Sensor
Residual Heat Indicator	Yes	Yes
Safety Shutoff	Yes	Yes
Pan Detection	Yes	Yes
Install Type	Built-In	Built-In
Design		
Electric Features		
Burner Power		
Front-Left	1,250W/Boost 1,500W	1,200W/Boost 1,500W
Rear-Left	2,350W/Boost 2,600W	2,300W/Boost 2,600W
Front-Right	2,350W/Boost 2,600W	3,000W/Boost 4,000W
Rear-Right	1,250W/Boost 1,500W	
Burner Size		
Front-Left	140mm	140mm
Rear-Left	220mm	180mm
Front-Right	220mm	280mm
Rear-Right	140mm	-

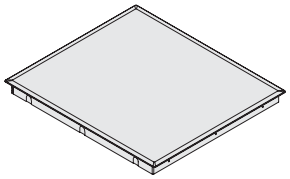
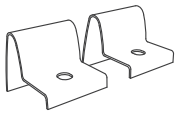
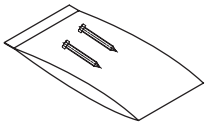
2. Specifications

	NZ64F3NM1AB	NZ63F3NM1AB
Control Features		
Child Safety Lock	Yes	Yes
Timer	Yes	Yes
Safety shutoff	Yes	Yes
Sound On/Off	-	-
Power Level	1~9 level	1~9 level
Boost	Yes	Yes
Power Pre-Selection	No	No
Keep Warm	No	No
Water Boiling	No	No

2-3 Table of Specification

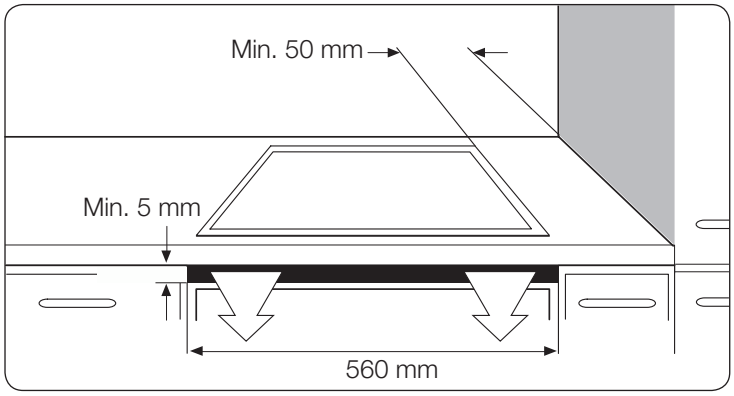
	NZ64F3NM1AB	NZ63F3NM1AB
Electrical Connection		
Rated voltage	220-240V~ 50/60Hz	220-240V~ 50/60Hz
Mains-connection	1N : 220-240V~ 50/60Hz	1N : 220-240V~ 50/60Hz
	2N : 380-415V~ 50/60Hz	2N : 380-415V~ 50/60Hz
Output Power	Max 7,200W	Max 7,200W
Outside Dimensions(WxLxH)	590 x 520 x 57mm	590 x 520 x 57mm
Net Weight	10.5Kg	10.6Kg
Gross Weight	12.0Kg	12.1Kg

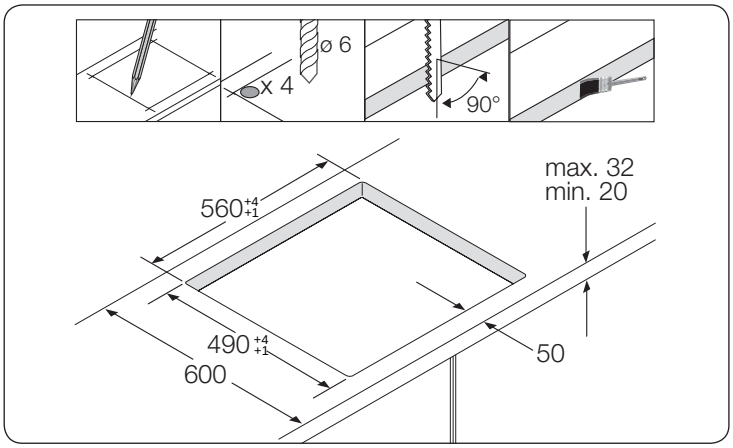
2-4 Accessory

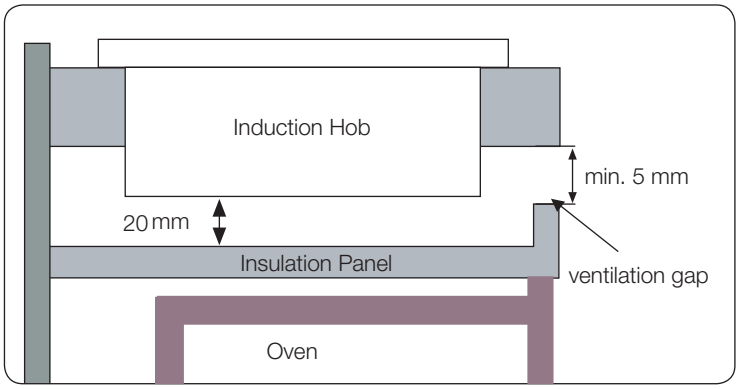
		
Induction hob	Installation brackets	Screws

2-5 Installation

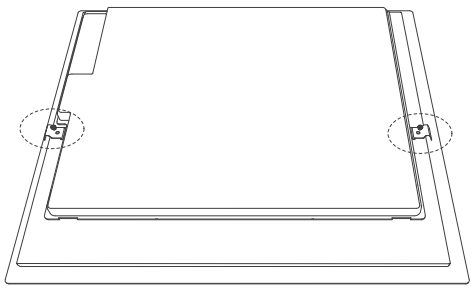
Make a note of the serial number on the appliance rating plate prior to installation.
This number will be required in the case of requests for service and is no longer accessible after installation, as it is on the original rating plate on the underside of the appliance.
Pay special attention to the minimum space and clearance requirements.
Secure the brackets at both sides with the provided screws before installation.



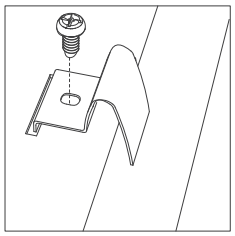


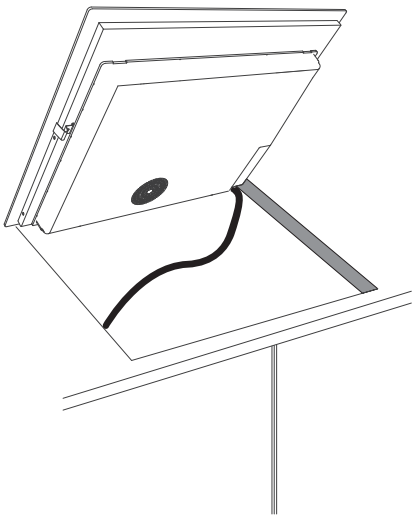


2-5 Installation

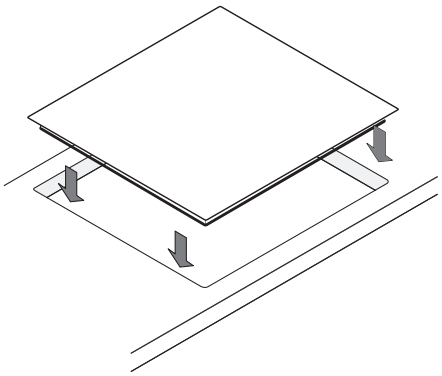


Inatall the two brackets





Put into the hole

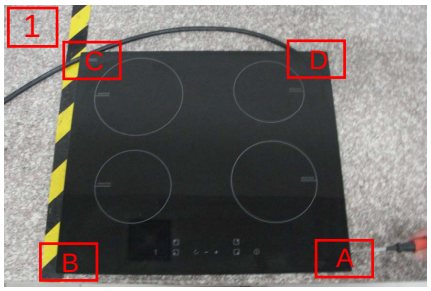
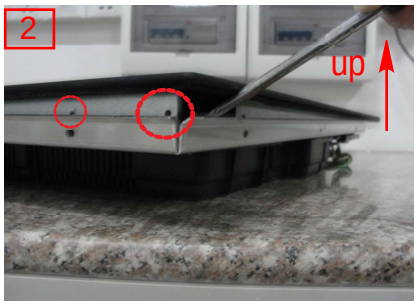


3. Disassembly and Reassembly

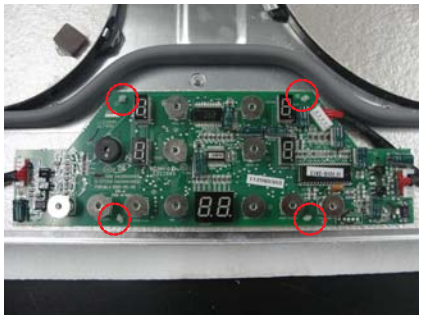
3-1 Replacement of the Ceramic Glass

Attention

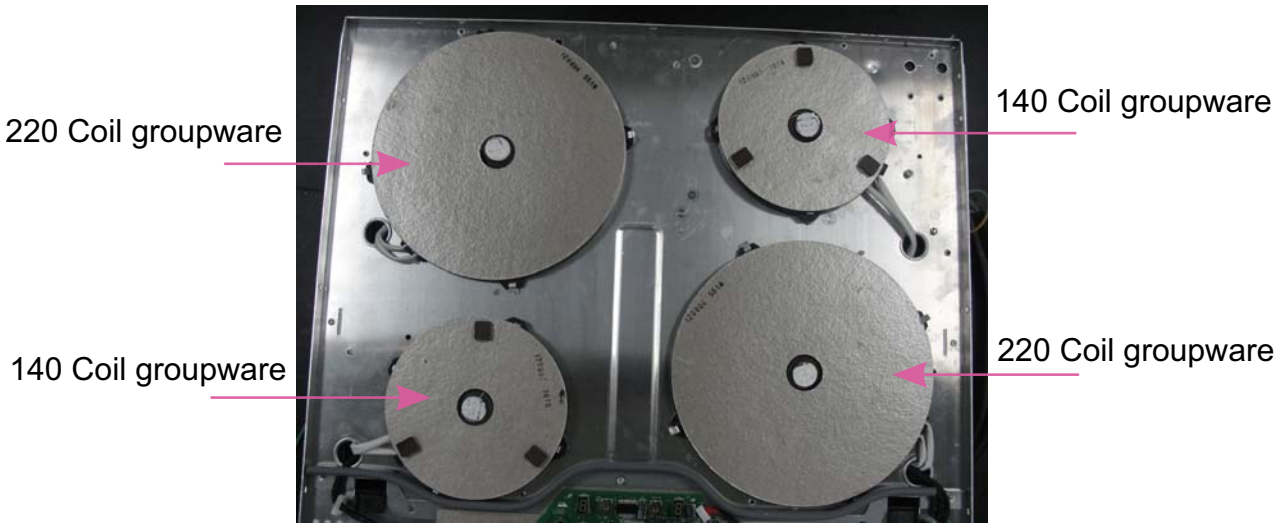
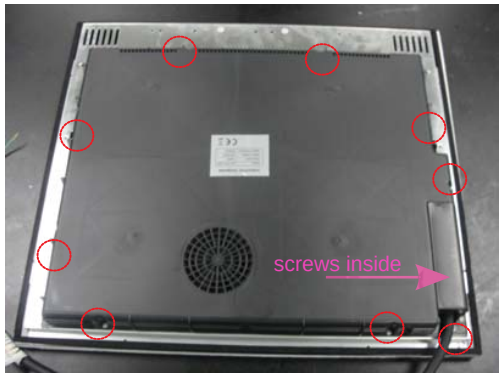
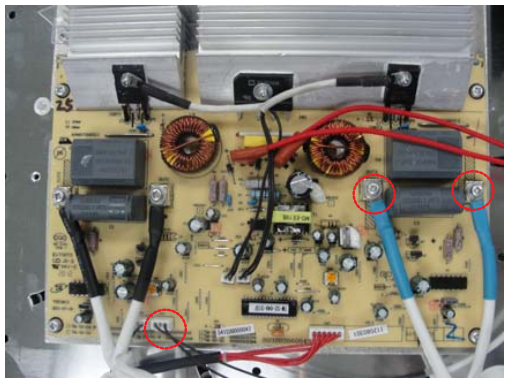
The Ceramic Glass may break if you use force especially on the edge.

Parts	Explanation Photo	Explanation
Ceramic Glass		1. Disconnect power. 2. Remove 12 screws from 4 edges (3 screws each edge) that are locking the ceramic glass with the radiator board.
	 	3.Use the shape "-" group to lift the ceramic glass from the radiator board at the points shown in image 1 (A) with the height shown in image 2 (lift until screw holes are above the radiator board). After taking the same operations at points (B), (C) and (D) shown in image 1, the ceramic glass will be able to be removed from the radiator board. 4. After replacing the ceramic glass, lock the ceramic glass to the radiator board by screws.

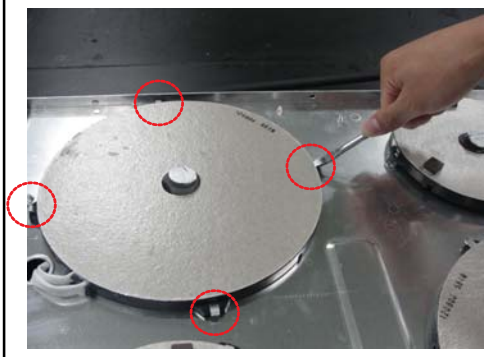
3-2 Replacement of the Display board

Parts	Explanation Photo	Explanation
Display board		1.Lift up the display board.(The display board is fixed by 4 plastic buckle) 2. Disconnect all sub-wire. 3. Replace the display board.

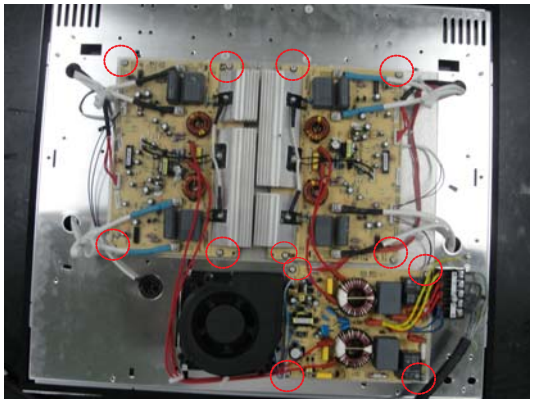
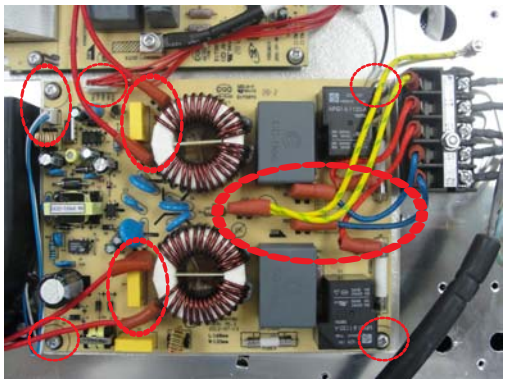
3-3 Replacement of the Assy-Working Coil

<table>
<tr><th colspan="3">Explanation Photo</th></tr>
<tr><td colspan="3"> 
</td></tr>
<tr><th>Parts</th><th>Explanation Photo</th><th>Explanation</th></tr>
<tr><td rowspan="2">Coil groupware</td><td> 
</td><td rowspan="2">1. Remove the 9 screws that securing the base to the radiator board.And there are 2 more screws inside the power cord case cover.
2. Remove the base.
3. Remove the corresponding coil groupware screws and the temperature sensor wiring.</td></tr>
<tr><td>  </td></tr>
</table>

3-3 Replacement of the Coil groupware

Parts	Explanation Photo	Explanation
Coil groupware		4. Make the bend part straight. 5. Lift up the coil groupware and through the sensor from the middle of coil groupware. 6. Replace the coil groupware.
		

3-4 Replacement of the PCB

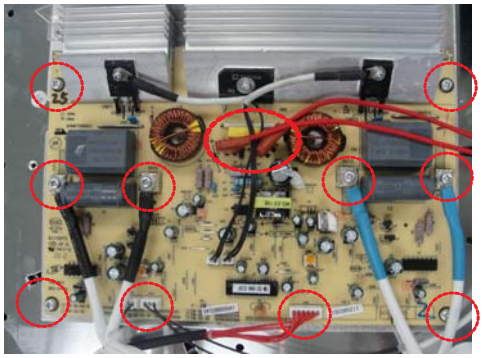
Parts	Explanation Photo	Explanation
PCB		1. There are 2 Power boards and 1 accessorial power board. Each PCB is securing to the radiator board by 4 screws.
Accessorial power board		2. Disconnect all wire. Remove the 4 screws. 3. Replace the accessorial power board. Arrange all wire properly.

Attention

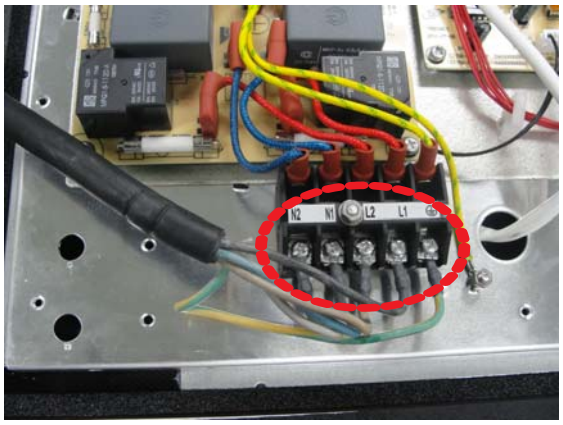
Pay attention to sharp edge.

Even for a skilled technician, a risk of injury exists while performing service or repairs.

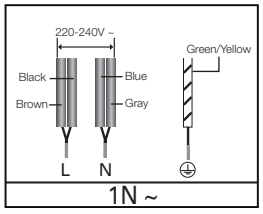
3-4 Replacement of the PCB

Parts	Explanation Photo	Explanation
Power board		2. Disconnect all wire. Remove the 4 screws. 3. Replace the power board. Arrange all wire properly.

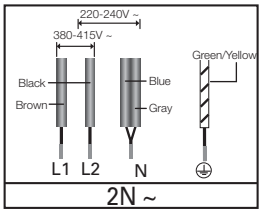
3-5 Replacement of the Power Cord

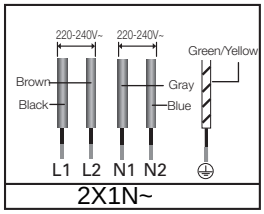
Parts	Explanation Photo	Explanation
Power Cord		1. Remove the base. 2. Remove the 5 screws and take the power cord out. 3. Replace the power cord. 4. After finishing service, connect the power cable properly to main power supply.

- **1N ~**



- **2N ~ : Separate the 2-phase wires (L1 and L2) before connection.**

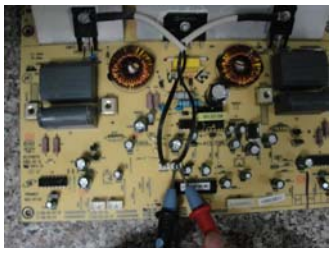




⚠ WARNING For correct supply connection, follow the wiring diagram attached near the terminals.

4. Troubleshooting

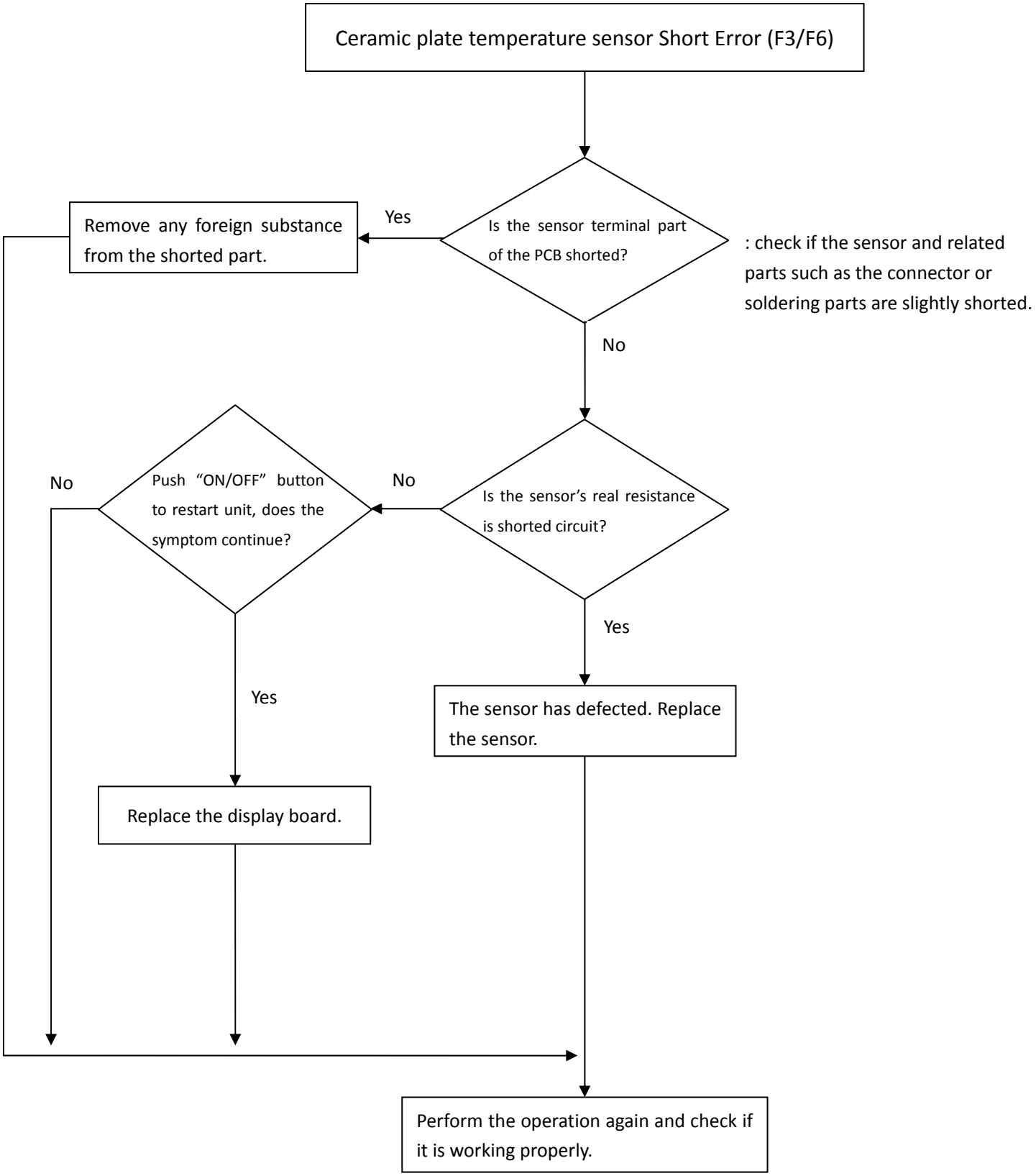
4-1 Part Checking method

Parts	Photo	Good	No Good
IGBT temperature sensor		R25 ℃ =100KΩ±5％	The others
Ceramic plate temperature sensor		R25 ℃ =100KΩ±5％	The others

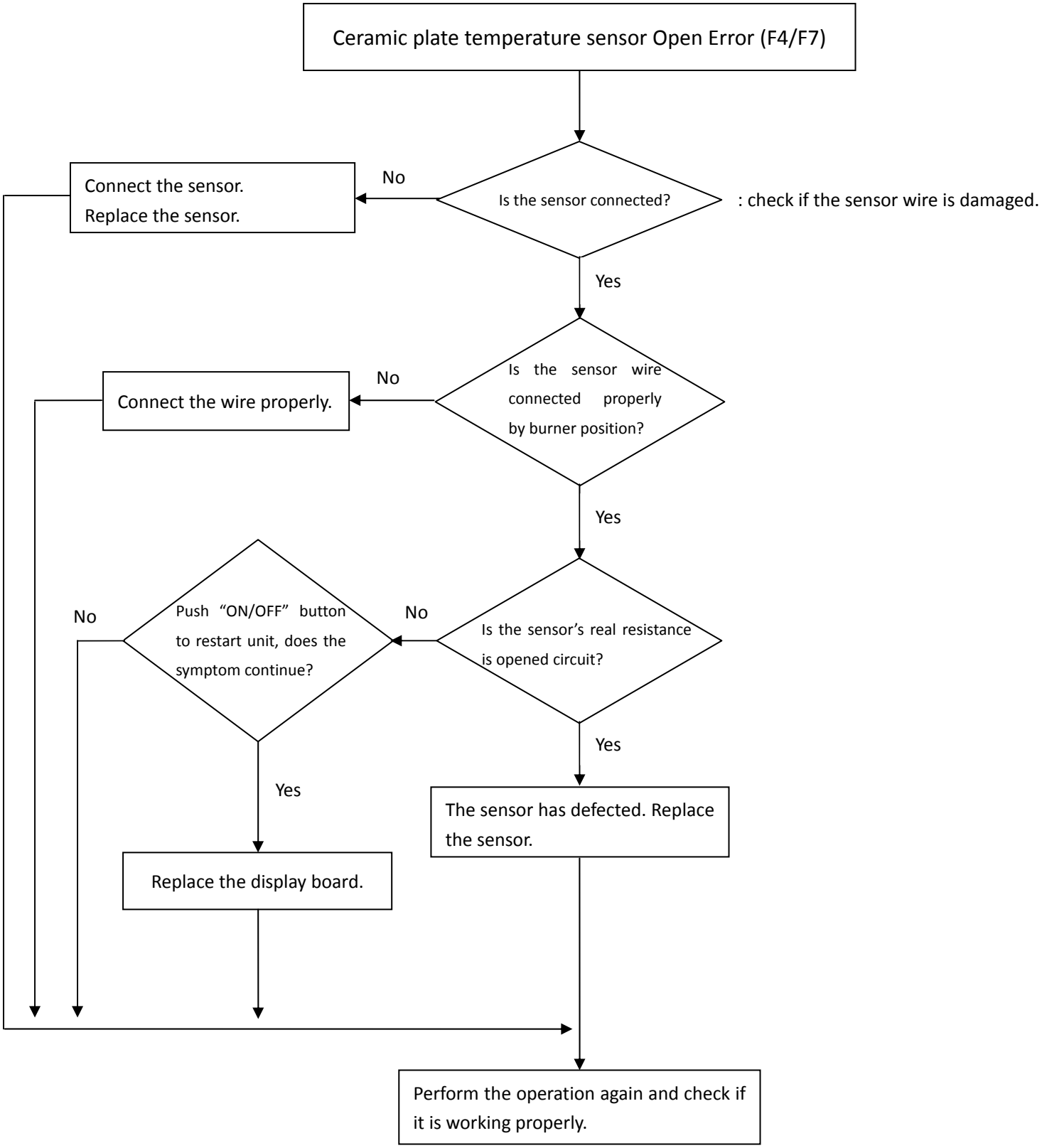
4-2 Failure Codes

Failure Code	Problem	Solution
E1/E2	Voltage irregularity	Unit should operate normally after a few minutes and code will disappear from display.
E3/E4	High temperature of ceramic plate	Wait for temperature to return to normal. Push “ON/OFF” button to restart unit.
E5/E6	High temperature of hob	Wait for temperature to return to normal. Push “ON/OFF” button to restart unit.
		Check if the fan runs smoothly. Fan should be replaced by a new one if not work anymore.
F3/F6	Ceramic plate temperature sensor Short Error	15 Page
F4/F7	Ceramic plate temperature sensor Open Error	16 Page
F5/F8	Ceramic plate temperature sensor failure	17 Page
F9/FC	IGBT temperature sensor Short Error	18 Page
FA/FD	IGBT temperature sensor Open Error	19 Page

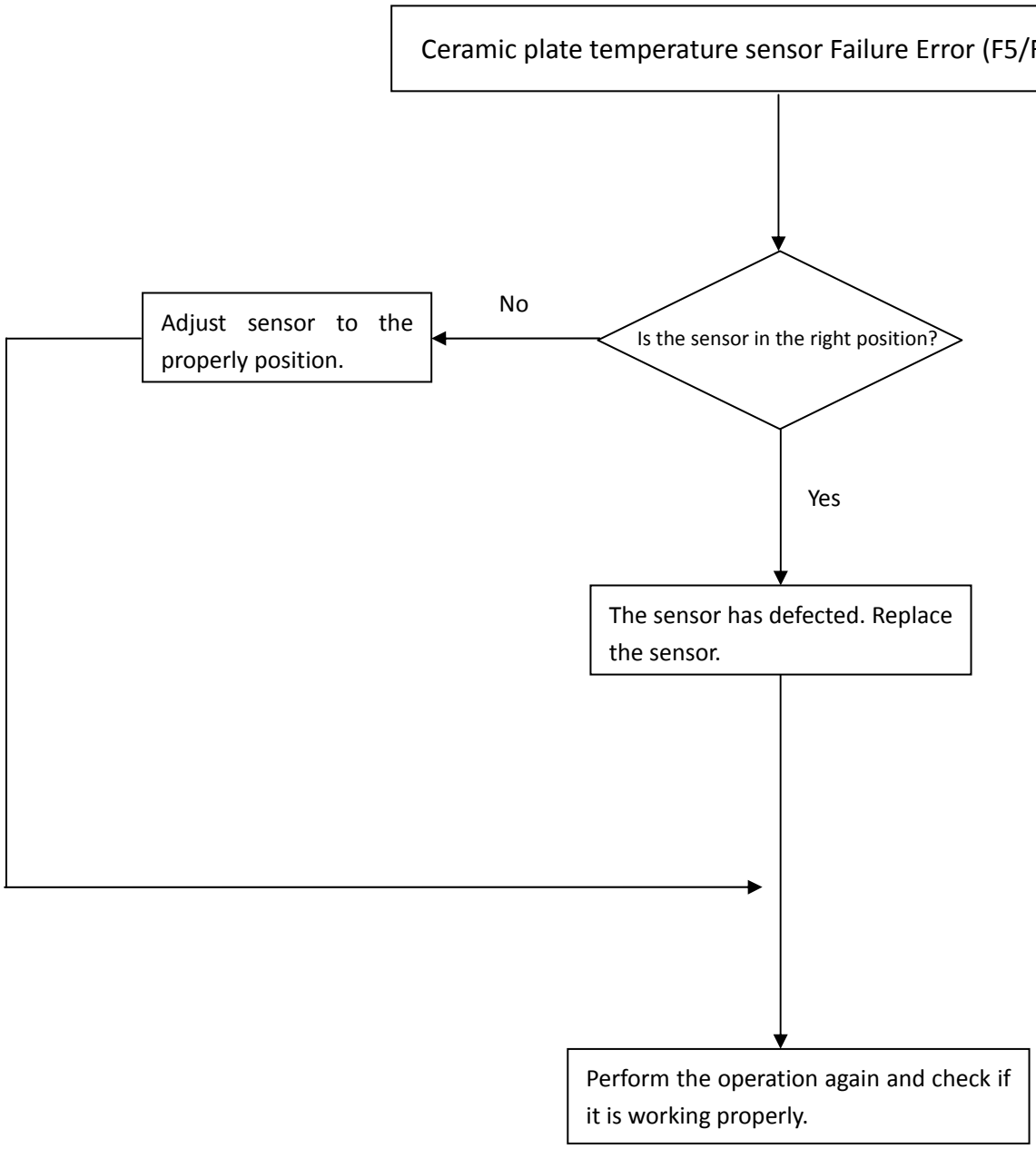
4-2 Failure Codes



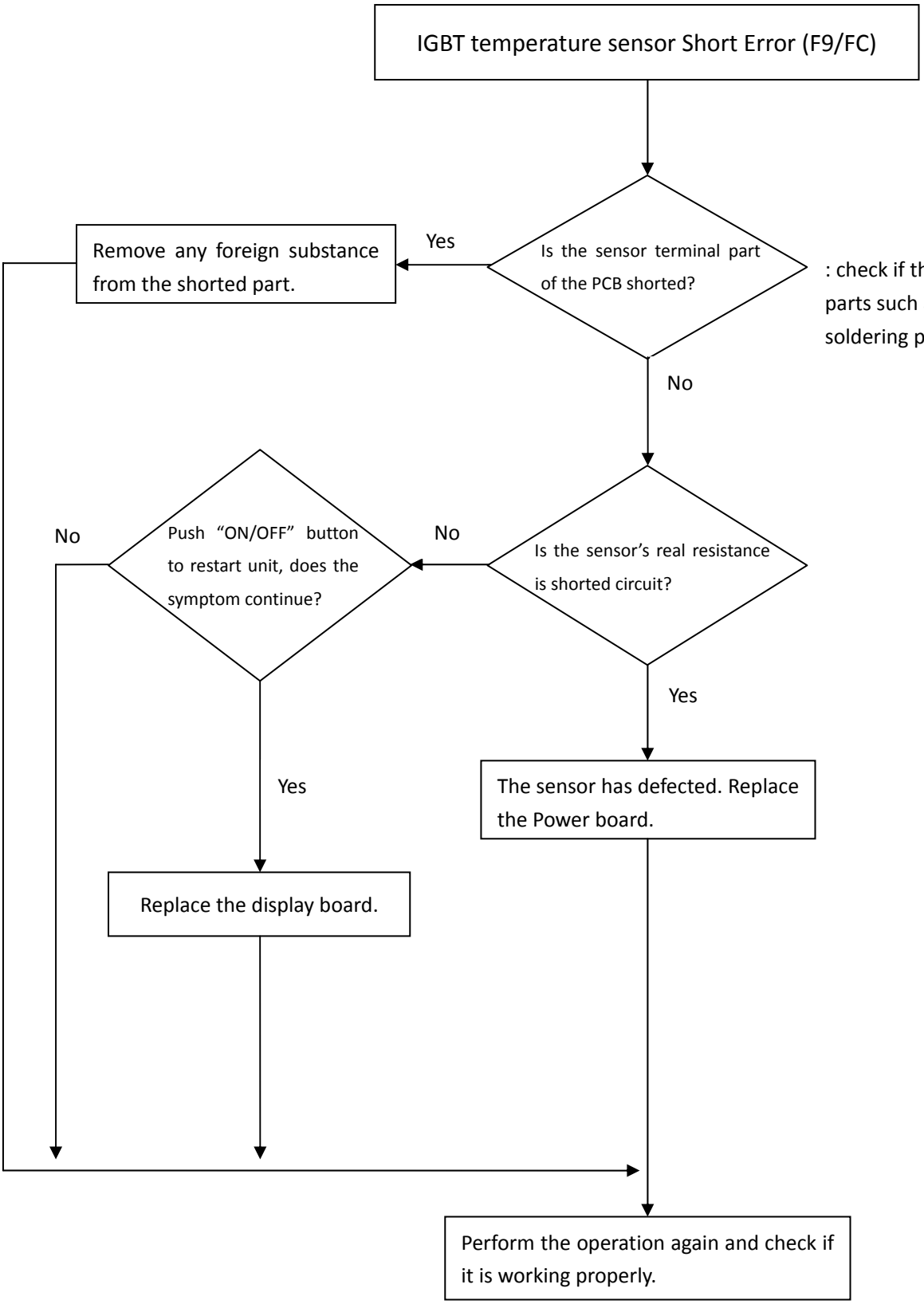
4-2 Failure Codes



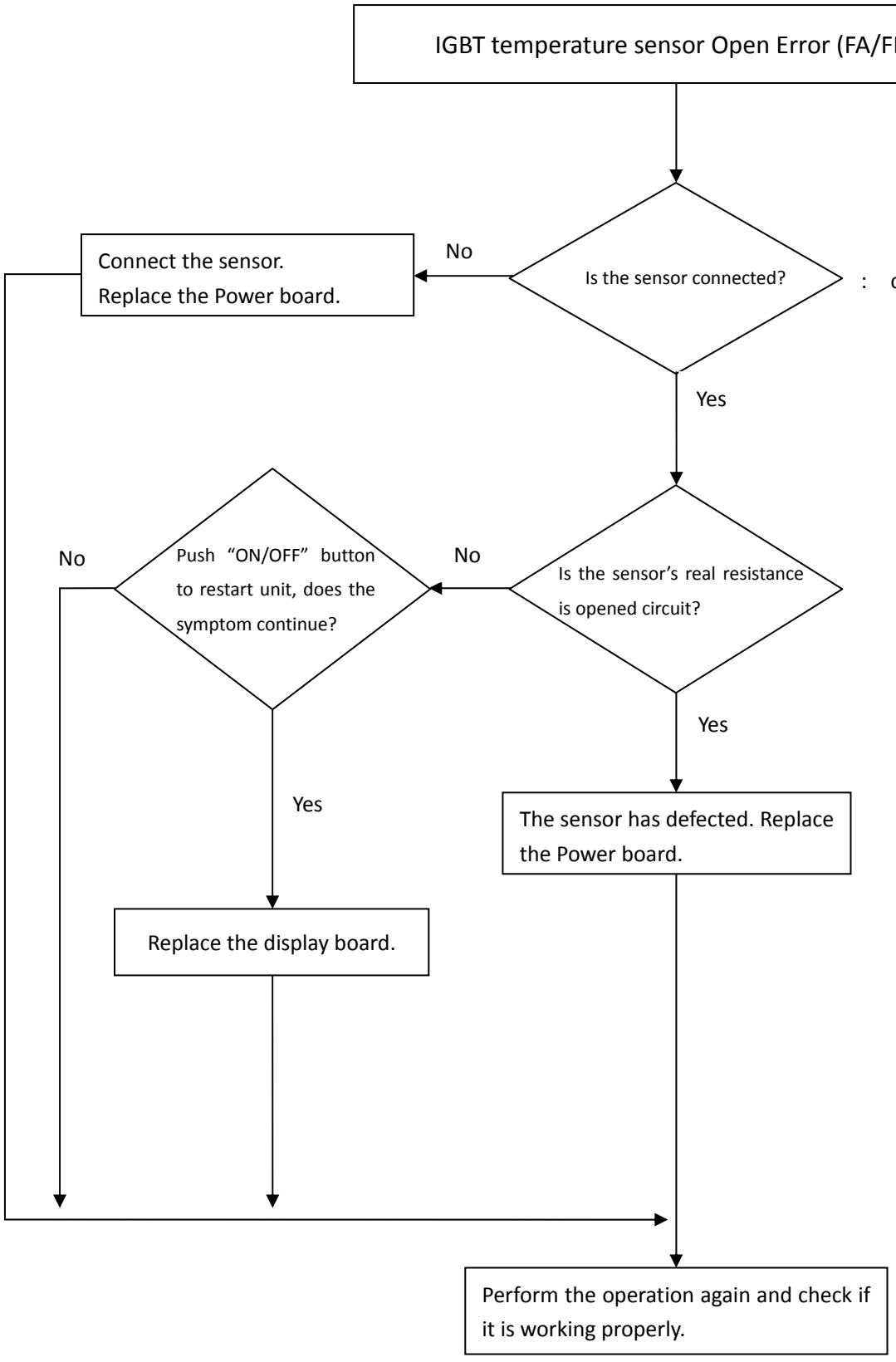
4-2 Failure Codes



4-2 Failure Codes



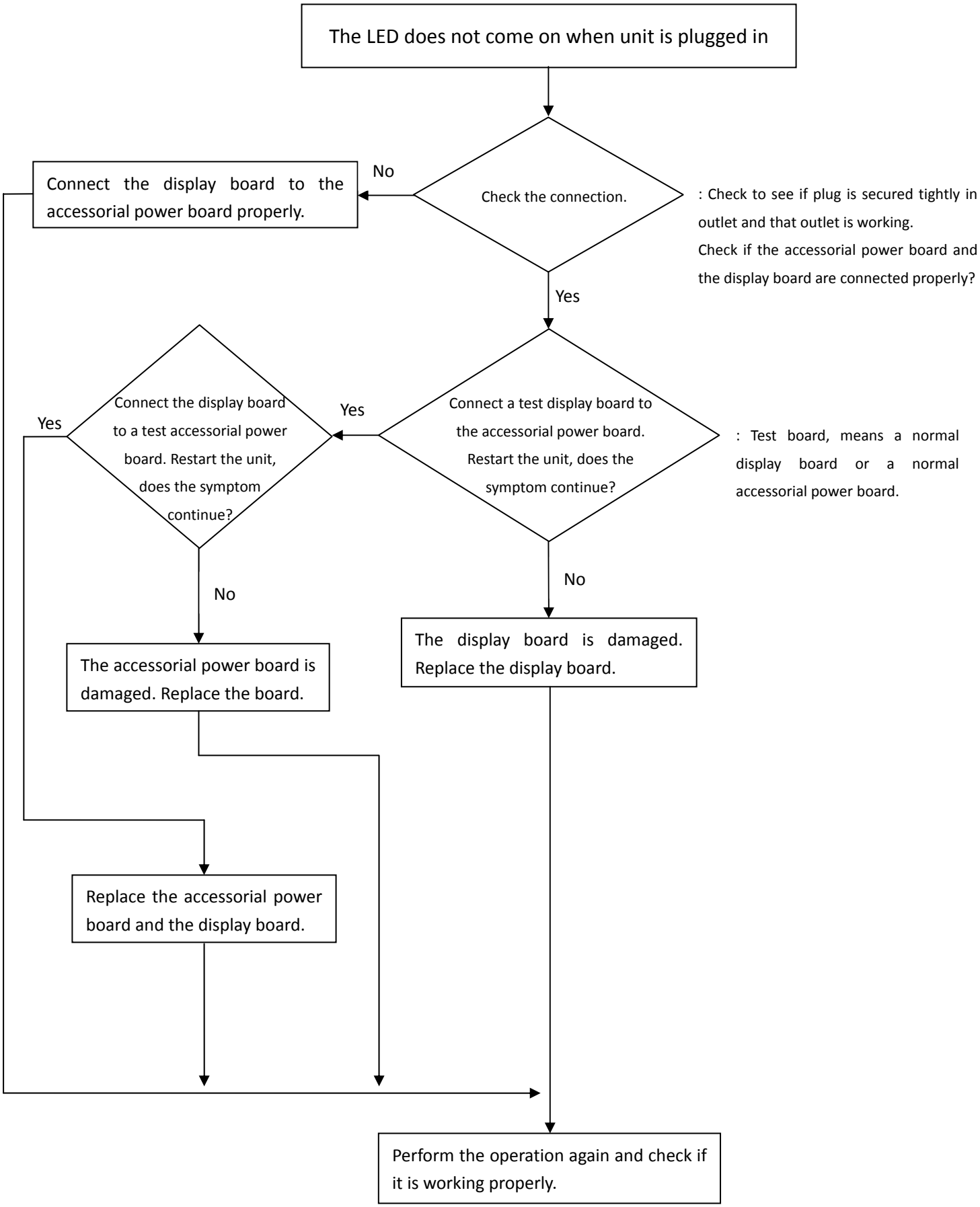
4-2 Failure Codes



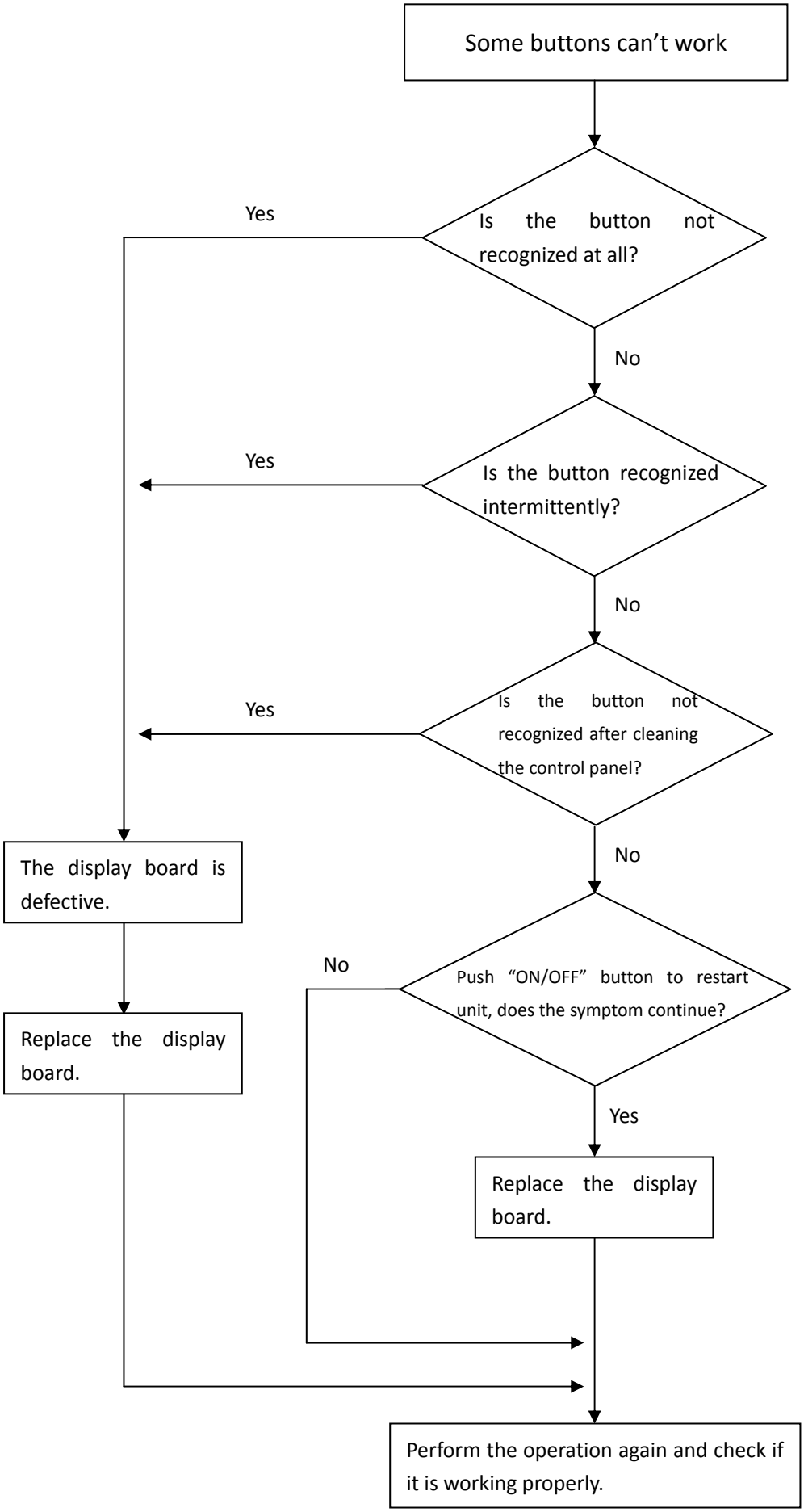
4-3 Electrical Malfunction

Failure	Problem	Solution
The LED does not come on when unit is plugged in.	NO power supplied or display is damaged.	21 Page
Some buttons can't work, or the LED display is not normal.	The display board is damaged.	22 Page
The Cooking Mode indicator comes on, but heating does not start.	There is something wrong of the fan or the power board is damaged.	23 Page
Heating stops suddenly during operation and display "U"	Cooker has overheated or the pan type is wrong.	24 Page
Heating zones of the same side (Such as the first and the second zone) would display "U".	Communication failure	25 Page
Fan motor sounds abnormal.	The fan motor is damaged or foreign body inside.	Replace the fan. Clean-up the fan.

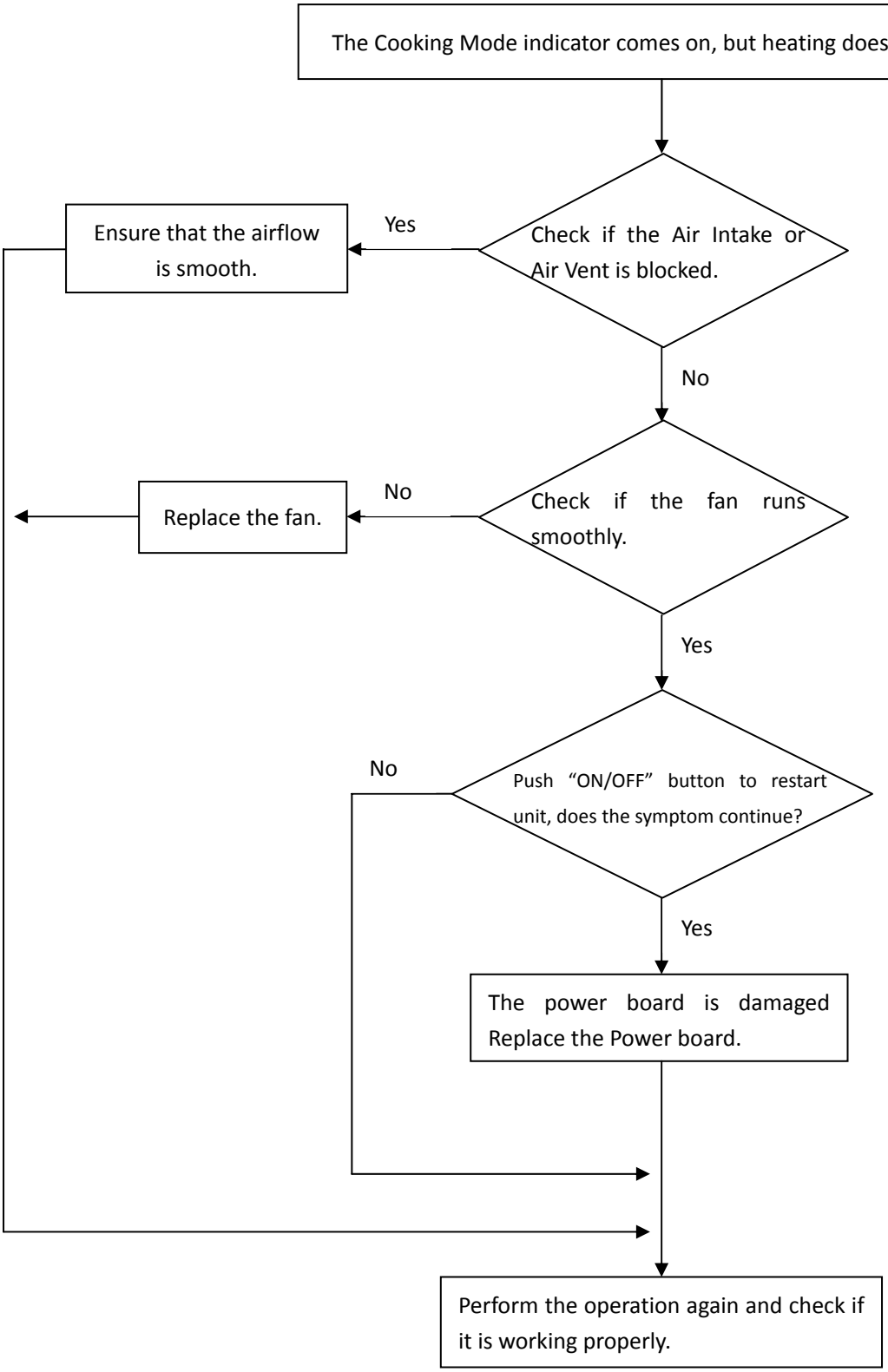
4-3 Electrical Malfunction



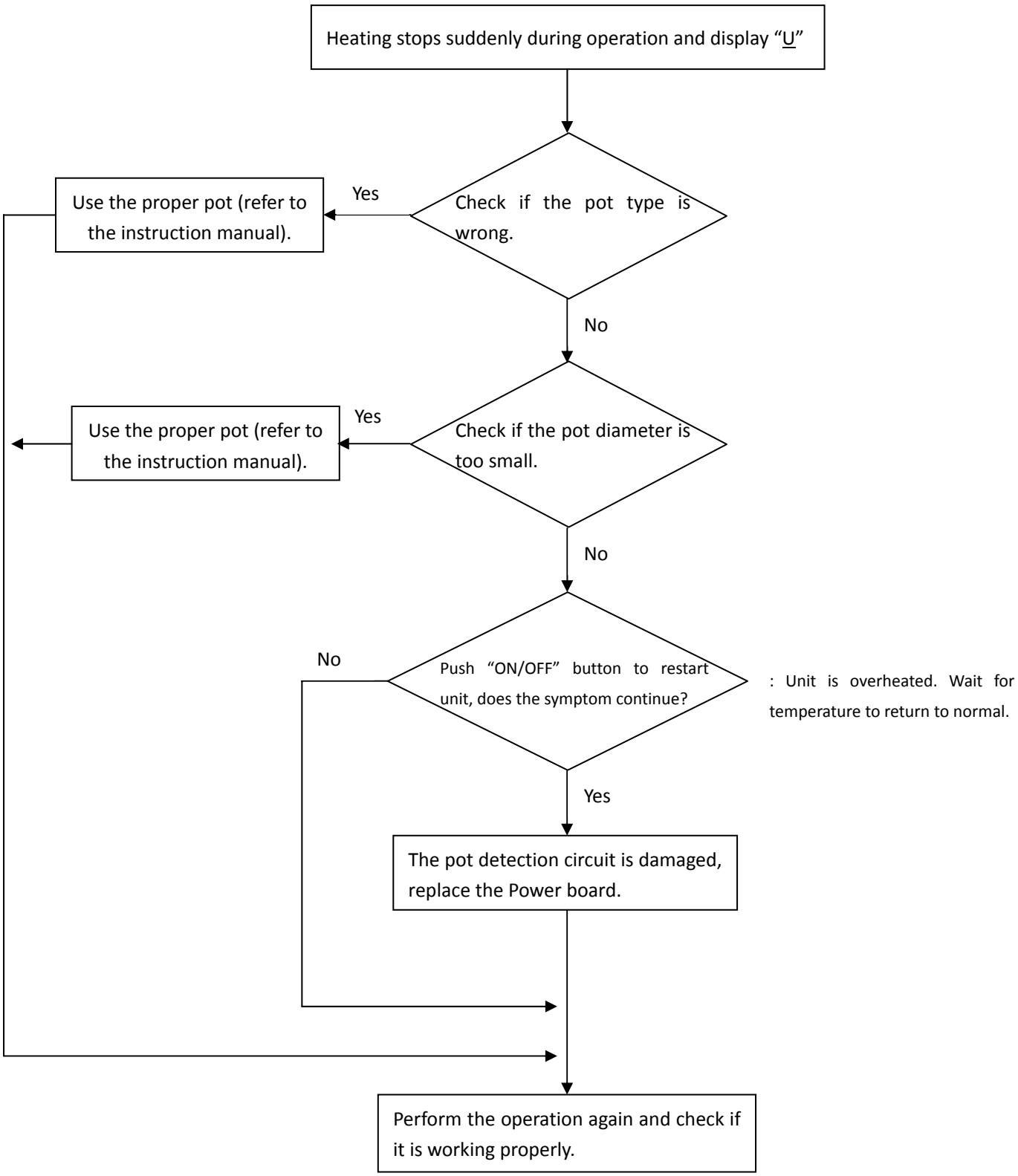
4-3 Electrical Malfunction



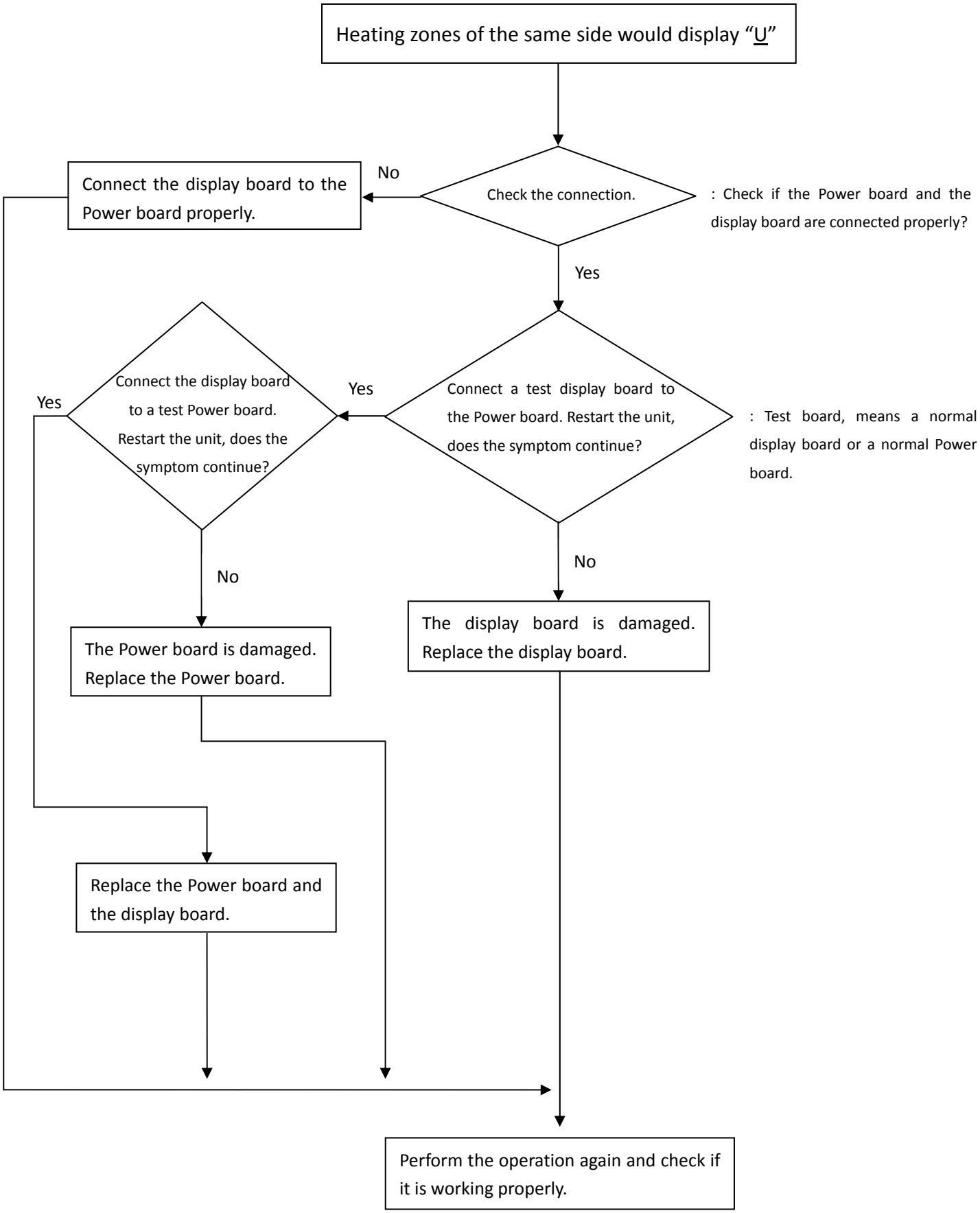
4-3 Electrical Malfunction



4-3 Electrical Malfunction

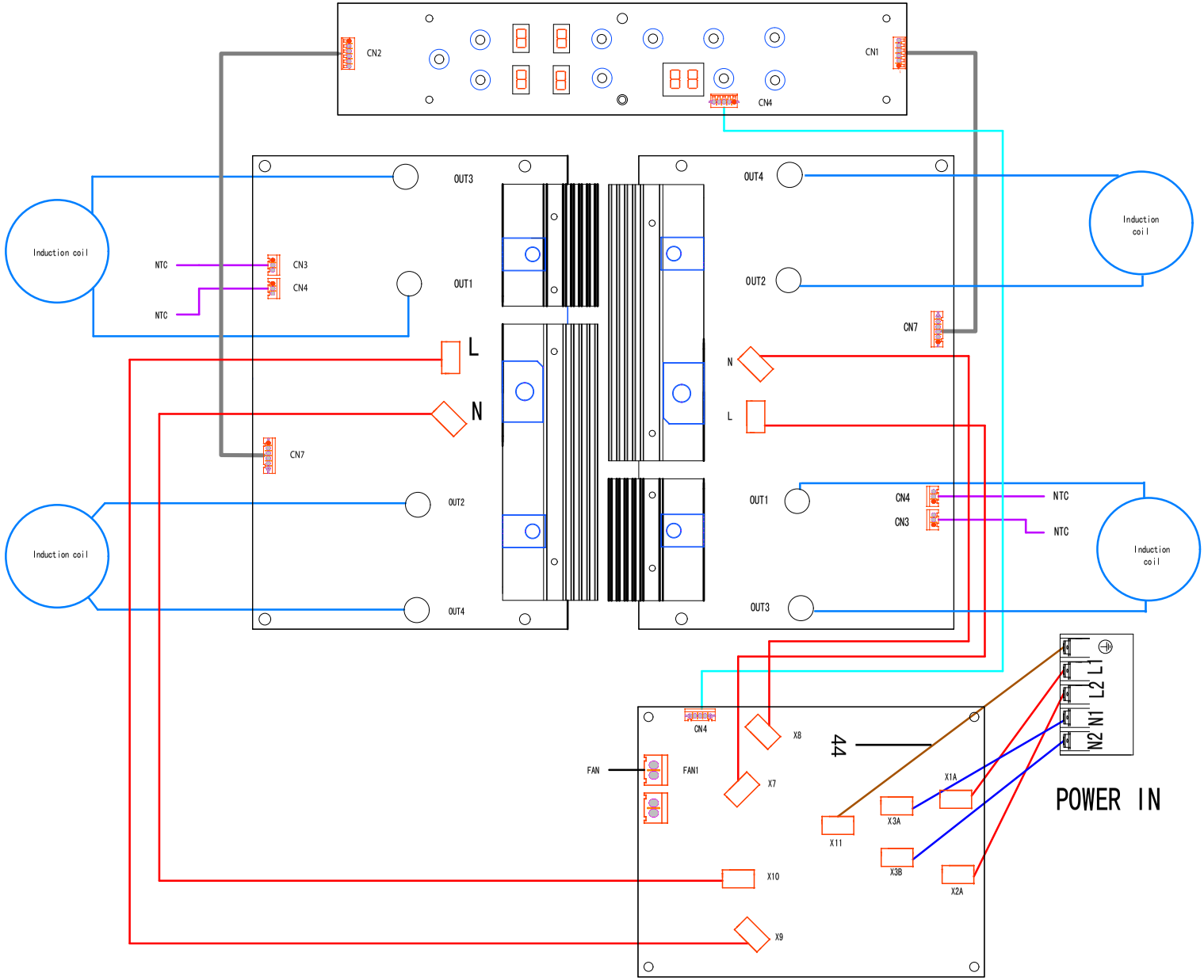


4-3 Electrical Malfunction



5. Wiring Diagrams (This Document can not be used without Samsung's authorization)

5-1 Wiring Diagrams



SAMSUNG ELECTRONICS

GSPN (Global Service Partner Network)

Contry	Web Site
North America	service.samsungportal.com
Latin America	latin.samsungportal.com
CIS	cis.samsungportal.com
Europe	europe.samsungportal.com
China	china.samsungportal.com
Asia	asia.samsungportal.com
Mideast & Africa	mea.samsungportal.com