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## APPLIANCEMATES DC97-16350D

# APPLIANCEMATES Washer Suspension Rods User Manual

Model: DC97-16350D, DC68-03172B-03

## 1. PRODUCT OVERVIEW

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The APPLIANCEMATES DC97-16350D and DC68-03172B-03 suspension rods are designed as replacement parts for Samsung top-load washing machines. These rods are crucial for maintaining the balance of the washer tub during operation, especially during high-speed spin cycles. A set typically includes four suspension rods.



Image 1.1: A set of four APPLIANCEMATES DC97-16350D suspension rods, featuring a golden rod with a black top cap and a black spring assembly at the bottom.

Each suspension rod consists of a durable metal rod, a top cap, and a spring assembly at the bottom. The spring provides the necessary shock absorption, allowing the washer tub to move freely while preventing excessive vibration and noise.

# Product Size

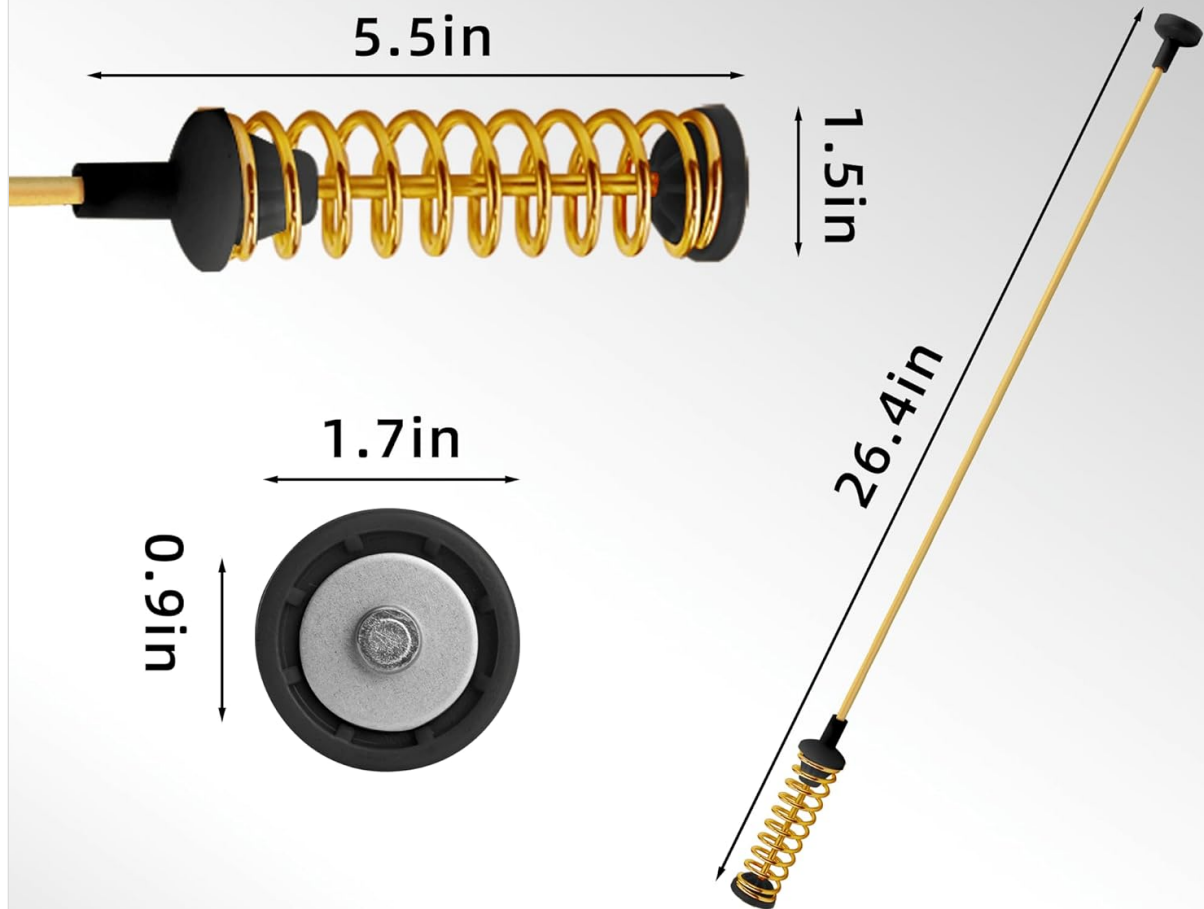


Image 1.2: A diagram illustrating the dimensions of the suspension rod. The total length is approximately 26.4 inches. The spring assembly measures about 5.5 inches in length and 1.5 inches in height, with a diameter of 1.7 inches at its widest point and 0.9 inches at the narrowest.

## 2. COMPATIBILITY AND REPLACEMENT MODELS

These suspension rods are compatible with a wide range of Samsung top-load washer models. It is essential to verify the compatibility with your specific washer model before purchase and installation. The length of the DC97-16350D Washer Suspension Bar is approximately 26.4 inches. Please compare this with the length of the original suspension rod in your appliance.

**Compatible Samsung Washer Models include:**

# Compatible with Samsung Washer Models

<b>WA40</b>	WA400PJHDWR/AA-04	WA40J3000AW/A2-00	WA40J3000AW/A2-01
WA40J3000AW/A2-11	WA40J3000AW/A2-12	WA40J3000AW/A2-13	WA40J3000AW/AA-11
WA40J3000AW/AA-12	WA400PJHDWR/AA-01	WA400PJHDWR/AA-02	WA400PJHDWR/AA-03
WA40J3000AW/AA-13	WA400PJHDWR/AA-00	WA400PJHDWR/AA-05	
<b>WA41</b>	WA41A3000AW/A4-00	<b>WA42</b>	WA422PRHDWR/AA
<b>WA44</b>	WA41A3000AW/A4-00	WA44A3405AV/A4-00	WA44A3405AW/A4-00
<b>WA45</b>	WA456DRHDSU/AA	WA456DRHDWR/AA	WA45H7000AP/A2
WA45H7000AW/A2	WA45H7200AP/A2	WA45H7200AW/A2	WA45K7600AW/A2
WA45K7600AW/AA	WA45M7050AW/A4	WA45N3050AW/A4-00	WA45T3400AP
WA45T3400AP/A4-00	WA45T3400AW/A4-00	WA45T3400AV/A4-00	WA45T3200AW/A4-00
WA45M3100AW/A4-00	<b>WA47</b>	WA476DSHAWR/A1-01	
<b>WA48</b>	WA484DSHASU/A1-01	WA484DSHAWR/A1-01	
<b>WA50</b>	WA50R5200AW/US	WA50R5400AV/US	WA50R5400AW/US
WA50T5300AC/US-01	<b>WA54</b>	WA5451ANP/XAA-01	WA5451ANP/XAA-02
WA5451ANW/XAA-00	WA5451ANW/XAA-01	WA5451ANW/XAA-02	WA5451ANW/XAA-03
WA5471ABP/XAA-00	WA5471ABP/XAA-01	WA5471ABW/XAA-00	WA5471ABW/XAA-01
WA5471ABW/XAA-02	<b>WA56</b>	WA56H9000AP/A2-00	WA56H9000AP/A2-01
WA56H9000AW/A2-00	WA56H9000AW/A2-01		

Image 2.1: A comprehensive list of compatible Samsung washer models, categorized by series (WA40, WA41, WA42, WA44, WA45, WA47, WA48, WA50, WA54, WA56).

**This product replaces the following part numbers:**

## DC97-16350D Replace Part Number:

DC97-16350S DC97-16350U DC97-16350C  
DC97-16350D DC97-16350K DC97-16350T  
DC97-16350R DC97-16350J DC97-05280W  
DC97-05280V DC97-05280H DC97-05280K  
DC97-05280X DC97-18610B DC97-18610C  
AP6884450 PS12720841 EAP12720841



Image 2.2: A visual representation of various suspension rod types and a list of replacement part numbers for DC97-16350D, including DC97-16350S, DC97-16350U, DC97-16350C, DC97-16350T, DC97-16350R, DC97-16350J, DC97-05280W, DC97-05280V, DC97-05280H, DC97-05280K, DC97-05280X, DC97-18610B, DC97-18610C, AP6884450, PS12720841, and EAP12720841.

- DC97-05280W
- DC97-16350S
- DC97-16350E
- DC97-16350C
- DC97-16350U
- DC97-16350J
- DC97-16350K
- DC-16350T
- DC97-05280U
- DC97-05280H
- DC97-05280K
- DC97-05280X
- DC97-18610B
- DC97-18610C

- AP6884450
- EAP12720841
- PS12720841

### 3. SYMPTOMS ADDRESSED

Damaged or worn-out suspension rods can lead to several operational issues in your washing machine. Replacing them with new rods can resolve these common problems, ensuring stable and quiet operation.



## The DC97-16350D Can Fix the Following Symptoms

- ✓ "DC" Fault Error
- ✓ Washer Imbalance
- ✓ Washer keep displaying UE
- ✓ Washer vibrates and makes noise
- ✓ Washing machine body shaking
- ✓ Boom worn out

Image 3.1: A graphic illustrating the symptoms that can be resolved by replacing the suspension rods. These include "DC" Fault Error, Washer Imbalance, Washer displaying "UE" error, Washer vibrates and makes noise, Washing machine body shaking, and worn-out boom.

Specifically, these suspension rods are designed to address:

- Error code UR/UB appearing when washer suspension rod is damaged.
- Washer load being unbalanced.
- Noise from washer vibration.
- Washer body shaking out of balance.

## 4. MATERIAL AND DESIGN

The DC97-16350D Samsung washing machine shock absorber rod assembly is constructed from high-quality reinforced steel. This material choice ensures durability and resistance to bending, even under the stress of high-speed washing cycles.



The metal rod section is made of 90% pure steel, ensuring purity, size, durability and toughness, which is stronger and less likely to break and be damaged



The spring part is made of high elasticity and high toughness spring material, which makes the product more elastic and stable, with longer service life



Image 4.1: Detailed views of the suspension rod components. The left image shows the metal rod section, highlighting its composition of 90% pure steel for strength and durability. The right image displays the spring part, emphasizing its high elasticity and toughness for stable and long-lasting performance.

The improved spring mechanism within the assembly contributes to smooth washer operation, effectively absorbing shocks and minimizing vibrations, particularly during high-speed spinning. This design enhances the overall stability and longevity of the washing machine.

## 5. INSTALLATION GUIDE

Replacing suspension rods typically requires basic tools and mechanical aptitude. Always ensure the washing machine is unplugged from the power source before beginning any repair work to prevent electrical shock.

### Safety Precautions:

- Disconnect power to the washer before starting.
- Wear appropriate safety gear, such as gloves.
- Work in a well-lit area.
- If unsure, consult a qualified technician.

### General Installation Steps:

1. **Access the Suspension Rods:** Depending on your washer model, you may need to remove the top panel, front panel, or tilt the washer back to access the suspension rods. Refer to your specific washer's service manual for precise access instructions.
2. **Remove Old Rods:** Carefully detach the old suspension rods from their mounting points. Note their orientation and how they are connected.
3. **Install New Rods:** Insert the new APPLIANCEMATES suspension rods into the designated slots. Ensure they are securely seated at both the top (washer frame) and bottom (washer tub).
4. **Verify Installation:** Once all rods are installed, gently push down on the washer tub to ensure it moves freely and returns to its central position without excessive wobbling.
5. **Reassemble Washer:** Reattach any panels or components that were removed.
6. **Test Operation:** Plug the washer back in and run a small test cycle (e.g., rinse and spin) to confirm stable operation and the absence of previous symptoms.

## 6. OPERATING PRINCIPLES

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The suspension rods work in conjunction with the washer's tub to absorb the kinetic energy generated during the wash and spin cycles. When the tub rotates, especially during the high-speed spin, the weight of the water and clothes creates dynamic forces. The rods, with their integrated springs, allow the tub to move vertically and slightly horizontally within a controlled range, preventing it from hitting the outer casing or causing excessive vibration.

A properly functioning set of suspension rods ensures that the washer remains balanced, reducing noise, preventing error codes related to imbalance (like UR/UB or UE), and extending the lifespan of the appliance by minimizing stress on other components.

## 7. MAINTENANCE

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While suspension rods are designed for durability, regular inspection can help identify potential issues before they become severe. It is recommended to:

- **Inspect Annually:** If you notice increased vibration or noise, or during other routine washer maintenance, visually inspect the suspension rods for signs of wear, bending, or corrosion.
- **Keep Washer Level:** Ensure your washing machine is always level. An unlevel washer can put undue stress on the suspension system, leading to premature wear.
- **Avoid Overloading:** Consistently overloading the washer can strain the suspension system. Adhere to the manufacturer's recommended load capacity.

## 8. TROUBLESHOOTING

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If your washing machine exhibits any of the following symptoms after replacing the suspension rods, or if the issues persist, consider these troubleshooting steps:

Symptom	Possible Cause	Solution
Excessive Vibration/Noise	Improper installation of rods, uneven load, unlevel washer, or other worn components (e.g., motor, bearings).	Re-check rod installation. Ensure washer is level. Distribute laundry evenly. Inspect other components.
Washer still displays UR/UB/UE error	Sensor issue, control board issue, or persistent imbalance.	Verify load balance. Consult washer's diagnostic codes. May require professional diagnosis.
Washer tub not centered	One or more rods not seated correctly, or a rod is defective.	Re-inspect all four rods for proper seating. If a rod appears bent or damaged, replace it.

If troubleshooting steps do not resolve the issue, it is advisable to contact a qualified appliance repair technician.

## 9. SPECIFICATIONS

Attribute	Detail
Model Number	DC97-16350D
Manufacturer	APPLIANCEMATES
Material	Reinforced Steel
Item Weight	2.25 pounds (for the set)
Package Dimensions	27.4 x 3.7 x 1.8 inches
Item Package Quantity	4 Suspension rods
Length of Rod	Approximately 26.4 inches

## 10. WARRANTY AND SUPPORT

APPLIANCEMATES offers a 1-year warranty for these suspension rods, which includes support for returns and exchanges within this period. Your purchase includes a set of four DC97-16350D washer suspension spring rods.

For any questions or concerns regarding the product, installation, or warranty claims, please contact APPLIANCEMATES customer service. We are committed to providing prompt assistance.

### Contact Information:

Refer to your purchase documentation or the APPLIANCEMATES official store page for the most current contact methods.