



Fast Track Troubleshooting

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Models Covered:

RSG257AABP/XAA,
RSG257AAPN/XAA,
RSG257AARS/XAA,
RSG257AAWP/XAA

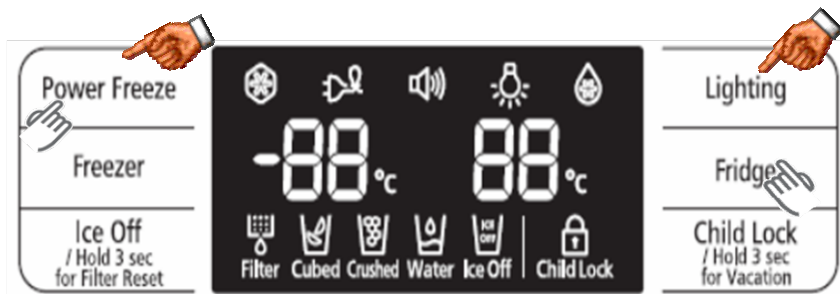
French Door Refrigeration

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.

Self Diagnosis: Press both buttons (Power Freeze– Lighting) *simultaneously* (No sound when both buttons are pressed at the same time) 'til the display quits blinking and beeps, 8-12 seconds, then release and read Fault Codes.

This will also cancel the Fault Mode created by self-diagnosis at power up.

Forced Mode: Press both buttons (Power Freeze– Fridge) *simultaneously* (No sound when both buttons are pressed at the same time) 'til it beeps and goes blank, 8-12 seconds



Wait 5 seconds between button pushes

3600RPM



Press Freezer button one time at the Test Mode to Force Compressor High Speed Run, measure fan and Compressor voltages at main PCB

2450RPM



Press Freezer button a second time to Force Mid Speed Run

2200RPM



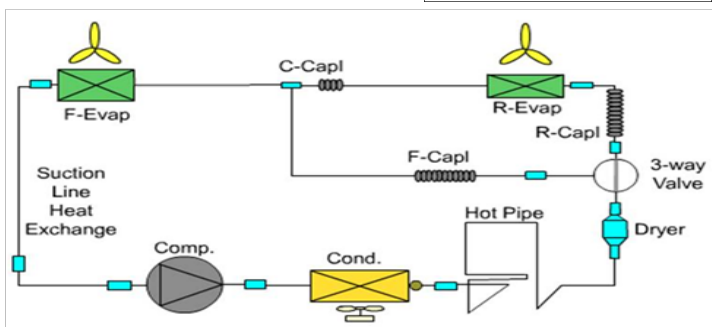
Press Freezer button a third time to Force Low Speed Run



Press Freezer button a fourth time to Force Defrost of Fridge & Freezer, measure defrost voltage at main PCB

Sealed System

Refrigerant Charge
R134a 7.0 oz.



1. Compressor → Sub-condenser → Hot Pipe → Back Cluster Pipe → Dryer → R Capillary Tube → Refrigerator Evaporator → Connected Capillary → Freezer Evaporator → Suction Pipe → Compressor
2. Compressor → Sub-condenser → Hot Pipe → Back Cluster Pipe → Dryer → F Capillary Tube → Freezer Evaporator → Suction Pipe → Compressor

Sales Mode, No Compressor Operation

Press Power Freeze & Freezer temp buttons simultaneously for 3 sec (you will hear a “Ding Dong”) to remove or put into Sales Mode. When in the Sales Mode the Display will show "OF" "OF"
Removing power will not cancel this mode.

Component Value Chart

| Component | Resistance | Wattage | Voltage |
|------------------------|------------|---------|----------|
| Freezer Defrost Heater | 58Ω | 250 | 120vac |
| Fridge Defrost Heater | 103Ω | 140 | 120vac |
| Fill Tube Heater | 2645Ω | 4.6 | 120vac |
| Dispenser Heater | 1763Ω | 7 | 120vac |
| Water Tank Heater | 3600Ω | 4 | 120vac |
| Sensors | 2.5kΩ-89kΩ | N/A | 1~4.5vdc |
| Fans | N/A | N/A | 7~12vdc |

DC FAN MOTORS

Brushless DC Fan motors are used to save energy. The fans operate at two speeds. Fan speed information is read by the Main PCB. If the fan speed exceeds 600 RPM or the speed is too slow, or stopped the fan drive circuit is disabled, After 10 seconds the circuit tries again with 3 seconds of DC voltage. If the fan continues this activity for 5 cycles, 10 seconds off 3 seconds on, the fan drive circuit is disabled for 10 minutes.

TO TEST THE FAN CIRCUIT VOLTAGE.

Power off and back on to check the DC voltage to the motor, wait from 10 to 60 seconds for the fan voltage to kick in, and then check fan voltage, the average reading is 9 VDC. If you get 3 seconds of voltage every 10 seconds for the 5 fan power up cycles, then the Main PCB is good.

NOTE: You may need to put unit in FORCED FREEZE mode to activate the fans/compressor.

If the fan blade is blocked by ice, then defrost and check the motor again, after removing power from the unit.

If the evaporator is ice blocked and thus blocking the air flow, the fan will over RPM and is stopped. Remove ice and check the motor again. If everything is clear around the fan blade then the motor would be at fault. Continuous fan errors will be displayed on the front panel display. **PLEASE NOTE:** The door switches control the evaporator fan motors. Have them closed to test the motors. Delay time 10 – 60 seconds.

Heat Release Ice Makers

Heat Release Ice production Explanation

38 minutes after the water fill is complete, the control board will check the temperature of the eject Thermistor, on the Ice Maker Head, if the Thermistor reads a temperature lower than 18.5 degrees for more than 5 seconds, then the ice production process is completed. The Ice maker will harvest if the ice bucket is not sensed as full. If a Fault Mode is detected with the Ice Maker operation, the Ice Maker stops working for 3 hours. Which means, the Ice Maker checks the operation every 3 hours until it works properly.

Heat Release I/M Test Mode




















Press and hold the ICE TEST S/W for at least 1.5sec, the harvest function will start. If the ice maker Thermistor is below 0 degrees the Ice maker heater turns on for about 2 minutes. If the temperature exceeds 0 degrees, Ice maker heater turns on for 30 seconds. After the Ice maker heater turns on for 30 seconds, the heater turns off and then Ice maker harvest motor turns on. The motor will rotate in right direction for about 3 minutes, after this, water supply valve is turned on, then the valve is turned off, the test mode is completed. If the above operation is not carried out within 6 minutes, it will go into a fault mode.

FREEZER TEMPERATURE CONTROL BY THE ICE MAKER

Interior Temperature of the freezer will be set to -14 degrees Fahrenheit until the ice bucket is full. When the ice bucket is full, the freezer will maintain original set temperature. Also, whenever the ice is used, the freezer will again set to -14 degrees Fahrenheit. Selecting "Ice Off" will allow the freezer to be controlled by the set temperature. If water is not hooked up, the freezer will always be at -14 unless "Ice Off" is selected.

Temperature/Resistance/Voltage Chart for Samsung Refrigerators Sensors

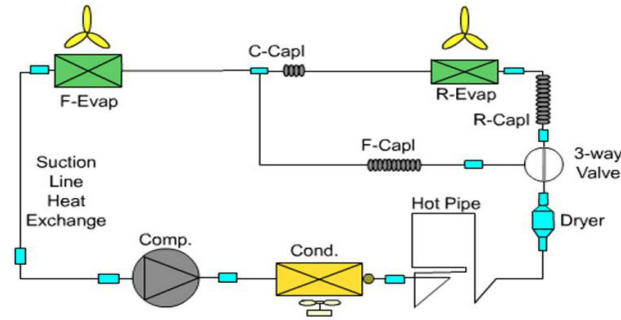
| Temp. | (Ω) | Volts | Temp. | (Ω) | Volts | Temp. | (Ω) | Volts | Temp. | (Ω) | Volts |
|---------|-------|-------|--------|-------|-------|---------|-------|-------|---------|------|-------|
| -29.2°F | 64227 | 4.326 | 1.4°F | 28021 | 3.685 | 32.0°F | 13290 | 2.853 | 62.6°F | 6771 | 2.019 |
| -27.4°F | 61012 | 4.296 | 3.2°F | 26760 | 3.64 | 33.8°F | 12749 | 2.802 | 64.4°F | 6521 | 1.974 |
| -25.6°F | 57977 | 4.264 | 5.0°F | 25562 | 3.594 | 35.6 °F | 12233 | 2.751 | 66.2°F | 6281 | 1.929 |
| -23.8°F | 55112 | 4.232 | 6.8°F | 24425 | 3.548 | 37.4 °F | 11741 | 2.7 | 68.0°F | 6052 | 1.885 |
| -22.0°F | 52406 | 4.199 | 8.6°F | 23345 | 3.501 | 39.2 °F | 11271 | 2.649 | 69.8°F | 5832 | 1.842 |
| -20.2°F | 49848 | 4.165 | 10.4°F | 22320 | 3.453 | 41.0°F | 10823 | 2.599 | 71.6°F | 5621 | 1.799 |
| -18.4°F | 47431 | 4.129 | 12.2°F | 21345 | 3.405 | 42.8°F | 10395 | 2.548 | 75.2°F | 5225 | 1.716 |
| -16.6°F | 45146 | 4.093 | 14.0°F | 20418 | 3.356 | 44.6°F | 9986 | 2.498 | 77.0°F | 5000 | 1.675 |
| -14.8°F | 42984 | 4.056 | 15.8°F | 19537 | 3.307 | 46.4°F | 9596 | 2.449 | 78.8°F | 4861 | 1.636 |
| -13.0°F | 40938 | 4.018 | 17.6°F | 18698 | 3.258 | 48.2°F | 9223 | 2.399 | 80.6°F | 4690 | 1.596 |
| -11.2°F | 39002 | 3.98 | 19.4°F | 17901 | 3.208 | 50.0°F | 8867 | 2.35 | 86.0°F | 4218 | 1.483 |
| -9.4°F | 37169 | 3.94 | 21.2°F | 17142 | 3.158 | 51.8°F | 8526 | 2.301 | 87.8°F | 4072 | 1.447 |
| -7.6°F | 35433 | 3.899 | 23.0°F | 16419 | 3.107 | 53.6°F | 8200 | 2.253 | 89.6°F | 3933 | 1.412 |
| -5.8°F | 33788 | 3.858 | 24.8°F | 15731 | 3.057 | 55.4°F | 7888 | 2.205 | 91.4°F | 3799 | 1.377 |
| -4.0°F | 32230 | 3.816 | 26.6°F | 15076 | 3.006 | 57.2°F | 7590 | 2.158 | 95.0°F | 3547 | 1.309 |
| -2.2°F | 30752 | 3.773 | 28.4°F | 14452 | 2.955 | 59.0°F | 7305 | 2.111 | 96.8°F | 3428 | 1.277 |
| -0.4°F | 29350 | 3.729 | 30.2°F | 13857 | 2.904 | 60.8°F | 7032 | 2.064 | 100.4°F | 3204 | 1.213 |

| Samsung 'Refrigerator' Diagnostic Code Quick Guide | | | |
|--|---|--|---|
| Error Items | LED | TROUBLE | TESTING |
| I/M-SENSOR (R on Twin I/M units) |  | Ice Maker Sensor Error- open or short-circuit, connector failure. Cause is also a temperature reading > 122° or < -58 ° F | The voltage at MAIN PCB Sensor between 4.5V~1.0V |
| R-SENSOR |  | Refrigerator Room Sensor Error- open or short-circuit, connector failure. Cause is also a temperature reading > 122° or < -58 ° F. | The voltage at MAIN PCB Sensor between 4.5V~1.0V |
| DEFROST SENSOR OF R ROOM |  | Ref. Defrost Sensor Error- open or short-circuit, connector failure. Cause is also a temperature reading > 122° or < -58 ° F | The voltage at MAIN PCB Sensor between 4.5V~1.0V |
| R-FAN ERROR |  | This error indicates the Refrigerator Evap Fan is not spinning at the correct RPM or the fan feedback line is open. | Fan voltage at MAIN PCB shall be between 7V~12V |
| I/MFUNCTION ERROR(R on Twin I/M) |  | This error indicates the Ice tray has not returned to level after an ice harvest. The error is displayed after three failed attempts. | Replace I/M |
| R-DEFROSTING ERROR |  | Refrigerator Room defrost heater- open or short-circuit, connector failure, or defective temperature fuse/bi-metal. Defrost on over 80 minutes | Disconnect defrost connector from PCB, check resistance |
| PANTRY-DAMPER-HEATER ERROR |  | Sensor system in Pantry Room errors | Disconnect heater connector from PCB, check resistance |
| PANTRY-SENSOR ERROR |  | CR Room Sensor Error- This can be an open or short-circuit, contact failure. Cause is also a temperature reading > 122° or < -58 ° F. | The voltage of MAIN PCB Sensor between 4.5V~1.0V |
| WATER HEATER ERROR |  | Error is displayed when the water reservoir tank heater is open or shorted | Disconnect heater connector from PCB, check resistance |
| EXT-SENSOR |  | Ambient Temp. Sensor Error- open or short-circuit, connector failure. Cause is also a temperature reading > 122° or < -58 ° F | The voltage at MAIN PCB Sensor between 4.5V~1.0V |
| F-SENSOR |  | Freezer Compartment Sensor Error- open or short-circuit, connector failure. Cause is also a temperature reading > 122° or < -58 ° F | The voltage at MAIN PCB Sensor between 4.5V~1.0V |
| F-DEF-SENSOR |  | Freezer Room Defrost Sensor Error- open or short-circuit, connector failure. Cause is also a temperature reading > 122° or < -58 ° F | The voltage at MAIN PCB Sensor between 4.5V~1.0V |
| F-FAN ERROR |  | This error indicates the Freezer Evap. Fan is not spinning at the correct RPM or the fan feedback line is open. | Fan voltage at MAIN PCB shall be between 7V~12V |
| C-FAN ERROR |  | This error indicates the Condenser Fan is not spinning at the correct RPM or the fan feedback line is open. | Fan voltage at MAIN PCB shall be between 7V~12V |
| FRENCH DOOR ICE ROOM SENSOR |  | Ice Room Sensor Error- open or short-circuit, connector failure. Cause is also a temperature reading > 122° or < -58 ° F | The voltage at MAIN PCB Sensor between 4.5V~1.0V |
| F-DEFROSTING ERROR |  | Freezer defrosting heater- open or short-circuit, connector failure, or defective temperature fuse/bi-metal. Defrost on for over 80 minutes | Disconnect defrost connector from PCB, check resistance |
| FRENCH DOOR ICE ROOM FAN ERROR |  | This error indicates the Ice Room Compartment Evap. Fan is not spinning at the correct RPM or the fan feedback line is open. | Fan voltage at MAIN PCB shall be between 7V~12V |
| Uart ERROR COMMUNICATION |  | This error is not applicable, if the error is detected during diagnostic testing please ignore it. | No Repair Necessary |
| L↔M ERROR COMMUNICATION |  | Communication error within the Main PCB | Replace main PCB |
| P↔M ERROR COMMUNICATION | | Communication between the Main PCB and Keypad | Check wiring in door & cabinet, Panel PCB, Main PCB |

Compressor & System Operation Testing

The Time Divided Multi-cycle (TDM) System (Stepper Valve) is used to switch refrigerant flow . This improves temperature control and energy efficiency.

If it fails in the all evaporator mode, it should work properly, using slightly more energy. If it fails in the Freezer evaporator only mode, there will be a Fridge no cool Force on the Fridge with the “Power Cool” option. Monitor the Fridge evaporator(s) temp by using the Defrost Sensor(s). If the temp doesn't decrease, then suspect the Main PCB is not supplying signal to switch the diverter valve.



TEST BEFORE INTERPRETING LED BLINKING FREQUENCY

Compressor not running

1. Activate Forced Compressor Operation, wait 2 minutes (in case of high head pressure)
2. If compressor doesn't start, check CN79 pin 4 for 2.5vdc (if not there replace Main PCB)
3. If voltage is OK, remove power, disconnect CN03 (Inverter PCB) and check resistance to the windings. Aproxamety10 ohms. If not correct , inspect wire harness, if OK replace compressor.
4. Disconnect CN02 (SMPS PCB), check resistance to Overload , if open replace overload.

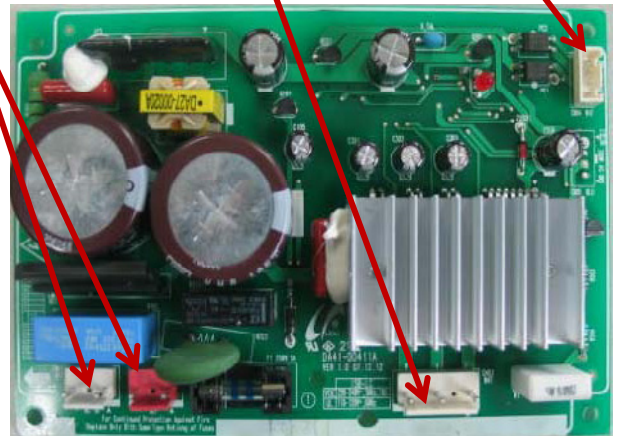
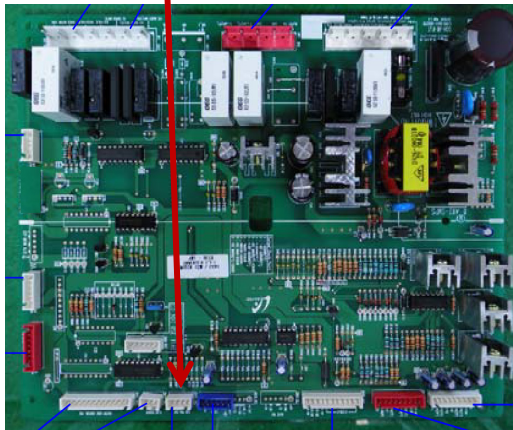


CN79 To Comp Inverter Board
 2- (CN75-10) (Brn-Gry) 5vdc
 4- (CN75-10) Comp control (Org-Gry) 2.5vdc

CN02
 Overload &
 A/C Line
 1 OLP (Brn)
 3 OLP (S/Blu)
 3 L (Red)
 1 N (Gry)

CN04 Compressor Control
 1-(CN75-10) +13vdc (Blk-Gry)
 2-(CN75-10) 5vdc (Brn-Gry)
 4 Comp Signal (Org)

CN03 Compressor Windings
 1 Compressor (Blue)
 3 Compressor (Prp)
 5 Compressor (Wht)



| Protection Functions | LED Blinking Frequency | Test | Replace |
|----------------------------|------------------------|--|---|
| Starting Failure | ● | Check the Inverter PCB & Comp Relay Connectors | Connectors OK,replace Inverter PCB, if same, replace compressor |
| SPM Fault | ● ● | If blinking after reset, | Check System for restriction & refrigerant, if OK replace Inverter, if same, replace compressor |
| Detecting Position Failure | ● ● ● | Check Inverter Connectors, | Connectors measure OK, replace compressor, if same, replace Inverter PCB |
| Motor Locked | ● ● ● ● | Compressor Locking | Compressor |
| Low Voltage | ● ● ● ● ● | Compressor Locking, check input voltage | Replace Inverter PCB, if same, replace Compressor |
| Over Voltage | ● ● ● ● ● ● | Compressor Locking, check input voltage | Replace Inverter PCB, if same, replace Compressor |

RSG257 Main PCB nominal voltages listed

CN71 120vac

- 1 N (Blk)
- 3 L (Red)
- 7-9 R Defrost (Wht-Org)
- 5-9 F Defrost (Brn-Org)
- 13- N (Gry)
- 15-3 Door Cap/DispHtr (Blu-Red) 120vac

CN72 120vac

- 1- (CN70-3) Ice Rte Mtr (S/Blu-Red)
- 3- (CN70-3) Water tank Htr (Blu-Red)

CN73 120vac

- 1- (CN70-3) Water Valve (Wht/Blk-Red)
- 3- (CN70-3) I/M Heater (Wht/Blu-Red)
- 5- (CN70-3) I/M Mtr (Brn-Red)
- 7- (CN70-3) Ice Valve (Prp-Red)
- 9- (CN70-3) Auger Mtr (Pnk-Red)
- 11- (CN70-3) Cube (Yel-Red)

CN40

- 2-1 Ambient Sensor (Yel-Yel) 1.2~2 vdc
- 3-4 Freezer door Sw (Wht/Grn-Gry)
- 5-4 F Sensor (Yel-Gry) 3.5~4.2vdc
- 6-4 F-Def Sensor (Blu-Gry) 2.3~4.2vdc
- 7-8 R Door SW (W/Red-Gry) 2.4~2.8vdc
- 9-8 R Sensor (Blk-Gry) 2.4~2.8vdc
- 11-8 R-Def Sensor (Prp-Gry) 2~4.2vdc

CN79

- 1- (CN76-5) (Blk-Gry) +13vdc
- 2- (CN76-5) (Brn-Gry) +5vdc
- 3 Feedback (Red)
- 4- (CN76-5) Comp Sig (Org-Gry) 2.5vdc

CN50

- 1 TX (Blk)
- 2 RX (Brn)
- 3-5 (Red-Gry) +13vdc
- 4-5 (Org-Gry) +5vdc
- 7-10 Ice/Water Lever Sw (Pnk-Gry)
- 8-15 Jumper (Prp-Prp)
- 9-10 Cube Reed Sw (Wht/Blu-Gry)
- 11-10 Bucket Reed Sw (Yel-Gry)

CN78 LEDs & Stepper Mtr

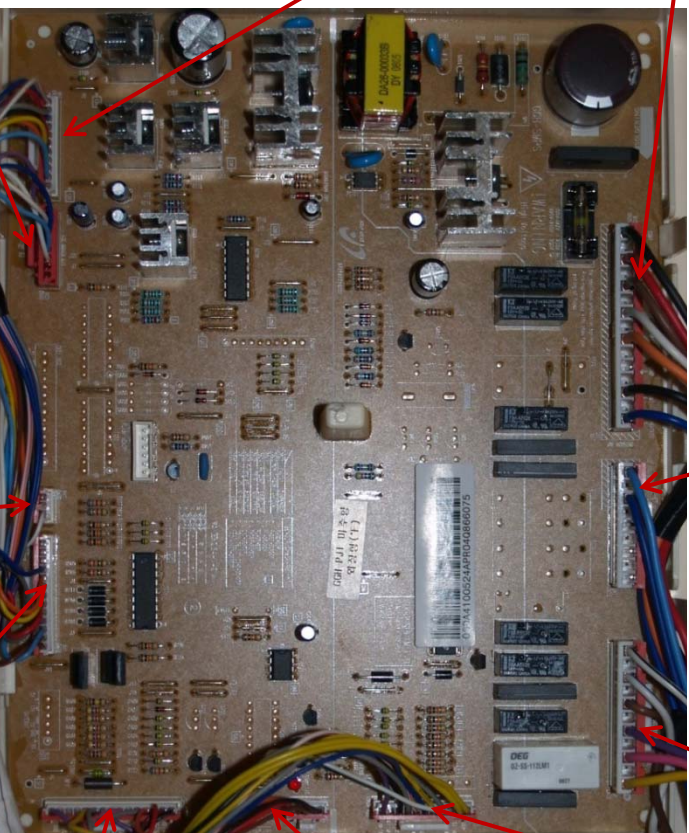
- 1-2 Freezer LED Assy (Brn-Gry)
- 3-5 Fridge LED Assy (S/Blu-Gry)
- 4-3 Jumper (Prp-S/Blu)
- 6-5 (Red-Gry) +13 vdc
- 7 Step Mtr A (Blk) 8 Step Mtr A (Yel)
- 9 Step Mtr B (Org) 10 Step Mtr B (Blu)

CN75 F, R, C Fans

- 2-10 C Fan (S/Blu-Gry) 7-11vdc
- 3-10 R Fan (Org-Gry) 7-11vdc
- 4-10 F Fan (Yel-Gry) 7-11vdc
- 5 F Fan FG(Blk)
- 6 R Fan FG(Brn)
- 7 C Fan FG(Red)
- 8 Not Used
- 9 Not Used
- 11 Not Used

CN90 Ice Maker

- 3- (CN75-10) Eject Sensor (Wht-Gry) 2.3~3.3vdc
- 4- (CN75-10) Test Sw (S/Blu-Gry) 5vdc
- 5- (CN75-10) Full Hall Out (Blu-Gry)
- 6- (CN75-10) Horiz Hall Out (Prp-Gry)
- 7- (CN75-10) (Wht/Yel-Gry) +5vdc



CN30

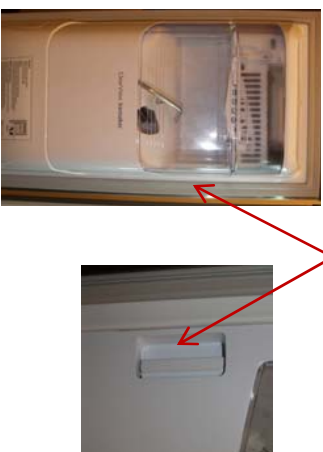
- 1- (CN75-10) Ice Route Mtr Sw1 (Wht/Red-Gry) 5vdc
- 2- (CN75-10) Ice Route Mtr Sw2 (Wht/Blk-Gry) 5vdc

RSG ice maker in door

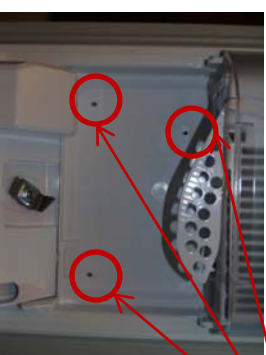
Ice Maker Cover: Pull out on bottom of cover and lift up



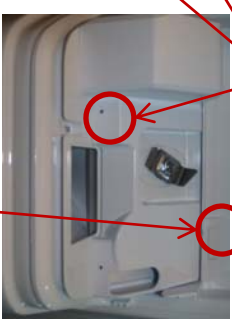
Ice bucket ass'y is removed by pulling the locks on both sides of the bin.



Remove I/M Auger Ass'y



Remove 4 screws



Ice bucket reed switch, Ice Off LED flashes if bucket is not in place

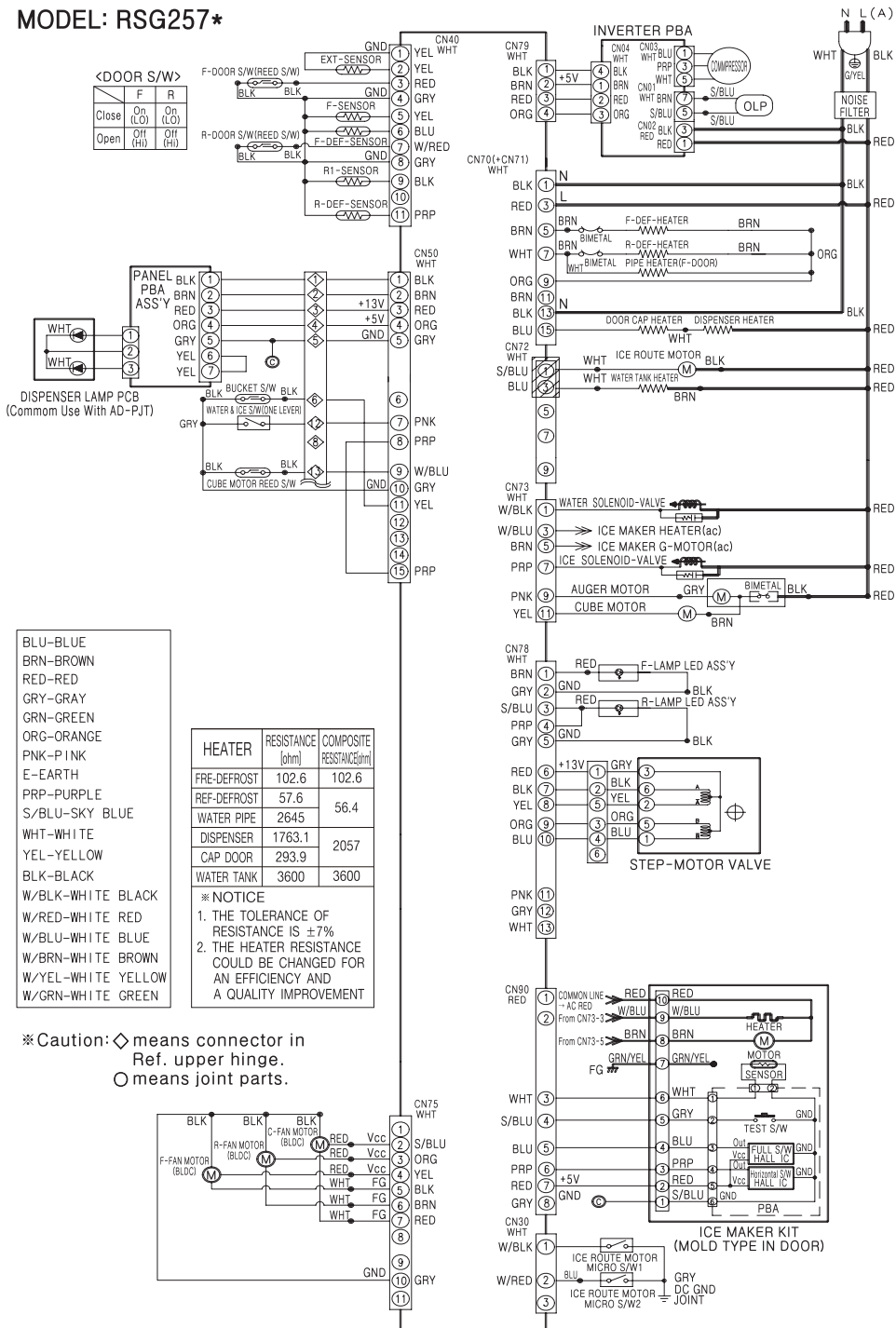


Auger/ice maker ass'y has plastic that locks into the two pieces on the door liner

Squeeze in at this point and pull out on auger/ice maker ass'y on the left side



MODEL: RSG257*



Defrost Heater Resistance Information Reversed