

SAMSUNG

Repair Guide

Basic Model

QN65S85HAFXZC

Applicable Mode

QN**S85HA****

Ver.1.0



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1. Precautions

1-1. Safety Precautions

- Follow these safety, servicing and ESD precautions to prevent damage and to protect against potential hazards such as electrical shock.

1-1-1. Warnings



WARNING

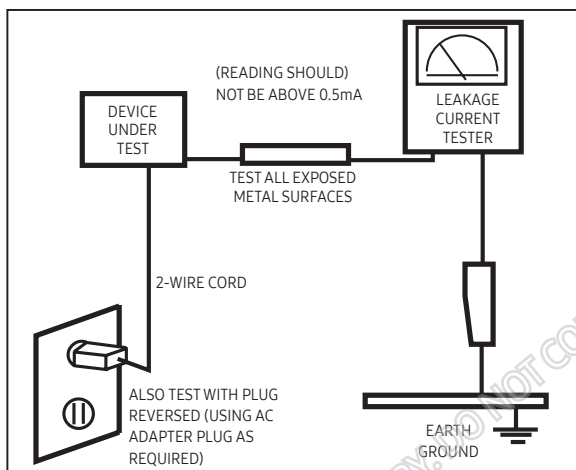
For continued safety, do not attempt to modify the circuit board.
Disconnect the AC power and DC power jack before servicing.
Discharge residual voltage before removing or handling the printed circuit board assembly(PCBA).

1-1-2. Servicing the LED TV

- When servicing the LED TV, Disconnect the AC line cord from the AC outlet.
- It is essential that service technicians have an accurate voltage meter available at all times. Check the calibration of this meter periodically.

1-1-3. Fire and Shock Hazard

- After completion of repair, perform the following safety checks:
 - Inspect each lead dress to make certain that the leads are not pinched or that hardware is not lodged between the chassis and other metal parts in the monitor.
 - Inspect all protective devices such as nonmetallic control knobs, insulating materials, cabinet backs, adjustment and compartment covers or shields, isolation resistorcapacitor networks, mechanical insulators, etc.
 - Leakage Current Hot Check:



WARNING

Do not use an isolation transformer during this test.
Use a leakage current tester or a metering system that complies with American National Standards Institute (ANSI C101.1, Leakage Current for Appliances), and Underwriters Laboratories (UL Publication UL1410, 59.7).

- With the unit completely reassembled, plug the AC line cord directly into a 120V AC outlet. With the unit's AC switch first in the ON position and then OFF, measure the current between a known earth ground (metal water pipe, conduit, etc.) and all exposed metal parts, including: metal cabinets, screwheads and control shafts.
The current measured should not exceed 0.5 milliamp.
Reverse the power-plug prongs in the AC outlet and repeat the test.

1-1-4. Product Safety Notices

Some electrical and mechanical parts have special safety-related characteristics which are often not evident from visual inspection. The protection they give may not be obtained by replacing them with components rated for higher voltage, wattage, etc. Parts that have special safety characteristics are identified by  on Disassembly and Reassembly. A substitute replacement that does not have the same safety characteristics as the recommended replacement part might create shock, fire and/or other hazards. Product safety is under review continuously and new instructions are issued whenever appropriate.



Wear protective equipment(gloves, safety goggles, etc) all time and discharge residual voltage from printed circuit board assembly(PCBA) before removing or handling to prevent injuries and electrical shock that may occur during product disassembly/repair.

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1-2. Servicing Precautions



An electrolytic capacitor installed with the wrong polarity might explode.



Before servicing units covered by this service manual, read and follow the Safety Precautions section of this manual.



If unforeseen circumstances create conflict between the following servicing precautions and any of the safety precautions, always follow the safety precautions.



Following the repair by a non-authorised service provider, self-repair or non-professional repair of the product, Samsung is not liable for any damage to the product, any injury or any other product safety issue caused by any attempt to repair the product which does not carefully follow these repair and maintenance instructions. Any damage to the product caused by an attempt to repair the product by any person other than a Samsung certified service provider will not be covered by the warranty

1-2-1. General Servicing Precautions

1. Always unplug the unit's AC power cord from the AC power source and disconnect the DC Power Jack before attempting to:
(a) remove or reinstall any component or assembly, (b) disconnect PCB plugs or connectors, (c) connect a test component in parallel with an electrolytic capacitor.
2. Some components are raised above the printed circuit board for safety. An insulation tube or tape is sometimes used. The internal wiring is sometimes clamped to prevent contact with thermally hot components. Reinstall all such elements to their original position.
3. After servicing, always check that the screws, components and wiring have been correctly reinstalled. Make sure that the area around the serviced part has not been damaged.
4. Check the insulation between the blades of the AC plug and accessible conductive parts (examples: metal panels, input terminals and earphone jacks).
5. Insulation Checking Procedure: Disconnect the power cord from the AC source and turn the power switch ON. Connect an insulation resistance meter (500 V) to the blades of the AC plug. The insulation resistance between each blade of the AC plug and accessible conductive parts (see above) should be greater than 1 megohm.
6. Always connect a test instrument's ground lead to the instrument chassis ground before connecting the positive lead; always remove the instrument's ground lead last.

1-3. Static Electricity Precautions

Some semiconductor (solid state) devices can be easily damaged by static electricity. Such components are commonly called Electrostatically Sensitive Devices (ESD). Examples of typical ESD are integrated circuits and some field-effect transistors. The following techniques will reduce the incidence of component damage caused by static electricity.

1. Immediately before handling any semiconductor components or assemblies, drain the electrostatic charge from your body by touching a known earth ground. Alternatively, wear a discharging wrist-strap device. To avoid a shock hazard, be sure to remove the wrist strap before applying power to the monitor.
2. After removing an ESD-equipped assembly, place it on a conductive surface such as aluminum foil to prevent accumulation of an electrostatic charge.
3. Do not use freon-propelled chemicals. These can generate electrical charges sufficient to damage ESDs.
4. Use only a grounded-tip soldering iron to solder or desolder ESDs.
5. Use only an anti-static solder removal device. Some solder removal devices not classified as "anti-static" can generate electrical charges sufficient to damage ESDs.
6. Do not remove a replacement ESD from its protective package until you are ready to install it. Most replacement ESDs are packaged with leads that are electrically shorted together by conductive foam, aluminum foil or other conductive materials.
7. Immediately before removing the protective material from the leads of a replacement ESD, touch the protective material to the chassis or circuit assembly into which the device will be installed.



Be sure no power is applied to the chassis or circuit and observe all other safety precautions.

8. Minimize body motions when handling unpackaged replacement ESDs. Motions such as brushing clothes together, or lifting your foot from a carpeted floor can generate enough static electricity to damage an ESD.

1-4. Installation Precautions

1. For safety reasons, more than a people are required for carrying the product.
2. Keep the power cord away from any heat emitting devices, as a melted covering may cause fire or electric shock.
3. Do not place the product in areas with poor ventilation such as a bookshelf or closet. The increased internal temperature may cause fire.
4. Bend the external antenna cable when connecting it to the product. This is a measure to protect it from being exposed to moisture. Otherwise, it may cause a fire or electric shock.
5. Make sure to turn the power off and unplug the power cord from the outlet before repositioning the product. Also check the antenna cable or the external connectors if they are fully unplugged. Damage to the cord may cause fire or electric shock.
6. Keep the antenna far away from any high-voltage cables and install it firmly. Contact with the highvoltage cable or the antenna falling over may cause fire or electric shock.
7. When installing the product, leave enough space (40mm) between the product and the wall for ventilation purposes. A rise in temperature within the product may cause fire.
8. If an equipment is provided with a replaceable battery, and if replacement by an incorrect type could result in an explosion (for example, with some lithium batteries), the following applies:



- Risk of explosion if battery is replaced by an incorrect type dispose of used batteries according to the instructions.
- Do not dispose of batteries in a fire.
- Do not short circuit, disassemble or overheat the batteries.
- Danger of explosion if battery is incorrectly replaced. Replace only with the same or equivalent type.
- Do not be exposed to excessive heat such as sunshine, fire or the like.

2. Disassembly and Reassemble

This section of the service manual describes the disassembly and reassembly procedures for the LED TV.



CAUTION

1. Disconnect the LED TV from the power source before disassembly.
 - ※ More than two people are required to handle 60-inch or larger TV sets.
 - ※ Be careful not to damage the COF part at the bottom of the panel during disassembly/assembly/handling.
2. Follow these directions carefully.
 - Disconnect the product from the power source before disassembly.
 - Follow these directions carefully; never use metal instruments to pry apart the cabinet.
 - When disassembling the product, do not use any metal tools except for the provided jig

- For information about purchasing parts and jigs, please visit <https://www.samsung.com/ca/support/self-repair/>



Samsung IR Remote
(BN59-01303A)



Assembly Misc P-jig-2017
(BN81-14946B)



Service Jig-Capacitor Discharge
(BN81-16292A)

2-1. TV Disassembly

1

- Carefully place the TV, screen down, on a protective surface. Make sure to place the TV upon a soft cushion and any material that will prevent damage to the screen.



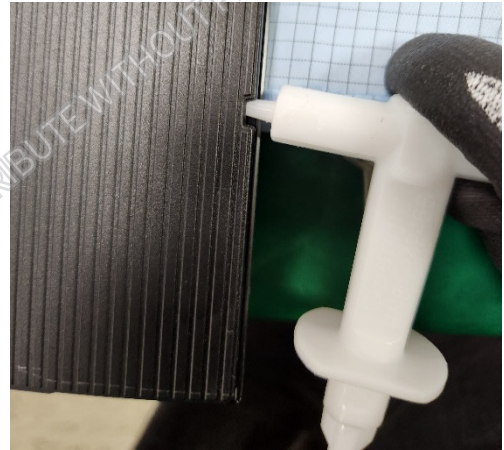
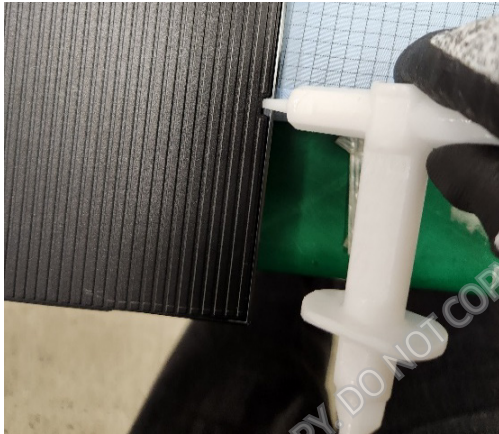
2

- Carefully pull down two legs and remove the stand.



3-1

- After inserting Open Jig into the Jig Hole, push Jig to the upper center of the rear cover to disassemble.
- Maintain an angle of about 45 degrees in the forward direction when advancing Jig
- No reverse disassembly.



3-2

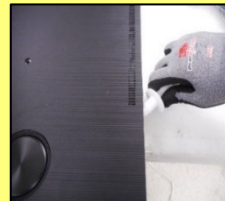
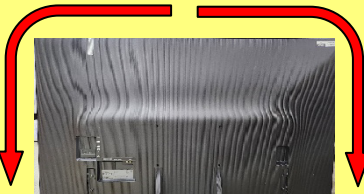
- Insert Open Jig into the bottom corner and Move it left or right side to disassemble..



※ No reverse disassembly.

X

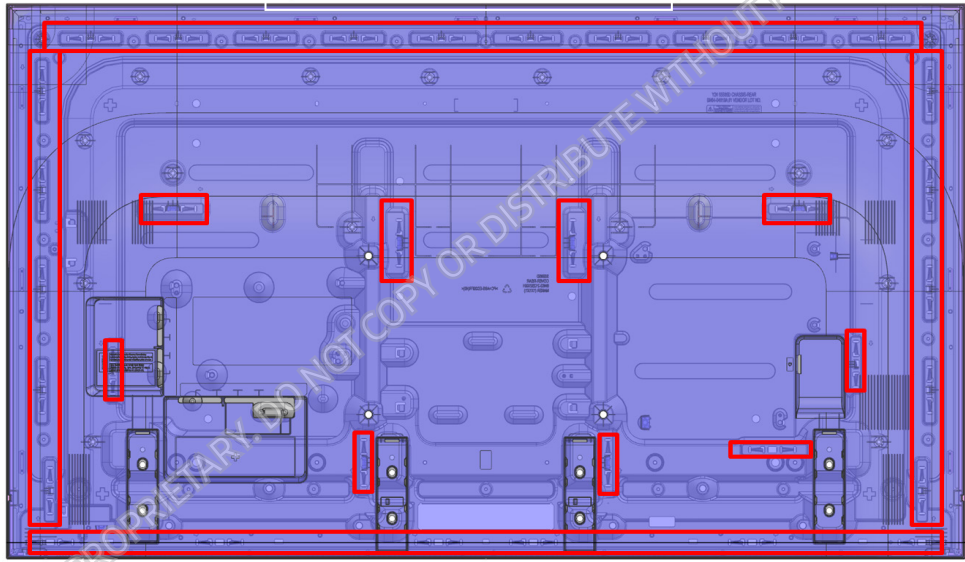
X



4

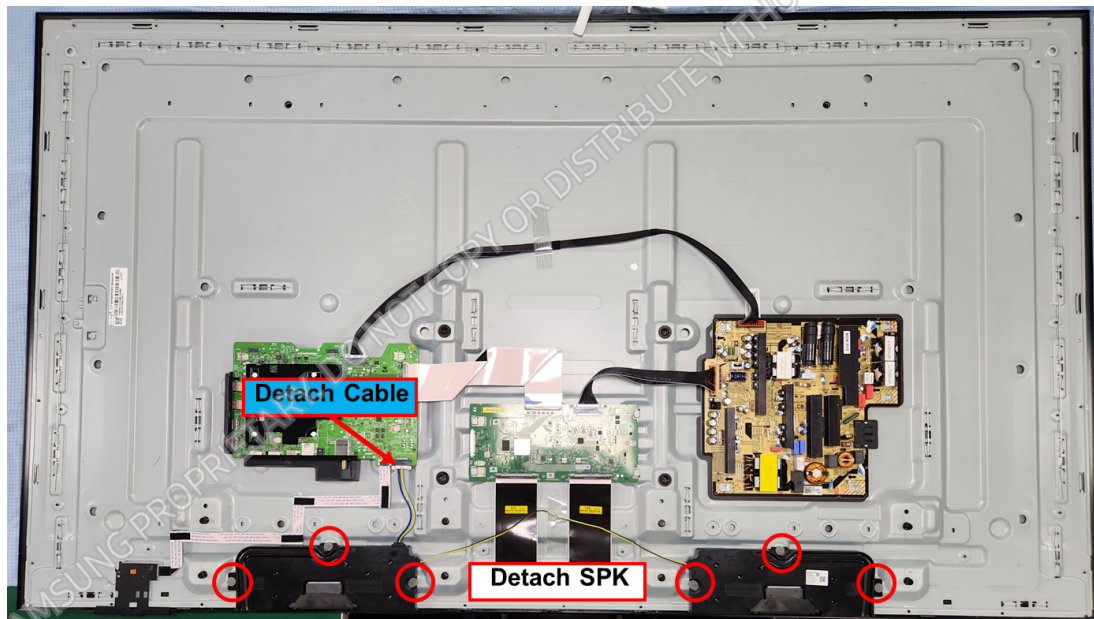
- Disassemble of COVER-REAR by lifting from the top of the rear cover
 - Pay attention to SCREWLESS in the center, and if necessary, put your hand right next to SCREWLESS HOOK, push it up, and disassemble it.
 - Do not disassemble from the bottom.

[Location of hook inside of rear]



5

- Remove Speaker



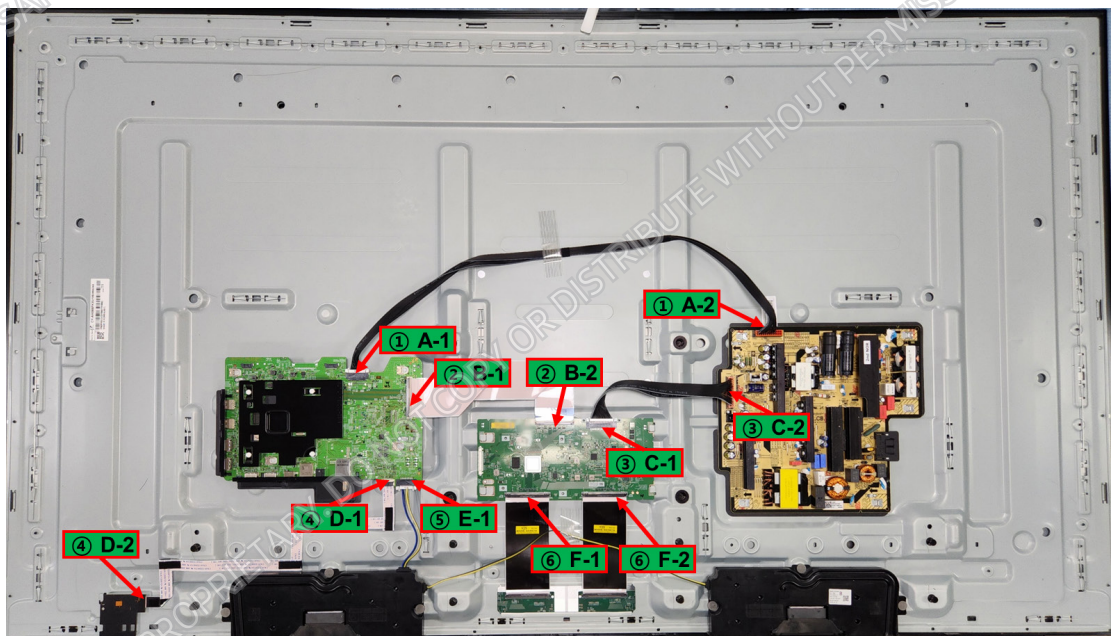
6

- Remove the Function-BTWIFI module.



7

- Remove cables from TV Main, SMPS, T-con board.

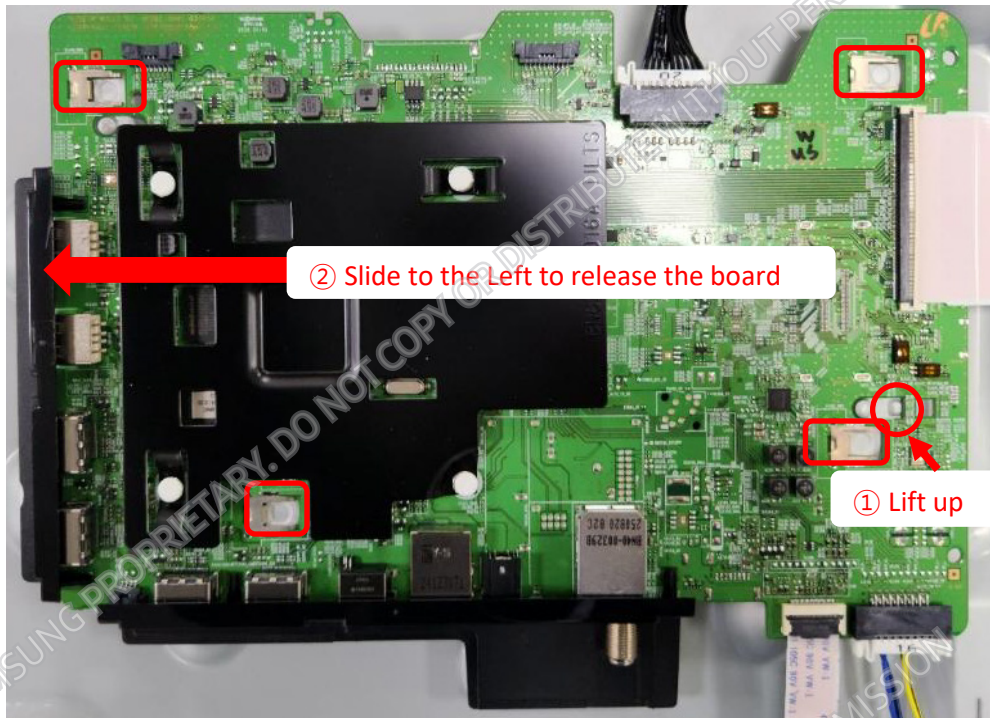


8

- Remove Main Board.

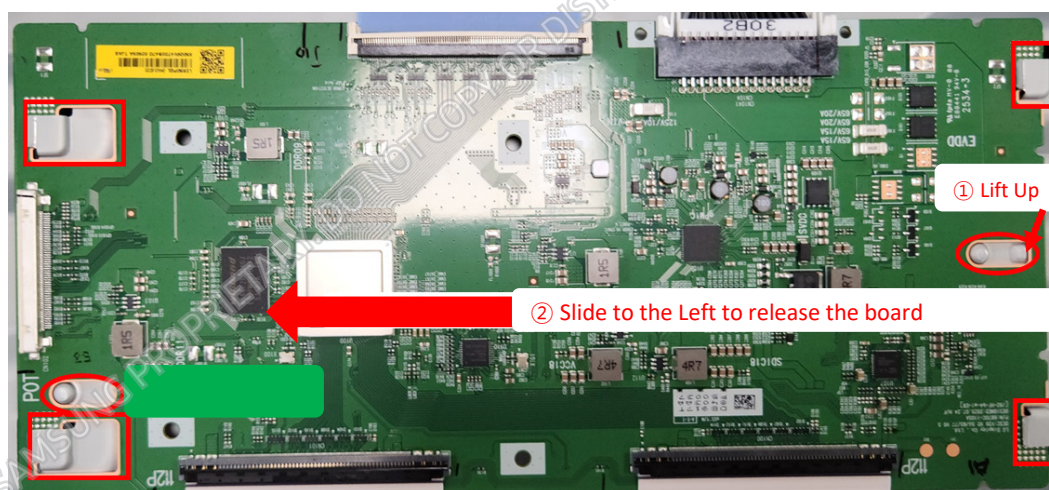
- Gently lift up (Right Side) to release the lock
- Use both hands to hold the board and slide to the left to release the board

※ When installing the Main board, verify the board is properly positioned in all 4 mounting slots.



9

- Remove the T-con Board.



10-1

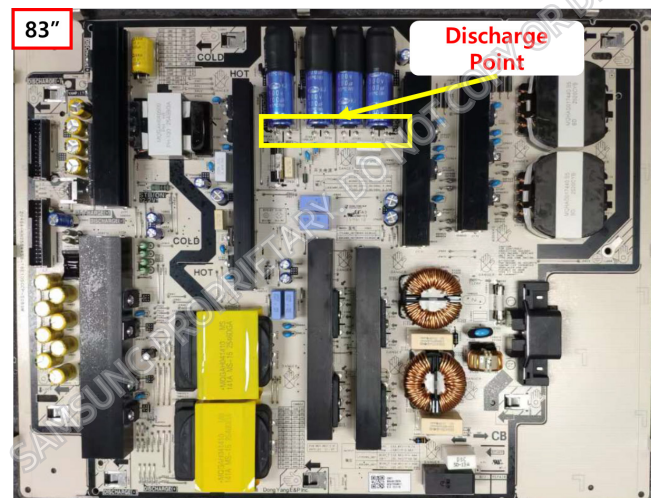
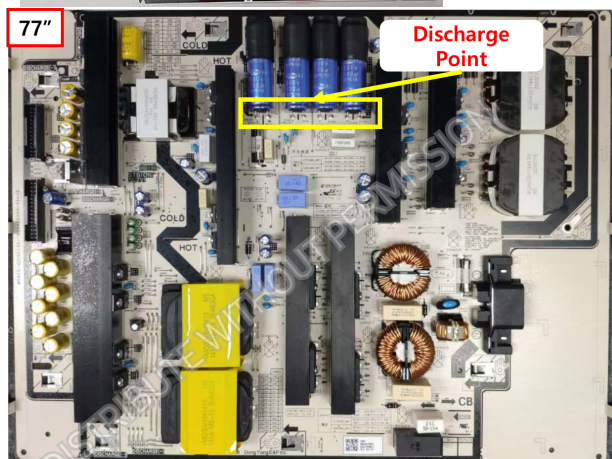
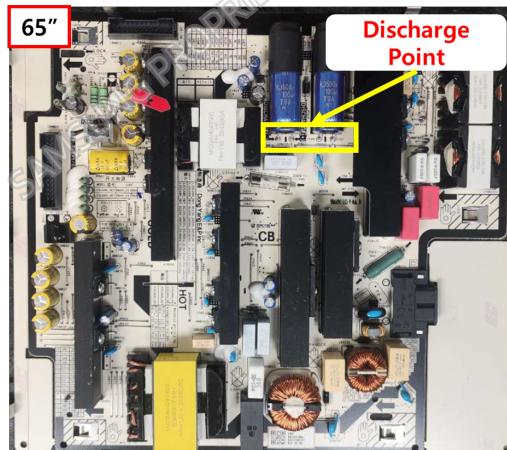
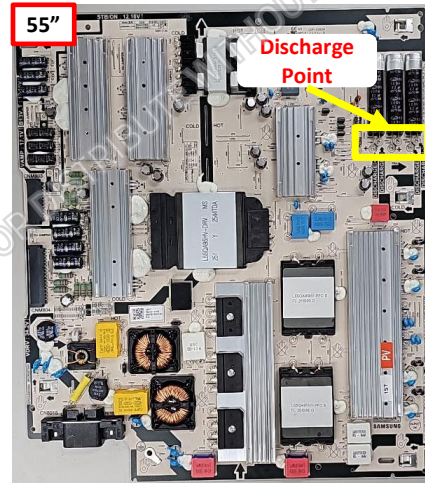
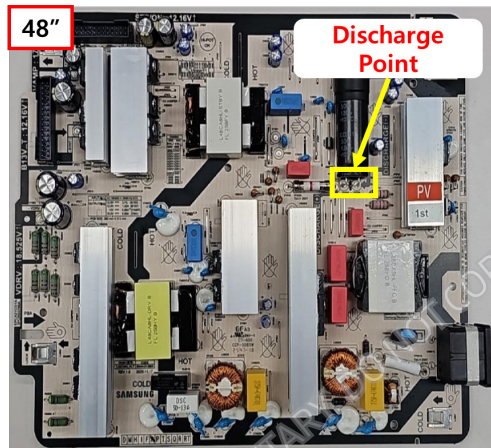
- Remove SMPS.

Before Removing SMPS board,

- You have to discharge the SMPS by using service JIG across leads of Large Capacitors as pictured below.

Caution : Discharge residual voltage before removing or handling the printed circuit board assembly(PCBA).

※ Do not touch the 'hand icon with the X mark'



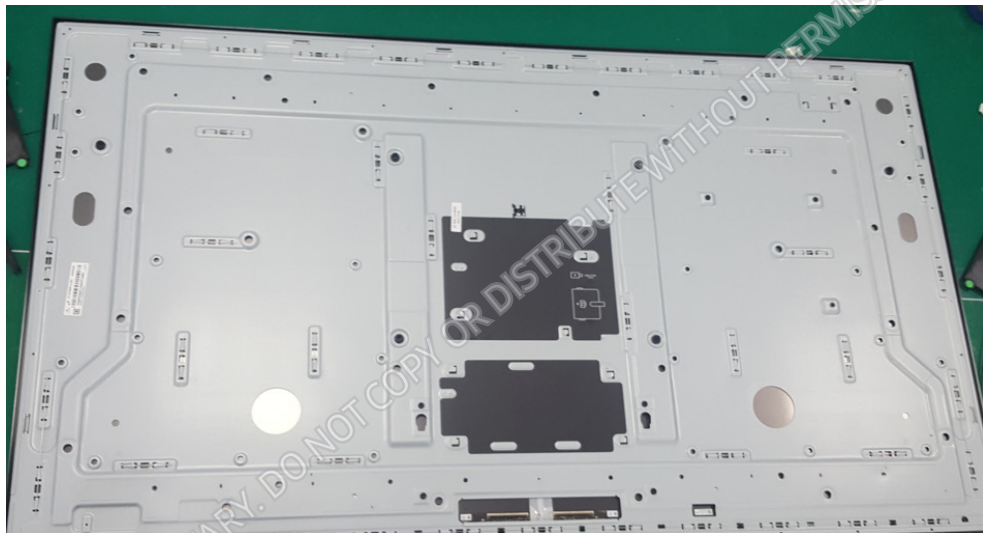
10-2

※ After removing the SMPS, when carrying and moving the SMPS, grasp it as shown in the picture below.
Do not move the SMPS horizontally.(Due to the heavy weight of the SMPS board, Warping may occur)



11

- Completely Disassembly

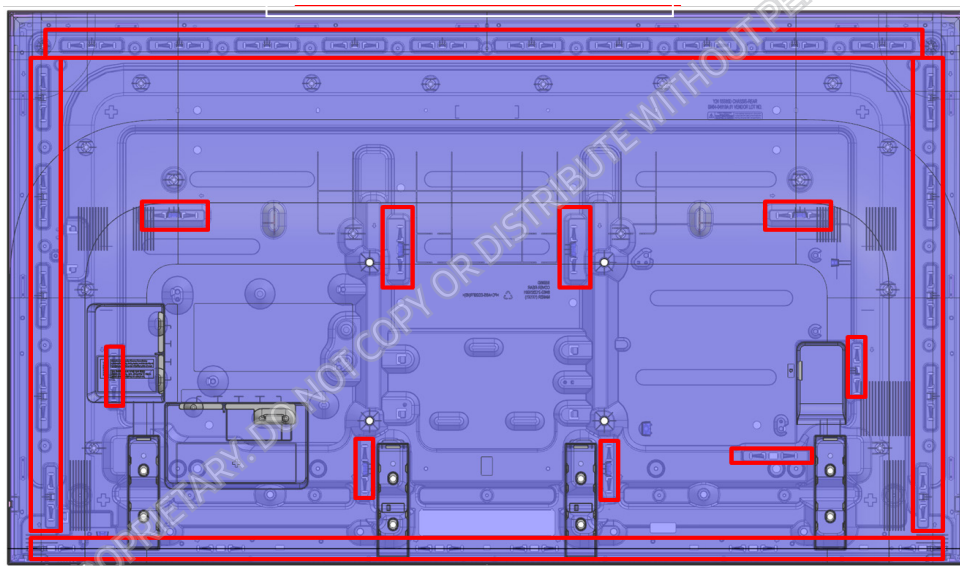


12

- Assembly is in reverse order of decomposition

※ Caution: Be careful not to damage the bottom COF when placing the Rear Cover. Please press and secure so that it can be reassembled by referring to the inner hook position

[Location of hook inside of rear]



3. Troubleshooting

3-1. Basic Troubleshooting

For more information, refer to "**Troubleshooting**" in the e-Manual.

 >  (left directional button) >  Settings > Support > Open e-Manual > Troubleshooting

If none of the troubleshooting tips apply, please visit "www.samsung.com" and click Support or contact the Samsung service center.

- This panel is made up of sub pixels which require sophisticated technology to produce. There may be, however, a few bright or dark pixels on the screen. These pixels will have no impact on the performance of the product.
- To keep your TV in optimum condition, upgrade to the latest software. Use the Update Now or Auto Update functions on the TV's menu

( >  (left directional button) >  Settings > Support > Software Update > Update Now or Auto Update).

The TV won't turn on.

- Make sure that the power cord is securely plugged into the product and the wall outlet.
- Make sure that the wall outlet is working and the remote control sensor at the bottom of the TV is lit and glowing a solid red.
- Try pressing the TV Controller button at the bottom of the TV to make sure that the problem is not with the remote control. If the TV turns on, refer to "The remote control does not work."

3-2. After Replacing Main Board

■ Setting TV into Factory Mode



Need IR Remote
BN59-01301A

Samsung IR Remote (Limited Operation)

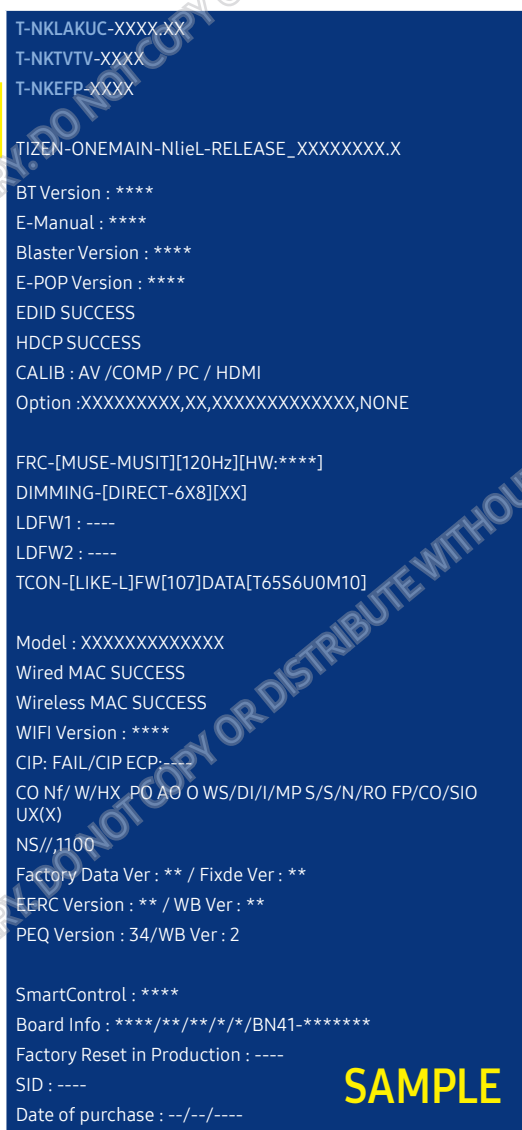
1. TV Power Standby.
2. Press as follows.

• Remote Button NTSC **MUTE → 1 → 8 → 2 → POWER**

First Screen Appearing in Factory Mode



**First Screen
Appearing in Factory Mode**



Important Screen info:

- Micom Version
- Sub Micom (TV)
- Sub Micom (OC)
- Tizen Platform Information
- BT Version
- E-Manual
- E-POP Version
- EDID Success (status)
- HDCP Success (status)
- HDMISW Version
- Option
- FRC
- Dimming
- LD FW version
- T-Con
- Model
- Wired MAC Success
- Wireless MAC Success
- WiFi Version
- CO Status ("0" Operational)
- Factory Data Version
- EERC Version
- Date of Purchase – default setting date (Factory Reset default)

※ The factory mode menu may vary depending on the model.

MAIN : Option, MODE : SATELLITE, RES : NOSIGNAL

Home	Updates	Exit
Type	65B6ZE7TC	
Local Set	US	
SW MODEL	QCQ700	
Front Color	QAQM700C-C	
Sound Type	-70-422-55	

SAMPLE

■ Replacing Main Board

When replacing Main Board, certain values needs to be manually input in Factory menu to complete the replacement.

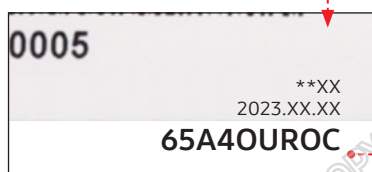
Steps to Replace Main Board (Example)

- Enter Factory Menu (Use IR Remote).
 - MUTE → 1 → 8 → 2 → POWER
- Change Each value according to the TV Model.
 - Type, Local Set, SW Model, Front Color must be set to correct value.

① Type : Check Panel label (located in the back chassis of panel) and choose same Type code from the list



SAMPLE



<Type in Panel Label>

Home	Updates	Exit
Factory Reset		
Type	65A4OUROC	
Writing Type		
Local Set	NA	
SW Model	QCQS90	
Front Color	S90CB-Q65CM1	
Writing Fornt Color		
Sound Type		
Writing Sound Type index		
Model Code		

Panel List				
75S1AUATC	85L6AU3QC	50K6AU1QC	50K6AU1QC	55X6AU0QC
55X6AU1QC	43S6AU0QC	43S6AU1QC	43L6AU2QC	43L6AU3QC
50L6AU2QC	50L6AU3QC	50K6AU1QC	65Y6AU1QC	83X1OUHOC
77X1OUHOC	32B6AF1QA	55L1AUCSC	75S1AUCSC	65S1AUCSC
85L1AU7TC	NONE_24	85D4ZU5TD	85K4ZU5TD	75S4ZU5TD
75K4ZU5TD	65L4ZU5TD	65K4ZU5TD	55L4ZU5TD	55K4ZU5TD
98S1QU9TD	85L4ZU5TD	85K4ZU9TD	75S4ZU9TD	75K4ZU9TD
65L4ZU9TD	43S4ZU9TD	55L4ZU9TD	55S4ZU9TD	50D4ZU9TD
50K4ZU9TD	43D4ZU9TD	43D4ZU9TD	85L1AU8TD	85S1AU8TD
75S1AU8TD	65S1AU8TD	55L1AU8TD	55S1AU8TD	85L1AU8TD
85L1AUATC	75S1AUATD	65S1AUATD	55L1AUATD	55S1AUATD
85L1RUAQD	85S1RUAQD	75S1RUAQD	75K1RUAQD	65S1RUAQD
65L1RUAQD	55S1RUAQD	55L1RUAQD	50K6RUAQD	50L6RUAQD
43L6RUAQD	43K6RUAQD	85S1AU7QD	85L1AU7QD	75S1AU7QD
75Y1AU7QD	65S1AU7QD	65Y1AU7QD	55S1AU7QD	55L1AU7QD
85S6AU0QD	85D6AU0QD	75S6AU0QD	75Y6AU0QD	70Y6AU0QD

<Type list in the Factory Menu>

- ※ Reference to **Type** list in the Factory Menu
- ※ The factory mode menu may vary depending on the model.

Troubleshooting

- ② Local Set : Set according to Local region(country)
- ③ SW Model : Check Label Rating of the TV(located on the Rear Cover)
 - SW Model is digits after "/" in Version No.
 - Choose same SW Model code from the list.

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Model / MODELE NO. : **QN65Q80TAF**

Type No. : **QN65Q80TA**

Typical power : **W**

❑Error-WATT is necessary!

Contains Tx FCC ID:A3LWCT731M

MADE IN KOREA(SEC)
FABRIQUE AU CORÉE(SEC)
HECHO EN COREA(SEC)

SAMSUNG ELECTRONICS AMERICA INC.
85 CHALLENGER ROAD, RIDGEFIELD PARK N.J. 07660-2112, U.S.A.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

MFD./FABRIQUE: DECEMBER 2019

Model Code : **QN65Q80TAFXZA**

Version No : **XXXX / XXXXXX / QTQ80D-Q65TD1**

S/N : *****Z

Model Code : **QN65Q80TAFXZA**

Version No : **XXXX / XXXXXX / QTQ80D-Q65TD1**

S/N : *****Z

CAUTION
RISK OF ELECTRIC SHOCK
DO NOT OPEN

WARNING : TO PREVENT FIRE OR SHOCK HAZARD
DO NOT EXPOSE THIS UNIT TO RAIN OR MOISTURE
AVIS : RISQUE DE CHOC ELECTRIQUE - NE PAS OUVRIR

TELEVISION RECEIVER
US LISTED
E232198

QR Code

*****Z*****

Home	Updates	Exit
Factory Reset		
Type	50L6AU1QD	
Writing Type		
Local Set	US	
SW Model	Q60DD	
Front Color	Q60DG-Q50DG1	
Writing Fornt Color		
Sound Type		
Writing Sound Type index		
Model Code		

* Reference to **SW Model** list in the Factory Menu

QRQ85_OC	QRQ80_OC	QRQ75
QRQ900B	URU710D	URU730D
URU74A0	URU7800	QRQ69
QRQ65A	LS05R	URU740D
URU7470	URU7750	URU77FA
NONE_20	Q70N9	QTQ950
QTQ90	QTQ70	QTQ60
LS01T	LS03T	LS05T
HTQ750	HLS03T	HTS030
QTQ6X	UTU850D	

<"SW Model" in Label Rating>

SAMPLE

④ Front Color : Check Label Rating of the TV

SAMSUNG

Model / MODELE NO.: **QN65Q80TAF**
 Type No.: **QN65Q80TA**
 Typical power : **W**
 Error-WATT is necessary!

Contains Tx FCC ID:A3LWCT731M

MADE IN KOREA(SEC)
 FABRIQUE AU CORÉE(SEC)
 HECHO EN COREA(SEC)

SAMSUNG ELECTRONICS AMERICA INC.
 85 CHALLENGER ROAD, RIDGEFIELD PARK N.J. 07660-2112, U.S.A.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

MFD/FABRIQUE: DECEMBER 2019

Model Code : **QN65Q80TAFXZA**
 Version No : **XXXX / XXXXXXXX / QTQ80D-Q65TD1**
 S/N : *****Z





CAUTION

RISK OF ELECTRIC SHOCK
DO NOT OPEN



WARNING : TO PREVENT FIRE OR SHOCK HAZARD
 DO NOT EXPOSE THIS UNIT TO RAIN OR MOISTURE
 AVIS : RISQUE DE CHOC ELECTRIQUE - NE PAS OUVRIR




Home	Updates	Exit
Factory Reset		
Type	65A4OUROC	
Writing Type		
Local Set	US	
SW Model	Q60D	
Front Color	Q60DG-Q50DG1	
Writing Fornt Color		
Sound Type		
Writing Sound Type index		
Model Code		

* Reference to **Front Color** list in the Factory Menu

QTQ950SA-Q75TA1 F-F-NSK-40 F-F-NSK-40

8STU1 QTQ800B-Q55TB1 QTQ950SA-Q85TA1 F-F-NSK-52

STB2 QTQ800B-Q65TB2 QTQ800B-Q65TB1 QTQ950SA-Q85TA1

TP2 QTQ95P-Q75TP2 QTQ95P-Q85TP2 QTQ90T-Q55TC1

TC1 QTQ90T-Q85TC1 QTQ90T-Q55TC2 QTQ90T-Q65TC1

TC2 QTQ80T-Q49TD1 QTQ80T-Q55TD1 QTQ80T-Q65TD1

D1 QTQ80T-Q49TD2 QTQ80T-Q55TD2 QTQ80T-Q65TD2

D2 QTQ80T-Q49TD3 QTQ80T-Q55TD3 QTQ80T-Q65TD3

E1 QTQ70T-Q65TE1 QTQ70T-Q75TE1 QTQ70T-Q85TE1

E2 QTQ70T-Q75TE2 QTQ70T-Q85TE2 QTQ70T-Q95TE3

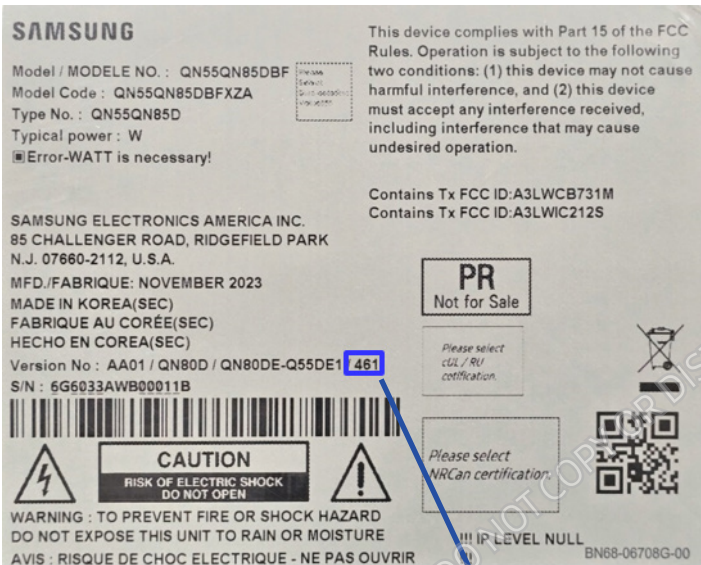
E3 QTQ60F-Q43TF1 QTQ60F-Q50TF1 QTQ60F-Q50TF2

F1 QTQ60F-Q75TF1 QTQ60F-Q85TF2 QTQ60F-Q43TF3

<"Front Color" in Label Rating>

SAMPLE

⑤ Sound type index :Check Label Rating of the TV

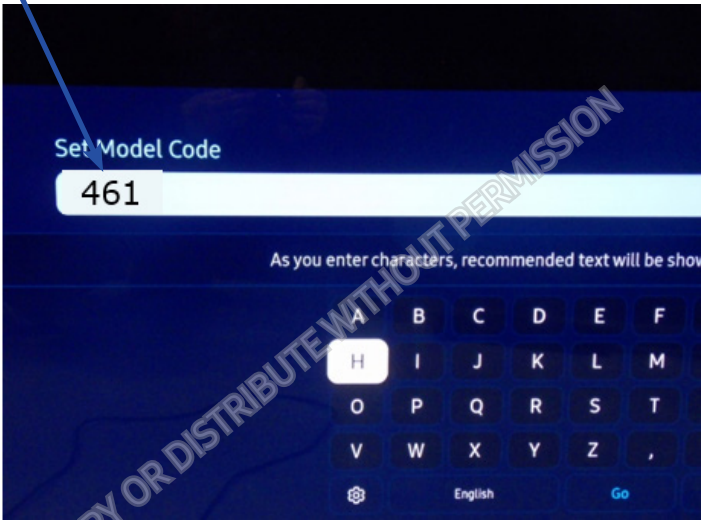


<"Sound Type" in Label Rating>

SAMPLE

Home	Updates	Exit
Factory Reset		
Type	65A4OUROC	
Writing Type		
Local Set	US	
SW Model	Q60D	
Front Color	QC60DG-Q50DG1	
Writing Front Color		
Sound Type	Q60DG-20-2-50	
Writing Front Color		
Model Code		

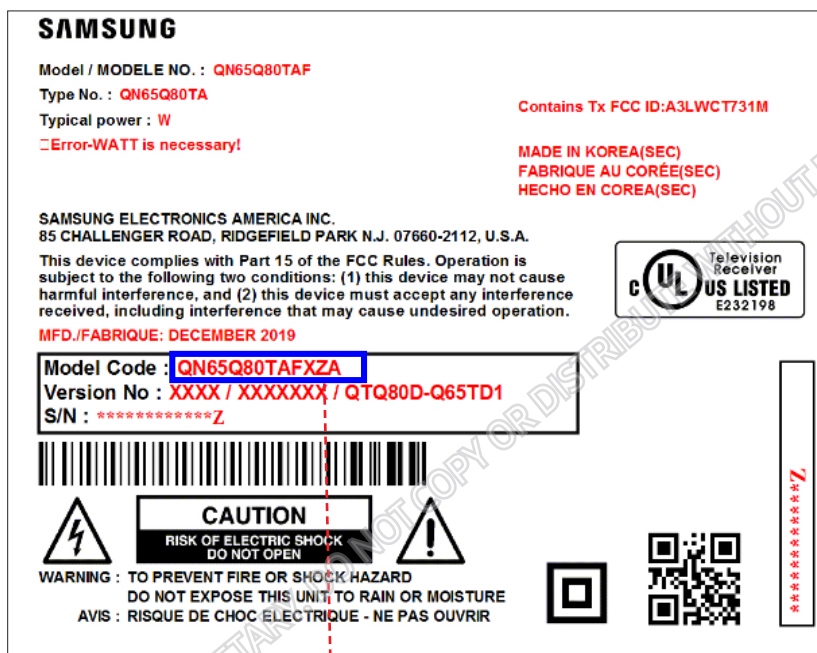
- ※ Reference to **Sound Type** list in the Factory Menu
- ※ The factory mode menu may vary depending on the model.



[Writing Sound Type Index in Factory Menu]

After entering the value, check that the sound type has been changed to a specific value, not a default.

⑥ Model code :Check Label Rating of the TV



Home	Updates	Exit
Factory Reset		
Type	65A4OUROC	
Writing Type		
Local Set	US	
SW Model	Q60D	
Front Color	QC60DG-Q50DG1	
Writing Front Color		
Sound Type	Q60DG-20-2-50	
Writing Front Color		
Model Code	Q60DG****	

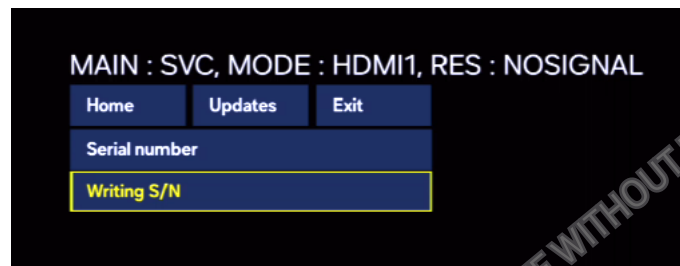
<Set Model Code>

SAMPLE



<Model Code digits exceeded >
 (over 19 digits)

■ SVC - S/N - Writing S/N



◀Writing S/N : Check Label Rating of the TV▶

SAMSUNG

SAMPLE

Model / MODELE NO. : **QN65Q80TAF**

Type No. : **QN65Q80TA**

Typical power : **W**

❑Error-WATT is necessary!

Contains Tx FCC ID:A3LWCT731M

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MFD./FABRIQUE: DECEMBER 2019

Model Code : **QN65Q80TAFXZA**
Version No : **XXXX / XXXXXXXX / QTQ80D-Q65TD1**
S/N : *******Z**



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