



# Notice

<b>Product</b>	HHP	<b>Notice No.</b>	15 - 1 EHQ
<b>Model</b>	Galaxy S6 Series devices	<b>Notice Date</b>	26th May 2015
<b>Subject</b>	Advice regarding S6 Clear View scratched display for Samsung ASC, <b>Rev 1.0b</b>		
<b>Scope</b>	Subsidiary ( Yes )	ASC ( Yes )	Customer ( No )

## Introduction

**Please note:** This document is for intended for Samsung ASC / Service centres i.e. Carry in and Pick up service repairs.

This guide refers to service process for the S6 & S6 Edge display in cases where scratches have been caused by foreign material between S6 Clear-View cover and S6 & S6 Edge device display.

This process is only relevant when the customer is using the S6 Clear-View cover.

*This process is valid with immediate effect until further notice*

## Situation:

Where the customer believes that has scratches on their S6 device have been caused by foreign material between the Clear View cover and your Galaxy S6 device **Samsung's contact centers** have been issued advice that it is possible to return the device for inspection and possible display replacement **subject to Service centre confirmation that the Clear View cover is the cause of any identified scratches on the S6 display** and also if:

1. **The S6 device is returned to the Service centre with the Clear View cover used**
2. **Proof of Purchase for the S6 device and Clear View cover returned**
3. **The S6 device is no older than 3 Months after customer purchase date**

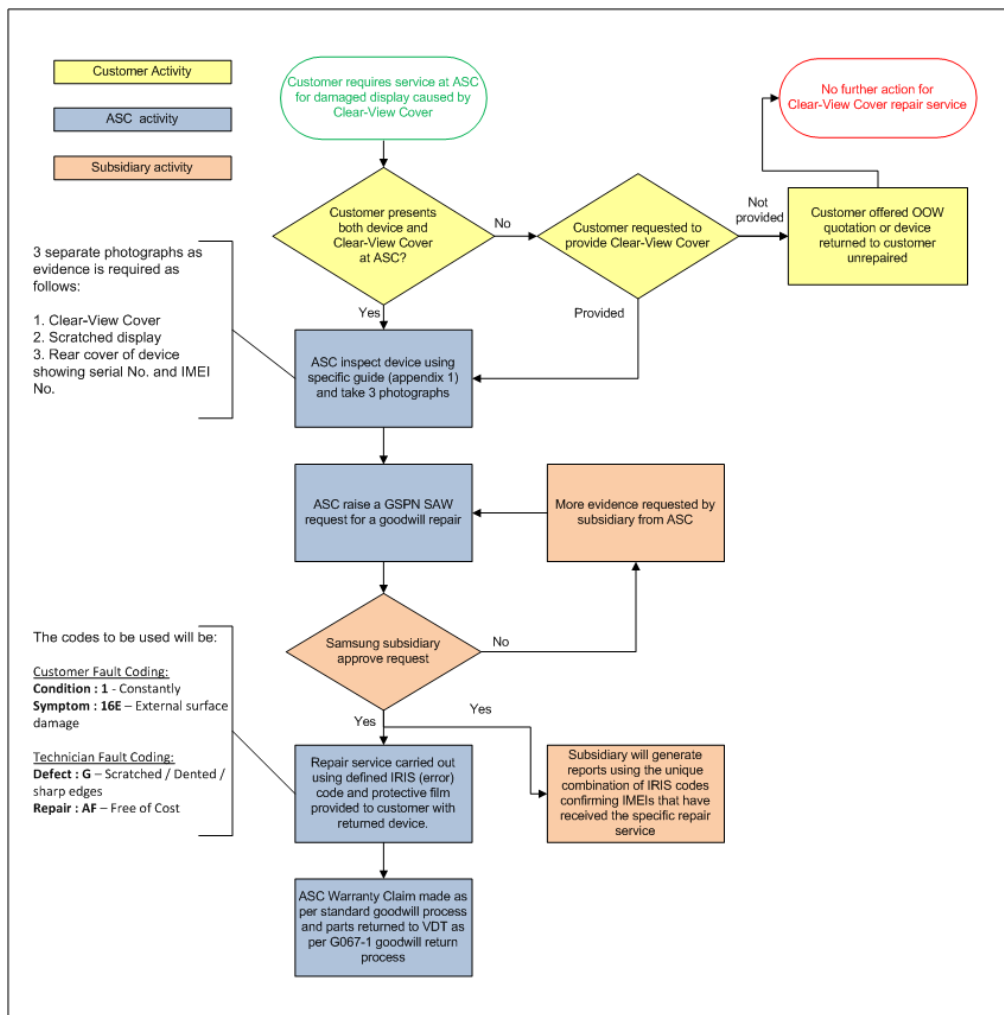
**Please note** – normally a Samsung device screen is not covered by Warranty for normal “wear and tear” and cosmetic scratches. The above service is offered to our customers as Samsung recognizes there may be customer disappointment after use of Clear View cover.

**However this process is limited to one service action per customer S6 device.**

A : After service the S6 device will be returned with a **protective film** over the display as an extra protection measure for the display screen.

The protective film will not reduce the function of the touch display. *This special repair service is valid only once (in accordance with the advice on the previous page) during the standard warranty period for the device. Please note that the Clear View cover will not be replaced as part of this service process.*

[Process: Please see process overview below](#)

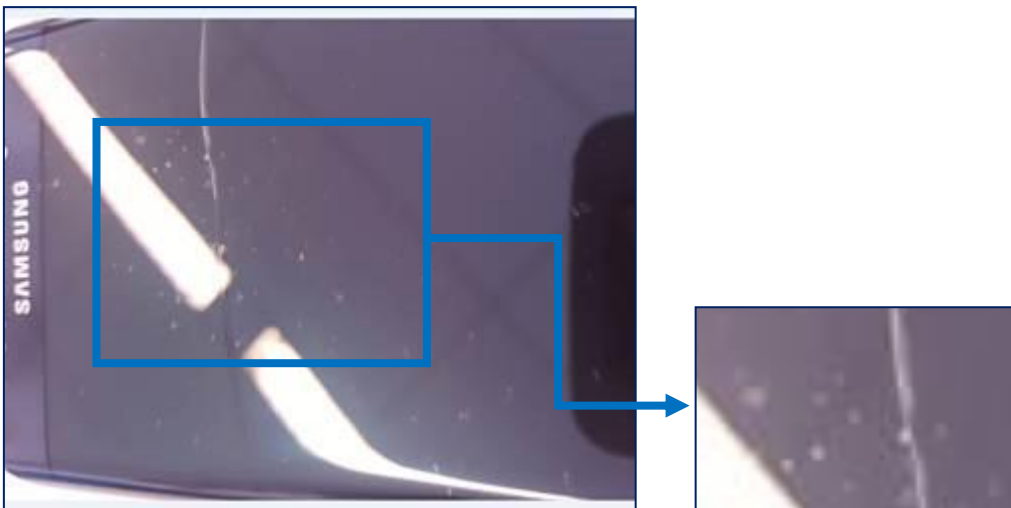


**Step 1. Confirm initial 3 criteria are met:**

1. The S6 device is returned to the Service centre with the Clear View cover used
2. Proof of Purchase for the S6 device and Clear View cover returned
3. The S6 device is no older than 3 Months after customer purchase date

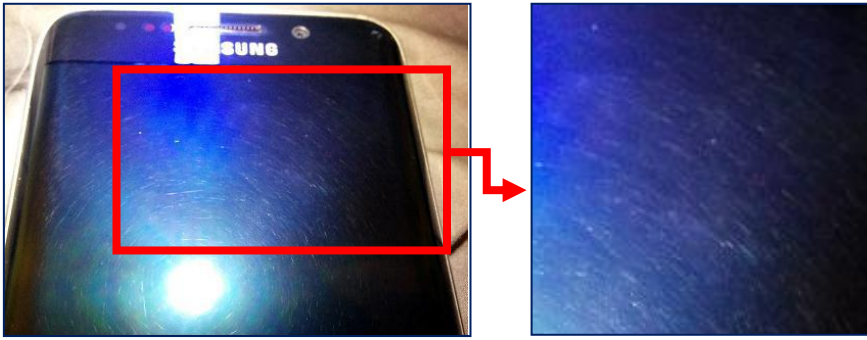
**Step 2. Inspect the S6 device**

1. The below display scratch caused by foreign material demonstrates the expected damage caused. The damaged area is marked with dots.

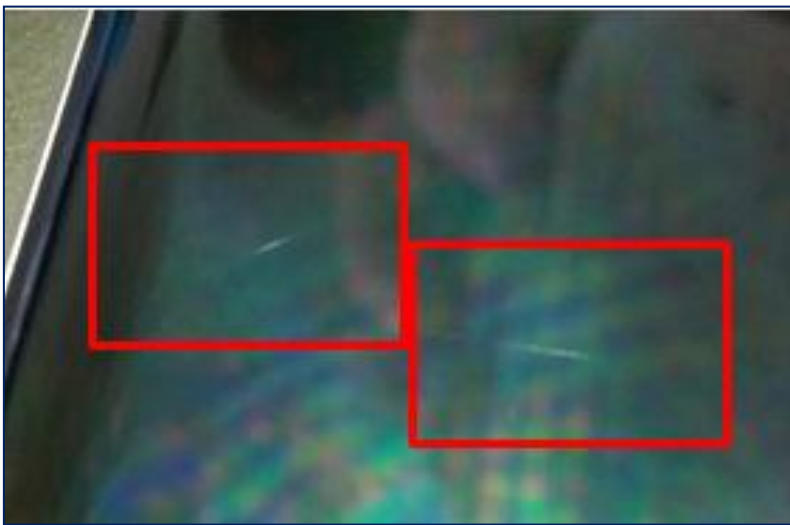


**2. Example of normal scratches NOT covered by this special repair service can be seen below:**

Circular scratches



Long scratches



Single scratch



**Step 3: Raise SAW request on GSPN to Samsung for authorization to carry out the repair under warranty.**

Please add 3 separate pictures of device as described below (see also **Step 7** for further advice)

**1. The Clear View cover used by the customer**

**2. The display of the customers Galaxy S6 device that has been scratched by the Clear View cover**

**3. The device rear cover showing the Serial Number and IMEI of the device.**

**Step 4: If STEP 3 approved (SAW granted) replace S6 Display if screen confirmed as scratched by Clear View cover.**

Please check on GSPN > HHP SVC > Notice for latest advice regarding S6 Screen disassembly / reassembly.

**Step 5: Fit protection film**

Protection film is FOC (Free of charge) part - available from start of June 2015

Galaxy S6, SM-G925F Edge Screen Protection film: **GH81-13019A**

Galaxy S6, SM-G920F Screen Protection film: **GH81-13018A**

**Step 6: Preparation of Replaced display for VDT:**

Damaged in-warranty displays returned to VDT need to have a label sticker added on the display as well as the IMEI & part code barcode on the part box/ESD bag.

For a display "repaired" / replaced under this policy then ASC should use the letter "G".

**Step 7: Report / Photographs create and submit to Local Samsung subsidiary on request**

Please see "(15 - 1a EHQ) S6 Clear View scratched display report template for Samsung ASC" that can be used to send to you local Samsung Subsidiary the following pictures required:

- 1. The Clear View cover used by the customer**
- 2. The display of the customers Galaxy S6 device that has been scratched by the Clear View cover**
- 3. The device rear cover showing the Serial Number and IMEI of the device.**

**Step 8: Advice regarding Warranty claim:**

Customer Fault Coding	- <b>Condition : 1</b> - Constantly - <b>Symptom : 16E</b> – External surface damage (bubbling / peeling / rusting / scratched / sharp edges)
-----------------------	--

Technician Fault Coding	- <b>Defect : G</b> – Scratched / Dented / sharp edges - <b>Repair : AF</b> – Free of Cost
-------------------------	---

**Step 9: Return of device and accessories to customer:**

Please inform customer of following advice in your service communication

(e.g. Letter returned with device after service / NDF advice letter / Empathy letter)

*"Dear Customer*

*This special repair service is valid only once during the standard warranty period for your device.*

*To minimise the possibility of the Clear View cover causing any marks to your S6 series device a Protective film has been fitted to protect the display which you may continue to use with your device as it does not affect the touch screen functionality.*

*To avoid possible scratches by any foreign material or dust, please wipe the inside of the Clear-View Cover and the device window surface regularly with a clean and smooth lint free soft cloth."*

**Where any scratches on the device are confirmed as NOT being caused by the Clear View cover please return the device with a Protective Film fitted and the following advice:**

*"Dear Customer*

*Your Galaxy S6 series device has been inspected by our service technicians and the Clear View cover has not been confirmed as the cause of any possible marks on the display.*

*However to minimise the possibility of the Clear View cover causing any marks to your S6 series device a Protective film has been fitted to protect the display which you may continue to use with your device as it does not affect the touch screen functionality*

*Also, to avoid possible scratches by any foreign material or dust, please wipe the inside of the Clear-View Cover and the device window surface regularly with a clean and smooth lint free soft cloth."*

#### **Appendix: FAQ**

**Q1:** Should the S6 Clear-view cover be exchanged as part of this special repair process ?

**A1:** No. This special repair process covers only the S6/S6 edge device itself and not the Clear View cover.