








**Product : DVM Indoor**

**Model : refer to excel file**

**Title : How to fix EDM type EEV locking phenomenon**

## ■ Symptom

- EEV does not open during operation
- It does not make ref gas flow, even though EEV open on s-net data

Address	Capacity	Power	Mode	Fan Speed	Set Temperature	Room Temp.	Eva In1	Eva Out1	EEV1	Booster Fan1	Booster Fan2
1	3,6 kW		Cool	AutoHigh	22 °C	25,1 °C	17,4 °C	23 °C	169	-	-
2	3,6 kW		Cool	AutoMid	22 °C	24 °C	5,2 °C	14,6 °C	343	-	-
3	4,4 kW		Auto Cool	AutoMid	22 °C	23,4 °C	5,2 °C	15,5 °C	299	-	-
4	4,4 kW		Cool	AutoHigh	22 °C	25,9 °C	27,8 °C	27,3 °C	100	-	-
5	4,4 kW		Cool	AutoHigh	22 °C	25,5 °C	7,3 °C	13,3 °C	441	-	-
6	2,2 kW		Cool	AutoHigh	22 °C	26,2 °C	29,3 °C	29,1 °C	134	-	-
7	2,2 kW		Cool	AutoHigh	22 °C	26,3 °C	29,4 °C	28,5 °C	132	-	-

## ■ Presumed cause

- Increasing demand opening torque according to the tightening of the feeding screw by closing Overstock → cause intermittent operation failure

## ■ Solution

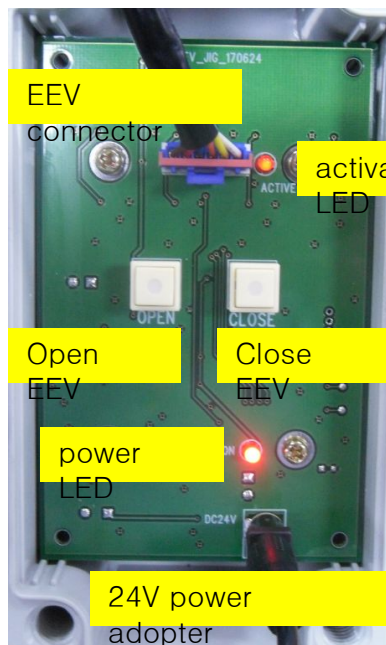
- Use jig to forcibly open and close EEV (refer to next page)
- Update indoor S/W after open EEV using jig

**Product : DVM Indoor**

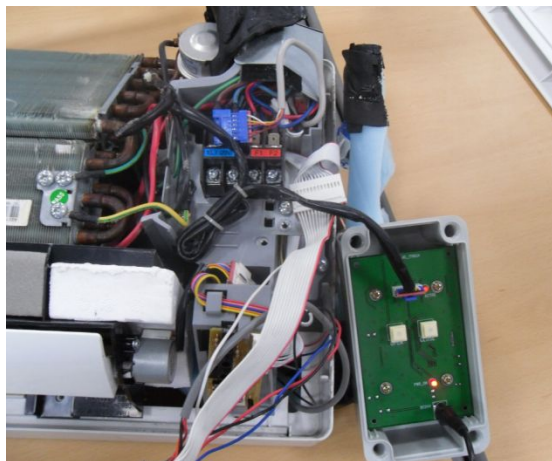
**Model : refer to excel file**

**Title : How to fix EDM type EEV locking phenomenon**

## ■ How to Use Jig



1. Connect power adopter
2. Connect EEV connector which is in indoor
3. push “CLOSE” button
4. push “OPEN” button
5. By checking the vibration of the EEV head during activation, you can check whether the EEV is operating normally



Connection  
Jig



Check operation  
EEV

**Product : DVM Indoor**

**Model : refer to excel file**

**Title : How to fix EDM type EEV locking phenomenon**

## ■ Indoor S/W which adjust closing torque

	Improvement	Item	AS IS	TO BE
S/W	Open torque ≥ Close torque	Close torque	111pps	167pps ( 19%↓)
		Open torque	111pps	111pps

## - How to download Indoor S/W

.Access BTSP community → “Europe Market Issue” Topic → “Indoor S/W ...” Post

The screenshot shows the BTSP community interface. On the left is a sidebar with navigation links: Ticket, Notice, My Posts, My Bookmarks, BTSP (with sub-links for Q&A for Partners, Q&A for Samsung Staff, and User Guide for Staff), Printers (with various printer solution forum links), and GTSC Knowledge Base. The main content area is titled 'Air-Conditioner > Europe Market Issue'. Below this, there's a post titled 'EEV Locking indoor S/W' by MINCHUL KIM, posted 27 minutes ago. The post content lists technical specifications for various models (DB91-01507A, DB91-01508A, DB91-01629A) and their corresponding cassette and duct types. At the bottom of the post, there is a red box highlighting a download link: 'File (3) / 893 KB'. Below the post content is a form with an 'Attach Files' button and a 'Submit' button.

Product : DVM Indoor

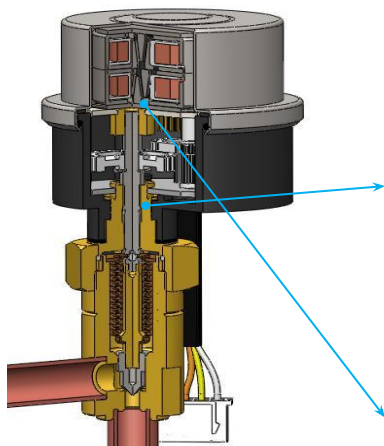
Model : refer to excel file

Title : How to fix EDM type EEV locking phenomenon

## ■ Improvement plan

- Date : ~ 7/25

- Improvement of EEV's open operation by changing the shape of feeding screw 30% ↑



	Improvement	Item	AS IS	TO BE
EEV Parts	Change shape of feed screw	Shape (Effective cross-sectional area)	Triangular thread ( 9.4mm <sup>2</sup> )	Trapezoidal thread (8.3mm <sup>2</sup> , 12%↓)
		Size	M4×0.5	M4×0.75 (Rotation demand torque 15%↓)
		Minimum operating voltage	7.5V	5.2V (30%↑)
S/W	Open torque ≥ Close torque	Close torque	111pps	167pps ( 19%↓)
		Open torque	111pps	111pps

**Product : DVM Indoor**

**Model : refer to excel file**

**Title : How to fix EDM type EEV locking phenomenon**

## ■ Model List



model list