

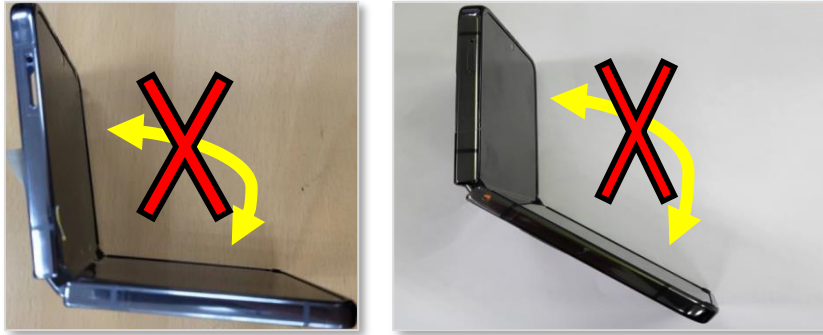
OJT: Flip4 Hinge Issue Warranty Determination Guide

Introduction

This document is intended to guide technicians in determining if a repair on a Galaxy Z Flip4 (SM-F721) device with a Hinge or Folding issue is In Warranty (IW) or Out of Warranty (OOW).

Hinge Damage

If a Galaxy Z Flip4 has experienced damage to the hinge, the device might experience issues with folding or unfolding. The images below illustrate examples of this issue.



If a device cannot be fully folded or unfolded to 180 degrees due to damage to the Hinge that was caused by direct physical shock or impact from being dropped, then it should be treated as an In Warranty (IW) repair, **as long as it is within the warranty period.**

Note: If there is obvious **excessive customer abuse or damage**, then it is an **Out of Warranty (OOW) Repair.**

Defect Codes for Flip4

For Flip4 models only, use the failure codes in the table below to better reflect the related symptoms:

Flip4 Defect Codes					
Defect Code	Failure Code Description	IW/OOW	Process	MIS	WISC
F91	Hinge Failure Low Damage	IW	HHP/Laptop	Yes	Yes
F94	Hinge Failure Mid/High Damage	IW	HHP	Yes	Yes
FFH	Hinge Failure Excessive Abuse or Damage	OOW	HHP/Laptop	Yes	Yes
FB5	LCD/UTG Crack	IW	HHP	Yes	Yes
F82	LCD/UTG Crack by Damage	OOW	HHP	Yes	Yes
FN7	Foldable CTC Failure	IW	HHP	Yes	Yes

- DO NOT use failure codes FEZ, FQX, FTP for phone devices
- HHP = Handheld Phones

Use the following scenarios to help determine which failure code should be selected:

- For Flip4 Hinge Failures with **Low Damage**, use code **F91**
- For Flip4 Hinge Failures with **Medium to High Damage**, use code **F94**
- For Flip4 Hinge Failures with **Excessive Abuse or Damage**, use code **FFH**

Flip4 Hinge Issue Warranty Determination Guide On the Job Training

IW Examples

If the Hinge is damaged by direct physical shock or the impact of being dropped, then it is an In Warranty (IW) Repair. See the images below for examples of this scenario.



OOW Examples

If there is obvious excessive customer abuse or damage, it is an Out of Warranty (OOW) Repair. Please see the images below for examples of this scenario.



Front Glass cracked



Rear Glass cracked



Excessive Abuse or Damage



Excessive Abuse or Damage



Excessive Abuse or Damage

Revision History

The table below shows the revisions made to this OJT document.

Version	Released	Revision
1	04/17/2023	• First published edition of this document.