



GE APPLIANCES  
a Haier company



SmartHQ<sup>™</sup>  
SERVICE

# Empowering Technicians with Advanced Tools

Discover the enhanced capabilities SmartHQ<sup>™</sup> Service offers to appliance service technicians, enabling more efficient and effective repairs.



## Direct Diagnostic Access

Gain immediate access to diagnostic tools and data, facilitating quicker, more accurate troubleshooting and repairs.



## Historical Data Utilization

Utilize historical performance data to forecast potential issues, allowing for preemptive maintenance strategies.



## First-Visit Resolution

Leverage advanced diagnostics to quickly resolve issues, reducing the need for repeat visits and enhancing customer satisfaction.



## Time Efficiency

Save time with quick access to historical data, error codes, and component controls.



## Improved Accuracy

Enhance diagnostic accuracy with advanced tools and comprehensive data logging.



## Seamless Integration

Access all necessary documentation and tools from a single platform, reducing the need for multiple devices or software.

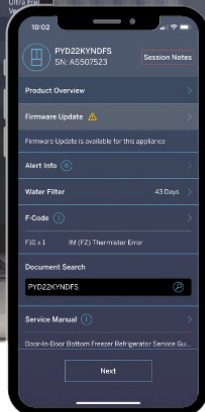


**SmartHQ<sup>™</sup> Service** empowers technicians with cutting-edge digital diagnostics, streamlining repairs and enhancing customer satisfaction. Stay ahead in appliance servicing with this comprehensive tool designed for the modern service professional.

**BUY NOW**



18	17	16	15	14	11	10	9	8	7
13h	10-22h	10-22h	10-22h	10-22h	Ad 19h	Ad 19h	Ad 22h	Ad 22h	5d 19h
81	1	45	6	59	209	63	68	73	26
No	No	No	No	No	No	No	No	No	No
No	No	No	No	No	No	No	No	No	No
Power Button	Success	Power Button	Success	Power Button	Success	Power Button	Success	Power Button	Success
Fresh Vent	Ultra Fresh Vent	Towels	Ultra Fresh Vent	Normal	Ultra Fresh Vent	Towels	Ultra Fresh Vent	Bulky Bedding	Ultra Fresh Vent
100	100	1300	100	1100	100	1300	100	1200	
105	105	1304	105	1110	104	1309	105	1206	
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	1
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
Warm	Warm	Warm	Warm	Warm	Warm	Warm	Warm	Warm	Warm
Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal
Extra High	Extra High	Extra High	More	More	Extra High	Extra High	Max	Max	Max



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## SmartHQ<sup>™</sup> Service: Elevating Appliance Diagnostics with Advanced Tools

SmartHQ<sup>™</sup> Service transforms the appliance service industry by providing tools that enable technicians to diagnose and repair appliances with unmatched precision and efficiency.

### Twin Elements of Excellence in Service



#### SmartHQ<sup>™</sup> Module



##### Rapid Connectivity

Connects to appliances using RJ-45 cable for immediate troubleshooting.



##### Component Control

Test functionality by turning components on/off remotely.



#### SmartHQ<sup>™</sup> Subscription



##### Cloud-Based Library

Extensive collection of up-to-date service manuals and repair guides.



##### SharedData

Seamlessly share diagnostics with Master Technicians or GE TAG technicians.



##### Real-Time Data Analysis

Delivers instant diagnostic results, allowing for precise on-the-spot decisions.



##### Mobile Optimization

Efficient diagnostics on the go with iOS and Android compatibility, enhanced by clear Bluetooth connectivity status.



##### Historical Insights

Utilize historical performance data for better preventative maintenance.



##### Optimized Mobile Interface

Streamlined navigation reduces the learning curve, ensuring quick and effective use.



##### Diagnostic Capabilities

In-depth tests pinpoint appliance issues with fault codes and real-time data logging.

### Advanced Integration and Management



##### Ethernet Port Compatibility

Checks appliance compatibility for real-time diagnostics.



##### Software Updates and Service History

Keep appliances up to date and track service interventions.



##### Remote Diagnostics

Minimize the need for in-person visits with comprehensive remote capabilities.

### Parts and Documentation



##### OneParts Search

Access exploded diagrams of GE appliances sub-systems for easier troubleshooting.



##### Parts Purchase

Simplified search and ordering of genuine GE Appliances parts.



##### Document Search

User-friendly search of GEA service document database for quick information retrieval.



##### Product Overview

Provides high-level appliance information for effective customer communication.

### Additional Features



##### Service Website Access

Direct, login-free access to the GEA service website.



##### Training Materials

Easily accessible service bulletins and training documents.



##### Session Notes and Media Uploads

Integrate notes, photos, and videos into service records for comprehensive documentation.