

NEW - NOW AVAILABLE at *ReliableParts*



GE APPLIANCES
a Haier company



INDUSTRY'S MOST POWERFUL APPLIANCE DIAGNOSTIC PLATFORM

Revolutionize the Way You Service GE Appliances

Why SmartHQ Service?

- Over **90%** of users report more accurate diagnostics with SmartHQ Service
- Be trusted as an efficient service-provider
- Increase your **first-time** complete ratio
- Compatible with GE appliances up to 10 years old

Benefits

- Perform appliance software updates
- Execute digital appliance diagnostics
- Identify appliance failures efficiently
- Service manuals at your fingertips
- Purchase genuine GE parts
- Directly control appliance components
- View historical service data

ORDER DEVICE NOW
just **\$199⁰⁰**

ReliableParts

To order, call
(469)249-8981

Streaming service \$50/mo per user

Explore SmartHQ Service



Click to view
or scan here



SmartHQ Service Testimonials



Click to view
or scan here



Industry's Most Powerful Appliance Diagnostic Platform

Game Changer Diagnostics

www.smarthqservice.com



Software Update – Ensures the software running on the appliance is up to date, improving the lifetime ownership experience for the consumer.



Data Logger – Comprehensive view of recorded diagnostics data of the connected appliance.



Shared Data – Service technicians can share diagnostics data extracted from the appliances with a Master Technician or a GE Technical Assistance Group (TAG) technician.



Fault Codes and Alerts – GE appliances perform self-diagnostics and provide resulting data to the technician. Allows technician to understand performance issues occurring within the appliance.



Component Control – Gives the technician the ability to turn all components such as valves, fans or compressors ON and OFF to test their functionality.



Product Overview – Offers a high-level consumer-oriented overview of the applicable GE appliance.



Parts Purchase – Designed to simplify the search and ordering of genuine GE parts.



Service Website – Direct access to the GEA service website, without additional login.



ONePARTS Search – Offers an exploded view of drawings of sub-systems of GE appliances.



Document Search – User-friendly "Google-like" search of the GEA service document database.



Appliance Service History – Comprehensive access to historical service data of previously repaired appliances.

For technical support, call



Now that you have purchased the SmartHQ Service module, scan this QR code or visit smarthqservice.com/retail.html to order your software subscription.

GE Appliances Authorized Servicer ? No Yes

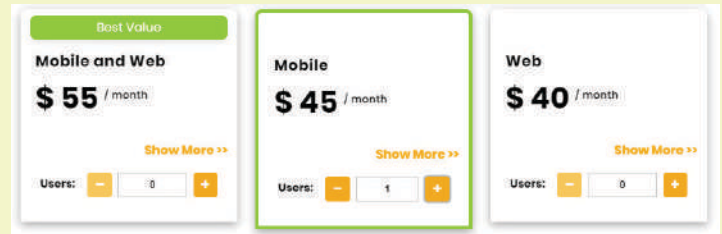
Save more by choosing yearly plan (You saved \$5 per user) Yearly Monthly

First, select whether you are a GE authorized servicer. The default setting is non-authorized.

Next, select whether you would like to pay monthly or yearly. You save on the yearly plan.

Now, choose your subscription plan.

- **Mobile** – The app runs on your mobile device, and you can perform real-time diagnostics by communicating with the appliance.
- **Web** – The web application runs in any browser allowing you to access it from your PC. It provides access to manuals, schematics, parts lookup, and more.



You can choose to buy each solution individually or both in a value bundle. Receive a bulk discount for large purchases.

GEA Service Account Number

I don't have GEA Service Account Number

Bill to Parts Account Pay by Credit Card

You will be prompted to enter your company details. Please enter your GEA Service Account Number if you have one. If you do not have a GEA Service Account Number, select the check box. A Service Account Number is automatically assigned to you.

You can choose one of the two payment methods - Bill to Parts Account or Pay by Credit Card. **Note:** If you do not have a GEA Service Account Number, you will be prompted to pay by credit card.

Enter the Technician Account details. For each technician that will use SmartHQ Service, select whether the mobile device is Android or Apple.

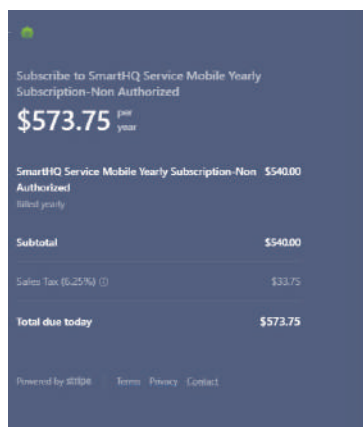
Technician Account For Mobile 1:

Same as Account Contact Information

First Name Last Name

Email

Device Android Apple



SmartHQ Service Mobile Yearly Subscription-Non Authorized	\$540.00
Subtotal	\$540.00
Sales Tax (6.25%)	\$33.75
Total due today	\$573.75

Pay with card

Email

Card Information

1234 1234 1234 1234 VISA MC DISC

MM / YY CVC

Name on card

Country or region

By confirming your subscription you allow Haier US Appliance Solutions, Inc. to charge your card for this payment and future payments in accordance with their terms.

You will be redirected to the payment screen if you have chosen the Pay by credit card option.

Note: If you choose the Bill to Parts option, we will charge your GEA Parts account.

Registration

1. Open the **SmartHQ Service** app on your device.
2. On the **SmartHQ Service** login selection page, select **Non GEA Employee** under **Login options**.
3. In the login screen, click **Sign up here** to register for a new account.
4. During registration process if the users encounter an error message *"This email is already connected to an account with SmartHQ"*
 - Login using TAG username and password or,
 - Reset the password using **Forgot your password**
5. Enter the mandatory details in the subsequent screens and click **SUBMIT**.
6. An email will be sent to the email address that you are registering with.
7. Click **VERIFY ACCOUNT** to confirm the email address. A congratulations message will be displayed after successfully completing the account setup and verification process.

Access Request

1. In the login screen, enter the **Email** and the **Password**.
2. Click **SIGN IN**. At your first attempt to login, a message *"Access Denied"* will be displayed on the screen.
3. Click **Request Access** to access the SmartHQ Service System.

A message *"Your access request is submitted for review"* will be displayed.

The access request will be approved within 24 hours.

For further inquiries, get in touch:

Telema Harry, Director SmartHQ Service

For technical support, contact:

SmartHQService.Support@geappliances.com



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The image shows the SmartHQ login interface. At the top is the SmartHQ logo. Below it are logos for Monogram, Café, GE, Haier, iOmate, and Fisher & Paykel. A 'Profile' link is on the right. The main area has a 'Welcome!' message, an 'Email' field with a 'Username' placeholder, and a 'Password' field with a 'Password' placeholder. There is a 'Show Password' toggle and a 'Forgot your password?' link. A large purple 'SIGN IN' button is at the bottom, with a red box around the text 'Don't have an account? Sign up here' below it.

When you see this error message - *"This email is already connected to an account with SmartHQ"* login using TAG credentials, or reset your password.

The image shows the 'Enter your Email' screen. It features the SmartHQ logo and a purple envelope icon. Below the icon is the text 'Enter your Email'. An 'Email Address' field contains 'smarthqservice2@gmail.com'. A red box highlights an error message: 'This email is already connected to an account with SmartHQ. Sign In using the email and password.'

The image shows the 'Access Denied' screen. It features the SmartHQ logo and the same brand logos as the previous screens. A large red box contains the text 'Access Denied'. Below this, a message reads: 'Sorry, You do not have access to the application NewFI 2 iOS'. A red box highlights a 'Request Access' button at the bottom.

Quick Start Guide



Download and Installation

- Navigate to App Store on iOS devices or Google Play store on Android devices and search for **SmartHQ Service**.
- Follow the instructions on the device to download and install the **SmartHQ Service** app on your device.

Bluetooth Module

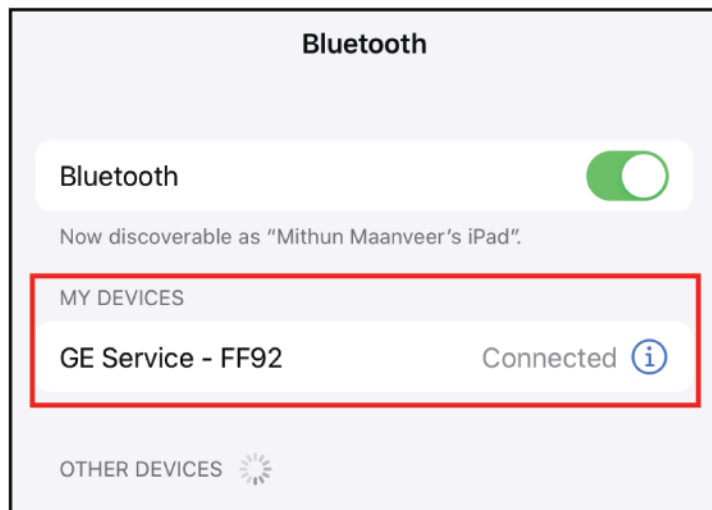
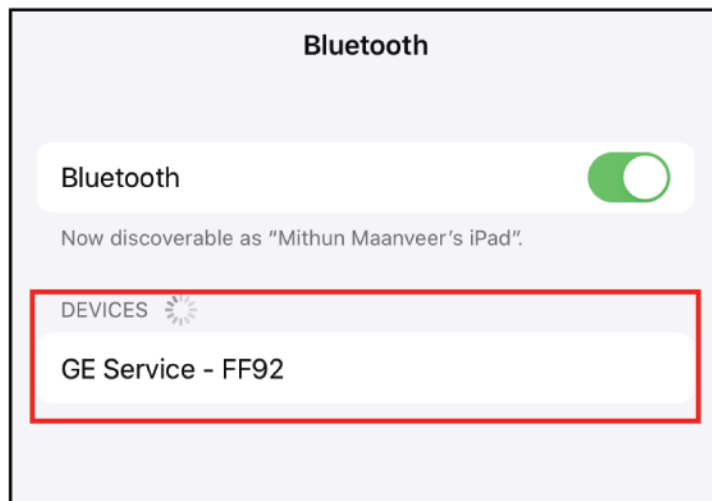
- To use the Bluetooth Module, make sure Bluetooth is enabled on your mobile/tablet device.
- To power the Bluetooth module, either connect it using the USB connector, or connect it to the appliance.

The Bluetooth Module has no battery and does not need to charge.

iPhone/iPad Pairing to Bluetooth Module

1. To pair iPhones/iPads to diagnostic tool (Bluetooth Module) navigate to Bluetooth settings.
2. The Bluetooth module broadcasts as **GE Service - XXXX**. XXXX represents the last four digits of the Mac ID of the Bluetooth Module. This signal is visible on the Bluetooth settings screen.
3. Select **GE Service - XXXX**.
GE Service will show in **MY DEVICES** as 'Connected'. This indicates the Bluetooth module has been paired and connected to the phone.

Android devices allow pairing with Bluetooth modules within the app.



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