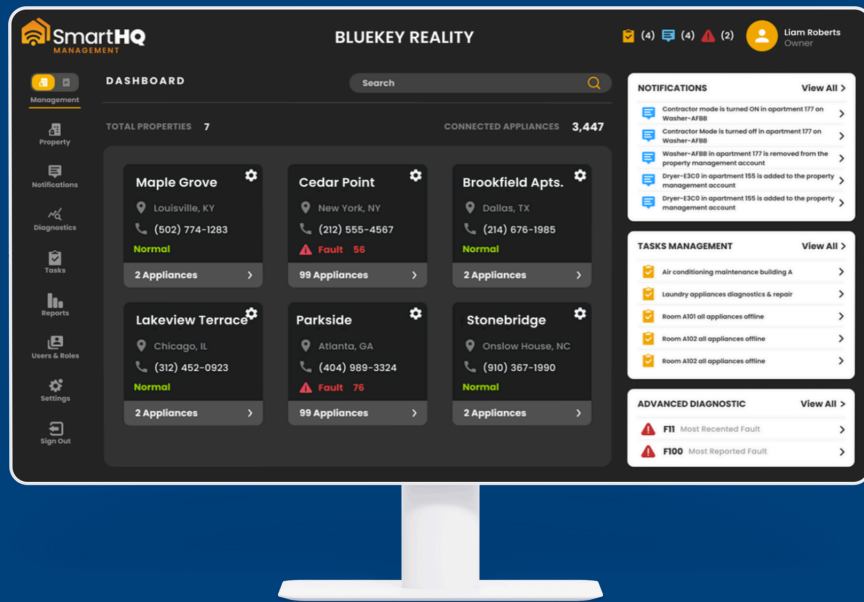


FREQUENTLY ASKED QUESTIONS

Here are answers to some of the most Frequently Asked Questions about this product.



General Overview

What is SmartHQ™ Management?

SmartHQ™ Management is a cloud-based platform developed by GE Appliances designed to streamline appliance monitoring and control for multi-family properties, hospitality, student housing, and short-term rentals. It allows operators to oversee connected appliances from a centralized dashboard to optimize efficiency and improve tenant satisfaction.

What types of properties is this solution best suited for?

The system is designed for commercial properties such as hotels, extended-stay locations, student housing, senior living facilities, and multi-family complexes.

Is there a cost to try the platform?

Yes, new users can start with a 90-day free trial of the Premium Tier of SmartHQ Management.

Compatibility

What appliances are compatible with the platform?

The system works with Wi-Fi-enabled GE Appliances, including Zoneline PTAC and VTAC systems, washers, dryers, and water heaters.

What types of properties is this solution best suited for?

Yes. The platform features open APIs that allow integration with third-party apps, guest room applications, or existing property management solutions.

Is there a cost to try the platform?

The system is scalable from 25 to over 1,000 rooms. Within a single room, there is a limit of up to 10 connected devices or gateways.

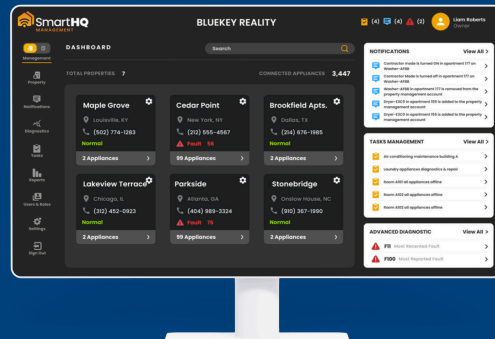


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Frequently Asked Questions

Here are answers to some of the most Frequently Asked Questions about this product.



Features and Capabilities

What specific features help reduce operational costs?

The platform helps reduce costs by lowering energy expenses through smart monitoring, reducing repair costs via proactive maintenance alerts, and extending appliance lifespans with timely interventions and updates.

Can I control multiple appliances at once?

Yes. The "Batch Command" feature allows you to apply settings, software updates, or power controls across entire fleets or specific groups of appliances in a single step.

Does the system help with water damage prevention?

Yes. When compatible GE Appliance leak sensors are installed, the system provides real-time notifications to help prevent costly water damage.

How does the energy management feature work?

Operators can set customizable temperature and usage thresholds, monitor energy consumption with detailed analytics, and prevent extreme settings.

What kind of diagnostics are available?

The platform offers advanced diagnostics that include real-time status updates, fault codes, and access to repair instructions or mini-manuals, allowing teams to identify issues before entering a room.

Maintenance

How does the system help with maintenance workflows?

It includes a task management integration that allows you to create, assign, and track maintenance tasks within the platform, maintaining historical records for streamlined operations.

Can I update appliance software remotely?

Yes. You can implement over-the-air firmware and software updates remotely to resolve issues, improve performance, or add new features without entering guest rooms.

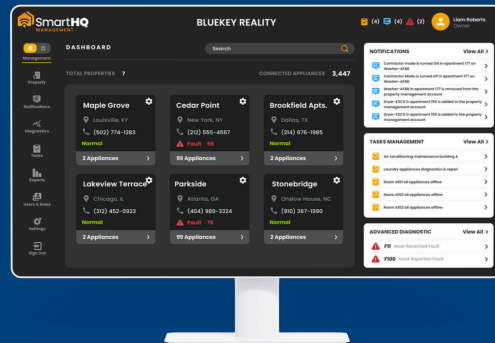


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Frequently Asked Questions

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Technical and Network

What specific features help reduce operational costs?

The system requires a site-wide 2.4 GHz Wi-Fi network with a minimum signal strength of -85 dB at appliance locations. It supports IPv4 addressing only.

Can I control multiple appliances at once?

The network must use WPA or WPA2-PSK security. WPA3 and WPA2-Enterprise are not supported.

Does SmartHQ Management work with captive portals?

No. Captive portals are not supported by default and must be disabled or bypassed (e.g., via MAC-address whitelisting) for the appliances to connect.

How much data does the system consume?

The system has a low impact on standard commercial networks, using approximately 30 MB per device per month.

Is additional hardware required?

For the core system, no additional hardware is required as it is cloud-based. However, an iOS or Android mobile device is required for appliance commissioning, and specific hardware is needed if you are using the optional leak protection features.

STILL NEED HELP?

Our specialized support team is available to help you with property setup, network configuration, and fleet management.

Contact Sales Team



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