



GE APPLIANCES
a Haier company

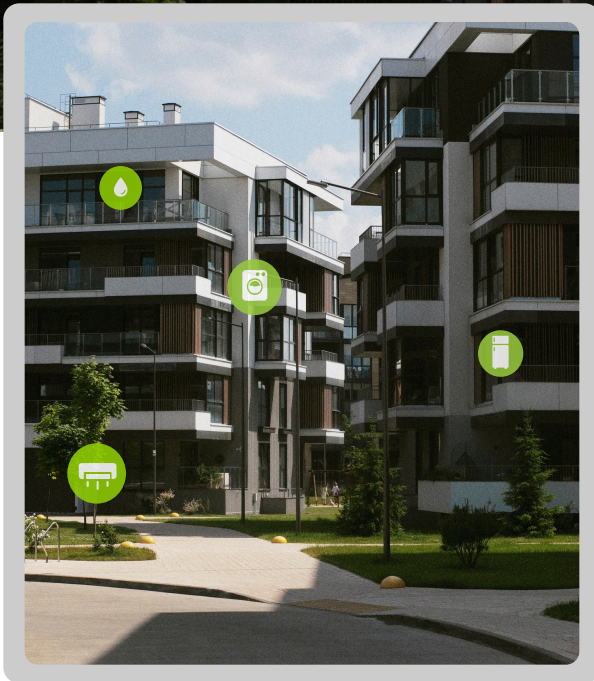


SmartHQ™
SERVICE

www.smarthqpro.com

Lakehouse Apartments + **SmartHQ Service**

Smarter Tech. Smoother Operations. Happier Residents.



Overview

Lakehouse Apartments, a premier multi-family community, faced slow appliance repairs, high costs, and tenant complaints. Technicians relied on manual troubleshooting, which often resulted in misdiagnoses and repeat service calls.

After partnering with SmartHQ™ Service from GE Appliances, technicians gained remote access to appliance performance data—such as error codes and service history—via phone, tablet, or computer, enabling faster diagnostics, smarter troubleshooting, and fewer wasted trips.

The Challenge

Managing appliance maintenance on a large property involved typical challenges:

- Lengthy diagnostics due to manual troubleshooting.**
- Repeat visits due to unresolved issues.**
- High costs from unnecessary part replacements.**
- Resident frustrations due to service delays.**

How It Was Set Up

Lakehouse didn't need to overhaul operations to get started. Here's how the SmartHQ™ Service rollout worked:

- Identified and enabled compatible appliances for connectivity and remote diagnostics.
- Trained service staff on the SmartHQ™ platform, including diagnostics, updates, and service history.
- Provided immediate access to the SmartHQ™ portal with appliance data and troubleshooting tools.



Ensured ongoing support from GE's expert team for issue escalation, updates, and proactive maintenance.



No new hires needed



No new infrastructure required



Fully operational system in days

The SmartHQ™ Service Transformation



SmartHQ™ Service enabled Lakehouse technicians to shift from reactive to proactive maintenance.



Real-time data enabled faster diagnostics, reducing problem-solving time from hours to minutes.



75% of issues were resolved on the first visit due to access to error codes and service history.



Repair throughput almost doubled, with 8 appliances serviced in under 4 hours.



Faster repairs led to fewer complaints, improving resident satisfaction.

Key Service Wins

Appliance & Issue	SmartHQ Insight	Outcome
Washer – Not spinning	Identified control board failure via diagnostics	Washer restored to full function
Dishwasher – Not drying dishes	Flagged heating issue from cycle performance	Normal drying cycle restored
Washer – Cycle starting unexpectedly	Flagged heating issue from cycle performance	Cycle timing corrected
Dishwasher – UI unresponsive	Detected control board fault remotely	Controls responsive and stable
Range – Fan not running	Confirmed component fault via real-time data	Cooling fan function restored
Washer – Flashing LED indicators	Provided specific error code for firmware issue	Washer functioning normally
Dryer – System error messages	Identified dual board issue through diagnostics	Dryer stabilized, no further issues
Washer – Routine check	Showed normal system performance	System verified and cleared

About SmartHQ™ Service

SmartHQ™ Service is GE Appliances' connected appliance platform that delivers a smarter, more responsive ownership experience by enabling users to remotely monitor, manage, and troubleshoot their appliances. Through the SmartHQ™ app and cloud-based infrastructure, the service offers proactive diagnostics, remote support capabilities, and personalized maintenance insights. Designed to reduce downtime and enhance convenience, SmartHQ™ Service helps ensure optimal appliance performance while reinforcing GE Appliances' commitment to innovation, reliability, and customer care.

