



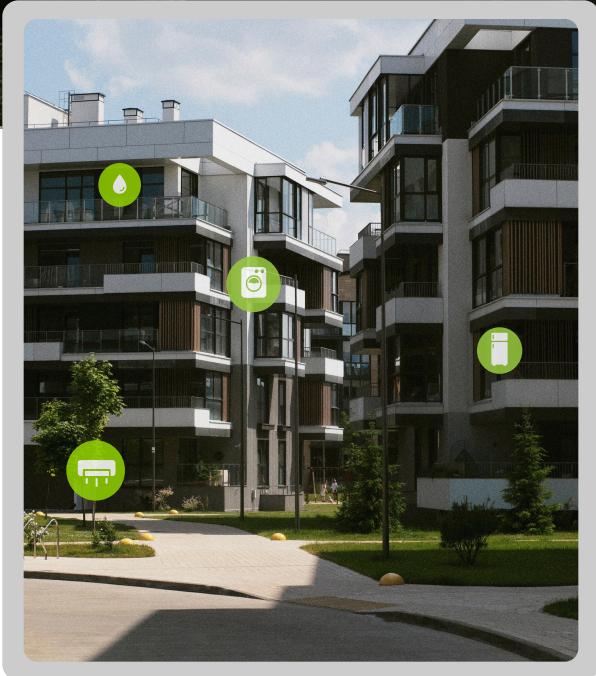
GE APPLIANCES  
a Haier company



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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.

