



# CONNECTED APPLIANCE DIAGNOSTICS FOR SERVICE PROFESSIONALS

## OVERVIEW

SmartHQ Service is a diagnostic platform from GE Appliances that helps technicians service connected appliances more accurately and efficiently. Using a Bluetooth module and mobile app, technicians can access real-time data, run component tests, update software, and view service documentation from their mobile device.

## KEY FEATURES

- Diagnostic Fault Codes:** Instantly read appliance fault codes to understand system issues and reduce guesswork.
- Component Activation:** Run tests by turning on individual components (e.g., fans, compressors, valves) to confirm functionality.
- Service History & Data Logs:** Access previous appliance issues, performance logs, and repair history to improve first-time fix rates.
- GE Appliance Documentation Access:** Search technical manuals, service bulletins, and exploded views directly through the app.
- Software Updates:** Update appliance firmware to improve performance and fix known issues.
- Genuine GE Parts Lookup:** Use OneParts search for exploded views and direct links to order genuine parts.



## WHO'S IT FOR?

- Appliance Service Technicians
- GE Authorized Repair Providers
- Large-Scale Property Managers
- Service Dispatch Coordinators

## HOW IT WORKS

- Connect the SmartHQ Service module to the appliance (RJ-45 cable).
- Launch the App on your iOS or Android device.
- Run Diagnostics, view fault codes, control components, and review logs.
- Resolve Issues faster with insights, documentation, and technical support access.

## WHAT'S IN THE BUNDLE PACK

- SmartHQ™ Service Diagnostic Module
- 6 months Service Subscription
- RJ-45 Cable
- Quick Start Guide



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