



GE APPLIANCES  
a Haier company








SmartHQ<sup>™</sup>  
SERVICE

## Instant Diagnostics: Smarter, Faster, and Better with SmartHQ<sup>™</sup> Service

Unlock efficiency and precision in appliance diagnostics with SmartHQ<sup>™</sup> Service, the essential tool for technicians and appliance service companies aiming to enhance operational effectiveness and customer satisfaction.

### Advanced Features of SmartHQ<sup>™</sup> Service

-  **Real-Time Fault Detection**  
Connect instantly to a broad range of GE Appliances for real-time fault detection and diagnostics, ensuring rapid resolutions and maximum uptime.
-  **Comprehensive Diagnostic Library**  
Gain access to an expansive database of diagnostic procedures and historical data for precise troubleshooting.
-  **Seamless Connectivity**  
With enhanced Bluetooth visibility, always stay connected. Our interface shows real-time connection status, ensuring reliable diagnostics without interruptions.
-  **Offline Capability**  
Continue to perform diagnostics and manage tasks seamlessly without internet connectivity, ensuring your workflow is uninterrupted and productive, regardless of location.
-  **Streamlined Documentation**  
Utilize integrated tools for capturing photos, videos, and detailed notes directly within the app.



### Tailored for Technicians

- Reduced Service Time
- Enhanced Accuracy
- Retrospective Evaluations
- Monthly Training Series

### How SmartHQ<sup>™</sup> Service Works



#### 1. Connect

Attach the SmartHQ<sup>™</sup> Bluetooth Module to the appliance using an RJ-45 cable.



#### 2. Diagnose

Use the SmartHQ<sup>™</sup> Service app to start diagnostics, receiving real-time data directly on your device.



#### 3. Resolve

Follow guided troubleshooting steps to resolve issues swiftly and effectively.

### Join Thousands of Satisfied Technicians!

Over **6000+** technicians are enhancing their service quality and customer satisfaction using SmartHQ<sup>™</sup> Service.

Module w/ Subscription  
**SPSB10P01A**

Module Only  
**WX05X15005**

[www.smarthqpro.com](http://www.smarthqpro.com)

**PARTNER CODE: ABOL25**





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# Empowering Technicians with Advanced Tools

Discover the enhanced capabilities SmartHQ<sup>™</sup> Service offers to appliance service technicians, enabling more efficient and effective repairs.



## Direct Diagnostic Access

Gain immediate access to diagnostic tools and data, facilitating quicker, more accurate troubleshooting and repairs.



## Historical Data Utilization

Utilize historical performance data to forecast potential issues, allowing for preemptive maintenance strategies.



## First-Visit Resolution

Leverage advanced diagnostics to quickly resolve issues, reducing the need for repeat visits and enhancing customer satisfaction.



## Time Efficiency

Save time with quick access to historical data, error codes, and component controls.



## Improved Accuracy

Enhance diagnostic accuracy with advanced tools and comprehensive data logging.



## Seamless Integration

Access all necessary documentation and tools from a single platform, reducing the need for multiple devices or software.



**SmartHQ<sup>™</sup> Service** empowers technicians with cutting-edge digital diagnostics, streamlining repairs and enhancing customer satisfaction. Stay ahead in appliance servicing with this comprehensive tool designed for the modern service professional.

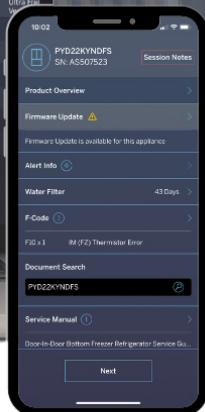
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Module Only  
**WX05X15005**





18	17	16	15	14	11	10	9	8	7
13h	10-22h	10-22h	10-22h	10-22h	10-22h	10-22h	10-22h	10-22h	10-22h
81	1	45	6	59	209	63	68	73	26
No	No	No	No	No	No	No	No	No	No
No	No	No	No	No	No	No	No	No	No
Power Button	Success	Power Button	Success	Power Button	Success	Power Button	Success	Power Button	Success
Ultra Fresh Vent	Normal	Ultra Fresh Vent	Normal	Ultra Fresh Vent	Normal	Ultra Fresh Vent	Normal	Ultra Fresh Vent	Normal
100	100	1300	100	1100	100	1300	100	1100	100
105	105	1304	105	1110	104	1309	105	1106	105
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
Warm	Warm	Warm	Warm	Warm	Warm	Warm	Warm	Warm	Warm
Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal
Extra High	Extra High	Extra High	More	More	Extra High	Extra High	Max	Max	Max



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## SmartHQ<sup>™</sup> Service: Elevating Appliance Diagnostics with Advanced Tools

SmartHQ<sup>™</sup> Service transforms the appliance service industry by providing tools that enable technicians to diagnose and repair appliances with unmatched precision and efficiency.

### Twin Elements of Excellence in Service



#### SmartHQ<sup>™</sup> Module



##### Rapid Connectivity

Connects to appliances using RJ-45 cable for immediate troubleshooting.



##### Component Control

Test functionality by turning components on/off remotely.



#### SmartHQ<sup>™</sup> Subscription



##### Cloud-Based Library

Extensive collection of up-to-date service manuals and repair guides.



##### SharedData

Seamlessly share diagnostics with Master Technicians or GE TAG technicians.



##### Real-Time Data Analysis

Delivers instant diagnostic results, allowing for precise on-the-spot decisions.



##### Mobile Optimization

Efficient diagnostics on the go with iOS and Android compatibility, enhanced by clear Bluetooth connectivity status.



##### Historical Insights

Utilize historical performance data for better preventative maintenance.



##### Optimized Mobile Interface

Streamlined navigation reduces the learning curve, ensuring quick and effective use.



##### Diagnostic Capabilities

In-depth tests pinpoint appliance issues with fault codes and real-time data logging.

### Advanced Integration and Management



#### Ethernet Port Compatibility

Checks appliance compatibility for real-time diagnostics.



#### Software Updates and Service History

Keep appliances up to date and track service interventions.



#### Remote Diagnostics

Minimize the need for in-person visits with comprehensive remote capabilities.

### Parts and Documentation



#### OneParts Search

Access exploded diagrams of GE appliances sub-systems for easier troubleshooting.



#### Parts Purchase

Simplified search and ordering of genuine GE Appliances parts.



#### Document Search

User-friendly search of GEA service document database for quick information retrieval.



#### Product Overview

Provides high-level appliance information for effective customer communication.

### Additional Features



#### Service Website Access

Direct, login-free access to the GEA service website.



#### Training Materials

Easily accessible service bulletins and training documents.



#### Session Notes and Media Uploads

Integrate notes, photos, and videos into service records for comprehensive documentation.