Kenmore Elite® SMART Dishwasher FAQs

**Installation**
1. How do I connect the SMART Dishwasher to my smartphone?
- Download and install the Kenmore SMART app from the Apple App Store or Google App Store.
- Launch the app on your smartphone.
- Set up an account or log into your existing account.
- Click to add a product.
- Select Dishwasher from the available products in the menu.
- Follow the additional instructions within the app to connect your smart dishwasher.
- You will need the QR codes to complete the registration and connection process.

2. Where is the QR Code located?
The Kenmore Smart QR Code is located on the right side of the control panel.  The dishwasher model and serial number QR code is located on the top right side of the inner door.

3. Do I need an available Wi-Fi connection for my dishwasher?

Yes. Functionality of Kenmore SMART devices requires you to download the Kenmore SMART app to a web-enabled smartphone. In addition, your house needs to have an internet connection and a wireless router. The Kenmore SMART app supports all web-enabled iPhone® and Android™ smartphones (please see Hardware and Software Requirements section, below).

4. Is there a way I can boost the Wi-Fi signal? I'm not receiving a strong Wi-Fi signal at my dishwasher.

Yes. You can visit a number of major electronic device retailers to find a number of routers and range extenders available that will help you get a stronger signal in your home.

5. What do I do if I replace my router?

If you do any of the following: replace your home router, reconfigure your router IP address, change the Password or other router settings, you will need to reconnect the dishwasher (and other products if applicable) to the router:

Open the Kenmore SMART app and follow the steps in "Add a Product" to connect the dishwasher to your home router.

**Product**
1. What is the Kenmore Elite® Smart Dishwasher?

The Kenmore Elite® Smart Dishwasher is an appliance that "talks" to your smartphone using wireless (Wi-Fi) technology. Smart technology gives you the ability to interact with your Kenmore Elite® Smart Dishwasher remotely from your smartphone.

2. What is My Cycle and how does it work?

My Cycle is comprised of 4 downloadable cycles that are in addition to standard cycle options.

- Extended Total Care: Recommended to completely wash and completely dry a full load of normally soiled dishes.
- Heavy Duty: Intended for tough soil items, raising main wash temperature to improve cleaning.
- Extra Heavy Duty: Works best on cleaning and drying tough soil items, raising main wash temperature to improve cleaning and adds extra time for better drying.
- Extended Gentle Care: Provides a light wash for delicate items and adds extra time for better drying.

3. Can I remotely modify my cycle selection once it is started?

No. Once the dishwasher is started you cannot modify, restart or stop the cycle remotely.

**App**
1. Where do I access the Kenmore SMART app to download to my smartphone?

You can download the Kenmore SMART app from Apple iTunes® or the Google Play™ store onto your smartphone.

2. How much does the Kenmore SMART app cost?

The Kenmore SMART app and connected functionality are free. Standard text rates may apply.

3. How do I log in? Can I use my Sears or Shop Your Way account?

You need a Kenmore SMART account to log in. If you do not have an account, use your personal email to create an account. If you have a Sears or Shop Your Way account, you can simply log in with your Sears or Shop Your Way account.

4. What are the wireless home router requirements necessary to set up my Smart Dishwasher?

Your home router must be 2.4 GHz and support IEEE 802.11b/g/n to work with your Kenmore Elite® Smart Dishwasher. Most routers less than five years old should work with your appliance.

5. What are the Hardware and Software Requirements?

Apple iOS:
iOS 8.0 or greater
iPhone® 5 or newer
iPod® Touch (5th Generation or newer)
Android™:
Android™ KitKat 4.4, Lollipop 5.0 or newer
Smartphone (Samsung, LG, HTC, or Nexus)
Home Router Specifications/Requirements:
Home Router must be 2.4 GHz and support IEEE 802.11b/g/n

**Support**

1. Why is my dishwasher not connected? What do I do to connect my dishwasher? After I plugged in my appliance, the Smart LED is not on. Your dishwasher must be connected to a home internet router. If you have not performed the router connection process, see the installation guide for more detail. If you already have made the router connection and the Smart LED is still off, check your internet connection.

2. Will my dishwasher still work if my internet is not working or if my product is showing OFFLINE in my app?

Yes. Your dishwasher will continue to operate normally even when the internet is not working. However, you will no longer be able to use the app to monitor your appliance until the internet connection is restored.

3. Will I be notified if there is a problem with my dishwasher?

Yes. If a dishwasher error is detected you will receive an alert in your app which will have specific instructions for you to follow in order to resolve the issue. If you are still having problems after stepping through the troubleshooting instructions, contact Kenmore Support. You can contact Kenmore Support via email, phone call, or provide general feedback using the app. On the Kenmore SMART app dashboard, select the 3 parallel bars located in the upper right hand corner of the page, then select HELP & INFO to find the appropriate information.

4. Why is my Smart LED blinking or off?

Smart LED blinks when your dishwasher is looking for a connection to the internet. When there is no connection, the Smart LED is off.

5. If I sell my home, can the new owners use the same Kenmore SMART appliance on their home network? What will they need to do?

Yes. To start, you should go into the Kenmore SMART app and use the Remove Product link located in the product Info page. The new homeowner can set up the Kenmore SMART appliance on their home network. They will need to download and install the Kenmore SMART app onto their smartphone. If they do not already have an account, they can set one up in the app, and then follow the instructions to install the appliance into their new account.

6. Can anyone with the Kenmore SMART app change the settings on my Kenmore Smart Dish without my knowledge?

No. Only you or someone with your account credentials can change your Dishwasher settings. It is always a good practice to keep your account information private so that unauthorized people cannot access your account.

7. How do I know if my Kenmore SMART appliance isn't working properly? Does the app alert me?

Yes, the Kenmore SMART app will send you notifications if it is unable to communicate with your home network.

8. How do I reach Kenmore Support?

You can contact Kenmore support via email, phone call, or provide general feedback using the app. On the Kenmore SMART app dashboard, select the 3 parallel bars located in the upper right hand corner of the page, then select HELP & INFO to find the appropriate information.

9. Will I be notified if there is a power outage?

No. If there is a power outage then your Wi-Fi connection will also go down. The app will notify you that your product(s) is Offline. The Offline notification can indicate several issues including a power outage. If you have multiple products connected in your Kenmore SMART app, and they all go Offline at the same time, you can either call your Internet Service Provider or Power Company to see if they are experiencing difficulties. **NOTE: If your home loses power, the dishwasher will automatically reconnect to your Kenmore SMART app when power is restored.**

**Voice Assistant, Amazon Alexa**
How do I enable Alexa to talk to my appliance?

Download the Alexa app on your smartphone and log in with your Amazon account.   Search for the "Kenmore Smart" Alexa skill and enable this skill within the Alexa app.  Finally, link your Kenmore appliances to Alexa by using the same log in email and password as used for the Kenmore Smart app.

How do I use Alexa to talk to my appliance?

Using an Amazon Echo, Dot, or other Alexa enabled speaker in your Alexa account, say a Kenmore Smart Alexa voice command.   Refer to the Kenmore Smart Alexa skill page for all supported voice commands for your appliance.