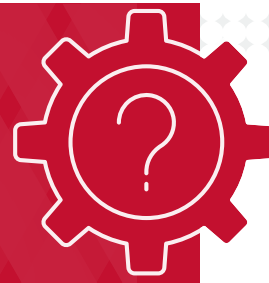


FAQ

FREQUENTLY
ASKED
QUESTIONS



KitchenAid®

01



Will you need to reconnect the appliance after the new app launches? ▼

NO - The app will remain connected to any appliance it has already been connected to.

02



What appliances does the app support? ▼

All KitchenAid® smart appliances (KitchenAid Smart Commercial-Style Range and KitchenAid Smart Oven+).

03



Does it cost money? ▼

NO - Currently, all features of the KitchenAid app are free with a KitchenAid Smart appliance.

04



Is there anything I can show my trade customer in the App without being connected to an appliance? ▼

YES - You are able to see KitchenAid stories, service and support, and an overview of the app without being connected to an appliance.

05



What are the most compelling reasons to download the KitchenAid® app? ▼

Users are able to set their oven, save their favorite cycles, and check their oven status remotely.

06



What's new with the KitchenAid app? ▼

There is a completely new look and feel that brings KitchenAid brand to life.

07



When is the new app launching? ▼

Planned for June 2020

08



Will the consumer have to re-download the app or will it update automatically? ▼

The app will update automatically if the consumer opted into automatic updates. Otherwise, it will need to be updated manually.