



WE CARE WE ACT

HOW TO PARTICIPATE

TOSHIBA

ELIGIBILITY

THE **FREE** CLEANING SERVICE IS OFFERED ONLY TO

All **Front Load Washers & Front Load Washer Dryer Combos** purchased before 1st Jan 2020.

HOW TO PARTICIPATE | Step 1

DOWNLOAD **TSMARTLIFE** FROM APP STORE



<https://play.google.com/store/apps/details?id=com.midea.ai.toshiba.overseainhouse&hl=en>

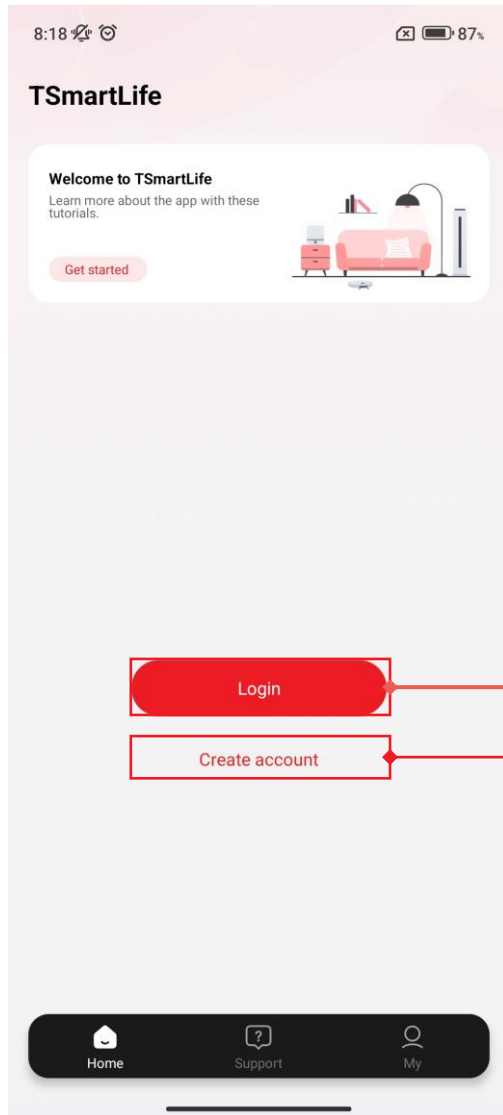


<https://apps.apple.com/us/app/tsmartlife/id1535414457>



HOW TO PARTICIPATE | Step 2

REGISTER\LOGIN **TSMARTLIFE** ACCOUNT



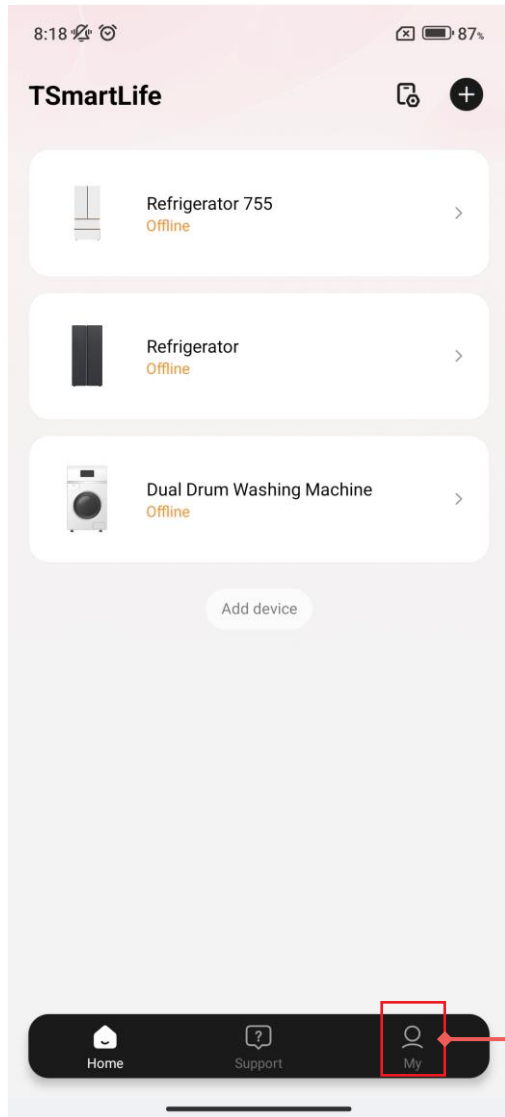
Login in with your existing ID and Password if you already have a **TSmartLife** account.

Create an account if you do not have a **TSmartLife** account.

Follow the on-screen instructions to create account.

HOW TO PARTICIPATE | Step 3

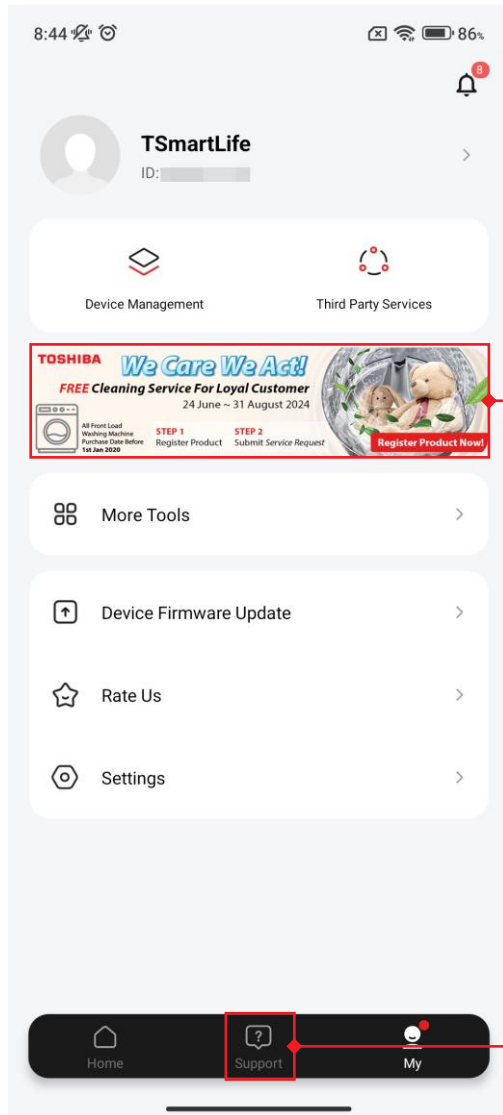
ACCESS **SUPPORT** FROM HOME SCREEN



After logging in, on the home screen, click on the **My Profile**.

HOW TO PARTICIPATE | Step 4

ACCESS **PRODUCT REGISTRATION** FROM **PROFILE PAGE**



On the **My Profile** page, click on the **Campaign Banner** to **Product Registration**.

*If you've registered your product previously, you can click on **Support** to access **Product Registration** to view your registered product and submit a **Service Request** from there. (refer to **Step 7**)*

TOSHIBA

HOW TO PARTICIPATE | Step 5

PRODUCT REGISTRATION SUBMISSION

14:01 58%

<

Serial No. * ⓘ
Please enter the serial number or scan on the device

Product Category *
Please select. >

Purchase Date *
Please select. 📅

Warranty card NO. *
Please select.

Purchase location
Please select.

Upload Photo * 0/3
Please upload photos of your device, the invoice and the warranty card here.
Maximum of 3 photos.

+
Receipt/Invoice

+
Warranty card

+
Warranty card

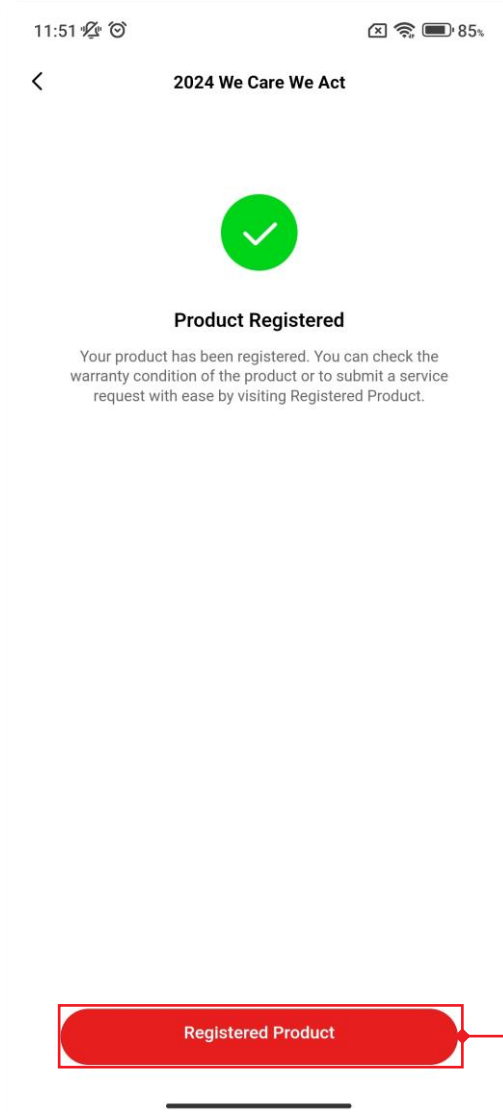
*Indicates required field

Submit

Enter all the necessary information, then **Submit** to complete the **Product Registration**.

HOW TO PARTICIPATE | Step 6

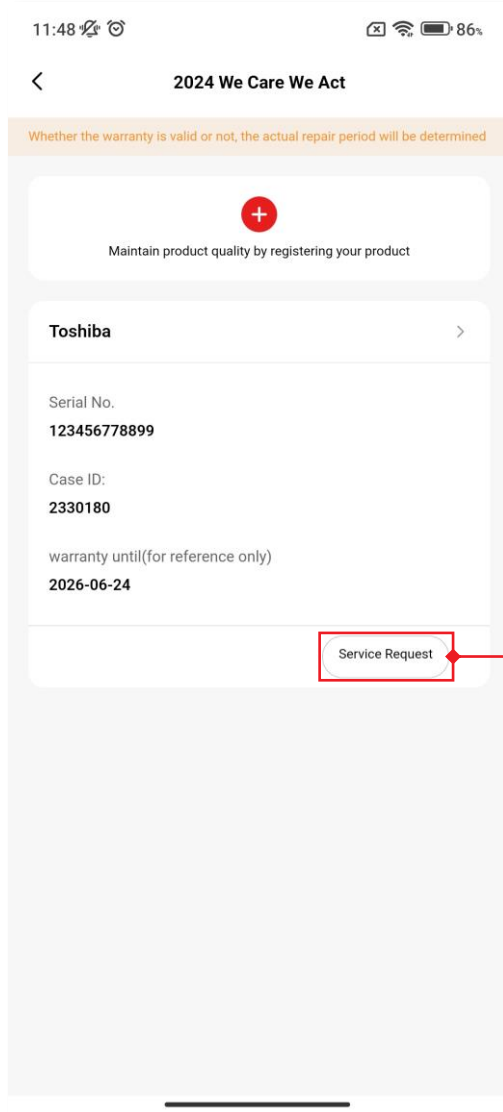
PRODUCT REGISTRATION SUCCESSFUL



After successfully registered product, click on the **Registered Product**.

HOW TO PARTICIPATE | Step 7

ACCESS **SERVICE REQUEST**



On the **Registered Product** page, click on the **Service Request**.

HOW TO PARTICIPATE | Step 8

SUBMIT **SERVICE REQUEST**

14:01 58%

< Service Request

Serial No. * ⓘ
Please enter the serial number or scan on the device

Product Category *
Please select. >

More information ▾

Description * 0/500
Please describe the problem. 500 characters limit. Local language and English only.

Please upload screenshots, photos that may be useful.

+
Image upload area

Contact details *
Please select. >

Address *
Please select. >

* Indicates required field

Submit

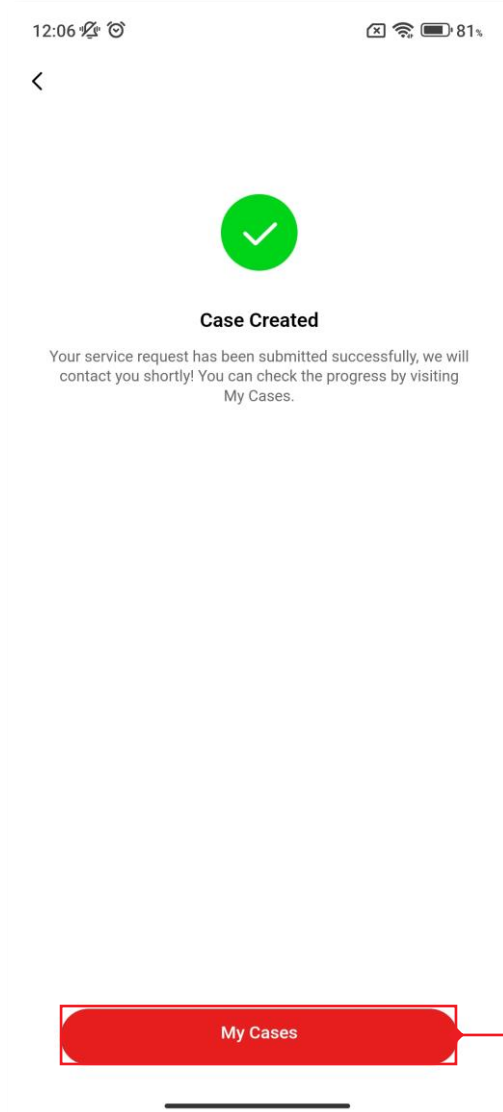
On the **Service Request** page

In the **Description** field write down **“FOC Cleaning”**.

Key in other necessary information
Submit to complete the **Service Request**.

HOW TO PARTICIPATE | Step 9

SERVICE REQUEST SUBMISSION SUCCESSFUL



Now you've submitted the **Service Request**.

You can click on **My Case** to check your case submission.

HOW TO PARTICIPATE | Step 10

APPOINTMENT SCHEDULE CALL

Once the **Service Request** is received, Our **Call Center** will call to schedule a service appointment within **24 hours***.