

Equipment support and training available through the ICE App

The ICE App is designed to support you with the operation and maintenance of your cleaning equipment.

Use the Smartcall video support function to connect with a member of our technical team who will remotely diagnose equipment faults and help you fix simple issues without the need to send an ICE engineer.

Or watch our equipment training videos, which provide valuable information on how to operate our equipment safely and efficiently.

Plus, the ICE App includes detailed product information and user guides for our core product range.



To download The ICE App



Android device:

To download the Android version, please search The ICE App on Google Play, or scan the QR code



Apple device:

To download the iOS version, please search The ICE App on the App store, or scan the QR code



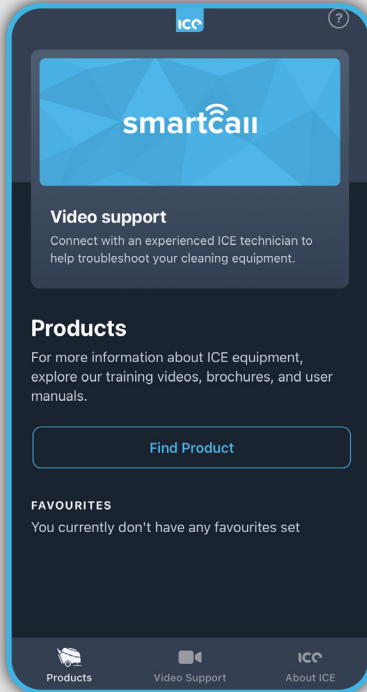


HOW TO USE THE ICE app

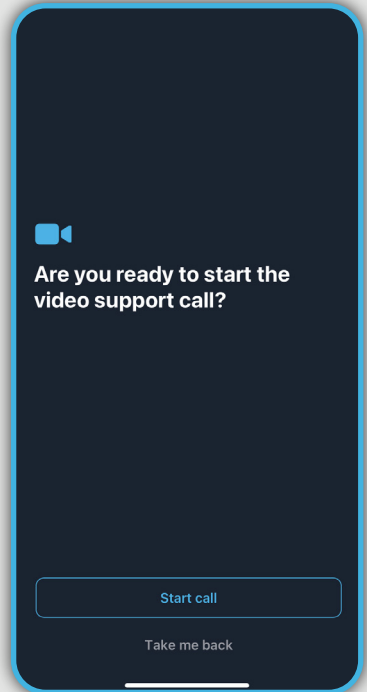
Please ensure you update the ICE App through The App Store or Google Play to view the latest version.

You may need to uninstall and reinstall the App.

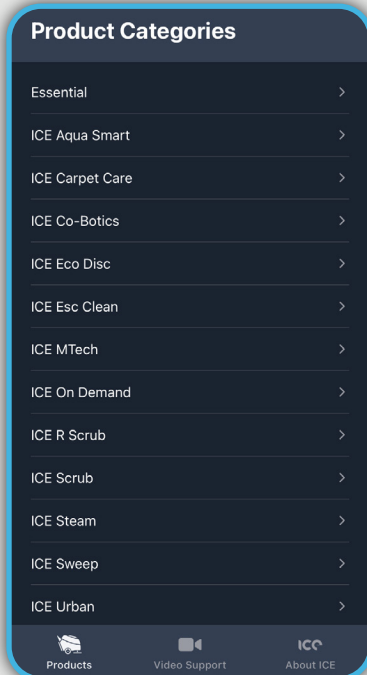
When you enter the App you will see this home screen.



For technical support via smartcall, simply click on 'video support' displayed along the bottom or on the home screen and 'start call' on the displayed screen.



To find machine information go to 'find product' where you can either search by the name of the machine if known or search by category.



Once you have found and selected your machine you will be able to view product manuals, brochures, training videos and technical data.

