



FRIEDRICH

General Information

Why is the app changing?

We are launching a new app to provide you with a better user experience, faster performance, and exciting new features.

When will the new app be available?

The new app is currently available and ready for you to log in using your FriedrichConnect username and password.

How do I download the new app?

You can download the new app from the App Store or Google Play by searching for FriedrichLink.

Account and Data

Will my account information transfer to the new app?

Yes, all your account information and data will be seamlessly transferred to the new app.

Do I need to create a new account?

No, you can use your existing account credentials to log in to the new app.

What happens to my data on the old app?

Your data has been securely transferred to the new app. The old app will no longer be supported after TBD.

Features and Functionality

What new features are available in the new app?

The new app includes more robust scheduling features, along with a more intuitive design and faster performance.

Are there any features from the old app that are not available in the new app?

Most features from the old app are available in the new app. If any features are missing, we are working to add them in future updates.

Technical Issues

What should I do if I encounter a problem with the new app?

Our customer support team is happy to assist. Use this link to visit our contact us page <https://www.friedrich.com/consumer/contact-us> or give us a call at 1-800-541-6645.

Is the new app compatible with my device?

The new app is compatible with devices running [list supported operating systems and versions].

How do I report a bug or provide feedback?

You can report bugs or provide feedback through the app's feedback section or by contacting our support team.

Transition Period

Can I still use the old app after the new app is launched?

The old app will be available for a limited time after the new app is launched, but we encourage you to switch to the new app as soon as possible.

How do I migrate my data from the old app to the new app?

Your data has been migrated to the new app. Simply log in with your existing FriedrichConnect username and password credentials.

Security and Privacy

Is my data secure in the new app?

Yes, we have implemented advanced security measures to protect your data in the new app.

How is my privacy protected in the new app?

We are committed to protecting your privacy. Please review our updated privacy policy for more details.